



Home Office

AUTHORITY: The Secretary of State for the Home Department

SCHEDULE 13
FACILITIES

NEXT GENERATION OUTSOURCED VISA SERVICES

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SCHEDULE 13

FACILITIES

1. INTRODUCTION

- 1.1 This Schedule sets out the Parties' rights and obligations in respect of the Facilities, including the minimum requirements for Visa Application Centres, and the terms on which each Party can access the other Party's premises.
- 1.2 In this Schedule, unless the contrary intention appears, each term will have the meaning set out in Schedule 1 (**Definitions**).

2. SUPPLIER FACILITIES

- 2.1 All Visa Application Centres shall meet the minimum requirements set out in Annex 13-1 to this Schedule.
- 2.2 All Temporary Enrolment Locations shall meet the minimum requirements set out in Annex 13-1 to this Schedule save that the Authority may at its sole discretion and on a case-by-case basis, waive any of the requirements as part of the approvals process for Temporary Enrolment Locations as more specifically described in Schedule 8 (**Governance and Contract Management**).
- 2.3 The Supplier shall provide the Services from environments that are conducive to the reputation of the Authority.
- 2.4 The Authority may, on a case-by-case basis, agree variations to the minimum requirements set out in Annex 13-1 or require additional requirements (for example, a separate area to take the Biometrics for individuals belonging to a specific religion or culture). Such variation shall be agreed through the Change Control Procedure. The Supplier may request local variations to the minimum requirements set out in Annex 13-1 and these, if approved by the Authority, shall be agreed through the Change Control Procedure, although any such Changes shall not give rise to an increase in Service Charges.
- 2.5 The Supplier shall agree the location for each Visa Application Centre in accordance with Schedule 5 (**Transition**). The premises listed in Annex 13-2 have been approved by the Authority as Visa Application Centres as at the Effective Date. Where no location is listed in Annex 13-2 as at the Effective Date, the Parties shall agree the location of each VAC after the Effective Date and update Annex 13-2 accordingly. If the Supplier wishes to add a new Visa Application Centre, it shall obtain the Authority's prior written approval (which may be withheld at its absolute discretion). The Supplier may change the location of an existing Visa Application Centre, provided that the requirements set out in Clause 40.2 of the Terms and Conditions are met. In each case, such new Visa Application Centre shall meet the minimum requirements set out in Annex 13-1 to this Schedule.

- 2.6 Annex 13-2 shall be updated through the Change Control Procedure to include any new Visa Application Centre or any change of location of an existing Visa Application Centre.
- 2.7 In considering the suitability of a location for a Visa Application Centre, the Parties shall consider pertinent factors, including:
- 2.7.1 security risks and measures;
 - 2.7.2 access by public transport;
 - 2.7.3 parking facilities;
 - 2.7.4 proximity to banks, post office or cash machines (as appropriate);
 - 2.7.5 proximity to facilities to obtain passport size photos;
 - 2.7.6 availability of refreshments;
 - 2.7.7 access to internet terminals for online applications; and
 - 2.7.8 suitability for suggested shared facilities.
- 2.8 The Supplier must obtain the Authority's prior written consent to use the Supplier Facilities for any purpose other than fulfilling the Services Requirements, including providing services of any description to other customers. For the avoidance of doubt, if the Authority does agree to the shared use of a VAC, then, unless otherwise agreed, the Supplier shall continue to meet all the Services Requirements (including those set out in Annex 13-1) for such VAC.
- 2.9 The Supplier shall provide a notice board in a prominent place within each Visa Application Centre which shall be for the exclusive use of the Authority to display its own information or marketing material. The size and position of this notice board shall be agreed with the Authority. The Supplier shall ensure that the material provided by or stipulated by the Authority shall be displayed during the opening hours of the VAC on this notice board. The notice board information will include the complaints procedures if a Visa Applicant wants to complain directly to the Authority. The notice board shall also display written confirmation that the Supplier has no involvement in the Visa decision making process or any ability to decide the outcome of any Visa Application.
- 2.10 The Supplier shall not use or make available to the public any branding and/or advertising materials without the Authority's prior written consent (which shall not be unreasonably withheld or delayed).
- 2.11 The external signage for each Visa Application Centre shall be agreed with a local representative of the Authority. The extent of external signage should take into account the security situation and the need to provide adequate notification to potential Visa Applicants.

- 2.12 The Supplier shall not display in any part of a Visa Application Centre material which, in the reasonable opinion of the Authority, is inappropriate for premises connected to the UK Government (including offensive, defamatory, degrading or discriminatory material, or material which criticises or is otherwise detrimental to the interests of the UK).
- 2.13 The Supplier shall allow access to Supplier Facilities to exercise any rights of step-in granted to the Authority pursuant to Clause 50 of the Terms and Conditions, or as otherwise permitted under the Agreement.
- 2.14 The Supplier shall allow access to Supplier Facilities by the Authority and the Authority's Audit Representatives in accordance with the Schedule 15 (**Audit Access**) and by any other Authority nominated representative as requested by the Authority.
- 2.15 The Supplier shall ensure that all of the Visa Application Centres are regularly cleaned and maintained to a high standard suitable for premises representing the UK Government.

3. **AUTHORITY FACILITIES**

- 3.1 The Authority shall allow such access to Authority Facilities to the Supplier and Supplier Personnel as is strictly necessary for the Supplier to fulfil the Services Requirements.
- 3.2 The Supplier shall ensure that Supplier Personnel comply with the security requirements relating to Authority Facilities as notified by the Authority to the Supplier from time to time which are:
- 3.2.1 as set out in Schedule 4 (**Security**); and
- 3.2.2 consistent with regulatory requirements, as described in Clause 33 of the Terms and Conditions.

ANNEX 13-1**REQUIREMENTS FOR VISA APPLICATION CENTRES**

Each Visa Application Centre shall:

1. fulfil the security requirements set out in Schedule 4 (**Security**) and meet all other Services Requirements set out in the Agreement;
2. meet any applicable legal requirements in the Country in which it is situated;
3. as a minimum, comply with local health and safety laws and, so far as is reasonably practicable, comply with the Health and Safety at Work Act 1974 (as amended);
4. be easily accessible (in terms of access to buildings) to all potential Visa Applicants;
5. be compliant with the Equality Act 2010 (including full compliance with the disability discrimination provisions) and have reasonable adjustments made to it such that disabled Visa Applicants can access the Visa Application Services and are not treated less favourably than other Visa Applicants for a reason related to their disability;
6. be capable of accommodating all Applicants with no minimum or maximum size restriction (including wheelchair users, those with restricted mobility, dexterity or visual/hearing impairment);
7. comply with all regulatory requirements in accordance with Clause 33 of the Terms and Conditions;
8. provide sufficient space and appropriate infrastructure to fulfil all of the Services Requirements. In particular, there should be:
 - a) sufficient space to house the agreed predicted number of Visa Applicants (including predicted peak volume loads) inside the Visa Application Centre to avoid the need for a queue to form externally;
 - b) a room or appropriate space for capturing of Biometric Data (such room/space to comply with specific privacy requirements as identified in Service Package 6 of Schedule 2 (**Statement of Requirements**) and which enables the capture of facial photo images conforming to International Civil Aviation Organisation Document ICAO 9303 Standards for Machine Readable Travel Documents & Products (ISBN 92-9194-471-8);
 - c) a separate room or appropriate space for delivering Service Package 9 (Interview Facilitation Services) which shall comply with specific privacy and lighting requirements as identified in Schedule 2 (**Statement of Requirements**);

- d) adequate secure access to the back-office infrastructure to protect operations and support the fulfilment of the Services Requirements, as more particularly described in Schedule 2 (**Statement of Requirements**); and
 - e) a separate room or space for a Premium Lounge in every VAC where the Authority has stipulated a requirement for a Premium Lounge Service within Service Package 11 (Local Requirements) of Schedule 2 (**Statement Of Requirements**), which must include adequate seating, provision of entertainment such as a news channel or magazines and refreshments;
9. provide the Visa Applicants with adequate levels of comfort, including:
- a) sufficient seating for people waiting to submit Visa Applications;
 - b) adequate temperature control, lighting and protections from rain, wind etc;
 - c) the provision of drinking water; and
 - d) the provision of toilet facilities for both men and women.
10. have a stable power supply to ensure that the fulfilment of the Services Requirements is not interrupted. Specifically, this means that:
- a) each VAC shall have an uninterrupted power supply which shall provide power for short power outages; and
 - b) except in locations where the public power supply is reasonably stable and reliable, each VAC shall have an independent power supply (such as a back-up generator) capable of providing power to the VAC during any period of outage; the Supplier shall identify those locations where an independent power supply will not be provided; and
11. provide a secure space to store all Applicant Data at all times.

ANNEX 13-2

VISA APPLICATION CENTRES

	Country		City	Address
	Algeria		Algiers	
	Armenia		Yerevan	
	Austria		Vienna	
	Belarus		Minsk	
	Belgium		Brussels	
	Bosnia & Herzegovina		Sarajevo	
	Botswana		Gaborone	
	Bulgaria		Sofia	
	Croatia		Zagreb	
	Czech Republic		Prague	
	Democratic Republic of Congo		Kinshasa	
	Denmark		Copenhagen	
	Egypt		Alexandria	
			Cairo	
	Estonia		Tallinn	
	Ethiopia		Addis Ababa	
	Finland		Helsinki	
	France		Paris	
	Georgia		Tbilisi	
	Germany		Dusseldorf	
			Berlin	
			Munich	

	Country		City	Address
	Ghana		Accra	
	Greece		Athens	
	Hungary		Budapest	
	Iceland		Reykjavik	
	Iraq		Erbil	
			Baghdad	
			Basra	
	Irish Republic		Dublin	
	Israel		Tel Aviv	
			Jerusalem	
	Italy		Rome	
	Ivory Coast		Abidjan	
	Jordan		Amman	
	Kazakhstan		Almaty	
			Astana	
			Atyrau	
	Kenya		Nairobi	
			Mombasa	
	Kosovo		Pristina	
	Latvia		Riga	
	Lebanon		Beirut	
	Libya		Tripoli	
	Macedonia		Skopje	
	Madagascar		Antananarivo	
	Malawi		Lilongwe	
	Malta		Valletta	

	Country		City	Address
	Moldova		Chisinau	
	Montenegro		Podgorica	
	Morocco		Rabat	
	Mozambique		Maputo	
	Namibia		Windhoek	
	Netherlands		Amsterdam	
	Nigeria		Abuja	
			Lagos Ikeja	
			Lagos Lekki	
			Cape Town	
	Northern Cyprus		Nicosia North	
	Norway		Oslo	
	Portugal		Lisbon	
	Romania		Bucharest	
	Russian Federation		Ekaterinburg	
			Moscow	
			Novosibirsk	
			Rostov	
			St. Petersburg	
	Rwanda		Kigali	
	Serbia		Belgrade	
	Sierra Leone		Freetown	
	Slovenia		Ljubljana	
	South Africa		Cape Town	
			Durban	

	Country		City	Address
			Johannesburg	
			Port Elizabeth	
			Pretoria	
	South Sudan		Juba	
	Southern Cyprus		Nicosia South	
	Spain		Madrid	
	Sudan		Khartoum	
	Sweden		Stockholm	
	Switzerland		Zurich	
			Geneva	
	Tajikistan		Dushanbe	
	Tanzania		Dar es Salaam	
	Tunisia		Tunis	
	Turkey		Ankara	
			Bursa	
			Gaziantep	
			Istanbul	
			Izmir	
			Adana	
			Antalya	
	Turkmenistan		Ashgabat	
	Uganda		Kampala	
	Ukraine		Kiev	
	Uzbekistan		Tashkent	
	Zambia		Lusaka	

	Country		City	Address
	Zimbabwe		Harare	