

**Deed of Agreement**

Concerning the

**2024 Asset Operation, Maintenance and Response Framework**

between

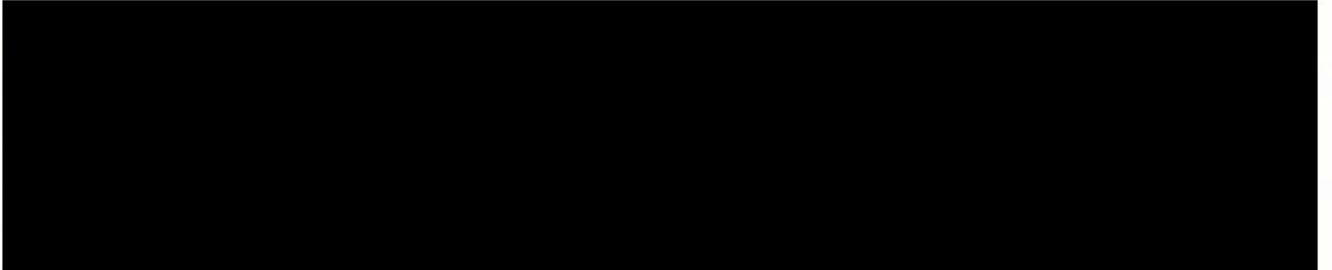
**ENVIRONMENT AGENCY**

and



**THIS DEED** is made and delivered on the 01 of March 2024.

**BETWEEN**



(together referred to as the "**Parties**" and individually as a "**Party**").

**BACKGROUND**

- A) The *Client* and *Delivery Partner* wish to enter into a collaborative relationship whereby the *Client* may, as required, engage the *Delivery Partner* to provide Work Orders and Time Charge Orders or other associated matters from time to time within the Scope of the Lot or Lots for which the *Delivery Partner* has been awarded this 2024 Asset Operation, Maintenance and Response Framework Agreement.
- B) The *Client* has established a number of framework agreements, including this 2024 Asset Operation, Maintenance and Response Framework Agreement, for the benefit of itself and other public sector bodies stated in the contract notice ref 2023/S 000-019572. The *Client* can choose to use any routes to market available to it for services covered by this 2024 Asset Operation, Maintenance and Response Framework Agreement, as set out in Schedule 2.
- C) The *Delivery Partner* has been appointed to provide Work Orders and Time Charge Orders for the following Lots and geographical areas:

Lot	Hub or Area appointed
Lot 1: Civil Engineering (Maintain and construct) (Contracts <£1M)	<ul style="list-style-type: none"><li>• North West Hub</li><li>• East Hub</li><li>• South West Hub</li></ul>

IT IS AGREED that

The *Client* and *Delivery Partner* enter into this 2024 Asset Operation, Maintenance and Response Framework Agreement on the terms set out in the NEC4 Framework Contract (January 2023) together with the Additions and Amendments to Conditions of this Framework Agreement and the Additional Conditions of this 2024 Asset Operation, Maintenance and Response Framework Agreement - Option Z.

**Part One - Data Provided by the Client**

**The Data which will apply to all work under the Framework Agreement is:**

The conditions of this Agreement are the Clauses of the NEC4 Framework Contract (January 2023) as amended herein together with the additional clauses set out herein.



The *Scope of Services* of each Lot is defined in Schedule 1: Scope of Services.

The *work allocation and competitive tender processes* are found in Schedule 2: Programme management and workflow.

The *contract pricing requirements (Call-Off)* are found in Schedule 2: Programme management and workflow.

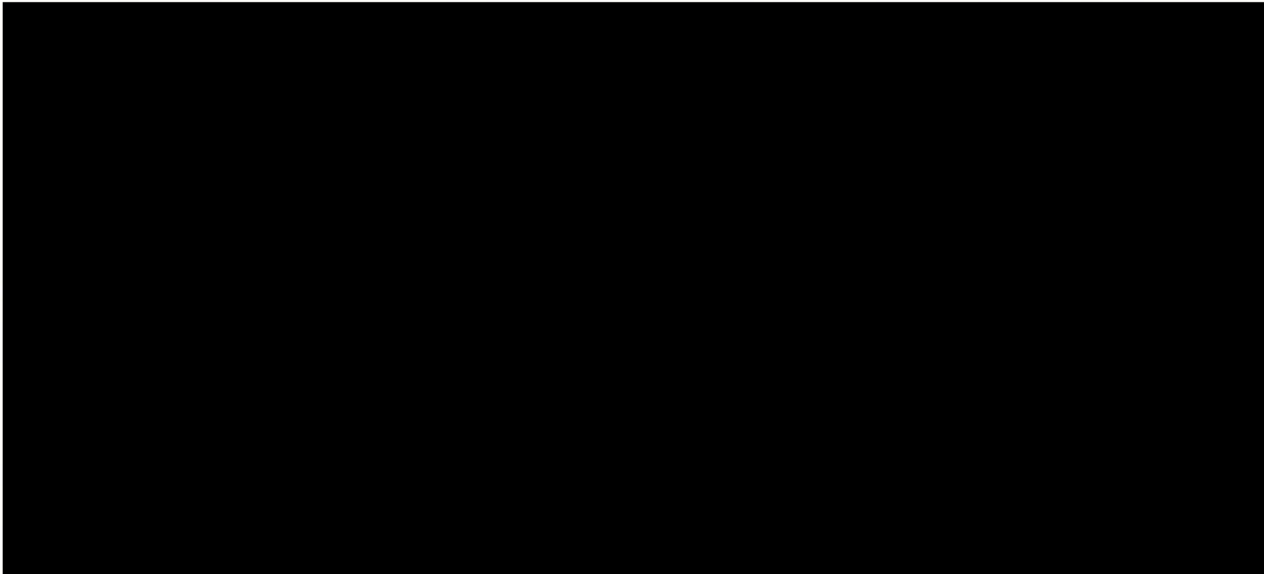
The *commencement date* is the 04 March 2024.

The *end date* is three (3) years after the *commencement date* with an option to extend by one (1) year (if the *Client* chooses to offer an extension to the Framework Agreement (in its absolute discretion)). The Framework Agreement shall not be extended further than four (4) years after the *commencement date*.

**The Data which will apply to all Time Charge Orders is in accordance with Schedule 2.**

**The Data which will apply to all Work Orders is in accordance with Schedule 2.**

**Part Two - Data Provided by the Delivery Partner**



The *quotation information* is in the Delivery Partner's Price Workbook and the other Tender Return Documents (for each Lot) as set out in full in Schedule 19: Delivery Partner tender documents.

The Data which will apply to all Time Charge Orders is in accordance with Schedule 2.

The Data which will apply to all Work Orders is in accordance with Schedule 2.

**OPTION Z: ADDITIONS AND AMENDMENTS TO CONDITIONS OF THIS FRAMEWORK AGREEMENT**

The following additional and amended conditions shall apply to the Agreement.

**AMENDMENTS AND ADDITIONS TO EXISTING CLAUSES**

Actions	10.1	Delete clause 10.1 and replace with: "The <i>Client</i> and the <i>Delivery Partner</i> shall act as stated in this Framework Agreement ("Framework Agreement")."
	10.2	Delete clause 10.2 and replace with "The <i>Client</i> and the <i>Delivery Partner</i> act in a spirit of mutual trust, co- operation and in accordance with the provisions set out in this Framework Agreement."
Identified and defined terms	11.1	In the first sentence of sub-clause 11.1 delete the words "these conditions of contract" and replace with: "this Framework Agreement".
	11.2(3)	In sub-clause 11.2(1) delete the word "framework contract" and replace with: "Framework Agreement".
<i>The Client's Representative</i>	14	In sub-clause 14.1 delete "Supplier" and replace with " <i>Delivery Partner</i> ".
<i>Corrupt Acts</i>	18	In sub-clause 18.1 delete "Supplier" and replace with " <i>Delivery Partner</i> ".
The Parties' obligations	20	In clause 20 delete all references to "Supplier" and replace with " <i>Delivery Partner</i> ".

	20.1	In sub-clause 20.1 delete "contract" and replace with "Framework Agreement".
Supplier selection	21.1	Delete sub-clause 21.1 and replace with: "When the <i>Client</i> requires work to be carried out within the scope, work will either be awarded directly to the <i>Delivery Partner</i> , where appropriate, or through competitive tender in accordance with Schedule 2".
Quotation	23	In clause 23 delete all references to "Supplier" and replace with " <i>Delivery Partner</i> ".
Completion	30.1	In clause 30.1 delete all references to "Supplier" and replace with " <i>Delivery Partner</i> ".
Termination	90	In clause 90 delete all references to "Supplier" and replace with " <i>Delivery Partner</i> ".  In clause 90 delete all references to "contract" and replace with "Framework Agreement".
Termination	90.2	Delete the following words in sub-clause 90.2 "After a Party has notified termination" and replace with "After a Party has notified termination or when this Framework Agreement terminates in accordance with clause Z15".

#### **ADDITIONAL CONDITIONS OF THIS FRAMEWORK AGREEMENT – OPTION Z**

Z1	Additional Defined Terms
Z2	Award of Work Orders and Time Charge Orders
Z3	Best Value
Z4	Insurance
Z5	Pricing of Work Orders and Time Charge Orders
Z6	Liability
Z7	Parent Company Guarantee
Z8	Performance Management
Z9	Framework Management
Z10	Quality Assurance
Z11	Standards and Specifications
Z12	Health and Safety
Z13	Set off
Z14	Conflicts of Interest
Z15	Termination Events and Suspension
Z16	Recovery upon Termination
Z17	Rights of Third Parties
Z18	Governing Law and Jurisdiction
Z19	Employment Provisions - TUPE
Z20	Publicity, Media, and Official Enquiries

Z21	Severability
Z22	Cumulative Remedies
Z23	Waiver
Z24	Collateral Warranty, Performance Bond, and Project Bank Account
Z25	Dispute Resolution Procedure
Z26	Entire Agreement
Z27	Financial Information and Audit
Z28	Delivery Partner Development
Z29	Assignment and Novation
Z30	Prevention of Bribery and Corruption
Z31	Equality and non-discrimination
Z32	Survival
Z33	Knowledge Retention
Z34	Precedence
Z35	Variation
Z36	Environmental Consideration
Z37	Not used
Z38	Carbon and Cost Data
Z39	No Guarantee of Work
Z40	Income Tax and National Insurance Contributions
Z41	Payment
Z42	Mandatory Security and vetting procedures for Staff with access to the <i>Client's</i> IT systems
Z43	Confidentiality
Z44	Data Protection
Z45	Freedom of Information
Z46	Logos and Trademark
Z47	Intellectual Property Rights
Z48	Use of the Framework Agreement by Others
Z49	Compliance with Laws

## **SCHEDULES**

1	Scope of Services
2	Programme management and workflow
3	Use of the Framework Agreement by Others
4	Safety, health, environment, and wellbeing
5	Sustainability
6	Framework management
7	Supply chain management
8	Performance management
9	Contract management

10	Incentivisation arrangements
11	Information management
12	Technical requirements
13	Innovation
14	Data protection
15	Communication and engagement
16	Asset operation and response
17	Software (Not in use. Intentionally left blank)
17	Glossary and abbreviations
18	Delivery Partner tender documents
19	Reserve Delivery Partner tender documents (Not in use. Intentionally left blank)

**Additional defined terms: Z1**

**Z1.1 Change in Control** means:

- (i) the purchase of a controlling interest in a *Delivery Partner* or parent of that *Delivery Partner*, and/or
- (ii) where the *Delivery Partner* undergoes a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988.

**Z1.2 Commercially Sensitive Information** means the Confidential Information listed in a Work Order and/or Time Charge Order comprising information which is provided by the *Delivery Partner* and designated as commercially sensitive information by the *Delivery Partner* for the period set out in that Work Order or Time Charge Order.

**Z1.3 Confidential Information** means information (however it is conveyed or on whatever media it is stored) which has been reasonably designated as confidential by either Party in writing, or which the Party in possession of the information ought reasonably to know is confidential including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights, Commercially Sensitive Information and know-how of either Party and all personal data and sensitive personal data within the meaning of the DPA; but does not include any information:

- (i) which was public knowledge at the time of disclosure (otherwise than by breach of Clause Z43.3 (Confidential Information));
- (ii) which was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;
- (iii) which is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or
- (iv) which has been independently developed other than on the basis of Confidential Information.

**Z1.4 Government Body** means the government of the United Kingdom (excluding the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the Welsh Government), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf.

**Z1.5 Data Protection Legislation** means:

- (i) the UK General Data Protection Regulation or UK GDPR, the Law Enforcement Directive (Directive (EU) 2016/680) as implemented by the DPA 2018 ("LED") and any applicable national implementing Laws as amended from time to time;
- (ii) the Data Protection Act 1998 ("DPA 1998") and/or the Data Protection Act 2018 ("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.



- Z1.6 **Environmental Information Regulations** mean the Environmental Information Regulations 2004 as amended from time to time, any subordinate legislation, codes of practice (statutory and non-statutory) and guidance issued by Government Bodies in relation to such legislation.
- Z1.7 **Equality Act** means the Equality Act 2010 as amended from time to time, any subordinate legislation, codes of practice (statutory and non-statutory) and guidance issued by Government Bodies in relation to such legislation.
- Z1.8 **FOIA** means the Freedom of Information Act 2000 as amended from time to time, any subordinate legislation, codes of practice (statutory and non-statutory) and guidance issued by Government Bodies in relation to such legislation.
- Z1.9 **Goods** means any goods, articles or materials supplied or to be supplied as specified in the Works Information as defined in a Work Order or a Time Charge Order.
- Z1.10 **Information** means Information as defined in FOIA.
- Z1.11 **Intellectual Property Rights and IPR** means without limitation all intellectual property rights including patents, business service and trade marks and names, designs, registered designs and design rights whether or not registered or capable of registration and the right to apply for and any applications for any of the foregoing, copyrights, database rights, domain names, together with the rights in inventions, methods, processes, drawings, documents, methodologies, utility models semi-conductor chip topography, software, databases, know-how, trade or business secrets and other industrial property, and in each case whether protectable or not and, if protectable, whether an application has been made for protection or not, and all similar industrial, commercial, monopoly or other similar right or asset capable of protection whether present or future, vested or contingent, and wherever protected.
- Z1.12 **Law** means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the *Delivery Partner* is bound to comply.
- Z1.13 **Lot(s)** means the lots referred to in the contract notice ref [2023/S 000-019572](#) which the *Delivery Partner* has been appointed to provide works and services under and which are described more fully in Schedule 1: Scope of Services.
- Z1.14 **Others** means the – contracting authorities who are referred to in the contract notice ref [2023/S 000-019572](#) and which have entered into an "User Agreement" with the *Client*.
- Z1.15 **Party or Parties** means the *Client* and the *Delivery Partner* or, where the *Delivery Partner* has entered into a contract for a Works Order or Time Charge Order with one or more *Others*, the *Other* in question.
- Z1.16 **Pre-Existing IPR** means any Intellectual Property Rights vested in or licensed to the *Client* or the *Delivery Partner* prior to or independently of the performance by the *Client* or the *Delivery Partner* of their obligations under a Works Order or a Time Charge Order.

- Z1.17 **Selection Questionnaire** means the *Delivery Partner's* written response to the *Client's* standard questionnaire issued on 10 July 2023.
- Z1.18 **Framework Pricing Workbook** means the pricing workbook(s) that the *Delivery Partner* provided to the *Client* as part of their Tender Return Documents.
- Z1.19 **Project Specific IPRs** means:
- (i) Intellectual Property Rights in items (including but not limited to designs, drawings, plans, specifications, proposals, documentation and works) created by the *Delivery Partner* (or by a third party on behalf of the *Delivery Partner*) specifically for the purposes of a Works Order or a Time Charge Order including any and all updates and amendments of these items; and/or
  - (ii) Intellectual Property Rights arising as a result of the performance of the *Delivery Partner's* obligations under a Work Order or Time Charge Order.
- Z1.20 **Request for Information** means a request for Information FOIA or the Environmental Information Regulations.
- Z1.21 **Staff** means all those persons employed by the *Delivery Partner* or by the *Delivery Partner's* agents, suppliers and sub-contractors who are engaged from time to time in the performance of the *Delivery Partner's* obligations under this 2024 Asset Operation, Maintenance and Response Framework Agreement or any Work Order and/or Time Charge Order.
- Z1.22 **Suppliers** means any contractor (other than the *Delivery Partner*) who has entered into a 2024 Asset Operation, Maintenance and Response Framework Agreement to provide work and/or services under the contract notice ref 2023/S 000-019572.
- Z1.23 **Tender Return Documents** means the documents submitted by the *Delivery Partner* to the *Client* in response to the *Client's* invitation to tender for this 2024 Asset Operation, Maintenance and Response Framework Agreement attached at Schedule 19.

**Award of Work Orders and Time Charge Orders: Z2**

- Z2.1 This 2024 Asset Operation, Maintenance and Response Framework Agreement enables Work Orders and Time Charge Orders to be awarded by the *Client* or (as set out in clause 48) any of the *Others*.
- Z2.2 When a Work Order or Time Charge Order is awarded, the *Delivery Partner* shall enter into a Call-Off Contract with the party awarding the Work Order or Time Charge Order in the form set out in Schedule 9.
- Z2.3 Any services or works undertaken prior to the signing of an appropriate Call-Off Contract mentioned in Z2.2 are done so at the *Delivery Partner's* risk and the *Client* makes no guarantee of payment for these services or works, save for in the case of Emergency Works let pursuant to Schedule 16 that may be ordered orally. Where Emergency Works are ordered orally both Parties agree to use reasonable endeavours to evidence that order in writing as if the order was a Work Order or Time Charge Order (as appropriate) under this 2024 Asset Operation, Maintenance and Response Framework Agreement by no longer than ten (10) working days after the date of the oral order.

**Best Value: Z3**

Z3.1 The *Client* and *Delivery Partner* will act with *Others* and with each other in a spirit of mutual trust and co-operation to provide best value. In determining best value an analysis of whole life cost shall be included.

**Insurance: Z4**

Z4.1 The *Delivery Partner* shall secure and maintain in effect throughout the duration of the Framework Agreement the following insurances:

- (i) Employer's liability insurance shall be a minimum of £10M and include an indemnity to principal clause for the duration of the Framework Agreement;
- (ii) Public liability insurance to a minimum limit of indemnity at £5M for a period expiring no earlier than six (6) years after the date of practical completion of the last Work Order or Time Charge Order undertaken pursuant to this Framework Agreement. The cover shall be on an each and every occurrence and include an indemnity to principal clause. Cover to include sudden or accidental pollution cover;
- (iii) Professional Indemnity insurance to a minimum limit of indemnity or cover at £2M for a period expiring no earlier than six (6) years after the date of practical completion of the last Work Order or Time Charge Order undertaken pursuant to this Framework Agreement. The cover to be an each and every occurrence basis.

Z4.2 Product insurance: not applicable.

Z4.3 Each year, on the anniversary of the commencement date, the *Delivery Partner* shall provide proof that the insurances mentioned in Z4(i) to (iii) above are in place and that premiums are kept up to date throughout the life of the Asset Operation, Maintenance and Response Framework Agreement and for a period expiring no earlier than six (6) years after the date of practical completion of the last Work Order or Time Charge Order undertaken pursuant to this Framework Agreement.

Z4.4 The *Delivery Partner* shall maintain the above mentioned insurances covering (without limitation) all liability hereunder upon customary and usual terms and conditions prevailing for the time being in the insurance market and with reputable insurers lawfully carrying on such insurance business in the United Kingdom with a limit of indemnity of not less than the amounts set out above for each and every claim resulting from or in relation to the work carried out under this 2024 Asset Operation, Maintenance and Response Framework Agreement, provided always that such insurance is available at commercially reasonable rates in the insurance market at large.

Z4.5 Any increased or additional premium required by insurers by reason of the *Delivery Partner's* own claims record or other acts, omissions, matters or things particular to the *Delivery Partner* shall be deemed to be within commercially reasonable rates.

Z4.6 The *Delivery Partner* shall immediately inform the *Client* if such insurance ceases to be available at commercially reasonable rates in the insurance market at large in order that the *Delivery Partner* and the *Client* can discuss means of best protecting

the respective positions of the *Client* and the *Delivery Partner* in respect of the 2024 Asset Operation, Maintenance and Response Framework Agreement in the absence of such insurance.

- Z4.7 The *Delivery Partner* shall fully co-operate with any measures reasonably required by the *Client* including (without limitation) completing any proposals for insurance and associated documents, maintaining such insurance at rates above commercially reasonable rates if the *Client* undertakes in writing to reimburse the *Delivery Partner* in respect of the net cost of such insurance to the *Delivery Partner* above commercially reasonable rates or, if the *Client* effects such insurance at rates at or above commercially reasonable rates, reimbursing the *Client* in respect of what the net cost of such insurance to the *Client* would have been at commercially reasonable rates.

#### **Pricing of Work Orders and Time Charge Orders: Z5**

- Z5.1 The prices offered by the *Delivery Partner* for Work Orders and Time Charge Orders to the *Client* for works and services within the scope shall be in accordance with Schedule 2: Programme management and workflow.

#### **Liability: Z6**

- Z6.1 The liability of the *Delivery Partner* and the *Client* under this 2024 Asset Operation, Maintenance and Response Framework Agreement shall be limited to £5M except in respect of the indemnities provided under clauses Z19 (Employment Provisions – TUPE), Z30 Prevention of Bribery and Corruption), Z31 (Equality and non-discrimination), Z47 (Intellectual Property Rights), or where liability cannot be limited by law. For the avoidance of doubt, the limitation of liability contained in this clause shall not affect any liabilities under any Work Order or Time Charge Order let under this 2024 Asset Operation, Maintenance and Response Framework Agreement.
- Z6.2 If the Work Order or Time Charge Order is awarded by *Others*, *Others* shall be solely responsible for all of its obligations and actions under the Work Order or Time Charge Order including payment and no liability shall attach to the *Client* or any other party save as expressly provided for in the terms of the Work Order or Time Charge Order in question.

#### **Parent Company Guarantee: Z7**

- Z7.1 No later than 21 days starting with the *commencement date* the *Delivery Partner* shall provide an executed Parent Company Guarantee from its ultimate parent company (or other parent company approved by the *Client* in its absolute discretion) in favour of the *Client* (in the form at Schedule 9). Where the ultimate parent company of the *Delivery Partner* is not registered in England and Wales the *Delivery Partner* shall provide a legal opinion from its legal advisers for the benefit of the *Client* confirming that the ultimate parent company guarantee is enforceable and valid in the jurisdiction in which the ultimate parent company is located.

#### **Performance Management: Z8**

- Z8.1 The *Client* shall monitor the *Delivery Partner's* performance under this Framework Agreement in accordance with the provisions detailed in Schedule 8: Performance management. The *Delivery Partner* shall comply with the provisions of Schedule 8 at no cost to the *Client*.

**Framework Management: Z9**

Z9.1 Each Party shall administer the Asset Operation, Maintenance and Response Framework Agreement in accordance with the provisions of Schedule 6: Framework management at their own cost. Schedule 6 shall only be enforceable by the Parties and for avoidance of doubt Schedule 6 shall not be enforceable by *Others* under this Asset Operation, Maintenance and Response Framework Agreement.

**Quality Assurance: Z10**

Z10.1 The *Delivery Partner* shall operate a quality assurance system that complies with Schedule 12: Technical Requirements.

**Standards and Specifications: Z11**

Z11.1 Any design to be undertaken by the *Delivery Partner* pursuant to a Work Order and/or a Time Charge Order shall take account of and be in accordance with the standard designs set out in Schedule 12: Technical Requirements.

Z11.2 When providing any work or services under this Asset Operation, Maintenance and Response Framework Agreement the *Delivery Partner* shall take into account and comply with the matters referred to in Schedule 5: Sustainability.

**Health and Safety: Z12**

Z12.1 The *Delivery Partner*, and their supply chain, shall ensure all Projects delivered through this Asset Operation, Maintenance and Response Framework Agreement meet the requirements set out in Schedule 4: Safety, Health, Environment and Wellbeing.

Z12.2 The *Client* may carry out its own investigation into any health and safety incidents and where it chooses to do so the *Delivery Partner* shall promptly offer all reasonable assistance to the *Client's* investigating officer at the *Delivery Partner's* own cost.

**Set Off: Z13**

Z13.1 The *Client* shall be entitled to deduct from any payment due to the *Delivery Partner*, any sum which is due from the *Delivery Partner* to the *Client*. Nothing contained in this Asset Operation, Maintenance and Response Framework Agreement (other than as to giving notices) shall limit any right of the *Client* under any statute or rule of law in the nature of set off or abatement of price.

**Conflicts of Interest: Z14**

Z14.1 The *Delivery Partner* shall immediately notify the *Client* of any circumstances giving rise to or potentially giving rise to conflicts of interest relating to the *Delivery Partner* (including without limitation its reputation and standing) and/or the *Client* of which it is aware or which it anticipates may justify the *Client* taking action to protect its interests.

Z14.2 Should the Parties be unable to remove the conflict of interest to the satisfaction of the *Client*, the *Client* may terminate this Asset Operation, Maintenance and Response Framework Agreement and any Work Order and or Time Charge Order.

### Termination Events and Suspension: Z15

Z15.1 The *Client* may at any time by notice in writing terminate this Asset Operation, Maintenance and Response Framework Agreement as from the date of service of such notice, or a later date specified in such notice, if any of the events specified below occur (the "**Termination Events**"); namely, if the *Delivery Partner*:

- (i) is convicted or has been convicted of a criminal offence relating to the conduct of its business or profession; or
- (ii) commits or is found to have committed an act of grave misconduct in the course of its business or profession which would have led to the *Delivery Partner's* exclusion from the Procurement; or
- (iii) fails or has failed to comply with any obligations relating to the payment of any taxes or social security contributions; or
- (iv) has made any serious misrepresentations in the tendering process for any project or matter in which the public sector has or had a significant participation; or
- (v) fails to obtain any necessary licences or to obtain or maintain membership of any relevant body; or
- (vi) demerges into two or more firms such that the new entity which it is proposed that the Work Order and/or Time Charge Order will be delivered would have failed to meet the requirements of the Standard Questionnaire; or
- (vii) fails to rectify performance through the Performance Improvement Plan within the set periods pursuant to the procedure described in Schedule 8: Performance Management; or
- (viii) has been given four (4) red cards over the term of the Asset Operation, Maintenance and Response Framework Agreement pursuant to the procedure described in Schedule 8: Performance Management; or
- (ix) is subject to a conflict of interest which has arisen in accordance with Z14 and in the *Client's* opinion the conflict of interest has not been removed to its satisfaction; or
- (x) *Delivery Partner* has miss-stated any material matter in their Pre-Qualification Questionnaire or Tender Return Document, attached at Schedule 19: Delivery Partner tender documentation; or
- (xi) has failed to provide a parent company guarantee in accordance with clause Z7; or
- (xii) has materially breached any condition of this Asset Operation, Maintenance and Response Framework Agreement.

Any such termination being deemed to have been caused by a substantial failure of the *Delivery Partner* to comply with their obligations.

Z15.2 The *Client* may terminate the **Asset Operation, Maintenance and Response Framework Agreement** with immediate effect by notice in writing and without compensation to the *Delivery Partner* where the *Delivery Partner* is a company and in respect of the *Delivery Partner*:

- (i) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or
- (ii) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or
- (iii) a petition is filed for its winding up (which is not dismissed within fourteen (14) days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or
- (iv) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
- (v) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
- (vi) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
- (vii) being a "small company" within the meaning of section 247(3) of the Companies Act 1985, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- (viii) any event similar to those listed in Z15.2(a)-(g) occurs under the law of any other jurisdiction.

Z15.3 The *Client* may terminate the **2024 Asset Operation, Maintenance and Response Framework Agreement** with immediate effect by notice in writing and without compensation to the *Delivery Partner* where the *Delivery Partner* is an individual and:

- (i) an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the *Delivery Partner*'s creditors; or
- (ii) a petition is presented and not dismissed within fourteen (14) days or order made for the *Delivery Partner*'s bankruptcy; or
- (iii) a receiver, or similar officer is appointed over the whole or any part of the *Delivery Partner*'s assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or
- (iv) the *Delivery Partner* is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of section 268 of the Insolvency Act 1986; or

- (v) a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the *Delivery Partner*'s assets and such attachment or process is not discharged within fourteen (14) days; or
- (vi) he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005; or
- (vii) he suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business; or
- (viii) any event similar to those listed in Z15.3(a)-(g) occurs under the law of any other jurisdiction.

Z15.4 The *Delivery Partner* shall notify the *Client* as soon as reasonably practical in writing of any agreement, proposal or negotiations which will or may result in a Change in Control and shall give further notice to the *Client* when any Change in Control has occurred. The *Client* may terminate the 2024 Asset Operation, Maintenance and Response Framework Agreement with immediate effect by notice in writing and without compensation to the *Delivery Partner* within six (6) Months of:

- (i) being notified that a Change of Control has occurred; or
- (ii) where no notification has been made, the date that the *Client* becomes aware of the Change of Control,

but shall not be permitted to terminate where the *Client*'s prior written acceptance was granted prior to the Change in Control.

Z15.5 The *Client* may terminate the Asset Operation, Maintenance and Response Framework Agreement with immediate effect by notice in writing and without compensation to the *Delivery Partner* where the *Delivery Partner* is a partnership and:

- (a) a proposal is made for a voluntary arrangement within Article 4 of the Insolvent Partnerships Order 1994, or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors; or
- (b) it is for any reason dissolved; or
- (c) a petition is presented for its winding up or for the making of any administration order, or an application is made for the appointment of a provisional liquidator; or
- (d) a receiver, or similar officer is appointed over the whole or any part of its assets; or
- (e) the partnership is deemed unable to pay its debts within the meaning of section 222 or 223 of the Insolvency Act 1986 as applied and modified by the Insolvent Partnerships Order 1994; or
- (f) any of the following occurs in relation to any of its partners:
  - (i) an application for an interim order is made pursuant to sections 252-



253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, his creditors; or

(ii) a petition is presented for his bankruptcy; or

(iii) a receiver, or similar officer is appointed over the whole or any part of his assets; or

(g) any event similar to those listed in Z15.5(a)-(f) occurs under the law of any other jurisdiction.

Z15.6 The *Client* may terminate the 2024 Asset Operation, Maintenance and Response Framework Agreement with immediate effect by notice in writing and without compensation to the *Delivery Partner* where the *Delivery Partner* is a limited liability partnership and:

(a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors; or

(b) it is for any reason dissolved; or

(c) an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given within Part II of the Insolvency Act 1986; or

(d) any step is taken with a view to it being determined that it be wound up (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation) within Part IV of the Insolvency Act 1986; or

(e) a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator within Part IV of the Insolvency Act 1986; or

(f) a receiver, or similar officer is appointed over the whole or any part of its assets; or

(g) it is or becomes unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986; or

(h) a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or

(i) any event similar to those listed in Z15.6(a) to (j) occurs under the law of any other jurisdiction.

Z15.7 References to the Insolvency Act 1986 in clause Z15 shall be construed as being references to that Act as applied under the Limited Liability Partnerships Act 2000 subordinate legislation.

Z15.8 The *Client* may terminate this 2024 Asset Operation, Maintenance and Response Framework Agreement by serving written notice on the *Delivery Partner* with effect from the date of service of such notice, or a later date specified in such notice, if any of the events specified below occur; namely, if:

- (a) the 2024 Asset Operation, Maintenance and Response Framework Agreement and/or any Call-Off Contract has been subject to a substantial modification which would have required a new procurement procedure in accordance with regulation 72(9) of the Public Contracts Regulations 2015;
- (b) the *Delivery Partner* has, at the time of contract award, been in one of the situations referred to in regulation 57(1) of the Public Contracts Regulations 2015, including as a result of the application of regulation 57(2) of the Public Contracts Regulations 2015, and should therefore have been excluded from the procurement procedure.

Z15.9 Without prejudice to the *Client's* rights to terminate the Asset Operation, Maintenance and Response Framework Agreement pursuant to Clause Z15.1 to Z15.8 above, if a right to terminate this Asset Operation, Maintenance and Response Framework Agreement arises in accordance with Clause Z15.1 to Z15.8, the *Client* may suspend the *Delivery Partner's* future appointment to supply works, services and goods through Work Order and Time Charge Orders, to the *Client* and *Others* pursuant to this Asset Operation, Maintenance and Response Framework Agreement by giving notice in writing to the *Delivery Partner*. If the *Client* provides notice to the *Delivery Partner* in accordance with this Clause Z15.9, the *Delivery Partner's* appointment shall be suspended for the period set out in the notice or such other period notified to the *Delivery Partner* by the *Client* in writing from time to time.

#### **Recovery upon Termination: Z16**

Z16.1 On the termination of the Asset Operation, Maintenance and Response Framework Agreement in accordance with Z15, Z40.6 and/or Z30.2, but subject to its ongoing obligations under any Work Order or Time Charge Orders, the *Delivery Partner* shall, as far as reasonably practical and at its own cost:

- (a) immediately return to the *Client* all Confidential Information, Personal Data (as defined in Z44.1) and the *Client's* Intellectual Property Rights in its possession or in the possession or under the control of any of the *Delivery Partner's* or sub-contractors, which was obtained or produced in the course of providing the works or services pursuant to a Work Order or Time Charge Order;
- (b) immediately deliver to the *Client* all property (including materials, documents, information and access keys) provided to the *Delivery Partner* by the *Client*. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
- (c) assist and co-operate with the *Client* to ensure an orderly transition of the provision of works or services to any person appointed by the *Client* to continue or complete any work or service under a Work Order or Time Charge Order in progress at the date of termination; and
- (d) promptly provide all information concerning the provision of the services or works under a Work Order or Time Charge Order which may reasonably be requested by the *Client* for the purposes of understanding the manner in which the works or services have been provided and/or for the purpose of allowing the *Client* to conduct due diligence or auditing.

Z16.2 If the *Delivery Partner* fails to comply with clause Z16.1 (a) and (b), the *Client* may recover possession of the items referred to and the *Delivery Partner* grants a licence

to the *Client* or its appointed agents to enter (for the purposes of such recovery) any premises of the *Delivery Partner* or its sub-contractors where any such items may be held.

Z16.3 Upon the determination of this 2024 Asset Operation, Maintenance and Response Framework Agreement upon it reaching the *end date* the *Delivery Partner* shall at its own cost:

- (a) upon the completion of previously let Work Orders and Time Charge Orders immediately return to the *Client* all Confidential Information, Personal Data (as defined in Z44.1) and the *Client's* Intellectual Property Rights in its possession or in the possession or under the control of any permitted Staff, which was obtained or produced in the course of providing the works or services pursuant to a Work Order or Time Charge Order;
- (b) upon the completion of previously let Work Orders and Time Charge Orders immediately deliver to the *Client* all property (including materials, documents, information and access keys) provided to the *Delivery Partner*. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
- (c) Upon termination of previously let Work Orders and Time Charge Orders the *Delivery Partner* shall render reasonable assistance to the *Client* to the extent necessary to affect an orderly assumption by a replacement supplier or the *Client* of the works or services undertaken under Work Order or Time Charge Order.

Z16.4 For the avoidance of doubt, if this 2024 Asset Operation, Maintenance and Response Framework Agreement is terminated, the fact of that termination does not affect the rights and obligations of the parties in any Work Order or Time Charge Orders let under this 2024 Asset Operation, Maintenance and Response Framework Agreement.

#### **Rights of Third Parties: Z17**

Z17.1 Except as set out in clause Z48 in respect of *Others*, a person who is not a Party to the 2024 Asset Operation, Maintenance and Response Framework Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of both Parties.

#### **Governing Law and Jurisdiction: Z18**

Z18.1 The 2024 Asset Operation, Maintenance and Response Framework Agreement shall be governed by and interpreted in accordance with English Law and shall be subject to the jurisdiction of the Courts of England and Wales.

#### **Employment Provisions – TUPE: Z19**

Z.19.1 In this clause Z19 (and in relation to "Supplier Personnel", also the Schedule 14: Data protection) the following terms shall have the following meanings:

- a) "**Supplier Personnel**" means all Staff, directors, officers, employees, agents, consultants and contractors of the *Delivery Partner* and of any sub-contractors who are engaged in the provision of a Relevant Contract from time to time.

- b) **“Employment Regulations”** means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or updated.
- c) **“Replacement Supplier”** means any person appointed by the *Client* to carry out any activities which are fundamentally the same as any of the activities carried out by the *Delivery Partner* following the termination (by any means) of a Relevant Contract.
- d) **“Relevant Contract”** means a Work Order or Time Charge Order.
- e) **“Transferring Employees”** means those employees whose contract of employment will be transferred to the *Client* or a Replacement Contractor pursuant to the Employment Regulations on expiry or termination of a Relevant Contract.
- f) **“Staffing Information”** means the following information about the *Delivery Partner's* employees:
- (a) their ages, dates of commencement of employment or engagement and gender;
  - (b) details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise;
  - (c) the identity of the employer or relevant contracting party;
  - (d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
  - (e) their wages, salaries and profit-sharing arrangements as applicable;
  - (f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;
  - (g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
  - (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long-term absence;
  - (i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and
  - (j) any other “employee liability information” as such term is defined in regulation 11 of the Employment Regulations.
- g) **“Staffing Liabilities”** all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation related

to the Staffing Personnel including in relation to the following:

- (a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;
- (b) unfair, wrongful or constructive dismissal compensation;
- (c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;
- (d) compensation for less favourable treatment of part-time workers or fixed term employees;
- (e) outstanding employment debts and unlawful deduction of wages including any PAYE and national insurance contributions;
- (f) employment claims whether in tort, contract or statute or otherwise;
- (g) any investigation relating to employment matters by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation.

Z19.2 Not later than twelve (12) months prior to the end of a Relevant Contract (or such other time as the *Client* and *Delivery Partner* shall agree in writing), the *Delivery Partner* shall provide the *Client* with the Staffing Information, together with such other information as the *Client* may reasonably require.

Z19.3 At intervals to be stipulated by the *Client* (which shall not be more frequent than every thirty (30) days starting no earlier than twelve (12) months before the *end date* of the 2024 Asset Operation, Maintenance and Response Framework Agreement, the *Delivery Partner* shall deliver to the *Client* a complete update of the information which is disclosable pursuant to clause Z19.2. In the absence of any instructions from the client, at least 28 Working Days prior to the *end date*, the *Delivery Partner* shall provide to the *Client* or at the direction of the *Client* to any Replacement Supplier:

- (a) with a list of all the Supplier Personnel that are Transferring Employees and the Staffing Information in relation to this list;
- (b) All other information referred to Z19.2 (updated and finalised); and
- (c) Any other information which the *Client* may reasonably require.

Z19.4 At the time of providing the information disclosed pursuant to clauses Z19.2 and Z19.3, the *Delivery Partner* shall warrant the completeness and accuracy of all such information and the *Client* may assign the benefit of this warranty to any Replacement Delivery Partner.

- Z19.5 The *Client* may use the information it receives from the *Delivery Partner* pursuant to clauses Z19.2 and Z19.3 for the purposes of the Employment Regulations and/or any retendering process in order to ensure an effective handover of all work in progress at the end of the Relevant Contract. The *Delivery Partner* shall provide the Replacement Supplier with such assistance as it shall reasonably request.
- Z19.6 Upon on expiry or termination of a Relevant Contract the *Delivery Partner* shall indemnify and keep indemnified and hold the *Client* (both for themselves and any Replacement Supplier) harmless from and against all Staffing Liabilities and other liabilities (including but not limited to the amount of any amount by which the *Client's* or any Replacement Supplier's liabilities to Staff exceed the amount stated in or indicated by the information disclosed pursuant to Z19.2) which the *Client* or any Replacement Supplier may suffer or incur as a result of or in connection with:
- (a) any inaccuracy or deficiency in the information provided pursuant to clause Z19.2; and
  - (b) any claim or demand by any Transferring Employee (whether in contract, tort, under statute, pursuant to EU Law or otherwise) in each case arising directly or indirectly from any act, fault or omission of the *Delivery Partner* or any sub-contractor (of the *Delivery Partner*) in respect of any Staff transferring on or before the end of the Relevant Contract; and
  - (c) any failure by the *Delivery Partner* or any sub-contractor/consultant of the *Delivery Partner* to comply with its obligations under Regulation 13 or 14 of the Employment Regulations or any award of compensation under Regulation 15 of the Employment Regulations save where such failure arises from the failure of the *Delivery Partner* to comply with its duties under Regulation 13 of the Employment Regulations; and
  - (d) any claim (including any individual employee entitlement under or consequent on such a claim) by any trade union or other body or person representing any Transferring Employees arising from or connected with any failure by the *Delivery Partner* or any sub-contractor/consultant to comply with any legal obligation to such trade union, body or person; and
  - (e) any claim by any person who is transferred by the *Delivery Partner* to the *Client* and/or a Replacement *Delivery Partner* whose name is not included in the list of Transferring Employees.
- Z19.7 If the *Delivery Partner* becomes aware that the information it provided pursuant to clause Z19.2 has become untrue, inaccurate or misleading, it shall immediately notify the *Client* and provide the *Client* with up to date information.
- Z19.8 This clause Z19 applies during the Asset Operation, Maintenance and Response Framework Agreement and indefinitely thereafter.
- Z19.9 During the twelve (12) months prior to the end of a Relevant Contract the *Delivery Partner* shall not (and shall procure that any sub-contractor shall not) without prior written approval of the *Client* (such approval not to be unreasonably withheld or delayed):
- (a) amend or vary (or purport to amend or vary) the terms and conditions of

employment or engagement (including, for the avoidance of doubt, pay) of any Staff (other than where such amendment or variation has previously been agreed between the *Delivery Partner* and the Supplier Personnel in the normal course of business and where any such amendment or variation is not in any way related to the transfer of the services pursuant to the Employment Regulations);

- (b) introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any Transferring Employees;
- (c) terminate or give notice to terminate the employment or engagement of any Supplier Personnel (other than in circumstances in which the termination is for reasons of misconduct or lack of capability);
- (d) transfer away, remove, reduce or vary the involvement of any other Supplier Personnel from or in the provision of the services under a Relevant Contract (other than where such transfer or removal:
  - (i) was planned as part of the individual's career development;
  - (ii) takes place in the normal course of business; and
  - (iii) will not have any adverse impact upon the delivery of the services by the *Delivery Partner* (provided that any such transfer, removal, reduction or variation is not in any way related to the transfer of the services); or
- (e) recruit or bring in any new or additional individuals to provide the services under a Relevant Contract who were not already involved in providing the services prior to the relevant period.

Z19.10 In the event of the Employment Regulations applying at the end of a Relevant Contract, the *Delivery Partner* shall provide, and shall procure that each sub-contractor shall provide, all reasonable cooperation and assistance to the *Client*, any Replacement Supplier and/or any Replacement Sub-contractor to ensure the smooth transferring of any employees that are entitled to transfer under the Employment Regulations including providing sufficient information in advance of the transfer to ensure all necessary payroll arrangements can be made to enable the transferring employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within five (5) working days following the date on which the employees transfer pursuant to the Employment Regulations, the *Delivery Partner* shall provide, and shall procure that each sub-contractor shall provide, to the *Client* or, at the direction of the *Client*, to any Replacement Supplier and/or any Replacement Sub-contractor (as appropriate), in respect of each relevant employee:

- (a) the most recent month's copy pay slip data;
- (b) details of cumulative pay for tax and pension purposes;
- (c) details of cumulative tax paid;
- (d) tax code;

- (e) details of any voluntary deductions from pay; and
- (f) bank/building society account details for payroll purposes.

**Publicity, Media and Official Enquiries: Z20**

Z20.1 The *Delivery Partner* Z20.2 shall comply with the provisions of Schedule 15: Communication and Engagement.

**Severability: Z21**

- Z21.1 If any provision of the Asset Operation, Maintenance and Response Framework Agreement is held invalid, illegal or unenforceable for any reason, such provision shall be severed, and the remainder of the provisions hereof shall continue in full force and effect as if the 2024 Asset Operation, Maintenance and Response Framework Agreement had been executed with the invalid provision eliminated.
- Z21.2 In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the 2024 Asset Operation, Maintenance and Response Framework Agreement, the *Client* and the *Delivery Partner* shall immediately commence good faith negotiations to remedy such invalidity.

**Cumulative Remedies: Z22**

Z22.1 Except as otherwise expressly provided by the 2024 Asset Operation, Maintenance and Response Framework Agreement, all remedies available to either Party for breach of the Asset Operation, Maintenance and Response Framework Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

**Waiver: Z23**

- Z23.1 The failure of either Party to insist upon strict performance of any provision of the 2024 Asset Operation, Maintenance and Response Framework Agreement, or the failure of either Party to exercise, or any delay in exercising, any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the 2024 Asset Operation, Maintenance and Response Framework Agreement.
- Z23.2 No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with this 2024 Asset Operation, Maintenance and Response Framework Agreement.
- Z23.3 A waiver of any right or remedy arising from a breach of the 2024 Asset Operation, Maintenance and Response Framework Agreement shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the 2024 Asset Operation, Maintenance and Response Framework Agreement.

**Collateral Warranty, Performance Bond and Project Bank Account Z24**

Z24.1 The *Delivery Partner* shall enter into Collateral Warranties in respect of Work Order or Time Charge Order in the form set out in Schedule 9 upon the written request of the *Client* at no cost to the *Client* within fourteen (14) days of receipt of such request but subject to clause Z24.2 below.



- Z24.2 If the *Client* is not to be the beneficiary of the collateral warranty, the *Client* shall only require the *Delivery Partner* to enter into a collateral warranty if it has informed the *Delivery Partner* of the identity of the beneficiary of the collateral warranty prior to the award of the relevant Work Order or Time Charge Order.
- Z24.3 Where prior to the award of a of Work Order or Time Charge Order the *Client* has informed the *Delivery Partner* that a performance bond is required the *Delivery Partner* shall give the *Client* a performance bond (in the form set out in Schedule 9 unless otherwise agreed by the parties) provided by a bank or insurer which the *Client* has accepted for the amount stated by the *Client*.
- Z24.4 The *Client* may refuse the bank or insurer if the *Client* considers (in its absolute discretion) that the Bank or insurer's financial position is not strong enough to carry the bond.
- Z24.5 Where prior to the award of a Work Order or Time Charge Order the *Client* has informed the *Delivery Partner* that a project bank account is required the Work Order or Time Charge Order shall have incorporated into it the provisions of Schedule 9.

**Dispute Resolution Procedure: Z25**

- Z25.1 The resolution of any dispute should remain at project level until all efforts to resolve the matter have been exhausted, in accordance with Schedule 9: Contract Management.
- Z25.2 Where matters of disagreement or disputes have relevance to the Suppliers, the *Client* and *Delivery Partner* agree that the process set out in Schedule 9 shall be followed.
- Z25.3 Where the process set out in the clauses above has not resolved the disagreement or dispute the relevant dispute resolution procedures in the relevant NEC4 agreements, Work Order or Time Charge Order shall apply.

**Entire Agreement: Z26**

- Z26.1 This 2024 Asset Operation, Maintenance and Response Framework Agreement and the documents referred to in it constitute the entire agreement and understanding of the *Client* and the *Delivery Partner* and supersede any previous agreement, whether written or oral, between the parties relating to the subject matter of this 2024 Asset Operation, Maintenance and Response Framework Agreement.
- Z26.2 Other than as expressly set out in this 2024 Asset Operation, Maintenance and Response Framework Agreement as a warranty, each of the parties agrees that, in entering into this 2024 Asset Operation, Maintenance and Response Framework Agreement, it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty (whether negligently or innocently made and whether or not made in connection with the terms of this 2024 Asset Operation, Maintenance and Response Framework Agreement) of any person (whether party to this 2024 Asset Operation, Maintenance and Response Framework Agreement or not).
- Z26.3 The only remedy available to the Parties for breach of the warranties shall be for breach of contract under the terms of this 2024 Asset Operation, Maintenance and Response Framework Agreement.

- Z26.4 Notwithstanding this clause Z26, nothing in this 2024 Asset Operation, Maintenance and Response Framework Agreement shall operate to limit or exclude any liability for fraud.
- Z26.5 The *Delivery Partner* warrants that the Tender Return Document (Schedule 19) is true and accurate and will remain true and accurate for the duration of the 2024 Asset Operation, Maintenance and Response Framework Agreement. The *Delivery Partner* warrants that it will provide all of the benefits, services and processes set out in the Tender Return Document (Schedule 19) at the prices contained (where applicable) in the Tender Return Document for the duration of the 2024 Asset Operation, Maintenance and Response Framework Agreement.

**Financial Information and Audit: Z27**

- Z27.1 Prior to and throughout the duration of the 2024 Asset Operation, Maintenance and Response Framework Agreement, the *Client* requires the *Delivery Partner* to provide it with a copy of its annual accounts or equivalent upon request and the *Delivery Partner* shall operate open book arrangements in accordance with Schedule 9: Contract Management.
- Z27.2 The *Delivery Partner* shall provide the *Client* with regular commercial records, reports, data and information on all Work Orders and Time Charge Orders delivered under this 2024 Asset Operation, Maintenance and Response Framework Agreement in such a manner as to enable the *Client* to carry out an effective financial audit of the 2024 Asset Operation, Maintenance and Response Framework Agreement and all contracts entered into. All requirements are defined within the Schedules.
- Z27.3 The *Delivery Partner* shall keep and maintain until twelve (12) years after the end of any Work Order or Time Charge Order, or as long a period as may be agreed between the Parties, full and accurate records of the works, goods and services supplied under it (but not including any *Client* Confidential Information that it has returned to the *Client* under clause Z16), all expenditure reimbursed by the *Client*, and all payments made by the *Client*. The *Delivery Partner* shall on request afford the *Client* such access to those records and processes as may be requested by the *Client* in connection with the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Orders or Time Charge Orders.
- Z27.4 The *Delivery Partner* shall make available to the *Client*, free of charge, whenever requested, copies of audit reports obtained by the *Delivery Partner* in relation to the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order and/or Time Charge Orders.
- Z27.5 The *Delivery Partner* shall permit duly authorised representatives of the *Client* and/or the Comptroller and Auditor General to examine the *Delivery Partner*'s records and documents relating to this 2024 Asset Operation, Maintenance and Response Framework Agreement or any Work Order or Time Charge Orders let under it and to provide such copies and oral or written explanations as may reasonably be required.
- Z27.6 The *Delivery Partner* (and its contractors, suppliers or agents) shall permit the Comptroller and Auditor General (and his appointed representatives) access free of charge during normal business hours on reasonable notice to all such documents (including computerised documents and data) and other information as the Comptroller and Auditor General may reasonably require for the purposes of his

financial audit of the *Client* and for carrying out examinations into the economy, efficiency and effectiveness with which the *Client* has used its resources.

**Delivery Partner Development: Z28**

Z28.1 The *Client* will operate, and the *Delivery Partner* will participate in the Delivery Partner development programmes described in Schedules 6 and 9.

**Assignment and Novation: Z29**

Z29.1 The *Delivery Partner* may not assign the benefit of this 2024 Asset Operation, Maintenance and Response Framework Agreement to a third party except with the *Client's* prior written consent (in the *Client's* absolute discretion).

Z29.2 The *Client* may at its discretion assign, novate or otherwise dispose of any or all of its rights, obligations and liabilities under this 2024 Asset Operation, Maintenance and Response Framework Agreement and/or any associated licences to:

- (a) any government body; or
- (b) to a body other than a government body (including any private sector body) which performs any of the functions that previously had been performed by the *Client*,

and the *Delivery Partner* shall, at the *Client's* request, enter into any agreement which the *Client* shall reasonably specify in order to enable the Authority to exercise its rights pursuant to this Clause.

Z29.3 Any change in the legal status of the *Client* shall not affect the validity of this 2024 Asset Operation, Maintenance and Response Framework Agreement and this 2024 Asset Operation, Maintenance and Response Framework Agreement shall be binding on any successor body to the *Client*.

**Prevention of Bribery and Corruption: Z30**

Z30.1 The *Delivery Partner* warrants and represents that:

- (a) it has not committed any offence under the Bribery Act 2010 or done any of the following (referred to hereafter as "**Prohibited Acts**"):
  - (i) offered, given or agreed to give any officer or employee of the *Client* any gift or consideration of any kind as an inducement or reward for doing or not doing or for having done or not having done any act in relation to the obtaining of performance of this or any other agreement with the *Client* or for showing or not showing favour or disfavour to any person in relation to this or any other agreement with the *Client*; or
  - (ii) in connection with this 2024 Asset Operation, Maintenance and Response Framework Agreement paid or agreed to pay any commission other than a payment, particulars of which (including the terms and conditions of the agreement for its payment) have been disclosed in writing to the *Client*; and
  - (iii) it has in place adequate procedures to prevent bribery and

corruption, as contemplated by section 7 of the Bribery Act 2010.

Z30.2 If the *Delivery Partner*, its Staff, the staff employed by the *Delivery Partner's* agents, suppliers and sub-contractors (or anyone acting on its or their behalf) has done or does any of the Prohibited Acts or has committed or commits any offence under the Bribery Act 2010 with or without the knowledge of the *Delivery Partner* in relation to this 2024 Asset Operation, Maintenance and Response Framework Agreement or any other agreement with the *Client* the *Client* shall be entitled:

- (a) to terminate this Agreement and recover from the *Delivery Partner* the amount of any loss resulting from the termination;
- (b) to recover from the *Delivery Partner* the amount or value of any gift, consideration or commission concerned; and
- (c) to recover from the *Delivery Partner* any other loss or expense sustained in consequence of the carrying out of the Prohibited Act or the commission of the offence.

Z30.3 Any termination under clause Z30.2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to the *Client*.

Z30.4 The *Delivery Partner* shall impose on any sub-contractors obligations substantially similar to those imposed on the *Delivery Partner* by this Clause Z30.

Z30.5 Notwithstanding clause Z25 (Dispute Resolution Procedure), any dispute relating to:

- (a) the interpretation of clauses Z30.1 and Z30.2; or
- (b) the amount or value of any gift, consideration or commission, shall be determined by the *Client* and the decision shall be final and conclusive.

#### **Equality and non-discrimination: Z31**

Z31.1 The *Delivery Partner* shall not:

- (a) engage in any prohibited conduct as defined in part 2 chapter 2 Equality Act in relation to any protected characteristic (as defined in section 4 Equality Act) where this would contravene any provisions of the Equality Act, including (without limitation) part 3 (goods and services) and part 5 (employment);
- (b) do (or omit to do) anything else that would amount to a contravention of the Equality Act including (without limitation) part 8 (prohibited conduct: ancillary) and chapter 3 part 5 (equality of terms).

Z31.2 The *Delivery Partner* shall notify the *Client* immediately of any investigation of or proceedings against the *Delivery Partner*, whether under the Equality Act or any legislation to similar effect, and shall cooperate fully and promptly with any requests of the person or body conducting such investigation or proceedings, including allowing access to any documents or data required, attending any meetings and providing any information requested.

- Z31.3 In addition to its obligations under this Clause Z31 relating to the Equality Act, the *Delivery Partner* shall ensure that it complies with all other current employment legislation including, without limitation, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002.
- Z31.4 The *Delivery Partner* shall take all reasonable steps (at its own expense) to ensure that any employees employed in the provision of any works or services provided under a Work Order or Time Charge Order comply with their obligations under the Equality Act.
- Z31.5 The *Delivery Partner* shall impose on any sub-contractors and or agents obligations substantially similar to those imposed on the *Delivery Partner* by this Clause Z31.
- Z31.6 The *Delivery Partner* shall indemnify the *Client* against all costs, claims, charges, demands, liabilities, damages, losses and expenses incurred or suffered by the *Client* arising out of or in connection with any investigation conducted or any proceedings brought under the Equality Act due directly or indirectly to any act or omission by the *Delivery Partner*, its agents, employees or sub-contractors, or any breach of this clause Z31.

**Survival: Z32**

- Z32.1 The provisions of Clauses Z1, Z4, Z6, Z7, Z10, Z11, Z12, Z13, Z14, Z15, Z16, Z17, Z18, Z19, Z20, Z21, Z22, Z23, Z24, Z25, Z26, Z27, Z29, Z30, Z31, Z32, Z33, Z34, Z35, Z36, Z37, Z38, Z40, Z41, Z42, Z43, Z44, Z45, Z46, Z47 and Z48 shall survive termination of this 2024 Asset Operation, Maintenance and Response Framework Agreement.

**Knowledge Retention: Z33**

- Z33.1 The *Delivery Partner* shall co-operate fully with the *Client* in order to enable an efficient and detailed knowledge transfer from the *Delivery Partner* to the *Client* on the completion or earlier termination of the 2024 Asset Operation, Maintenance and Response Framework Agreement and in addition, to minimise any disruption to routine operational requirements. To facilitate this transfer, the *Delivery Partner* shall provide the *Client* free of charge with reasonable access to its Staff, and in addition, copies of all documents, reports, summaries and any other information requested by the *Client*. The *Delivery Partner* shall comply with the *Client*'s request for information no later than two weeks from the date that that request was made.

**Precedence: Z34**

- Z34.1 Where this 2024 Asset Operation, Maintenance and Response Framework Agreement or any Schedule attached thereto conflicts with any provision in any Work Order or Time Charge Order the terms of this 2024 Asset Operation, Maintenance and Response Framework Agreement shall prevail and the *Client* acting reasonably shall resolve any ambiguity or inconsistency arising between this 2024 Asset Operation, Maintenance and Response Framework Agreement and a Work Order or Time Charge Order.
- Z34.2 Where any provision of this 2024 Asset Operation, Maintenance and Response Framework Agreement or any Schedule is inconsistent with the terms of the NEC4 Framework Agreement, the terms of this 2024 Asset Operation,

Maintenance and Response Framework Agreement shall prevail and the NEC4 Framework Agreement shall be deemed to have been amended accordingly.

Z34.3 Where the provision of any Schedule conflicts with the provision of this 2024 Asset Operation, Maintenance and Response Framework Agreement or another Schedule the conflict shall be resolved by applying the following order of precedence:

- (a) The terms of the Framework Agreement;
- (b) Schedule 1 – Scope of Services
- (c) Schedule 6 – Framework management
- (d) Schedule 9 – Contract management
- (e) Schedule 8 – Performance management
- (f) All other Schedules except Schedule 18
- (g) Schedule 18 – Delivery Partner tender documentation

Z34.4 In respect of clause Z44 of this 2024 Asset Operation, Maintenance and Response Framework Agreement, regarding compliance with the Data Protection Legislation, in the event of a conflict between the terms in the body of this Framework, any Work Order or Time Charge Order and the Schedule 14 Data Protection, the terms of the Data Protection Schedule shall take precedence.

**Variation: Z35**

Z35.1 No variation to this 2024 Asset Operation, Maintenance and Response Framework Agreement shall be permitted without the prior written consent of the *Client* and the *Delivery Partner*. Any variation shall be managed through the Change Control Process, in accordance with Schedule 6: Framework Management.

**Environmental Consideration: Z36**

Z36.1 The *Delivery Partner* shall comply with the environmental considerations set out in Schedules 4 and 5.

**Incentivisation: Z37 – not used**

**Carbon and Cost Data: Z38**

Z38.1 The *Delivery Partner* shall provide the *Client* with cost and carbon data required by each Call-off Contract in the frequency and form set out in Schedule 9 at its own cost.

**No Guarantee of Work: Z39**

Z39.1 This 2024 Asset Operation, Maintenance and Response Framework Agreement does not constitute a commitment to award any, or any level of, business and shall not be an exclusive arrangement between the *Client* and the *Delivery Partner* either as to the contracts entered into or as to the *Client* being bound to offer call off

contracts to the *Delivery Partner* in preference to any of the *Delivery Partner's* or other third parties.

**Income Tax and National Insurance Contributions: Z40**

- Z40.1 Where the *Delivery Partner* and/or its Staff are liable to be taxed in the UK in respect of consideration received under this contract, it shall at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax in respect of that consideration.
- Z40.2 Where the *Delivery Partner* and/or its Staff is liable to National Insurance Contributions in respect of consideration received under this contract, it shall at all times comply with the Social Security Contributions and Benefits Act 1992 and all other statutes and regulations relating to NICs in respect of that consideration.
- Z40.3 Where the *Delivery Partner* is subject to any legal requirements concerning the payment of taxes or social security contributions of equivalent effect to those specified in Z40.1 or Z40.2 in any other member state of the European Union, the *Delivery Partner* shall comply with those requirements.
- Z40.4 The *Client* may, at any time during the term of this 2024 Asset Operation, Maintenance and Response Framework Agreement, require the *Delivery Partner* and/or its Staff to provide information which demonstrates how the *Delivery Partner* and/or its Staff complies with clauses Z40.1, Z40.2 or Z40.3 above or why those Clauses do not apply to it.
- Z40.5 A requisition under clause Z40.4 above may specify the information which the *Delivery Partner* and/or its Staff must provide and the period within which that information must be provided.
- Z40.6 The *Client* may terminate this 2024 Asset Operation, Maintenance and Response Framework Agreement if:
- (a) in the case of a request mentioned in clause Z40.4 above-
    - (i) the *Delivery Partner* and/or its Staff fails to provide information in response to the request within a reasonable time, or
    - (ii) the *Delivery Partner* and/or its Staff provides information which is inadequate to demonstrate either how the *Delivery Partner* and/or its Staff complies with clauses Z40.1, Z40.2 and Z40.3 above or why those clauses do not apply to it;
  - (b) in the case of a requisition mentioned in clause Z40.4 above, the *Delivery Partner* and/or its Staff fails to provide the specified information within the specified period; or
  - (c) the *Client* receives information which, in its reasonable assessment, demonstrates that, at any time when clauses Z40.1 and Z40.2 apply to the *Delivery Partner* and/or its Staff, the *Delivery Partner* and/or its Staff is not complying with those clauses.
- Z40.7 The *Client* will not object to the *Delivery Partner* and/or its Staff supplying any information which it receives under clause Z40 to the Commissioners of His

Majesty's Revenue and Customs for the purpose of the collection and management of revenue for which they are responsible.

Z40.8 The *Delivery Partner* shall ensure that this clause Z40 shall be repeated (and amended appropriately) in any contract between it and its Staff, agents, suppliers and sub-contractors (but only insofar as it relates to work or services being undertaken pursuant to this 2024 Asset Operation, Maintenance and Response Framework Agreement).

**Payment: Z41**

Z41.1 The Parties shall comply with the payment provision set out in the Time Charge Orders or Work Orders, along with Schedule 2: Programme management and workflow.

**Mandatory Security and vetting procedures for Staff with access to the Client's IT systems: Z42**

Z42.1 If in the performance of a Work Order and/or Time Charge Order, any Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors are to have access to the *Client's* IT systems, the Work Order and/or Time Charge Order will be subject to the following mandatory security and vetting procedure. This mandatory security and vetting procedure shall also apply to all Work Orders and/or Time Charge Orders for secondment of Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors. The *Delivery Partner* shall retain copies of the documents provided, acquired, copied or created for the purposes of complying with these requirements and shall make such copies available to the *Client* on demand

- (a) **Verification of Identity** - The *Delivery Partner* shall verify, or arrange for the verification, of the identity of Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors who are to be engaged in carrying out any Work Order or Time Charge Order. This includes the verification, copying and checking of the appropriate documentation:
  - (i) Confirmation of name, date of birth and address
  - (ii) National Insurance number
  - (iii) Confirmation of qualification/licences
  - (iv) Confirmation of permission to work in the UK (if required)
- (b) **Verification of Employment History** - The *Delivery Partner* shall ensure that it has verified, or secured the verification of, the employment history of any Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors engaged in carrying out any work under a Work Order or Time Charge Order, for at least the three years immediately prior to that person's employment by the *Delivery Partner* or any sub-contractor or agent of the *Delivery Partner*.
- (c) **Verification of Criminal Record (unspent convictions only)**- The *Delivery Partner* is responsible for identifying any unspent criminal records of Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors using the Basic Criminal Record (CRB) check provided by Disclosure



Scotland (DS) prior to the commencement of employment. This applies to all the Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors.

- Z42.2 In exceptional circumstances the *Client* may decide to undertake a risk assessment where delays would impact on operation of business to allow an individual to start on conditional Work Order or Time Charge Order whilst waiting for results of the check. The *Delivery Partner* shall cooperate fully with the *Client* in relation to carrying out a risk assessment in this situation.
- Z42.3 Individual Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors with evidence of valid and live Disclosure and Barring Service (DBS), Counter Terrorist Check (CTC), Security Check (SC) or Developed Vetting (DV) clearance will not be required to undertake Baseline Personnel Security Standard (BPSS) clearance again (except proof of identity).
- Z42.4 The *Delivery Partner* shall keep a BPSS verification record, in the form of the BPSS record provided by the Cabinet Office from time to time, of all Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors. Where individuals have valid and live clearance, this should be obtained in the form of the BPSS verification record from their previous organisation. There is no requirement to renew the BPSS once it has been approved. It is the responsibility of the *Delivery Partner* to keep records for temporary agency employees and contractors. The *Client* may audit the *Delivery Partner* referencing and vetting processes throughout the contract.

**Confidentiality: Z43**

- Z43.1 Except to the extent set out in this clause or where disclosure is expressly permitted pursuant to clause Z43.2 or to any provision of this 2024 Asset Operation, Maintenance and Response Framework Agreement, each Party shall:
- (a) treat the other Party's Confidential Information as confidential and safeguard it accordingly; and
  - (b) not disclose the other Party's Confidential Information to any other person without the other Party's prior written consent.
- Z43.2 Clause Z43.1 shall not apply to the extent that:
- (a) such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under FOIA or the Environmental Information Regulations pursuant to Clause Z45.5 (Freedom of Information);
  - (b) such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
  - (c) such information was obtained from a third party who obtained the information free from any obligation of confidentiality;
  - (d) such information was already in the public domain at the time of disclosure otherwise than by a breach of this 2024 Asset Operation, Maintenance and Response Framework Agreement; or

- (e) the information is independently developed without access to the other Party's Confidential Information.

Z43.3 The *Delivery Partner* may only disclose the *Client's* Confidential Information to those of its Staff or employees of the *Delivery Partner's* agents, suppliers, professional advisors and sub-contractors who are directly involved in the provision of the works or services pursuant to a Work Order or Time Charge Order and who need to know the information, and shall ensure that such Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors are aware of and shall comply with these obligations as to confidentiality. The *Delivery Partner* may disclose the *Client's* Confidential Information to its Staff and advisors in order to obtain legal, tax, accounting, technical and other advice and for governance purposes subject to ensuring that such Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors and advisors are aware of and shall comply with these obligations as to confidentiality.

Z43.4 The *Delivery Partner* shall not, and shall procure that its Staff or employees of the *Delivery Partner's* agents, suppliers and sub-contractors do not, use any of the *Client's* Confidential Information otherwise than for the purposes of this 2024 Asset Operation, Maintenance and Response Framework Agreement.

Z43.5 Nothing in this 2024 Asset Operation, Maintenance and Response Framework Agreement shall prevent the *Client* from disclosing the *Delivery Partner's* Confidential Information:

- (a) to any Government Body or any *Others*. All Government Bodies or *Others* receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Government Bodies or *Others* on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Government Body or *Others*;
- (b) to any consultant, contractor or other person engaged by the *Client* or any person conducting an audit review;
- (c) for the purpose of the examination and certification of the *Delivery Partner's* accounts;
- (d) for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the *Client* has used its resources.

Z43.6 The *Client* shall use all reasonable endeavours to ensure that any government department, *Others*, employee, third party or any person conducting an audit review to whom the *Delivery Partner's* Confidential Information is disclosed pursuant to clause

Z43.6(b) is made aware of the *Client's* obligations of confidentiality.

Z43.7 Nothing in this clause Z43 shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the 2024 Asset Operation, Maintenance and Response Framework Agreement or any Work Order or Time Charge Order in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of Intellectual Property Rights.

**Data Protection: Z44**

- Z44.1 In the event that this Framework (or any agreement under this 2024 Asset Operation, Maintenance and Response Framework Agreement) requires data to be processed within the meaning of the Data Protection Legislation the provisions of Schedule 14 and the definitions therein shall apply.
- Z44.2 Where any Personal Information (as defined in the Data Protection Legislation) is provided to the Environment Agency by the *Delivery Partner* under the 2024 Asset Operation, Maintenance and Response Framework Agreement or under a Work Order or Time Charge Order the Environment Agency will treat the Personal Information as set out in the Data Privacy Notice in Schedule 14.

**Freedom of Information: Z45**

- Z45.1 The *Delivery Partner* and the *Client* acknowledge that the *Client* is subject to the requirements of FOIA and the Environmental Information Regulations and the *Delivery Partner* may be subject to the requirements of FOIA and the Environmental Information Regulations. The *Delivery Partner* and the *Client* shall assist and cooperate with each other to enable the other to comply with any Information disclosure obligations pursuant to FOIA and the Environmental Information Regulations.
- Z45.2 The *Delivery Partner* shall and shall procure that its sub-contractors and agents shall:
- (a) transfer to the *Client* all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information;
  - (b) provide the *Client* with a copy of all Information in its possession or power, in the form that the *Client* reasonably requires in order to respond to any Request for Information, within five (5) Working Days (or such other period as the *Client* may specify) of the *Client*'s request; and
  - (c) provide all such assistance as the *Client* reasonably requests to enable the *Client* to respond to the Request for Information within the time for compliance set out in section 10 of the Freedom of Information Act 2000 or regulation 5 of the Environmental Information Regulations.
- Z45.3 The *Client* shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this 2024 Asset Operation, Maintenance and Response Framework Agreement or any other agreement whether any Information is exempt from disclosure in accordance with the provisions of FOIA or the Environmental Information Regulations.
- Z45.4 In no event shall the *Delivery Partner* respond directly to a Request for Information unless expressly authorised to do so by the *Client* or unless required to do so by Law.
- Z45.5 The *Delivery Partner* acknowledges that (notwithstanding the provisions of Clause Z45.2) the *Client* may, acting in accordance with the Secretary of State for Constitutional Affairs Code of Practice on the Discharge of the Functions of Public Authorities under s45 FOIA ("**the Code**"), as amended or replaced from time to time, be obliged under FOIA or the Environmental Information Regulations to disclose

information concerning the *Delivery Partner*, a Work Order or a Time Charge Order:

- (a) in certain circumstances without consulting the *Delivery Partner*, or
- (b) following consultation with the *Delivery Partner* and having taken their views into account;
- (c) the *Client* shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the *Delivery Partner* advanced notice, or failing that, to draw the disclosure to the *Delivery Partner's* attention after any such disclosure.

Z45.6 The *Delivery Partner* shall ensure that all Information is retained for disclosure and shall permit the *Client* to inspect such records as requested from time to time.

Z45.7 The *Delivery Partner* acknowledges that the *Client* may be obliged to disclose its Commercially Sensitive Information.

**Logos and trademarks: Z46**

Z46.1 No Party shall itself or by a third party use or reproduce or otherwise deal with the logos distinctive marks or trademarks of another Party or cause or permit the same without the consent in writing of the Party to whom the logos, distinctive marks or trademarks belong. Refer to Schedule 15 for further information relating to the use of the Environment Agencys logo.

**Intellectual Property Rights: Z47**

Z47.1 Save as granted elsewhere under the 2024 Asset Operation, Maintenance and Response Framework Agreement, neither the *Client* nor the *Delivery Partner* shall acquire any right, title or interest in the other's Pre- Existing Intellectual Property Rights.

Z47.2 The *Delivery Partner* shall not, and shall procure that the Staff or the *Delivery Partner's* agents, suppliers and sub-contractors shall not, (except when necessary for the performance of this 2024 Asset Operation, Maintenance and Response Framework Agreement, Works Order and/or a Time Charge Order) without prior written approval, use or disclose the Project Specific Intellectual Property Rights to any third party.

Z47.3 All title to and all rights and interest in the Project Specific Intellectual Property Rights shall vest in the *Client*. The *Delivery Partner* hereby assigns to the *Client*, with full title guarantee, title to and all rights and interest in the Project Specific Intellectual Property Rights and/or shall procure that the first owner of the Project Specific Intellectual Property Rights also does so.

Z47.4 The assignment under Clause Z47.3 shall either take effect on the date of the 2024 Asset Operation, Maintenance and Response Framework Agreement or as a present assignment of future rights that will take effect immediately on the coming into existence of the relevant Project Specific Intellectual Property Rights, as appropriate.

- Z47.5 The *Delivery Partner* shall waive or procure a waiver of any moral rights in any copyright works assigned to the *Client* under the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Orders and Time Charge Orders.
- Z47.6 If requested to do so by the *Client*, the *Delivery Partner* shall without charge to the *Client* execute all documents and do all such further acts as the *Client* may require to perfect the assignment under Clause Z47.3 or shall procure that the owner of the Project Specific Intellectual Property Rights does so on the same basis.
- Z47.7 The *Client* hereby grants to the *Delivery Partner* a non-exclusive, revocable, non-assignable licence to use the *Client's* Pre-Existing Intellectual Property Rights and the Project Specific Intellectual Property Rights for the duration of the relevant Work Order or Time Charge Order for the sole purpose of enabling the *Delivery Partner* to provide the works and/or services pursuant to the Work Order or Time Charge Order.
- Z47.8 The *Delivery Partner* hereby grants to the *Client* a non-exclusive, non-revocable, non-assignable licence to use the *Delivery Partner's* Pre-Existing Intellectual Property Rights which the *Delivery Partner* uses, refers to or considers in the performance of any obligations under a Work Order or Time Charge Orders, for the sole purpose and only for the duration to enabling the *Client* to operate maintain improve and replace the works and/or services provided by the *Delivery Partner* pursuant to the Work Order or Time Charge Order.
- Z47.9 The *Delivery Partner* shall provide the *Client* with details of any third party licence required by the *Delivery Partner* and/or the *Client* in order for the *Delivery Partner* to carry out its obligations of the 2024 Asset Operation, Maintenance and Response Framework Agreement under a Work Order or Time Charge Order using the third party Intellectual Property Rights. The *Client* shall set this out in a register under the 2024 Asset Operation, Maintenance and Response Framework Agreement for each Work Order or Time Charge Order.
- Z47.10 The *Delivery Partner* shall, during and after the term of this 2024 Asset Operation, Maintenance and Response Framework Agreement, indemnify and keep indemnified and hold the *Client* harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the *Client* may suffer or incur as a result of any claim that the performance or non-performance by the *Delivery Partner* of a Work Order, Time Charge Order and/or this 2024 Asset Operation, Maintenance and Response Framework Agreement and/or the possession or use by the *Client* of any Intellectual Property Rights provided or used by the *Delivery Partner* infringes a third party's Intellectual Property Rights ("**Claim**") except where the Claim arises from:-
- (a) items or materials based upon designs supplied by the *Client*; or
  - (b) the use of data supplied by the *Client* which is not required to be verified by the *Delivery Partner* under any provision of the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order or Time Charge Order.
- Z47.11 The *Client* shall notify the *Delivery Partner* in writing of the Claim and the *Client* shall not make any admissions which may be prejudicial to the defence or settlement of the Claim. The *Delivery Partner* shall at its own expense conduct all negotiations and any litigation arising in connection with the Claim provided always that the *Delivery Partner*.

- (a) shall consult the *Client* on all substantive issues which arise during the conduct of such litigation and negotiations;
- (b) shall take due and proper account of the interests of the *Client*; and
- (c) shall not settle or compromise the Claim without the *Client's* prior written approval (not to be unreasonably withheld or delayed).

Z47.12 If a meritorious Claim is made in connection with the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order and/or Time Charge Order or in the reasonable opinion of the *Delivery Partner* is likely to be made, the *Delivery Partner* shall immediately notify the *Client* and, at its own expense and subject to the consent of the *Client* (not to be unreasonably withheld or delayed), use its best endeavours to:

- (a) modify the relevant part of the 2024 Asset Operation, Maintenance and Response Framework Agreement (in line with Schedule 6), Work Order or Time Charge Order without reducing the performance or functionality of the same, or substitute alternative services or deliverables of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions herein shall apply with any necessary changes to such modified services or deliverables or to the substitute services or deliverables; or
- (b) procure a licence to use and supply the services, works and/or the deliverables pursuant to the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order and/or Time Charge Order, which are the subject of the alleged infringement, on terms which are acceptable to the *Client*; or
- (c) and in the event that the *Delivery Partner* is unable to comply with clause Z47.12 (a) or (b) within 20 Working Days of receipt of the *Delivery Partner's* notification the *Client* may terminate the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order and/or Time Charge Order with immediate effect by notice in writing and the *Delivery Partner* shall, upon demand, refund the *Client* with all monies paid in respect of the 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order and/or Time Charge Order that is subject to the Claim.

Z47.13 Throughout the term of this 2024 Asset Operation, Maintenance and Response Framework Agreement and any Work Order or Time Charge Order:

- (a) The *Client* shall record all the *Client's* Pre-Existing Intellectual Property Rights provided to the *Delivery Partner* pursuant to this 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order and/or Time Charge Order in the format to be agreed by the parties and send the same to the *Delivery Partner* on a monthly basis; and
- (b) The *Delivery Partner* shall record all the *Delivery Partner's* Pre-Existing Intellectual Property Rights and Project Specific Intellectual Property Rights used or created pursuant to this 2024 Asset Operation, Maintenance and Response Framework Agreement, Work Order and/or Time Charge Order.

**Use of the Framework Agreement by Others: Z48**

Z48.1 *Others* may use this 2024 Asset Operation, Maintenance and Response Framework Agreement by entering into Work Orders or Time Charge Orders with the *Delivery Partner*. Where an *Other* does so any reference to the *Client* in the 2024 Asset Operation, Maintenance and Response Framework Agreement shall be read as a reference to that *Other* except in respect of the following clauses, where, for the avoidance of doubt the *Other* shall not have the rights or obligations set out in these clauses:

- (a) Z7 Parent Company Guarantee
- (b) Z8 Performance Management
- (c) Z9 Framework Management
- (d) Z10 Quality Assurance
- (e) Z15 Termination and Suspension
- (f) Z20 Publicity, Media and Official Enquiries
- (g) Z27 Financial Information and Audit
- (h) Z28 *Delivery Partner* Development
- (i) Z29 Assignment and Novation
- (j) Z30 Prevention of Bribery and Corruption
- (k) Z31 Equality and non-discrimination
- (l) Z35 Variation
- (m) Z39 No Guarantee of Work
- (n) Z40 Income Tax and National Insurance Contributions
- (o) Z42 Mandatory Security and vetting procedures for Staff with access to the *Client's* IT systems
- (p) Z48.2 and Z48.3 of Use of the Framework Agreement by *Others*.

Z48.2 In order to use this 2024 Asset Operation, Maintenance and Response Framework Agreement the *Other* must have entered into a User Agreement with the *Client*. The *Delivery Partner* warrants that it will only enter into a Work Order or Time Charge Order with *Others* that can demonstrate that they have entered into a User Agreement with the *Client*. See Schedule 3 for further information.

Z48.3 The *Delivery Partner* warrants that it will not agree to any changes to the terms of the 2024 Asset Operation, Maintenance and Response Framework Agreement or mandatory terms in the Work Order or Time Charge Order templates proposed by any *Others* unless the *Client* has provided its consent to such amendments and such consent is evidenced in writing.

**Compliance with Laws: Z49**

Z49.1 The *Delivery Partner* shall ensure that it and its sub-contractors comply with all Laws in performing its obligations under the 2024 Asset Operation, Maintenance and Response Framework Agreement, any Work Order or Time Charge Order (including the Modern Slavery Act, Equality, Diversity and Inclusion Acts, and public procurement policy notes for Apprenticeship & Skill Development, Steel, Timber etc. referenced in the schedules of this 2024 Asset Operation, Maintenance and Response Framework Agreement Framework Agreement and Data Protection Legislation).



