

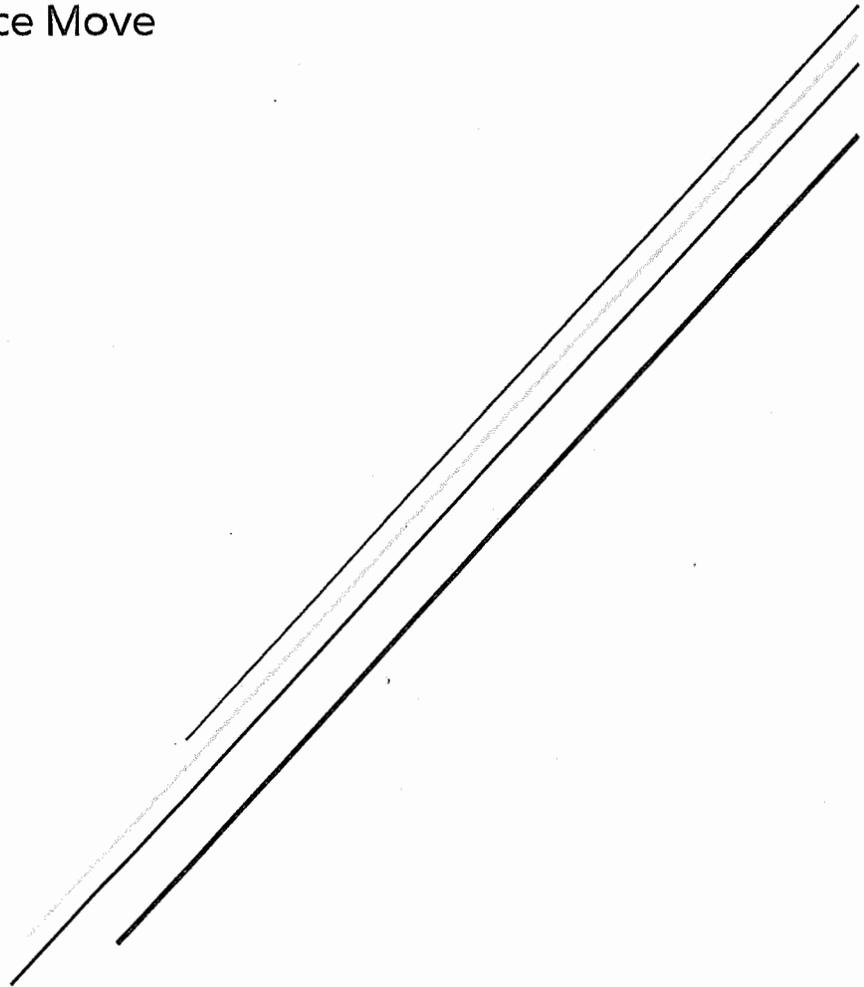
# JOHNSONS

ASSET 360

## SUPPORTING YOUR SEARCH FOR AN END-TO-END SERVICE PARTNER

National Institute for Health and Care  
Excellence

Manchester Office Move



Johnsons Asset 360

7<sup>th</sup> October 2024

# JOHNSONS

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## Company

### Description of our Business

Johnsons Business Moves is proud to be one of the leading relocation service providers in the UK. We are specialists at providing our clients with an end-to-end support model complete with capability, accountability, and fiscal responsibility. Our core services include, but are not limited to:

- Removals and relocations
- Project management
- Asset lifecycle management
- Recycling management
- Storage and warehousing
- Confidential file transfers
- Sustainable resourcing
- Personnel management

### Quality Assurance

We operate to the highest standards across all aspects of quality assurance. We are governed by a wide selection of service-specific accreditations which see us externally audited on an annual basis. The 12 accreditations attributed to our business underpin HOW we can provide a sustained service through the offering a reliable, flexible service, which reflects and encompasses client feedback, legislation and regulation updates pertaining to our services, and how they sculpt our training needs analysis.

### Business Values



#### CARE

We care about everyone in our team and delivering the best possible experience for our customers.



#### INTEGRITY

You can count on us. If we say we're going to do something, we'll do it.



#### RESPECT

We respect each other and our clients' ways of working. We listen, adapt, and agree on the best way forward.

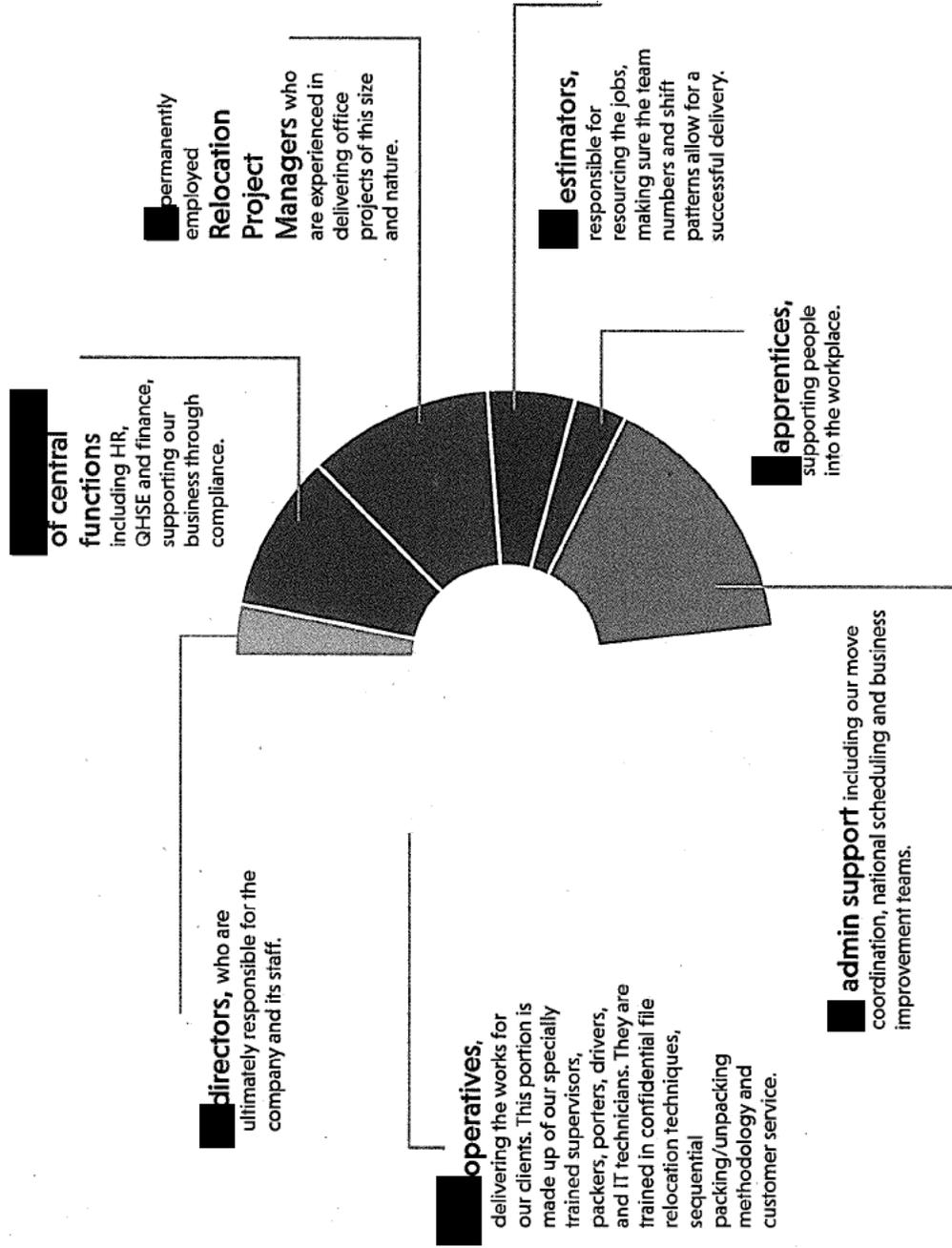
### Culture Alignment

We allow our values of CARE, INTEGRITY, and RESPECT, to guide our delivery strategy to our clients. We have found by using these to underpin the value of our performance, we get a better buy-in from those delivering the services. They act as a constant reminder of what we are here to do and help to guide our outputs.

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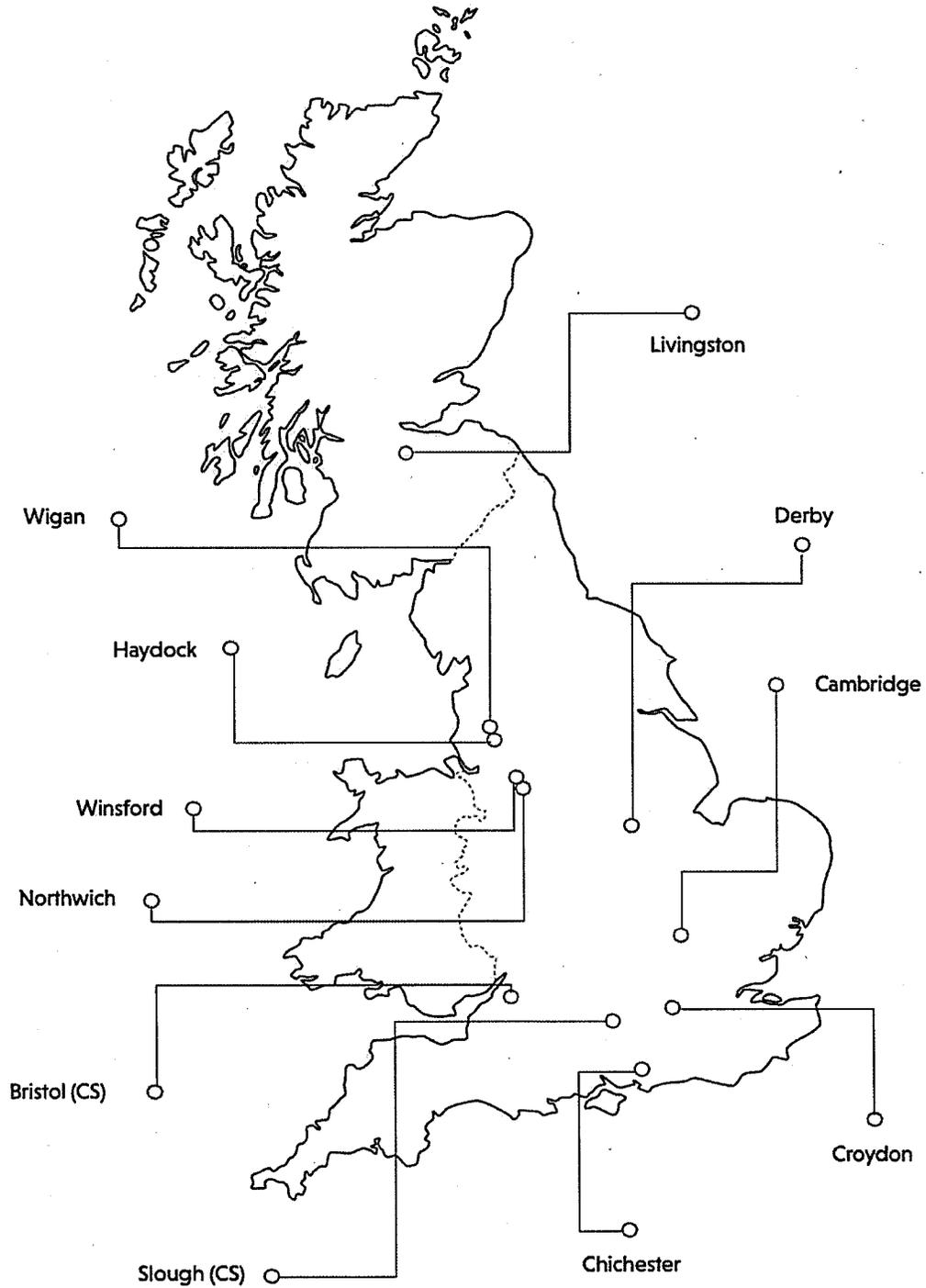
## Organisation Structure



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## Locations



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## Executive Summary

Johnsons Business Moves have great pleasure in submitting a proposal for the provision of relocation services. I have detailed below our cost and scope of works for the relocation of all items and effects identified within this proposal.

### 1. PRE MOVE WORKS : MONITOR ARMS: IN HOURS :

#### FROM CITY TOWERS TO 3 PICCADILLY ::

Remove monitor arms from [redacted] desks at City Towers address and deliver to 3 Piccadilly along with [redacted] monitors (best ones). Lay all remaining monitors from the [redacted] desks on the desks at City Towers.

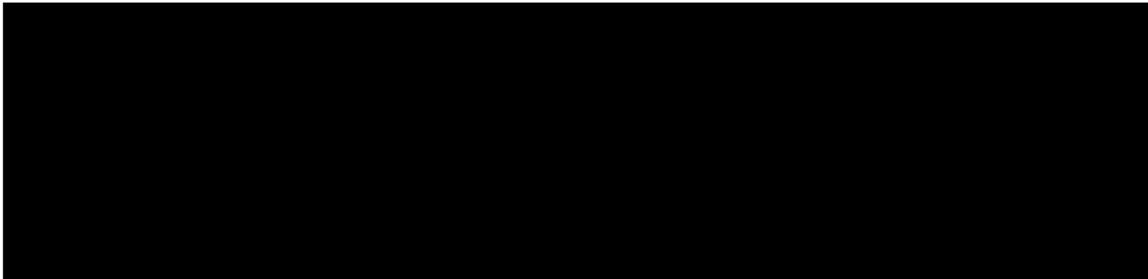
PLANS WILL BE PROVIDED.

### 2. PRE MOVE WORKS : DESK SCREENS: IN HOURS: CITY TOWERS TO 3 PICCADILLY

Remove the dividing desk screens from [redacted] desks at City Towers, move them over and refit to the already existing desks .

Recycling of [redacted] desk screens ( From 3 Piccadilly ):

COST NOW INCLUDES : Purchase & Supply of bespoke brackets x [redacted] .



### 3. OFFICE RELOCATION : FROM CITY TOWERS TO 3 PICCADILLY: IN HOURS: Estimated at 1 Shift.

Scope: [redacted] OPs chairs, [redacted] rectangle rise & fall desks, [redacted] curved rise & fall desks, [redacted] x small meeting rooms x [redacted] table & [redacted] chairs, [redacted] meeting room chairs , approximately [redacted] meeting tables, [redacted] monitors, [redacted] various bins, [redacted] catering fridges, 2 bays of library shelving, [redacted] LC3 crates .

#### Crate Hire:

[redacted] LC3 crates for a period of [redacted] weeks hire , allowing [redacted] week to pack and [redacted] week to unpack. Crates are charged at [redacted] + Vat per crate per week and includes [redacted] delivery and [redacted] collection charge.

Crates retain beyond this period will be charged at [redacted] + Vat per crate per week. Further collection charges may also be payable at £ [redacted] per visit.



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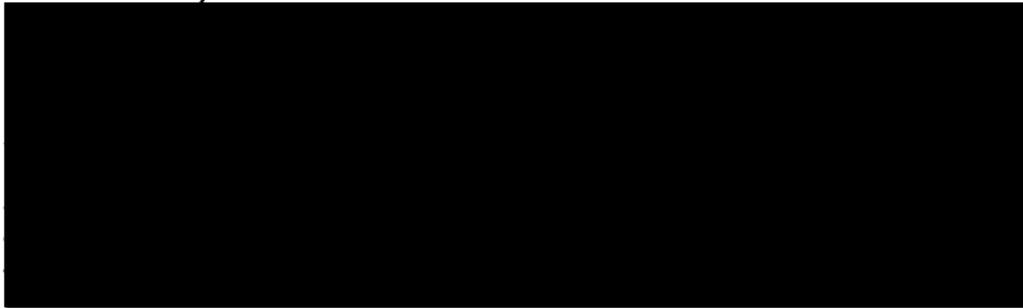
OPTIONAL COST : ASSET TAGGING : [REDACTED] days Pre Move.

Scope: Asset tag all redundant furniture for our Social Platform where other health service providers and the private sector can view and request any furniture of use to them before offering to charities.

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We have currently included:



If there is any change to the specification, we reserve the right to adjust our cost accordingly, with prior agreement of the client's management team. I look forward to discussing our proposal with you soon.



Relocation Consultant



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## Pricing Schedule

Item	Cost	VAT
1 - Monitor Arms		
2 - Desk screens & City towers		
3 - Staff Relocations		
4 - IT Recommissioning		
5 - Recycling		
6 - Move Management		
Optional - Asset Tagging		
<b>Total</b>	<b>£44,436.90</b>	<b>£8887.38</b>

### Quotation Acceptance

Contact Name [REDACTED]

Company Name NICE

Contact Number

Email Address [REDACTED]

Address Confirmation

Date Required

PO Number

Special Items\*

Value of Items to be Moved

1. \*Special items: please provide a list all items and values with individual worth over £1,000.00
2. I acknowledge having received and agree to the attached Terms and Conditions and declare that I have full authority to enter into this contract.
3. I understand that any purchase order issued will be for payment administrative purposes only and that any attached terms and conditions will not supersede this agreement.

Signature [REDACTED]

### Conditions of Contract

1. I can confirm that I have received your Terms and Conditions of contract. I have read and accept the same.
2. I declare that I have full authority to enter into this contract.
3. I require Standard Liability and declare that the full value of the property to be moved / stored has been provided.
4. If you do not declare, Limited Liability will automatically apply.
5. In respect of Removals, if the full value of the property exceeds £200,000, I agree that this will attract an additional liability charge and that your price(s) will be increased.
6. In respect of storage, I agree to provide a value of goods being brought in to store and agree I will be charged a fire insurance fee at a rate of £0.40 per £1,000 of declared value, per container.
7. I agree that if I do not declare a value to you, my entitlement will be limited in accordance with Clauses 9.2 and 11 of your Terms and Conditions.

# Removals and Relocations

A business moving experience like no other



## Provisions of Removals and Relocations

- Move Management
- Asset Management
- Office Relocations
- IT and Technology Relocations
- IT and Technology Asset Recycling
- Warehousing and Storage
- Crate Hire and Management
- Confidential File Transfers
- Confidential Shredding

**Johnsons Business Moves is unique in being able to offer a total relocation service using nothing but in-house resources.**

**Whether you are undertaking an internal reshuffle, a decant for a building refurb, or if you need us to project manage a removal and relocation of a fully utilised office space, JBM has the in-house capabilities and experience to help in so many ways.**

- A total service from concept to completion – we can help in ways you probably won't have even of thought of
- Specialist people with specialist knowledge and extensive experience of sensitive personnel and office moves
- Precision project management to minimise disruption and downtime
- Unique technology solutions to drive efficiency and transparency for you
- Agility to bend as the project needs but also to keep it on track
- ESG and sustainability built in to provide the reporting and transparency you need
- Flexibility to create a support package that suits exactly what you need
- A single point of responsibility and joined up process for the services we provide you
- Holders of 11 industry-relevant accreditations and memberships with the BAR and CMG

# Asset Lifecycle Management

Our Asset 360 initiative providing you with control over your assets.

## Principles of Asset Lifecycle Management

- Inventory Management
- Furniture Remanufacturing
- IT and WEEE Refresh
- Social Showroom
- Local, National and International Redistribution
- Furniture Resales and Auction Management
- Zero Landfill Disposal
- Tailored Data
- End-to-End Reporting

**Johnsons Business Moves is using its Asset 360 initiative to lead the way in transforming the relocations industry with our Integrated Asset Reuse solution.**

In the ever-evolving business and technology landscape, effective asset management has emerged as a critical component for organisations aiming to optimise resources and enhance operational efficiency. Powered by our ground-breaking and innovative AssetLogic system, we help our clients harness the full potential of their FF&E through smart reuse planning and sustainable disposal.

This solution has been designed to support our client's clearance projects, producing cost and carbon savings. We will work with you to:



**UNDERSTAND**  
the assets at your disposal



**REDUCE COSTS**  
by managing and effectively re-deploying



**WORK GREENER**  
by maximising the life of your assets and positively contribute to your ESG goals



**EVIDENCE YOUR CARBON SAVINGS**  
with detailed reporting

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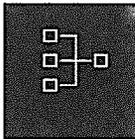
## ASSET 360

We are a company which is currently channeling a huge shift in how we generate a healthier circular economy for the furniture and assets we use in the office space. Our fully implemented waste management hierarchy which includes our Asset 360 initiative which sees our organisation actively reducing the environmental impact of its products and operations. This hierarchy features nine steps and complies with all environmental and WEEE regulation and legislation directives.

### How It Works

The process will start with an audit of all items within the building/s to capture salient details of the asset; information: A photograph, adjective (desk, chair, table, tambour unit etc.), the sub-category (straight desk, corner desk, canteen chair, office chair, etc.), defining features (height adjustable, extendable, folding etc.), Make and Model, Material, Colour, Current Location

The audit is chargeable, however in theory the costs should be offset by the reduction in recycling costs. Where we mutually agree that the initial outlay isn't feasible for poor quality furniture, we can jump straight to the Recycling Stage of our Waste Management Hierarchy. Johnsons has a fully implemented waste management hierarchy which includes our Asset 360 initiative which sees our organisation actively reducing the environmental impact of its products and operations. Please note the waste management hierarchy is bespoke to each client, some are all the following stages can be included:



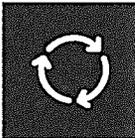
#### Grading

During the project implementation stage, we will work with our client to create a grading system for assets identified for being and being redundant. This could be a colour-coded system of number-based. Full details and photographs will be attributed to the assets.



#### Estate Redistribution

Redistribution via a 'social showroom' portal open to all our client's estate / property managers (login access)



#### Staff Redistribution (view only)

Once the showroom has been open to the estate/property facilitators for 10 days (timeframe will be confirmed during mobilization) we will open it up to staff.



#### Local Redistribution

After 10 days of the portal being live to staff, we roll out its access to a portfolio of pre-agreed local schools, academies, charities, and local SMEs. This will help to build relationships within the community.



#### National Redistribution

As above, once the portal has been open for a period of 10 days to the local area, we would open it to our national partners. We have a national partnership in place with Emmaus and we have over 1200 charities already signed up to the showroom.

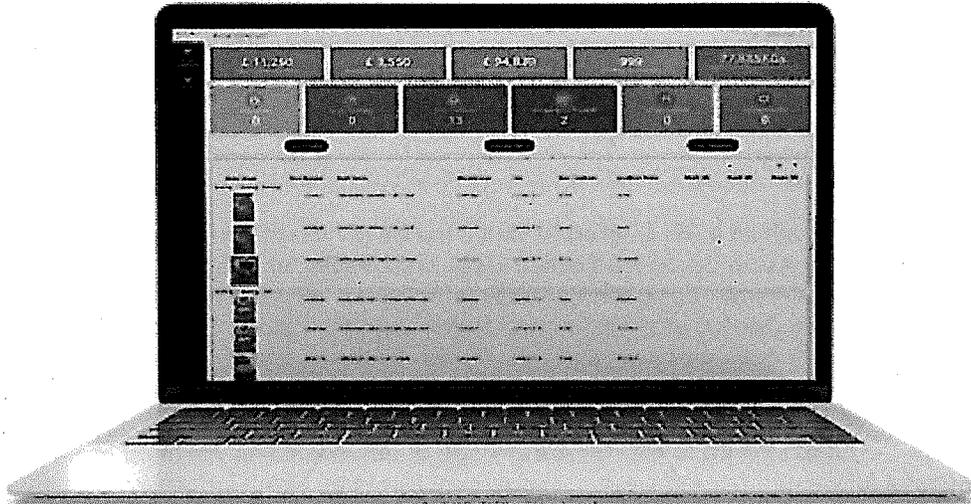


#### International Redistribution

We have a partnership in place with Develop Africa, with whom we provide items which aren't selected through options 2-6.

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## ASSET 360



### Social Showroom

We know that not all donations are helpful. With the Social Showroom, potential recipients can browse the e-commerce-style website and select for themselves, assets that will be of use to them in-house or as saleable items in their charity shops.

### Evidence of Success

In 2023, Johnsons Introduced an Asset360 system called GovReuse, GovReuse is our innovative asset reuse platform, focusing on promoting reuse and minimising waste of surplus governmental furniture, AV, and IT. Already hailed as the "Utopia of furniture reuse", GovReuse aims to drastically cut carbon emissions associated with the manufacture and purchase of new items by advertising furniture available for free to other government departments. The system then kicks out a sustainability report demonstrating reuse, carbon savings and financial gain through reuse rather than purchase.

Our collaboration with Johnsons 1871 and an upcoming 150,000SQM relocation project, is set to bring thousands of high-quality, lightly used items back into circulation within our government departments. One notable success story of our reuse strategy was a recent multi-site relocation project, where we attained a reuse rate of 48%, translating to an impressive cost savings of £450,000.

For any items identified as being end-of-life, we would remove them from site and delivered to our licensed waste carrier sites. Here, the assets will be segregated into their component parts and recycled through our approved recycling partners. Items are broken down into the following: wood, metal, plastic, foam, other and WEEE.

# Sustainable Recycling Management

Creating a ZERO Landfill culture throughout our working practices



## Principles of Sustainable Recycling Management

- Zero Landfill Policy
- Waste Management Hierarchy
- Waste Carrier Process
- End-of-Lifecycle Management
- Appropriate Accreditations
- Tailored Data
- End-to-End Reporting

**Once decided an asset has no further progression in its lifecycle, we can support our clients through the process of sustainable recycling and disposal to meet legislation and regulations.**

We operate a zero-landfill policy, meaning 0% of assets we remove from a customer's site end up in landfill. This is underpinned by our environmental accreditations, and our waste process backed and used by The Environment Agency for all their furniture recycling. All recycling centres used are licensed and accredited and guarantee at least 95% material recycling.

As our waste management hierarchy dictates, we will always look for a way for your items to be reused / redistributed / donated before sending them to be recycled. When they do, rest assured the process is legally compliant by choosing a registered waste carrier.

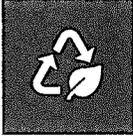
We are accredited to 14001 and EcoVardis GOLD, accreditations which are externally audited. These help to define our working practices:

- Assessing and regularly re-assessing the environmental effects of our activities
- Training employees in environmental issues
- Minimising the production of waste
- Minimising energy waste
- Promoting the use of recyclable and renewable materials
- Reducing and/or limiting the production of pollutants to water, land, and air

# JOHNSONS

## ASSET 360

### How It Works



#### **Source Segregation**

Assets will be removed from site and delivered to our licenced waste carrier sites. Here, the assets will be segregated into their component parts and recycled through our approved recycling partners. Items are broken down into the following: wood, metal, plastic, foam, other and WEEE.



#### **Financial Rebates**

We will offset sales of furniture and money we get back for furniture sales, against our labour cost to remove the furniture from your sites. If the sale of the furniture is higher than the resource cost, we will issue a rebate for the difference following the project. We will always let you know of any cost savings prior to undertaking the works. We supply our customers with a fully audited environmental solution to meet the company's CSR and we are dedicated to our recycling practices and our Zero Landfill commitment.

### Legal Compliance

Disposal certificates will be provided post-project. We welcome feedback from Individual clients on what they want to see in this certificate, but typically It Includes number of Items recycled, carbon emissions saved, weight saved from landfill, weights of different materials recycled, where the Items were recycled, and where we collected the Items from.

We observe and fulfil all legal compliances and regulatory guidance from waste inception to its end property. We are 14001, 27001 and Cyber Essentials certified; we hold a Waste Carriers Licence and we are well versed in producing all legal and necessary Waste Transfer Notes (Parts 1&2), Hazardous Waste Consignee Return Reports, Waste Exemption Notices etc. applicable to manage and evidence consignment collections.

In line with our Asset 360 model, we will provide full reporting any reuse/recycling project. The integrity of data will be based on the information gathered and imported on the system, so minimal-no chance of human error in the data.

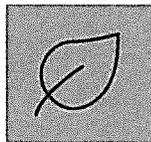
## Principles of Assets4Change

- Managing the diversion of unwanted furniture from Landfill
- Creating a sustainable solution for businesses
- Empowering individuals with healthy contacts
- Fulfilling our Social Showroom requirements with meaningful contacts, offering donated furniture to qualified charities and community organisations
- Offering high-quality, refurbished furniture at affordable prices
- Tailored date and reporting

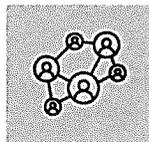
**It is our vision to be a leading provider of sustainable and affordable office furniture solutions, recognised for our social impact and innovative approach, including our unique social showroom initiative.**

**It is our aim to extend the lifespan of office furniture, minimise environmental impact, and empower individuals facing barriers to employment through a circular economy approach, including donation programs that support communities.**

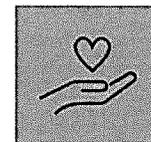
The heart of Assets4Change lies in our commitment to giving back. Through our "Back on Their Feet" campaign, we extend a helping hand to those facing tough times and from disadvantaged backgrounds. We provide comprehensive support including training, job opportunities and accommodation support, giving individuals what they need to regain their independence and confidence.



**Environmental Impact**  
Reduce landfill waste by diverting used furniture from disposal and extending its lifespan through sales and donations.



**Social Impact**  
Create employment and training opportunities for individuals facing barriers to employment, while also providing affordable furniture options to charities and community organisations.



**Community Impact**  
Partner with local organisations to support vulnerable populations, contribute to a more sustainable community, and address community needs through our donation program.

## Johnsons 1871 Ltd Terms and Conditions LIABILITY

### Introduction

These conditions explain the rights, obligations, and responsibilities of all parties to this Agreement. Where we use the word "You" or "Your" it means the Customer; "We", "Us" or "Our" means the Remover. For the purposes of this Agreement an item is defined as the entire contents of a box, parcel, package, carton, or similar container, and any other object or thing that is moved, handled or stored by us. These terms and conditions can be varied or amended subject to prior written agreement.

**In Clauses 4, 9, 10, 11 and 12 We set out Our liability to You for loss and damage to Your goods. Please read these clauses carefully.**

- 1. Our Quotation**
    - 1.1 Our quotation, unless otherwise stated, does not include customs duties port charges including (but not limited to) demurrage and inspections or any fees or taxes payable to government bodies or agencies. For the price quoted We agree to accept liability for loss or damage to Your goods and premises subject to clauses 2.2, 3.2, 5.2, 5.3 and the provisions of Clauses 4, 9, 10, 11 and 12.
    - 1.2 Our Quotation is valid for twenty-eight days from the date of issue. Unless already included in Our Quotation, additional charges will apply in the following circumstances:
      - 1.2.1 If the work does not commence within twenty-eight days of acceptance;
      - 1.2.2 Where We have given You a price including redelivery from store within our Quotation and the re-delivery from store has not taken place within six months from the date of the issue of the quotation;
      - 1.2.3 Our costs change because of currency fluctuations, changes in taxation, freight, fuel, ferry or toll charges beyond our control.
      - 1.2.4 The work is carried out on a Saturday, Sunday, or Public Holiday or outside normal hours (08.00-18.00hrs) at Your request.
      - 1.2.5 We have to collect or deliver goods at Your request above the ground floor and first upper floor.
      - 1.2.6 If You or Your agents request collection or access to Your goods whilst they are in store;
      - 1.2.7 We supply any additional services, including moving or storing extra goods (these conditions apply to such work). This may include (but is not limited to) situations in which it becomes apparent when We collect Your goods that there are additional items, goods or other load, of which We were not informed when We provided Our quote and which was not, therefore, included in the quote.
      - 1.2.8 The entrance or exit to the premises, stairs, lifts, or doorways are inadequate for free movement of the goods without mechanical equipment or structural alteration, or the approach, road or drive is unsuitable for our vehicles and/or containers to load and/or unload within 20 metres of the doorway.
      - 1.2.9 We have to pay parking or other fees or charges (including fines where you have not arranged agreed suspension of parking restrictions) in order to carry out services on Your behalf. For the purpose of this Agreement parking fines for illegal parking, caused by Our negligence, are not fees or charges and You are not responsible for paying them;
      - 1.2.10 There are delays or events outside our reasonable control which increase or extend the resources or time allowed to complete the agreed work.
      - 1.2.11 We agree in writing to increase Our limit of liability set out in Clause 9.1.1 prior to the work commencing;
      - 1.2.12 We have to pay operational charges in order to carry out the services, which may be brought in at any time by the law and amended at any time by the law. Such operational charges may include (but are not limited to) Low Emission Zone (LEZ) charges and congestion charges.
  - 1.3 You agree to pay any reasonable charges arising from the above circumstances.
- 2. Work not included in the quotation**
    - 2.1 Unless agreed by us in writing, we will not:
      - 2.1.1 Dismantle or assemble furniture of any kind
      - 2.1.2 Disconnect, re-connect, dismantle or re-assemble appliances, fixtures, fittings or equipment.
      - 2.1.3 Take up or lay fitted floor coverings.
      - 2.1.4 Move items from a loft, unless properly fit and floored and safe access is provided.
      - 2.1.5 Move or store any items excluded under Clause 5.
      - 2.1.6 Dismantle or assemble garden furniture and equipment including, but not limited to: sheds, greenhouses, garden shelters, outdoor play equipment, and satellite dishes, or move paving slabs, planters and the like.
    - 2.2 Our staff are not authorised or qualified to carry out such work. We recommend that a properly qualified person is separately employed by You to carry out these services.
  - 3. Your responsibility**
    - 3.1 You agree to:
      - 3.1.1 Advise Us in writing of the value of the goods being removed and/or stored prior to the work commencing. If it is established that the value of the goods removed or stored exceeds the value You have stated Our liability under clause 9.1 will be reduced to reflect the proportion that Your declared value bears to their actual value.
      - 3.1.2 Obtain at Your own expense, all documents, permits, permissions, licences, customs documents necessary for the removal to be completed.
      - 3.1.3 Pay for any parking or meter suspension charges incurred by Us in carrying out the work.
      - 3.1.4 Be present or represented throughout the collection and delivery of the removal.
      - 3.1.5 Ensure that inventories, receipts, waybills, job sheets or other relevant documents are signed by You or Your authorised representative as confirmation of collection or delivery of goods.
      - 3.1.6 Take all reasonable steps to ensure that nothing that should be removed is left behind and nothing is taken away in error.
      - 3.1.7 Arrange proper protection for goods left in unoccupied or unattended premises, or where other people such as (but not limited to) tenants or workmen are, or will be present.
      - 3.1.8 Prepare adequately and stabilize all appliances or electronic equipment prior to their removal.
      - 3.1.9 Empty, properly defrost and clean refrigerators and deep freezers. We are not responsible for the contents.
      - 3.1.10 Ensure that all domestic and garden appliances, including but not limited to washing machines, dish washers, hose pipes, petrol lawn mowers are clean and dry and have no residual fluid left in them;
      - 3.1.11 Provide Us with a correct and up to date contact address and telephone number during removal transit and/or storage of goods.
      - 3.1.12 Arrange appropriate transport, storage or disposal of goods listed in clause 5
    - 3.2 Other than by reason of Our negligence or breach of contract, We will not be liable for any loss or damage, costs or additional charges that may arise from failure to discharge these responsibilities.
  - 4. Our responsibility**
    - 4.1 It is Our responsibility to deliver Your goods to You, or produce them for Your collection, undamaged. By "undamaged" we mean in the same condition as they were in at the time when they were packed or otherwise made ready for transportation and/or storage.
    - 4.2 In the event that We have undertaken to pack the goods, or otherwise make them ready for transportation and/or storage, it is Our responsibility to deliver them to You, or produce them for Your collection,

undamaged. Again, by "undamaged" we mean in the same condition as they were in immediately prior to being packed/ made ready for transportation or storage.

4.3 If We fail to discharge the responsibilities identified in clause 4.1 and 4.2, We will, subject to the provisions of clauses 9.11 and 12, be liable under this agreement to compensate You for such failure.

4.4 We will not be liable to compensate You where clauses 2.2, 3.2, 5.2 and 5.3 apply unless loss or damage occurred as a result of negligence or breach of contract on Our part.

4.5 If You do not provide Us with a declaration of value of Your goods, or if You do not require us to accept standard liability pursuant to clause 9.1 We will not be liable to You for failure to discharge the responsibilities identified in clause 4.1 and 4.2, unless that failure was caused by negligence or breach of contract on Our part.

4.6 The amount of Our liability under this clause shall be determined in accordance with clauses 9 and 11.

**5. Goods not to be submitted for removal or storage**

5.1 Unless previously agreed in writing by a director or other authorised company representative, the following items must not be submitted for removal or storage and will under no circumstances be moved or stored by us. The items listed under 5.1.1 below may present risks to health and safety and of fire. Items listed under 5.1.2 to 5.1.7 below carry other risks and You should make Your own arrangements for their

transport and storage.

- 5.1.1 Potentially dangerous, damaging or explosive items, including gas bottles, aerosols, paints, firearms, fuels, oils and ammunition.
- 5.1.2 Jewellery, watches, trinkets, precious stones or metals, money, deeds, securities, mobile telephones, portable media and computing devices, stamps, coins, or goods or collections of any similar kind.
- 5.1.3 Goods likely to encourage vermin or other pests or to cause infestation or contamination.
- 5.1.4 Goods, which in Our opinion are hazardous to health, dirty or unhygienic or likely to attract vermin or pests. We may refuse such goods without liability to You.
- 5.1.5 Perishable items and/or those requiring a controlled environment.
- 5.1.6 Any animals, birds fish reptiles or plants.
- 5.1.7 Goods which require special licence or government permission for export or import.
- 5.1.8 Under no circumstances will prohibited or stolen goods, drugs or pornographic material be moved or stored by Us.

If We do agree to remove such goods, We will not accept liability for loss or damage unless We are negligent or in breach of contract, in which case all these conditions will apply. If You submit such goods without our knowledge We will make them available for Your collection and if You do not collect them within a reasonable time We may apply for an appropriate court order to dispose of any such goods found in the consignment. You will pay to Us any charges, expenses, damages, legal costs or penalties incurred by Us disposing of the goods.

### 6. Ownership of the goods

- By entering into this Agreement, You guarantee that:
- 6.1.1 The goods to be removed and/or stored are Your own property, or the goods are Your property free of any legal charges;
  - 6.1.2 You have the full authority of the owner or anyone having a legal interest in the goods to enter into this Agreement and You have made the owner fully aware of these terms and conditions prior to entering into this Agreement and that they have agreed to them.
  - 6.1.3 If at any time following the implementation of this agreement to its termination another person has or obtains an interest in the goods You must advise Us of their name and address in writing immediately.
  - 6.1.4 You will provide a full indemnity and pay Us in respect of any claim for damages and/or costs brought against Us if either statement made in 6.1.1 or 6.1.2 is untrue.
  - 6.1.5 If You wish to transfer responsibility of this Agreement to a third party You must advise Us in writing giving Us their full name and address. We will issue a new agreement to them. Our Agreement with You will remain in force until We have received a signed agreement from the third party.

### 7. Charges if You postpone or cancel the removal

7.1 If You postpone or cancel this Agreement, We reserve the right to charge you a postponement or cancellation fee according to how much notice is given as set out below at 7.1.1 – 7.1.4. We charge these fees based on an assessment of losses we have incurred as a result of You cancelling or postponing the removal. Examples of the types of loss We might incur are: administration/back office costs, being unable to re-fill a removal slot with another customer's work, or engaging employees to work for your booked removal. "Working days" refer to the normal working week of Monday to Friday and excludes weekends and Public Holidays.

- 7.1.1 More than 10 working days before the removal was due to start: No charge.
- 7.1.2 Between 5 and 10 working days inclusive before the removal was due to start: not more than 30% of the removal charge.
- 7.1.3 Less than 5 working days before the removal was due to start: not more than 60% of the removal charge.
- 7.1.4 Within 24 hours of the move taking place; not more than 75% of the removal charge.
- 7.1.5 On the day the work starts or at any time after the work commences: 100% of Our charges.

### 7.2 Cancellation/Postponement Waiver

If offered, and paid for in advance of the commencement of the services, we agree to waive the charges in Clauses 7.1.1, 7.1.2 & 7.1.3. Our agreement to waive the charges is conditional upon Us receiving written notice of Your intention to Cancel/Postpone no later than 17:00 hours on the preceding Working Day before Services commence. The Cancellation/Postponement charge will entitle You to only one Cancellation/Postponement.

### 8. Payment

8.1 Unless otherwise agreed by Us in writing, payment is required in full by cleared funds at the time of booking the removal or storage period. In default of such payment We reserve the right to refuse to commence removal or storage until such payment is received. Such advance payments are protected under the BAR Advanced Payment Guarantee scheme, as detailed in the BAR Code of Practice. (T&Cs apply)

8.2 In respect of all sums which are overdue to Us, We will charge interest on a daily basis calculated at 4% per annum above the prevailing base rate for the time being of the Bank of England.

### 9. Determination of amount of our liability for loss or damage

- Standard Liability.**
- 9.1.1 If You advise Us of the value of Your goods, prior to the work commencing and subject to clause 3.1.1, the amount of Our liability to You in the event of loss or damage to those goods in breach of clause 4 will be determined by Clauses 9.1.2, 9.1.3, 9.1.5 and 11, up to a maximum liability of £200,000 in the event of the total loss of the goods. We may agree to accept liability for a higher amount, in which case We may make an additional charge.
  - 9.1.2 In the event of loss of or damage to Your goods in breach of clause 4, Our liability to You shall not exceed a sum equivalent to the cost of their repair or replacement whichever is the smaller sum, taking into account the age and condition of the goods immediately prior to their loss or damage, up to the maximum liability of £200,000 referred to in clause 9.1.1 (unless We have agreed a higher amount with You).
  - 9.1.3 Where the lost or damaged item is part of a pair or set, our liability to You, where it is assessed as the cost of replacement of that item, is to be assessed as a sum equivalent to the cost of that item in isolation, not the cost of that item as part of a pair or set.
  - 9.1.4 In the event of our liability to you representing the full value of an item, we may at Our option remove it as salvage. Where items are capable of repair for a sum less than the replacement cost, taking into account the age and condition, the repair cost will be Our maximum liability.
  - 9.1.5 In the event of the loss of an owner packed container we will accept a maximum liability of £100.

### Limited Liability.

- 9.2.1 If You have not provided Us with a written valuation prior to the work commencing, or You do not require Us to apply the Standard Liability in clause 9.1, then Our liability to You will be determined in accordance with Clauses 9.1.3, 9.2.2 and 11.
- 9.2.2 In the event of loss of or damage to Your goods caused by Our negligence or breach of contract, our liability to You shall not exceed £40 per item.

### For goods destined to or received from a place outside the UK

- 9.3.1 We will only accept Standard Liability if You provide us with a valuation of Your goods on the form which we provide. All other provisions of Clause 9.1 will apply.

- 9.3.2 We do not accept liability for loss of or damage to goods confiscated, seized, removed or damaged by Customs Authorities or other Government Agencies unless we have been negligent or in breach of contract.
- 9.3.3 We do not accept liability for loss of or damage to goods occurring in certain overseas countries, including Gambia, Iran, Iraq, Nigeria, Libya, Lebanon, Angola, Cambodia, Vietnam, N. Korea and Former States of the USSR, unless We have been negligent or in breach of contract. This list is not exhaustive, and we will advise You at the time of quotation if this exclusion applies.
- 9.3.4 Subject to clauses 9.1 and 9.2 above We will accept liability for loss or damage only in the following circumstances:  
 (a) arising from our negligence or breach of contract whilst the goods are in our physical possession, or  
 (b) whilst the goods are in the possession of others if the loss or damage is established to have been caused by our failure to pack the goods to a reasonable standard where we have been contracted to pack the goods that are subject to the claim.
- 10. Damage to premises or property other than goods**  
 10.1 Because third party contractors or others are frequently present at the time of collection or delivery it is not always possible to establish who was responsible for loss or damage, therefore our liability is limited as follows;  
 10.1.1 If we cause loss or damage to premises or property other than goods for removal as a result of our negligence or breach of contract, our liability shall be limited to making good the damaged area only.  
 10.1.2 If we cause damage as a result of moving goods under Your express instruction, against our advice, and where moving the goods in the manner instructed is likely to cause damage, we shall not be liable.  
 10.1.3 If we are responsible for causing damage to Your premises or to property other than goods submitted for removal and/or storage, You must note this on the worksheet or delivery receipt as soon as practically possible after the damage occurs or is discovered or in any event within a reasonable time. This is fundamental to the Agreement.
- 11. Exclusions of liability**  
 11.1 In respect of Limited Liability, we will not be liable for loss of or damage to Your goods as a result of fire or explosion howsoever that fire or explosion was caused, unless we have been negligent or in breach of contract.  
 11.2 Unless we are negligent or in breach of contract (in which case our liability will be limited under either Standard or Limited Liability as set out in Clause 9) we will not be liable for any loss of, damage to, or failure to produce the following goods:  
 11.2.1 Bonds, Securities, Stamps of all kinds, Manuscripts or other Documents or Electronically held Data Records, Mobile Telephones  
 11.2.2 Plants or goods likely to encourage moth vermin or other pests or to cause infestation or contamination.  
 11.2.3 Perishable items and/or those requiring a controlled environment.  
 11.2.4 Loss of structural integrity of furniture constructed of particle board resulting from crumbling of the board.  
 11.2.5 Furs exceeding £100 in value, Jewellery, Watches, Precious Stones and Metals, Money, Coins, Deeds, Mobile Telephones, Portable Media and Computing Devices.  
 11.2.6 Any animals, birds or fish.  
 11.3 In respect of Standard Liability and Limited Liability, other than as a result of our negligence or breach of contract we will not be liable for any loss of, damage to, or failure to produce the goods if caused by any of the following circumstances:-  
 11.3.1 We shall not be liable for delays or failures to provide the services under this Agreement as a result of war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, terrorism, rebellion and/or military coup, Act of God, adverse weather, third party industrial action, re-scheduled sailing, departure or arrival times, port congestion, or other such events outside our reasonable control.  
 11.3.2 Loss or damage arising from ionising radiators or radioactive contamination.  
 11.3.3 Loss or damage arising from Chemical, Biological, Bio-chemical, Electromagnetic Weapons and Cyber Attack.  
 11.3.4 We will not be liable for any loss or damage caused by Us or Our employees or agents in circumstances where:  
 (a) there is no breach of this Agreement by Us or by any of Our employees or agents  
 (b) such loss or damage is not a reasonably foreseeable result of any such breach.  
 11.3.5 By normal wear and tear, natural or gradual deterioration, leakage or evaporation or from perishable or unstable goods. This includes goods left within furniture or appliances.  
 11.3.6 By vermin, moth, insects and similar infestation.  
 11.3.7 By cleaning, repairing or restoring unless we arranged for the work to be carried out.  
 11.3.8 Changes to atmospheric conditions which results in mould, mildew, rusting, tarnishing, corrosion, or gradual deterioration unless directly linked to ingress of water caused by Our negligence or breach of contract.  
 11.3.9 For any goods in wardrobes, drawers or appliances, or in a package, bundle, carton, case or other container not both packed and unpacked by us.  
 11.3.10 Loss of or damage to china, glassware and fragile items unless they have been both professionally packed and unpacked by Us or our Subcontractor. In the event of an accident involving an owner packed container where damage would have occurred irrespective of the quality of the packing, then Our maximum liability is limited to £100 for the entire contents of the box or the actual value of the damaged items (taking into account the items age and condition at the time of loss or damage) whichever is less.  
 11.3.11 For electrical or mechanical derangement to any appliances, instrument, clock, computer or other equipment unless there is evidence of related external damage.  
 11.3.12 Loss or damage of motor vehicles caused by scratching, denting and marring unless You obtain from us a pre-collection condition report.  
 11.3.13 Loss or damage to a vehicle whilst being driven or for the purpose of being driven under its own power other than for the purpose of loading onto or unloading from the carrying conveyance or container. Loss or damage sustained by accessories and removable items unless lost with the vehicle  
 11.3.14 For any goods which have a pre-existing defect or are inherently defective.  
 11.3.15 For items referred to in Clause 5
- 11.4 No employee of Ours shall be separately liable to You for any loss, damage, mis-delivery, errors or omissions under the terms of this Agreement.  
 11.5 Our liability will cease upon handing over goods from our warehouse or upon completion of delivery (see Clause 12.1 below).
- 12. Time limit for claims**  
 12.1 If You or Your authorised representative collect the goods, We must be notified in writing of any loss or damage at the time the goods are handed to You or Your agent otherwise we shall not be liable.  
 12.2 Notwithstanding clauses 9, 10 and 11 we will not be liable for any loss of or damage to the goods unless a claim is notified to us, or to our agent or the company carrying out the collection or delivery of the goods on our behalf. This must be in writing as soon as such loss or damage is discovered (or with reasonable diligence ought to have been discovered) and in any event in detail within seven (7) days of delivery of the goods by us, in order for us to properly investigate the claim. We may agree to extend this time limit upon receipt of Your written request provided such request is received within seven (7) days of delivery. Consent to such a request will not be unreasonably withheld.
- 13. Delays in transit**  
 13.1 Other than by reason of our negligence or breach of contract, we will not be liable for delays in transit.  
 13.2 If through no fault of ours we are unable to deliver Your goods, we will take them into store. The Agreement will then be fulfilled and any additional service(s), including storage and delivery, will be at Your expense.  
 13.3 Any transit times quoted by Us are estimated and based upon information known to Us at the time. Transit times may vary due to a number of factors outside Our control including but not limited to changes in sailing or departure dates made by the freight/shipping company, changes in the routes used by the freight/shipping company and port congestion. We will advise You of any material changes to the transit times as soon as We become aware. We will not be liable for any loss or damage incurred by You as a result of delays in transit time unless directly attributable to Our negligence or breach of contract
- 14. Our Right to Hold the Goods (Lien)**  
 "Lien" is the legal right of the remover to hold goods until the customer has paid all outstanding charges. We shall have a right to withhold and ultimately dispose of some or all of the goods if You fail to pay the charges and any other payments due under this or any other Agreement. (See also Clause 23). These include any charges that We have paid out on Your behalf. While We hold the goods You will be liable to pay all storage charges and other costs (including legal costs) incurred by Us in recovering Our charges and applying Our right of lien. These terms and conditions shall continue to apply.
- 15. Disputes**  
 If there is a dispute arising from this Agreement, which cannot be resolved, either party may refer it to the low cost Independent Alternative Dispute Resolution (ADR) scheme provided by the British Association of Removers (BAR). Under this scheme, the case will be determined by an accredited Independent ADR organisation. Recourse to the Independent ADR scheme is subject to certain limits, current details of which are available upon request from BAR, Tel: 01923 699486, Fax: 01923 699481, Email: [consumer.affairs@bar.co.uk](mailto:consumer.affairs@bar.co.uk). ADR does not prejudice Your right to commence court proceedings.
- 16. Our right to sub-contract the work**  
 16.1 We reserve the right to sub-contract some or all of the work.  
 16.2 If We sub-contract, then these conditions will still apply.
- 17. Route and method**  
 17.1 We have the right to choose the method and route by which to carry out the work and the location in respect of storage.  
 17.2 Unless it has been specifically agreed otherwise in writing in Our Quotation, other space/volume/capacity on Our vehicles and/or the container may be utilised for consignments of other customers.
- 18. Advice and information for International Removals**  
 We will use our reasonable endeavours to provide You with up to date information to assist You with the Import/export of Your goods. Information on such matters as national or regional laws and regulations which are subject to change and interpretation at any time is provided in good faith and is based upon existing known circumstances. It is Your responsibility to seek appropriate advice to verify the accuracy of any information provided.
- 19. Applicable law**  
 Any dispute between us will be governed by the non-exclusive law and jurisdiction of the English or Scottish Courts. If you currently reside or are moving to a place outside the jurisdiction of the courts of the United Kingdom, alternative laws or jurisdiction of local courts may apply subject to our written agreement prior to the work or services commencing.
- 20. Your forwarding address**  
 20.1 If You instruct Us to store Your goods, You must provide a correct and up to date address and telephone number and notify Us if it changes. All correspondence and notices will be considered to have been received by You seven days after sending it by first class post to Your last address recorded by Us.  
 20.2 If You do not provide an address and/or do not respond to Our correspondence or notices, We may publish such notices in a public newspaper in the area to or from which the goods were removed. Such notice will be considered to have been received by You seven days after the publication date of the newspaper. Note: If we are unable to contact You, We will charge You any costs incurred in establishing Your whereabouts.
- 21. List of goods (Inventory) or receipt**  
 Where We produce a list of Your goods (Inventory) or a receipt and send it to You, it will be accepted as accurate unless You write to us within 10 days of the date of our sending, or a reasonable period agreed between us, notifying Us of any errors or omissions.
- 22. Revision of storage charges**  
 We review our storage charges periodically. You will be given 30 days' notice in writing of any increases.
- 23. Our right to Sell or dispose of the Goods**  
 If payment of our charges relating to Your goods is in arrears, and on giving You three months' notice, We are entitled to require You to remove Your goods from Our custody and pay all money due to Us. If You fail to pay all outstanding amounts due to Us, We may sell or dispose of some or all of the goods without further notice. The cost of the sale or disposal will be charged to You. The net proceeds will be credited to Your account and any eventual surplus will be paid to You without interest. If the full amount due is not received, We may seek to recover the balance from You.
- 24. Termination**  
 If payments are up to date, We will not end this contract except by giving You three months notice in writing. If You wish to terminate Your storage contract, You must give us at least 10 working days' notice (working days are defined in Clause 7 above). If We can release the goods earlier, we will do so, provided that Your account is paid up to date. Charges for storage are payable to the date when the notice should have taken effect.

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