

Schedule 1 (Definitions)

1. Definitions

- 1.1 In the Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In the Contract, unless the context otherwise requires:
 - 1.3.1 the singular includes the plural and vice versa;
 - 1.3.2 reference to a gender includes the other gender and the neuter;
 - 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - 1.3.5 the words **“including”**, **“other”**, **“in particular”**, **“for example”** and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words **“without limitation”**;
 - 1.3.6 references to **“writing”** include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.3.7 references to **“representations”** shall be construed as references to present facts, to **“warranties”** as references to present and future facts and to **“undertakings”** as references to obligations under the Contract;
 - 1.3.8 references to **“Clauses”** and **“Schedules”** are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
 - 1.3.9 references to **“Paragraphs”** are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided; and
 - 1.3.10 references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified.
 - 1.3.11 the headings in the Contract are for ease of reference only and shall not affect the interpretation or construction of the Contract; and
 - 1.3.12 where the Buyer is a Crown Body it shall be treated as contracting with the Crown as a whole.
 - 1.3.13 Any reference in this Contract which immediately before IP Completion Day (or such later date when relevant EU law ceases to have effect

pursuant to Section 1A of the European Union (Withdrawal) Act 2018) is a reference to (as it has effect from time to time):

- (i) any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (“**EU References**”) which is to form part of domestic law by application of Section 3 of the European Union (Withdrawal) Act 2018 and which shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
- (ii) any EU institution or EU authority or other such EU body shall be read on and after IP Completion Day as a reference to the UK institution, authority or body to which its functions were transferred.

1.4 In the Contract, unless the context otherwise requires, the following words shall have the following meanings:

“Achieve”	in respect of a Test, to successfully pass such Test without any Test Issues and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and “Achieved” , “Achieving” and “Achievement” shall be construed accordingly;
“Active Directory (AD)”	a Microsoft based database and set of services that helps administrators manage permissions and control access to network resources
“Additional FDE Group Member”	means any entity (if any) specified as an Additional FDE Group Member in Part A of Annex 3 of Schedule 24 (Financial Difficulties);
“Affected Party”	the party seeking to claim relief in respect of a Force Majeure Event;
“Affiliates”	in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
“Annex”	extra information which supports a Schedule;
“API”	the acronym for Application Programming Interfaces, a software intermediary that allows two applications to talk to each other
“Approval”	the prior written consent of the Buyer and “Approve” and “Approved” shall be construed accordingly;
“Area Incident Team (AIT)”	the team responsible for leading on and working with other teams involved in incident preparation, planning and response. A big part of that is providing tactical co-ordination and support as incidents are escalating, during office hours. This Tactical First Response involves providing a Daytime Area Base Controller (ABC) role, cross-cutting activities (e.g. planning and logistics) and escalating the response to Duty Teams as needed

“Area Logistics Cell”	<p>a team of staff based in an Area responsible for managing allocation of resources (people and equipment/assets) through processes including Rostering and Mutual Aid:</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • instigating and responding to requests • managing the resources (people, materials, and equipment) of the Area including rostering, tracking and managing welfare • keeping the National Duty Manager (NDM) informed and consult the NDM regarding priority locations for mutual aid deployment
“Assets (Equipment)”	<p>equipment used during incidents to minimise the damage and impact the incident will have on people and the environment i.e. Pumps, Temporary Flood Barriers. The term equipment and assets are used interchangeably, and in this context refer to assets that can be transported across the country and shared between different Areas</p>
“Associates”	<p>means, in relation to an entity, an undertaking in which the entity owns, directly or indirectly, between 20% and 50% of the voting rights and exercises a degree of control sufficient for the undertaking to be treated as an associate under generally accepted accounting principles;</p>
“Audit”	<p>the Buyer’s right to:</p> <ul style="list-style-type: none"> (a) verify the integrity and content of any Financial Report; (b) verify the accuracy of the Charges and any other amounts payable by the Buyer under a Contract (including proposed or actual variations to them in accordance with the Contract); (c) verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Services; (d) verify the Open Book Data; (e) verify the Supplier’s and each Subcontractor’s compliance with the applicable Law; (f) identify or investigate actual or suspected breach of Clauses 3 to 37 and/or Schedule 26 (Sustainability), impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Buyer shall have no obligation to inform the Supplier of the purpose or objective of its investigations; (g) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, any Guarantor, and/or any Subcontractors or their ability to provide the Deliverables; (h) obtain such information as is necessary to fulfil the Buyer’s obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General; (i) review any books of account and the internal contract management accounts kept by the Supplier in connection with the Contract;

	<p>(j) carry out the Buyer's internal and statutory audits and to prepare, examine and/or certify the Buyer's annual and interim reports and accounts;</p> <p>(k) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Buyer has used its resources;</p>
"Auditor"	<p>(a) the Buyer's internal and external auditors;</p> <p>(b) the Buyer's statutory or regulatory auditors;</p> <p>(c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;</p> <p>(d) HM Treasury or the Cabinet Office;</p> <p>(e) any party formally appointed by the Buyer to carry out audit or similar review functions; and</p> <p>(f) successors or assigns of any of the above;</p>
"Authority"	the public sector purchaser identified as such in the Order Form
"Auxiliary Equipment"	used when referring to additional parts such as; pipework for pumps, items that are not classed as managed assets individually
"Award Form"	the document outlining the Incorporated Terms and crucial information required for the Contract, to be executed by the Supplier and the Buyer
"Beneficiary"	a Party having (or claiming to have) the benefit of an indemnity under this Contract
"Business Continuity (BC) Plan"	has the meaning given to it in Schedule 14 (Business Continuity and Disaster Recovery)
"Business Continuity and Disaster Recovery (BCDR) Plan"	has the meaning given to it in Schedule 14 (Business Continuity and Disaster Recovery)
"Business Process Model and Notation (BPMN)"	a specification that provides a graphical notation for specifying business processes in a Business Process Diagram. It provides a standard notation that is comprehensible to business users yet represents complex process semantics for technical users.
"Business System Owner" or "Business Service Owner"	<p>For Line of Business Services this business role is critical as it:</p> <ul style="list-style-type: none"> • provides a single point of contact for the IT Service Manager • gathers and provides a business/customer view of the service including service feedback • advises on or requests service changes, this includes prioritising service enhancements • secures, where relevant, funding for service improvements.

	undertakes the Information Asset Owner role
“Buyer Assets”	the Buyer’s infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Deliverables which remain the property of the Buyer throughout the term of the Contract;
“Buyer Authorised Representative”	the representative appointed by the Buyer from time to time in relation to the Contract initially identified in the Award Form;
“Buyer Cause”	has the meaning given to it in the Award Form;
“Buyer Data”	means the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any Buyer’s or End User’s Confidential Information, and which: (a) are supplied to the Supplier by or on behalf of the Buyer, or End User; or (b) the Supplier is required to generate, process, store or transmit pursuant to this Contract; or any Personal Data for which the Buyer or End User is the Controller;
“Buyer Existing IPR”	(c) means any and all IPR that are owned by or licensed to the Buyer, and where the Buyer is a Central Government Body, any Crown IPR, and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise)
“Buyer Premises”	premises owned, controlled or occupied by the Buyer which are made available for use by the Supplier or its Subcontractors for the provision of the Deliverables (or any of them);
“Buyer Third Party”	means any supplier to the Buyer (other than the Supplier), which is notified to the Supplier from time to time;
“Buyer”	<ul style="list-style-type: none"> the public sector purchaser identified as such in the Order Form;
“Buyer’s Confidential Information”	(a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Buyer (including all Buyer Existing IPR and New IPR); (b) any other information clearly designated as being confidential (whether or not it is marked “confidential”) or which ought reasonably be considered confidential which comes (or has come) to the Buyer’s attention or into the Buyer’s possession in connection with the Contract; and (c) information derived from any of the above information derived from any of the above;
“Cell”	Aa Cell is part of the Concept of Operations (ConOps) framework. The EA’s incident response activities align into a number of functions or

	‘cells’. There are 6 Cells in total, and each Cell has multiple incident roles in each. Each Cell has its own responsibilities to perform for the incident: Planning Cell, Logistics Cell, Operations Cells, Intelligence & Reporting Cell, Communications Cell, Recovery Cell.
“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: (a) Government Department; (b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); (c) Non-Ministerial Department; or Executive Agency;
“Change in Law”	(d) any change in Law which impacts on the supply of the Deliverables and performance of the Contract which comes into force after the Start Date;
“Change of Control”	a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
“Charges”	the prices (exclusive of any applicable VAT), payable to the Supplier by the Buyer under the Contract, as set out in the Award Form, for the full and proper performance by the Supplier of its obligations under the Contract less any Deductions;
“Claim”	any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract;
“Commercial Off the Shelf (COTS)”	software and/or hardware product that is commercially ready-made and available for sale, lease, or license to the general public
“Commercially Sensitive Information”	the Confidential Information listed in the Award Form (if any) comprising of commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Buyer that, if disclosed by the Buyer, would cause the Supplier significant commercial disadvantage or material financial loss;
“Comparable Supply”	the supply of Deliverables to another Buyer of the Supplier that are the same or similar to the Deliverables;
“Compliance Officer”	the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;
“Confidential Information”	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of the Buyer or the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as “confidential”) or which ought reasonably to be considered to be confidential;

“Conflict of Interest”	a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Buyer under the Contract, in the reasonable opinion of the Buyer;
“Contract Period”	the term of the Contract from the earlier of the: (a) Start Date; or (b) the Effective Date until the End Date;
“Contract Value”	(c) the higher of the actual or expected total Charges paid or payable under the Contract where all obligations are met by the Supplier;
“Contract Year”	a consecutive period of twelve (12) Months commencing on the Start Date or each anniversary thereof;
“Contract”	the contract between the Buyer and the Supplier, which consists of the terms set out and referred to in the Award Form;
“Control”	control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and “Controlled” shall be construed accordingly;
“Controller”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
“Core Terms”	the Buyer’s terms and conditions which apply to and comprise one part of the Contract set out in the document called “Core Terms”;
“Costs”	the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Deliverables: (a) the cost to the Supplier or the Key Subcontractor (as the context requires), calculated per Work Day, of engaging the Supplier Staff, including: (i) base salary paid to the Supplier Staff; (ii) employer’s National Insurance contributions; (iii) pension contributions; (iv) car allowances; (v) any other contractual employment benefits; (vi) staff training; (vii) work place accommodation; (viii) work place IT equipment and tools reasonably necessary to provide the Deliverables (but not including items included within limb (b) below); and (ix) reasonable recruitment costs, as agreed with the Buyer; (b) costs incurred in respect of Supplier Assets which would be treated as capital costs according to generally accepted accounting

	<p>principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Buyer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>(c) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Deliverables; and</p> <p>(d) Reimbursable Expenses to the extent these have been specified as allowable in the Award Form and are incurred in delivering any Deliverables;</p> <p>but excluding:</p> <p>(e) Overhead;</p> <p>(f) financing or similar costs;</p> <p>(g) maintenance and support costs to the extent that these relate to maintenance and/or support Deliverables provided beyond the Contract Period whether in relation to Supplier Assets or otherwise;</p> <p>(h) taxation;</p> <p>(i) fines and penalties; and</p> <p>non-cash items (including depreciation, amortisation, impairments and movements in provisions);</p>
“Critical Service Level Failure”	has the meaning given to it in the Award Form;
“Crown Body”	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
“Crown IPR”	means any IPR which is owned by or licensed to the Crown, and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise);
“CRTPA”	the Contract Rights of Third Parties Act 1999;
“Data Protection Impact Assessment”	an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
“Data Protection Legislation”	(i) the UK GDPR, (ii) the DPA 2018 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; and (iv) (to the extent that it applies) the EU GDPR;
“Data Protection Liability Cap”	has the meaning given to it in the Award Form;

“Data Protection Officer”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
“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 Subject”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
“Day Job”	The job a staff member was employed to do by the Environment Agency. This is not the same as a staff member's incident role (which is typically a voluntary role).
“Deductions”	all Service Credits, Delay Payments (if applicable), or any other deduction which the Buyer is paid or is payable to the Buyer under the Contract;
“Default”	any breach of the obligations of the Supplier (including abandonment of the Contract in breach of its terms) or any other default (including material default), act, omission, negligence, or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of the Contract and in respect of which the Supplier is liable to the Buyer;
“Defra Group”	the 33 agencies and public bodies responsible for improving and protecting the environment, as set out at: https://www.gov.uk/government/organisations#department-for-environment-food-rural-affairs ;
“Delay Payments”	the amounts (if any) payable by the Supplier to the Buyer in respect of a delay in respect of a Milestone as specified in the Implementation Plan;
“Deliverables”	Goods and/or Services that may be ordered under the Contract including the Documentation;
“Delivery”	delivery of the relevant Deliverable or Milestone in accordance with the terms of the Contract as confirmed and accepted by the Buyer by the either (a) confirmation in writing to the Supplier; or (b) where Schedule 8 (Implementation Plan and Testing) is used issue by the Buyer of a Satisfaction Certificate. “Deliver” and “Delivered” shall be construed accordingly;
“Dependent Parent Undertaking”	means any Parent Undertaking which provides any of its Subsidiary Undertakings and/or Associates, whether directly or indirectly, with any financial, trading, managerial or other assistance of whatever nature, without which the Supplier would be unable to continue the day to day conduct and operation of its business in the same manner as carried on at the time of entering into this Contract, including for the avoidance of doubt the provision of the Services in accordance with the terms of this Contract;

“Disaster Recovery (DR) Plan”	has the meaning given to it in Schedule 14 (Business Continuity and Disaster Recovery)
“Disaster”	the occurrence of one or more events which, either separately or cumulatively, mean that the Deliverables, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable) for the period specified in the Award Form (for the purposes of this definition the “Disaster Period”);
“Disclosing Party”	the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 19 (What you must keep confidential);
“Dispute Resolution Procedure”	the dispute resolution procedure set out in Clause 39 (Resolving disputes);
“Dispute”	any claim, dispute or difference (whether contractual or non-contractual) arising out of or in connection with the Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of the Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts;
“Documentation”	<p>descriptions of the Services and Service Levels, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) is required to be supplied by the Supplier to the Buyer under the Contract as:</p> <p>(a) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Buyer to develop, configure, build, deploy, run, maintain, upgrade, and test the individual systems that provide the Deliverables</p> <p>(b) is required by the Supplier in order to provide the Deliverables; and/or</p> <p>has been or shall be generated for the purpose of providing the Deliverables;</p>
“Donating (or Donor) Area”	(c) tThe EA Area (including National) that is responding to the request of additional support from outside of their geographic boundary (i.e. from a Requesting Area).
“DOTAS”	the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions;

“DPA 2018”	The Data Protection Act 2018
“Due Diligence Information”	any information supplied to the Supplier by or on behalf of the Buyer prior to the Start Date;
“Duty (Peacetime) Roster”	<p>Aa Duty Roster (or Peacetime Roster, as it is sometimes referred to in older documentation) is the roster created to roster staff on 24/7 standby duty shifts throughout the year, to support incident preparedness. A typical duty week is one week i.e. Wednesday - Wednesday. A full duty team is rostered, with each role performing different duties and responsibilities.</p> <p>For Information: The Duty Roster is produced by an appointed Duty Rosterer (some Duty Rosterers roster just one incident role, whereas others roster the full duty team - this depends on the set up in the particular Area).</p> <p>To support Incident Preparedness, the duty roster is completed on a rolling basis with a minimum of 6 months rostered ahead.</p> <p>The Duty Roster is currently managed via the Employee Electronic Roster Tool (ERT).</p>
“Duty Role / Incident Role”	the role a staff member volunteers for during incidents. The role is either a Duty Role (must be rostered on 24/7 standby) or an Incident Role which is incident - activated by volunteers who agree to respond for incident shifts only, and are not rostered on 24/7 standby
“Early Life Support” or “ELS”	the period immediately following Achievement of a Milestone when End Users are likely to require a greater level of functional support;
“Effective Date”	the date on which the final Party has signed the Contract;
“EIR”	the Environmental Information Regulations 2004;
“Electronic Roster Tool (ERT)”	the Buyer’s current strategic people rostering tool used to create Duty Rosters, and provide the data required for incident rostering. This tool is provided by Care Systems.
“Employment Regulations”	the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced;
“End Date”	<p>the earlier of:</p> <p>(a) the Expiry Date as extended by the Buyer under Clause 14.2; or</p> <p>if the Contract is terminated before the date specified in (a) above, the date of termination of the Contract;</p>
“End User”	(b) means a party that is accessing the Deliverables provided pursuant to this Contract (including the Buyer where it is accessing services on its own account as a user);
“Environmental Policy”	to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds

	and other substances damaging to health and the environment, including any written environmental policy of the Buyer;
“Environments”	this refers to technical environments and could be used at different stages from development, test, Pre-Production, support and production/Live.
“Equality and Human Rights Commission”	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
“Equipment / Assets”	Equipment used during incidents to minimise the damage and impact the incident will have on people and the environment i.e., Pumps, Temporary Flood Barriers. The term equipment and assets are used interchangeably, and in this context refer to assets that can be transported across the country and shared between different Areas.
“Escalation Meeting”	means a meeting between the Supplier Authorised Representative and the Buyer Authorised Representative to address issues that have arisen during the Rectification Plan Process;
“Estimated Year 1 Charges”	the anticipated total Charges payable by the Buyer in the first Contract Year specified in the Award Form;
“Estimated Yearly Charges”	means for the purposes of calculating each Party’s annual liability under Clause 15.1: (a) in the first Contract Year, the Estimated Year 1 Charges; or (b) in any subsequent Contract Years, the Charges paid or payable in the previous Contract Year; or after the end of the Contract, the Charges paid or payable in the last Contract Year during the Contract Period;
“EU GDPR”	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) as it has effect in EU law;
“EU”	(c) European Union
“Existing IPR”	any and all IPR that are owned by or licensed to either Party and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise);
“Exit Plan”	has the meaning given to it in Paragraph 4.1 of Schedule 30 (Exit Plan);
“Expiry Date”	the date of the end of the Contract as stated in the Award Form;
“Extension Period”	such period or periods beyond which the Initial Period may be extended, specified in the Award Form;
“FDE Group”	the Supplier and any Additional FDE Group Member;

“Final Release Business Cutover ELS”	the ninth Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1;
“Final Release Business Cutover”	the eighth Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1, involving full adoption of the Supplier System;
“Final Release ELS”	the seventh Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1;
“Final Release Go-Live”	the sixth Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1;
“Financial Distress Event”	<p>The occurrence of one or more the following events:</p> <ul style="list-style-type: none"> (a) the credit rating of any FDE Group entity drops below the applicable Credit Rating Threshold of the relevant Rating Agency; (b) any FDE Group entity issues a profits warning to a stock exchange or makes any other public announcement, in each case about a material deterioration in its financial position or prospects; (c) there being a public investigation into improper financial accounting and reporting, suspected fraud or any other impropriety of any FDE Group entity; (d) any FDE Group entity commits a material breach of covenant to its lenders; (e) a Key Subcontractor notifies the Buyer that the Supplier has not paid any material sums properly due under a specified invoice and not subject to a genuine dispute; (f) any FDE Group entity extends the filing period for filing its accounts with the Registrar of Companies so that the filing period ends more than 9 months after its accounting reference date without an explanation to the Buyer which the Buyer (acting reasonably) considers to be adequate; (g) any FDE Group entity is late to file its annual accounts without a public notification or an explanation to the Buyer which the Buyer (acting reasonably) considers to be adequate; (h) the directors and/or external auditors of any FDE Group entity conclude that a material uncertainty exists in relation to that FDE Group entity’s going concern in the annual report including in a reasonable but plausible downside scenario. This includes, but is not limited to, commentary about liquidity and trading prospects in the reports from directors or external auditors; (i) any of the following: <ul style="list-style-type: none"> (i) any FDE Group entity makes a public announcement which contains commentary with regards to that FDE Group entity’s liquidity and trading and trading prospects, such as but not limited to, a profit warning or ability to trade as a going concern;

	<p>(ii) commencement of any litigation against any FDE Group entity with respect to financial indebtedness greater than £5m or obligations under a service contract with a total contract value greater than £5m;</p> <p>(iii) non-payment by any FDE Group entity of any financial indebtedness;</p> <p>(iv) any financial indebtedness of any FDE Group entity becoming due as a result of an event of default;</p> <p>(v) the cancellation or suspension of any financial indebtedness in respect of any FDE Group entity; or</p> <p>(vi) an external auditor of any FDE Group entity expressing a qualified opinion on, or including an emphasis of matter in, its opinion on the statutory accounts of that FDE Group entity , in each case which the Buyer reasonably believes (or would be likely reasonably to believe) could directly impact on the continued provision of the Deliverables in accordance with the Contract; or</p> <p>any one of the Financial Indicators set out in Part C of Annex 2 of Schedule 24 for any of the FDE Group entities failing to meet the required Financial Target Threshold.</p>
“Financial Report”	<p>a report provided by the Supplier to the Buyer that:</p> <p>(a) to the extent permitted by Law, provides a true and fair reflection of the Costs and Supplier Profit Margin forecast by the Supplier;</p> <p>(b) to the extent permitted by Law, provides detail a true and fair reflection of the costs and expenses to be incurred by Key Subcontractors (as requested by the Buyer);</p> <p>(c) is in the same software package (Microsoft Excel or Microsoft Word), layout and format as the blank templates which have been issued by the Buyer to the Supplier on or before the Start Date for the purposes of this Contract; and</p> <p>(vii) is certified by the Supplier's Chief Financial Officer or Director of Finance;</p>
“Financial Transparency Objectives”	<p>means:</p> <p>(a) the Buyer having a clear analysis of the Costs, Overhead recoveries (where relevant), time spent by Supplier Staff in providing the Services and the Supplier Profit Margin so that it can understand any payment sought by the Supplier;</p> <p>(b) the Parties being able to understand Cost forecasts and to have confidence that these are based on justifiable numbers and appropriate forecasting techniques;</p> <p>(c) the Parties being able to understand the quantitative impact of any Variations that affect ongoing Costs and identifying how these could be mitigated and/or reflected in the Charges;</p> <p>(d) the Parties being able to review, address issues with and re-forecast progress in relation to the provision of the Services;</p>

	<p>(e) the Parties challenging each other with ideas for efficiency and improvements; and</p> <p>(d) enabling the Buyer to demonstrate that it is achieving value for money for the tax payer relative to current market prices;</p>
“FOIA”	<p>(f) the Freedom of Information Act 2000 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;</p>
“Force Majeure Event”	<p>any event, circumstance, matter, or cause affecting the performance by either the Buyer or the Supplier of its obligations arising from:</p> <p>(a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under a Contract;</p> <p>(b) riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;</p> <p>(c) acts of a Crown Body, local government or regulatory bodies;</p> <p>(d) fire, flood or any disaster; or</p> <p>(e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:</p> <p>(i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain;</p> <p>(ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and</p> <p>(iii) any failure of delay caused by a lack of funds,</p> <p>and which is not attributable to any wilful act, neglect, or failure to take reasonable preventative action by that Party;</p>
“Force Majeure Notice”	<p>(iv) a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;</p>
“General Anti-Abuse Rule”	<p>(a) the legislation in Part 5 of the Finance Act 2013; and any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid National Insurance contributions;</p>
“General Change in Law”	<p>(b) a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;</p>
“Good Industry Practice”	<p>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</p>

	skilled and experienced person or body engaged within the relevant industry or business sector;
“Goods”	goods made available by the Supplier as specified in Schedule 2 (Specification) and in relation to a Contract as specified in the Award Form;
“Government Data”	the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Buyer’s Confidential Information, and which: (a) are supplied to the Supplier by or on behalf of the Buyer; or the Supplier is required to generate, process, store or transmit pursuant to the Contract;
“Government Procurement Card”	(b) the Government’s preferred method of purchasing and payment for low value goods or services https://www.gov.uk/government/publications/government-procurement-card--2 ;
“Government”	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
“Halifax Abuse Principle”	the principle explained in the CJEU Case C-255/02 Halifax and others;
“Help Desk”	the single point of contact help desk set up and operated by each party;
“HMRC”	Her Majesty’s Revenue and Customs;
“ICT Policy”	the Buyer’s policy in respect of information and communications technology, referred to in the Award Form, which is in force as at the Start Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;
“Identity Management and Access Management (IAM or IDAM)”	a set of processes, policies, and tools for defining and managing the roles and access privileges of individual network entities (users and devices) to a variety of cloud and on-premises applications
“Impact Assessment”	an assessment of the impact of a Variation request by the Buyer completed in good faith, including: (a) details of the impact of the proposed Variation on the Deliverables and the Supplier’s ability to meet its other obligations under the Contract; (b) details of the cost of implementing the proposed Variation; (c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the

	<p>Charges (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;</p> <p>(d) a timetable for the implementation, together with any proposals for the testing of the Variation; and</p> <p>such other information as the Buyer may reasonably request in (or in response to) the Variation request;</p>
“Implementation Phase”	the period between the Start Date and the Final Release Business Cutover ELS Milestone
“Implementation Plan”	the plan for provision of the Deliverables set out in Schedule 8 (Implementation Plan and Testing) where that Schedule is used or otherwise as agreed between the Supplier and the Buyer;
“Incident Management (IM)”	the EA is a Category 1 Responder under the Civil Contingencies Act and responds to a wide variety of incidents, affecting people and the environment, as well as business disruptions. The EA manage all aspects of incidents effectively, including planning for, responding to and recovering from incidents with their multi-agency partners; mobilising people and equipment to enable their response; gathering and sharing information about the incident; delivering their operational response to protect people and the environment; communicating and engaging through the media and partners; supporting recovery and return to normality.
“Incident Role / Duty Role”	the role a staff member volunteers for during incidents. The role is either an Incident Role which is incident - activated by volunteers who agree to respond for incident shifts only, and are not rostered on 24/7 standby or a Duty Role (must be rostered on 24/7 standby)
“Incident Role”	a specific role carried out by a member of EA staff during an incident, an alternative to their usual day job
“Incident Roster”	<p>the roster created when an Area/Section is responding to an incident and a 24/7 shift pattern has been activated.</p> <p><i>For Information: This is currently done using an excel spreadsheet template, offline and not on the ERT. The staff names, roles, availability and capability data is are taken from the ERT and used to create rosters for Incidents in Excel spreadsheets. Incident Rosters are created by Logistics Officers or Incident Support Officers (a duty/incident role) rather than a Duty Rosterer (Day Job).</i></p>
“Incident”	an event that has potential to cause harm or is actually harming to people or property, the environment or the Environment Agency’s own operations beyond agreed threshold levels
“Incorporated Terms”	the contractual terms applicable to the Contract specified in the Award Form;
“Indemnifier”	a Party from whom an indemnity is sought under this Contract;

“Independent Controller”	a party which is Controller of the same Personal Data as the other Party and there is no element of joint control with regards to that Personal Data;
“Indexation”	the adjustment of an amount or sum in accordance with the Award Form;
“Information Commissioner”	the UK’s independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
“Information”	has the meaning given under section 84 of the Freedom of Information Act 2000;
“Initial Period”	the initial term of the Contract specified in the Award Form;
“Insolvency Event”	<p>with respect to any person, means:</p> <ul style="list-style-type: none"> (a) that person suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or: <ul style="list-style-type: none"> (i) (being a company or an LLP) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (ii) (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986; (b) that person commences negotiations with one or more of its creditors (using a voluntary arrangement, scheme of arrangement or otherwise) with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with one or more of its creditors or takes any step to obtain a moratorium pursuant to Section 1A and Schedule A1 of the Insolvency Act 1986 other than (in the case of a company, an LLP or a partnership) for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person; (c) another person becomes entitled to appoint a receiver over the assets of that person or a receiver is appointed over the assets of that person; (d) a creditor or encumbrancer of that person attaches or takes possession of, or a distress, execution or other such process is levied or enforced on or sued against, the whole or any part of that person’s assets and such attachment or process is not discharged within fourteen (14) days; (e) that person suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; (f) where that person is a company, an LLP or a partnership: <ul style="list-style-type: none"> (i) a petition is presented (which is not dismissed within fourteen (14) days of its service), a notice is given, a

	<p>resolution is passed, or an order is made, for or in connection with the winding up of that person other than for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;</p> <p>(ii) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is filed at Court or given or if an administrator is appointed, over that person;</p> <p>(iii) (being a company or an LLP) the holder of a qualifying floating charge over the assets of that person has become entitled to appoint or has appointed an administrative receiver; or</p> <p>(iv) (being a partnership) the holder of an agricultural floating charge over the assets of that person has become entitled to appoint or has appointed an agricultural receiver; or</p> <p>any event occurs, or proceeding is taken, with respect to that person in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned above;</p>
“Installation Works”	(g) all works which the Supplier is to carry out at the beginning of the Contract Period to install the Goods in accordance with the Contract;
“Intellectual Property Rights” or “IPR”	<p>(a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;</p> <p>(b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and</p> <p>all other rights having equivalent or similar effect in any country or jurisdiction;</p>
“Invoicing Address”	(c) the address to which the Supplier shall Invoice the Buyer as specified in the Award Form;
“IP Completion Day”	has the meaning given to it in the European Union (Withdrawal Agreement) Act 2020;
“IPR Claim”	any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Deliverables or otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Buyer in the fulfilment of its obligations under the Contract;
“IR35”	the off-payroll rules requiring individuals who work through their company pay the same tax and National Insurance contributions as an

	employee which can be found online at: https://www.gov.uk/guidance/ir35-find-out-if-it-applies ;
“IT Change Management”	an ITSM process, derived from ITIL, under which changes to the Environments are managed in a controlled and systematic manner;
“IT Service Management” or “ITSM”	the entirety of activities, directed by policies, organised and structured in processes and supporting procedures that are performed by the Supplier to design, plan, deliver, operate and control IT services offered to End Users;
“ITIL 4”	a set of detailed practices for ITSM that focuses on aligning IT services with the needs of business, of which version 4 is the latest version;
“ITSM Toolset”	software that is used to support IT service management activities;
“Joint Control”	where two or more Controllers jointly determine the purposes and means of Processing;
“Joint Controller Agreement”	the agreement (if any) entered into between the Buyer and the Supplier substantially in the form set out in Annex 2 of Schedule 20 (Processing Data);
“Joint Controllers”	where two or more Controllers jointly determine the purposes and means of Processing;
“Key Staff”	the persons who the Supplier shall appoint to fill key roles in connection with the Services as listed in Annex 1 of Schedule 29 (Key Supplier Staff);
“Key Sub-Contract”	each Sub-Contract with a Key Subcontractor;
“Key Subcontractor”	any Subcontractor: (a) which is relied upon to deliver any work package within the Deliverables in their entirety; and/or (b) which, in the opinion of the Buyer performs (or would perform if appointed) a critical role in the provision of all or any part of the Deliverables; and/or (c) with a Sub-Contract with the Contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under the Contract, and the Supplier shall list all such Key Subcontractors in section 29 of the Award Form;
“Know-How”	(d) all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Deliverables but excluding know-how already in the other Party’s possession before the Start Date;
“Knowledge Article”	artefacts produced by the Supplier which are necessary for the Supplier, the Buyer, and other suppliers to support the Supplier System, including

	(but not limited to) frequently asked questions, known errors, Help Desk and application support diagnostic scripts, self-help guides, maintenance guides, design documentation, reference manuals, configuration manuals, architectural documentation, system design documentation, system configuration files, build scripts and procedures, data migration scripts and procedures, training plans and procedures, simulation software scripts, on-line help system, operational procedures, and lessons learned;
“Law Enforcement Processing”	processing under Part 3 of the DPA 2018;
“Law”	any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, right within the meaning of the European Union (Withdrawal) Act 2018 as amended by European Union (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply;
“Live Environment”	an operational or production environment in which a system or software (or a discrete part of such system or software) is available for the processing of live business transactions or is otherwise in live use;
“Logistics Planning”	a term used for the work done to plan for and manage effective allocation and delivery of staff and equipment to match needs.
“Losses”	all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and “Loss” shall be interpreted accordingly;
“Marketing Contact”	shall be the person identified in the Award Form;
“Milestone Date”	the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
“Milestone”	an event or task described in the Implementation Plan;
“Mobilisation”	the first Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1;
“Month”	a calendar month and “Monthly” shall be interpreted accordingly;
“Mutual Aid Assignment”	captures the details about the agreed resource will be captured and edited within the to be used during Mutual Aid and Incident Assignment.
“Mutual Aid Request/Offer”	the submission of a Request of for a staff or asset resource from one Area/Section to another, highlighting the staff/asset requirement needed to support an incident.

	An Offer is typically made in response to a Mutual Aid Request, it could also be pre-emptive and not made in response to a specific request.
“Mutual Aid”	Mutual Aid is an agreement between different internal Areas/sections of the EA, across the UK, to provide assistance with additional resource, specialist equipment (asset) or skill during an emergency (e.g., during significant or prolonged incidents).
“National Duty Manager (NDM)”	<p>is a strategic role accountable for major Incidence response (Tier2), with responsibility for:</p> <ul style="list-style-type: none"> · activating National Logistic Cell. · ensuring resources are available for incident response across the organisation. Where there is a conflict in demand for resources the NDM will prioritise and decide where resources should be deployed, consulting the ED/FDM where necessary · authorising any requests made for support from partners or the military · informing senior management, government, and escalate our response if required. <p>This role contributes to EA's strategic, tactical and operational response during all Incidents and help the environment and people recover from any impacts</p>
“National Insurance”	contributions required by the Social Security Contributions and Benefits Act 1992 and made in accordance with the Social Security (Contributions) Regulations 2001 (SI 2001/1004);
“New IPR Item”	means a deliverable, document, product or other item within which New IPR subsists;
“New IPR”	<p>(a) IPR in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of the Contract and updates and amendments of these items including database schema; and/or</p> <p>(b) IPR in or arising as a result of the performance of the Supplier's obligations under the Contract and all updates and amendments to the same;</p> <p>but shall not include the Supplier's Existing IPR. Unless otherwise agreed in writing, any New IPR should be recorded in Schedule 36 and updated regularly;</p>
“New Release”	an item produced primarily to extend, alter or improve the Supplier System providing additional functionality or performance enhancement;
“Normal Working Hours”	this represents the standard or normal working day in the United Kingdom time zone (excluding any out of hours or overtime periods and is defined as 0830 to 1730 on a Working Day;
“Notifiable Default”	<p>means:</p> <p>(a) the Supplier commits a material Default; and/or</p>

	the performance of the Supplier is likely to cause or causes a Critical Service Level Failure;
“Occasion of Tax Non –Compliance”	<p>where:</p> <ul style="list-style-type: none"> (a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> (i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; (ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or (b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion;
“On Duty”	term used to describe a member of staff who is currently rostered for a duty shift (24/7) for their Duty Role.
“Open Book Data”	<p>complete and accurate financial and non-financial information which is sufficient to enable the Buyer to verify the Charges already paid or payable and Charges forecast to be paid during the remainder of the Contract, including details and all assumptions relating to:</p> <ul style="list-style-type: none"> (a) the Supplier’s Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Deliverables; (b) operating expenditure relating to the provision of the Deliverables including an analysis showing: <ul style="list-style-type: none"> (i) the unit costs and quantity of Goods and any other consumables and bought-in Deliverables; (ii) manpower resources broken down into the number and grade/role of all Supplier Staff (free of any contingency) together with a list of agreed rates against each manpower grade; (iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier Profit Margin; and (iv) Reimbursable Expenses, if allowed under the Award Form; (c) Overheads; (d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Deliverables;

	<p>(e) the Supplier Profit achieved over the Contract Period and on an annual basis;</p> <p>(f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;</p> <p>(g) an explanation of the type and value of risk and contingencies associated with the provision of the Deliverables, including the amount of money attributed to each risk and/or contingency; and the actual Costs profile for each Service Period;</p>
“Open Licence Publication Material”	means items created pursuant to the Contract which the Buyer may wish to publish as Open Licence which are supplied in a format suitable for publication under Open Licence;
“Open Licence”	<p>(h) means any material that is published for use, with rights to access and modify, by any person for free, under a generally recognised open licence including Open Government Licence as set out at http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/ and the Open Standards Principles documented at https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles;</p>
“Open Source (OS) Software”	software with source code that is designed to be publicly accessible, i.e., anyone can access, modify, enhance, and distribute. The source code is the part of the software programmers can manipulate to change how a piece of software—a “program” or “application”—works.
“Organisational Unit”	
“Outgoing Supplier”	the incumbent supplier of the current equivalent contract to the Services;
“Overhead”	those amounts which are intended to recover a proportion of the Supplier’s or the Key Subcontractor’s (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Staff and accordingly included within limb (a) of the definition of “Costs”;
“Parent Undertaking”	has the meaning set out in section 1162 of the Companies Act 2006;
“Parliament”	takes its natural meaning as interpreted by Law;
“Party”	the Buyer or the Supplier and “Parties” shall mean both of them where the context permits;
“Peacetime (Duty) Roster”	a Peacetime Roster (as it is sometimes referred to in older documentation) or Duty Roster (as its more commonly called) is the roster created to roster staff on 24/7 standby duty shifts throughout the year, to support incident preparedness. A typical duty week is one week

	<p>i.e. Wednesday - Wednesday. A full duty team is rostered, with each role performing different duties and responsibilities.</p> <p><i>For Information: The Duty Roster is produced by an appointed Duty Rosterer (some Duty Rosterers roster just one incident role, whereas others roster the full duty team - this depends on the set up ion the particular Area).</i></p> <p><i>To support Incident Preparedness, the duty roster is completed on a rolling basis with a minimum of 6 months rostered ahead.</i></p> <p><i>The Duty Roster is currently managed via the Employee Electronic Roster Tool (ERT).</i></p>
“Persona”	an overarching type of user group that may consist of more than one named incident/duty role and some day job roles/activities. Each Persona will require varying access permission levels and functional ability.
“Personal Data Breach”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
“Personal Data”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
“Pre-Production Environment”	<p>development environment and staging environments used for testing of the Supplier System and training of the Supplier personnel and End Users, that resembles a Live Environment as closely as possible.;</p> <p>The term is used generically to distinguish technical environments that are not live production Environment.</p> <p>The term “non-production environment” is a synonym for this term.</p> <p>The term can also be applied to a specific environment which is structurally similar to the production environment but is not the live production environment. This will be clear from context.</p>
“Prescribed Person”	<p>a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in ‘Whistleblowing: list of prescribed people and bodies’, 24 November 2016, available online at: https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies;</p>
“Problem”	the cause of one or more Services Incidents;
“Processing”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
“Processor Personnel”	all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under the Contract;
“Processor”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;

“Product Backlog”	is a prioritised list of all the individual items which are proposed to be implemented during the Contract as agreed by the Buyer and the Supplier from time to time;
“Progress Meeting”	a meeting between the Buyer Authorised Representative and the Supplier Authorised Representative;
“Progress Report”	a report provided by the Supplier indicating the steps taken to achieve Milestones or delivery dates;
“Prohibited Acts”	<p>(a) to directly or indirectly offer, promise or give any person working for or engaged by the Buyer or any other public body a financial or other advantage to:</p> <ul style="list-style-type: none"> (i) induce that person to perform improperly a relevant function or activity; or (ii) reward that person for improper performance of a relevant function or activity; <p>(b) 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 the Contract; or</p> <p>(c) committing any offence:</p> <ul style="list-style-type: none"> (i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or (ii) under legislation or common law concerning fraudulent acts; or (iii) defrauding, attempting to defraud or conspiring to defraud the Buyer or other public body; or <p>any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;</p>
“Protective Measures”	<p>technical and organisational measures which must take account of:</p> <ul style="list-style-type: none"> (a) the nature of the data to be protected (b) harm that might result from Data Loss Event; (c) state of technological development (d) the cost of implementing any measures (d) including 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 the such measures adopted by it;
“Public Sector Body “	means a formally established organisation that is (at least in part) publicly funded to deliver a public or government service;

“Recall”	a request by the Supplier to return Goods to the Supplier or the manufacturer after the discovery of safety issues or defects (including defects in the IPR rights) that might endanger health or hinder performance;
“Recipient Party”	the Party which receives or obtains directly or indirectly Confidential Information;
“Rectification Plan Process”	(a) the process set out in Clause 11;
“Rectification Plan”	the Supplier’s plan (or revised plan) to rectify its breach using the template in Schedule 25 (Rectification Plan) which shall include: (b) full details of the Notifiable Default that has occurred, including a root cause analysis; (c) the actual or anticipated effect of the Notifiable Default; and the steps which the Supplier proposes to take to rectify the Notifiable Default (if applicable) and to prevent such Notifiable Default from recurring, including timescales for such steps and for the rectification of the Notifiable Default (where applicable);
“Regulations”	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires);
“Reimbursable Expenses”	the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Buyer’s expenses policy current from time to time, but not including: (a) travel expenses incurred as a result of Supplier Staff travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Buyer otherwise agrees in advance in writing; and subsistence expenses incurred by Supplier Staff whilst performing the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed;
“Release 1 Business Cutover ELS”	the fifth Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1;
“Release 1 Business Cutover”	the fourth Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1, involving partial adoption of the Supplier System;
“Release 1 ELS”	the third Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1;
“Release 1 Go-Live”	the second Milestone (and associated Deliverable Items) as set out in Schedule 8 (Implementation Plan and Testing) Annex 1;

“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 pursuant to section 9 of the Bribery Act 2010;
“Relevant Tax Authority”	HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
“Reminder Notice”	a notice sent in accordance with Clause 14.6.1 given by the Supplier to the Buyer providing notification that payment has not been received on time;
“Replacement Deliverables”	any deliverables which are substantially similar to any of the Deliverables and which the Buyer receives in substitution for any of the Deliverables, whether those goods are provided by the Buyer internally and/or by any third party;
“Replacement Supplier”	any third party provider of Replacement Deliverables appointed by or at the direction of the Buyer from time to time or where the Buyer is providing Replacement Deliverables for its own account, shall also include the Buyer;
“Request For Information”	a request for information or an apparent request relating to the Contract for the provision of the Deliverables or an apparent request for such information under the FOIA or the EIRs;
“Required Action”	means the action the Buyer will take and what Deliverables it will control during the Step-In Process;
“Required Insurances”	the insurances required by Schedule 22 (Insurance Requirements);
“Rostering”	The process of identifying incident staff resource requirements, deciding required shift patterns, allocating staff to these shifts, maintaining the roster and communicating with relevant staff members and teams to ensure shifts are/remain fulfilled.
“Satisfaction Certificate”	the certificate (materially in the form of the document contained in Annex 2 of Part B of Schedule 8 (Implementation Plan and Testing) or as agreed by the Parties where Schedule 8 is not used in this Contract) granted by the Buyer when the Supplier has Achieved a Milestone or a Test;
“Schedules”	any attachment to the Contract which contains important information specific to each aspect of buying and selling;
“Second Line Support”	the second level in a hierarchy of support groups which provides investigation and resolution of Service Incidents. Second Line Support aims to resolve all Service Incidents which cannot be solved immediately by the Buyer’s Help Desk. Second Line Support will resolve configuration issues which do not involve code changes to the Supplier System;
“Security Management Plan”	the Supplier's security management plan prepared pursuant to Schedule 16 (Security) (if applicable);

“Security Policy”	the Buyer's security policy, referred to in the Award Form, in force as at the Start Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier;
“Serious Fraud Office”	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
“Service Credits”	any service credits specified in the Annex to Part A of Schedule 10 (Service Levels) being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels;
“Service Incident”	a reported occurrence of a failure to deliver any part of the Services in accordance with the Specification or the Service Levels;
“Service Level Agreement (SLA)”	a service level that has been agreed between Supplier and Buyer,
“Service Levels”	any service levels are metrics by which a particular service is measured, which are applicable to the provision of the Deliverables under the Contract (which, where Schedule 10 (Service Levels) is used in this Contract, are specified in the Annex to Part A of such Schedule);
“Service Period”	has the meaning given to it in the Award Form;
“Service Request”	a pre-defined and standardised activity agreed by the Buyer to be supplied as part of the Supplier's service catalogue. Examples include access management requests, requests for information or guidance, requests for amended End User permissions, requests for access to a pre-existing system or an additional module or feature, and responding to complaints or compliments;
“Services”	services made available by the Supplier as specified in Schedule 2 (Specification) and in relation to a Contract as specified in the Award Form;
“Shift Templates”	This is a sample shift pattern suitable for a specific scenario, it includes typically shift periods and roles that are relevant to the type of incident being covered.
“Single Sign-On”	a method for End User authentication that enables End Users to securely authenticate with multiple applications and websites by using just one set of credentials;
“Sites”	any premises (including the Buyer Premises, the Supplier's premises or third party premises) from, to or at which:

	<p>(a) the Deliverables are (or are to be) provided; or</p> <p>(b) the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables;</p> <p>those premises at which any Supplier Equipment or any part of the Supplier System is located (where ICT Services are being provided)</p>
“SME”	<p>an enterprise falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium enterprises;</p> <p>(c)</p>
“Social Value KPIs”	<p>the Social Value priorities set out in Schedule 2 (Specification) and either (i) Schedule 10 (Service Levels) (where used) or (ii) Part C of Schedule 26 (Sustainability) (where Schedule 10 (Service Levels) is not used</p>
“Social Value Report”	<p>the report the Supplier is required to provide to the Buyer pursuant to Paragraph 1 of Part C of Schedule 26 (Sustainability) where Schedule 10 (Service Levels) is not used</p>
“Social Value”	<p>the additional social benefits that can be achieved in the delivery of the Contract set out in Schedule 2 (Specification) and either (i) Schedule 10 (Service Levels) (where used) or (ii) Part C of Schedule 26 (Sustainability) (where Schedule 10 (Service Levels) is not used)</p>
“Special IPR Terms”	<p>any additional terms and conditions relating to IPR set out in the Award Form incorporated into the Contract;</p>
“Special Terms”	<p>any additional terms and conditions set out in the Award Form incorporated into the Contract;</p>
“Specific Change in Law”	<p>a Change in Law that relates specifically to the business of the Buyer and which would not affect a Comparable Supply where the effect of that Specific Change in Law on the Deliverables is not reasonably foreseeable at the Start Date;</p>
“Specification”	<p>the specification set out in Schedule 2 (Specification), as may, in relation to the Contract, be supplemented by the Award Form;</p>
“Staff Capability”	<p>This describes the knowledge, skill and behaviour someone must have to be effective in a role</p> <ul style="list-style-type: none"> · knowledge - is what the person needs to know to perform effectively · skill - is what the person must be able to do with that knowledge and · behaviour - is what others need to observe that person doing in order to be effective
“Standards”	<p>any:</p> <p>(a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International</p>

	<p>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;</p> <p>(b) standards detailed in the specification in Schedule 2 (Specification);</p> <p>(c) standards detailed by the Buyer in the Award Form or agreed between the Parties from time to time;</p> <p>relevant Government codes of practice and guidance applicable from time to time;</p>
“Standby Incident Roster”	<p>the roster created when additional resilience is required, either to increase resilience during a time where resilience is typically low (i.e. bank holidays, Christmas) or when an incident is likely to cause impacts and additional staff are required to support at short notice. For additional standby for bank holidays/Christmas, staff are added to the Duty Roster</p> <p><i>For Information: For additional standby for potential incidents (i.e. weather forecast looks likely to cause adverse impacts), a spreadsheet roster is created to manage the extra resilience. This is because the creation of incident rosters is done outside of the ERT. Standby shifts are 24/7 shifts, and typically has staff on 1st standby, 2nd standby and 3rd standby.</i></p>
“Standby Shift”	a defined working period in which staff are rostered for an impending or possible Incident
“Start Date”	the date specified on the Award Form;
“Step-In Process”	the process set out in Clause 13;
“Step-In Trigger Event”	<p>means:</p> <p>(a) the Supplier's level of performance constituting a Critical Service Level Failure;</p> <p>(b) the Supplier committing a material Default which is irremediable;</p> <p>(c) where a right of termination is expressly reserved in this Contract;</p> <p>(d) an Insolvency Event occurring in respect of the Supplier or any Guarantor required under the Award Form;</p> <p>(e) a Default by the Supplier that is materially preventing or materially delaying the provision of the Deliverables or any material part of them;</p> <p>(f) the Buyer considers that the circumstances constitute an emergency despite the Supplier not being in breach of its obligations under this agreement;</p> <p>(g) the Buyer being advised by a regulatory body that the exercise by the Buyer of its rights under Clause 13 is necessary;</p>

	<p>(h) the existence of a serious risk to the health or safety of persons, property or the environment in connection with the Deliverables; and/or</p> <p>a need by the Buyer to take action to discharge a statutory duty;</p>
“Step-Out Plan”	<p>(i) means the Supplier’s plan that sets out how the Supplier will resume the provision of the Deliverables and perform all its obligations under the Contract following the completion of the Step-In Process;</p>
“Storage Media”	<p>the part of any device that is capable of storing and retrieving data;</p>
“Sub-Contract”	<p>any contract or agreement (or proposed contract or agreement), other than the Contract, pursuant to which a third party:</p> <p>(a) provides the Deliverables (or any part of them);</p> <p>(b) provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or</p> <p>is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);</p>
“Subcontractor”	<p>(c) any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person;</p>
“Subprocessor”	<p>any third Party appointed to process Personal Data on behalf of the Supplier related to the Contract;</p>
“Subsidiary Undertaking”	<p>has the meaning set out in section 1162 of the Companies Act 2006;</p>
“Supplier Assets”	<p>all assets and rights used by the Supplier to provide the Deliverables in accordance with the Contract but excluding the Buyer Assets;</p>
“Supplier Authorised Representative”	<p>the representative appointed by the Supplier named in the Award Form, or later defined in a Contract;</p>
“Supplier Equipment”	<p>the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Buyer) in the performance of its obligations under this Contract;</p>
“Supplier Existing IPR Licence”	<p>means a licence to be offered by the Supplier to the Supplier Existing IPR as set out in Para 1.3 of Schedule 36.</p>
“Supplier Existing IPR”	<p>any and all IPR that are owned by or licensed to the Supplier and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise)</p>
“Supplier Group”	<p>means the Supplier, its Dependent Parent Undertakings and all Subsidiary Undertakings and Associates of such Dependent Parent Undertakings;</p>

“Supplier Help Desk Hours”	is defined as 0700 to 1900 on any day (including public holidays);
“Supplier Non-Performance”	<p>where the Supplier has failed to:</p> <p>(a) Achieve a Milestone by its Milestone Date;</p> <p>(b) provide the Goods and/or Services in accordance with the Service Levels ; and/or</p> <p>comply with an obligation under the Contract;</p>
“Supplier Profit Margin”	in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
“Supplier Profit”	(c) in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of the Contract for the relevant period;
“Supplier Solution”	the Supplier’s response to the Buyer’s requirement as set out Schedule 4 (Tender);
“Supplier Staff”	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier’s obligations under the Contract;
“Supplier System”	the information and communications technology system used by the Supplier in implementing and performing the Services;
“Supplier”	the person, firm or company identified in the Award Form;
“Supplier’s Confidential Information”	<p>(a) any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Existing IPR) trade secrets, Know-How, and/or personnel of the Supplier;</p> <p>(b) any other information clearly designated as being confidential (whether or not it is marked as “confidential”) or which ought reasonably to be considered to be confidential and which comes (or has come) to the Supplier’s attention or into the Supplier’s possession in connection with the Contract;</p> <p>Information derived from any of (a) and (b) above;</p>
“Supplier’s Contract Manager”	the person identified in the Award Form appointed by the Supplier to oversee the operation of the Contract and any alternative person whom the Supplier intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment;
“Supporting Documentation”	sufficient information in writing to enable the Buyer to reasonably assess whether the Charges, Reimbursable Expenses and other sums due from the Buyer under the Contract detailed in the information are properly payable;

“Tender Response”	the tender submitted by the Supplier to the Buyer and annexed to or referred to in Schedule 4 (Tender);
“Termination Assistance Notice”	has the meaning given to it in Paragraph 5.1 of Schedule 30 (Exit Management);
“Termination Assistance”	the activities to be performed by the Supplier pursuant to the Exit Plan, and other assistance required by the Buyer pursuant to the Termination Assistance Notice;
“Termination Notice”	a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate the Contract on a specified date and setting out the grounds for termination;
“Test Issue”	any variance or non-conformity of the Deliverables or Deliverables from their requirements as set out in the Contract;
“Test Plan”	a plan: (a) for the Testing of the Deliverables; and setting out other agreed criteria related to the achievement of Milestones;
“Tests and Testing”	(b) any tests required to be carried out pursuant to the Contract as set out in the Test Plan or elsewhere in the Contract and “Tested” shall be construed accordingly;
“Third Line Support”	the third level in a hierarchy of support groups which provides investigation and resolution of Service Incidents. Third Line Support aims to resolve all Incidents which cannot be solved immediately by Second Line Support. Third Line Support shall resolve Service Incidents where workarounds or code changes to the Supplier System are required;
“Third Party IPR Licence”	means a licence to the Third Party IPR as set out in Paragraph 1.6 of Schedule 36 (IPR)
“Third Party IPR”	Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Deliverables;
“Transparency Information”	the Transparency Reports and the content of the Contract, including any changes to this Contract agreed from time to time, except for – (a) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Buyer; and Commercially Sensitive Information;
“Transparency Reports”	(b) the information relating to the Deliverables and performance pursuant to the Contract which the Supplier is required to provide to the Buyer in accordance with the reporting requirements in Schedule 6 (Transparency Reports);

“UK GDPR”	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (United Kingdom General Data Protection Regulation), as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, together with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019
“Update”	an item produced primarily to overcome defects or bugs in, or to improve the operation of, the Supplier System;
“Upgrade”	any patch, New Release or upgrade of the Supplier System, including standard upgrades, product enhancements, and any modifications;
“User Interface (UI)”	the means by which users interact with the system
“Variation Form”	the form set out in Schedule 21 (Variation Form);
“Variation Procedure”	the procedure set out in Clause 28 (Changing the contract);
“Variation”	means a variation to the Contract;
“VAT”	value added tax in accordance with the provisions of the Value Added Tax Act 1994;
“VCSE”	a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;
“Verification Period”	has the meaning given to it in the table in Annex 2 of Schedule 3 (Charges);
“Work Day”	7.5 Work Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day;
“Work Hours”	the hours spent by the Supplier Staff properly working on the provision of the Deliverables including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks;
“Worker”	any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) (https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees) applies in respect of the Deliverables; and
“Working Day”	any day other than a Saturday or Sunday or public holiday in England and Wales unless specified otherwise by the Parties in the Award Form.

