

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

12th November 2019

Our ref: 23963

Your ref: ecm_56336



www.gov.uk/naturalengland



Kantar UK Limited

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Westminster

London

SW1P 3JA

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Kings Pool
Peasholme Green
York
YO1 7PX

Dear Sirs

Letter of Appointment

This letter of Appointment dated 12th November 2019, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

From:	Natural England ("Customer")
To:	Kantar UK Limited ("Supplier")

Effective Date:	7 th October 2019
Expiry Date:	End date of Initial Period: 1 st March 2023 End date of Maximum Extension Period: 1 st September 2023 Minimum written notice to Supplier in respect of extension: one month.

Services required:	This requirement takes the form of a Defined Term Agreement and covers the range of services that may be required during the term of the agreement. Against this Agreement, the Customer will complete Statements of Work for the actual services required. The range of services required are set out in Section 2, Part B (Specification) of the DPS Agreement and refined by the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B.
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Key Individuals:	Natural England: [REDACTED] and [REDACTED] DEFRA: [REDACTED] Kantar UK Ltd: [REDACTED] and [REDACTED].
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Contract Charges (including any applicable discount(s), but excluding VAT):	The firm prices will be as detailed in the Supplier's pricing schedule dated 12 th July 2019 and amended by the email dated 23 rd July 2019. <i>Pricing schedule and email removed.</i>
Insurance Requirements	As detailed in the DPS Terms and Conditions.
Liability Requirements	Supplier's limitation of Liability (18.2 of the Contract Terms).
Customer billing address for invoicing:	<u>Accounts-Payable.neg@sscl.gov.uk</u> (the Customer's preferred option) or SSCL AP, Natural England, P O Box 793, Newport, Gwent, NP10 8FZ.

GDPR	The requirements regarding processing of personal data are detailed in Schedule 7 (Processing, Personal Data and Data Subjects).
Alternative and/or additional provisions	Additional provisions regarding the Performance Management Framework, remedies for inadequate

(including Schedule 8(Additional clauses)):

performance, exit procedures and knowledge retention are detailed in Schedule 8.

FORMATION OF CONTRACT

BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which shall be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.

The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.

The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (by electronic means) the receipt of the signed copy of this letter from the Supplier within five (5) Working Days from such receipt

ANNEX A

Customer Project Specification

This Section sets out The Customer's requirements.

A national people and nature survey

Overall Contract Objectives.

Natural England (NE), in partnership with Defra, is appointing the Supplier to deliver a new national people and nature survey supported by complementary mixed-methods research to aid understanding and interpretation.

The objective for the people and nature survey is to gather evidence relating to people's enjoyment, access and understanding of the natural environment, and contributions to wellbeing. This will contribute to Natural England's delivery of statutory duties and inform Defra policy, natural capital accounting and help underpin the 25 Year Environment Plan Indicator Framework.

This contract will be managed by Natural England on behalf of the partnership. It is expected to run from 2nd September 2019 to 28th February 2023, with break points (detailed in table 3 below), with an option to extend for a further six months.

1. Introduction

- 1.1 The new people and nature survey will build on and succeed the Monitor of Engagement with the Natural Environment (MENE), which ran from 2009 to 2019. Box 1 provides some background information on MENE. The Supplier is expected to be familiar with MENE given that many of the core themes will be further developed in the new survey.
- 1.2 Over the last 18 months, Natural England and Defra have reviewed MENE and engaged with users in order to develop proposals for a new revised survey and accompanying research programme. This consisted of:
 - a. An external "MENE Review" evidence report which scoped, and in some cases piloted, various options for the future survey and concluded with recommendations from the Supplier. Note that these recommendations do not constitute the views of Natural England nor Defra, nor the detailed requirements of this Contract. However, the external evidence report was appended to the ITT in order for all suppliers to consider the scope of work already conducted.
 - b. An external engagement exercise which sought the views on the various options from stakeholders (both MENE users and non-users).
 - c. A draft quantitative survey questionnaire, which has been developed and further amended as part of both the evidence report and the engagement exercise. The final questionnaire will be developed with the Supplier as part of the inception and piloting phase, taking account of expert advice, Natural England and Defra priorities and cost. The final questionnaire will be required by the end of 2019 to start data collection in March 2020.

Box 1: Background to the Monitor of Engagement with the Natural Environment (MENE)

Between 2009-2019, Natural England, in partnership with Defra, commissioned MENE with the aim to:

- Understand how people use, enjoy and are motivated to protect the natural environment
- Monitor changes in use of the natural environment over time, at a range of different spatial scales and for key groups within the population
- Inform on-the-ground initiatives to help them link more closely to people's needs
- Evaluate the impact and effectiveness of related policy initiatives.

MENE has informed the work of a wide variety of organisations including national and local government, public sector agencies, academics, charities and voluntary bodies. Key uses include: natural capital accounts, national Biodiversity 2020 indicators and OrVal (the outdoor recreation valuation tool).

In 2014, the UK Statistics Authority designated MENE as a National Statistic, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Statistics and its key principles of:

- Value - statistics that support society's needs for information
- Quality - data and methods that produce assured statistics
- Trust – users of statistics and citizens have confidence in the people and organisations that produce statistics and data

Further information on MENE, including the 2018 headline adults and children's reports, links to respondent and visit datasets and the technical report detailing methods are available here.

- 1.3 Like MENE, the new survey will collect data on people's experiences of the natural environment and seek to understand the benefits they receive from spending time in it. It will also include an expanded set of questions to understand people's attitudes to the natural environment and the actions they take to protect it.
- 1.4 The new survey will be used to produce official or national statistics, ensuring adherence to the Code of Practice for Statistics. Data and outputs produced will need to meet external user needs as well as those of Natural England and Defra.

2. Background

- 2.1 The Natural Environment and Rural Communities (NERC) Act 2006 sets out Natural England's purpose: to ensure that the natural environment is conserved, enhanced and managed for the benefit of present and future generations, thereby contributing to sustainable development. The Act states that this purpose includes:
- a. promoting nature conservation and protecting biodiversity
 - b. conserving and enhancing the landscape
 - c. Securing the provision and improvement of facilities for the study, understanding and enjoyment of the natural environment

- d. promoting access to the countryside, open spaces and encouraging open air recreation
- e. contributing in other ways to social and economic wellbeing through management of the natural environment.

2.2 Natural England’s Conservation 21 strategy is based on the principle of putting people at the heart of the environment, recognising that we have to inspire people and help them recognise the relevance of the natural environment to their day-to-day lives and the choices they make, inspiring them to be more imaginative and ambitious for the natural world around them. Natural England’s use of evidence and insight is a key part of this. Natural England uses these insights to support its delivery via 14 area-based teams and to inform policy development nationally (Natural England is a key partner in delivery of the government’s 25 Year Environment Plan) and locally through its advice to local authorities, land managers, developers and other partners.

2.3 In January 2018, Defra published a 25 Year Environment Plan, which sets out what Defra will do to improve the environment within a generation.¹ This covers Defra’s new approach in managing the natural environment via a natural capital approach to secure lasting change. The plan is broken down into six key areas, with ‘*connecting people with the environment to improve health and wellbeing*’ being the most pertinent to this Contract. The other themes are:

- a. Using and managing land sustainably
- b. Recovering nature and enhancing the beauty of landscapes
- c. Increasing resource efficiency and reducing pollution, resources and waste
- d. Securing clean, productive and biologically diverse seas and oceans
- e. Protecting and improving the global environment.

2.4 To support delivery of the 25 Year Environment Plan, Defra has continued emphasis on high quality data to meet core evidence needs. This includes an increased emphasis on public environmental attitudes and behaviours, the links to health and wellbeing, and a focus on children and young people.

2.5 The research questions of interest to Natural England and Defra that are most pertinent to this work are outlined in Table 1. Natural England and Defra are interested in further understanding the full value of time spent in the natural environment, including longer, more ‘special’ trips and experiences in higher quality and more ‘biodiverse’ places. Natural England’s and Defra’s wider research programme uses a broad range of methods and works with external partners to share insights and enable this deeper understanding.

Table 1. Key research questions of interest most pertinent to this contract	
1. People’s experiences of nature and the benefits they receive from spending time in it.	<ul style="list-style-type: none"> • How and why do people spend their free time in natural and green places? How does this vary in space and time and between key population groups? • What are the benefits people report from spending time in nature? How are these distributed spatially and across the population? What’s significant in determining whether different groups benefit? • Do people derive different benefits from different types of visit (activity, duration, ‘specialness’) or place (urban, different habitats, gardens)?

¹ Further information on the 25 Year Environment Plan can be found [here](#).

	<ul style="list-style-type: none"> • How do perceptions of environmental quality relate to 'dose' (time spent) and benefits. Does biodiversity play a role? • How does spending time in nature compare with competing things for people's leisure time? • How do children and young people spend time in green and natural places? What do they get from it? How does this change as they grow up?
2. People's attitudes to the natural environment and the actions they take to protect it.	<ul style="list-style-type: none"> • What environmental issues do people care about? What are the determinants of care and concern? • How do people engage in action for the natural environment? How does this differ across the population? • What are the antecedents of pro-nature and pro-environmental behaviours?

3. Overview of requirements

- 3.1 Natural England in partnership with Defra requires the delivery of a mixed-methods research programme over a 42 month period (with a possible 6 month extension), with an England-wide adults quantitative survey at its core. This will be supported by a smaller complementary research programme to aid interpretation and understanding.
- 3.2 The Supplier will work with the Customer to further develop plans for the new survey and complementary research during a short inception and piloting phase. This is to ensure the Customer utilises Supplier expertise, builds on MENE and incorporates findings from the MENE review and ongoing user engagement. It is expected that data collection for the new survey will commence March 2020.
- 3.3 Thematic areas of interest
- 3.3.1 Key thematic areas of interest for the quantitative survey are outlined in Table 2. The thematic focus for any additional complementary mixed-methods research will be agreed each year with the Supplier.

Table 2: Thematic areas of focus for the new people and nature survey

Experiences of Nature		Attitudes and Behaviours	
Average frequency of time spent outside – adults and their children	Last specific visit details – activities, duration, date, location, outcomes.	Values and beliefs, framing and relative importance of environmental issues.	Pro-environmental behaviours – at home, in the garden, on the go.
Reasons for not spending more time outside, ranking with other activities.	Perceptions of quality – local greenspace and specific place visited.	Care and concern in relation to biodiversity decline, landscape change.	Social action and awareness behaviours.

			Nature connection.
Respondent information: home post code, health, wellbeing, loneliness, car and dog ownership, socio-demographics (Census), values.			

3.4 Code of Practice for Statistics

3.4.1 The new survey will be used to produce official and national statistics, ensuring adherence to the Code of Practice for Statistics. It will also provide data and statistics for the 25 Year Environment Plan Indicator Framework. The Supplier will need to work with The Customer to guarantee all work complies with the Code. This includes ensuring data management, data outputs and presentation of results and statistics supports public confidence in statistics by demonstrating:

- a. **Trustworthiness** through competence, honesty and openness.
- b. **Quality** by ensuring data and processes are robust to allow The Customer to demonstrate that statistics are relevant, the methods are sound and there is clear assurance around the outputs.
- c. **Value** by focusing on users, ensuring that the statistics are accessible, address key questions, are efficiently produced and provide new insight.

3.5 Trustworthiness

3.5.1 The Supplier will be required to bring thought leadership, expert advice and excellent research and analytical skills in order to help support methodological development, analysis and synthesis of different research findings, including external findings where appropriate, to enable the Customer to tell a clear and compelling story about the data in relation to its relevant research questions.

3.6 Quality

3.6.1 The Customer will require the Supplier to be robust and transparent in its data management processes, including quality assurance (QA) and data protection processes. This includes robust processes to deal with data issues and any errors, omissions and breaches in relation to the quality aspects of the Code of Practice for Statistics.

3.6.2 The Customer requires a collaborative quality assurance process and the Supplier will be required to work with the Customer to agree a shared approach to QA and develop collaborative processes and procedures. The Customer requires the Supplier to develop and run automated scripts and queries for the QA, make these transparent to the Customer and allow the Customer to suggest and build in edits to have a shared unified QA process between the Customer and the Supplier. The Customer would still complete its own internal QA (both automatic and manually) but wants to ensure that, by automating a large proportion of shared checks, it should only have to be run once (by the Supplier).

3.6.3 The Customer requires the Supplier to quality assure the data regularly (not just at the end of a survey year) using a set of automated tests that are created by both the Supplier and the Customer.

3.6.4 The Supplier must ensure compliance with key ethical principles including:

- a. Sound research methods and appropriate dissemination and utilisation of the findings, ensuring the research does not place any unnecessary burden on respondents, and is based on sound methods that ensure evidence is robust, usable and accessible.
- b. Participation based on valid informed consent – it is clearly voluntary and participants have sufficient information to decide whether to take part.

- c. Enabling participation through method and sample design with consideration given to likely barriers to participation and reasonable steps taken to address these.
- d. Avoidance of personal and social harm including avoidance of undue stress.
- e. Non-disclosure of identity and personal information ensuring confidentiality and data protection and that participants are not identified or identifiable in research outputs.

3.6.5 The Supplier must ensure complete compliance, and demonstrate compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018) to ensure compliant processing of information about individuals and the protection of privacy. This applies to data collection, data management and all research outputs. The Supplier must be mindful that all outputs from the research are intended for the public domain.

3.6.6 As part of the inception phase, the people and nature survey and the final methodology agreed with the Supplier will be considered by the Customer's Research Ethics Committee. This process will be led by the Customer and the Supplier will be required to provide information and support where relevant.

3.7 Value

3.7.1 Data and outputs produced will need to meet external user needs as well as those of NE and Defra. The Customer will lead external engagement in order to canvass user needs and feedback to the Supplier. The Supplier will be required to synthesise research results and communicate key insights and develop products and outputs in such a way as to aid understanding of users. An important priority is a focus on the data user, ensuring salient and insightful analysis and outputs are well communicated and timely.

3.7.2 The Customer requires the Supplier to produce outputs to allow The Customer to disseminate research in a salient and user-friendly way. The Customer expects the Supplier to suggest innovative ways to do this. Therefore, The Customer envisages that the final scope and formats of various outputs will be agreed with the Supplier during the inception period. The Customer's minimum requirements are:

- a. An annual report presenting headline national results and synthesis from any mixed-method research in relation to a particular research question or theme. The theme for the first year will be agreed with the Supplier during the inception phase.
- b. A small number of key indicators for upper-tier local authorities.
- c. All written outputs should include statistical analysis explained in the simplest way possible, with the use of info-graphics and pictures to aid understanding.
- d. Respondent and raw data to allow third parties to conduct their own analyses, with user-friendly or automated application of weights. This should include geographically referenced data for both visit origin and destination to enable integration with other spatial datasets.
- e. Technical guidance explaining survey and research methods.

3.8 All outputs must conform with the open government licence to enable the Customer to publish the data and reports to the public.

3.9 The Customer will lead efforts to enable a wide range of audiences to access and use the data and will regularly review user needs and satisfaction, access and data relevance. The Customer will require advice from the Supplier where appropriate to enable review and improvements.

4. Work Programme

4.1 Task 1: Quantitative Survey, Representative of the Adult Population of England

4.1.1 National

4.1.1.1 The Customer's core requirement is a robust national (England only) dataset, sufficient for regional and sub-population analysis for adults (16 and over) that will produce results every year. The Customer needs to understand variation across population characteristics including age, social and ethnic background, gender and health.

4.1.1.2 A high quality national dataset underpinned by robust social science is the Customer's top priority.

4.1.2 Seasonal

4.1.2.1 Seasonality is incredibly important and the Customer requires an annual sample of 'visits' to the natural environment. Historically, the Customer's analysis has looked at the significance of seasonality on a monthly basis, which shows a statistical significant variation month-on-month for responses to questions about visits. Given the Customer's use of the data and requirements for analysis, it may not be necessary to collect data regularly and the customer will decide this in partnership with the supplier.

4.1.3 Local authority level

4.1.3.1 In addition to these national and seasonal data annual requirements, the Customer also requires production of a smaller set of indicators for upper-tier local authorities (county and unitary) at least over a three year period. These indicators relate to general frequencies and experiences of time spent outside (module 2 outlined in table 3 below):

- a. Average visit frequency for adults (e.g. proportion visiting on average once a week, proportion that visit less than once a month or never).
- b. Perceptions of quality for local green space.

4.1.3.2 The Customer will need a small number (3-4) of indicators based on responses to the specific visit based questions (module 1 outlined in table 3 below) including average number of visits, health motivators for visiting and expenditure.

4.1.4 An online survey

4.1.4.1 The Customer requires an online survey with a modular design, in which certain questions are asked on a rotating basis, in order to meet all the Customer's research needs, yet have a short, engaging survey that minimises respondent 'drop-out'.

4.1.4.2 The survey needs to be easily viewed and completed on a small screen (e.g. tablet and smart-phone) as well as on a PC.

4.1.4.3 Proposed questionnaire thematic-based modules based on the Customer’s work so far are as shown in table 3. This is based on recommendations from the MENE Review and stakeholder feedback. The Customer will need to work closely with the Supplier during the inception phase in order to finalise the module design, taking account of required sample sizes, potential seasonal variation in results and the need to cross-analyse results. Note: The Customer could prioritise or limit the total number of questions in each module dependant on constraints (questionnaire length, cost, etc.).

TABLE 3: Module	Topics covered	Notes
<p><u>1. Specific visit within the previous 14 days</u></p> <p>Details of last specific visit taken within previous 14 days.</p> <p>Visit questions to all who have taken visits in last 14 days - c. 60% of total sample.</p> <p>OR</p> <p>Reasons for not visiting. Only for those in the sample who didn’t take a visit in last 14 days.</p> <p>c.40% sample.</p> <p>(Same number of survey minutes for each respondent regardless of whether they took a visit in the last 14 days).</p>	<p>Visit details:</p> <ul style="list-style-type: none"> • place visited (category and exact location / geocode) • date • activities • duration • motivations • outcomes • perceptions of quality of place visited • travel – transport & distance • expenditure • party composition <p>OR:</p> <p>Reasons for not visiting in previous 14 days:</p> <ul style="list-style-type: none"> • Specific barriers in detail. 	<p>Ensure question waves capture seasonal variation.</p> <p>It’s important that data collection allows for trend data to be built up over time.</p> <p>Geocode highly important to integrate with other data sets (e.g. habitat type).</p> <p>Ensure analysis focuses on understanding outcomes from longer visits (3 hour +) c. 50% visit sample.</p> <p><u>If feasible, require local level data for select questions only.</u></p>
<p><u>2. General experiences of time spent outside – adults and their children</u></p>	<p>Average frequency (over 12 month period).</p> <p>Visit levels including general propensity on average and possibly to some specific destinations (e.g. woodlands).</p> <p>Asking adults about their children’s visit frequency.</p> <p>Asking adults about the general perception of quality about the natural places close to where they live.</p>	<p>Ensure question waves capture seasonal variation.</p> <p>Given only 25% sample will have children, suggest to include this in regular waves to ensure sufficient sample.</p> <p><u>Require local level data.</u></p>

<p><u>3. Reasons for not spending more time in nature</u></p>	<p>Reasons for not visiting outdoors more often/ at all (asked of all respondents)</p> <p>Attitudes to visiting outdoors</p> <p>Exploring specific barriers in more detail including preferences related to counterfactual / non-nature places (e.g. gym).</p>	<p>4-6 waves per year. Seasonal effect.</p> <p>This topic is also suited to additional qualitative work to explore barriers in depth.</p> <p><u>No local level data requirement.</u></p>
<p><u>4. Attitudes & behaviours</u></p>	<ul style="list-style-type: none"> • Pro-environmental behaviours • Wildlife gardening, importance, outcomes. • Environmental attitudes (protection & engagement) • Biodiversity (awareness of loss and levels of concern) • Local landscapes (concern about change, attitudes to protection) • Nature connection 	<p>4-6 waves per year.</p> <p><u>No local level data requirement.</u></p>
<p><u>5. Demographics and respondent information</u></p>	<p>Home location (postcode)</p> <p>Key demographics and other explanatory/ classification details (e.g. health and wellbeing, loneliness).</p> <p>Dog and car ownership.</p> <p>Access to a garden or private space.</p> <p>Values and beliefs (e.g. political).</p>	<p>Ensure question waves capture seasonal variation.</p> <p>Important for these variables to be available for cross tabs/analyses.</p> <p>Home location geocoding allows integration with other locational data-sets (e.g. SOA Census info, proximity to greenspace, etc.).</p> <p>Use Census comparable questions to allow for small area estimation.</p> <p><u>Require local level data.</u></p>

4.1.5 Sampling approach

4.1.5.1 A core requirement is that the sample is as nationally representative as practically possible with an ability to analyse data for particular population groups. The sample quotas should be based on age and socio-economic status, working status, urban or rural place of residence and/or ethnicity as these variables are most closely linked to visit-taking levels and visit profile variations. Educational status is also likely to be relevant.

4.1.5.2 The Customer requires a quota-based sample to meet the needs of the survey and have a representative survey panel.

4.1.6 Sample sizes

4.1.6.1 The Customer requires an online survey sample size to meet requirements at a national level. This should be sufficient to enable analysis by rural and urban areas and by English region and ensure

sufficient sample to explore variation across population characteristics, including age, ethnicity, disability, health, gender, class and dog ownership.

4.1.6.2 In addition, the Customer requires a geographically stratified sample to enable upper tier (county and unitary) authority analysis over a three year cumulative period for a select number of indicators. This should ensure a robust sample for all county-level authorities in England and, as a minimum, the larger unitary authorities.

4.1.6.3 Geographical stratification may require disproportionate sampling, or sample boosts, in certain areas/regions.

4.1.6.4 The Customer requires a sample size of approximately 25,000 to meet national requirements, boost sensitivity to track headline data year-on-year and enable reporting of a small number of visit-based indicators for the large majority of upper-tier local authorities over three years.

4.1.6.5 The customer will work with the supplier to explore using Small Area Estimate statistical approaches to improve the accuracy of certain key measures at the local level.

4.1.6.6 In addition to the core sample, the Customer requires an ability to procure sample boosts for additional or smaller scale geographic areas on an ad hoc or on a request basis.

4.1.7 Development of weights

4.1.7.1 The Customer will require weighting to be applied to survey data to 'correct' for certain variations between the demographic distribution of respondents and the actual profile of the adult population. The Customer will work with the Supplier to develop a weighting solution for the new survey for reporting results at the national, regional and local level. This must take account of variations between the sample population and English population profile, focusing on the demographics most correlated to engagement with the natural environment (ethnicity, age, gender, deprivation).

4.1.7.2 In addition to the respondent-based weightings, MENE requires a 'visit-based' weighted base. This is to allow for results to be presented in terms of the total volume of visits taken by the population (e.g. y million visits included walking). This approach takes account of the total number of visits taken by a respondent in the 14 day period and uses this as a weighting factor to, if needed, upweight the data they have provided to ensure that frequent visit takers are correctly represented in the weighted analysis of visits, while rare visit takers are not over represented.

4.1.7.3 The Customer will work with the Supplier to think about usability and how to simplify and aid users as part of their proposed weighting solutions.

4.1.8 Questionnaire Design, Development and Piloting

4.1.8.1 The Supplier will be required to finalise the draft questionnaire in partnership with the Customer.

4.1.8.2 Approximately 85 questions have been scoped to be included in the survey. The Customer requires the Supplier to work with it to rationalise and in some cases further develop these questions in order to ensure the final questionnaire is achievable within budget and any survey design constraints. All questions that have been scoped are categorical or have Likert scales, with a view to collecting only quantitative data.

- 4.1.8.3 The final questionnaire will be developed with the Supplier as part of the inception and piloting phase, taking account of expert advice, Natural England's and Defra's priorities and cost.
- 4.1.8.4 During the initial part of the contract, the Customer will require the Supplier to work with it to develop new aspects of the quantitative survey including developing and testing new question sets. This is likely to require qualitative work such as a small number of focus groups and cognitive testing to develop and finalise questions.
- 4.1.8.5 For 2019, the Customer is aware that it needs to finalise and test key question sets it has been developing over the last 12 months. In order to do this, The Customer is particularly interested in understanding more about:
- a. The constituents of quality natural greenspace for different respondents. This is important particularly to refine the response options to questions around quality and to understand more about how perceptions of quality impact on different users' behaviours.
 - b. How wildlife and biodiversity are framed and understood for different respondents. This will help to shape both the language the Customer will use in the survey and also strengthen its understanding of how these different terms are interpreted and whether they resonate differently with different groups. As part of the finalisation of the quantitative survey, the Customer requires the Supplier to conduct a small number of focus groups to include a diverse range of participants, including ethnic minority participants. The purpose of these will be to further develop and test questions for inclusion in the 2020 survey.
- 4.1.8.6 The final survey will need to be tested rigorously by the Supplier before "go live". The Customer requires the ability to test the questionnaire on a mobile or desktop device before data collection begins.
- 4.1.8.7 In addition to the content set out in the questionnaire and provided separately as an annex to this agreement, the Customer requires an ability to procure additional modules or sets of questions on an ad hoc or a request basis.
- 4.1.9 Geocoding requirements
- 4.1.9.1 The Customer requires geographically referenced data for both visit origin and destination. This must be included in the raw data, to ensure that Natural England and Defra can integrate their spatial datasets, as well as included in analysis.
- 4.1.9.2 Visit origin in most instances will automatically be provided as the postcode of the respondent's residence. Respondents must be asked to consent to give their home postcode in compliance with data protection. This means that a full home postcode can only be used for analytical purposes when a respondent provides explicit permission.
- 4.1.9.3 The Customer also requires the main destination of the last visit taken by each respondent within a 14 day period. Where there have been multiple destinations on one visit the respondent should be asked which they consider to be the main destination of their visit.
- 4.1.9.4 The Customer requires geocoded data for visit destination and, when away from home, visit origin. This should be done using an interactive map, with the option of prompted text questions (dependant on respondent's preferred format).

- 4.1.9.5 The Customer requires an approach that is simple and intuitive for respondents so that accurate data can be recorded amongst those using different types of device to complete the survey. Given the ways in which people want to take part in surveys is changing, with increasing use of smartphones and tablets, the means of recording geographical information needs to be as easy to use on a smartphone as on a PC.
- 4.1.9.6 The postcode and destination data must be collected using the national address gazetteer also ensuring destination data can be collected for greenspaces without an address.
- 4.1.9.7 Geocoded data must be supplied to the Customer in a CSV and XLS format that will allow incorporation into a GIS for further analysis. The data must include 12 figure grid references (Northings and Eastings) representing the origin and destination of the trip.
- 4.1.9.8 The Customer can support geographical analysis by integrating survey responses with other geographic data sets (such as urban-rural land use classification, Index of Multiple Deprivation and habitat type). Where previously agreed as part of the annual report plan, these geographical information fields will be shared with the Supplier to enable the Supplier to conduct and incorporate analysis in its annual report.
- 4.1.9.9 More detailed geographical analysis will be undertaken by the Customer and so it is important that data is provided in a format that allows further analysis and that the approach to weighting and grossing is fully detailed in the technical report so that this can be replicated by the Customer. The Customer may require the Supplier to provide advice and guidance on the analysis of data to different geographies.
- 4.1.10 Validation Checks and data processing
- 4.1.10.1 The Supplier will be required to programme validation checks into the online survey questionnaire. These validation checks come in several forms, e.g.:
- a. Hard validation checks – reminders to complete a mandatory question should the respondent move on to the next page having left that question blank; consistency checks across pages (e.g. sub-components on one page should add up to total on other page; some figures should be less than others). Failure to satisfy a hard check should prompt the respondent to answer or correct the question with no option to continue with the survey until this has been done.
 - b. Soft validation checks – reminders to complete a non-mandatory question. Failure to satisfy a soft check should lead to the respondent being given the option to answer the question or continue with the survey.
 - c. Range checks – reminders which are triggered when a figure entered is higher or lower than expected when compared with a value provided for the same question in a previous survey, or otherwise outside a specified range. Failure to satisfy a range check should result in a further question appearing for the user to enter additional details or reasons, and/or a soft or hard check (as above).
- 4.1.10.2 A further concern is the ability to differentiate between zeros and nulls. Some respondents leave cells blank when these are meant to be zero and vice-versa. In the past instructions have been given to respondents to leave boxes blank where the answer is not available or not applicable, but enter zeros where this is the answer. The Customer expects the Supplier to suggest how this problem may be overcome.

4.1.11 Data Security

4.1.11.1 All data collected should be stored in a secure database. Given the sensitivity of the information, and the need to ensure no pre-release access as part of the Code of Practice for Statistics, it is therefore vital that the data is fully and effectively protected from external access, both during data collection and, if appropriate, during transfer to the Customer.

4.1.11.2 The Supplier shall perform secure back-ups of all relevant data and shall ensure that up-to-date back-ups are stored off-site and in accordance with the Supplier's business continuity and disaster recovery plan.

4.1.11.3 The Supplier will be expected to have a proven record of data security provision.

4.1.12 Access to Data

4.1.12.1 The Customer requires the provision of online facilities to be able to freely access the data by a small number of Natural England staff, or delegated Defra staff.

4.1.12.2 The method to access data needs to be fast and secure and in an accessible format. Regular access will be required by Natural England for the purpose of monitoring and validating the data.

4.1.13 Data analysis

4.1.13.1 The Customer requires the Supplier to analyse the data in order to be able to tell a clear story in relation to the research questions, and highlight clear results and recommendations for policy and practice.

4.1.13.2 The Supplier shall provide weighted data and descriptive statistics, such as cross-tabulations, and look at associations and detect patterns between different themes and responses and respondent and demographic characteristics. The Supplier shall also apply statistical techniques such as logistic regression and multi-variate analysis in order to explain variation and control for confounding factors.

4.1.13.3 The MENE review recommended integration / triangulation with a number of other data-sources in order to enrich and explain the MENE results. This included a number of opportunities for results from other surveys to be used, to compare against the new survey results or to provide a wider context to the findings. There is also an opportunity to enrich the data by 'overlying' data from other sources based on the recording of geographical information.

4.1.13.4 The Customer requires the Supplier to provide analysis and data 'products' that allow it to share data and analysis with users in an interactive and salient way such as:

- a. Online interactive dashboards / data portals
- b. Infographics
- c. Segmentation
- d. Mapped based analysis and outputs.

4.1.13.5 Key themes for analysis for inclusion in the first year survey report and the final data outputs (products) will be agreed with the Supplier during the inception phase. Themes for subsequent years will be agreed prior to data collection.

4.2 Task 2: a Pilot Survey of Children and Young People

- 4.2.1 Like MENE, the new adult quantitative survey will include a small number of questions to adults about their children's time spent in nature.
- 4.2.2 In addition, The Customer will require the Supplier to work with it to pilot an approach to ask children and young people (e.g. 8 –15 years old) directly about nature.
- 4.2.3 This will include questions about their experiences of nature, their feelings and benefits they get from spending time in it, their attitudes to the environment and behaviours including social action and volunteering.
- 4.2.4 The Customer would look to develop this work using methods that enable children and young people to be part of the decision-making process, participating in design and development of the methods and, for example, the questionnaire and having opportunity to comment on the pilot findings, as well as being respondent participants in the research.
- 4.2.5 This will be a significantly smaller piece of work than the adult survey and look to collect data at a national (England) level only.
- 4.2.6 The Customer will seek ethical approval for the pilot from its internal Ethics Committee. The Supplier will be required to support this process (e.g. by providing full details of the methods proposed).
- 4.2.7 The output from the pilot will be a summary of the findings to be incorporated in the first year main people and nature report, plus a short report that summarises the methods and includes a set of recommendations for how Natural England and Defra should develop and implement this area of work in future years.
- 4.2.8 The children and young people pilot survey is an additional, lower priority requirement. The Customer will work with the Supplier to agree the scope and detail of the research of the survey during the inception phase, subject to available budget.

4.3 Task 3: Complementary Methods such as Qualitative Research and Social Media Analytics

- 4.3.1 The Customer requires a relatively small complementary research package in addition to the quantitative survey to aid interpretation of the main dataset, enrich understanding and add greater depth of insight.
- 4.3.2 The MENE Review suggested the use of qualitative methods and social media analytics in addition to the quantitative survey, in order to aid understanding of underlying explanations for headline results and within key population groups.
- 4.3.3 Qualitative work offers a number of opportunities to complement the new quantitative survey by enriching understanding and adding even greater depth of insight. By utilising qualitative methodologies, in addition to quantitative, it is possible to gain an understanding of underlying explanations for headline results and within key population groups (such as black, Asian and minority ethnic groups, and people living in low income areas, who typically, are less likely to spend time outside) and to provide a greater understanding of benefits, motivators and barriers.

- 4.3.4 Social media analytics offers the potential to add detail and understanding (such as the words people use to describe nature and their experiences) and to provide a more sensitive gauge of emerging issues, understanding trends in the sub-categories beneath the overarching environmental issues (i.e. biodiversity, recycling, climate-change, etc.) and to track key influences and influencers that trigger interest in environmental issues, and understand how people are talking about topics (such as wildlife and landscape quality and beauty).
- 4.3.5 Outputs from any complementary research will be used, synthesised and presented, along with main survey results.
- 4.3.6 The Customer will work with the Supplier to agree any complementary research for year 1 of the survey during the inception phase, subject to available budget.

4.4 Task 4: Harmonisation of Key Indicators between MENE and the New People and Nature Survey

- 4.4.1 The Customer will require the use of calibration approaches with an aim to harmonise data from MENE with the new survey, accounting for the changes in method, notably:
 - a. Sample differences
 - b. Methodology effects from moving from face-to-face to online
 - c. Recall period
 - d. Survey scope and defining visits
 - e. Question wording
- 4.4.2 The Customer is interested in harmonising key metrics on a national scale only. These are specified in table 4.
- 4.4.3 The MENE Review outlined a proposed approach in relation to the specific questions to which these metrics relate. The Review recommended that four quarterly parallel runs are undertaken across a year, for the greatest accuracy within likely budgetary considerations, and that calibration is undertaken at the aggregated level on historical MENE data, with historical MENE survey national results being calibrated to the new online levels. This will be discussed further at the inception meeting and a method for completing this work will be agreed then.
- 4.4.4 The budget available for this work is dependent on the total costs and budget of task 1. There is a possibility that this work may not proceed, or may need to be scaled to a smaller number of metrics if insufficient budget.

Table 4. Key Metrics for Harmonisation
Engagement in the natural environment - Frequency of time spent in natural spaces (adults)
Engagement in the natural environment - Frequency of time spent in natural spaces (children)
Levels of care and concern – Natural environment
Levels of care and concern – Biodiversity

Health and wellbeing benefits as a reason for visiting
Environmental attitudes and behaviours - Behavioural Intentions
Environmental attitudes and behaviours - Nature connection

5. Project Management

- 5.1 The proposed timetable of key milestones for the first 18 months of the contract is shown below. The Customer needs to ensure that the survey period runs from March to March.
- 5.2 Payment for the quantitative adult survey (task 1) will be made quarterly following satisfactory completion and a quality check of work to-date, as detailed in the table below.
- 5.3 Work for the other tasks will be commissioned by separate Statements of Work. Payment for this other commissioned work will take place once it has been completed and signed off by the Customer's senior responsible officer. Delivery dates for this work will be agreed during the completion of the Statement of Works and will be reviewed during project delivery meetings.

Date	Task
November 2019	<p>Milestone 1 – Statement of Works with a work plan and agreed quantitative research and piloting approach</p> <p>The Statement of Works will include a work plan that will provide a detailed timetable for the programme of work to be undertaken under this contract and for the provision of the associated deliverables. Formal agreement of approach to quantitative data collection including approach to inception/piloting phase. Formal agreement of scope and work plans for additional tasks (children's pilot, complementary methods, and harmonisation) as appropriate. Formal agreement of format and themes for analysis for final report and other outputs.</p> <p>It is expected that the Supplier will attend a Project Delivery Group meeting (no longer than three hours) following delivery of this work plan and approach.</p>
December 2019 - March 2020	<p>Milestone 2 – Finalised quantitative survey questionnaire and summary technical report</p> <p>The summary technical report should provide a summary of sampling approach and methodology for data collection. The final questionnaire should include all the questions / modules for inclusion in data collection in order to commence data collection March 2020. A Word version of the questionnaire is required, as well as an online version (so that Natural England can see and test the questionnaire on a mobile device as respondents do).</p> <p>It is expected that the Supplier will attend a Project Delivery Group meeting (no longer than three hours) following delivery of this report and final questionnaire.</p>
March 2020	<p>Milestone 3 – quantitative field work commences.</p> <p>The Supplier should provide quarterly checks and updates on progress on the field work and escalate any issues. After</p>

	every quarter of data collection, Natural England will require a clean and quality checked data set to publish.
March 2020	<p>Milestone 4 Consider and discuss contract break point. Agree work plan with budget for the year ahead.</p> <p>It is anticipated the Supplier will attend a Project Delivery Group meeting after the Customer has considered the delivery against KPIs and the quality of the deliverables. This will be the Customer's opportunity to use the Contract break clause.</p> <p>If the break clause is not invoked, the Customer and the Supplier will agree the second year work plan, discuss work completed to date and agree timings on deliverables for the next quarter.</p> <p>This meeting will take place during the week commencing 9th March 2020 and will not last longer than three hours. One month's notice should be given if this week is not possible.</p>
March/April 2020	<p>Milestone 5</p> <ul style="list-style-type: none"> • First quarterly payment equal to 25% of the annual adult survey cost. • Payment for delivered outputs as described in the Statement of Works.
April - June 2020	<p>Milestone 6 – share initial findings and outputs from tasks 2-4 as agreed in the Statement of Works.</p> <p>The Supplier should provide finalised findings from all work agreed in the work plan relating to task 2 (children and young people pilot), task 3 (complementary methods), task 4 (harmonisation).</p> <p>It is anticipated the Supplier will attend a Project Delivery Group meeting (no longer than three hours) to present the findings and agree how to include them in the annual report and outputs. This meeting will take place during the week commencing 8th June 2020 – with one month's notice given if this week is not possible.</p>
June 2020	<p>Milestone 7 – Quarterly project delivery meeting –</p> <p>It is anticipated the Supplier will attend a Project Delivery Group meeting (no longer than three hours) to discuss project progress. This meeting will take place during the week commencing 8th June 2020, with one month's notice given if this week is not possible</p>
June/July 2020	Milestone 8 - Second quarterly payment equal to 25% of the annual adult survey cost.
September 2020	<p>Milestone 9 - Quarterly project delivery meeting –</p> <p>It is anticipated the Supplier will attend a Project Delivery Group meeting (no longer than three hours) to discuss project process. This meeting will take place during the week commencing 14th September 2020 – with one month's notice given if this week is not possible.</p>

September/October 2020	Milestone 10 - Third quarterly payment equal to 25% of the annual adult survey cost.
January 2021	Milestone 11 - Quarterly project delivery meeting – It is anticipated the Supplier will attend a Project Delivery Group meeting (no longer than three hours) to discuss project process. This meeting will take place on the week commencing 18 th January 2021 – with one month’s notice given if this week is not possible
March 2021	Milestone 12 - Consider and discuss contract break point. Agree work plan with budget for the year ahead. It is anticipated the Supplier will attend a Project Delivery Group meeting after the Customer has considered the delivery against KPIs and the quality of the deliverables. This will be the Customer’s opportunity to use the Contract break clause. If the break clause is not invoked, the Customer and the Supplier will agree the third year work plan, discuss work completed to date and agree timings on deliverables for the next quarter. This meeting will take place during the week commencing 8 th March 2021 and will not last longer than three hours, with one month’s notice given if this week is not possible.
April 2021	Milestone 13 – Quantitative field work for the first survey year is completed Fourth quarterly payment equal to 25% of the annual adult survey cost.
April 2021	Milestone 14 - First quarterly payment for 2021 equal to 25% of the annual adult survey cost.
June 2021	Milestone 15 – Quarterly project delivery meeting – It is anticipated the Supplier will attend a Project Delivery Group meeting (no longer than three hours) to discuss project progress. This meeting will take place during the week commencing 14 th June 2021, with one month’s notice given if this week is not possible
June 2021	Milestone 16 – Quality assured data-sets, weighted data tables, headline report and online data-viewer provided to the Customer Quality assured statistics, data and all agreed outputs should be provided to the Customer by this date. This includes finalised versions of the following to enable Natural England to review: <ul style="list-style-type: none"> - An annual report presenting headline national results and synthesis from any mixed-method research in relation to a particular research question or theme. - Online presentation of annual results in an interactive way, allowing users to interrogate and access weighted results and cross-tabs. This will include ability for Defra to access weighted data

	<p>and key statistics for inclusion in the 25 Year Plan Indicator Framework on an annual basis.</p> <ul style="list-style-type: none"> - Respondent and raw data to allow third parties to conduct their own analyses, with user-friendly or automated application of weights. - Technical guidance explaining research methods. <p>The Supplier will also be required to provide an update on provision of key statistics for upper-tier local authorities at the end of the first year.</p> <p>It is anticipated the Supplier will attend a Project Delivery Group meeting (no longer than three hours) to present finalised outputs.</p>
September 2021	<p>Milestone 17 – Final report and datasets and other outputs ready for publication</p> <p>Following feedback, peer review and quality assurance by Natural England, the Supplier will provide final versions of all outputs ready for external release and publication.</p>
March 2022	<p>Milestone 18 – Consider and discuss contract break point. Agree work plan with budget for the year ahead.</p> <p>It is anticipated the Supplier will attend a Project Delivery Group meeting after the Customer has considered the delivery against KPIs and the quality of the deliverables. This will be the Customer’s opportunity to use the Contract break clause.</p> <p>If the break clause is not invoked, the Customer and the Supplier will agree the fourth year work plan, discuss work completed to date and agree timings on deliverables for the next quarter.</p> <p>This meeting will take place during the week commencing 14th March 2022 and will not last longer than three hours, with one month’s notice given if this week is not possible.</p>

- 5.4 The Supplier shall establish an experienced project team to manage the research proposed with specific individual(s) as the main point(s) of contact with the Natural England project manager, and appropriate channels for escalating concerns as necessary. This dedicated project manager will oversee all aspects of the Contract and keep relevant Natural England staff regularly informed of progress. It is anticipated that this will be largely by email and/or telephone or conference calls, as appropriate.
- 5.5 Before data collection begins in March 2020 the Customer will require regular project meetings between the Supplier and Natural England project staff to develop the survey methodology and questionnaire. It is anticipated that this is likely to be fortnightly up until January 2020 and then as deemed necessary going forward, fortnightly or at least monthly.
- 5.6 The Customer will require quarterly face-to-face meetings between project staff at a mutually agreed location (most likely to be London). It is expected the project manager and named project team members will attend these meetings.

- 5.7 Suppliers will be required to develop, in partnership with the Customer, a Statement of Works for the first year of the Contract, designed to meet the project aims and objectives, output requirements and timetables.
- 5.8 The Customer is proposing to establish a Project Delivery Group consisting of senior leads from across Natural England and Defra. The Supplier will be required to attend four Project meetings (one at project inception, one after the pilot stage, one to share results of tasks 2 to 4, if they proceed, and one every June to agree the next year's work programme and provide project updates and papers for any meetings as necessary. The supplier will also be required to attend quarterly project delivery meetings. Where they coincide with the meeting above, they may be extended to cover all agenda items. The Project Delivery Group will meet in London.
- 5.9 The Supplier shall meet deadlines as proposed within their Tender submission and subsequently agreed by the Customer during the project inception meeting and Statement of Works. The Supplier will notify the Customer without delay if there is a risk that they may be unable to meet a deadline.
- 5.10 There will be the option for the Customer to terminate the contract at break points in March 2020, March 2021 and March 2022. The Customer will decide whether to continue onto each stage after reviewing the quality of the data processed and the completion of deliverables to date.
- 5.11 The Customer will inform the Supplier, without delay, if there is any deficiency in the quality of the services provided under the contract. The Supplier shall take steps to ensure any problems are resolved as a matter of urgency.
- 5.12 The Supplier shall be responsible for all travel and subsistence costs related to the work and the supply of all labour, material and equipment.
- 5.13 The Customer requires final reports from this project to be peer reviewed. The Customer will identify and co-ordinate the peer review but the Supplier shall respond to comments and revise outputs accordingly.
- 5.14 If, as a result of innovation or increased budget, either the Customer or the Supplier proposes a change to the Contract, the Supplier or Customer shall submit a proposal with a revised price schedule. If the proposal is accepted by the other party, the Contract shall be amended by means of a Contract Change Note. If the change is rejected, the Contract shall continue in its existing form.

Supplier Proposal

Supplier proposal removed.

Part 1: Contract Terms



**Crown
Commercial
Service**

CONTRACT TERMS

RESEARCH

MARKETPLACE

DYNAMIC PURCHASING

SYSTEM

REFERENCE NUMBER

RM6018

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Contract Terms

This Contract is made on the 4th day of October 2019 between:

The Natural England with offices at Foss House, Kings Pool, 1-2 Peasholme Green, York, YO1 7PX (“the **Customer**”); and

Kantar UK Limited a company registered in England and Wales under Company Number 03073845 whose registered office is at TNS House, Westgate, London, W5 1UA (“the **Supplier**”),

Both the Customer and the Supplier can be referred to as a “**Party**” or together the “**Parties**”.

INTRODUCTION

- (1) The Supplier is one of a number of organisations appointed by Crown Commercial Service (**CCS**) to the Dynamic Purchasing System (DPS) and is therefore able to enter into this Contract to provide the Project(s) to the Customer.
- (2) This Contract, made between the Customer and the Supplier, sets out the terms of the Supplier’s appointment as a provider of the Project to the Customer. The Project will be delivered according to the terms of this Contract, any agreed Statement of Work, and the DPS Agreement.
- (3) The Supplier’s appointment has been confirmed in the Letter of Appointment.
- (4) The Parties agree that the Project and associated Deliverables shall be supplied in accordance with the terms of the DPS Agreement and this Contract.

1. **APPOINTMENT & STATEMENTS OF WORK**

- 1.1. Throughout the Term of this Contract, the Supplier will perform Projects in accordance with agreed Statements of Work.
- 1.2. Subject to Clause 1.4 the Parties may agree new Projects to be delivered under this Contract by agreeing a new Statement of Work. This must be done in writing and using the form set out at Schedule 2 (Statement of Work). Once both Parties have signed a Statement of Work, it shall form part of this Contract.
- 1.3. Any schedule attached to a Statement of Work will describe in detail the different types of Services to be provided under that Statement of Work. A schedule attached to a Statement of Work only applies to the relevant Project to be delivered under that Statement of Work, and not to any other Statement of Work, or to the provision of the Project as a whole.
- 1.4. Where a Customer requires changes to the Project being provided this shall be dealt with as a proposed Variation to this Contract in accordance with the Variation procedure set out in Clause 9.

2. **TERM**

- 2.1. This Contract starts on the **Effective Date** and ends on the **Expiry Date**, as stated in the Letter of Appointment unless changed in accordance with the terms of this Contract.
- 2.2. The Customer may extend this Contract for any period up to the Extension Expiry Date by giving the Supplier notice in writing before the Expiry Date. The minimum notice which must be given in order to amend the Expiry Date is specified in the Letter of Appointment.
- 2.3. The revised date the contract will end (the **New Expiry Date**) will be set out in the notice given under Clause 2.2 above.
- 2.4. The terms and conditions of this Contract will apply throughout any extended period.
- 2.5. Each Project starts on the Project Commencement Date and ends on the Project Completion Date, unless it is terminated earlier in accordance with Clause 23.

3. **CONTRACT GUARANTEE**

- 3.1. Where the Customer has stated in the Letter of Appointment that this Contract is conditional on receipt of a Guarantee, then, on or prior to the Effective Date (or on any other date specified by the Customer), the Supplier must provide:
 - 3.1.1. an executed Guarantee from a Guarantor; and

- 3.1.2. a certified copy extract of the board minutes and/or resolution of the Guarantor approving the execution of the Guarantee.
- 3.2. The Customer may at any time agree to waive compliance with the requirement in Clause 3.1 by giving the Supplier notice in writing.

4. CUSTOMER'S OBLIGATIONS

- 4.1. The Customer will give the Supplier instructions as to its requirements for the Project. These will be included in a Statement of Work and may include start and end dates for each stage of the proposed Project.

5. SERVICE DELAY, DELIVERY & RECTIFICATION

Service Delivery

- 5.1. The Supplier will give the Customer full and clear instructions as to what, if any, Customer Materials it reasonably requires to perform the Project; and
 - 5.1.1 comply with all Law;
 - 5.1.2 use all reasonable and proper skill and care in its performance of Project;
 - 5.1.3 comply with all reasonable Customer instructions regarding the Project, as long as these instructions do not materially amend the Statement of Work (unless the amendment has been agreed in accordance with Clause 9.1);
 - 5.1.4 keep Customer Materials under its control safe and secure and in accordance with any security policy provided by the Customer; and
 - 5.1.5 provide all Deliverables by any dates set out in the applicable Statement of Work or any other date(s) agreed by the parties in writing.

Delay

- 5.2. If the Customer materially breaches its obligations in connection with this Contract (including its payment obligations), and consequently delays or prevents the Supplier from performing any of the agreed Services or providing any of the agreed Deliverables this will be a "**Customer Cause**". In the event of a Customer Cause, the Supplier will be granted an appropriate extension of time (to be approved by the Customer, acting reasonably) to perform the agreed Services or provide the agreed Deliverables. The Supplier will not be liable for any Losses incurred by the Customer as a result of Customer Cause, provided the Supplier complies with its obligations set out at Clause 5.4.
- 5.3. The Supplier must notify the Customer within two (2) Working Days of the Supplier becoming aware that the Customer has breached, or is likely to breach, its obligations in connection with this Contract. This notice must detail:
 - 5.3.1 the Customer Cause and its actual or potential effect on the Supplier's ability to meet its obligations under this Contract, and
 - 5.3.2 any steps which the Customer can take to eliminate or mitigate the

consequences and impact of such Customer Cause.

- 5.4. The Supplier must use all reasonable endeavours to eliminate or mitigate the consequences and impact of a Customer Cause. The Supplier must try to mitigate against any Losses that the Customer or the Supplier may incur, and the duration and consequences of any delay or anticipated delay.
- 5.5. If at any time the Supplier becomes aware that it may not be able to deliver the Project by any date set out in the applicable Statement of Work (or any other deadline agreed by the Parties in writing), this will constitute a Default and the Supplier will immediately notify the Customer of the Default and the reasons for the Default.
- 5.6. If the Default described in Clause 5.5 above is in the Customer's opinion capable of remedy the Customer may, up to 10 Working Days from being notified of the Default, instruct the Supplier to comply with the Rectification Plan Process.

Rectification Plan Process

- 5.7. If instructed to comply with the Rectification Plan Process by the Customer under Clause 5.6 above, the Supplier will submit a draft Rectification Plan to the Customer to review as soon as possible and in any event within ten (10) Working Days (or such other period as may be agreed between the Parties) from being instructed to do so. The Supplier shall submit a draft Rectification Plan even if the Supplier does not agree that the Default is capable of remedy.
- 5.8. The draft Rectification Plan shall set out:
 - 5.8.1 full details of the Default that has occurred, including the underlying reasons for it;
 - 5.8.2 the actual or anticipated effect of the Default; and
 - 5.8.3 the steps which the Supplier proposes to take to rectify or mitigate the Default and to prevent any recurrence of the Default, including timescales for such steps and for the rectification of the Default (where applicable).
- 5.9. The Supplier shall promptly provide to the Customer any further documentation that the Customer requires to assess the Supplier's reasoning behind the default. If the Parties do not agree on the root cause set out in the draft Rectification Plan, either Party may refer the matter to be determined in accordance with paragraph 5 of Schedule 4 (Dispute Resolution Procedure).
- 5.10 The Customer may reject the draft Rectification Plan by notice to the Supplier if, acting reasonably, it considers that the draft Rectification Plan is inadequate. An example of an inadequate draft Rectification Plan is one which:
 - 5.10.1 is insufficiently detailed to be capable of proper evaluation;
 - 5.10.2 will take too long to complete;
 - 5.10.3 will not prevent reoccurrence of the Default;

- 5.10.4 will rectify the Default but in a manner which is unacceptable to the Customer; or
- 5.10.5 will not rectify the Default.
- 5.11 The Customer will tell the Supplier as soon as reasonably practicable if it agrees to or rejects the draft Rectification Plan.
- 5.12 If the customer rejects the draft Rectification Plan, the customer will give reasons for its decision in its rejection notice. The Supplier must take these reasons into account in the preparation of a revised Rectification Plan. The Supplier shall submit a revised draft of the Rectification Plan to the Customer for review within five (5) Working Days (or such other period as agreed between the Parties) of the Customer's rejection notice.
- 5.13 If the Customer agrees the draft Rectification Plan, or any revised draft Rectification Plan, the Supplier shall immediately start work on the actions set out in the Rectification Plan.

6. SUPPLIER: OTHER APPOINTMENTS

- 6.1 Adverse public perception could have a detrimental impact on the Customers desired outcomes for the Project. To minimise this risk, the Supplier must not, without the Customer's Approval (not to be unreasonably withheld), provide research services to a third party during the Term of this Contract where the provision of such services (in the reasonable opinion of the Customer):
 - 6.1.1 has the potential to adversely affect the Customer's desired outcome of the Project or diminish the trust that the public places in the Customer; or
 - 6.1.2 is likely to cause embarrassment to the Customer or bring the Customer into disrepute or may result in a conflict of interest for the Customer.
- 6.2 Where the Supplier is already providing research services to a third party in the situations set out in 6.1 prior to the Effective Date, the Supplier warrants that it has informed the Customer of this before entering into this Contract.
- 6.3 If the Supplier becomes aware of a breach, or potential breach, of its obligations under Clause 6.1, the Supplier must notify the Customer immediately, providing full details of the nature of the breach and the likely impact on any Projects
- 6.4 If the Supplier breaches Clause 6.1, the Customer may terminate this Contract, a Project, or any part of a Project with immediate effect in accordance with Clause 23.3.

7. CUSTOMER: OTHER APPOINTMENTS

- 7.1 Subject to Clause 6 the relationship between the Parties is non-exclusive. The Customer is entitled to appoint any other Supplier to perform the Project which are the same or similar to the Project.

8. PERSONNEL

- 8.1 The Supplier must ensure that Supplier personnel who provide the Project:
- 8.1.1 are appropriately experienced, qualified and trained to provide the Project in accordance with this Contract;
 - 8.1.2 apply all reasonable skill, care and diligence in providing the Project;
 - 8.1.3 obey all lawful instructions and reasonable directions of the Customer and provide the Project to the reasonable satisfaction of the Customer, and
 - 8.1.4 are vetted in accordance with Good Industry Practice and where applicable, the security requirements of the Customer and the Standards.
- 8.2 The Supplier will be liable for all acts or omissions of the Supplier personnel. Any act or omission of a member of any Supplier personnel which results in a breach of this Contract is a breach by the Supplier.
- 8.3 The Customer acknowledges and agrees that it may be necessary for the Supplier to replace the personnel providing the Project with alternative personnel with similar levels of seniority and experience.
- 8.4 The Supplier will seek to ensure that any Key Individual responsible for the provision of the Project will remain involved in the Project. If any Key Individual leaves the Supplier, or ceases to be involved in the provision of the Project for any reason (for example, if they are promoted to a different role within the Supplier), the Supplier will consult with the Customer and, subject to the Customer's Approval, appoint a suitable replacement.
- 8.5 If the Customer reasonably believes that any of the Supplier personnel are unsuitable to undertake work on this Contract, it will notify the Supplier who will then end the person's involvement in providing the Project.

9. VARIATIONS AND CANCELLATIONS

- 9.1 Either Party may request a change to this Contract, a Project or a Statement of Work. Any requested change must not amount to a material change of this Contract (within the meaning of the Regulations and the Law). A change, once implemented, is called a "**Variation**".

- 9.2 A Party may request a Variation by completing, signing and sending the Contract Change Note to the other Party. The requesting Party must give sufficient information for the receiving Party to assess the extent of the proposed Variation and any additional cost that may be incurred by it.
- 9.3 Subject to Clause 9.5, the receiving Party must respond to the request within the time limits specified in the Contract Change Note. The time limits shall be reasonable and ultimately at the discretion of the Customer, having regard to the nature of the Project and the proposed Variation.
- 9.4 If the Supplier requests a Variation, the Customer can ask the Supplier to carry out an assessment of the effects of the proposed Variation (an **Impact Assessment**). The Impact Assessment must consider:
- 9.4.1 the impact of the proposed Variation on the Project and Supplier's ability to meet its other obligations under this Contract (including in relation to other Statements of Work);
 - 9.4.2 the initial cost of implementing the proposed Variation and any ongoing costs post-implementation; any increase or decrease in the Contract Charges, any alteration in the resources or expenditure required by either Party and any alteration to the working practices of either Party;
 - 9.4.3 a timetable for the implementation, together with any proposals for the testing of the Variation; and
 - 9.4.4 any other information the Customer reasonably asks for in response to the Variation request.
- 9.5 The Parties may agree to adjust the time limits specified in the Contract Change Note so the Impact Assessment can be carried out.
- 9.6 If the Parties agree the Variation, the Supplier will implement it, and be bound by it as if it was part of this Contract.
- 9.7 Until a Variation is agreed, the Supplier must continue to perform and be paid for the Project as originally agreed, unless otherwise notified by the Customer.
- 9.8 Subject to Clauses 9.9 and 23.1 the Customer can require the Supplier to suspend or cancel any Project or Statement of Work, or any part of a Project, including any plans, schedules or work in progress at any time, regardless of whether a Variation has been requested. Any request shall be made by an Authorised Customer Approver in writing. The Supplier will take all reasonable steps to comply with any such request as soon as possible.
- 9.9 In the event of any cancellation under Clause 9.8, the Customer will pay the

Supplier all Contract Charges reasonably and properly incurred by the Supplier during the Project Notice Period, provided that the Supplier uses all reasonable endeavours to mitigate any charges or expenses.

10. APPROVALS AND AUTHORITY

- 10.1 For the purposes of this Contract, any reference to Customer Approval means written approval in one of the following ways:
- 10.1.1 the Customer issuing a purchase order bearing the signature of an Authorised Customer Approver, or
 - 10.1.2 e-mail from the individual business e-mail address of an Authorised Customer Approver, or
 - 10.1.3 the signature of an Authorised Customer Approver on the Supplier's documentation
- 10.2 Any reference to Supplier Approval means written approval in one of the following ways:
- 10.2.1 e-mail from the individual business e-mail address of an Authorised Supplier Approver, or
 - 10.2.2 the signature of an Authorised Supplier Approver on the Customer's documentation
- 10.3 The Supplier will seek the Customer's Approval of:
- 10.3.1 any estimates or quotations for any costs to be paid by the Customer that are not agreed in a Statement of Work.
- 10.4 The Supplier will seek the Customer's Approval of any draft Deliverables. The Customer's Approval will be the Supplier's authority to proceed with the use of the relevant Deliverables.
- 10.5 If the Customer does not approve of any matter requiring Approval, it must notify the Supplier of its reasons for disapproval within fourteen (14) days of the Supplier's request.
- 10.6 If the Customer delays giving Approval or notifying the Supplier as to its disapproval, the Supplier will not be liable for any resulting delays or adverse impact caused to the delivery of the Project.

11. PROJECT MANAGEMENT

- 11.1 During the Term of this Contract, the Supplier will:
- 11.1.1 keep the Customer fully informed as to the progress and status of all Services and Deliverables, by preparing and submitting written reports at such intervals and in such format as is agreed by the Parties.

11.1.2 promptly inform the Customer of any actual or anticipated problems relating to provision of the Deliverables.

11.1.3 During the Term, the Parties' respective project managers will arrange and attend meetings to review the status and progress of the Project(s) and to seek to resolve any issues that have arisen. These meetings will be held at locations and intervals as agreed by the parties.

11.2 Unless otherwise agreed in the Statement of Work, the Supplier will produce contact reports providing each Party with a written record of matters of substance discussed at meetings or in telephone conversations between the parties within three (3) Working Days of such discussions. If the Customer does not question any of the subject matter of a contact report within seven (7) Working Days of its receipt, it will be taken to be a correct record of the meeting or telephone conversation.

12. FEES AND INVOICING

12.1. The Contract Charges for the Project will be the full and exclusive remuneration of the Supplier for supplying the Project. Unless expressly agreed in writing by the Customer in the Statements of Work, the Contract Charges will include every cost and expense of the Supplier directly or indirectly incurred in connection with the performance of the Project.

12.2. All amounts stated are exclusive of VAT which will be charged at the prevailing rate. The Customer shall, following the receipt of a valid VAT invoice, pay to the Supplier a sum equal to the VAT chargeable in respect of the Project.

12.3. The Supplier will invoice the Customer in accordance with the payment profile agreed in the Statements of Work. Each invoice will include all supporting information required by the Customer to verify the accuracy of the invoice, including the relevant Purchase Order Number and a breakdown of the Project supplied in the invoice period.

12.4. The Customer will pay the Supplier the invoiced amounts no later than thirty (30) days after verifying that the invoice is valid and undisputed and includes a valid Purchase Order Number. The Customer may, without prejudice to any other rights and remedies under this Contract, withhold or reduce payments in the event of unsatisfactory performance.

12.5. If the Customer does not pay an undisputed amount properly invoiced by the due date, the Supplier has the right to charge interest on the overdue amount at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.

12.6. The Customer is entitled to deduct from any sum due any money that the Supplier owes the Customer. This includes any sum which the Supplier is liable to pay to the Customer in respect of breach of this Contract. In these

circumstances, the Supplier may not assert any credit, set-off or counterclaim against the Customer.

- 12.7. The Supplier will indemnify the Customer on a continuing basis against any liability (to include any interest, penalties or costs incurred, levied, demanded or assessed) on the Customer at any time in respect of the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Contract. Any amounts due under Clause 12.2 will be paid by the Supplier to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.
- 12.8. If there is a dispute between the Parties about an amount invoiced, the Customer will pay the undisputed amount by the due date. The Supplier will not suspend the supply of the Project in any Project, unless the Supplier is entitled to terminate that Project for a failure to pay undisputed sums in accordance with Clause 23.7.7.

13. **THIRD PARTY AGENCIES: ASSIGNMENT AND SUB-**

CONTRACTING Assignment and Sub-Contracting

- 13.1. Other than where a Sub-Contractor is agreed in the Letter of Appointment or a Statement of Work, the Supplier will not, without the Approval of the Customer, assign, sub-contract, novate or in any way dispose of the benefit or the burden of this Contract or any part of it.
- 13.2. In requesting Approval to sub-contract, the Supplier will:
- 13.2.1 use reasonable care and skill in the selection of proposed Sub-Contractors;
 - 13.2.2 if the Customer requests, the Supplier will obtain more than one quote for a particular sub-contracted service; and
 - 13.2.3 provide the Customer with a business case for sub-contracting all or part of the Project, identifying the reasons for the Supplier to sub-contract to its proposed Sub-Contractor. The Customer may reject the Supplier's request to appoint a proposed Sub-Contractor if it considers the proposed Sub-Contractor does not provide value for money.
- 13.3. If the Customer consents to the Supplier's proposed Sub-Contractor, it shall be a Sub-Contractor as the term is defined in Schedule 1 (Definitions).
- 13.4. In granting consent to any assignment, novation sub-contracting or disposal, the Customer may set additional terms and conditions it considers necessary.
- 13.5. The Supplier shall ensure that its Sub-Contractor does not further sub-contract all or part of the Project or Deliverables without the Customer's Approval.
- 13.6. Any contracts the Supplier enters into with third party suppliers for Services and Deliverables ("**Sub-Contracts**") must be on terms that are in line with

the Supplier's standard contractual terms and conditions, must not permit further sub-contracting, and must not conflict with the terms of this Contract.

- 13.7. Provided that the Supplier has notified the Customer of any significant restrictions or contract terms contained in any Sub-Contracts, the Customer hereby acknowledges that:
 - 13.7.1. its right to use or otherwise benefit from any Services or Deliverables acquired under Sub-Contracts will be as set out in the Sub-Contracts; and
 - 13.7.2. it will be responsible for any reasonable and proper charges or liabilities (including cancellation payments) that the Supplier is directly liable for under Sub-Contracts only to the extent that that these are caused by an act or omission of the Customer or its Affiliates.
- 13.8. The Supplier will promptly provide the Customer with a copy of any Sub-Contract if requested to do so.
- 13.9. The Supplier will be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.
- 13.10. The Supplier will obtain the Customer's Approval before commissioning services from any Supplier Affiliate.

Supply Chain Protection

- 13.11. The Supplier will ensure that all Sub-Contracts contain provisions:
 - 13.11.1 Requiring the Supplier to pay any undisputed sums which are due from it to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a Valid Invoice;
 - 13.11.2. requiring the Supplier to verify any invoices submitted by a Sub-Contractor in a timely manner;
 - 13.11.3. giving the Customer the right to publish the Supplier's compliance with its obligation to pay undisputed invoices to the Sub-Contractor within the specified payment period;
 - 13.11.4. giving the Supplier a right to terminate the Sub-Contract if the Sub-Contractor fails to comply with legal obligations in the fields of environmental, social or labour law; and
 - 13.11.5. requiring the Sub-Contractor to include in any Sub-Contract which it in turn awards provisions to the same effect as those required by this Clause 13.11.

14. DISCOUNTS AND REBATES

- 14.1. The Supplier will disclose to the Customer any commission, discount or rebate earned by the Supplier arising in respect of third party costs directly related to the Projects. The Customer will receive the full benefit of such commission, discount or rebate.

15. CONFIDENTIALITY, TRANSPARENCY AND FREEDOM OF INFORMATION

CONFIDENTIALITY

- 15.1. For the purposes of the Clauses below, a Party which receives or obtains, directly or indirectly, Confidential Information is a “**Recipient**”. A Party which discloses or makes available Confidential Information is a “**Disclosing Party**”.
- 15.2. Unless a Recipient has express permission to disclose Confidential Information, it must:
 - 15.2.1. treat the Disclosing Party's Confidential Information as confidential and store it securely;
 - 15.2.2. not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Contract or with the owner's prior written consent;
 - 15.2.3. not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under this Contract, and
 - 15.2.4. 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.
- 15.3. A Recipient is entitled to disclose Confidential Information if:
 - 15.3.1. where disclosure is required by applicable Law or by a court with the required jurisdiction if the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information Contract and extent of the disclosure;
 - 15.3.2. if the Recipient already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
 - 15.3.3. if the information was given to it by a third party without obligation of confidentiality;
 - 15.3.4. if the information was in the public domain at the time of the disclosure;
 - 15.3.5. if the information was independently developed without access to the Disclosing Party's Confidential Information;
 - 15.3.6. to its auditors or for the purposes of regulatory requirements;
 - 15.3.7. on a confidential basis, to its professional advisers on a need-to-know basis; and/or
 - 15.3.8. to the Serious Fraud Office where the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.
- 15.4. If the Recipient is required by Law to disclose Confidential Information, it should notify the Disclosing Party as soon as reasonably practicable and to the extent permitted by Law. It may advise the Disclosing Party of what Law or regulatory body requires such disclosure and what Confidential Information it will be required to disclose.

- 15.5 Subject to Clauses 15.3 the Supplier may disclose Confidential Information, on a confidential basis, to:
- 15.5.1. Supplier personnel or Sub-Contractors who are directly involved in the provision of the Project and need to know the Confidential Information to enable performance under this Contract, and
 - 15.5.2. its professional advisers for the purposes of obtaining advice in relation to this Contract.
- 15.6 Where the Supplier discloses Confidential Information in such circumstances, it remains responsible for ensuring the persons to whom the information was disclosed comply with the confidentiality obligations set out in this Contract.
- 15.7 The Customer may disclose the Confidential Information of the Supplier:
- 15.7.1. to any Central Government Body, on the basis that the information may only be further disclosed to Central Government Bodies
 - 15.7.2. to Parliament, including any Parliamentary committees, or if required by any British Parliamentary reporting requirement
 - 15.7.3. if disclosure is necessary or appropriate in the course of carrying out its public functions
 - 15.7.4. on a confidential basis to a professional adviser, consultant, supplier or other person engaged by a Central Government Body or Contracting Body (including any benchmarking organisation) for any purpose relating to or connected with this Contract
 - 15.7.5. on a confidential basis for the purpose of the exercise of its rights under this Contract, or
 - 15.7.6. to a proposed successor in title (transferee, assignee or novatee) of the Customer.
- 15.8 Any references to disclosure on a confidential basis means disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Customer under this clause 15.
- 15.9 Nothing in this Clause 15 will prevent a Recipient from using any techniques, ideas or know-how gained during the performance of this Contract in the course of its normal business, as long as this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.
- 15.10 If the Supplier fails to comply with this Clause 15, the Customer can terminate this Contract.

TRANSPARENCY

- 15.11 Except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract (and any Transparency Reports submitted by the Supplier under it) is not Confidential Information. This will be made available in accordance with the procurement policy note 13/15 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/592261/Procurement_Policy_Note_13_15.pdf and the Transparency Principles referred to therein.
- 15.12 The Customer will determine whether any of the content of this Contract is exempt from disclosure in accordance with the provisions of the FOIA. The Customer may

consult with the Supplier to inform its decision regarding any redactions but will have absolute discretion over the final decision.

- 15.13 Notwithstanding any other provision of this Contract, the Supplier consents to the Customer publishing this Contract in its entirety (including any agreed changes). Any information which is exempt from disclosure in accordance with the provisions of the FOIA will be redacted).
- 15.14 The Supplier will cooperate with the Customer to enable publication of this Contract.

FREEDOM OF INFORMATION

- 15.15 The Customer is subject to the requirements of the FOIA and the EIRs. The Supplier will:
 - 15.15.1. provide all necessary assistance to the Customer to enable it to comply with its Information disclosure obligations.
 - 15.15.2. send all Requests for Information it receives relating to this Contract to the Customer as soon as practicable and within a maximum of two (2) Working Days from receipt.
 - 15.15.3. provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within five (5) Working Days of the Customer's request.
- 15.16 The Supplier must not respond directly to a Request for Information without the Customer's Approval.
- 15.17 The Customer may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Customer will take reasonable steps to notify the Supplier of a Request for Information where it is permissible and reasonably practical for it to do so. However, the Customer will be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information are exempt from disclosure in accordance with the FOIA and/or the EIRs.

16. SUPPLIER WARRANTIES

- 16.1. The Supplier warrants that:
 - 16.1.1 it has full capacity and authority to enter into this Contract and that by doing so it will not be in breach of any obligation to a third party;
 - 16.1.2 the personnel who perform the Project are competent and suitable do so;
- 16.2. The Supplier undertakes that:
 - 16.2.1. the use of the Deliverables by the Customer in accordance with this Contract and for the purposes set out in the Statement of Work will not infringe the copyright of any third party; and
 - 16.2.2. as at the date they are delivered, the Deliverables of this Contract may

be used for the purposes set out in the Statement of Work and comply with all relevant regulations and standards stipulated within the Statement of Work.

- 16.3. The Supplier hereby indemnifies the Customer against any Losses incurred by the Customer as a result of breach by the Supplier of its warranty and undertaking in Clauses 16.1 and 16.2.

17. CUSTOMER WARRANTIES

- 17.1. The Customer warrants that:

- 17.1.1 it has full capacity and authority to enter into this Contract and that by doing so it will not be in breach of any obligation to a third party; and
- 17.1.2 the Customer Materials will not, when used in accordance with this Contract and any written instructions given by the Customer, infringe third party copyright.

18. LIABILITY

- 18.1. Nothing in this Contract will exclude or in any way limit either Party's liability for fraud, death or personal injury caused by its negligence.
- 18.2. Subject always to Clauses 18.1 and 18.3, the maximum amount the Supplier can be liable for in respect of all Defaults shall in no event exceed:
- 18.2.1. in relation to any Defaults occurring from the Effective Date to the end of the first Contract Year, the higher of the figure specified in the Letter of Appointment or a sum equal to 125% of the Contract Charges estimated by the Customer for the first Contract Year;
- 18.2.2. in relation to any Defaults occurring in each subsequent Contract Year that commences during the remainder of the Term, the higher of the figure specified in the Letter of Appointment or a sum equal to 125% of the Contract Charges payable to the Supplier under this Contract in the previous Contract Year; and
- 18.2.3. in relation to any Defaults occurring in each Contract year that commences after the end of the Initial Term, the higher of the figure specified in the Letter of Appointment or a sum equal to 125% of the Contract charges payable to the Supplier under this Contract in the last Contract Year commencing during the Term.
- 18.3. Subject to Clause 18.1 and except for any claims arising under Clause 20.12, neither Party will be liable to the other in any situation for any:
- 18.3.1. loss of profits
- 18.3.2. loss of goodwill or reputation
- 18.3.3. loss of revenue
- 18.3.4. loss of savings whether anticipated or otherwise; or

18.3.5. indirect or consequential loss or damage of any kind

18.4. Without prejudice to its obligation to pay the undisputed Contract Charges as and when they fall due for payment, the Customer's total aggregate liability in respect of all defaults, claims, losses or damages howsoever caused will in no event exceed the figure specified in the Letter of Appointment.

19. INSURANCE

- 19.1. The Supplier will hold insurance policies to the value sufficient to meet its liabilities in connection with this Contract (including any specific insurance requirements as are set out in the Statements of Work). The Supplier will provide the Customer with evidence that such insurance is in place at the Customer's request.
- 19.2. The Supplier will effect and maintain the policy or policies of insurance as stipulated in the Letter of Appointment.
- 19.3. If, for whatever reason, the Supplier fails to comply with the provisions of this Clause 19 the Customer may make alternative arrangements to protect its interests. If the Customer does so, it may recover the premium and other costs of such arrangements as a debt due from the Supplier.
- 19.4. Any insurance effected by the Supplier will not relieve it of any liability under this Contract. It is the Supplier's responsibility to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability in relation to the performance of its obligations under this Contract.
- 19.5. The Supplier must ensure that the policies of insurance it holds pursuant to this Clause 19 are not cancelled, suspended or vitiated. The Supplier will use all reasonable endeavours to notify the Customer (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any circumstance whereby the relevant insurer could give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

20. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 20.1. The Supplier acknowledges that the Customer retains ownership of Customer Materials and all Intellectual Property Rights in them. This includes any modifications or adaptations of Customer Materials produced by the Supplier in the course of delivering the Project. The Customer hereby grants to the Supplier a non-exclusive license to use the Customer Materials during the applicable Project Term solely for the purposes of delivering the Project.
- 20.2. The Supplier hereby:
- 20.2.1. assigns to the Customer all of the Intellectual Property Rights other than copyright and database rights in the Supplier Materials which are capable of being assigned, together with the right to sue for past infringement of such Intellectual Property Rights in the Supplier Materials; and

- 20.2.2. assigns to the Crown all of the copyright and database rights in the Supplier Materials which are capable of being assigned, together with the right to sue for past infringement of such copyright and database rights in the Supplier Materials.
- 20.3. All Intellectual Property Rights in the Supplier Proprietary Materials remain the property of the Supplier. The Supplier grants to the Customer a non-exclusive, royalty-free license to use any Supplier Proprietary Materials as are included in the Deliverables, in the Territory, for the period of time and for the purposes set out in the Statement of Work.
- 20.4. All Intellectual Property Rights in Project Specific Materials shall be owned by the Customer and the Customer hereby grants a non-exclusive, royalty-free license to use any Project Specific Materials for the purposes of providing the Project throughout the Term.
- 20.5. Prior to delivery of the Deliverables to the Customer, the Supplier will obtain all licenses or consents in respect of Third Party Materials that are required so the Customer can use these Third Party Materials for the purposes set out in the Statement of Work. The Supplier will notify the Customer of any restrictions on usage and any other contractual restrictions arising in respect of such Third Party Materials.
- 20.6. The Supplier agrees:
- 20.6.1. at the Customer's request and expense, to take all such actions and execute all such documents as are necessary (in the Customer's reasonable opinion) to enable the Customer to obtain, defend or enforce its rights in the Supplier Materials and Deliverables; and
- 20.6.2. neither to do nor fail to do any act which would or might prejudice the Customer's rights under this Clause 20.
- 20.7. To the extent permitted by law, the Supplier shall ensure that all Moral Rights in the Supplier Materials are waived. Where it is not lawfully possible to waive Moral Rights, the Supplier agrees not to assert any Moral Rights in respect of the Supplier Materials.
- 20.8. The Supplier will use its reasonable endeavours to ensure that all Moral Rights in Third Party Materials are waived. Where it is not lawfully possible to waive Moral Rights, the Supplier will work with the owner or creator of the Third Party Materials to procure that Moral Rights are not asserted in respect of Third Party Materials. If the Supplier cannot obtain such waiver of (or agreement not to assert) such Moral Rights in respect of any Third Party Materials, the Supplier will notify the Customer and will obtain the Customer's Approval prior to incorporating such Third Party Materials into the Deliverables.
- 20.9. During the Term, if the Supplier is asked to take part in a competitive pitch or other similar process for the Customer, then notwithstanding any of the previous

provisions of this Clause 20, the Supplier will retain ownership of all Intellectual Property Rights in any Materials forming part of the pitch process. If the Supplier is successful in such pitch and the Parties agree that such Materials will be used in a Project the Supplier will assign all such Intellectual Property Rights to the Customer.

- 20.10. The Supplier is not liable in connection with this Contract for any modifications, adaptations or amendments to any Deliverables made by the Customer or by a third party on the Customer's behalf after the Supplier has handed them over. The Supplier is also not liable if any fault, error, destruction or other degradation in the quality and/or quantity of the Deliverables arises due to the acts or omissions of the Customer or its Affiliates.
- 20.11. The terms of and obligations imposed by this Clause 20 continue after the termination of this Contract.
- 20.12. The Supplier will indemnify the Customer in full against all Losses (whether direct or indirect) in connection with any claim made against the Customer for actual or alleged infringement of a third party's intellectual property rights in connection with the supply or use of the Project, if the claim is attributable to the acts or omission of the Supplier any of its Associates. This indemnity extends to any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer.

21. AUDIT

- 21.1. The Supplier will keep and maintain full and accurate records and accounts of the operation of this Contract, the Project provided under it, any Sub-Contracts and the amounts paid by the Customer for at least seven (7) years after the Expiry Date or New Expiry Date, or such longer period as the Parties agree.
- 21.2. The Supplier will:
 - 21.2.1. keep the records and accounts referred to in Clause 21.1 in accordance with Good Industry Practice and Law, and
 - 21.2.2. afford any Auditor access to the records and accounts referred to in Clause 21.1 at the Supplier's premises and/or provide records and accounts (including copies of the Supplier's published accounts) or copies of the same to Auditors throughout the Term and the period specified in Clause 21.1. This is so the Auditor(s) can assess compliance by the Supplier and/or its Sub-Contractors with the Supplier's obligations under this Contract, and in particular to:
 - a) verify the accuracy of the Contract Charges and any other amounts payable by the Customer under this Contract (and proposed or actual variations to them in accordance with this Contract);
 - b) verify the costs of the Supplier (including the costs of all Sub-

Contractors and any third party suppliers) in connection with the provision of the Project;

- c) verify the Supplier's and each Sub-Contractor's compliance with the applicable Laws;
- d) identify or investigate an actual or suspected act of fraud or bribery, impropriety or accounting mistakes or any breach or threatened breach of security. In these circumstances, the Customer is not obliged to inform the Supplier of the purpose or objective of its investigations;
- e) identify or investigate any circumstances which may impact upon the financial stability of the Supplier or any Sub-Contractors or their ability to perform the Project;
- f) obtain such information as is necessary to fulfil the Customer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes, including the supply of information to the Comptroller and Auditor General;
- g) review any books of account and the internal contract management accounts kept by the Supplier in connection with this Contract;
- h) carry out the Customer's internal and statutory audits and to prepare, examine and/or certify the Customer's annual and interim reports and accounts
- i) enable the National Audit Office to carry out an examination under Section 6(1) of the National Audit Act 1983;
- j) review any records relating to the Supplier's performance of the provision of the Project and to verify that these reflect the Supplier's own internal reports and records;
- k) verify the accuracy and completeness of any information delivered or required by this Contract;
- l) inspect the Customer Materials, including the Customer's Intellectual Property Rights, equipment and facilities, for the purposes of ensuring that the Customer Materials are secure; and
- m) review the integrity, confidentiality and security of any Customer data.

21.2.3. audit does not unreasonably disrupt the Supplier or delay the provision of the Project (although the Supplier accepts and acknowledges that control over the conduct of audits carried out by the Auditor(s) is outside of the control of the Customer.)

- 21.3. Subject to the Supplier's rights in respect of Confidential Information, the Supplier will on demand, provide the Auditor(s) with all reasonable co-operation and assistance in providing:
- 21.3.1. all reasonable information requested by the Customer within the scope of the audit;
 - 21.3.2. reasonable access to sites controlled by the Supplier and to any equipment used in the provision of the Project; and
 - 21.3.3. access to the Supplier personnel.
- 21.4. The Parties agree that they will bear their own respective costs and expenses incurred during any Audit, unless the Audit reveals a default by the Supplier, whereby the Supplier will reimburse the Customer for the Customer's reasonable costs incurred in relation to the Audit.
- 21.5. If an Audit reveals that the Customer has been overcharged, the Supplier will reimburse to the Customer the amount of the overcharge within thirty (30) days. If an Audit reveals the Supplier has been underpaid, the Customer shall pay to the Supplier the amount of the underpayment within thirty (30) days.

22. NOT USED

23. TERMINATION

Customer Rights of Termination

- 23.1. The Customer may, by giving no less than three (3) month's written notice to the Supplier, terminate this Contract without cause.
- 23.2. The Customer may terminate or cancel a Project at any time subject to Clause 9.8 and payment of all Contract Charges specifically set out at Clause 9.9 of Clause 9 (Variations and Cancellations).
- 23.3. The Customer may terminate this Contract or a Project by written notice to the Supplier with immediate effect if the Supplier:
- 23.3.1. commits a material Default which cannot be remedied;
 - 23.3.2. repeatedly breaches any of the terms and conditions of this Contract in such a manner as to indicate that it does not have the intention or ability to adhere to the terms and conditions;
 - 23.3.3. commits a Default, including a material Default, which in the opinion of the Customer is remediable but has not remedied such Default to the satisfaction of the Customer within thirty (30) days of receiving notice specifying the Default and requiring it to be remedied or in accordance with the Rectification Plan Process;
 - 23.3.4. breaches any of the provisions of Clauses 6.1 (Supplier: Other Appointments), 10 (Approvals and Authority), 15 (Confidentiality, Transparency and Freedom of Information), and 32 (Prevention of Fraud and Bribery);

- 23.3.5. is subject to an Insolvency Event; or
 - 23.3.6. fails to comply with legal obligations.
- 23.4. The Supplier must notify the Customer as soon as practicable of any Change of Control or any potential Change of Control.
- 23.5. The Customer may terminate this Contract with immediate effect by written notice to the Supplier within six (6) Months of:
- 23.5.1. being notified in writing that a Change of Control is anticipated or in contemplation or has occurred; or
 - 23.5.2. where no notification has been made, the date that the Customer becomes aware that a Change of Control is anticipated or is in contemplation or has occurred,
- but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.
- 23.6. The Customer may terminate this Contract or a Project by giving the Supplier at least fourteen (14) days' notice if:
- 23.6.1. the DPS Agreement is terminated for any reason;
 - 23.6.2. the Parties fail to agree a Variation under Clause 9; or
 - 23.6.3. the Supplier fails to implement an agreed Variation.
- 23.7. Where this Contract is conditional upon the Supplier procuring a Guarantee pursuant to Clause 3 (Contract Guarantee), the Customer may terminate this Contract by issuing a notice of termination Notice to the Supplier where:
- 23.7.1. the Guarantor withdraws the Guarantee for any reason;
 - 23.7.2. the Guarantor is in breach or anticipatory breach of Guarantee;
 - 23.7.3. an Insolvency Event occurs in respect of the Guarantor; or
 - 23.7.4. the Guarantee becomes invalid or unenforceable for any reason whatsoever,
 - 23.7.5. and in each case the Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Customer; or
 - 23.7.6. the Supplier fails to provide the documentation required by Clause 3.1 by the date so specified by the Customer.

Supplier Rights to Terminate

- 23.8. The Supplier may terminate a Project by written notice to the Customer if:
- 23.9. the Customer has not paid any undisputed amounts falling due under that Project, and
- 23.10. the undisputed sum due remains outstanding for forty (40) Working Days after the

Customer has received a written notice of non-payment from the Supplier specifying:

- a) the Customer's failure to pay;
- b) the correct overdue and undisputed sum;
- c) the reasons why the undisputed sum is due; and
- d) the requirement on the Customer to remedy the failure to pay

This right of termination does not apply where the failure to pay is due to the Customer exercising its rights under this Contract (including the right to set off under Clause 29). This Contract shall then terminate on the date specified in the Termination Notice (which shall not be less than twenty (20) Working Days from the date of the issue of the Termination Notice), save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under this Contract including Clause 30 (Retention and Set off).

23.11. The Supplier shall not suspend the supply of the Goods and/or Services for failure of the Customer to pay undisputed sums of money (whether in whole or in part).

24. CONSEQUENCES OF TERMINATION

- 24.1. Termination of a Project in accordance with the terms of this Contract by either Party shall not serve to terminate this Contract, which will continue in full force and effect.
- 24.2. If this Contract is terminated, all ongoing and outstanding Projects will also terminate on the same date as this Contract.
- 24.3. Upon termination of this Contract or a Project for any reason:
 - 24.3.1. the Expiry Date or New Expiry Date shall be the date this Contract terminates;
 - 24.3.2. the Customer will pay the Supplier all Contract Charges falling properly due and payable to the Supplier prior to the date of termination (including in accordance with Clause 9 where relevant);
 - 24.3.3. each Party will, following a reasonable request by the other Party, promptly deliver or dispose of any and all materials and property belonging or relating to the other Party (including all Confidential Information) and all copies of the same, which are then in its possession, custody or control and which relate to all affected Projects. On the request of the other Party, each will certify in writing that the same has been done; and
 - 24.3.4. the Supplier and its staff will vacate any premises of the Customer occupied for any purpose of providing the Project or Deliverables.
- 24.4. Any provisions of this Contract which are to continue after termination will remain in full force and effect after this Contract is terminated. Such provisions may include (but are not limited to):

- 24.4.1. Clause 15 (Confidentiality, Transparency and Freedom of Information)
- 24.4.2. Clause 16 (Supplier warranties) Clause 17 (Customer warranties)
- 24.4.3. Clause 18 (Liability)
- 24.4.4. Clause 19 (Insurance)
- 24.4.5. Clause 20 (Intellectual Property Rights)
- 24.4.6. Clause 21 (Audit)
- 24.4.7. Clause 23 (Termination)
- 24.4.8. Clause 26 (Notices)
- 24.4.9. Clause 27 (Staff Transfer)
- 24.4.10. Clause 28 (Third Party Rights)
- 24.4.11. Clause 29 (GDPR, Security & Publicity)
- 24.4.12. Clause 32 (General) and
- 24.4.13. Clause 34 (Governing law and jurisdiction)
- 24.4.14. Contract Schedule 1 (Definitions and Interpretation), Contract Schedule 3 (Staff Transfer), Contract Schedule 4 (Dispute Resolution Procedure).

25. FORCE MAJEURE

- 25.1. Neither Party will have any liability under or be in breach of this Contract for any delays or failures in performance which result from circumstances beyond the reasonable control of the Party seeking to claim relief (a **Force Majeure Event** and the **Affected Party**).
- 25.2. Following a Force Majeure Event, the Affected Party must promptly notify the other Party in writing, both when the event causes a delay or failure in performance, and when the event has ended. If a Force Majeure Event continues for sixty (60) consecutive Working Days, the Party not affected by the Force Majeure Event can suspend or terminate this DPS Agreement. They must do so in writing, and state the date from which the suspension or termination will come into effect.
- 25.3. If a Force Majeure event occurs, the Parties will use all reasonable endeavours to prevent and mitigate the impact, and continue to perform their obligations under this Contract as far as is possible. Where the Supplier is the Affected Party, it will take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.

26. NOTICES

- 26.1. Any notices sent under this Contract must be in writing and sent by hand, by post or by email. The table below sets out deemed time of delivery and proof of service for each.

Notice delivered	Deemed time of delivery	Proof of service
In person	At the time of delivery	Proof that delivery was made (e.g. a signature is obtained)
By first class post, special delivery or other recorded delivery	2 Working Days from the date of posting	Proof that the envelope was addressed and delivered into the custody of the postal authorities
Email	09:00 hours on the first Working Day after sending	Dispatched in an emailed pdf to the correct email address without any error message

26.2. The address and email address of each Party will be:

26.2.1. Supplier: Claire Gray, Natural England, Sterling House, Exeter, EX1 1QA.
Email: Claire.Gray@naturalengland.org.uk

26.2.2. Customer: Alex Thornton, Kantar UK Limited, 4 Millbank, Westminster, London SW1P 3JA. Email: alex.thornton@kantar.com

26.3. For the purpose of this Clause and calculating receipt all references to time are to local time in the place of receipt.

27. STAFF TRANSFER

27.1. The Parties agree that

27.1.1. if providing the Project means staff must be transferred from the Customer to the Supplier, where the commencement of the provision of the Project or any part of the Project results in one or more Relevant Transfers, Schedule 3 (Staff Transfer) will apply as follows:

- a) where the Relevant Transfer involves the transfer of Transferring Customer Employees, Part A of Schedule 3 (Staff Transfer) will apply
- b) where the Relevant Transfer involves the transfer of Transferring Former Supplier Employees, Part B of Schedule 3 (Staff Transfer) will apply
- c) where the Relevant Transfer involves the transfer of

Transferring Customer Employees and Transferring Former Supplier Employees, Parts A and B of Schedule 3 (Staff Transfer) will apply, and

- d) Part C of Schedule 3 (Staff Transfer) will not apply
- 27.2. Where providing the Project does not result in a Relevant Transfer, Part C of Schedule 3 (Staff Transfer)) will apply and Parts A and B of Schedule 3 (Staff Transfer) shall not apply; and
- 27.3. Part D of Schedule 3 (Staff Transfer) will apply on the expiry or termination of the Services or any part of the Project.
- 27.4. Both during and after the Term, the Supplier will indemnify the Customer against all Employee Liabilities that may arise as a result of any claims brought against the Customer due to any act or omission of the Supplier or any Supplier personnel.

28. THIRD PARTY RIGHTS

- 28.1. Except for CCS and the persons that the provisions of Schedule 3 of this Contract confer benefits on, a person who is not a Party to this Contract has no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.

29. DATA PROTECTION, SECURITY AND PUBLICITY

- 29.1. In addition to its general security obligations under this Contract, the Supplier shall comply with any security requirements specifically set out in the Statement of Work.

Data Protection

- 29.2. The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and the Supplier is the Processor. The only processing that the Supplier is authorised to do is listed in Contract Schedule 7 (Processing, Personal Data and Data Subjects) by the Customer and may not be determined by the Supplier.
- 29.3. The Supplier shall notify the Customer immediately if it considers that any of the Customer's instructions infringe the Data Protection Legislation.
- 29.4. The Supplier shall provide all reasonable assistance to the Customer in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Customer, include:
 - 29.4.1. a systematic description of the envisaged processing operations and the purpose of the processing;
 - 29.4.2. an assessment of the necessity and proportionality of the processing operations in relation to the Project;
 - 29.4.3. an assessment of the risks to the rights and freedoms of Data Subjects; and

29.4.4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

29.5. The Supplier shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:

29.5.1. process that Personal Data only in accordance with Schedule 7 (Processing, Personal Data and Data Subjects), unless the Supplier is required to do otherwise by Law. If it is so required the Supplier shall promptly notify the Customer before processing the Personal Data unless prohibited by Law;

29.5.2. ensure that it has in place Protective Measures, which have been reviewed and approved by the Customer as appropriate to protect against a Data Loss Event having taken account of the:

- (i) nature of the data to be protected;
- (ii) harm that might result from a Data Loss Event;
- (iii) state of technological development; and
- (iv) cost of implementing any measures;

29.5.3. ensure that :

- (i) the Supplier Personnel do not process Personal Data except in accordance with this Agreement (and in particular Contract Schedule 7 (Processing, Personal Data and Data Subjects));
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Supplier's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Supplier or any Sub-processor;
 - (C) 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 Customer or as otherwise permitted by this Agreement; and
 - (D) have undergone adequate training in the use , care, protection and handling of Personal Data; and

29.5.4. not transfer Personal Data outside of the EU unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:

- (i) the Customer or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Customer;

- (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Supplier 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 Customer in meeting its obligations); and
 - (iv) the Supplier complies with any reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;
- 29.5.5. at the written direction of the Customer, delete or return Personal Data (and any copies of it) to the Customer on termination of the Agreement unless the Supplier is required by Law to retain the Personal Data.
- 29.6. Subject to Clause 29.7, the Supplier shall notify the Customer immediately if it:
- 29.6.1. receives a Data Subject Access Request (or purported Data Subject Access Request);
 - 29.6.2. receives a request to rectify, block or erase any Personal Data;
 - 29.6.3. receives any other request, any complaint, notice or communication relating to either Party's obligations under the Data Protection Legislation;
 - 29.6.4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
 - 29.6.5. receives a request from any third Party for disclosure of Personal Data where that relates directly to its compliance with such request is required or purported to be required by Law; or Data Protection Legislation and/or the processing of personal data under or in connection with this Contract;
 - 29.6.6. becomes aware of a Data Loss Event.
- 29.7. The Supplier's obligation to notify under Clause 29.6 shall include the provision of further information to the Customer in phases, as details become available.
- 29.8. Taking into account the nature of the processing, the Supplier shall provide the Customer with full cooperation and assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 29.6 (and insofar as possible within the timescales reasonably required by the Customer) including by promptly providing:
- 29.8.1. the Customer with full details and copies of the complaint, communication or request;
 - 29.8.2. the Customer in relation to any such assistance as is reasonably requested by the Customer to enable the Customer to comply with a Data

- Subject Access Request within the relevant timescales set out in the Data Protection Legislation; complaint, communication or request;
- 29.8.3. the Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 29.8.4. assistance as if requested by the Customer following any Data Loss Event;
 - 29.8.5. assistance as requested by the Customer with respect to any request from the Information Commissioner's Office, or any consultation by the Customer with the Information Commissioner's Office.
- 29.9. The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:
- 29.9.1. the Customer determines that the processing is not occasional;
 - 29.9.2. the Customer 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; and
 - 29.9.3. the Customer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 29.10. The Supplier shall allow for audits of its Data Processing activity by the Customer or the Customer's designated auditor.
- 29.11. The Supplier shall designate a data protection officer if required and use its reasonable endeavours to assist the Customer to comply with any obligations under the Data Protection Legislation.
- 29.12. Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Supplier must:
- 29.12.1. notify the Customer in writing of the intended Sub-processor and processing;
 - 29.12.2. obtain the written consent of the Customer;
 - 29.12.3. enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 29.12 such that they apply to the Sub-processor; and
 - 29.12.4. provide the Customer with such information regarding the Sub-processor as the Customer may reasonably require.
- 29.13. The Supplier shall remain fully liable for all acts or omissions of any Sub-processor.

- 29.14. The Supplier 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 Agreement).
- 29.15. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Customer may on not less than 30 Working Days' notice to the Supplier amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 29.16. The Supplier will not cause the Customer to breach any of the Customer's obligations under the Data Protection Legislation, to the extent the Supplier is aware (or ought reasonably to have been aware), that the same would be a breach of such obligations. It will not Process or otherwise transfer any Personal Data in or to any country outside the European Economic Area or any country which is not determined to be adequate by the European Commission under Article 25(6) of Directive 95/46/EC without Approval from the Customer.
- 29.17. The Supplier will use the latest versions of anti-virus definitions and software available from an industry accepted anti-virus software vendor (unless otherwise agreed in writing between the Parties) to check for, contain the spread of, and minimise the impact of Malicious Software (or as otherwise agreed between the Parties).
- 29.18. Notwithstanding Clause 28.6, if Malicious Software is found, the Parties will co-operate to reduce its impact. If Malicious Software causes loss of operational efficiency or loss or corruption of Customer Data, the Parties will assist each other to mitigate any losses and to restore the provision of the Project.

Customer Data

- 29.19. The Supplier will not store, copy, disclose, or use the Customer Data except as necessary to perform its obligations under this Contract or where the Customer has given Approval.
- 29.20. If any Customer Data is held and/or Processed by the Supplier, the Supplier must supply that Customer Data to the Customer, at the time and in the format the Customer requests.
- 29.21. The Supplier is responsible for preserving the integrity of any Customer Data it holds or processes, and preventing its corruption or loss.
- 29.22. The Supplier will perform secure back-ups of all customer data and shall ensure that such back-ups are available to the Customer (or to such other person as the Customer may direct) on request.
- 29.23. The Supplier will ensure that any system it uses to hold any Customer Data, including back-up data, is secure. This system must comply with any security requirements and any government security requirement policy relating to this Customer Data.

- 29.24. If any time the Supplier suspects or has any reason to believe that the Customer Data is corrupted, lost or sufficiently degraded in any way, then the Supplier must notify the Customer immediately. This notification must contain information detailing the remedial action the Supplier proposes to take.

Publicity and Branding

- 29.25. The Supplier may not make any press announcements or publicise this Contract or use the Customer's name or brand in any promotion or marketing or announcement of orders without Approval from the Customer.
- 29.26. The Supplier will seek the Customer's Approval before marketing their involvement in any Deliverable or draft Deliverable or entering into any industry awards or competition which will involve the disclosure of all or any part of any Deliverable or draft Deliverable.

30. RETENTION AND SET OFF

- 30.1. If the Supplier owes the Customer any money, the Customer may retain or set off this money against any amount owed to the Supplier under this Contract or any other agreement between the Supplier and the Customer. In order to exercise this right, the Customer will, within thirty (30) days of receipt of the relevant invoice, notify the Supplier of its reasons for retaining or setting off the relevant Contract Charges.
- 30.2. The Supplier will make any payments due to the Customer without any deduction. Deductions, whether by way of set-off, counterclaim, discount, abatement or otherwise, are not permitted unless the Supplier has obtained a sealed court order requiring an amount equal to such deduction to be paid by the Customer.

31. INCOME TAX AND NATIONAL INSURANCE CONTRIBUTIONS

- 31.1. Where the Supplier or any Supplier personnel are liable to be taxed in the UK or to pay national insurance contributions in respect of consideration received under this Contract, the Supplier will:
- 31.1.1. 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, and
 - 31.1.2. indemnify the Customer against any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the provision of the Project by the Supplier or any Supplier Personnel.
- 31.2. If any of the Supplier Personnel is a Worker as defined in Contract Schedule 1 (Definitions) who receives consideration relating to the Project, then, in addition to its obligations under Clause 31.1, the Supplier must ensure that its contract with the Worker contains the following requirements:

- 31.2.1. that the Customer may, at any time during the Term, request that the Worker provides information to demonstrate how the Worker complies with the requirements of Clause 31.1, or why those requirements do not apply to it. In such case, the Customer may specify the information which the Worker must provide and the period within which that information must be provided
- 31.2.2. that the Worker's contract may be terminated at the Customer's request if:
 - a) the Worker fails to provide the information requested by the Customer within the time specified by the Customer under Clause 31.2.1 and/or
 - b) the Worker provides information which the Customer considers is inadequate to demonstrate how the Worker complies with Clause 31.2.1, or confirms that the Worker is not complying with those requirements
- 31.2.3. that the Customer 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.

32. PREVENTION OF FRAUD AND BRIBERY

- 32.1. The Supplier represents and warrants that neither it, nor to the best of its knowledge, any of its staff or Sub-Contractors, have at any time prior to the Effective Date:
 - 32.1.1. committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; or
 - 32.1.2. been listed by any government department or Supplier 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.
- 32.2. The Supplier must not:
 - 32.2.1. commit a Prohibited Act; or
 - 32.2.2. do or suffer anything to be done which would cause the Customer or any of the Customer'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.
- 32.3. The Supplier shall during the Term:
 - 32.3.1. 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;

- 32.3.2. keep appropriate records of its compliance with its obligations under 32.3.1 and make such records available to the Customer on request;
- 32.3.3. if so required by the Customer, within 20 days of the Effective Date, and annually thereafter, certify to the Customer in writing that the Supplier and all persons associated with it or its Sub-Contractors or other persons who are supplying the Project in connection with this Contract are compliant with the Relevant Requirements. The Supplier shall provide such supporting evidence of compliance as the Customer may reasonably request; and
- 32.4. have, maintain and (where appropriate) enforce an anti-bribery policy to prevent it and any Supplier staff or Sub-Contractors or any person acting on the Supplier's behalf from committing a Prohibited Act. This anti-bribery policy must be disclosed to the Customer on request.
- 32.5. The Supplier shall immediately notify the Customer in writing if it becomes aware of any breach of Clause 32.1, or has reason to believe that it has or any of the Supplier staff or Sub-Contractors have:
 - 32.5.1. been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - 32.5.2. been listed by any government department or Supplier 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;
 - 32.5.3. received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Contract; or
 - 32.5.4. otherwise suspects that any person or Party directly or indirectly connected with this Contract has committed or attempted to commit a Prohibited Act.
- 32.6. If the Supplier makes a notification to the Customer under to Clause 32.5, the Supplier shall respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to audit any books, records and/or any other relevant documentation in accordance with Clause 21 (Audit).
- 32.7. If the Supplier breaches Clause 32.5, the Customer may by notice:
 - 32.7.1. require the Supplier to remove any Supplier Personnel whose acts or omissions have caused the Supplier's breach from any Project; or
 - 32.7.2. immediately terminate this Contract for material Default.
- 32.8. Any notice served by the Customer under Clause 32.5 shall set out:
 - 32.8.1. the nature of the Prohibited Act;
 - 32.8.2. the identity of the Party who the Customer believes has committed the Prohibited Act;

32.8.3. the action that the Customer has elected to take; and

32.8.4. if relevant, the date on which this Contract shall terminate.

33. GENERAL

- 33.1. Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licenses and permissions to enter into and perform its obligations under this Contract, and that this Contract is executed by its duly authorised representative.
- 33.2. This Contract contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into this Contract on the basis of any representation that is not expressly incorporated into this Contract.
- 33.3. Nothing in this Clause excludes liability for fraud or fraudulent misrepresentation.
- 33.4. Any entire or partial waiver or relaxation of any of the terms and conditions of this Contract will be valid only if it is communicated to the other Party in writing, and expressly stated to be a waiver. A waiver of any right or remedy arising from a particular breach of this Contract will not constitute a waiver of any right or remedy arising from any other breach of the same Contract.
- 33.5. This Contract does not constitute or imply any partnership, joint venture, Supplier, fiduciary relationship between the Parties other than the contractual relationship expressly provided for in this Contract. Neither Party has, or has represented, any authority to make any commitments on the other Party's behalf.
- 33.6. Unless expressly stated in this Contract, all remedies available to either Party for breach of this Contract are cumulative and may be exercised concurrently or separately. The exercise of one remedy does not mean it has been selected to the exclusion of other remedies.
- 33.7. If any provision of this Contract is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision will, to the extent required, be severed from this Contract. Any severance will not, so far as is possible, modify the remaining provisions. It will not in any way affect any other circumstances of or the validity or enforcement of this Contract.

34. DISPUTE RESOLUTION

- 34.1. The Parties shall resolve Disputes in accordance with the Dispute Resolution Procedure.
- 34.2. The Supplier shall continue to provide the Project in accordance with the terms of this Contract until a Dispute has been resolved.

35. GOVERNING LAW AND JURISDICTION

- 35.1. This Agreement will be governed by the laws of England and Wales.

- 35.2. Each Party submits to the exclusive jurisdiction of the courts of England and Wales and agrees that all disputes shall be conducted within England and Wales.

36. Additional Clauses

- 36.1. Where the Customer has so specified in the Letter of Appointment, the Supplier shall comply with the provisions of set out in Schedule 8 (Additional Clauses).

SCHEDULE 1
Definitions and Interpretation

1. INTERPRETATION

- 1.1. In this Contract, any references to numbered Clauses and Schedules refer to those within this Contract unless specifically stated otherwise. If there is any conflict between this Contract, the Letter of Appointment, the provisions of the DPS Agreement and the Statements of Work(s), the conflict shall be resolved in accordance with the following order of precedence:
 - 1.1.1. the Letter of Appointment (except the Supplier Proposal)
 - 1.1.2. the Statement of Work
 - 1.1.3. the Contract Terms
 - 1.1.4. the Supplier Proposal, and
- 1.2. The definitions and interpretations used in this Contract are set out in this Schedule 1 (Definitions).
- 1.3. Definitions which are relevant and used only within a particular Clause or Schedule are defined in that Clause or Schedule.
- 1.4. Unless the context otherwise requires:
 - 1.4.1. words importing the singular meaning include where the context so admits the plural meaning and vice versa
 - 1.4.2. words importing the masculine include the feminine and the neuter and vice versa
 - 1.4.3. the words 'include', 'includes' 'including' 'for example' and 'in particular' and words of similar effect will not limit the general effect of the words which precede them
 - 1.4.4. references to any person will include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind
 - 1.4.5. references to any statute, regulation or other similar instrument mean a reference to the statute, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted
 - 1.4.6. headings are included in this Contract for ease of reference only and will not affect the interpretation or construction of this Contract
- 1.5. If a capitalised expression does not have an interpretation in Contract Schedule 1 (Definitions) or relevant Schedule, it shall have the meaning given to it in the DPS Agreement. If no meaning is given to it in the DPS Agreement, it shall be interpreted in accordance with the relevant market sector/ industry meaning. Otherwise it shall be interpreted in accordance with the dictionary.

1.6. In this contract the following terms have the following meaning:

Agreement	means this Contract;
Approval	means the Approval given in accordance with Clause 10.1 or 10.2 as the context requires and " Approve ", " Approving " and " Approved " shall be construed accordingly.
Affected Party	means the Customer or the Supplier affected by the event
Associates	A Party's employees, officers, agents, sub-contractors or authorised representatives.
Authorised Supplier Approver	Any personnel of the Supplier who have the authority to contractually bind the Supplier in all matters relating to Contract. They must be named in the applicable Statement of Work, and the Customer must be notified if they change.
Authorised Customer Approver	Any personnel of the Customer who have the authority to contractually bind the Customer in all matters relating to this Contract. They must be named in the applicable Statement of Work, and the Supplier must be notified if they change.
Contract	This contract between the Customer and the Supplier (entered into under the provisions of the DPS Agreement), which consists of the terms set out in the Letter of Appointment, the Contract Terms, the Schedules and any Statement of Work.
Contract Terms	The terms and conditions set out in this Contract including this Schedule 1 but not including any other Schedules or Statement of Work.
Central Government Body	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: Government Department; Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); Non-Ministerial Department; or Executive Supplier.
Change of Control	Change of Control has the same meaning as in section 416 of the Income and Corporation Taxes Act 1988.
Contract Change Note	The template form to process and record variations to this Contract as set out at Schedule 5.
Customer Affiliates	Any organisation associated with the Customer that will directly receive the benefit of the Project. Customer Affiliates must be named in a Statement of Work, or subsequently notified to the Supplier.
Customer Project Specification	The document containing the Customer's requirements issued either as part of the Call For Competition Process set out in Section 3 of the DPS Agreement or as set out in a Statement of Work from time to time.
Customer Cause	A situation where the Customer does not fulfil its obligations in connection with this Contract (including its payment obligations), and as a consequence the Supplier is prevented from performing any of the agreed Project.
Customer Confidential Information	All Customer Data and any information that the Customer or CCS gives to Agencies that is designated as being confidential, or which ought to be reasonably be considered to be confidential (whether or not it is marked

	“confidential”). This may include information, however conveyed, that is politically or security sensitive and/or relates to the Customer’s business, affairs, developments, trade secrets, Know-How, personnel and suppliers.
Customer Data	Data, text, drawings, diagrams, images or sounds (together with any database made up of any of these), including any Customer’s Confidential Information, supplied to the Supplier by or on behalf of the Customer, or which the Supplier is required to generate, process, store or transmit in connection this Contract, and any Personal Data for which the Customer is the Data Controller.
Customer Materials	Any Customer Data, Customer equipment, computer systems, software, documents, copy, Intellectual Property Rights, artwork, logos and any other materials or information owned by or licensed to the Customer which are provided to the Supplier or its Associates by or on behalf of the Customer.
Contracting Body	CCS, the Customer and any other bodies listed in the OJEU Notice.
Contract Charges	All charges payable by the Customer for the Project provided under this Contract calculated in accordance with DPS Schedule 3 (Charging Structure) and the Letter of Appointment including all Approved costs properly incurred by the Customer including but not limited to all Expenses, disbursement, taxes, sub-contractor or third party costs, and fees.
Confidential Information	The Customers Confidential Information and/or the Supplier Confidential Information.
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 its obligations under this Agreement.
Controller, Processor, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer	The meaning given in the GDPR.
Contract Year	A consecutive 12- month period during the Term commencing on the Effective Date or each anniversary thereof.
Data Loss Event	any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.
DPA 2018	Data Protection Act 2018
Data Protection Impact Assessment	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.
Data Subject Access Request	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data.
Data Protection Legislation or DPA	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 [subject to Royal Assent] to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy;

Default	Any breach of the obligations of the Supplier (including but not limited to failing to provide any Deliverables by any date set out in the applicable Statement of Work (or any other deadline agreed by the Parties in writing), and abandonment of this Contract in breach of its terms) or any other default (including material Default), act, omission, negligence or statement of the Supplier, of its Sub-Contractors or any of its staff howsoever arising in connection with or in relation to the subject-matter of this Contract and in respect of which the Supplier is liable to the Customer.
Deliverables	The applied research services from Section 2 of the DPS Agreement that are to be provided as specified in a Statement of Work.
Dispute	Any dispute, difference or question of interpretation arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Project, failure to agree in accordance with the Variation Procedure or any matter where this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure.
Dispute Resolution Procedure	The dispute resolution procedure set out in Contract Schedule 4 (Dispute Resolution Procedure).
DPS Agreement	The DPS Agreement between CCS and the Supplier reference number: RM6018 referred to in the Letter of Appointment
DPS	Means the dynamic purchasing system established by CCS for the provision of Research Services which are to be provided by the Supplier under the DPS Agreement.
Effective Date	The date this Contract starts, as set out in the Letter of Appointment.
Environmental Information Regulations or EIRs	The Environmental Information Regulations 2004 together with any related guidance and/or codes of practice issued by the Information Commissioner or relevant Government department.
Expenses	Reasonable travelling, hotel, subsistence and other expenses incurred by the Supplier in connection with the supply of Services and Deliverables, provided that such Expenses have either received the Customer's Approval or are in accordance with any expenses policies which have been supplied to the Supplier and set out in the agreed Statement of Work.
Expiry Date	The date this Contract ends, as set out in the Letter of Appointment.
Extension Expiry Date	The latest date this Contract can end, as set out in the Letter of Appointment.
FOIA	The Freedom of Information Act 2000 as amended from time to time and any subordinate legislation made under that 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	Means: <ul style="list-style-type: none"> • acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party

	<ul style="list-style-type: none"> • riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare • fire, flood, any disaster and any failure or shortage of power or fuel • an industrial dispute affecting a third party for which a substitute third party is not reasonably available but does not mean: <ul style="list-style-type: none"> • any industrial dispute relating to the Supplier, its staff, or any other failure in the Supplier's (or a subcontractor's) supply chain • any event or occurrence which is attributable to the wilful act, neglect or failure to take reasonable precautions against the event or occurrence by the Party concerned, and • any failure of delay caused by a lack of funds
Further Competition Procedure	The process of a Customer issuing a Project Specification and the Supplier submitting a proposal in response to such Project Specification, as set out in DPS Clause 3.10.
GDPR	Means the General Data Protection Regulation (<i>Regulation (EU) 2016/679</i>)
Good Industry Practice	Standards, practices, methods and procedures conforming to the Law and the exercise of 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 within the relevant industry or business sector.
Guarantee	A deed of guarantee that may be required under this Contract in favour of the Customer in the form set out in DPS Schedule 9 (Guarantee) granted pursuant to Clause 3 (Contract Guarantee).
Guarantor	The person, in the event that a Guarantee is required under this Contract, acceptable to the Customer to give a Guarantee.
Impact Assessment	The assessment to be carried out by a Party requesting a Variation in accordance with Clause 9.4.
Information	The same meaning given under section 84 of the Freedom of Information Act 2000 as amended from time to time
Insolvency Event	Means, in respect of the Supplier [or DPS Guarantor (as applicable)]: <ol style="list-style-type: none"> a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986; or b) a winding-up resolution is considered or passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or c) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed,

	<p>or notice of intention to appoint an administrator is given; or</p> <p>f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or</p> <p>g) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or</p> <p>h) where the Supplier is an individual or partnership, any event analogous to these listed in this definition occurs in relation to that individual or partnership; or</p> <p>d) any event analogous to these listed in this definition occurs under the law of any other jurisdiction</p>
Intellectual Property Rights or IPR	<p>The following rights, wherever in the world enforceable, or such similar rights, which have equivalent effect, including all reversions and renewals and all applications for registration:</p> <ul style="list-style-type: none"> • any patents or patent applications • any trade marks (whether or not registered) • inventions, discoveries, utility models and improvements whether or not capable of protection by patent or registration • copyright or design rights (whether registered or unregistered) • database rights • performer's property rights as described in Part II of the Copyright Designs and Patents Act 1988 and any similar rights of performers anywhere in the world • any goodwill in any trade or service name, trading style or get-up and • any and all other intellectual or proprietary rights
Key Individuals	Individuals named by the Supplier in the Letter or Appointment or Statement of Work as having a major responsibility for delivering the Project.
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 Supplier is bound to comply;
LCIA	means London Court of International Arbitration
LED	means Law Enforcement Directive (Directive (EU) 2016/680)
Letter of Appointment	The Letter of Appointment, substantially in the form set out in DPS Schedule 4, signed by both Parties and dated on the Effective Date.
Losses	Any losses, damages, liabilities, claims, demands, actions, penalties, fines, awards, costs and expenses (including reasonable legal and other professional expenses) to either Party subject to Clause 18.1 and 18.2.
Malicious Software	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is

	immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
Materials	Any questionnaires, discussion guides, transcripts, tables, data files, reports, pre-notifications, stimulus materials or any other material protected by Intellectual Property Rights or produced as part of a Project.
Moral Rights	All rights described in Part I, Chapter IV of the Copyright Designs and Patents act 1988 and any similar rights of authors anywhere in the world.
New Expiry Date	Has the meaning given to it in Clause 2.3
Party	Means a Party to this Agreement.
Personal Data	Personal Data has the same meaning as set out in the Data Protection Act 2018
Prohibited Act	<p>To directly or indirectly offer, promise or give any person working for or engaged by a Customer or CCS a financial or other advantage to:</p> <ol style="list-style-type: none"> a) induce that person to perform improperly a relevant function or activity b) reward that person for improper performance of a relevant function or activity c) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement; d) commit any offence: <ul style="list-style-type: none"> • under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or • under legislation or common law concerning fraudulent acts; or • defrauding, attempting to defraud or conspiring to defraud the Customer ; or • any activity, practice or conduct which would constitute one of the offences listed above if such activity, practice or conduct had been carried out in the UK;
Project	Any project(s) agreed between the Parties from time to time whereby the Supplier performs the Project which are the subject of this Contract and supplies Deliverables to the Customer as more fully described in the applicable Statement of Work;
Project Commencement Date	The date a Project will start, as set out in the relevant Statement of Work.
Project Completion Date	The date by which a Project is to be completed, as set out in the relevant Statement of Work.
Project Notice Period	The period of notice for cancellation of a Project as set out in the Statement of Work.
Project Specific Materials	<p>Means:</p> <p>Intellectual Property Rights in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Contract and updates and amendments of these items including (but not limited to) database schema; and/or</p> <p>Intellectual Property Rights in or arising as a result of the performance of the Supplier's obligations under this</p>

	Contract and all updates and amendments to the same.
Project Term	The period during which the services for each Project will be provided as specified in the applicable Statement of Work.
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 such measures adopted by it.
Purchase Order Number	The order number set out in the Letter of Appointment.
Records	The accounts and information maintained by the Supplier related to the operation and delivery of this Contract, including all expenditure which is reimbursable by the Customer, as are necessary for the provision of management information and to enable the Customer to conduct an audit as set out in Clause 21.
Rectification Plan	The rectification plan pursuant to the Rectification Plan Process.
Rectification Plan Process	The process set out in Clauses 5.8 to 5.14.
Regulations	The Public Contracts Regulations 2015.
Relevant Requirements	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;
Request for Information	A request for information or an apparent request relating to this Contract or the provision of the Project or an apparent request for such information under the FOIA or the EIRs.
Schedule	Any Schedule attached to this Contract.
Services	The Project to be supplied by the Supplier under this Contract and in accordance with Section 2 of the DPS Agreement, as set out in the relevant Statement of Work. This includes the provision of Deliverables.
Special Terms	Any terms specifically designated as varying these Contract Terms or the terms of any schedule, as set out in the applicable Statement of Work.
Standards	Any: standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with; <ul style="list-style-type: none"> • standards detailed in the specification in DPS Section 2 (Services and Key Performance Indicators): • standards detailed by the Customer in the Letter of Appointment and any Statement of Work or agreed between the Parties from time to time; • relevant Government codes of practice and guidance applicable from time to time i.e. including but not limited to Market Research Society (MRS) Code of Conduct and Social Research Association (SRA).

Statement of Work	One or more documents describing the relevant Project(s) as agreed and signed by the parties and which shall comprise both the Customer Project Specification and the Supplier's Proposal (whether agreed as part of a Call for Competition or during the Term of this Contract).
Sub-Contract	A contract entered into between the Supplier and a Sub-Contractor.
Sub-Contractor	Any person or Supplier appointed by the Supplier to provide elements of the Project on behalf of the Supplier to the Customer.
Sub-Processor	Means any third Party appointed to process Personal Data on behalf of the Supplier related to this Agreement
Supplier Affiliate	Any company, partnership or other entity which at any time directly or indirectly controls, is controlled by or is under common control with the Supplier, including as a subsidiary, parent or holding company.
Supplier Confidential Information	Any information that the Supplier gives to CCS or to Customer's that is designated as being confidential, or which ought to be reasonably considered to be confidential (whether or not it is marked "confidential"). This may include information, however it is conveyed, that relates to the Supplier's business, affairs, developments, trade secrets, Know-How, personnel and suppliers including all Intellectual Property Rights.
Supplier Materials	Those Materials specifically created by any officers, employees, sub-contractors or freelancers of the Supplier for the purposes of a Project, whether or not these materials are incorporated into Deliverables during the Term. (Includes any Materials adapted, modified or derived from the Customer Materials).
Supplier Proprietary Materials	Software (including all programming code in object and source code form), methodology, know-how and processes and Materials in relation to which the Intellectual Property Rights are owned by (or licensed to) the Supplier and which: <ul style="list-style-type: none"> • were in existence prior to the date on which it is intended to use them for a Project, or • are created by or for the Supplier outside of a Project and which are intended to be reused across its business
Supplier Proposal	The Supplier's solution in response to the Customer's Project Specification, as set out in the Letter of Appointment or in any Statement of Work.
Tender	The tender submitted by the Supplier in response to the Invitation to Tender.
Term	The period from the Effective Date to the earlier of: <ul style="list-style-type: none"> • the Expiry Date or New Expiry Date; and • any date of termination
Territory	The United Kingdom, unless specified otherwise in the applicable Statement of Work. Publication and marketing on globally accessible mediums such as the internet shall not mean that the Territory is deemed to be worldwide.
Third Party Materials	Any Materials used in the Deliverables which are either commissioned by the Supplier from third parties or which have already been created by a third party and the Supplier proposes to use. Excludes software which is owned or licensed by a third party.

Transparency Principles	The principles set out at www.gov.uk/government/publications/transparency-of-suppliers- and-government-to-the-public detailing the requirement for the proactive release of contract information under the Government's transparency commitment.
Transparency Reports	The information relating to the Project and performance of this Contract which the Supplier is required to provide to the CCS in accordance with its reporting requirements.
Variation	A change in this Contract that is formally agreed by both Parties, as detailed in Clause 10.2.
Worker	Any Supplier personnel to whom the Customer considers Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) applies See https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees
Working Day	Any day other than a Saturday, Sunday or public holiday in England and Wales.

SCHEDULE 2
Statement of Work.

This Statement of Work is issued under and in accordance with the Contract entered into between the parties dated *[insert date of signature of Contract.]*

Project:	<i>Set out a short description of the Project.</i>
Project start Date Notice period for cancellation [Project Notice Period]:	<i>Set out the start date for this Project and its duration and the likely end date if known– state whether for a fixed term or an initial term and then rolling subject to notice.</i> <i>Where the parties are agreeing a Project Notice Period for cancellation of Project, specify the notice period</i>
Services & Deliverables:	Set out a description of the Project and Deliverables to be supplied by the Supplier for this Project. State any specific agreed activities that are to be delivered as part of the Project. State if you require any specific requirements and ways of working such as third party consents, licenses, clearances that Supplier needs to obtain and products or purchases. State that Customers use of the Deliverables will be “subject to any third party usage rights which are notified to the Customer in accordance with this Contract“.
Inclusion of Additional Schedules	The following Schedule are incorporated into this Scope of Work. This could include a copy of the agreed Proposal from the Supplier or the original project description.
Project Plan:	<i>Set out the timing of each phase of the project, any key dates and/ or delivery of the Project and/or the Deliverables (if known)</i>

Contract Charges:	<p><i>Set out the calculation of the Contract Charges [(including rules for the recovery of expenses)] payable to Supplier for this Project e.g. details of any fixed price, time and materials in which case Supplier's Rate Card should be attached, together with invoice dates or milestones that trigger payment.</i></p> <p>All rates should be less than the maximum rates set out in the Supplier rate card submitted as part of the original DPS as set out in DPS Schedule 3.</p> <p><i>Set out any payment terms specific to the Project.</i></p> <p>Examples of different wording for Contract Charges:</p> <p><i>The Customer shall pay the Supplier the sum of £[...] for delivery of these Services, payable in monthly instalments. For the avoidance of doubt, the Contract Charges shall be inclusive of all third party costs</i></p> <p>OR</p> <p><i>The Contract Charges shall be calculated using the hourly charge out rates shown in [the Supplier's rate card, [provided that the total Contract Charges shall not exceed £ [...].] For the avoidance of doubt, the Contract Charges shall inclusive of all third party costs.</i></p>
Customer Materials:	<p><i>Set out details of the materials or information to be provided to the Supplier.</i></p>
International locations	<p><i>If Services are to be supplied outside the UK, specify additional territories here</i></p>
Customer Affiliates:	<p><i>If relevant, set out any Customer Affiliates which will be using Deliverables</i></p>
Special Terms:	<p><i>Set out any special terms that are intended to take precedence over the Contract Terms and/or the Schedules to the Contract Terms such as, security requirements, warranties, specific insurance requirements etc.</i></p>
Key Individuals :	<p><i>Set out details of the key personnel from the Supplier for this Project if relevant.</i></p>
Authorised Supplier Approver:	<p><i>Set out details of the person(s) who have the authority to agree day-to-day decisions on behalf of Supplier for this project.</i></p>

**Authorised
Customer
Approver:**

Set out details of the person(s) who have the authority to agree day-to-day decisions on behalf of Customer for this Project.

Execution of the Statement of Work is carried out in accordance with EU Directive 99/93 (Community framework for electronic signatures) and the Electronic Communications Act 2000. The Statement of Work is agreed on the date on which both Parties communicate acceptance of its terms on the Customer's electronic contract management system ("Bravo").

SCHEDULE 3: STAFF TRANSFER

1. DEFINITIONS

“Admission Agreement”	The agreement to be entered into by which the Supplier agrees to participate in the Schemes as amended from time to time;
“Eligible Employee”	any Fair Deal Employee who at the relevant time is an eligible employee as defined in the Admission Agreement;
“Employee Liabilities”	<p>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:</p> <ul style="list-style-type: none">(a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;(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; <p>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;</p>

“Fair Deal Employees”	those Transferring Customer Employees who are on the Relevant Transfer Date entitled to the protection of New Fair Deal and any Transferring Former Supplier 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 Supplier”	any Supplier supplying services to the Customer before the Relevant Transfer Date that are the same as or substantially similar to the Project (or any part of the Project) and shall 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: <i>“Fair Deal for staff pensions: staff transfer from central government”</i> issued in October 2013;
“Notified Sub-Contractor”	a Sub-Contractor identified in the Annex to this Contract Schedule 3 to whom Transferring Customer Employees and/or Transferring Former Supplier Employees will transfer on a Relevant Transfer Date;
“Replacement Sub-Contractor”	a sub-contractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any sub-contractor of any such sub-contractor);
“Relevant Transfer”	a transfer of employment to which the Employment Regulations applies;
“Relevant Transfer Date”	in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place;
“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 to be notified to the Supplier by the Minister for the Cabinet Office);
“Service Transfer”	any transfer of the Project (or any part of the Project), for whatever reason, from the Supplier or any Sub-Contractor to a Replacement Supplier or a Replacement Sub-Contractor;
“Service Transfer Date”	the date of a Service Transfer;
“Staffing Information”	in relation to all persons identified on the Supplier's Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, such information as the Customer may reasonably request (subject to all

applicable provisions of the DPA), 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, Supplier 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;
- (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;

“Supplier's Final Supplier Personnel List”

a list provided by the Supplier of all Supplier Personnel who will transfer under the Employment Regulations on the Relevant Transfer Date;

“Supplier's Provisional Supplier Personnel List”

a list prepared and updated by the Supplier of all Supplier Personnel who are engaged in or wholly or mainly assigned to the provision of the Project or any relevant part of the Project which it is envisaged as at the date of such list will no longer be provided by the Supplier;

“Transferring Customer Employees”

those employees of the Customer to whom the Employment Regulations will apply on the Relevant Transfer Date;

2. Where a provision in this Contract Schedule 3 imposes an obligation on the Supplier to provide an indemnity, undertaking or warranty, the Supplier shall procure that each of its Sub-Contractors shall comply with such obligation and provide such indemnity, undertaking or warranty to the Customer, Former Supplier, Replacement Supplier or Replacement Sub-Contractor, as the case may be.

PART A

TRANSFERRING CUSTOMER EMPLOYEES AT COMMENCEMENT OF SERVICES

3. RELEVANT TRANSFERS

3.1 The Customer and the Supplier agree that:

the commencement of the provision of the Project or of each relevant part of the Project will be a Relevant Transfer in relation to the Transferring Customer Employees; and

as a result of the operation of the Employment Regulations, the contracts of employment between the Customer and the Transferring Customer Employees (except in relation to any terms disapplied 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 Supplier and/or any Notified Sub-Contractor and each such Transferring Customer Employee.

3.2 The Customer shall comply with all its obligations under the Employment Regulations and shall perform and discharge all its obligations in respect of the Transferring Customer 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 Customer ; and (ii) the Supplier and/or any Notified Sub-Contractor (as appropriate).

4. CUSTOMER INDEMNITIES

4.1 Subject to Paragraph 4.2, the Customer shall indemnify the Supplier and any Notified Sub-Contractor against any Employee Liabilities in respect of any Transferring Customer Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

4.1.1 any act or omission by the Customer occurring before the Relevant Transfer Date;

4.1.2 the breach or non-observance by the Customer before the Relevant Transfer Date of:

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

b) any custom or practice in respect of any Transferring Customer Employees which the Customer is contractually bound to honour;

4.1.3 any claim by any trade union or other body or person representing the Transferring Customer Employees arising from or connected with any failure by the Customer to comply with any legal obligation to such trade union, body or person arising before the Relevant Transfer Date;

4.1.4 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 Customer 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 Customer 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 Customer to the Supplier 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.
- 4.1.5 a failure of the Customer 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 Customer Employees arising before the Relevant Transfer Date;
- 4.1.6 any claim made by or in respect of any person employed or formerly employed by the Customer other than a Transferring Customer Employee for whom it is alleged the Supplier and/or any Notified Sub-Contractor as appropriate may be liable by virtue of the Employment Regulations and/or the Acquired Rights Directive; and
- 4.1.7 any claim made by or in respect of a Transferring Customer Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Customer Employee relating to any act or omission of the Customer 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 Supplier or any Sub-Contractor to comply with regulation 13(4) of the Employment Regulations.
- 4.2 The indemnities in Paragraph 4.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier 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:
 - 4.2.1 arising out of the resignation of any Transferring Customer Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Supplier and/or any Sub-Contractor to occur in the period from (and including) the Relevant Transfer Date; or
 - 4.2.2 arising from the failure by the Supplier or any Sub-Contractor to comply with its obligations under the Employment Regulations.
- 4.3 If any person who is not identified by the Customer as a Transferring Customer Employee claims, or it is determined in relation to any person who is not identified by the Customer as a Transferring Customer Employee, that his/her contract of employment has been transferred from the Customer to the Supplier and/or any Notified Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
 - 4.3.1 the Supplier shall, or shall procure that the Notified Sub-Contractor shall, within 5 Working Days of becoming aware of that fact, give notice in writing to the Customer; and

- 4.3.2 the Customer may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of receipt of the notification by the Supplier and/or any Notified Sub-Contractor, or take such other reasonable steps as the Customer considers appropriate to deal with the matter provided always that such steps are in compliance with Law.
- 4.4 If an offer referred to in Paragraph 4.3.2 is accepted, or if the situation has otherwise been resolved by the Customer, the Supplier shall, or shall procure that the Notified Sub-Contractor shall, immediately release the person from his/her employment or alleged employment.
- 4.5 If by the end of the 15 Working Day period specified in Paragraph 4.3.2:
- 4.5.1 no such offer of employment has been made;
- 4.5.2 such offer has been made but not accepted; or
- 4.5.3 the situation has not otherwise been resolved,
- 4.5.4 the Supplier and/or any Notified Sub-Contractor may within 5 Working Days give notice to terminate the employment or alleged employment of such person.
- 4.6 Subject to the Supplier and/or any Notified Sub-Contractor acting in accordance with the provisions of Paragraphs 4.3 to 4.5 and in accordance with all applicable proper employment procedures set out in applicable Law, the Customer shall indemnify the Supplier and/or any Notified Sub-Contractor (as appropriate) against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 4.5 provided that the Supplier takes, or procures that the Notified Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 4.7 The indemnity in Paragraph 4.6:
- 4.7.1 shall not apply to:
- a) any claim for:
- 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
 - 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 Supplier and/or any Sub-Contractor; or
 - any claim that the termination of employment was unfair because the Supplier and/or Notified Sub-Contractor neglected to follow a fair dismissal procedure; and
- b) shall apply only where the notification referred to in Paragraph 4.3.1 is made by the Supplier and/or any Notified Sub-Contractor (as appropriate) to the Customer within 6 months of the Contract Commencement Date.
- 4.8 If any such person as is referred to in Paragraph 4.3 is neither re-employed by the Customer nor dismissed by the Supplier and/or any Notified Sub-Contractor within the time scales set out in Paragraph 4.5 such person shall be treated as having transferred to the Supplier and/or any Notified Sub-Contractor and the Supplier shall, or shall procure that the Notified Sub-Contractor shall, comply with such obligations as may be

imposed upon it under applicable Law.

5. SUPPLIER INDEMNITIES AND OBLIGATIONS

- 5.1 Subject to Paragraph 3.2 the Supplier shall indemnify the Customer against any Employee Liabilities in respect of any Transferring Customer Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:
- 5.1.1 any act or omission by the Supplier or any Sub-Contractor whether occurring before, on or after the Relevant Transfer Date;
 - 5.1.2 the breach or non-observance by the Supplier or any Sub-Contractor on or after the Relevant Transfer Date of:
 - a) any collective agreement applicable to the Transferring Customer Employees; and/or
 - b) any custom or practice in respect of any Transferring Customer Employees which the Supplier or any Sub-Contractor is contractually bound to honour;
 - 5.1.3 any claim by any trade union or other body or person representing any Transferring Customer Employees arising from or connected with any failure by the Supplier 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;
 - 5.1.4 any proposal by the Supplier 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 Customer Employees to their material detriment on or after their transfer to the Supplier 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 Customer 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;
 - 5.1.5 any statement communicated to or action undertaken by the Supplier or any Sub-Contractor to, or in respect of, any Transferring Customer Employee before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Customer in writing;
 - 5.1.6 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 Customer 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 Customer 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 Customer to the Supplier 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;

- 5.1.7 a failure of the Supplier 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 Customer Employees in respect of the period from (and including) the Relevant Transfer Date; and
 - 5.1.8 any claim made by or in respect of a Transferring Customer Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Customer Employee relating to any act or omission of the Supplier 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 Customer's failure to comply with its obligations under regulation 13 of the Employment Regulations.
- 5.2 The indemnities in Paragraph 5.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Customer whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Customer's failure to comply with its obligations under the Employment Regulations.
- 5.3 The Supplier 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 Customer Employees, from (and 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 from and including the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between the Customer and the Supplier.

6. INFORMATION

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

7. PRINCIPLES OF GOOD EMPLOYMENT PRACTICE

- 7.1 The Parties agree that the Principles of Good Employment Practice issued by the Cabinet Office in December 2010 apply to the treatment by the Supplier of employees whose employment begins after the Relevant Transfer Date, and the Supplier undertakes to treat such employees in accordance with the provisions of the Principles of Good Employment Practice.
- 7.2 The Supplier shall, and shall procure that each Sub-Contractor shall, comply with any requirement notified to it by the Customer relating to pensions in respect of any Transferring Customer Employee as set down in:
 - 7.2.1 the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised 2007;

- 7.2.2 HM Treasury's guidance "Staff Transfers from Central Government: A Fair Deal for Staff Pensions of 1999;
- 7.2.3 HM Treasury's guidance "Fair deal for staff pensions: procurement of Bulk Transfer Agreements and Related Issues" of June 2004; and/or the New Fair Deal.

7.3 Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraphs 7.1 or 7.2 shall be agreed in accordance with the Variation Procedure.

8. PENSIONS

The Supplier shall, and shall procure that each of its Sub-Contractors shall, comply with the pensions provisions in the following Annex to PART A (PENSIONS).

ANNEX TO PART A: PENSIONS

9. PARTICIPATION

- 9.1 The Supplier undertakes to enter into the Admission Agreement.
- 9.2 The Supplier and the Customer :
 - 9.2.1 undertake to do all such things and execute any documents (including the Admission Agreement) as may be required to enable the Supplier to participate in the Schemes in respect of the Fair Deal Employees;
 - 9.2.2 agree that the Customer is entitled to make arrangements with the body responsible for the Schemes for the Customer to be notified if the Supplier breaches the Admission Agreement;
 - 9.2.3 notwithstanding Paragraph 9.2.2 of this Annex, the Supplier shall notify the Customer in the event that it breaches the Admission Agreement; and
 - 9.2.4 agree that the Customer may terminate this Contract for material default in the event that the Supplier breaches the Admission Agreement.
- 9.3 The Supplier shall bear its own costs and all costs that the Customer reasonably incurs in connection with the negotiation, preparation and execution of documents to facilitate the Supplier participating in the Schemes.

10. FUTURE SERVICE BENEFITS

- 10.1 The Supplier 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 Supplier 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.
- 10.2 The Supplier 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 Customer, 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 Customer 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.
- 10.3 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.

11. FUNDING

- 11.1 The Supplier 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.
- 11.2 The Supplier shall indemnify and keep indemnified the Customer 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 Supplier to or in respect of the Schemes.

12. PROVISION OF INFORMATION

The Supplier and the Customer respectively undertake to each other:

- 12.1 to provide all information which the other party may reasonably request concerning matters referred to in this Annex and set out in the Admission Agreement, and to supply the information as expeditiously as possible; and
- 12.2 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).

13. INDEMNITY

The Supplier undertakes to the Customer to indemnify and keep indemnified the Customer 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.

14. EMPLOYER OBLIGATION

The Supplier shall comply with the requirements of the Pensions Act 2008 and the Transfer of Employment (Pension Protection) Regulations 2005.

15. SUBSEQUENT TRANSFERS

The Supplier shall:

- 15.1 not adversely affect pension rights accrued by any Fair Deal Employee in the period ending on the date of the relevant future transfer;
- 15.2 provide all such co-operation and assistance as the Schemes and the Replacement Supplier and/or the Customer may reasonably require to enable the Replacement Supplier 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 New Fair Deal; and
- 15.3 for the period either:
 - 15.3.1 after notice (for whatever reason) is given, in accordance with the other provisions of this Contract, to terminate the Agreement or any part of the Project; or
 - 15.3.2 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 Supplier or the Customer, 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 Approval of the Customer (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 B

TRANSFERRING FORMER SUPPLIER EMPLOYEES AT COMMENCEMENT OF SERVICES

16. RELEVANT TRANSFERS

16.1 The Customer and the Supplier agree that:

16.1.1 the commencement of the provision of the Project or of any relevant part of the Project will be a Relevant Transfer in relation to the Transferring Former Supplier Employees; and

16.1.2 as a result of the operation of the Employment Regulations, the contracts of employment between each Former Supplier and the Transferring Former Supplier 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 Supplier and/or Notified Sub-Contractor and each such Transferring Former Supplier Employee.

16.2 Subject to Paragraph 6, the Customer shall procure that each Former Supplier 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 Supplier 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 Supplier shall make, and the Customer shall procure that each Former Supplier makes, any necessary apportionments in respect of any periodic payments.

17. FORMER SUPPLIER INDEMNITIES

17.1 Subject to Paragraphs 17.2 and 21, the Customer shall procure that each Former Supplier shall indemnify the Supplier and any Notified Sub-Contractor against any Employee Liabilities in respect of any Transferring Former Supplier Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

17.1.1 any act or omission by the Former Supplier arising before the Relevant Transfer Date;

17.1.2 the breach or non-observance by the Former Supplier arising before the Relevant Transfer Date of:

a) any collective agreement applicable to the Transferring Former Supplier Employees; and/or

b) any custom or practice in respect of any Transferring Former Supplier Employees which the Former Supplier is contractually bound to honour;

17.1.3 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 Supplier 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 Supplier 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 Supplier to the Supplier 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;
- 17.1.4 a failure of the Former Supplier 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 Supplier Employees in respect of the period to (but excluding) the Relevant Transfer Date;
- 17.1.5 any claim made by or in respect of any person employed or formerly employed by the Former Supplier other than a Transferring Former Supplier Employee for whom it is alleged the Supplier 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;
- 17.1.6 any claim by any trade union or other body or person representing any Transferring Former Supplier Employees arising from or connected with any failure by the Former Supplier to comply with any legal obligation to such trade union, body or person arising before the Relevant Transfer Date; and
- 17.1.7 any claim made by or in respect of a Transferring Former Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Supplier Employee relating to any act or omission of the Former Supplier 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 Supplier or any Sub-Contractor to comply with regulation 13(4) of the Employment Regulations.
- 17.2 The indemnities in Paragraph 17.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier or any Sub-Contractor whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities:
- 17.2.1 arising out of the resignation of any Transferring Former Supplier Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Supplier or any Sub-Contractor to occur in the period from (and including) the Relevant Transfer Date; or
- 17.2.2 arising from the failure by the Supplier and/or any Sub-Contractor to comply with its obligations under the Employment Regulations.
- 17.3 If any person who is not identified by the Customer as a Transferring Former Supplier Employee claims, or it is determined in relation to any person who is not identified by the Customer as a Transferring Former Supplier Employee, that his/her contract of employment has been transferred from a Former Supplier to the Supplier and/or any Notified Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:

- 17.3.1 the Supplier shall, or shall procure that the Notified Sub-Contractor shall, within 5 Working Days of becoming aware of that fact, give notice in writing to the Customer and, where required by the Customer, to the Former Supplier; and
- 17.3.2 the Former Supplier 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 Supplier and/or the Notified Sub-Contractor or take such other reasonable steps as the Former Supplier considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 17.4 If an offer referred to in Paragraph 17.3.2 is accepted, or if the situation has otherwise been resolved by the Former Supplier and/or the Customer, the Supplier shall, or shall procure that the Notified Sub-Contractor shall, immediately release the person from his/her employment or alleged employment.
- 17.4.1 If by the end of the fifteen (15) Working Day period specified in Paragraph 17.3.2:
- 17.4.2 no such offer of employment has been made;
- 17.4.3 such offer has been made but not accepted; or
- 17.4.4 the situation has not otherwise been resolved,
- the Supplier and/or any Notified Sub-Contractor may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.
- 17.5 Subject to the Supplier and/or any Notified Sub-Contractor acting in accordance with the provisions of Paragraphs 17.3 to 17.5 and in accordance with all applicable proper employment procedures set out in Law, the Customer shall procure that the Former Supplier indemnifies the Supplier and/or any Notified Sub-Contractor (as appropriate) against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 17.5 provided that the Supplier takes, or shall procure that the Notified Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 17.6 The indemnity in Paragraph 17.6:
- 17.6.1 shall not apply to:
- a) any claim for:
- 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
 - 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 Supplier and/or any Sub-Contractor; or
- b) any claim that the termination of employment was unfair because the Supplier and/or Notified Sub-Contractor neglected to follow a fair dismissal procedure; and
- 17.6.2 shall apply only where the notification referred to in Paragraph 17.3.1 is made by the Supplier and/or any Notified Sub-Contractor (as appropriate) to the

Customer and, if applicable, the Former Supplier, within 6 months of the Contract Commencement Date.

17.7 If any such person as is described in Paragraph 17.3 is neither re-employed by the Former Supplier nor dismissed by the Supplier and/or any Notified Sub-Contractor within the time scales set out in Paragraph 17.5, such person shall be treated as having transferred to the Supplier or Notified Sub-Contractor and the Supplier shall, or shall procure that the Notified Sub-Contractor shall, comply with such obligations as may be imposed upon it under the Law.

18. SUPPLIER INDEMNITIES AND OBLIGATIONS

18.1 Subject to Paragraph 18.2, the Supplier shall indemnify the Customer and/or the Former Supplier against any Employee Liabilities in respect of any Transferring Former Supplier.

18.2 Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

18.2.1 any act or omission by the Supplier or any Sub-Contractor whether occurring before, on or after the Relevant Transfer Date;

18.2.2 the breach or non-observance by the Supplier or any Sub-Contractor on or after the Relevant Transfer Date of:

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

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

18.2.3 any claim by any trade union or other body or person representing any Transferring Former Supplier Employees arising from or connected with any failure by the Supplier 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;

18.2.4 any proposal by the Supplier 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 Supplier Employees to their material detriment on or after their transfer to the Supplier 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 Supplier 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;

18.2.5 any statement communicated to or action undertaken by the Supplier or a Sub-Contractor to, or in respect of, any Transferring Former Supplier Employee before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Customer and/or the Former Supplier in writing;

18.2.6 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 Supplier 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 Supplier 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 Supplier to the Supplier 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;
- c) a failure of the Supplier 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 Supplier Employees in respect of the period from (and including) the Relevant Transfer Date; and;
- d) any claim made by or in respect of a Transferring Former Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Supplier Employee relating to any act or omission of the Supplier 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 Supplier's failure to comply with its obligations under regulation 13 of the Employment Regulations.

18.3 The indemnities in Paragraph 18.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Former Supplier whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Former Supplier's failure to comply with its obligations under the Employment Regulations.

18.4 The Supplier 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 Supplier 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 Supplier and the Former Supplier.

19. INFORMATION

The Supplier shall, and shall procure that each Sub-Contractor shall, promptly provide to the Customer and/or at the Customer's direction, the Former Supplier, in writing such information as is necessary to enable the Customer and/or the Former Supplier to carry out their respective duties under regulation 13 of the Employment Regulations. Subject to Paragraph 21, the Customer shall procure that the Former Supplier shall promptly provide to the Supplier and each Notified Sub-Contractor in writing such information as is necessary to enable the Supplier and each Notified Sub-Contractor to carry out their respective duties under regulation 13 of the Employment Regulations.

20. PRINCIPLES OF GOOD EMPLOYMENT PRACTICE

20.1 The Supplier shall, and shall procure that each Sub-Contractor shall, comply with any requirement notified to it by the Customer relating to pensions in respect of any Transferring Former Supplier Employee as set down in:

- 20.1.1 the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised 2007;
- 20.1.2 HM Treasury's guidance "Staff Transfers from Central Government: A Fair Deal for Staff Pensions of 1999;
- 20.1.3 HM Treasury's guidance: "Fair deal for staff pensions: procurement of Bulk Transfer Agreements and Related Issues" of June 2004; and/or
- 20.1.4 the New Fair Deal

20.2 Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraph 20.1 shall be agreed in accordance with the Variation Procedure.

21. PROCUREMENT OBLIGATIONS

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

22. PENSIONS

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

ANNEX to PART B: PENSIONS

23. PARTICIPATION

- 23.1 The Supplier undertakes to enter into the Admission Agreement.
- 23.2 The Supplier and the Customer :
 - 23.2.1 undertake to do all such things and execute any documents (including the Admission Agreement) as may be required to enable the Supplier to participate in the Schemes in respect of the Fair Deal Employees;
 - 23.2.2 agree that the Customer is entitled to make arrangements with the body responsible for the Schemes for the Customer to be notified if the Supplier breaches the Admission Agreement;
 - 23.2.3 notwithstanding Paragraph 23.2.2 of this Annex, the Supplier shall notify the Customer in the event that it breaches the Admission Agreement; and
 - 23.2.4 agree that the Customer may terminate this Contract for material default in the event that the Supplier breaches the Admission Agreement.
- 23.3 The Supplier shall bear its own costs and all costs that the Customer reasonably incurs in connection with the negotiation, preparation and execution of documents to facilitate the Supplier participating in the Schemes.

24. FUTURE SERVICE BENEFITS

- 24.1 If the Supplier is rejoining the Schemes for the first time, the Supplier 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.
- 24.2 If staff have already been readmitted to the Schemes, the Supplier 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 Supplier 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.
- 24.3 The Supplier 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 Customer, 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 Customer 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.
- 24.4 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.

25. FUNDING

- 25.1 The Supplier 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.

- 25.2 The Supplier shall indemnify and keep indemnified the Customer on demand against any claim by, claim 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 Supplier to or in respect of the Schemes.

26. PROVISION OF INFORMATION

The Supplier and the Customer respectively undertake to each other:

- 26.1 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
- 26.2 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).

27. INDEMNITY

The Supplier undertakes to the Customer to indemnify and keep indemnified the Customer 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.

28. EMPLOYER OBLIGATION

The Supplier shall comply with the requirements of the Pensions Act 2008 and the Transfer of Employment (Pension Protection) Regulations 2005.

29. SUBSEQUENT TRANSFERS

The Supplier shall:

- 29.1 not adversely affect pension rights accrued by any Fair Deal Employee in the period ending on the date of the relevant future transfer;
- 29.2 provide all such co-operation and assistance as the Schemes and the Replacement Supplier and/or the Customer may reasonably require to enable the Replacement Supplier 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
- 29.3 for the period either
- 29.3.1 after notice (for whatever reason) is given, in accordance with the other provisions of this Contract, to terminate the Agreement or any part of the Project; or
- 29.3.2 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 Supplier or the Customer, 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 Approval of the Customer (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**

30. PROCEDURE IN THE EVENT OF TRANSFER

- 30.1 The Customer and the Supplier agree that the commencement of the provision of the Project or of any part of the Project will not be a Relevant Transfer in relation to any employees of the Customer and/or any Former Supplier.
- 30.2 If any employee of the Customer and/or a Former Supplier claims, or it is determined in relation to any employee of the Customer and/or a Former Supplier, that his/her contract of employment has been transferred from the Customer and/or the Former Supplier to the Supplier and/or any Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
- 30.2.1 the Supplier 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 Customer and, where required by the Customer, give notice to the Former Supplier; and
- 30.2.2 the Customer and/or the Former Supplier 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 Supplier or the Sub-Contractor (as appropriate) or take such other reasonable steps as the Customer or Former Supplier (as the case may be) considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 30.3 If an offer referred to in Paragraph 30.2.2 is accepted (or if the situation has otherwise been resolved by the Customer and/or the Former Supplier), the Supplier shall, or shall procure that the Sub-Contractor shall, immediately release the person from his/her employment or alleged employment.
- 30.4 If by the end of the fifteen (15) Working Day period specified in Paragraph 30.2.2:
- 30.4.1 no such offer of employment has been made;
- 30.4.2 such offer has been made but not accepted; or
- 30.4.3 the situation has not otherwise been resolved,
- the Supplier and/or the Sub-Contractor may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.

31. INDEMNITIES

- 31.1 Subject to the Supplier and/or the relevant Sub-Contractor acting in accordance with the provisions of Paragraphs 30.2 to 30.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to Paragraph 31.4, the Customer shall:
- 31.1.1 indemnify the Supplier and/or the relevant Sub-Contractor against all Employee Liabilities arising out of the termination of the employment of any employees of the Customer referred to in Paragraph 30.2 made pursuant to the provisions of Paragraph 30.4 provided that the Supplier takes, or shall procure that the Notified Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities; and
- 31.1.2 subject to paragraph 32, procure that the Former Supplier indemnifies the

Supplier and/or any Notified Sub-Contractor against all Employee Liabilities arising out of termination of the employment of the employees of the former Supplier made pursuant to the provisions of Paragraph 30.4 provided that the Supplier takes, or shall procure that the relevant Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.

31.2 If any such person as is described in Paragraph 30.2 is neither re employed by the Customer and/or the Former Supplier as appropriate nor dismissed by the Supplier and/or any Sub-Contractor within the fifteen (15) Working Day period referred to in Paragraph 30.4 such person shall be treated as having transferred to the Supplier and/or the Sub-Contractor (as appropriate) and the Supplier shall, or shall procure that the Sub-Contractor shall, comply with such obligations as may be imposed upon it under Law.

31.3 Where any person remains employed by the Supplier and/or any Sub-Contractor pursuant to Paragraph 30.2, all Employee Liabilities in relation to such employee shall remain with the Supplier and/or the Sub-Contractor and the Supplier shall indemnify the Customer and any Former Supplier, and shall procure that the Sub-Contractor shall indemnify the Customer and any Former Supplier, against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Sub-Contractor.

31.4 The indemnities in Paragraph 31.1:

31.4.1 shall not apply to:

a) any claim for:

- 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
- 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 Supplier and/or any Sub-Contractor; or

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

31.4.2 shall apply only where the notification referred to in Paragraph 30.2.1 is made by the Supplier and/or any Sub-Contractor to the Customer and, if applicable, Former Supplier within 6 months of the Contract Commencement Date.

32. PROCUREMENT OBLIGATIONS

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

PART D: EMPLOYMENT EXIT PROVISIONS

33. PRE-SERVICE TRANSFER OBLIGATIONS

- 33.1 The Supplier agrees that within twenty (20) Working Days of the earliest of:
- 33.1.1 receipt of a notification from the Customer of a Service Transfer or intended Service Transfer;
 - 33.1.2 receipt of the giving of notice of early termination or any Partial Termination of this Contract;
 - 33.1.3 the date which is twelve (12) months before the end of the Term; and
 - 33.1.4 receipt of a written request of the Customer at any time (provided that the Customer shall only be entitled to make one such request in any six (6) month period),
- it shall provide in a suitably anonymised format so as to comply with the DPA, the Supplier's Provisional Supplier Personnel List, together with the Staffing Information in relation to the Supplier's Provisional Supplier Personnel List and it shall provide an updated Supplier's Provisional Supplier Personnel List at such intervals as are reasonably requested by the Customer.
- 33.2 At least thirty (30) Working Days prior to the Service Transfer Date, the Supplier shall provide to the Customer or at the direction of the Customer to any Replacement Supplier and/or any Replacement Sub-Contractor:
- 33.2.1 the Supplier's Final Supplier Personnel List, which shall identify which of the Supplier Personnel are Transferring Supplier Employees; and
 - 33.2.2 the Staffing Information in relation to the Supplier's Final Supplier Personnel List (insofar as such information has not previously been provided).
- 33.3 The Customer shall be permitted to use and disclose information provided by the Supplier under Paragraphs 33.1 and 33.2 for the purpose of informing any prospective Replacement Supplier and/or Replacement Sub-Contractor.
- 33.4 The Supplier warrants, for the benefit of the Customer, any Replacement Supplier, and any Replacement Sub-Contractor that all information provided pursuant to Paragraphs 33.1 and 33.2 shall be true and accurate in all material respects at the time of providing the information.
- 33.5 From the date of the earliest event referred to in Paragraph 33.1, the Supplier agrees, that it shall not, and agrees to procure that each Sub-Contractor shall not, assign any person to the provision of the Project who is not listed on the Supplier's Provisional Supplier Personnel List and shall not without the Approval of the Customer (not to be unreasonably withheld or delayed):
- 33.5.1 replace or re-deploy any Supplier Personnel listed on the Supplier Provisional Supplier 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;
 - 33.5.2 make, promise, propose or permit any material changes to the terms and conditions of employment of the Supplier Personnel (including any payments connected with the termination of employment);

- 33.5.3 increase the proportion of working time spent on the Project (or the relevant part of the Services) by any of the Supplier Personnel save for fulfilling assignments and projects previously scheduled and agreed;
- 33.5.4 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 Supplier's Provisional Supplier Personnel List;
- 33.5.5 increase or reduce the total number of employees so engaged, or deploy any other person to perform the Project (or the relevant part of the Project); or
- 33.5.6 terminate or give notice to terminate the employment or contracts of any persons on the Supplier's Provisional Supplier Personnel List save by due disciplinary process,

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

- 33.6 During the Term, the Supplier shall provide, and shall procure that each Sub-Contractor shall provide, to the Customer any information the Customer may reasonably require relating to the manner in which the Project are organised, which shall include:
 - 33.6.1 the numbers of employees engaged in providing the Project;
 - 33.6.2 the percentage of time spent by each employee engaged in providing the Project; and
 - 33.6.3 a description of the nature of the work undertaken by each employee by location.
- 33.7 The Supplier shall provide, and shall procure that each Sub-Contractor shall provide, all reasonable cooperation and assistance to the Customer, any Replacement Supplier and/or any Replacement Sub-Contractor to ensure the smooth transfer of the Transferring Supplier 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 Supplier Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within five (5) Working Days following the Service Transfer Date, the Supplier shall provide, and shall procure that each Sub-Contractor shall provide, to the Customer or, at the direction of the Customer, to any Replacement Supplier and/or any Replacement Sub-Contractor (as appropriate), in respect of each person on the Supplier's Final Supplier Personnel List who is a Transferring Supplier Employee:
 - 33.7.1 the most recent month's copy pay slip data;
 - 33.7.2 details of cumulative pay for tax and pension purposes;
 - 33.7.3 details of cumulative tax paid;
 - 33.7.4 tax code;
 - 33.7.5 details of any voluntary deductions from pay; and
 - 33.7.6 bank/building society account details for payroll purposes.

34. EMPLOYMENT REGULATIONS EXIT PROVISIONS

- 34.1 The Customer and the Supplier acknowledge that subsequent to the commencement of the provision of the Project, the identity of the Supplier of the Project (or any part of the Services) may change (whether as a result of termination of this Contract or otherwise) resulting in the Project being undertaken by a Replacement Supplier 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 Customer and the Supplier further agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Supplier and the Transferring Supplier 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 Supplier and/or a Replacement Sub-Contractor (as the case may be) and each such Transferring Supplier Employee.
- 34.2 The Supplier shall, and shall procure that each Sub-Contractor shall, comply with all its obligations in respect of the Transferring Supplier Employees arising under the Employment Regulations in respect of the period up to (but not 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 Supplier Employees arising in respect of the period up to (and including) 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 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 Supplier and/or the Sub-Contractor (as appropriate); and (ii) the Replacement Supplier and/or Replacement Sub-Contractor.
- 34.3 Subject to Paragraph 34.4, where a Relevant Transfer occurs the Supplier shall indemnify the Customer and/or the Replacement Supplier and/or any Replacement Sub-Contractor against any Employee Liabilities in respect of any Transferring Supplier Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:
- 34.3.1 any act or omission of the Supplier or any Sub-Contractor whether occurring before, on or after the Service Transfer Date;
- 34.3.2 the breach or non-observance by the Supplier or any Sub-Contractor occurring on or before the Service Transfer Date of:
- a) any collective agreement applicable to the Transferring Supplier Employees; and/or
 - b) any other custom or practice with a trade union or staff association in respect of any Transferring Supplier Employees which the Supplier or any Sub-Contractor is contractually bound to honour;
- 34.3.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Supplier 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;
- 34.3.4 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 Supplier 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 Supplier 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 Supplier to the Customer and/or Replacement Supplier 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;
- 34.3.5 a failure of the Supplier 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 Supplier Employees in respect of the period up to (and including) the Service Transfer Date);
- 34.3.6 any claim made by or in respect of any person employed or formerly employed by the Supplier or any Sub-Contractor other than a Transferring Supplier Employee for whom it is alleged the Customer and/or the Replacement Supplier 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
- 34.3.7 any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Supplier 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 Customer and/or Replacement Supplier to comply with regulation 13(4) of the Employment Regulations.
- 34.4 The indemnities in Paragraph 34.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Supplier and/or any Replacement Sub-Contractor whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities:
- 34.4.1 arising out of the resignation of any Transferring Supplier Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Supplier and/or any Replacement Sub-Contractor to occur in the period on or after the Service Transfer Date; or
 - 34.4.2 arising from the Replacement Supplier's failure, and/or Replacement Sub-Contractor's failure, to comply with its obligations under the Employment Regulations.
- 34.5 If any person who is not a Transferring Supplier Employee claims, or it is determined in relation to any person who is not a Transferring Supplier Employee, that his/her contract of employment has been transferred from the Supplier or any Sub-Contractor to the Replacement Supplier and/or Replacement Sub-Contractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:
- 34.5.1 the Customer shall procure that the Replacement Supplier shall, or any Replacement Sub-Contractor shall, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Supplier; and
 - 34.5.2 the Supplier 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 Supplier 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.

34.6 If such offer is accepted, or if the situation has otherwise been resolved by the Supplier or a Sub-Contractor, the Customer shall procure that the Replacement Supplier 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.

34.7 If after the fifteen (15) Working Day period specified in Paragraph 34.5.2 has elapsed:

34.7.1 no such offer of employment has been made;

34.7.2 such offer has been made but not accepted; or

34.7.3 the situation has not otherwise been resolved

the Customer shall advise the Replacement Supplier 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.

34.8 Subject to the Replacement Supplier and/or Replacement Sub-Contractor acting in accordance with the provisions of Paragraphs 34.5 to 34.7, and in accordance with all applicable proper employment procedures set out in applicable Law, the Supplier shall indemnify the Replacement Supplier and/or Replacement Sub-Contractor against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 34.7 provided that the Replacement Supplier takes, or shall procure that the Replacement Sub-Contractor takes, all reasonable steps to minimise any such Employee Liabilities.

34.9 The indemnity in Paragraph 34.8:

34.9.1 shall not apply to:

a) any claim for:

- 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
- 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 Supplier and/or Replacement Sub-Contractor; or

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

34.9.2 shall apply only where the notification referred to in Paragraph 34.5.1 is made by the Replacement Supplier and/or Replacement Sub-Contractor to the Supplier within six (6) months of the Service Transfer Date.

34.10 If any such person as is described in Paragraph 34.5 is neither re-employed by the Supplier or any Sub-Contractor nor dismissed by the Replacement Supplier and/or Replacement Sub-Contractor within the time scales set out in Paragraphs 34.5 to 34.7, such person shall be treated as a Transferring Supplier Employee and the Replacement be imposed upon it under applicable Law.

34.11 The Supplier 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 Supplier 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:

34.11.1 the Supplier and/or any Sub-Contractor; and

34.11.2 the Replacement Supplier and/or the Replacement Sub-Contractor.

34.12 The Supplier shall, and shall procure that each Sub-Contractor shall, promptly provide to the Customer and any Replacement Supplier and/or Replacement Sub-Contractor, in writing such information as is necessary to enable the Customer, the Replacement Supplier and/or Replacement Sub-Contractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Customer shall procure that the Replacement Supplier and/or Replacement Sub-Contractor shall promptly provide to the Supplier and each Sub-Contractor in writing such information as is necessary to enable the Supplier and each Sub-Contractor to carry out their respective duties under regulation 13 of the Employment Regulations.

34.13 Subject to Paragraph 34.14, where a Relevant Transfer occurs the Customer shall procure that the Replacement Supplier indemnifies the Supplier 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 Supplier Employee (or, where applicable any employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee) arising from or as a result of:

34.13.1 any act or omission of the Replacement Supplier and/or Replacement Sub-Contractor;

34.13.2 the breach or non-observance by the Replacement Supplier and/or Replacement Sub-Contractor on or after the Service Transfer Date of:

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

b) any custom or practice in respect of any Transferring Supplier Employees which the Replacement Supplier and/or Replacement Sub-Contractor is contractually bound to honour;

34.13.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Replacement Supplier 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;

34.13.4 any proposal by the Replacement Supplier and/or Replacement Sub-Contractor to change the terms and conditions of employment or working conditions of any Transferring Supplier Employees on or after their transfer to the Replacement Supplier 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 Supplier 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;

- 34.13.5 any statement communicated to or action undertaken by the Replacement Supplier or Replacement Sub-Contractor to, or in respect of, any Transferring Supplier Employee on or before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Supplier in writing;
- 34.13.6 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 Supplier 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 Supplier 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 Supplier or Sub-Contractor, to the Replacement Supplier 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;
- 34.13.7 a failure of the Replacement Supplier 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 Supplier Employees in respect of the period from (and including) the Service Transfer Date; and
- 14.13.8 any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Replacement Supplier or Replacement Sub-Contractor in relation to obligations under regulation 13 of the Employment Regulations.
- 34.14 The indemnities in Paragraph 34.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier 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 Supplier and/or any Sub-Contractor (as applicable) to comply with its obligations under the Employment Regulations.

SCHEDULE 4:

DISPUTE RESOLUTION PROCEDURE

1. Nothing in this dispute resolution procedure will prevent the Parties from seeking an interim court order restraining the other Party from doing any act or compelling the other Party to do any act.
2. The obligations of the Parties under this Contract will not be suspended, cease or be delayed during a dispute.
3. If any dispute arises between the Parties in connection with this Contract or any Project, they must try to settle it within 20 Working Days of either Party notifying the other of the dispute.
4. If the Parties have not settled the Dispute in accordance with paragraph 3 above, they must notify CCS of the details of the Dispute and escalate the dispute to the Customer Representative, the Supplier Representative and CCS who will have a further 10 Working Days from the date of escalation to settle the dispute.
5. If the dispute cannot be resolved by the Parties within 30 Working Days of the notice given under paragraph 3 above, they must refer it to mediation, unless the Customer considers that the dispute is not suitable for resolution by mediation.
6. If a dispute is referred to mediation, the Parties must:
 - a. appoint a neutral adviser or mediator (the “**Mediator**”). Ideally, Parties will agree on this appointment. If they are unable to agree upon a Mediator within 10 Working Days of the proposal to appoint a mediator, or the chosen Mediator is unable or unwilling to act, either Party may apply to the Centre for Effective Dispute Resolution to appoint a Mediator
 - b. meet with the Mediator within 10 Working Days of the appointment, to agree how negotiations will take place and relevant information will be exchanged
7. Unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it will be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings.
8. If the Parties reach a resolution, a written agreement may be produced for both Parties to sign. Once signed, this agreement will be binding on both Parties.
9. If the Parties fail to reach a resolution, either Party may invite the Mediator to provide a non-binding but informative opinion in writing. This opinion will be provided without prejudice and cannot be used in evidence in any proceedings relating to this Contract without the prior written consent of both Parties.
10. If the Parties fail to reach a resolution within 90 Working Days of the Mediator being appointed, or

such longer period as may be agreed by the Parties, then the dispute may be referred to arbitration, unless the Customer considers that it is not suitable for resolution by arbitration.

11. If a dispute is referred to arbitration, the Parties must comply with the following provisions:

- a. the arbitration will be governed by the provisions of the Arbitration Act 1996 deemed to be incorporated into this Contract. If however there is any conflict between the LCIA procedural rules and this Contract, this Contract will prevail
- b. the decision of the arbitrator shall be binding on the Parties (in the absence of any material failure by the arbitrator to comply with the LCIA procedural rules)
- c. the tribunal shall consist of a sole arbitrator to be agreed by the Parties
- d. if the Parties fail to agree on the appointment of the arbitrator within 10 Working Days or, if the person appointed is unable or unwilling to act, LCIA will appoint an arbitrator, and
- e. the arbitration proceedings shall take place in a location to be agreed between the Parties.

SCHEDULE 5: CHANGE CONTROL

Contract Change Note (“CCN”)

CCN Number	
Contract Reference Number & Title	
Variation Title	
Number of Pages	

WHEREAS the Contractor and the Authority entered into a Contract for the supply of [project name] dated [dd/mm/yyyy] (the "Original Contract") and now wish to amend the Original Contract

IT IS AGREED as follows

1. The Original Contract shall be amended as set out in this Change Control Notice:

Change Requestor / Originator		
Summary of Change		
Reason for Change		
Revised Contract Price	Original Contract Value	£
	Previous Contract Changes	£
	Contract Change Note [x]	£
	New Contract Value	£
Revised Payment Schedule		
Revised Specification (See Annex [x] for Details)		
Revised Contract Period		
Change in Contract Manager(s)		
Other Changes		

2. Save as amended all other terms of the Original Contract shall remain effective.
3. This CCN takes effect from the date on which both Parties communicate acceptance of its terms via Bravo.

SCHEDULE 6: CONTRACT CHARGES

1. General provisions

- 1.1 This Contract Schedule 6 details:
 - 1.1.1 the Contract Charges for the Project under this Contract ; and
 - 1.1.2 the procedure applicable to any adjustments of the Contract Charges.

2. Contract Charges

- 2.1 The Contract Charges which are applicable to this Contract are set out in Annex 1 of this Contract Schedule 6.
- 2.2 The Supplier acknowledges and agrees that:
 - 2.2.1 in accordance with paragraph 1 (General Provisions) and of this Contract Schedule 6 (Contract Charges), the Contract Charges can in no event exceed the Contract Charges set out in Annex 1 to Contract Schedule 6 (Contract Charges); and
 - 2.2.2 The Contract Charges comprise of the maximum daily rates for each category of the Supplier staff and (in each case exclusive of VAT) are as set out in Annex 1 of this Contract Schedule 6.
 - 2.2.3 Daily rates are based on a Working Day consisting of eight (8) hours (excluding break).
 - 2.2.4 Unless a Customer agrees otherwise under the terms of a specific Contract, the Supplier cannot charge for any more than eight (8) working hours in one (1) day.
 - 2.2.5 All daily rates are inclusive of travel, subsistence, lodging and related expenses. Any additional Charges shall be calculated as detailed in the Letter of Appointment as detailed in DPS Schedule 4 (Letter of Appointment) and agreed with the Customer. The Supplier shall provide invoices detailing additional Charges to the Customer.

3. Adjustment of Contract Charges

- 3.1 The Contract Charges shall only be varied:

- 3.1.1 due to a specific change in Law in relation to which the Parties agrees that a change is required to all of part of the Contract Charges in accordance with Clause 11.4 of the DPS Agreement, or
- 3.1.2 where a review of the Contract Charges is agreed by the Parties, in accordance with the provisions of Section 4 of this Contract Schedule 6.

4. Review of the Contract Charges

- 4.1 If the Supplier determines that some or all of the Contract Charges need to be increased, the Supplier shall notify the Customer in writing of its request to increase some or all of the Contract Charges. It must provide the Customer with a list of the Contract Charges it wishes to vary together with written evidence of the justification for the requested increase. This should include:
 - 4.1.1 a breakdown of the profit and cost components that comprise the relevant rate
 - 4.1.2 details of the movement in the different identified cost components of the relevant rate
 - 4.1.3 reasons for the movement in the different identified cost components of the relevant rate
 - 4.1.4 evidence that the Supplier has attempted to mitigate against the increase in the relevant cost components, and
 - 4.1.5 the date on which the Supplier wants the Variation to come into force
- 4.2 The Customer may in its absolute discretion, grant or refuse the Supplier's request (in whole or in part).

5. Implementation of adjusted Contract Charges

- 5.1 Variations to the Contract Charges will take effect on a date determined by the Customer.
- 5.2 Variations do not affect the Charges payable to a Customer under a Contract which had already been agreed before the variation takes effect.
- 5.3 Any variation to the Charges payable under a Contract must be agreed in writing between the Supplier and the relevant Customer and implemented in accordance with the provisions applicable to the Contract.

6. E-commerce transactions with central government bodies

- 6.1 The Supplier accepts e-commerce as the preferred transacting model for all Government's purchasing transactions.

ANNEX 1: CONTRACT CHARGES

The firm prices will be as detailed in the Supplier's pricing schedule dated 12th July 2019 and amended by the email dated 23rd July 2019.

Supplier's pricing schedule and email removed.

Payment for the quantitative adult survey will be made quarterly following satisfactory completion and a quality check of work to-date, as detailed in the table under the project management clause of the Customer's Project Specification (Annex A).

Work for the other tasks will be commissioned by separate Statements of Work. Payment for this other commissioned work will take place once it has been completed and signed off by the Customer's senior responsible officer. Delivery dates for this work will be agreed during the completion of the Statement of Works and will be reviewed during project delivery meetings.

SCHEDULE 7: PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. This Schedule shall be completed by the Customer, who may take account of the view of the Supplier, however the final decision as to the content of this Schedule shall be with the Customer at its absolute discretion.
2. The contact details of the Customer Data Protection Officer are:

foi@naturalengland.org.uk
3. The contact details of the Supplier Data Protection Officer are:

[REDACTED]
4. The Supplier shall comply with any further written instructions with respect to processing by the Customer.
5. Any such further instructions shall be incorporated into this Schedule.

Description	Details
Subject matter of the processing	The objective for the people and nature survey is to gather evidence relating to people's enjoyment, access and understanding of the natural environment, and contributions to wellbeing. This will contribute to Natural England's delivery of statutory duties and inform Defra policy, natural capital accounting and help underpin the 25 Year Environmental Plan Indicator Framework.
Duration of the processing	From 7 th October 2019 to 1 st March 2023, with a possible extension to 1 st September 2023.

<p>Nature and purposes of the processing</p>	<p>Personal data will be collected for the survey through an online platform, which will be controlled by the Supplier. The data will be collected, processed and analysed to measure how people interact with nature to establish where people go when they visit the natural environment, how often they do this and their attitudes and behaviours in relation to the environment. This data will then be used to inform government, government departments, local authorities and non-governmental organisations and other organisations.</p> <p>The participants in the survey will give consent during the process by signing up to the survey. This will be done online and the Supplier will provide a statement of how the participants' data will be collected, handled and stored. Consent will be withdrawn by unsubscribing to the Supplier's website.</p> <p>Once collected, the Supplier will anonymise data before sharing with the Customer. The Customer shall only disclose this data to third parties in an anonymised form.</p>
<p>Type of Personal Data</p>	<p>Race and ethnicity, health, name, age range, address, email address and income.</p>
<p>Categories of Data Subject</p>	<p>Members of the public, both adults and children.</p>
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p>	<p>The Supplier shall, in relation to any Personal Data processed in connection with its obligations under this Agreement, at the written direction of Natural England, delete Personal Data (and any copies of it) on termination of the Contract unless the Partner is required by Law to retain the Personal Data.</p>

SCHEDULE 8: ADDITIONAL CLAUSES
CUSTOMER'S CONDITIONS OF CONTRACT

The Customer's Conditions of Contract below shall also apply.

1. Remedies for inadequate performance

- 1.1 If the Customer reasonably believes the Supplier has committed a Material Breach it may, without prejudice to its rights under clause (23) (Termination), do any of the following:
- (a) without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Supplier has demonstrated to the Customer's reasonable satisfaction that the Supplier will be able to supply the Services in accordance with the Specification;
 - (b) without terminating the whole of the Contract, terminate the Contract in respect of part of the Services only (whereupon a corresponding reduction in the Price shall be made) and thereafter itself supply or procure a third party to supply such part of the Services;
 - (c) withhold or reduce payments to the Supplier in such amount as the Customer reasonably deems appropriate in each particular case; and/or
 - (d) terminate the Contract in accordance with clause (23).
- 1.2 The Customer may charge the Supplier for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Customer or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Supplier for such part of the Services.
- 1.3 Without prejudice to any other rights or remedies of the Customer under clause 5 (Service Delay, Delivery and Rectification), if the Customer reasonably believes the Supplier has failed to supply all or any part of the Services in accordance with the Contract, professional or industry practice which could reasonably be expected of a competent and suitably qualified person, or any legislative or regulatory requirement, the Customer may give the Supplier notice specifying the way in which its performance falls short of the requirements of the Contract or is otherwise unsatisfactory.
- 1.4 If the Supplier has been notified of a failure in accordance with clause 1.3 the Customer may:
- (a) direct the Supplier to identify and remedy the failure within such time as may be specified by the Customer and to apply all such additional resources as are necessary to remedy that failure at no additional charge to the Customer within the specified timescale; and/or
 - (b) withhold or reduce payments to the Supplier in such amount as the Customer deems appropriate in each particular case until such failure has been remedied to the satisfaction of the Customer.

- 1.5 If, having been notified of any failure, the Supplier fails to remedy it in accordance with clause 1.4 within the time specified by the Customer, the Customer may treat the continuing failure as a Material Breach and may terminate the Contract immediately on notice to the Supplier.

2 Exit Procedures

- 2.1 Where the Customer requires a continuation of all or any of the Services on expiry or termination of this Contract, either by performing them itself or by engaging a third party to perform them, the Supplier shall co-operate fully with the Customer and any such third party and shall take all reasonable steps to ensure the timely and effective transfer of the Services without disruption to routine operational requirements.
- 2.2 The following commercial approach shall apply to the transfer of the Services if the Supplier:
- (a) does not have to use resources in addition to those normally used to deliver the Services prior to termination or expiry, there shall be no change to the Price; or
 - (b) reasonably incurs additional costs, the Parties shall agree a Variation to the Price based on the Supplier's rates either set out in Schedule 6 or forming the basis for the Price.
- 2.3 When requested to do so by the Customer, the Supplier shall deliver to the Customer details of all licences for software used in the provision of the Services including the software licence agreements.
- 2.4 Within one Month of receiving the software licence information described above, the Customer shall notify the Supplier of the licences it wishes to be transferred, and the Supplier shall provide for the approval of the Customer a plan for licence transfer.

3 Knowledge Retention

- 3.1 The Supplier shall co-operate fully with the Customer in order to enable an efficient and detailed knowledge transfer from the Supplier to the Customer on the completion or earlier termination of the Contract and in addition, to minimise any disruption to routine operational requirements. To facilitate this transfer, the Supplier shall provide the Customer free of charge with full access to its Staff, and in addition, copies of all documents, reports, summaries and any other information requested by the Customer. The Supplier shall comply with the Customer's request for information no later than 15 Working Days from the date that that request was made.

4 Performance Management Framework (PMF) (Including Service Levels and Key Performance Indicators)

- 4.1 This section forms an integral part of the Customer's Contract with the Supplier. Any changes to this section shall be included in the contract through a variation to the contract.

- 4.2 As part of the Customer's continuous drive to improve the performance of all Suppliers, this PMF will be used to monitor, measure and control all aspects of the Supplier's performance of contract responsibilities.
- 4.3 The PMF purpose is to set out the obligations on the Supplier, to outline how the Supplier's performance will be evaluated and to detail the sanctions for performance failure.
- 4.4 The Customer may define any reasonable performance management indicators for the Supplier under the following categories:
- a. Contract Management
 - b. Delivery and support
 - c. Quality of Service
 - d. Continuous Improvement
- 4.5 The above categories are consistent within all Contract awards allowing the Customer to monitor the Supplier's performance at both individual contract level and at enterprise level with the individual Supplier.

5 Management of the PMF

- 5.1 The Supplier shall refer in the Quarterly Reports to details of its performance against Key Performance Indicators (KPIs).
- 5.2 KPIs shall be monitored on a regular basis and shall form part of the contract performance review. Performance of KPIs will be reported quarterly.
- 5.3 The Supplier shall maintain its own management reports, including a Risk and Issues Log. The format of the reports shall be mutually agreed between the Customer and the Supplier. The Customer shall also keep a record of delivery against KPIs in the contract management plan.
- 5.4 Any performance issues highlighted in the quarterly reports will be addressed by the Supplier, who shall be required to provide an improvement plan ("Remediation Plan") to address all issues highlighted within a week of the Customer making such a request.
- 5.5 The Customer shall hold meetings with the Supplier to discuss and agree the conduct of the Contract.
- 5.6 The Customer shall hold quarterly review meetings with the Supplier to review the Supplier's quarterly Performance Management reports and implementation of any improvement plan.
- 5.7 Where appropriate, and unless agreed otherwise between the parties, the quarterly review meeting should seek to include:
- 5.7.1 feedback on the ways of working during the preceding quarter and any areas requiring additional focus by either party;
 - 5.7.2 review of the latest risk assessment
 - 5.7.3 Where applicable and relevant to the services being delivered under this Agreement, any new offer or technological developments across Kantar

- 5.8 Performance failure by the Supplier and/or Customer staff shall result in administrative costs and lost income to the Customer. Where failure attributable to the Supplier is identified in the Performance Management report and relates to the KPIs then the service credit regime shall apply.
- 5.9 Any time or expense spent resolving issues as a result of a negative KPI rating or poor delivery shall be met by the Supplier.
- 5.10 KPIs are essential in order to align the Supplier's performance with the requirements of the Customer and to do so in a fair and practical way. KPIs have to be realistic and achievable; they also have to be met otherwise indicating that the service is failing to deliver. Without the use of service credits in such a situation, this service failure places strain on the relationship as delivery falls short of agreed levels. As a result, the only recourse would be to terminate and seek alternative supply.
- 5.11 The use of a strong service credit regime accompanied by a proactive approach to correcting failures and addressing their cause improves the relationship and enables a partnership rather than a confrontational style of working. Its focus is on managing and improving service. It is NOT about taking cost out of the service to the Customer.

6. Service Credits

- 6.1 The use of Service Credits is governed by the following principles:
- Service Credits sit within the wider service management approach being pursued by the Supplier and the Customer. The use of Service Credits does not prejudice the Customer's rights under appropriate clauses of the Contract in the event of inadequate performance by the Supplier.
 - The Service Credit regime would be instigated on each occasion where there is a service failure (i.e. where a KPI is identified as having a 'Red status'). This would also give rise to a remediation plan.
 - The Customer has full and complete discretion on whether to claim all, part or none of a Service Credit to which it is due.
 - Service Credits claimed will be applied against the subsequent invoice in the form of a credit note.
 - The full, agreed Service Credit regime shall operate after the delivery of the end of the Contract's first Quarter's reporting until the end of the Contract Period.
 - Service Credits linked to deliverable timelines shall not apply if the delay is attributable to any of the following:
 - i) the failure or delay of Customer to deliver any materials required or provide any consents, sign-offs. Purchase Order or the delay is otherwise attributable to

Customer;

ii) request from the Customer to modify the specifications of the Deliverables, or to request Additional Services to be delivered which impact the ability of the Supplier to deliver the main Deliverables;

iii) a third party acting on behalf of the Customer (who is not a sub-contractor, agent or a representative of Supplier or not under the control of Supplier);

iv) a Force Majeure event.

Where the parties have agreed to amend the timeline of the deliverables in writing, and, where appropriate, by means of a Contract Change Note, that amended date shall be the date used for any such KPI.

6.2 **Where the Supplier fails to achieve the required standard 'Amber Status' for a KPI, a Service Credit shall be payable to the Customer in line with that outlined within each applicable KPI in the table below.**

6.3 Any proposed changes to the Service Credits, from either the Supplier or the Customer, made either during the Inception Meeting or during the lifetime of this Contract are to be agreed by both parties and confirmed under a Contract Change Note.

Metric	KPI	What is required to make this measurable	KPI Measurement	Service Credit	KPI Rating		
Delivery	KPI 1 – Project Delivery	Quarterly Deliverables will be presented by the Supplier to the Customer at the agreed date as detailed in this Contract, subsequent Statements of Work or as amended in writing by means of a Contract Change Note.	Quarterly Deliverables are delivered to the Customer on a mutually agreed date as documented in the project timelines/log.	<p>Less than 5 working days late – no penalty</p> <p>For each week (or part thereof) late after this, up to 2% of the quarterly invoice up to a maximum of 10% for the quarter.</p> <p><i>Note – the percentages are to be prorated for the proportion of Deliverables which are late – e.g. if 10 deliverables are due and</i></p>	Delivered later than 5 working days of the agreed timeline	Delivered within 5 working days of the agreed timeline	Delivered within 2 working days of the agreed timeline

				<i>only 1 is late – then only 1/10th of the percentage will be due</i>			
Contract Management	KPI 2 – Responsiveness	The Supplier provides responses to a request for service or issues in a timely fashion.	The Project Team (working in partnership with the Supplier) deems requests/concerns have been addressed promptly and in a constructive manner. Any changes to work plans and/or project outcomes are mutually agreed by the Supplier and the Customer in advance of the outcomes being realised.	No monetary service credit.	Concerns/Issues take longer than 7 working days to be addressed. Action plan not agreed between customer and supplier within 10 working days and implemented (where this should have been possible) and failure to communicate an alternative deadline.	Concerns are not addressed within 5 working days by the Supplier's project team (where this should have been possible) and failure to communicate an alternative deadline. Failure to adapt the project approach has a limited impact on planned outcomes. .	Where possible, requests/concerns addressed and fully resolved within 5 working days. Where this is not possible, the Supplier is to communicate clear alternative deadlines for resolution. Positive, constructive relationships maintained.
	KPI -3 Financial administration efforts	Project financial administration efforts of both	Project financial paperwork such as Purchase	No monetary service credit.	Are later than 2 weeks in delivery	Are less than 2 weeks in delivery	Meet Expectations

	(Mutual KPI)	parties are timely and accurate	Orders, Invoices and payments thereon are delivered on time and are correct.		and or include significant errors	and/or include minor inaccuracies	
	KPI 4 - Contract Management	Supplier to effectively manage requirements of all commissioned work.	Supplier to provide attendance and secretariat duties at quarterly progress meetings. Progress meetings to take place on a mutually agreed date. .	Service Credit of £400 for each such meeting	Non-attendance of more than one meeting requested by the Customer. Less than 48 hours' notice given and no reasonable alternative offered (including by telephone/virtual meeting)	Agreed meeting delayed by more than a week at short notice when requested by the Customer and no reasonable alternative offered (including by telephone /virtual meeting).	Meets Expectations
Quality of Outputs	KPI 5 – Quality and Accuracy of Deliverables.	Quarterly Deliverables are produced to standard as specified in the Statement of Works.	Deliverables reviewed by both the supplier and the Customer for accuracy.	£250 per critical error up to a maximum of 5% of the quarterly invoice.	A critical error which materially distorts the results and which requires longer than 5 working days to remedy and which requires significant revisions to results	A significant error (beyond a minor level which might be reasonably expected) is identified but which is	Meets expectations – Accurate and delivered to a publishable standard

			Timely responses to errors.	In the event of any continued or repeated data errors, the parties will agree a specific remediation plan for any such data errors including any additional progress meeting thereon	in published documents or National Statistics being amended by Natural England; or quality of deliverables provided require significant investment of time/effort by Natural England staff on tasks which can be reasonably expected for the Supplier to complete to bring up to the required standard; or an error is identified that results in Government incurring financial damages or significant reputational harm.	capable of being remedied within 5 working days following identification and which does not result in published documents or National Statistics being amended.	May include cosmetic errors e.g. typos/layout, but which can be rectified within 3 working days following identification /notification
Contract Management	KPI 6 –Risk Assessment	High quality, detailed and up-to-date project	Initial submission 1 month from	£500 per quarter’s risk assessment	Risk Assessment is not updated each quarter and known	Risk Assessment is not reviewed	Risk assessment is kept up to date monthly and

		risk assessments maintained in line with contractual requirements. Appropriate mitigations are adopted /mitigation action is taken.	commencement and kept up to date in line with contractual requirements and discussed as part of the quarterly review meeting.		risks are not communicated on the Risk Assessment. The customer should be notified of new risks within 10 working days of discovery. Mitigation actions are not identified or implemented.	monthly and known risks are not communicated on the Risk Assessment within 5 working days of discovery. Mitigation actions appropriate to the level of severity and likelihood of the risk	remains appropriate for use. Mitigation actions are identified and carried out.
Data Quality	KPI 7 – Quality Assurance (QA) procedure for data	A credible Quality Assurance plan is in place to ensure data and analysis is checked and cross-checked by the Supplier's project team.	Quality assurance process for data is shared and discussed with the Contract Manager.	Any quality assurance procedure issues to be discussed as part of the quarterly progress meeting, No monetary value as data	n/a	n/a	n/a

				quality issues will be recompensed under KPI5, and any resulting delays in Deliverables due to data quality will be compensated under KPI1			
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