

SCHEDULE 2.3

STANDARDS

1 DEFINITIONS

In this Schedule 2.3 (*Standards*), the following definitions shall apply:

“Open Standards Principles”	the UK Government’s published principles for open standards as set out https://www.gov.uk/government/publications/open-standards-principles as at the Signature Date;
“Standards Hub”	the UK Government’s published open and transparent standards adoption process, documented at http://standards.data.gov.uk/ as at the Signature Date;
“Suggested Challenge”	a submission to suggest the adoption of new or emergent standards in the format specified on Standards Hub; and
“Technology Code of Practice”	HM Government’s Technology Code of Practice, set at https://www.gov.uk/service-manual/technology/code-of-practice.html (as at Signature Date).

2 GENERAL

- 2.1 This Schedule 2.3 (*Standards*) supplements the requirements in relation to standards referred to in the Statement of Requirements (in Schedule 2.1 (*Services Description*)).
- 2.2 Throughout the term of this Agreement, the Parties shall monitor and notify each other of any new or emergent standards which could affect the Supplier’s provision, or the Authority’s receipt, of the Services which shall be agreed in accordance with the Change Control Procedure.
- 2.3 Where a new or emergent standard is to be developed or introduced by the Authority, the Supplier shall be responsible for ensuring that the potential impact on the Supplier’s provision, or the Authority’s receipt, of the Services is explained to the Authority (within ten (10) Working Days of notification by the Authority), prior to the implementation of the new or emergent standard.
- 2.4 Where Standards referenced conflict with each other or with Good Industry Practice, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require the prior written agreement of the Authority and shall be implemented within an agreed timescale.

- 2.5 With regards to any updates to the codes and standards listed in this Schedule 2.3 (*Standards*), the Parties shall, upon them becoming aware of the same, notify each other in the event that such an update has been made. Where the Supplier or the Authority considers (acting reasonably) that the update significantly impacts the Supplier's ability to deliver the Services or meet its other obligations under this Agreement, the Parties shall seek to mutually resolve whether an update to Schedule 2.3 (*Standards*) is required, notwithstanding either Party shall still be entitled to refer to the Change Control Procedure.

3 MINISTRY OF DEFENCE STANDARDS

- 3.1 Annex 1 of this Schedule 2.3 (*Standards*) sets out a list of codes and standards relevant to the Authority. The Supplier shall comply with each such code and standard including any update except where the Authority has granted a waiver in accordance with Paragraph 3.2 of this Schedule 2.3 (*Standards*).
- 3.2 The Supplier may request a waiver from its obligation to comply with any of the codes and standards set out in Annex 1 of this Schedule 2.3 (*Standards*) which it believes are not applicable to the Supplier and/or the Services. The Supplier shall provide information and reasons in support of such request including the extent of the waiver requested. The Authority shall act reasonably in considering and then either approving or rejecting the waiver request(s).

4 TECHNOLOGY AND DIGITAL SERVICES PRACTICE

The Supplier shall (when designing, implementing and delivering the Services) adopt the applicable elements of the Technology Code of Practice.

5 OPEN DATA STANDARDS & STANDARDS HUB

- 5.1 The Supplier shall comply to the extent within its control with the Open Standards Principles as they relate to the specification of standards for software interoperability, data and document formats in the IT Environment.
- 5.2 Without prejudice to the generality of Paragraph 2.3, the Supplier shall, when implementing or updating a technical component or part of the Software or Supplier Solution where there is a requirement under this Agreement or opportunity to use a new or emergent standard, submit a Suggested Challenge compliant with the UK Government's Open Standards Principles (using the process detailed on Standards Hub). Each Suggested Challenge submitted by the Supplier shall detail, subject to the security and confidentiality provisions in this Agreement, an illustration of such requirement or opportunity within the IT Environment, Supplier Solution and Government's IT infrastructure and the suggested open standard.
- 5.3 The Supplier shall ensure that all documentation published on behalf of the Authority pursuant to this Agreement is provided in a non-proprietary format (such as PDF or Open Document Format (ISO 26300 or equivalent)) as well as any native file format documentation in accordance with the obligation under Paragraph 5.1 to comply with the UK Government's Open Standards Principles, unless the Authority otherwise agrees in writing.

6 TECHNOLOGY ARCHITECTURE STANDARDS

- 6.1 The Supplier shall produce full and detailed technical architecture documentation for the Supplier Solution in accordance with Good Industry Practice. If documentation exists that complies with The Open Group Architecture Framework 9.2 (TOGAF) or its equivalent, then this shall be deemed acceptable.

7 ACCESSIBLE DIGITAL STANDARDS

The Supplier shall comply with (or with equivalents to):

- (a) the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA; and
- (b) ISO/IEC 13066-1: 2011 Information Technology - Interoperability with assistive technology (AT) - Part 1: Requirements and recommendations for interoperability.

8 SERVICE MANAGEMENT SOFTWARE & STANDARDS

- 8.1 Subject to Paragraphs 2 to 4 (inclusive), the Supplier shall reference relevant industry and HM Government standards and best practice guidelines in the management of the Services, including the following and/or their equivalents:

- (a) ITIL v4;
- (b) ISO/IEC 20000-1 2018 “Information technology - Service Management - Part 1”;
- (c) ISO/IEC 20000-2 2019 “Information technology - Service Management - Part 2”;
- (d) ISO 10007: 2017 “Quality management systems - Guidelines for configuration management”;
- (e) ISO 22313:2020 Security and resilience. Business continuity management systems. Guidance on the use of ISO 22301” and, ISO/IEC 27031:2011 and ISO 22301:2019; and
- (f) The Open Group Architecture Framework 9.2 (TOGAF).

- 8.2 For the purposes of management of the Services and delivery performance the Supplier shall make use of Software that complies with Good Industry Practice including availability, change, incident, knowledge, problem, release and deployment, request fulfilment, service asset and configuration, service catalogue, service level and service portfolio management.

9 SUSTAINABILITY STANDARDS

The Supplier shall comply with the sustainability requirements set out in Annex 2 of this Schedule 2.3 (*Standards*).

10 HARDWARE SAFETY STANDARDS

- 10.1 The Supplier shall comply with those BS or other standards relevant to the provision of the Services, including the following or their equivalents:
- (a) any new hardware required for the delivery of the Services (including printers), shall conform to BS EN 60950-1:2006+A12:2011 or subsequent replacements. In considering where to site any such hardware, the Supplier shall consider the future working user environment and shall position the hardware sympathetically, wherever possible;
 - (b) any new audio, video and similar electronic apparatus required for the delivery of the Services, shall conform to the following standard: BS EN 60065:2002+A12:2011 or any subsequent replacements;
 - (c) any new laser printers or scanners using lasers, required for the delivery of the Services, shall conform to either of the following safety Standards: BS EN 60825-1:2007 or any subsequent replacements; and
 - (d) any new apparatus for connection to any telecommunication network, and required for the delivery of the Services, shall conform to the following safety Standard: BS EN 41003:2009 or any subsequent replacements.
- 10.2 Where required to do so as part of the Services, the Supplier shall perform electrical safety checks in relation to all equipment supplied under this Agreement in accordance with the relevant health and safety regulations.

11 COLLABORATIVE BEHAVIOURS

- 11.1 The Supplier shall, in performing its obligations pursuant to the terms of this Agreement, behave in accordance with the principles as set out in ISO44001:2017 (*Collaborative business relationship management systems*), or other industry standards of equivalence. Assessment of such compliance shall be managed in accordance with Schedule 8.1 (*Governance*).

12 PERSONNEL QUALIFICATIONS

- 12.1 The Supplier shall, for Authority mandated assessments, ensure that the personnel delivering them are suitably qualified and experienced. Further to this requirement, the Authority requires the following qualifications/accreditations to be held, at minimum, by individuals conducting:
- (a) Physical Fitness Assessments: Chartered Institute of Management of Sports & Physical Activity (CIMSPA) accredited Level 3 diploma in personal training or equivalent.

13 ASSESSMENT DESIGN STANDARDS

- 13.1 The Supplier shall, in designing and delivering Candidate assessments, ensure that all new assessments are in line with the AFRS Assessment Measure Criterion Matrix for 'Reliability, Validity & Fairness'.

14 ADDITIONAL DATA STANDARDS

The data standards listed below are to be adhered to in addition to and in conjunction with the standards referenced within this Agreement.

Category	Guidelines	Description
General	<ul style="list-style-type: none"> • UK Government Digital Strategy • National Data Strategy • Data Strategy for Defence • Cabinet Office Digital First Strategy • MOD Data Strategy Incl Data Principles 	<ul style="list-style-type: none"> • Guidance on the UK Government digital strategy and the role of data
Data protection and security	<ul style="list-style-type: none"> • Government Security Classification System • AFRS Data retention and deletion policy • ISO-27001 	<ul style="list-style-type: none"> • Provides guidance on how documents are classified within the Authority and how to handle documents of different levels of sensitivity
Data governance	<ul style="list-style-type: none"> • Data Management Body of Knowledge • MOD Data Governance - Target Operation Model 	<ul style="list-style-type: none"> • Guidance on concepts and practices of information and data management
	<ul style="list-style-type: none"> • TOGAF 	<ul style="list-style-type: none"> • An example approach to Enterprise Architecture methodology and framework
	<ul style="list-style-type: none"> • ISO-22745 	<ul style="list-style-type: none"> • Master Data Standards
Data quality	<ul style="list-style-type: none"> • MOD Data Quality Framework 	<ul style="list-style-type: none"> • Guidance on international and industry best practise for principles, practices and tools aimed at achieving fit for purpose data
	<ul style="list-style-type: none"> • ISO-8000 - Data Quality 	<ul style="list-style-type: none"> • Guidance on Data quality and Enterprise Master Data, describing features and requirements for the standard exchange of Master Data
	<ul style="list-style-type: none"> • ISO-11179 - Metadata Registry 	<ul style="list-style-type: none"> • Guidance on the representation and standardisation of metadates, such as principles of naming conventions and examples
	<ul style="list-style-type: none"> • ISO-9001 - Quality Management 	<ul style="list-style-type: none"> • Guidance on criteria for a quality management system, based on quality management principles
	<ul style="list-style-type: none"> • ISO-15489 - Information and Documentation 	<ul style="list-style-type: none"> • Guidance on the concepts and principles from which approaches to the creation,

		capture and management of records are developed
Data analysis	<ul style="list-style-type: none">• National Statistician's Guidance	<ul style="list-style-type: none">• Guidance for best practice advice as to how to treat management information in order to get maximum value from it whilst protecting public trust in official statistics

ANNEX 1: MOD CODES AND STANDARDS

a) sS Recruiting policy and guidance			
Ser	Royal Navy	Army	Royal Air Force
Overarching recruiting docs (ROM)			
	JSP 545 Tri Service Regulations for Recruiting (V3.0 dated 15 March 2023)		
	Recruiting Operations Manual for BRd 3(1) Part 4 (Version 3.) Jul 24 Effective Dec 24	AGAI Vol 2 Chapter 40 Recruitment Policy (dated Nov 2023)	AP3391 - The RAF Manual of Recruiting and Selection Dec 24
Diversity and Inclusion			
	JSP 887 - The Public Sector Equality Duty in Defence (Version 4.0 dated July 2024)		
	JSP 889: Policy for the Recruitment and Management of Transgender Personnel in the Armed Forces (JSP 889 Pt 1 (V1.1 August 2019))		
Assessment docs / standards			
	JSP 893: Procedure for personnel and posts which require a disclosure check (JSP 893 V6.2 dated October 2024)		
Medical fitness standards			
	JSP 950 Leaflet 6-7-7: Joint Services Manual of Medical Fitness (v 3.0, effective from Aug 2024)		
Psychometric testing			
	JSP 755 Pt1 (V8.2, dated June 2023), Chapter 11 ‘Defence Direction for Use of Psychometric Testing’		
(b) Wider AF Policies and Standards			
Media			
	JSP 745 Digital Publishing Policy (Version 5.0, dated February 2021)		

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	JSP 579 Policy and Processes for Non-News Media Projects - broadcast, manuscripts, digital and features (dated 29 March 2016)
Information and Security	
	JSP 453: Digital Policies and Standards for Defence (sharepoint.com)
	JSP 740 Acceptable Use Policy (AUP) for Information and Communications Technology (ICT) (v6.0 dated March 2023)
	JSP 441 Information, Knowledge, Digital and Data in Defence
Training	
	JSP 822 Defence Direction & Guidance for Training & Education (dated 18 October 2023)
Other	
	JSP 375: Management of Health and Safety in Defence (notably Chapter 34: 4C System - Management of Visiting Workers / Contractors) (Version 1.2 dated October 2020)
	JSP 426 Defence Fire Safety & Fire Risk Management Policy, Guidance and Information (dated 1 November 2021)
	JSP 834: Safeguarding (Version 1.0 JSP 834 Vol 1, dated June 2023)
	JSP 800 Vol 5 Road Transport Policy Part 2, Pamphlet 16: Use of MOD Vehicles By Contractors (JSP 800 Vol 5 Pt 1 (v10.3 - dated January 2024)
	JSP 850 Infrastructure and Estate Policy, Standards and Guidance (v2.4 dated December 2024)

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Armed Forces Recruiting – Recruitment Services Agreement v1.0

ANNEX 2: SUSTAINABILITY REQUIREMENTS

1. DEFINITIONS

In this Annex 2 of this Schedule 2.3 (*Standards*), the following definitions shall apply:

“Prohibited Items” means those items which are not permissible under this Agreement as set out at Table A of this Annex 2 of this Schedule 2.3 (*Standards*) (unless in emergency circumstances such as responses to the COVID-19 pandemic);

“Sustainability Reports” written reports to be completed by the Supplier containing the information outlined in Table B of this Annex 2 of this Schedule 2.3 (*Standards*); and

“Waste Hierarchy” means prioritisation of waste management in the following order of preference:

- a) Prevention;
- b) Preparing for re-use;
- c) Recycling;
- d) Other Recovery; and
- e) Disposal.

2. PUBLIC SECTOR EQUALITIES DUTY

2.1. In addition to legal obligations, where the Supplier is providing a Service to which the Public Sector Equality Duty applies, the Supplier shall support the Authority in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under this Agreement in a way that seeks to:

- (a) eliminate discrimination, harassment or victimisation and any other conduct prohibited by the Equality Act 2010; and
- (b) advance:
 - (i) equality of opportunity; and
 - (ii) good relations,

between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

- 2.2. In delivering the Service, the Supplier will comply with the Authority's equality, diversity and inclusion requirements, to be provided to the Supplier by the Authority.
- 2.3. The Supplier shall ensure that it fulfils its obligations under this Agreement in a way that does not discriminate against individuals because of socio-economic background, working pattern or having parental or other caring responsibilities.

3. ENVIRONMENTAL REQUIREMENTS

- 3.1. The Supplier must perform its obligations meeting in all material respects the requirements of all applicable Laws regarding the environment.
- 3.2. The Supplier warrants that it has obtained relevant Environment Management System (EMS) certified to ISO 14001 (requirements for an effective environmental management system) or an equivalent certification from a UKAS accredited body and shall comply with and maintain certification requirements throughout the Term.
- 3.3. In performing its obligations under this Agreement the Supplier shall, where applicable to this Agreement, to the reasonable satisfaction of the Authority:
 - a) demonstrate low carbon resource efficiency, including minimising the use of resources and responding promptly to the Authority's reasonable questions;
 - b) prioritise waste management in accordance with the Waste Hierarchy as set out in Law;
 - c) be responsible for ensuring that any waste generated by the Supplier and sent for recycling, disposal or other recovery as a consequence of this Agreement is taken by a licensed waste carrier to an authorised site for treatment or disposal and that the disposal or treatment of waste complies with the Law;
 - d) ensure that it and any third parties used to undertake recycling disposal or other recovery as a consequence of this Agreement do so in a legally compliant way, and can demonstrate that reasonable checks are undertaken to ensure this on a regular basis and provide relevant data and evidence of recycling, recovery and disposal;
 - e) in circumstances that a permit, licence or exemption to carry or send waste generated under this Agreement is revoked, the Supplier shall cease to carry or send waste or allow waste to be carried by any Sub-contractor until authorisation is obtained from the Environment Agency;

- f) minimise the release of greenhouse gases (including carbon dioxide emissions), air pollutants, volatile organic compounds and other substances damaging to health and the environment; and
 - g) reduce and minimise carbon emissions by taking into account factors including, but not limited to, the locations from which materials are sourced, the transport of materials, the locations from which the work force are recruited and emissions from offices and on-site equipment.
- 3.4. In performing its obligations under this Agreement, the Supplier shall to the reasonable satisfaction of the Authority (where the anticipated Charges in any Contract Year are above £5 million per annum (excluding VAT)), where related to and proportionate to this Agreement in accordance with PPN 06/21), publish and maintain a credible Carbon Reduction Plan in accordance with PPN 06/21.
- 3.5. The Supplier shall not provide to the Authority Goods or Deliverables which comprise wholly or partly of Prohibited Items unless such item is a Permitted Item.
- 3.6. The Supplier shall not use anything which comprises wholly or partly of the Prohibited Items to provide the Services under this Agreement unless:
 - (a) it is a Permitted Item; or
 - (b) the use is primarily related to the management of the Supplier's own facilities or internal operations as opposed to the provision of Services.
- 3.7. The Supplier must have a documented management system and controls in place to manage the environmental impacts of delivering the Services.
- 3.8. The Supplier shall ensure that any Services are designed, sourced and delivered in a manner which is environmentally and socially responsible.
- 3.9. In performing its obligations under this Agreement, the Supplier shall to the reasonable satisfaction of the Authority:
 - (a) demonstrate that the whole life cycle impacts (including end of use) associated with the Services that extend beyond direct operations into that of the supply chain have been considered and reduced;
 - (b) minimise the consumption of resources and use them efficiently (including water and energy), working towards a circular economy including designing out waste and non-renewable resources, using re-use and closed loop systems;
 - (c) demonstrate protection of the environment including understanding and reduction of biosecurity risks (which include risks to plant and tree health from harmful pests and diseases), and reducing and eliminating hazardous/harmful substances to the environment and preventing pollution; and

(d) achieve continuous improvement in environmental (and social) performance.

3.10. The Supplier shall inform the Authority within one (1) Working Day in the event that a permit, licence or exemption to carry or send waste generated under this Agreement is revoked.

3.11. The Supplier shall meet the applicable Government Buying Standards applicable to Services which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>.

4. SUPPLIER CODE OF CONDUCT

4.1. In February 2019, HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government which can be found online at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier_Code_of_Conduct.pdf

The Authority expects to meet, and expects its suppliers and subcontractors to meet, the standards set out in that code.

5. REPORTING REQUIREMENTS

5.1 The Supplier shall comply with reasonable requests by the Authority for information evidencing compliance:

(a) with Paragraphs 2.1, 3.1 to 3.6, 3.11 and 4 of this Annex 2 of this Schedule 2.3 (*Standards*) within fourteen (14) days of such request; and

(b) with Paragraphs 2.2, 2.3 and 3.7 to 3.10 of this Annex 2 of this Schedule 2.3 (*Standards*) within thirty (30) days of such request provided such requests are limited to two (2) per Contract Year.

5.2 The Supplier shall complete the Sustainability Report in relation its provision of the Services under this Agreement and provide the Sustainability Report to the Authority on the date and frequency outlined in Table B of this Annex 2 of this Schedule 2.3 (*Standards*).

TABLE A - Prohibited Items

<p>The following consumer single use plastics are Prohibited Items:</p>	<p>Catering</p> <ul style="list-style-type: none"> a. Single use sachets e.g. coffee pods, sauce sachets, milk sachets b. Take away cutlery c. Take away boxes and plates d. Cups made wholly or partially of plastic e. Straws f. Stirrers g. Water bottles
	<p>Facilities</p> <ul style="list-style-type: none"> a. Single use containers e.g. hand soap, cleaning products b. Wipes containing plastic
	<p>Office Supplies</p> <ul style="list-style-type: none"> a. Plastic envelopes b. Plastic wrapping for brochures c. Paper or card which is bleached with chlorine
	<p>Packaging</p> <ul style="list-style-type: none"> a. Single use plastic packaging from deliveries where avoidable e.g. shrink wrapped packaging from office supplier or facilities products. b. Single use carrier bags
<p>Authority specific Prohibitions</p>	<p>None</p>

Project specific Prohibitions	None
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TABLE B - Sustainability Reports

Report Name	Content of Report	Frequency of Report
Sustainability General	As proportionate and relevant to this Agreement, the key sustainability impacts identified; the sustainability improvements planned or delivered; and the risks to the Services of climate change, including mitigation, adaptation and continuity plans employed by the Supplier in response to those risks.	On the anniversary of the Effective Date
Greenhouse Gas Emissions	<p>Detail the Scope 1 and Scope 2 GHG emissions associated with the delivery of this Agreement.</p> <p>Scope 3 emissions to be reported as required</p> <p>Emissions reporting should be in accordance with established best practice and internationally accepted standards.</p> <p>Greenhouse gas reporting from emissions sources (Scope 1, Scope 2 and Scope 3), and specific activities as requested by the Authority. This may include activities such as transportation, energy use and waste disposal.</p>	On the anniversary of the Effective Date