

## **Schedule 10**

### **Notified Key Sub-contractors**

## Schedule 10: Notified Key Sub-Contractors

- 1 In accordance with Clause 15.11 (*Appointment of Key Sub-contractors*), the Supplier is entitled to sub-contract its obligations under this Contract to the Key Sub-contractors listed in the table below.
- 2 The Parties agree that they will update this Schedule periodically to record any Key Sub-contractors appointed by the Supplier with the consent of the Authority after the Effective Date for the purposes of the delivery of the Services.

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Term	Key role in delivery of the Services
[Redacted Under FOIA Section 43, Commercial Interests]				

Where all or part of the role of any particular Notified Key Sub-contractor as set out in the table above is stated to be the provision of Software on a software-as-a-service basis, then the wording set out below will apply:

*\*If (and solely to the extent) that the key role in the delivery of the Services ("key role") of any Notified Key Sub-contractor as set out in the relevant column of the table above is stated to be the provision of Software on a software-as-a-service basis, the Authority confirms that it has given its consent, pursuant to Clause 15.12 of the Contract, that:*

- (i) the provisions referred to in Clauses 15.12.8 and 15.12.9 do not need to be reflected in the Supplier's Key Sub-contract with this particular Key Sub-contractor in respect of that key role, provided always that the Supplier is required to include terms in the relevant Key Sub-contract that oblige the Key Sub-contractor to co-operate with the Authority or its agents if the Authority exercises its rights under Clause 27 or 28 of the Contract in respect of the Supplier; and*
- (ii) the provisions referred to in Clause 15.12.4 do need to be reflected in the Key Sub-contract in respect of that key role, however the Supplier is not obliged (pursuant to Clause 15.12.4 or Paragraph 7.2 of Schedule 25 (Exit Management)) to ensure that any Sub-contracts entered into by that Key-Subcontractor with a third party (a "downstream Sub-contract") includes provisions enabling the Key Sub-*

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*contractor to assign, novate or otherwise transfer any of its rights and/or obligations under that downstream Sub-contract to the Authority or any Replacement Supplier, unless the relevant downstream Sub-contract has been entered into by the Key Sub-contractor with the relevant third party wholly or mainly for the purposes of the Services.*

## **Schedule 11**

### **Third Party Contracts**

## Schedule 11: Third Party Contracts

- 1 The contracts listed in the table below constitute Third Party Contracts entered into exclusively for the purposes of delivering the Services.
- 2 The Supplier shall be entitled to update this Schedule in accordance with Clause 15 (*Supply Chain Rights and Protections*).

Third party supplier name and address (if not the same as the registered office)	Registered office and company number	Related product/service description
Not applicable as at Effective Date		

## **Schedule 12**

### **Software**

## **Schedule 12: Software**

### **1 The Software**

- 1.1 The Software below is licensed to the Authority in accordance with Clause 16 (*Intellectual Property Rights*) and Schedule 32 (*Intellectual Property Rights*).
- 1.2 The Parties agree that they will update this Schedule regularly, and in any event no less than every 6 (six) Months from the Effective Date, to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

2 Supplier Software

2.1 The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences (if applicable)	Restrictions (See Note 1 below)	Number of Copies (if applicable)	Type (COTS or Non-COTS)	Software-as-a service? (Yes or No)	Term/Expiry
Not applicable as at the Effective Date								



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Where applicable, any additional or specific terms that apply to the Authority's use of any Supplier Software or Third Party Software identified in this Schedule that have been approved in writing by the Authority pursuant to Schedule 32 (Intellectual Property Rights) are set out in an Annex to this Schedule. Unless expressly agreed and set out in an Annex to this Schedule, no additional or specific terms apply in connection with the Authority's use of any of the Software identified in this Schedule.

In the event of any conflict or inconsistency between (i) any additional or specific terms that apply to the licensing/provision of any Supplier Software or Third Party Software that have been approved by the Authority pursuant to Schedule 32 (*Intellectual Property Rights*) and are set out in an Annex to this Schedule and (ii) the terms of this Contract, the terms of this Contract shall have precedence.

Notwithstanding anything to the contrary in this Schedule (and/or in any Annex to this Schedule), any additional or specific terms set out in any Annex to this Schedule shall apply as between the Authority and the Supplier. Neither Authority's nor any of the Authority's other suppliers' individual end users of the Services will be required to agree or enter into any licence/service terms with the Supplier (or any third party) in connection with their use of the Services and/or of any particular Software.

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### 3 Third Party Software

3.1 The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences (if applicable)	Restrictions (see Note 1 above)	Number of Copies (if applicable)	Type (COTS or Non-COTS)	Software-as-a service? (Yes or No)	Term/Expiry
[Redacted Under FOIA Section 43, Commercial Interests]								

Where applicable, any additional or specific terms that apply to the Authority's use of any Supplier Software or Third Party Software identified in this Schedule that have been approved in writing by the Authority pursuant to Schedule 32 (Intellectual Property Rights) are set out in an Annex to this Schedule. Unless expressly agreed and set out in an Annex to this Schedule, no additional or specific terms apply in connection with the Authority's use of any of the Software identified in this Schedule.

In the event of any conflict or inconsistency between (i) any additional or specific terms that apply to the licensing/provision of any Supplier Software or Third Party Software that have been approved by the Authority pursuant to Schedule 32 (*Intellectual Property Rights*) and are set out in an Annex to this Schedule and (ii) the terms of this Contract, the terms of this Contract shall have precedence.

Notwithstanding anything to the contrary in this Schedule (and/or in any Annex to this Schedule), any additional or specific terms set out in any Annex to this Schedule shall apply as between the Authority and the Supplier. Neither Authority's nor any of the Authority's other suppliers' individual end users of the Services will be required to agree or enter into any licence/service terms with the Supplier (or any third party) in connection with their use of the Services and/or of any particular Software.

## Annex 1: Form Of Confidentiality Undertaking

### CONFIDENTIALITY AGREEMENT

THIS AGREEMENT is made on [date] 20

#### BETWEEN:

- (1) [insert name] of [insert address] (the “Sub-licensee”); and
- (2) **ROUTE 101 LIMITED** of The Conifers, Filton Road, Hambrook, Bristol, BS161QG (the “Supplier” and together with the Supplier, the “Parties”).

#### WHEREAS:

- (A) The Secretary of State for Work and Pensions (the “Authority”) and the Supplier are party to a contract dated 7 May 2025 (the “Contract”) for the provision by the Supplier of Digital Channels Contact Centre Service to the Authority.
- (B) The Authority wishes to grant a sub-licence to the Sub-licensee in respect of certain software and intellectual property rights licensed to the Authority pursuant to the Contract (the “Sub-licence”).
- (C) It is a requirement of the Contract that, before the Authority grants such sub-licence to the Sub-licensee, the Sub-licensee execute a confidentiality agreement in favour of the Supplier in or substantially in the form of this Agreement to protect the Confidential Information of the Supplier.

#### IT IS AGREED as follows:

##### 1 Interpretation

1.1 In this Agreement, unless the context otherwise requires:

**“Confidential Information”**

means:

- (a) Information, including all personal data within the meaning of the Data Protection Act 2018, and however it is conveyed, provided by the Authority to the Sub-licensee pursuant to or in connection with the Sub-licence that relates to:
  - (i) the Supplier; or
  - (ii) the operations, business, affairs, developments, intellectual property rights, trade secrets, know-how and/or personnel of the Supplier;
- (b) the source code and the object code of the software sub-licensed to the Sub-licensee pursuant to the Sub-licence together with

build information, relevant design and development information, technical specifications of all functionality including those not included in standard manuals (such as those that modify system performance and access levels), configuration details, test scripts, user manuals, operating manuals, process definitions and procedures, and all such other documentation supplied by the Supplier to the Authority pursuant to or in connection with the Sub-licence;

- (c) other Information provided by the Authority pursuant to this Agreement to the Sub- licensee that is clearly designated as being confidential or equivalent or that ought reasonably to be considered to be confidential which comes (or has come) to the Sub- licensee's attention or into the Sub- licensee's possession in connection with the Sub-licence; and
- (d) Information derived from any of the above, but not including any Information that:
  - (a) was in the possession of the Sub- licensee without obligation of confidentiality prior to its disclosure by the Authority;
  - (b) was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Agreement or breach of a duty of confidentiality; or
  - (c) was independently developed without access to the Information;

**“Information”**

means all information of whatever nature, however conveyed and in whatever form, including in writing, orally, by demonstration, electronically and in a tangible, visual or machine-readable medium (including CD-ROM, magnetic and digital form); and

**“Sub-licence”**

has the meaning given to that expression in recital (B) to this Agreement.

**1.2 In this Agreement:**

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- 1.2.1 a reference to any gender includes a reference to other genders;
- 1.2.2 the singular includes the plural and vice versa;
- 1.2.3 the words “include” and cognate expressions shall be construed as if they were immediately followed by the words “without limitation”;
- 1.2.4 references to any statutory provision include a reference to that provision as modified, replaced, amended and/or re-enacted from time to time (before or after the date of this Agreement) and any prior or subsequent subordinate legislation made under it;
- 1.2.5 headings are included for ease of reference only and shall not affect the interpretation or construction of this Agreement; and
- 1.2.6 references to Clauses are to clauses of this Agreement.

## **2 Confidentiality Obligations**

- 2.1 In consideration of the Authority entering into the Sub-licence, the Sub- licensee shall:
  - 2.1.1 treat all Confidential Information as secret and confidential;
  - 2.1.2 have in place and maintain proper security measures and procedures to protect the confidentiality of the Confidential Information (having regard to its form and nature);
  - 2.1.3 not disclose or permit the disclosure of any of the Confidential Information to any other person without obtaining the prior written consent of the Supplier or except as expressly set out in this Agreement;
  - 2.1.4 not transfer any of the Confidential Information outside the United Kingdom;
  - 2.1.5 not use or exploit any of the Confidential Information for any purpose whatsoever other than as permitted under the Sub-licence;
  - 2.1.6 immediately notify the Supplier in writing if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Confidential Information; and
  - 2.1.7 upon the expiry or termination of the Sub-licence:
    - (i) destroy or return to the Supplier all documents and other tangible materials that contain any of the Confidential Information;
    - (ii) ensure, so far as reasonably practicable, that all Confidential Information held in electronic, digital or other machine-readable form ceases to be readily accessible (other than by the information technology staff of the Sub-licensee) from

any computer, word processor, voicemail system or any other device; and

(iii) make no further use of any Confidential Information.

### **3 Permitted Disclosures**

- 3.1 The Sub-licensee may disclose Confidential Information to those of its directors, officers, employees, consultants and professional advisers who:
- 3.1.1 reasonably need to receive the Confidential Information in connection with the Sub-licence; and
  - 3.1.2 have been informed by the Sub-licensee of the confidential nature of the Confidential Information; and
  - 3.1.3 have agreed to terms similar to those in this Agreement.
- 3.2 The Sub-licensee shall be entitled to disclose Confidential Information to the extent that it is required to do so by applicable law or by order of a court or other public body that has jurisdiction over the Sub-licensee.
- 3.3 Before making a disclosure pursuant to Clause 3.2, the Sub-licensee shall, if the circumstances permit:
- 3.3.1 notify the Supplier in writing of the proposed disclosure as soon as possible (and if possible before the court or other public body orders the disclosure of the Confidential Information); and
  - 3.3.2 ask the court or other public body to treat the Confidential Information as confidential.

### **4 General**

- 4.1 The Sub-licensee acknowledges and agrees that all property, including intellectual property rights, in Confidential Information disclosed to it by the Supplier shall remain with and be vested in the Supplier.
- 4.2 This Agreement does not include, expressly or by implication, any representations, warranties or other obligations:
- 4.2.1 to grant the Sub-licensee any licence or rights other than as may be expressly stated in the Sub-licence;
  - 4.2.2 to require the Supplier to disclose, continue disclosing or update any Confidential Information; or
  - 4.2.3 as to the accuracy, efficacy, completeness, capabilities, safety or any other qualities whatsoever of any Information or materials provided pursuant to or in anticipation of the Sub-licence.
- 4.3 The rights, powers and remedies provided in this Agreement are cumulative and not exclusive of any rights, powers or remedies provided by law. No failure or delay by either Party to exercise any right, power or remedy will

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operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.

- 4.4 Without prejudice to any other rights or remedies that the Supplier may have, the Sub-licensee acknowledges and agrees that damages alone may not be an adequate remedy for any breach by the Sub-licensee of any of the provisions of this Agreement. Accordingly, the Sub-licensee acknowledges that the Supplier shall be entitled to the remedies of injunction and specific performance as well as any other equitable relief for any threatened or actual breach of this Agreement and/or breach of confidence and that no proof of special damages shall be necessary for the enforcement of such remedies.
- 4.5 The maximum liability of the Sub-licensee to the Supplier for any breach of this Agreement shall be limited to ten million pounds (£10,000,000).
- 4.6 For the purposes of the Contracts (Rights of Third Parties) Act 1999 no one other than the Parties has the right to enforce the terms of this Agreement.
- 4.7 Each Party shall be responsible for all costs incurred by it or on its behalf in connection with this Agreement.
- 4.8 This Agreement may be executed in any number of counterparts and by the Parties on separate counterparts, but shall not be effective until each Party has executed at least one counterpart. Each counterpart shall constitute an original of this Agreement, but all the counterparts shall together constitute but one and the same instrument.

## 5 Notices

- 5.1 Any notice to be given under this Agreement (each a “**Notice**”) shall be given in writing and shall be delivered by hand and shall be deemed to have been duly given at the time of delivery provided that such Notice is sent to the relevant physical address, and expressly marked for the attention of the relevant individual, set out in Clause 5.2.

- 5.2 Any Notice:

5.2.1 if to be given to the Supplier shall be sent to:

Route 101 Limited

The Conifers, Filton Road, Hambrook, Bristol, BS161QG

Attention: *[Contact name and/or position, e.g. “The Finance Director”]*

5.2.2 if to be given to the Sub-licensee shall be sent to:

*[Name of Organisation]*

*[Address]*

Attention: *[ ]*

## 6 Governing law

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- 6.1 This Agreement shall be governed by, and construed in accordance with, English law and any matter claim or dispute arising out of or in connection with this Agreement whether contractual or non-contractual, shall be governed by and determined in accordance with English law.
- 6.2 Each Party hereby irrevocably submits to the exclusive jurisdiction of the English courts in respect of any claim or dispute arising out of or in connection with this Agreement.

**IN WITNESS** of the above this Agreement has been signed by the duly authorised representatives of the Parties on the date which appears at the head of page 1.

**For and on behalf of Route 101 Limited**

Signature:

Date:

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Name:

Position:

**For and on behalf of [name of Sub-licensee]**

Signature:

Date:

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Name:

Position: