

FORM OF CONTRACT AND CALL-OFF TERMS

FORM OF CONTRACT

This contract is made on the 12th April 2023

BETWEEN

- (1) **Department for Transport** of Great Minster House, 33 House Ferry Road, London, SW1P 4DR (the "**Customer**"); and
- (2) **Health Assured Ltd** whose registered office is **The Peninsula, Victoria Place, Manchester, M4 4FB** whose company number is **06314620** (the "**Service Provider**")

WHEREAS the Customer wishes to have provided the following goods and/or services namely Occupational Health Services pursuant to the ESPO Framework Agreement (reference 985_19).

NOW IT IS AGREED THAT

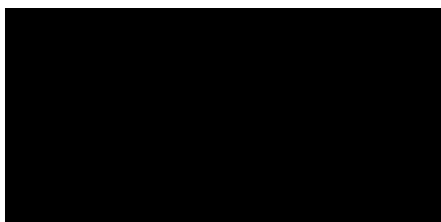
1. The Service Provider will provide the goods and/or services in accordance with the terms of the call-off contract (reference [985_19]) and Contract Documents.
2. The Customer will pay the Service Provider the amount due in accordance with the terms of the call off agreement and the Contract Documents.
3. The following documents comprise the Contract Documents and shall be deemed to form and be read and construed as part of this agreement:
 - This Form of Contract, including:
 - Appendix A: Statement of Requirements;
 - Appendix B: Call-off Terms, incorporating Schedules 1 and 2

Guidance contained in this document is intended for use by ESPO employees however it is made available to ESPO customers. ESPO customers must seek their own legal advice as to the content and drafting of this document.

IN WITNESS OF the hands of the Parties or their duly authorised representatives:

Signed for and on behalf of

DEPARTMENT FOR TRANSPORT



04/04/2023



DfT Commercial Manager

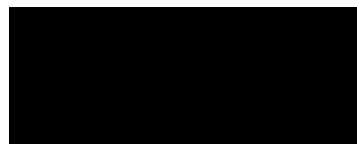
Signed by

Health Assured Ltd

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12/04/2023

Service Provider

Print name:



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This document relates to and forms part of the Call-Off Terms

(Document Reference [985_19])

MASTER CONTRACT SCHEDULE

(ESPO Framework Reference 985_19)

DfT Core reference: TRHR3260

1. TERM
<p>Commencement Date:</p> <p>01 April 2023</p> <p>Expiry Date:</p> <p>31st March 2024</p> <p>Extension Period:</p> <p>N/A</p>
2. SERVICES REQUIREMENTS
<p>Services and Deliverables required.</p> <p>As stipulated in Appendix A: Statement of Requirements.</p>

Performance/Delivery Location/Premises

As stipulated in Appendix A: Statement of Requirements, section 5 and, for counselling services, in Appendix A, section 3 (e).

Standards

As stipulated in Appendix A: Statement of Requirements, sections 5; 6 and 7.

Disaster Recovery and Business Continuity

As per Clause 6 of the Call-Off Terms

3. SERVICE PROVIDER SOLUTION

Service Provider Solution

We require a formal response confirming that the Service Provider shall provide the services listed in Appendix A: Statement of Requirements.

Key Personnel of the Service Provider to be involved in the provision of the Goods, Services and Deliverables

Provider	Contact name	Email	Tel
Health Assured	██████████ (Relationship Director)	██████████@healthassured.co.uk	██████████
	██████████ – Head of Relationship Management		

Service Provider's inspection of the Premises and Infrastructure (where relevant)

N/A

4. PERFORMANCE OF THE GOODS AND/OR SERVICES AND DELIVERABLES

Implementation Plan and Milestones or e.g. delivery schedule (including dates for completion and/or delivery)

The services will be available to DfT and its Agencies from 1 April 2023. Details pertaining to key milestones and deliverables are stipulated in Appendix A: Statement of Requirements and Schedule 2 of Appendix B.

Break down per participating agency:

Based on	[REDACTED] per head					
Apr 23 - Mar 24	MCA	VCA	DfTc	DVSA	DVLA	Totals
Employee count	[REDACTED]					
Yearly Fee	[REDACTED]					
Enhanced services	[REDACTED]					
Contingency	[REDACTED]					
Total Required	[REDACTED]					

Note: MCA headcount consists of 1201 employees and 2964 are volunteers

Critical Service Failure

In-line with Clause 6 of the Call-Off Terms and as specified in Schedule 1.

Monitoring

As per section 7 of Appendix A.

Management Information

As stipulated in Appendix A, sections 7 (bb); (cc) and (dd).

5. CUSTOMER RESPONSIBILITIES

The Service Provider will be allocated a lead contact from each participating agency. DfT lead contacts and the Service Provider bear joint responsibility for ensuring regular contract management meetings, as specified in Appendix A. The Service Provider shall ensure that any issues leading to decline in service quality or delay of service deliverables shall be promptly raised with the DfTc contract lead.

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Department or Agencies	Contact name	Email	Tel	Contract no
Department for Transport Central (DfTc) <i>including:</i> <i>Government Car Service (GCS)</i> <i>Active Travel England (ATE)</i> <i>Rail Accident Investigation Branch (RAIB)</i> <i>Air Accident Investigation Branch (AAIB)</i> <i>Marine Accident investigation Branch (MAIB)</i> <i>Road Safety Investigation Branch (RSIB)</i> <i>Office of Zero Emissions (OZEV)</i> <i>Traffic Commissioners (ALB sponsored by DfT group)</i>	██████ ██████	██████@ dft.gov.uk	██████	TRHR3260
Vehicle Certification Agency (VCA)	██████ ██████	██████@ vca.gov.uk	██████	TBA
Maritime and Coastguard Agency (MCA)	██████	██████@ mcga.gov.uk	██████	TBA
Driver and Vehicle Licensing Agency (DVLA)	██████ ██████	██████@ dvla.gov.uk		TBA
Driver and Vehicle Standards Agency (DVSA)	██████ ██████	██████@ DVSA.GOV.UK	██████	TBA

Note: VCA, MCA, DLVA and DVSA, will issue the Service Provider with separate unique reference numbers, as payments are made separately and directly via the participating Agencies.

Customer's equipment (where appropriate)

NA

6. CHARGES AND PAYMENT

Contract Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. BACS))

- The Service Provider shall submit a pro forma invoice for all central service invoices with backing data to the Department for Transport and it' at monthly intervals in arrears. Each invoice shall contain all appropriate references, a detailed breakdown of the pertinent Services, and the corresponding Prices or Rates, and shall be supported by any other documentation required by the Department for Transport representatives to substantiate the invoice.
- A separate invoice will be required for each of the five agencies (DfTc, DVSA, DVLA, VCA,

MCA).

- The Department for Transport will review and approve the invoice within 5 working days and send notification of approval with a corresponding purchase order number to the Service Provider. The Service Provider will then send the agreed invoice directly to the Shared Services Centre for payment along with a final copy to the Department for Transport.

7. CONFIDENTIAL INFORMATION

The following information shall be deemed Commercially Sensitive Information:

All details pertaining to DfT and its agencies' employees shall be treated as confidential.

Descriptions of the service provided by Health Assured and details of the fees are considered commercially sensitive information for the duration of this agreement.

8. AGREED AMENDMENTS TO THE CALL-OFF TERMS

The following amendments shall be deemed to be made to the Call-Off Terms:

N/A

9. PROCESSING, PERSONAL DATA AND DATA SUBJECTS

PART A - PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. INTRODUCTION

- 1.1 The Processor shall comply with any further written instructions with respect to processing by the Controller.
- 1.2 Any such further instructions shall be incorporated into this section 9 of the Master Contract Schedule.

Description	Details
Identity of the Controller and Processor	<p>Please state the following:</p> <ol style="list-style-type: none"> 1. The contact details of the Controller's Data Protection Officer are: [REDACTED]@healthassured.co.uk 2. The contact details of the Processor's Data Protection Officer are: [REDACTED]@dft.gov.uk <p>In respect of Personal Data under Joint Control, clauses</p>

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	15.8.1-15.8.14 will not apply and the Parties agree to put in place a Joint Controller Agreement as outlined in Part B of Section 9 of the Master Contract Schedule instead.
Subject matter of the processing	DfT and agencies employees (Vehicle Certification Agency (VCA), Maritime and Coastguard Agency (MCA), Driver and Vehicle Licensing Agency (DVLA), Driver and Vehicle Standards Agency (DVSA) Employee Assistance Programme.
Duration of the processing	For the duration of the contract including extension options.
Nature and purposes of the processing	The nature/purpose of the processing is as stipulated in Appendix A. This agreement covers a full range of work related or personal matters that may impact on workplace performance and seek to resolve those issues where possible.
Type of Personal Data	Medical records, name, address, date of birth, telephone number, email address.
Categories of Data Subject	DfT and agencies (Vehicle Certification Agency (VCA), Maritime and Coastguard Agency (MCA), Driver and Vehicle Licensing Agency (DVLA), Driver and Vehicle Standards Agency (DVSA) employees.
Plan for return and destruction of the data once the processing is complete unless requirement under union or member state law to preserve that type of data.	In-line with GDPR regulations.

Appendix A – Statement of Requirements

1. Background

The service is required to cover the requirements of:

- The Department for Transport Central (DfTc); *including:*
 - *Government Car Service (GCS)*
 - *Active Travel England (ATE)*
 - *Rail Accident Investigation Branch (RAIB)*
 - *Air Accident Investigation Branch (AAIB)*
 - *Marine Accident investigation Branch (MAIB)*
 - *Road Safety Investigation Branch (RSIB)*
 - *Office of Zero Emissions (OZEV)*
 - *Traffic Commissioners (ALB sponsored by DfT group)*
- The Vehicle Certification Agency (VCA)
- The Maritime and Coastguard Agency (MCA)
- The Driver and Vehicle Licensing Agency (DVLA)
- The Driver and Vehicle Standards Agency (DVSA)

The Central Department and its four Executive Agencies will award a single direct award contract for the provision of an Employee Assistance Programme Services (EAP) under the cross-Whitehall Framework.

Please note, the EAP service must be available to all employees and to any volunteers working on behalf of the Central Department or the Agencies. This will include some staff based overseas. The MCA also has approx. 3,000 volunteer Coastguard rescue Officers who are based in and operate around the UK and who are responsible for attending 999 emergency call outs. These volunteers can witness traumatic incidents and it is important for them to have access to 24/7 EAP support.

2. Scope of the Service

The Service Provider will work in partnership with the Department and its agencies to support delivery of its health and wellbeing strategic priorities and business needs. Where clinically appropriate, the Service Provider will provide brief, solution-based support to customer personnel for the full range of work related or personal matters that may impact on workplace performance.

The Service Provider shall provide core EAP services, which include, but are not limited to:

- Comprehensive telephone helplines available 24 hours a day, 7 days a week offering practical information and emotional support including:
 - Counselling and emotional support
 - Tax information
 - Money management and debt support
 - Personal legal information
 - Medical information (available Monday to Friday, between 9am and 5pm)

- Up to six structured telephone counselling sessions, per issue for employee, partner or spouse and dependents (between the ages of 16-24 in full-time education)
- Up to six face to face counselling sessions, per issue per employee, including applied cognitive behavioural therapy (CBT) techniques
- Online health and wellbeing portal www.healthassuredeap.com which provides access to extensive well-being resources including four-week programmes, videos and webinars
- My Healthy Advantage mobile app with access to Bright TV, mood trackers, mini-health checks and live chat facility
- Whistleblowing Service

The Service Provider will provide the following enhanced services at additional cost to the Customer, upon request:

- Webinars, face to face classroom-based training and other resources to support the Customer's health and wellbeing strategic priorities and business needs;
- Critical incident stress management (CISM)
- Interactive health kiosks;
- Mediation
- Policy guidance and trend management.
- Enhanced psychological services
- Structured professional Support
- Mental Health First Aid(MHFA) Training
- International EAP services
- Specialist therapeutic interventions

For all contracted services, the Service Provider shall provide Customer Personnel with access to information, and support (as far as possible and if clinically appropriate) covering, but not limited to:

- Addiction / dependency / substance abuse;
- Alcoholism;
- Anxiety;
- Bereavement;
- Bullying / harassment / intimidation / discrimination;
- Career / job related stress;
- Care problems related to childcare / eldercare / disability care;
- Depression;
- Domestic violence;
- Eating Disorders;
- Family / relationship problems;
- Financial wellbeing, including debt advice and gambling addiction.
- Gender reassignment;
- Health problems;
- Illness of a family member;
- Legal information;
- Lesbian, Gay, Bisexual and Transgender (LGBT) issues;
- Mental health related issues;
- Matrimonial / domestic settlement problems;
- Performance related problems;
- Post-traumatic stress problems including those arising from an accident at work or work-related incident.

(a)

Exclusions

The Service Provider shall not provide Customer Personnel with:

- tax advice;
- legal advice other than that which is provided to Customer Personnel within the context of welfare counselling provided this is restricted to a signposting Service;
- financial advice on any matter other than debt problems and general financial wellbeing.

The following parties shall be eligible to access the contracted Services:

- All UK Customer Personnel including those working remotely; and
- In line with HMRC guidelines, with the Customer's prior instruction and approval, and for a period not to exceed three months following their last day of service, past customer personnel with more than two years' service who have been made redundant or who have retired through severance, age related, medical or early retirement.

(b)

Service Availability

The Service Provider shall ensure that the Services, including necessary Service Provider personnel, are available to all eligible parties twenty-four (24) hours a day, seven (7) days a week and three hundred and sixty-five (365) days a year/ three hundred and sixty-six (366) days a year for the 2024 'leap year', unless agreed otherwise in advance by the Customer.

The Service Provider shall deliver the Services in accordance with the following principles:

- The Service Provider shall provide access to a range of experts and mental health professionals;
- Counselling and other forms of assistance will meet recognised standards;
- The Service Provider shall underpin the Services with robust clinical governance;
- The Services shall provide sufficient flexibility of approach to accommodate different organisational structures, operating styles, cultures and job roles;
- Confidentiality shall be crucial to the integrity of the Services;
- The Service Provider shall ensure that all Customer Personnel and Service Provider Personnel are aware of the scope and limitations of patient and client confidentiality, in particular where there is a responsibility to breach patient confidentiality due to issues of child protection, a threat to health and safety, a risk of harm to self or others, or prevention of a crime or terrorist act;
- The Service Provider will attend virtual quarterly meetings and an in-person meeting every six months, provide leading expertise on health and wellbeing strategy and supply effective and accessible reports on a monthly basis, which will include usage and clinical assessment data;
- The Service Provider will attend additional ad hoc meetings as and when required;
- The Service Provider will ensure regular and engaging publicity and promotion of health and wellbeing services using a variety of media sources in line with the Customer's strategic priorities and business needs; and
- The Service Provider shall follow a documented case management process meeting the specifications outlined below.

3. Core Service Specification

(c) Online Portal

The Service Provider shall provide and maintain an online portal and mobile phone app compatible with iOS and Android mobile phone. The Service Provider shall brand the online portal as required by Customer.

The online portal and app system will provide an interactive web-based health management resource that allows Customer Personnel to take control of their health and well-being. The online portal and app-based system shall contain, as a minimum:

- Brief descriptions of current available services, which are subject to change through the year, including details of how to access the services;
- Details of other services which are freely available to Customer Personnel, and which would be signposted by the Service Provider in any case;
- An interactive tool, allowing staff to log and track data including but not limited to weight; diet; alcohol; exercise; sleep; finances; water intake; and smoking;
- Self-help guides, fact sheets and leaflets in fully downloadable format on subjects such as, at a minimum:
 - Stress and pressure;
 - Personal resilience;
 - Work-related trauma;
 - Financial wellbeing; work/life balance including technology and wellbeing;
 - Bereavement;
 - Physical activity;
 - Nutrition;
 - Smoking;
 - Alcohol;
 - Sleep; and
 - Musculoskeletal health, mental health and healthy lifestyles.
- Provision to complete mini health checks, with recommendations provided on the platform and the app.

The Service Provider shall update the online portal at regular intervals with all relevant material to support the Services and health and wellbeing of Customer Personnel.

The Service Provider shall keep the Customer apprised of all upcoming changes to the portal.

(d) Telephone Triage Services

The Service Provider shall provide a telephone triage service for customer personnel staffed by Service Provider Personnel who are appropriately trained and qualified.

The Service Provider shall brand the service in accordance with Customer requirements so that users can reach a helpline that is identified by their organisation name

The triage service shall, where appropriate, signpost Customer personnel to the Customer's broader wellbeing offer.

For the purposes of administering this service, the Service Provider shall provide the Customer with a freephone number.

Contracted triage services shall include, but shall not be limited to:

- Recording details of user requests and providing pertinent advice and guidance. Opening a case file where all details of the advice, guidance and any further services provided shall be maintained;
- Routing Customer Personnel as appropriate to contracted counselling services, as further specified below;
- Signposting Customer Personnel as appropriate to specialised external agencies such as Relate, Alcoholics Anonymous, Citizens Advice Bureaux and Cruise;
 - Signposting and referring Customer Personnel to organisations and networks linked to the Customer, such as Mental Health First Aiders / Wellbeing champions, the Charity for Civil Servants, Civil Service Sports Council, the Civil Service Retirement Fellowship and other such organisations and networks;

The Service Provider shall allow Customer Personnel to self-refer to use this service. Provided that the referred party grants permission, the Service Provider shall also allow referrals from managers, HR, and Service Provider of occupational health services provided to the Customer or any other network/support service as authorised by Customer.

The Service Provider shall ensure that all Customer Personnel requiring a telephone call back following triage shall receive one within two (2) hours of triage taking place. The Service Provider shall further ensure that all Customer Personnel queries which do not require counselling Services are completed within twenty-four (24) hours.

The Service Provider shall route Customer Personnel who are identified as being at risk ('red flag') to a fully qualified counsellor for immediate support.

The Service Provider shall ensure that the triage service is accessible to customer personnel, and meets the following requirements:

- The Service Provider shall provide a 24/7 translation and interpretation service on the helpline, covering over 200 languages;
- The Service Provider shall provide assistance for those who are deaf, hard of hearing or speech impaired. This will consist of relay and written communications, including a modern text-based, live chat service, enabling clients to speak to the Service Providers specialist teams in real-time. Live chat shall be provided by the Service Provider's advisors and digital counsellors; and
- The Service Provider shall also offer Relay UK compatibility (a text messaging facility), in case any client wishes to contact the Service Provider through that service.

The Service Provider shall provide information to Customer Personnel about the Charity for Civil Servants by signposting internal policies provided by the Customer.

The Service Provider shall ensure that Service Provider Personnel are conversant in the Customer's internal policies as provided by the Customer. The Service Provider shall also provide support services covering bullying and harassment, whistleblowing and management support. These shall meet the following specifications:

- Bullying and Harassment Support

The Service Provider shall provide support and advice to Customer Personnel experiencing bullying and harassment in the workplace, including those involved in formal action.

The Service Provider shall provide a listening service for Customer Personnel. This service shall be supported by specific materials such as leaflets and posters, which the Customer shall distribute accordingly.

The bullying and harassment support provided by the Service Provider will work alongside any internal arrangements. The Service Provider shall signpost Customer Personnel to internal Customer support mechanisms, personnel and policy/procedural for further advice and guidance. The Service Provider will signpost Customer Personnel to the Harassment Officers where appropriate.

The Service Provider shall not give advice on customer policies and procedures. The Service Provider shall not act as an advocate for any Customer Personnel in grievance cases connected with harassment and bullying.

The Service Provider shall provide the Customer with a written recommendation for additional counselling Services whenever a service user requires additional counselling relating to bullying and harassment, but they have already received the maximum number of counselling sessions for an unrelated reason. The Service Provider shall provide no such additional counselling services unless approved in writing by the Customer.

- Whistleblowing Service

The Service Provider shall ensure that they obtain copies of and comply with customer whistleblowing policies and procedures and keep records of the contact details of appointed teams.

Where relevant, Service Provider personnel shall direct customer personnel to the internal whistleblowing process and record all relevant details of whistleblowing incidents, in accordance with customer policy, to assist customer appointed teams with further investigation of the incident. In such events, the Service Provider shall report the call to the Customer within one (1) working day of the incident being reported.

- Management Support Services

The Service Provider shall provide advice and guidance to managers for subject matters including, but not limited to:

- Workplace attendance;
- Workplace bullying;
- Discrimination;
- Gender reassignment;
- Work related stress;
- Work related trauma;
- Workplace conflict;
- Leading Customer Personnel through change;
- Alcohol and drugs;
- Work/life balance;

- Mental health issues;
- Terminal illness;
- Bereavement.

The Service Provider shall:

- Provide advice and support to managers to recognise and resolve problems which may impact on their own or their Customer Personnel's ability to work effectively;
- Support managers in undertaking their duty of care to Customer Personnel including having difficult conversations, managing and implementing change, work related trauma, identifying pressure points and causes of stress and encouraging resilience;
- Support managers in recognising issues of mental health among Customer Personnel and provide advice on practical measures on how to support Customer Personnel;
- Enhance managers' confidence and capability in all areas of health and wellbeing; and
- Provide managers with information and guidance on how to support their team member;
- Provide managers with guidance on appropriateness and process of making an EAP referral

(e) Coaching And Counselling Services including Therapeutic Interventions

- Contracted Services

The Service Provider shall provide telephone, online and face-to-face, short term, focused counselling Services and therapeutic interventions including (but not limited to) Cognitive Behavioural Therapy (CBT). The Service Provider shall provide where required, a fully accessible, secure online counselling service.

The Service Provider shall assess each service user via a form of triage and determine the most appropriate form of intervention. The Service Provider shall ensure that Customer Personnel understand all methods available to them and the expectations and limitations of each.

The Service Provider shall provide a counselling advice inbox, which will be monitored on a 24/7 basis by the Service Provider's in-house counsellors. The inbox can also be used to email self-assessments to service users who wish to engage in structured counselling support but who do not wish to speak with the Service Provider;

When work-related stress is identified as an underlying issue, the Service Provider shall ensure that assessment is carried out in conjunction with the Health and Safety Executive Management Standards.

- Therapeutic Interventions

The Service Provider shall provide Counselling Services including therapeutic interventions, which shall be required due to the high risk and traumatic nature of some job roles, which may expose Customer Personnel to Post Traumatic Stress Disorder. Therapeutic interventions will include (but not be limited to) Cognitive Based Therapy (CBT).

Where such outcome-based counselling Services are recommended by the Service Provider, the number of sessions shall be agreed and approved between the Service Provider and Customer prior to commencement.

The Service Provider shall provide an independent and confidential Service to assess the Customer Personnel's needs and provide the most appropriate therapeutic intervention. A range of therapeutic interventions, including EMDR, CBT DBT and ABT will be offered by the Service Provider. The Service Provider shall ensure the availability of a comprehensive UK wide network of counsellors to deliver these Services and, if other specialist or long-term support is required, shall signpost personnel appropriately.

Where additional support is required, the Service Provider shall make this available on a call-off basis, at an additional cost. The Service Provider will only make such additional support available with the prior approval of the Customer.

- **Permitted Sessions**

Unless otherwise agreed, the Service Provider shall deliver a maximum of six (6) counselling sessions to Customer Personnel per issue per year. The number of sessions within this maximum of six (6) shall be subject to the clinical judgement of the Service Provider.

In exceptional circumstances the Customer may authorise additional counselling Services where there is a proven clinical need to do so. The Service Provider shall obtain such authorisation in advance of any additional counselling being carried out.

- **Delivery Timeframes**

The Service Provider shall ensure that the duration of the initial consultation and subsequent sessions align with clinical best practice.

The Service Provider shall ensure that the first counselling session appointment occurs within ten (10) days of first contact. All counselling appointments to be arranged within seventy-two (72) hours of first contact. Urgent or red flag cases will have the first face to face counselling session offered within twenty-four (24) hours of first contact (if need determines).

When a member of customer personnel presents as at risk, the Service Provider shall provide immediate telephone counselling support and/or forward the member immediately to emergency NHS Primary Care/A&E. Examples requiring such treatment include medical emergencies and the risk of self-harm.

The Service Provider shall ensure that counselling Services are available twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year.

- **Assigned Counsellors**

The Service Provider shall ensure that all face-to-face counselling appointments shall meet the Customer Personnel's wishes with regards to counsellors of the same gender and, if possible, race and religion.

The Service Provider shall provide continuity of counsellors during a referral unless exceptional circumstances dictate otherwise. Where continuity of counsellor cannot be maintained the Service Provider shall notify the Customer Personnel immediately

or at least twenty-four (24) hours before an appointment. If the counsellor is unwell, the Customer Personnel shall be given the opportunity to rebook an appointment within forty-eight (48) hours of the original appointment.

Should a member of customer personnel express reasonable objections to the counsellor assigned to them, the Service Provider shall make alternative arrangements to meet their needs.

Customer personnel who are deaf, hard of hearing or speech impaired shall be provided video counselling, staffed by signing counsellors, at no extra cost to the Customer. This shall include counselling in Irish Sign Language (ISL), American Sign Language (ASL), British Sign Language (BSL) and International Sign Language. For those unable to sign, or lip read through bespoke technology used in their video calls, the counsellor will talk, and subtitles will be produced in real time as the counsellor talks.

- **Location of services**

The Service Provider shall provide appointments within a reasonable travelling distance of the Customer Personnel's home, and no more than one hour's travelling distance, by public transport, from the Customer Personnel's home office location.

If providing face-to-face counselling away from the customer personnel's normal place of work, the Service Provider shall:

- Ensure that premises are appropriate, safe and offer adequate levels of privacy to Customer Personnel.
- Ensure that premises are appropriately equipped to provide services to Customer Personnel who are disabled, including offering disabled parking.

- **Referrals**

In the event that a member of customer personnel requires prolonged counselling or psychotherapy, the Service Provider shall recommend a referral to specialist external agencies. The Customer shall not meet the costs resulting from these referrals.

(f) A programme of Provision of webinars, face to face classroom-based training and other resources

The Service Provider shall provide a programme of education, support and training to Customer Personnel in relation to general health and wellbeing, which reflects and/or includes mental health, musculoskeletal and healthy lifestyle including financial wellbeing. The programme shall coincide with national and local health and wellbeing campaigns.

The Service Provider shall ensure policy changes and such material, provided by Customer, shall be included in the relevant programme.

The Service Provider shall include the following subject areas, but not be limited to:

- Resilience;
- Mindfulness;
- Identifying stress and its causes;
- Lifestyle risks;
- Fatigue / sleep problems;

- Mental health stigma;
- Substance abuse;
- Work / life balance;
- Financial wellbeing;
- Gender reassignment;
- Menopause;
- Retirement; and
- Coping with change.

The Service Provider shall deliver the programmes using a variety of communication methods, for example posters, leaflets, audio, online, seminars, workshops and televisual and shall tailor these to meet the needs of the Customer.

Where required, the Service Provider shall consult the customer to ensure that the content of any programme reflects wider government health policy and clinical best practice and is tailored where required for the Customer.

The Service Provider shall provide education to Customer with prevalent and emerging health and wellbeing issues, such as:

- Varied age demographic needs;
- Supporting those with caring responsibilities;
- Mental wellbeing
- Cancer support;
- Gender dystopia;
- Suicide prevention;
- Work related trauma
- Support for disabled Customer Personnel or Customer Personnel caring for a disabled dependant; and
- Supporting those with neuro diverse conditions such as Asperger's / autism, bipolarity, ADHD, schizophrenia, schizoaffective disorder and sociopathy.

The Service Provider shall work in partnership with the Customer to provide wellbeing information within a planned programme, that supports the delivery of the Customers health and wellbeing strategic priorities, to be approved in advance by the Customer. All health promotion materials shall reflect that of wider government health policy and reflect clinical best practice.

The Service Provider shall embed programme materials within their Employee Assistance Programme online portal.

The Service Provider must ensure a joined-up approach with the OH Service Provider to gain maximum benefits for individuals and the Customer, and to ensure there is no duplication of effort with sources of other such programmes. The Customer expect Service Providers of EAP and OH to work together to ensure a seamless service to staff with no overlap.

(g) Critical Incident Stress Management

The Service Provider shall provide telephone and face-to-face trauma and critical incident support Services for Customer Personnel, who may have been subject to an incident in or outside the workplace.

The Service Provider shall agree with Customer the circumstances when such Services are appropriate and have clear processes for triggering and managing such

Services. The Service Provider shall report all requests for such Services in writing to the Customer.

The Service Provider shall ensure that appropriately skilled or qualified Service Provider Personnel are available twenty four (24) hours, seven (7) days a week, and three hundred and sixty five (365) days a year/three hundred and sixty six (366) days a year for the 2024 'leap year' to provide trauma or critical incident Services.

The Service Provider shall provide the Services in line with the National Institute for Health and Clinical Excellence (NICE) Guidelines for Post-Traumatic Stress Disorder (2018).

The Service Provider shall provide Customer Personnel with access to designated telephone support within two (2) hours of the Services being invoked. The Service Provider shall make available, when requested by Customer, relevant Service Provider Personnel on site at the Customer's premises or other specified location within forty-eight (48) hours (or as defined by the Customer) on notification of the request for trauma and critical incident Services to provide Customer Personnel debriefing and/or counselling Services.

The Service Provider shall provide UK wide coverage, including remote locations.

The Service Provider shall provide a Service which includes support for:

- Customer Personnel involved in or witnessing serious and untoward incidents at work, over and above what would normally be expected in the workplace; this may include, for example violence, witnessing extreme self-harm, verbal abuse and threatening behaviour;
- Customer Personnel who have been carrying out or supporting the emergency services in trauma and/or critical incidents;
- Groups of or individual Customer Personnel when more than one Customer Personnel has been involved in or witnessed a violent incident, fire or major accident or fatality; and
- Customer Personnel within a team or location where a team member has taken their own life.

The Service Provider shall provide trauma and critical incident support which shall include, but not be limited to the following:

- Individual counselling for Customer Personnel;
- Group support for Customer Personnel;
- Counselling assessment and recommendation reports for further Services;
- Assistance in accessing local resource networks for support and advice and/or updates of the situation;
- Managing follow up support for Customer Personnel;
- Appropriate information and guidance for managers supporting affected Customer Personnel;
- Running trauma and/or critical incident debriefing sessions for groups of Customer Personnel affected by such incidents; and
- Providing other outcome-focussed therapies for example EMDR, where appropriate.

(h)

Interactive Health Kiosks

The Service Provider shall deliver, install and maintain interactive health kiosks on the Customer's premises, where requested to do so. The interactive health kiosks shall enable Customer Personnel to take an immediate and confidential snapshot of their health and provide a mechanism to track and monitor changes between tests. The interactive health kiosks shall also signpost Customer Personnel to further sources of support and inform the Customer Personnel if they should contact a health professional.

The interactive health kiosks shall enable users to test, at a minimum, blood pressure, body mass index (BMI), weight and heart rate.

The Service Provider shall provide the Customer on a quarterly basis with anonymised management information from the interactive health kiosks on the numbers of Customer Personnel who have used the interactive health kiosks, the specific Services used by the Customer Personnel and trends of results that the Customer can use to inform health promotion planning.

The Service Provider shall be responsible for the full maintenance and repair cover of the interactive health kiosks.

(i) Mediation

The Service Provider shall provide independent mediation Services upon request of a Customer. Where a Customer has an in-house mediation service, the Service Provider shall first direct the Customer Personnel to these services. Workplace mediation is a confidential and voluntary process in which a trained impartial mediator helps individuals in dispute with one another to explore and understand their differences and come to their own mutually agreed solution.

The Service Provider shall agree with the Customer the number of mediation sessions to be offered for each mediation case and the premises where the mediation Services will take place.

The Service Provider shall provide mediation Services Monday – Friday between 08.00 and 18.00 unless otherwise agreed in advance with the Customer.

(j) Strategy, Policy and Guidance

The Service Provider shall provide policy and strategy advice to the Customer. This shall include analysis of internal policies and sharing best practice from across employment sectors.

The Service Provider shall work with the Customer to understand any new policy changes, which may impact on Service delivery.

The Service Provider shall identify Service trends and shall develop mitigation strategies and/or solutions in conjunction with the Customer, for example when:

- Referrals increase due to a specific problem identified;
- Service usage patterns indicate the need for further investigation;
- Issues of bullying/intimidation or career/job related stress increase in a specific Customer location;
- There is a lack of referrals / Customer Personnel contact from a Customer business unit; and

- Patterns/or concerns of presenteeism (the extent to which Customer Personnel work when sick, or feel obliged to work when sick) arise in particular parts of the Customer' organisation.

The Service Provider shall propose changes and/or modifications to the Services in order that the Services address specific trends and/or issues, including a time plan for implementation and shall work with the Customer to implement agreed modifications.

4. Governance and Administration of Contracted Services

(k) Publicity and Promotion

The Service Provider shall work in partnership with the Customer to agree a series of on-going publicity and general promotional material and initiatives throughout the term of the Call Off contract, to highlight awareness of the Services and encourage uptake and use of the Services by Customer Personnel. This will be provided through a variety of media and will be tailored to meet the requirements of the Customer.

As mental health and stress issues are a concern to the Customer, it is important that the Service Provider promoting the service ensures that Customer personnel are made aware of the help available to them on this issue.

For general promotion of the Services, which does not require on-site seminars or conference style delivery, the Customer shall not be charged for such Services. Any material shall be agreed in advance by the Customer and contain branding specific to the Customer if required.

(l) Case Management

The Service Provider shall have a documented case management process in place. If Customer Personnel receive Services following an initial triage, the Service Provider shall create a case record to track that all Services provided to the Customer Personnel are appropriately delivered and managed in accordance with the case management process.

The case management process shall include as a minimum:

- How cases are recorded;
- What treatment has been provided;
- How cases are monitored;
- How cases are followed up;
- Processes to ensure any Customer Personnel with reasonable adjustments are effectively supported;
- How cases are managed and handed off between the different Services provided by the Service Provider;
- How cases are closed, including the approval process for closure; and
- How the outcome of a case is measured, specifically in terms of benefits, success and failure.

The Service Provider shall provide, with consent from the individual or SARS request, the case notes and reports to Customer Personnel, in alternative formats where required, or upon request of the Customer Personnel.

The Service Provider shall also record all cases where Customer Personnel are referred or signposted outside of the Service Provider Services at any stage including from the point of initial triage.

(m) Service Implementation Support

The Service Provider shall provide implementation support for the Customer, which shall include as a minimum, but not be limited to:

- A detailed implementation plan, including risks and mitigation, tasks, a timeline, milestones, priorities and dependencies;
- Work with Customer to set up systems and processes to support the delivery of the Services;
- Work with the Customer to agree all policies and procedures which are relevant to the Services and develop and execute a training plan for relevant Service Provider Personnel;
- A communications strategy to ensure Customer are kept informed at key stages during the transition of Services;
- Work with the incumbent Service Provider to ensure a seamless transfer and continuity of Services.

The Service Provider shall provide the Customer with a process flow and a description of how appropriate Services are managed, from the point of contact through to case management and resolution as part of their implementation plan. These processes shall be approved in advance by the Customer.

The Service Provider shall work with other Customer contracted Service Providers including the Service Provider of Occupational Health Services to deliver a seamless and joined up approach across the Service.

The Service Provider shall establish a project team, which is responsible for the implementation of the Services.

The Service Provider shall appoint a Relationship Director with relevant experience of implementing a project of similar size and complexity.

The Service Provider Relationship Director shall report to the Customer on all aspects of implementation.

(n) Premises and Access to Services

The Service Provider shall ensure when delivering Services on the Customer's premises that the accommodation is suitable for the Services. The Service Provider shall ensure that access to premises is requested from Customer in advance of Services being performed so as to allow for any additional security clearance, which may be required. The Service Provider should note that the availability of WIFI may be inconsistent across the Customer's premises.

The Service Provider shall agree with the Customer any equipment required for the delivery of on-site Services. The Service Provider shall be responsible for the provision of such equipment and the Service Provider shall provide the Customer with all requirements of the premises in order that the equipment can be correctly installed and maintained.

The Service Provider shall provide mobile units and all necessary equipment and Service Provider Personnel where services are required to be delivered from such facilities. The Services may also be required for Customer Personnel based in remote locations, or where the Customer are unable to provide suitable accommodation.

The Service Provider shall ensure that face-to-face Services which are required away from the Customer's normal place of work, are conducted on premises that are appropriate, safe and offer adequate levels of privacy for Customer Personnel.

The Service Provider shall ensure that appointments take place in suitable Service Provider premises within a reasonable travelling distance of the Customer Personnel's home, but no more than one hour's travelling distance by public transport, from the Customer Personnel's office location.

The Service Provider shall ensure that there are sufficient, adequately equipped premises to provide Services to disabled Customer Personnel, including disabled parking.

(o) Business Continuity

Service Provider shall have robust Business Continuity and Disaster Recovery Plans which align to a code of practice such as ISO22301. Service Provider should supply the contents of these plans to the Customer.

Service Provider will notify the Customer in writing within twenty-four (24) hours of any activation of the business continuity plan, in relation to the services provided to the Customer.

5. Service Provider Accreditation, Diversity & Inclusion Compliance, Information Assurance, Security and Policies

(p) Service Provider Accreditation

The Service Provider shall be accredited by the British Association for Counselling and Psychotherapy (BACP).

In addition to BACP accreditation, relevant Service Provider organisations and Service Provider Personnel shall hold accreditation from one or more of the following recognised bodies:

- British Psychological Society;
- British Confederation of Psychotherapists;
- British Association for Behavioural and Cognitive Therapies (BABCP);
- UK Council for Psychotherapy (UKCP);
- Health and Care Professionals Council (HCPC);
- Nursing and Midwifery Council (NMC);
- General Medical Council (GMC); and
- COSCA (Counselling & Psychotherapy in Scotland).

(q) Diversity and Inclusion

The Service Provider shall ensure Services are accessible and fully comply with all discrimination legislation, including the Equality Act 2010 and Gender Recognition Act 2004.

The Service Provider shall ensure Service Provider Personnel are trained in such legislation as required in the provision of the Services. The delivery of Services shall be accessible to Customer Personnel, and shall include as a minimum:

- Provision of written reports in alternative formats where required or upon request of the Customer Personnel or line manager;
- Telephone services to support Customer Personnel with hearing or speech difficulties;
- Online and App based Services are accessible for those with sight difficulties
- Services for Customer Personnel whose first language is not English and who may request or require language support;
- Access to Service Provider premises for face-to-face appointments shall be disability friendly, where required to be so. Where this is not possible, alternative arrangements shall be made in advance of any appointments; and
- Provision of disabled parking at Service Provider premises, where required.

The Service Provider shall meet or be working towards meeting the content accessibility standards WCAG 2.0 AA (in line with central Government standards. For further information see [Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

(r)

Information Assurance

Data Protection Legislation: (i) unless and until the General Data Protection Regulation ((EU) 2016/679) ("GDPR") and the Law Enforcement Directive (*Directive (EU) 2016/680*) ("LED") are no longer directly applicable in the UK, the GDPR, the LED, and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK (ii) any other relevant provisions of the [Data Protection Act 2018 ("DPA 2018")] relating to processing of personal data and privacy; (iii) insofar as such legislation has not been repealed or superseded by the [DPA 2018], the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 ("PECR") and all applicable laws and regulations about the processing of personal data and privacy, including if applicable legally binding guidance and codes of practice issued by the Information Commissioner; and (iv) any successor legislation to the GDPR, the LED, the [DPA 2018] or the PECR.

The information shared between the Customer and the Contactor routinely stored, accessed and processed on the Customer IT infrastructure is of a sensitive nature, much of which is classified as RESTRICTED in accordance with the Government Security Classifications.

The Customer is also a connecting member of the GSi (Government Secure Intranet) and is obliged to comply with the related restrictions and controls. These controls are intended not only to protect the Customer, but all other organisations interacting with GSi.

The Customer owned information may only be accessed via and processed on correctly accredited Customer or authorised (partner/third party) computer equipment and systems. The use of personal computer equipment and systems for access and/or processing of the Customer owned information is strictly prohibited.

All third parties with access to the Customer's data are required to comply with Data Protection legislation.

The Service Provider shall immediately and securely destroy all operational case information and any associated images held after completion of the relevant archive periods as set out by the Customer. Such data must be destroyed/deleted to a level that any personal data can no longer be retrieved.

The Customer's Contract Owner will work with the successful tenderer to implement the data sharing procedures and associated Customer requirements needed to deliver this contract. If the successful tenderer proposes the introduction of any new data sharing arrangements with the Customer this will need to be formally assessed and approved by the Customer through their Data Sharing Clearance Process.

The Service Provider will submit the proposals via the Contract Owner to the Customer who will consider the changes through the Customer's internal Data Sharing Clearance process. Any proposals shall be considered and if approved an implementation plan will be formally offered to and accepted by both the Customer and the Service Provider before commencement. This approvals process is designed to assess and identify additional measures and safeguards that may be required to protect data to those already stated in this Specification document.

(s) Security

The Service Provider shall provide secure solutions that comply with any restrictions or requirements arising out of Customer's security policies. This shall include, but not be limited to:

- Cyber Essentials Scheme Plus Certificate;
- CESG Check Accreditation;
- BS EN ISO 9001 or agreed equivalent; and
- HMG Baseline Personnel Security Standard

The Service Provider shall not charge a premium to the Customer for any additional standards and/or security compliance applicable to a Call Off contract, unless otherwise agreed in advance by Customer.

The Service Provider shall ensure that the implementation of security controls and how they shall comply to CESG BC and HMG Security Policy Framework as detailed at the link below and Industry best practice is documented, with associated security policies and standards:

<https://www.gov.uk/government/publications/security-policy-framework>

The Service Provider shall have a Cyber Essentials Scheme Plus Certificate or equivalent at the commencement date of the first Call Off contract. Cyber Essential Scheme requirements can be located at:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

The Service Provider shall ensure that prior to the Services 'Go Live' and annually thereafter that they will undertake Check Assurance with a CESG approved provider. Further information on CESG penetration testing can be found at:

<https://www.ncsc.gov.uk/articles/using-check-provider>

<https://www.ncsc.gov.uk/scheme/penetration-testing>

The Service Provider shall ensure that Customer information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL - SENSITIVE. The Service Provider shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Customer' requirements.

The Service Provider shall, where required, have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means. The Service Provider shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL - SENSITIVE and/or in line with the Customer' requirements.

The Service Provider shall ensure that any suspected or actual security breaches are reported to Customer representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Customer.

The Service Provider shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security and will be able to demonstrate compliance.

(t) Policies

All Services must comply with Her Majesty's Revenue and Customs Employment Income Manual EIM21845 and EIM20504

6. Service Provider Personnel requirements

(u) Service Provider Personnel

The Service Provider shall ensure that all Service Provider Personnel are suitably experienced, skilled and/or qualified to deliver the Services for which they are employed.

(v) Patient Confidentiality and Anonymity

The Service Provider shall ensure that Service Provider Personnel are aware of the following:

- Factual, contemporaneous and legible medical records shall be maintained for all Customer Personnel using the Services; and
- Reports produced on Customer Personnel can be disclosed to that Customer Personnel on request in accordance with the Access to Medical Reports Act 1988 and the Access to Health Records Act 1990.
- The Service Provider shall ensure Service Provider Personnel are trained in all applicable law relating to patient confidentiality and the Service Provider shall provide evidence of such training on request to Customer.

(w) Qualifications

The Service Provider shall ensure all Service Provider Personnel who provide counselling Services shall:

- Have a Diploma in Counselling or equivalent;
- Comply with the BACP Ethical framework for good practice in Counselling and Psychotherapy 2012;
- Have experience of delivering short term counselling;
- Have 450 hours of counselling experience post qualification;
- Undertake regular supervision by a qualified counselling supervisor in line with BACP guidelines;
- Hold membership or accreditation with one or more of the registered bodies listed in section 2.4.1
- Ensure therapists delivering outcome based Services meet the minimum level of relevant qualifications and experience required for membership of their appropriate professional bodies (The British Association for Behavioural and Cognitive Psychotherapies, EMDR UK & Ireland Association and the British Association for Counselling and Psychotherapy).

The Service Provider shall ensure that Service Provider Personnel who provide mediation Services comply with the standards and ethics of the Civil Mediation Council (CMC) and shall have an accredited mediation qualification.

(x) Training

The Service Provider shall ensure all Service Provider Personnel who provide Services shall:

- Be appropriately trained in the Customer's processes and policies as provided by the Customer;
- Be trained in the Service Provider's processes, procedures and policies, including those which have been agreed between the Service Provider and the Customer;
- Be trained in the counselling and advice Services that are offered and/or available and have access to a database of such Services so that Customer Personnel who use the Services can be triaged appropriately and signposted to the relevant Services; and
- Undergo, at a minimum, annual training which shall include training on any changes to the above and refresher training. The Service Provider shall keep a record of such training and provide evidence of training and/or qualifications on request to the Customer.

Where newly qualified Service Provider personnel provide services, the Service Provider shall provide adequate supervision and support. In addition to formal supervision, such support shall include a designated and qualified mentor.

The Service Provider shall ensure that all Service Provider Personnel undertake Continuing Professional Development (CPD).

(y) Vetting

The Service Provider shall ensure that Service Provider Personnel having access to OFFICIAL-SENSITIVE information have undergone basic recruitment checks. Service Provider shall apply the requirements of HMG Baseline Personnel Security Standard (BPSS) for all Service Provider Personnel having access to OFFICIAL-SENSITIVE information. Further details and the full requirements of the BPSS can be found at the

Gov.UK website at: <https://www.gov.uk/government/publications/security-policy-framework>.

The Service Provider shall ensure that all Service Provider Personnel, have been security vetted and approved to Disclosure and Barring Service (DBS) relevant standards and/or Disclosure Scotland relevant standards where appropriate.

The Service Provider shall ensure this is completed prior to the involvement of Service Provider Personnel in the delivery of the Services under this Framework Agreement.

The Service Provider shall ensure that all Service Provider Personnel have appropriate security clearance and comply with any additional security requirements specified by Customer at the Call Off stage.

The Service Provider shall provide details of its Service Provider Personnel security procedures to each of the five DfT agencies - DfTc (*including GCS, ATE, AAIB, RAIB, MAIB, RSIB, OZEV, Traffic Commissioners*), DVSA, DVLA, VCA, MCA.

7. Service Provider Management and Management Information

(z) Call Off Contract Management

The Service Provider shall provide a suitably qualified Call Off contract manager within five (5) working days of the Call Off contract Commencement date and provide the Customer with the name and contact details (including the telephone number and email address) of the Call Off contract manager. The Call Off contract manager shall have a detailed understanding of the Framework and Call Off contract and shall have experience of managing contracts of similar size and complexity.

The Service Provider shall communicate any change to the Call Off contract manager to Customer no less than one (1) month in advance of any planned change.

The Service Provider shall participate in face to face meetings at no additional cost to Customer.

The Service Provider shall promote, deliver and communicate transparency of pricing and savings when requested by Customer.

The Service Provider Call Off contract manager shall be the primary contact between the Service Provider and the Customer. They shall be responsible for managing the relationship with the Customer, which shall include:

- Ensuring continuity of provision and Service delivery;
- Service planning, monitoring and continuous improvement;
- Agreeing and documenting points of contacts with the Service Provider for communication and escalation;
- Contract administration;
- The provision of Management Information;
- Attending monthly contract review meetings;
- Attending management meetings as required by the Customer;
- Providing detailed key performance data;
- Issue resolution and Service improvement where issues have been identified; and
- Resolution of complaints and queries, which have been escalated.

The Service Provider shall provide contact details of Service Provider Personnel responsible for managing the Call Off contract if they differ to the Call Off contract manager.

The Call off contract manager shall escalate any issues that cannot be resolved between the Customer and the Service Provider.

The Service Provider shall provide the Customer with a quarterly report, listing as a minimum:

External market trends, including analysis of how the Customer could benefit from such trends, including a cost analysis of any such changes; and

Proposed improvements to Services, including but not limited to, technology changes, administrative changes, Charges and new ways of working. Such proposals shall include an impact assessment of such changes.

(aa) Complaints process

Service Provider shall ensure that any complaints / issues raised by Customer Personnel are dealt with as a matter of priority.

The Service Provider shall assist in seeking speedy resolution to resolve the situation, irrespective of where the fault lies. Types of complaints that shall be supported in this way include, but are not limited to:

- Customer Personnel complaints relating to delays in booking appointments of Services;
- Customer Personnel complaints relating to the availability of receiving the Services;
- Customer Personnel complaints relating to any sharing of patient Data;
- Customer Personnel complaints in relation to the quality of Services received;
- Customer Personnel complaints in relation to Services not meeting the specific needs of individuals e.g. facilities for disabled Customer Personnel;
- Customer complaints relating to failure to meet agreed Service Levels; and
- Customer complaints in relation to invoicing and billing.

The Service Provider shall acknowledge receipt of complaints made by Customer Personnel, whether verbal, formal or informal and written, within one (1) day of the details of the complaint being received by the Service Provider. The Service Provider shall provide a full response in no less than four (4) working days.

The Service Provider shall have in place a robust escalation process to support complaints handling and to ensure effective management and resolution of all complaints received from the Customer.

The Service Provider shall provide the Customer with one consolidated report (per month) for the duration of this Call Off contract capturing all customer complaints detailed by the Customer. These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the Services and lessons learnt.

The Service Provider shall provide the Customer with a copy of the Service Provider's documented complaints process.

(bb)

Customer Management Information

The Customer will require comprehensive and robust management information to verify that Services are being delivered to the required standard, providing quality outcomes, and providing value for money.

The Service Provider shall therefore provide management information in the form of monthly and quarterly reports. In addition to details specified below, this information shall be delivered at organizational, agency and business unit level.

The customer may request ad-hoc Management Information reports as required. The Service Provider shall provide such management information reports at no additional Charge.

The Service Provider shall ensure customer personnel anonymity and confidentiality in the delivery and content of all management information.

The customer will also advise the Service Provider of any planned programmes of work, which may have an impact on the usage of the services, such as major transformation programmes.

(cc)

Customer Monthly Management Information

Both quarterly and monthly MI to be discussed as part of the monthly strategic partnership meetings and mapped across to the Customers health and wellbeing strategic priorities.

The Service Provider shall provide the following monthly management information to the Customer and shall include:

- A general breakdown of management information, including a demographic (gender, ethnicity, age and disability) breakdown of Service usage;
- Monthly and cumulative Contract Year to date Charges for the Services, including any pass through or additionally agreed Charges;
- Consolidated customer complaints report;
- Performance against agreed SLA's;
- Results of customer satisfaction surveys;
- Continuous improvement report; and
- Identification of any risks identified with the delivery of the Services including mitigating actions to manage the risks going forward.

Management information concerning the Online Portal and Telephone Services shall include:

- Analysis of hits to online portal, including sub-site breakdown information;
- Number of calls received to the telephone advice Service desks;
- Number of telephone calls requiring call-back;
- Number of telephone calls abandoned;
- Number of immediate high risk or red flag cases;
- Number of cases assessed as medium to high risk; and
- Number of low risk cases identified.

Management information concerning Counselling and Other Services shall include:

- The number of Customer Personnel that received or are progressing through telephone based counselling;
- The number of Customer Personnel that received or are progressing through face to face counselling;
- The number of Customer Personnel that received or are progressing through therapeutic intervention;
- The number of Customer Personnel clinically assessed, broken down by the clinical assessment used as referenced in 7.4.2.
- Analysis of problem source by work, home and/or both;
- Analysis of Customer Personnel who failed to attend booked counselling sessions;
- Average number of counselling sessions per Service received and resultant trends;
- Identification of service types which frequently require additional counselling Services;
- The number of Customer Personnel outlining work related stress as a primary reason for contact;
- A breakdown of cases using the HSE Management Standards (sources of stress at work) – demands; control; relationships; role; and change;
- The number of mediation cases undertaken and in progress, including outcomes;
- The number of Customer Personnel who have used telephone support through the trauma and critical incident Service; and
- Number of planned and executed policy and other Employee Assistance Programme workshops/training programmes/seminars, listed by department.

(dd)

Customer Quarterly Management Information

The Service Provider shall provide a quarterly management information report which shall include:

- An executive summary and visual dashboard outlining usage of the Services by the Customer and emerging trends mapped against the Customers strategic health and wellbeing priorities and business need;
- Explanation of how the data has been collated and derived and any anomalies identified;
- Monthly and year to date performance against SLAs;
- Period by period comparison of the data presented;
- Presentation of structured data, segregated by agency, and provided in graphical and tabular form along with the base data, the specific format of which will be agreed on award of the Call Off contract;
- The number of Customer Personnel who have been referred or signposted outside of the Customer Services, broken down by initial point of contact, initial triage and subsequent stages and data as to why and which organisations they were referred or signposted to;
- The benefits and added value the Service is providing, specifically stating what benefit the Service Provider has brought to the Services both for the Customer Personnel and commercially and mapped against the Customers strategic health and wellbeing priorities and business needs;
- Summary by Contract of satisfaction surveys, which shall track the Customer Personnel's journey from engagement to resolution and identify where the Services are not meeting expected standards and plans to address these;

- Summary of Customer Personnel complaints and identification of any trends resulting from these with a proposed Service Improvement Plan to be agreed between the parties;
- Trend analysis of Service usage including suggested actions and service improvements, with proposed times and costs for implementation;
- Service hotspots in the Customer, defining where these specifically occur along with service improvement plans to address such issues;
- Identification of risks, reasons and mitigating actions to manage the risks going forward; and
- Market innovations and trends emerging in the wider employee assistance programme market including mental health, musculoskeletal and healthy lifestyle.

Appendix B – Call-off Terms

THE CUSTOMER

- and -

THE SERVICE PROVIDER

CALL-OFF TERMS

relating to

OCCUPATIONAL HEALTH SERVICES

CONTRACT REF

[985_19]

CALL-OFF TERMS

BETWEEN

- (1) The customer identified in the Form of Contract (the "Customer"); and
- (2) The company identified in the Form of Contract (the "Service Provider").

WHEREAS

- (A) ESPO selected framework providers, including the Service Provider, to provide Goods and/or Services;
- (B) the Service Provider undertook to provide the Goods and/or Services on the terms set out in a Framework Agreement number 985_19 dated **07 February 2020** (the "Framework Agreement");
- (C) ESPO and the Service Provider have agreed that public sector bodies within the UK may enter into Contracts under the Framework Agreement with the Service Provider for the Service Provider to supply Goods and/or Services;
- (D) The Customer enters into this Contract on the terms hereinafter appearing.

1. GENERAL PROVISIONS

1.1 Definitions

In the Contract unless the context otherwise requires the following provisions shall have the meanings given to them below:

"Affiliates"	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
"Affected Party"	means the party seeking to claim relief in respect of a Force Majeure;
"Approval"	means the prior written consent of the Customer and "Approve" and "Approved" shall be construed accordingly;
"Auditor"	means the National Audit Office or an auditor appointed by the Audit Commission as the context requires;
"BCDR Plan"	means any plan relating to business continuity and disaster recovery as referred to in the Master Contract Schedule and/or any other Contract Document;
"Call-off Terms"	means these terms and conditions in respect of the provision of the Goods and/or Services, together with the schedules hereto;

"Change in Law"	means any change in Law or policy which impacts on the supply of the Goods and/or Services and performance of the Call-off Terms which comes into force after the Commencement Date;
"Commencement Date"	means the date set out in the Master Contract Schedule and/or the Form of Contract Document;
"Commercially Sensitive Information"	means the confidential information listed in set out at Schedule 9 of the Framework Agreement (if any) the Master Contract Schedule and/or a Contract Document comprising of commercially sensitive information relating to the Service Provider, its IPR or its business or which the Service Provider has indicated to the Customer that, if disclosed by the Customer, would cause the Service Provider significant commercial disadvantage or material financial loss;
"Confidential Information"	means the Customer's Confidential Information and/or the Service Provider's Confidential Information;
"Continuous Improvement Plan"	means a plan for improving the provision of the Services and/or reducing the charges produced by the Service Provider pursuant to schedule 6 of the Framework Agreement;
"Contract"	means the contract entered into by the Customer and the Service Provider pursuant to Framework Schedule 4 (Ordering Procedure) of the Framework Agreement comprising of the Form of Contract Document, these Call-Off Terms, the schedules hereto, the Master Contract Schedule and any other Contract Document;
"Contract Document"	means all documents listed in the Form of Contract Document and/or within a schedule referred to in the Form of Contract Document;
"Contract Period"	means the period from the Commencement Date to: a) the Expiry Date; or b) such earlier date of termination or partial termination of the Contract in accordance with Law or the provisions of the Contract;
"Contract Charges"	means the prices (exclusive of any applicable VAT), payable to the Service Provider by the Customer under the Contract, as set out in the Master Contract Schedule and/or any other Contract Document, for the full and proper performance by the Service Provider of its obligations under the Contract less any Service Credits;
"Contracting Authority"	means any contracting authority as defined in Regulation 2 of the Public Contracts Regulations 2015 other than the Customer;

"Control"	means control as defined in section 1124 Corporation Tax Act 2010 and "Controls" and "Controlled" shall be interpreted accordingly;
"Controller"	shall take the meaning given in the GDPR;
"Conviction"	means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order, or being placed on a list kept pursuant to section 1 of the Protection of Children Act 1999 or being placed on a list kept pursuant to the Safeguarding Vulnerable Groups Act 2006.);
"Critical Service Failure"	shall have the meaning given in the Master Contract Schedule and/or any other Contract Document;
"Customer Data"	<p>means:</p> <p>(a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which:</p> <p>(i) are supplied to the Service Provider by or on behalf of the Customer; or</p> <p>(ii) the Service Provider is required to generate, process, store or transmit pursuant to the Contract; or</p> <p>(b) any Personal Data for which the Customer is the Data Controller;</p>
"Customer Pre-Existing IPR"	shall mean any Intellectual Property Rights vested in or licensed to the Customer prior to or independently of the performance by the Service Provider of its obligations under the Contract and including, for the avoidance of doubt, guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models and designs;
"Customer's Premises"	the premises identified in the Master Contract Schedule and/or any other Contract Document and which are to be made available for use by the Service Provider for the provision of the Goods and/or Services on the terms set out in the Contract;
"Customer Responsibilities"	means the responsibilities of the Customer set out in the Master Contract Schedule and/or any other Contract Document;

"Customer Representative"	means the representative appointed by the Customer from time to time in relation to the Contract;
"Customer's Confidential Information"	means all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel, and Service Providers of the Customer, including all IPRs, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered to be confidential;
"Data Loss Event"	means any event that results, or may result, in unauthorised access to Personal Data held by the Service Provider under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"Data Protection Legislation"	means (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 (subject to Royal Assent) 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;
"Data Protection Impact Assessment"	means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Officer"	shall take the meaning given in the GDPR;
"Data Subject"	shall take the meaning given in the GDPR;
"Data Subject Access Request"	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Default"	means any breach of the obligations of the Service Provider (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the Service Provider or Service Provider's Staff in connection with or in relation to the subject-matter of the Contract and in respect of which the Service Provider is liable to the Customer;
"Delay Payments"	means the amounts set out or amounts calculated in accordance with the formula set out in the Master Contract Schedule and/or any other Contract Document;
"Deliverables"	means those deliverables listed in the Master Contract Schedule and/or any other Contract Document (if any);

"Delivery"	means the time at which the Goods and/or Services have been installed by the Service Provider and the Customer has issued the Service Provider with confirmation in respect thereof and "Deliver" and "Delivered" shall be construed accordingly;
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in clause 41.2;
"DPA 2018"	means Data Protection Act 2018;
"Employment Checks"	means the pre-appointment checks that are required by law and applicable guidance, including without limitation, verification of identity checks, right to work checks, registration and qualification checks, employment history and reference checks, criminal record checks and occupational health checks;
"Environmental Information Regulations"	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;
"Equality Legislation"	means the Equality Act 2010, the Human Rights Act 1998 and such other acts and legislation to ensure, among others; equality of access to goods and services; promotion of good relations between groups in society; the provision of reasonable adjustments for people with disabilities; and equality in employment; equality legislation shall help organisations and providers to meet their obligations under anti-discrimination laws;
"Equipment"	means the Service Provider's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Service Provider (but not hired, leased or loaned from the Customer) in the performance of its obligations under the Contract which, for the avoidance of doubt does not include the Goods;
"ESPO"	means Leicestershire County Council, acting in its capacity as servicing authority to a joint committee known as ESPO, established under the Local Government Act 1972 (section 101 (5) and section 102) and section 9EB of the Local Government Act 2000, whose place of business is at of Barnsdale Way, Grove Park, Enderby, Leicester, LE19 1ES;
"Expiry Date"	means the date set out in the Master Contract Schedule and/or any other Contract Document;

"Form of Contract"	means the document in the form set out at Schedule 3 of the Framework Agreement signed by the Customer and the Service Provider and which lists all of the Contract Documents;
"FOIA"	means the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;
"Force Majeure"	<p>means any event, occurrence or cause affecting the performance by either the Customer or the Service Provider of its obligations arising from:</p> <ul style="list-style-type: none">a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;b) riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;c) acts of government, local government or Regulatory Bodies;d) fire, flood or any disaster acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:<ul style="list-style-type: none">i) any industrial dispute relating to the Service Provider, the Service Provider's Staff or any other failure in the Service Provider or the Sub-Contractor's supply chain; andii) any event or occurrence which is attributable to the wilful act, neglect or failure to take reasonable precautions against the event or occurrence by the Party concerned;
"GDPR"	means the General Data Protection Regulation (Regulation (EU) 2016/679);
"Good Industry Practice"	means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;

Guidance contained in this document is intended for use by ESPO employees however it is made available to ESPO customers. ESPO customers must seek their own legal advice as to the content and drafting of this document.

"Goods and/or Services"	means the goods and/or services to be supplied as specified in the Form of Contract, Master Contract Schedule and/or any other Contract Document;
"Holding Company"	shall have the meaning given to it in section 1159 and Schedule 6 of the Companies Act 2006;
"Implementation Plan"	means the plan referred to in the Master Contract Schedule and/or any other Contract Document produced and updated in accordance with Schedule 2;
"Information"	has the meaning given under section 84 of the FOIA;
"Initial Term"	the period commencing on the Commencement Date and ending on the Expiry Date;
"Intellectual Property Rights" or "IPRs"	<p>means:</p> <ul style="list-style-type: none">a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, service marks, logos, database rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, design rights (whether registrable or otherwise), Know-How, trade secrets and, moral rights and other similar rights or obligations;b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; andc) all other rights whether registrable or not having equivalent or similar effect in any country or jurisdiction (including but not limited to the United Kingdom) and the right to sue for passing off;
ITT Response	means the response submitted by the Service Provider to the Invitation to Tender issued by the Customer on [insert date];
"Key Personnel"	means the individuals (if any) identified in the Master Contract Schedule and/or any other Contract Document;
"Know-How"	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Goods and/or Services but excluding know-how already in the Service Provider's or the Customer's possession before the Commencement Date;

"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, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Service Provider is bound to comply;
"LED"	means Law Enforcement Directive (Directive (EU) 2016/680);
"Management Information"	means the management information specified in Framework Schedule 7 (Management Information Requirements);
"Master Contract Schedule"	means the schedule attached to the Form of Contract at Schedule 3 of the Framework Agreement;
"Milestone"	means an event or task described in the Implementation Plan which must be completed by the corresponding date set out in such plan;
"Milestone Date"	means the date set against the relevant Milestone in the Implementation Plan;
"Mirror Framework"	means any framework agreement entered into by the Service Provider and a company owned by ESPO;
"Month"	means calendar month and "monthly" shall be interpreted accordingly;
"Parent Company"	means any company which is the ultimate Holding Company of the Service Provider and which is either responsible directly or indirectly for the business activities of the Service Provider or which is engaged by the same or similar business to the Service Provider;
"Party"	means the Service Provider or the Customer and "Parties" shall mean both of them;
"Personal Data"	shall take the meaning given in the GDPR;
"Personal Data Breach"	shall take the meaning given in the GDPR;
"Premises"	means the location where the Services are to be provided and/or the Goods are to be supplied, as set out in the Master Contract Schedule and/or any other Contract Document;
"Processor"	shall take the meaning given in the GDPR;

"Prohibited Act"

Means:

a) to directly or indirectly offer, promise or give any person working for or engaged by the Customer and/or ESPO a financial or other advantage to:

i) induce that person to perform improperly a relevant function or activity; or

ii) reward that person for improper performance of a relevant function or activity; or

b) committing any offence:

i) under the Bribery Act 2010; or

ii) under legislation creating offences concerning fraudulent acts; or

iii) at common law concerning fraudulent acts relating to the Contract or any other contract with ESPO and/or Customer and/or any other Contracting Body; or

c) defrauding, attempting to defraud or conspiring to defraud ESPO and/or the Customer or any other Contracting Body

"Project Specific IPRs"

means:

(a) IPRs in the Services, Deliverables and/or Goods provided by the Service Provider (or by a third party on behalf of the Service Provider) specifically for the purposes of the Contract and all updates and amendments of these items created during the Contract Period; and/or

(b) IPRs arising as a result of the provision of the Services, Deliverables and/or Goods by the Service Provider (or by a third party on behalf of the Service Provider) under the Contract,

"Property"

means the property, other than real property and IPR, issued or made available to the Service Provider by the Customer in connection with the Contract;

"Protective Measures"

means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it;

"Public Contracts Directive"	means Directive 2014/24/EU of the European Parliament and of the Council;
"Quality Standards"	means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies), that a skilled and experienced operator in the same type of industry or business sector as the Service Provider would reasonably and ordinarily be expected to comply with (as may be further detailed in the Master Contract Schedule and/or any other Contract Document) and any other applicable quality standards, Government codes of practice and guidance;
"Regulated Activity"	means any work which is currently defined as a regulated activity relating to children or vulnerable adults within the meaning of Schedule 4 Part 1 (Children) or Part 2 (Vulnerable Adults) of the Safeguarding Vulnerable Groups Act 2006;
"Regulatory Bodies"	means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Customer;
"Related Service Provider"	means any person who provides services to the Customer which are related to the Services from time to time;
"Replacement Service Provider"	any third party Service Provider of Replacement Services appointed by the Customer from time to time;
"Replacement Service"	any services which are substantially similar to any of the Services and which the Customer receives in substitution for any of the Services following the expiry or termination of the Contract, whether those services are provided by the Customer internally and/or by any third party;
"Request for Information"	means a request for information or an apparent request relating to the Contract or the provision of the Services or an apparent request for such information under the Code of Practice on Access to Government Information, FOIA or the Environmental Information Regulations;
"Service Credits"	means the sums referred to or sums calculated in accordance with Schedule 2 being payable by the Service Provider in respect of any failure by the Service Provider to meet one or more Service Levels;
"Service Levels"	means any service levels applicable to the provision of the Services as referred to Schedule 2;

"Service Provider"	means the person, firm or company with whom the Customer enters into the Contract as identified in the Form of Contract;
"Service Provider Personnel"	means all directors, officers, employees, agents, consultants and contractors of the Service Provider and/or of any Sub-Contractor engaged in the performance of its obligations under this Contract;
"Service Provider Pre-Existing IPR"	shall mean any Intellectual Property Rights vested in or licensed to the Service Provider prior to or independently of the performance by the Customer of its obligations under the Contract and including, for the avoidance of doubt, guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models and designs;
"Service Provider's Representative"	means the representative appointed by the Service Provider from time to time in relation to the Contract;
"Service Provider Solution"	means the Service Provider's solution for the provision of the Goods and/or Services as referred to in the Master Contract Schedule and/or another Contract Document referred to in the Form of Contract;
"Service Provider's Confidential Information"	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and Service Providers of the Service Provider, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential;
"Services"	means the services to be supplied as referred to in the Form of Contract, the Master Contract Schedule and the Contract Documents;
"Sites"	means any premises from which the Services are provided or from which the Service Provider manages, organises or otherwise directs the provision or the use of the Services;
"Staff"	means all persons employed by the Service Provider and/or any Sub-Contractor to perform its obligations under the Contract together with the Service Provider's and/or any Sub-Contractor's servants, consultants, agents, Service Providers and Sub-Contractors used in the performance of its obligations under the Contract;

"Sub-Contract"	means any contract or agreement or proposed contract or agreement between the Service Provider and any third party whereby that third party agrees to provide to the Service Provider the Goods and/or Services or any part thereof or facilities, goods or services necessary for the provision of the Goods and/or Services or any part thereof or necessary for the management, direction or control of the Goods and/or Services or any part thereof;
"Sub-Contractor"	means the third party with whom the Service Provider enters into a Sub-Contract or its servants or agents and any third party with whom that third party enters into a Sub-Contract or its servants or agents;
"Sub-processor"	means any third party appointed to process Personal Data on behalf of the Service Provider related to this Contract;
"Technical Standards"	means the technical standards set out in the Framework Agreement and if applicable the Master Contract Schedule and/or another Contract Document referred to in the Form of Contract;
"Tender"	means the tender submitted by the Service Provider to the Customer in response to the Customer's invitation to Service Providers for formal offers to supply it with the Goods and/or Services pursuant to the Framework Agreement;
"Term"	the period of the Initial Term as may be varied by: (a) any extensions to this Contract which are agreed pursuant to clause 3; or (b) the earlier termination of this Contract in accordance with its terms;
"TFEU"	means the Treaty on the Functioning of the European Union (OJ No. C 115);
"Transferring Goods"	means Goods, title to which transfers between the Parties in accordance with clause 4.6.1;
"Treaties"	means the Treaty of the European Union (OJ No. C 115) and TFEU;
"Undelivered Goods"	shall have the meaning given in clause 4.5.7;
"Variation"	has the meaning given to it in clause 32;
"Variation Procedure"	means the procedure set out in clause 32;
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;

"Working Day" means any day other than a Saturday or Sunday or public holiday in England and Wales.

1.2 Interpretation

The interpretation and construction of the Contract shall be subject to the following provisions:

- 1.2.1 words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- 1.2.2 words importing the masculine include the feminine and the neuter;
- 1.2.3 the words "include", "includes" and "including" "for example" and "in particular" and words of similar effect are to be construed as if they were immediately followed by the words "without limitation" and shall not limit the general effect of the words which precede them;
- 1.2.4 references to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- 1.2.5 the schedules form part of the Contract and shall have effect as if set out in full in the body of the Contract. Any reference to the Contract includes the schedules;
- 1.2.6 references to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;
- 1.2.7 headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract;
- 1.2.8 references to "clauses" and "schedules" are, unless otherwise provided, references to the clauses of and schedules to this Contract. References to "paragraphs" are, unless otherwise provided, references to paragraphs of the schedule in which the references are made;
- 1.2.9 terms or expressions contained in this Contract which are capitalised but which do not have an interpretation in clause 1 shall be interpreted in accordance with the Framework Agreement save for such words as do not have an interpretation in the Framework Agreement in which case they shall be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise they shall be interpreted in accordance with the dictionary meaning;

- 1.2.10 reference to a clause is a reference to the whole of that clause unless stated otherwise; and
- 1.2.11 in the event of and only to the extent of any conflict between the Master Contract Schedule, these Call-Off Terms, any other Contract Document any document referred to in the clauses of the Contract and the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
 - 1.2.11.1 the Framework Agreement;
 - 1.2.11.2 these Call-Off Terms;
 - 1.2.11.3 the Master Contract Schedule; and
 - 1.2.11.4 any other Contract Document or document referred to in these Call-Off Terms.

2. DUE DILIGENCE

- 2.1 The Service Provider acknowledges that it:
 - 2.1.1 has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Customer;
 - 2.1.2 has raised all relevant due diligence questions with the Customer before the Commencement Date; and
 - 2.1.3 has entered into this Contract in reliance on its own due diligence alone.
- 2.2 The Customer hereby confirms that it has all requisite authority to enter into the Contract.

3. CONTRACT PERIOD

- 3.1 This Contract shall take effect on the Commencement Date and shall continue for the Term.
- 3.2 The Customer may extend this Contract beyond the Initial Term by a further period or periods as stated in the Master Contract Schedule (Extension Period). If the Customer wishes to extend this Contract, it shall give the Service Provider three (3) months' written notice of such intention before the expiry of the Initial Term or Extension Period.
- 3.3 If the Customer gives such notice then the Term shall be extended by the period set out in the notice.

- 3.4 If the Customer does not wish to extend this Contract beyond the Initial Term this Contract shall expire on the expiry of the Initial Term and the provisions of clause 19 shall apply.

4. SUPPLY OF GOODS AND/OR SERVICES

4.1 Supply of the Goods and/or Services

- 4.1.1 The Service Provider shall supply the Goods and/or Services in accordance with the Implementation Plan.
- 4.1.2 The Service Provider shall supply the Goods and/or Services during the Contract Period in accordance with the Customer's requirements as set out in this Contract in consideration for the payment of the Contract Charges. The Customer may inspect and examine the manner in which the Service Provider supplies the Goods and/or Services at the Premises during normal business hours on reasonable notice.
- 4.1.3 If the Customer informs the Service Provider in writing that the Customer reasonably believes that any part of the Goods and/or Services does not meet the requirements of the Contract or differs in any way from those requirements, the Service Provider shall at its own expense re-schedule and carry out the Goods and/or Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Customer.
- 4.1.4 The Service Provider accepts responsibility for all damage to, shortage or loss of the Ordered Goods if:
- 4.1.4.1 the same is notified in writing to the Service Provider within three (3) Working Days of receipt of the Ordered Goods by the Customer; and
- 4.1.4.2 the Ordered Goods have been handled by the Customer in accordance with the Service Provider's instructions.
- 4.1.5 Where the Service Provider accepts responsibility under clause 4.1.4 it shall, at its sole option, replace or repair the Ordered Goods (or part thereof) which have been proven, to the Service Provider's reasonable satisfaction, to have been lost or damaged in transit.
- 4.1.6 The Service Provider agrees that the Customer relies on the skill and judgment of the Service Provider in the supply of the Goods and/or Services and the performance of its obligations under the Contract.

4.2 Provision and Removal of Equipment

- 4.2.1 Unless otherwise stated in the Master Contract Document and/or any other Contract Document, the Service Provider shall provide all the Equipment necessary for the supply of the Goods and/or the Services.

- 4.2.2 The Service Provider shall not deliver any Equipment nor begin any work on the Premises without obtaining Approval.
- 4.2.3 All Equipment brought onto the Premises shall be at the Service Provider's own risk and the Customer shall have no liability for any loss of or damage to any Equipment unless and to the extent that the Service Provider is able to demonstrate that such loss or damage was caused by or contributed to by the Customer's Default. The Service Provider shall be wholly responsible for the haulage or carriage of the Equipment to the Premises and the removal thereof when it is no longer required by the Customer and in each case at the Service Provider's sole cost. Unless otherwise stated in the Contract, Equipment brought onto the Premises will remain the property of the Service Provider.
- 4.2.4 The Service Provider shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.
- 4.2.5 The Service Provider shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:
 - 4.2.5.1 remove from the Premises any Equipment which in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with the Contract; and
 - 4.2.5.2 replace such item with a suitable substitute item of Equipment.
- 4.2.6 Upon termination or expiry of the Contract, the Service Provider shall remove the Equipment together with any other materials used by the Service Provider to supply the Goods and/or Services and shall leave the Premises in a clean, safe and tidy condition. The Service Provider is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Service Provider or Service Provider's Staff.

4.3 **Quality**

- 4.3.1 The Service Provider shall at all times comply with the Technical Standards and the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards' authorisation body. To the extent that the standard to which the Goods and/or Services must be provided has not been specified in the Contract, the Service Provider shall agree the relevant standard for the provision of the Goods and/or Services with the Customer prior to the supply of the Goods and/or Services commencing and in any event, the Service Provider shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.

- 4.3.2 The Service Provider shall ensure that the Staff shall at all times during the Contract Period:
 - 4.3.2.1 faithfully and diligently perform those duties and exercise such powers as necessary in connection with the provision of the Goods and/or Services;
 - 4.3.2.2 obey all lawful instructions and reasonable directions of the Customer and provide the Goods and/or Services to the reasonable satisfaction of the Customer; and
 - 4.3.2.3 apply all due skill, care, diligence and are appropriately experienced, qualified and trained.
- 4.3.3 The Service Provider shall without prejudice to clause 4.1.5 above perform its obligations under the Contract in a timely manner.
- 4.3.4 The Service Provider shall supply the Goods and/or Services and, where relevant, install the Goods in accordance with the specification in the Framework Agreement (if any) (as a minimum), the Master Contract Schedule and/or any other Contract Document and in accordance with all applicable Laws, including but not limited to, any obligation implied by sections 12, 13 and 14 of the Sale of Goods Act 1979 and section 2 of the Supply of Goods and Services Act 1982.
- 4.3.5 The Service Provider shall at all times during the Contract Period ensure that:
 - 4.3.5.1 the Goods and/or Services conform in all respects with the specifications set out in the Master Contract Schedule and/or any other Contract Document and/or where applicable the Framework Agreement;
 - 4.3.5.2 the Goods and/or Services operate in accordance with the relevant technical specifications and correspond with all requirements set out in the Master Contract Schedule and/or any other Contract Document;
 - 4.3.5.3 the Goods and/or Services conform in all respects with all applicable Laws, Quality Standards and Technical Standards;
 - 4.3.5.4 the Goods are free from defects in design and workmanship and are fit for the purpose that such Goods are ordinarily used for and for any particular purpose made known to the Service Provider by the Customer; and
 - 4.3.5.5 the Goods and/or Services are supplied in accordance with the Service Provider Solution.

4.4 Delivery (Goods only)

- 4.4.1 Without prejudice to the content of clause 4.5 (Delivery) the Service Provider shall make delivery of the Goods specified in the Master Contract Schedule and/or any other Contract Document at the times and in the manner stated therein and as a minimum meet the requirements stated in the Response to the ITT. Delivery shall be at no cost to the Customer and shall be at the sole risk of the Service Provider.
- 4.4.2 Ownership and passing of title in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer on the earlier of payment by the Customer of the Contract Charges or allocation of the relevant Goods by the Customer to the order.
- 4.4.3 Risk in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer at the point when the Goods have been delivered satisfactorily.

4.5 Delivery

- 4.5.1 The Service Provider shall Deliver the Goods and provide the Services in accordance with the Implementation Plan and Milestones.
- 4.5.2 The issue by the Customer of a receipt note for delivered Equipment shall not constitute any acknowledgement of the condition, quantity or nature of that Equipment.
- 4.5.3 Time of delivery in relation to commencing and/or supplying the Goods and/or Services shall be of the essence and if the Service Provider fails to deliver the Goods and/or Services within the time specified in accordance with clause 4.1.1 and/or the Master Contract Schedule and/or any other Contract Document and without prior written Approval, the Customer may release itself from any obligation to accept and pay for the Goods and/or terminate the Contract, in either case without prejudice to any other rights and remedies of the Customer.
- 4.5.4 Except where otherwise provided in the Contract, the Goods shall be installed and the Services provided by the Staff or the Sub-Contractors at such place or places as set out in the Master Contract Schedule and/or any other Contract Document.
- 4.5.5 Where the Goods are delivered by the Service Provider, the point of delivery shall be when the Goods are removed from the transporting vehicle at the Premises. Where the Goods are collected by the Customer, the point of delivery shall be when the Goods are loaded on the Customer's vehicle.

- 4.5.6 Except where otherwise provided in the Contract, delivery shall include the unloading, stacking or installation of the Goods by the Staff or the Service Provider's Service Providers or carriers at such place as the Customer or duly authorised person shall reasonably direct.
- 4.5.7 In the event that not all of the Goods and/or Services are Delivered by the relevant Milestone Dates specified in the Implementation Plan ("**Undelivered Goods and/or Services**") then the Customer shall be entitled to withhold payment of the Contract Charges for any Goods and/or Services that were not Delivered in accordance with the corresponding Milestone Date until such time as the Undelivered Goods and/or Services are Delivered.
- 4.5.8 The Customer shall be under no obligation to accept or pay for any Goods Delivered in excess of the quantity specified in the Master Contract Schedule and/or any other Contract Document. If the Customer elects not to accept such over-Delivered Goods it shall give notice in writing to the Service Provider to remove them within five (5) Working Days and to refund to the Customer any expenses incurred by the Customer as a result of such over-Delivery (including but not limited to the costs of moving and storing the Goods), failing which the Customer may dispose of such Goods and charge the Service Provider for the costs of such disposal. The risk in any over-Delivered Goods shall remain with the Service Provider.

4.6 **Ownership and Risk**

- 4.6.1 Ownership and passing of title in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer on the earlier of payment by the Customer of the Contract Charges or allocation of the relevant Goods by the Customer to the order.
- 4.6.2 Risk in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer at the point when the Goods have been delivered satisfactorily.

4.7 **Guarantee**

The Service Provider hereby guarantees the Transferring Goods for the Guarantee Period against faulty materials and workmanship. If the Customer shall within such Guarantee Period or within twenty five (25) Working Days thereafter give notice in writing to the Service Provider of any defect in any of the Transferring Goods as may have arisen during such Guarantee Period under proper and normal use, the Service Provider shall (without prejudice to any other rights and remedies which the Customer may have) promptly remedy such defects (whether by repair or replacement as the Customer shall elect) free of charge.

5. ASSISTANCE ON EXPIRY OR TERMINATION

- 5.1 In the event that the Contract expires or is terminated the Service Provider shall, where so requested by the Customer, provide assistance to the Customer to migrate the provision of the Services to a Replacement Service Provider.

6. DISASTER RECOVERY AND BUSINESS CONTINUITY

- 6.1 The Service Provider will maintain in place throughout the Contract Period business continuity arrangements and will review those arrangements at appropriate intervals and if necessary update them, so as to ensure as far as reasonably practical that in the event of unexpected circumstances, either within or external to the Service Provider's organisation, delivery of the Goods and/or Services to the Customer is subject to a minimum of disruption.

7. MONITORING OF CONTRACT PERFORMANCE

- 7.1 The Service Provider shall comply with the monitoring arrangements referred to in the Master Contract Schedule and/or any other Contract Document including, but not limited to, providing such data and information as the Service Provider may be required to produce under the Contract.
- 7.2 Where requested by the Customer, the Service Provider shall supply the Management Information to the Customer in the form and periodically as specified in the Master Contract Schedule.

8. DISRUPTION

- 8.1 The Service Provider shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer.
- 8.2 The Service Provider shall immediately inform the Customer of any actual or potential industrial action, whether such action be by the Service Provider's own employees or others, which affects or might affect the Service Provider's ability at any time to perform its obligations under the Contract.
- 8.3 In the event of industrial action by the Staff, the Service Provider shall seek Approval to its proposals for the continuance of the supply of the Goods and/or Services in accordance with its obligations under the Contract.
- 8.4 If the Service Provider's proposals referred to in clause 8.3 are considered insufficient or unacceptable by the Customer acting reasonably then the Contract may be terminated with immediate effect by the Customer by notice in writing.
- 8.5 If the Service Provider is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business caused by the Customer, an appropriate allowance by way of extension of time will be approved by the

Customer. In addition, the Customer will reimburse any additional expense reasonably incurred by the Service Provider as a direct result of such disruption.

9. SERVICE LEVELS AND REMEDIES IN THE EVENT OF INADEQUATE PERFORMANCE OF THE SERVICES OR PROVISION OF THE GOODS

- 9.1 The Service Provider shall provide the Services to meet or exceed the Service Levels and any failure to meet the Service Levels shall entitle the Customer to Service Credits calculated in accordance with the provisions of schedule 1 or in the event of a Critical Service Failure shall give rise to a right for the Customer to terminate the Contract with immediate effect upon giving written notice to the Service Provider.
- 9.2 The Service Provider shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Service Provider's performance of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels.
- 9.3 Without prejudice to any other right or remedy which the Customer may have, if any Goods and/or Services are not supplied in accordance with, or the Service Provider fails to comply with any of the terms of the Contract then the Customer may (whether or not any part of the Goods and/or Services have been Delivered) do any of the following:
 - 9.3.1 at the Customer's option, give the Service Provider the opportunity at the Service Provider's expense to either remedy any defect in the Goods and/or failure in the performance of the Services together with any damage resulting from such defect or failure (and where such defect or failure is capable of remedy) or to supply replacement Goods and/or Services and carry out any other necessary work to ensure that the terms of the Contract are fulfilled, in accordance with the Customer's instructions;
 - 9.3.2 reject the Goods (in whole or in part) and require the Service Provider to remove the Goods (in whole or in part) at the risk and cost of the Service Provider on the basis that a full refund for the Goods so rejected shall be paid to the Customer forthwith by the Service Provider;
 - 9.3.3 refuse to accept any further Goods and/or Services to be Delivered but without any liability to the Customer;
 - 9.3.4 if the Master Contract Schedule and/or any other Contract Documents provide for the payment of Delay Payments, then the Service Provider shall pay such amounts (calculated in accordance with the Master Contract Schedule and/or any other Contract Document) on demand. The Delay Payments will accrue on a daily basis from the relevant Milestone Date and will continue to accrue until the date when the Milestone is met;

- 9.3.5 carry out at the Service Provider's expense any work necessary to make the Goods and/or Services comply with the Contract;
- 9.3.6 without terminating the Contract, itself supply or procure the supply of all or part of the Goods and/or Services until such time as the Service Provider shall have demonstrated to the reasonable satisfaction of the Customer that the Service Provider will once more be able to supply all or such part of the Goods and/or Services in accordance with the Contract;
- 9.3.7 without terminating the whole of the Contract, terminate the Contract in respect of part of the Goods and/or Services only (whereupon a corresponding reduction in the Contract Charges shall be made) and thereafter itself supply or procure a third party to supply such part of the Goods and/or Services; and/or
- 9.3.8 charge the Service Provider for and the Service Provider shall on demand pay any costs reasonably incurred by the Customer (including any reasonable administration costs) in respect of the supply of any part of the Goods and/or Services by the Customer or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Service Provider for such part of the Goods and/or Services and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Goods and/or Services.

9.4 In the event that the Service Provider:

- 9.4.1 fails to comply with clause 9.3 above and the failure is materially adverse to the interests of the Customer or prevents the Customer from discharging a statutory duty; or

- 9.4.2 persistently fails to comply with clause 9.3 above,

the Customer may terminate the Contract with immediate effect by giving the Service Provider notice in writing.

10. PREMISES

10.1 Inspection of Premises

- 10.1.1 The Service Provider acknowledges that it has inspected the Customer's Premises and has advised the Customer of any aspect of the Customer's Premises that is not suitable for the provision of the Goods and/or Services and that the specified actions to remedy the unsuitable aspects of the Customer's Premises, together with a timetable for and the costs of those actions, have been specified in the Master Contract Schedule and/or any other Contract Document.

- 10.1.2 If the Service Provider has either failed to inspect the Customer's Premises or failed to notify the Customer of any required remedial actions in accordance with clause 10.1.1 then the Service Provider shall not be entitled to recover any additional costs or charges from the Customer relating to any unsuitable aspects of the Customer's Premises except in respect of any latent structural defect in the Customer's Premises. The onus shall be on the Service Provider to prove to the Customer that any work to the Customer's Premises is required in respect of a latent structural defect and that the additional costs or charges are reasonable and necessary. The Service Provider shall not incur such additional costs or charges without obtaining Approval.
- 10.1.3 Any disputes relating to due diligence as set out in clause 2 or this clause 10 shall be resolved in accordance with the Dispute Resolution Procedure.

10.2 **Licence to Occupy Premises**

- 10.2.1 Any Customer's Premises made available from time to time to the Service Provider by the Customer in connection with the Contract shall be made available to the Service Provider on a non-exclusive licence basis free of charge and shall be used by the Service Provider solely for the purpose of performing its obligations under the Contract. The Service Provider shall have the use of such Customer's Premises as licensee and shall vacate the same immediately upon completion, termination, expiry or abandonment of the Contract.
- 10.2.2 The Service Provider shall limit access to the Customer's Premises to such Staff as is necessary to enable it to perform its obligations under the Contract and the Service Provider shall co-operate (and ensure that its Staff co-operate) with such other persons working concurrently on such Customer's Premises as the Customer may reasonably request.
- 10.2.3 Save in relation to such actions identified by the Service Provider in accordance with clause 10.2.1 and the Master Contract Schedule and/or any other Contract Document (if any), should the Service Provider require modifications to the Customer's Premises, such modifications shall be subject to Approval and shall be carried out by the Customer at the Service Provider's expense. The Customer shall undertake any modification work which it approves pursuant to this clause 10.2.3 without undue delay. Ownership of such modifications shall rest with the Customer.
- 10.2.4 The Service Provider shall (and shall ensure that its Staff shall) observe and comply with such rules and regulations as may be in force at any time for the use of such Customer's Premises and conduct of personnel at the Customer's Premises as determined by the Customer, and the

Service Provider shall pay for the cost of making good any damage caused by the Service Provider or its Staff other than fair wear and tear. For the avoidance of doubt, damage includes without limitation damage to the fabric of the buildings, plant, fixed equipment or fittings therein.

- 10.2.5 The Parties agree that there is no intention on the part of the Customer to create a tenancy of any nature whatsoever in favour of the Service Provider or its Staff and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Customer retains the right at any time to use any premises owned or occupied by it in any manner it sees fit.

10.3 **Property**

- 10.3.1 Where the Customer issues Property free of charge to the Service Provider such Property shall be and remain the property of the Customer and the Service Provider irrevocably licences the Customer and its agents to enter upon any premises of the Service Provider during normal business hours on reasonable notice to recover any such Property. The Service Provider shall not in any circumstances have a lien or any other interest on the Property and at all times the Service Provider shall possess the Property as fiduciary agent and bailee of the Customer. The Service Provider shall take all reasonable steps to ensure that the title of the Customer to the Property and the exclusion of any such lien or other interest are brought to the notice of all Sub-Contractors and other appropriate persons and shall, at the Customer's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Customer.
- 10.3.2 The Property shall be deemed to be in good condition when received by or on behalf of the Service Provider unless the Service Provider notifies the Customer otherwise within five (5) Working Days of receipt.
- 10.3.3 The Service Provider shall maintain the Property in good order and condition (excluding fair wear and tear) and shall use the Property solely in connection with the Contract and for no other purpose without Approval.
- 10.3.4 The Service Provider shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Services, in accordance with the Customer's reasonable security requirements as required from time to time.
- 10.3.5 The Service Provider shall be liable for all loss of, or damage to, the Property, (excluding fair wear and tear), unless such loss or damage was caused by the Customer's Default. The Service Provider shall inform the Customer within two (2) Working Days of becoming aware

of any defects appearing in or losses or damage occurring to the Property.

11. PAYMENT AND CONTRACT CHARGES

11.1 Contract Charges

- 11.1.1 In consideration of the Service Provider's performance of its obligations under the Contract, the Customer shall pay the Contract Charges in accordance with clause 11.2 (Payment and VAT).
- 11.1.2 The Customer shall, in addition to the Contract Charges and following delivery by the Service Provider of a valid VAT invoice, pay the Service Provider a sum equal to the VAT chargeable on the value of the Goods and/or Services supplied in accordance with the Contract.
- 11.1.3 If at any time during the Contract Period the Service Provider reduces its rates of Charges for any Goods and/or Services which is provided under the Framework Agreement (whether or not such Goods and/or Services are offered in a catalogue which is provided under the Framework Agreement) in accordance with the terms of the Framework Agreement, the Service Provider shall immediately reduce the Contract Price for such Goods and/or Services under the Contract by the same amount.
- 11.1.4 The benefit of any work being done pursuant to the provisions of Schedule 6 (Value for Money) of the Framework Agreement which is specifically commissioned from the Service Provider by another Contracting Body at any time prior to or during the Contract Period to reduce costs or to improve the quality or efficiency of the Goods and/or Services or to facilitate their delivery shall be offered by the Service Provider to the Customer at no charge.
- 11.1.5 The Parties acknowledge that the Service Provider is required to pay to ESPO and, where relevant, the Trading Company a retrospective rebate based on the value of each call-off contract at a percentage agreed in the Framework Agreement.

11.2 Payment and VAT

11.2.1 Where the Service Provider submits an invoice to each of the organisations stated below:

- Department for Transport Central (DfTc)
- Vehicle Certification Agency (VCA)
- Maritime and Coastguard Agency (MCA)
- Driver and Vehicle Licensing Agency (DVLA)
- Driver and Vehicle Standards Agency (DVSA)

The Customer will consider and verify that invoice in a timely fashion.

Each area to advise the route for their invoice in writing to the Service Provider within five (5) working days of the contract commencing.

- 11.2.2 The Service Provider shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Goods supplied and/or the Services provided and that it is supported by any other documentation reasonably required by the Customer to substantiate the invoice.
- 11.2.3 The Customer shall pay the Service Provider any sums due under such an invoice no later than a period of 30 days from the date on which the Customer has determined that the invoice is valid and undisputed.
- 11.2.4 Where the Customer fails to comply with clause 11.2.1 and there is an undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purposes of clause 11.2.2 after a reasonable time has passed.
- 11.2.5 Where the Service Provider enters into a Sub-Contract, the Service Provider shall include in that Sub-Contract:
- (a) provisions having the same effect as clauses 11.2.1 – 11.2.3 of this Framework Agreement; and
 - (b) a provision requiring the counterparty to that Sub-Contract to include any Sub-Contract which it awards provisions have the same effect as clauses 11.1.1 – 11.1.4 of this Framework Agreement.

For the purposes of this sub clause 11.2.4 "Sub-Contract" means a contract between two or more Service Providers, at any stage of remoteness from the Customer in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or part of this Framework Agreement.

- 11.2.6 The Service Provider shall indemnify the Customer on demand and on a continuing basis against any liability, including without limitation any interest, penalties or costs, which are suffered or incurred by or levied, demanded or assessed on the Customer at any time in respect of the Service Provider's failure to account for or to pay any VAT relating to payments made to the Service Provider under the Contract. Any amounts due under this clause 11 shall be paid by the Service Provider to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.
- 11.2.7 The Service Provider shall not suspend the supply of the Services and/or Goods (as applicable) unless the Service Provider is entitled to terminate the Contract under clause 26 (Termination on Default) for

failure to pay undisputed sums of money. Interest shall be payable by the Customer on the late payment of any undisputed sums of money properly invoiced at 3% above the Bank of England base rate.

11.3 Recovery of Sums Due

- 11.3.1 Wherever under the Contract any sum of money is recoverable from or payable by the Service Provider (including any sum which the Service Provider is liable to pay to the Customer in respect of any breach of the Contract), the Customer may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Service Provider under the Contract or under any other agreement or contract with the Customer.
- 11.3.2 Any overpayment by either Party, whether of the Contract Charges or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- 11.3.3 The Service Provider shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Service Provider has a valid court order requiring an amount equal to such deduction to be paid by the Customer to the Service Provider.
- 11.3.4 All payments due shall be made within a reasonable time unless otherwise specified in the Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.

11.4 Euro

- 11.4.1 Any requirement of Law to account for the Goods and/or Services in Euro, (or to prepare for such accounting) instead of and/or in addition to Sterling, shall be implemented by the Service Provider free of charge to the Customer.
- 11.4.2 The Customer shall provide all reasonable assistance to facilitate compliance with clause 11.4.1 by the Service Provider.

12. KEY PERSONNEL

- 12.1 The Parties have agreed to the appointment of the Key Personnel. The Service Provider shall and shall procure that any Sub-Contractor shall obtain Approval before removing or replacing any Key Personnel during the Contract Period.
- 12.2 The Service Provider shall provide the Customer with at least one (1) Month's written notice of its intention to replace any member of Key Personnel.

- 12.3 The Customer shall not unreasonably delay or withhold its Approval to the removal or appointment of a replacement for any relevant Key Personnel by the Service Provider or Sub-Contractor.
- 12.4 The Service Provider acknowledges that the persons designated as Key Personnel from time to time are essential to the proper provision of the Goods and/or Services to the Customer. The Service Provider shall ensure that the role of any Key Personnel is not vacant for any longer than ten (10) Working Days and that any replacement shall be as qualified and experienced or more qualified and experienced as the previous incumbent and fully competent to carry out the tasks assigned to the Key Personnel whom he or she has replaced.
- 12.5 The Customer may also require the Service Provider to remove any Key Personnel that the Customer considers in any respect unsatisfactory. The Customer shall not be liable for the cost of replacing any Key Personnel.

13. SERVICE PROVIDER'S STAFF

- 13.1 The Customer may, by written notice to the Service Provider, refuse to admit onto, or withdraw permission to remain on, the Customer's Premises:
 - 13.1.1 any member of the Staff; or
 - 13.1.2 any person employed or engaged by any member of the Staff,
whose admission or continued presence would, in the reasonable opinion of the Customer, be undesirable.
- 13.2 At the Customer's written request, the Service Provider shall provide a list of the names and addresses of all persons who may require admission to the Customer's Premises in connection with the Contract, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Customer may reasonably request.
- 13.3 Staff engaged within the boundaries of the Customer's Premises shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of personnel when at or within the boundaries of those Customer's Premises.
- 13.4 If the Service Provider fails to comply with clause 13.2 within three (3) weeks of the date of the request, the Customer may terminate the Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Customer.
- 13.5 The decision of the Customer as to whether any person is to be refused access to the Premises and as to whether the Service Provider and Staff have failed to comply with clause 13.2 shall be final and conclusive.

Children and Vulnerable Adults

- 13.6 Where the provision of the Goods and/or Services requires any of the Service Provider's employees or volunteers to work in a Regulated Activity with children and/or vulnerable adults, the Service Provider will make checks in respect of such employees and volunteers with the Disclosure & Barring Service (DBS) for the purpose of checking at an enhanced level of disclosure for the existence of any criminal convictions subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) or other relevant information and that the appropriate check of the Children's Barred List relating to the protection of children.
- 13.7 The Service Provider will comply with the requirements of the Safeguarding of Vulnerable Groups Act 2006 (as amended by the Protection of Freedoms Act 2012 and any other subsequent relevant legislation) in respect of such employees and volunteers that work in a Regulated Activity.
- 13.8 The Service Provider will ensure that all enhanced checks for a Regulated Activity including the appropriate barred list check or checks are renewed every three years.
- 13.9 The Service Provider will not employ any person or continue to employ any person to provide the Regulated Activities who is prevented from carrying out such activities under the Safeguarding of Vulnerable Groups and will notify ESPO immediately of any decision to employ such a person in any role connected with this Contract or any other agreement or arrangement with the Customer.
- 13.10 Where the provision of the Goods and/or Services does not require any of the Service Provider's employees or volunteers to work in a Regulated Activity but where the Service Provider's employees or volunteers may nonetheless have contact with children and/or vulnerable adults the Service Provider will in respect of such employees and volunteers:
- a) carry out Employment Checks; and
 - b) carry out such other checks as may be required by the Disclosure & Barring Service from time to time through the Contract Period.
- 13.11 Where the principle obligation of the Service Provider is to effect delivery of goods to a site and does not require any element of on-site working including installation and commissioning of Goods in a private dwelling, neither the Service Provider nor any sub-contractors are to have direct contact with children and/or vulnerable adults during any delivery or attendance at the premises. The Service Provider shall ensure that those engaged in undertaking the duties under this contract, including employees, servants, agents and others are of suitable standing and good character and provide them with copies of the Specification and secure their written acknowledgement of receipt and understanding.

14. STAFFING SECURITY

- 14.1 The Service Provider shall comply with the Customer's staff vetting procedures (where provided to the Service Provider) in respect of all Service Provider Staff employed or engaged in the provision of the Goods and/or Services. The Service Provider confirms that all Staff employed or engaged by the Service Provider at the Commencement Date were vetted and recruited on a basis that is equivalent to and no less strict than the Customer's staff vetting procedures.
- 14.2 The Service Provider shall provide training on a continuing basis for all Staff employed or engaged in the provision of the Goods and/or Services to ensure compliance with the Customer's staff vetting procedures.

15. INTELLECTUAL PROPERTY RIGHTS

- 15.1 Save as granted under this Contract, neither the Customer nor the Service Provider shall acquire any right, title or interest in the other's Pre-Existing Intellectual Property Rights.
- 15.2 The Service Provider shall ensure and procure that the availability, provision and use of the Goods and/or Services and the performance of the Service Provider's responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.
- 15.3 With respect to the Service Providers obligations under the Contract, the Service Provider warrants and represents that:
 - 15.3.1 it owns, has obtained or shall obtain valid licences for all Intellectual Property Rights that are necessary to perform its obligations under this Contract;
 - 15.3.2 it has and shall continue to take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Customer's Confidential Information (held in electronic form) owned by or under the control of, or used by the Customer;
- 15.4 The Service Provider shall during and after the Contract Period of the Contract indemnify and keep indemnified the Customer on demand in full from and against all claims, proceedings, suits, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages and any other liabilities whatsoever arising from, out of, in respect of or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the:
 - 15.4.1 availability, provision or use of the Goods and/or Services (or any parts thereof); and

15.4.2 performance of the Service Provider's responsibilities and obligations hereunder.

15.5 The Service Provider shall promptly notify the Customer if any claim or demand is made or action brought against the Service Provider for infringement or alleged infringement of any Intellectual Property Right that may affect the availability, provision or use of the Goods and/or Services (or any parts thereof) and/or the performance of the Service Provider's responsibilities and obligations hereunder.

15.6 If a claim or demand is made or action brought to which clause 15.3 and/or 15.4 may apply, or in the reasonable opinion of the Service Provider is likely to be made or brought, the Service Provider may at its own expense and within a reasonable time either:

15.6.1 modify any or all of the affected Goods and/or Services without reducing the performance and functionality of the same, or substitute alternative goods and/or services of equivalent performance and functionality for any or all of the affected Goods and/or Services, so as to avoid the infringement or the alleged infringement, provided that the terms herein shall apply mutatis mutandis to such modified or substituted goods and/or services; or

15.6.2 procure a licence to use the Goods and/or Services on terms that are reasonably acceptable to the Customer; and

15.6.3 in relation to the performance of the Service Provider's responsibilities and obligations hereunder, promptly re-perform those responsibilities and obligations.

15.7 **Customer Data**

15.7.1 The Service Provider shall not delete or remove any proprietary notices contained within or relating to the Customer Data.

15.7.2 The Service Provider shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Service Provider of its obligations under the Contract or as otherwise expressly Approved by the Customer.

15.7.3 To the extent that Customer Data is held and/or processed by the Service Provider, the Service Provider shall supply that Customer Data to the Customer as requested by the Customer and in the format specified in this Contract (if any) and in any event as specified by the Customer from time to time in writing.

15.7.4 To the extent that Customer Data is held and/or processed by the Service Provider, the Service Provider shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.

- 15.7.5 The Service Provider shall ensure that any system on which the Service Provider holds any Customer Data, including back-up data, is a secure system that complies with the security policy reasonably requested by the Customer.
- 15.7.6 If the Customer Data is corrupted, lost or sufficiently degraded as a result of the Service Provider's Default so as to be unusable, the Customer may:
 - 15.7.6.1 require the Service Provider (at the Service Provider's expense) to restore or procure the restoration of Customer Data to the extent and in accordance with any BCDR Plan and the Service Provider shall do so as soon as practicable but in accordance with the time period notified by the Customer; and/or
 - 15.7.6.2 itself restore or procure the restoration of Customer Data, and shall be repaid by the Service Provider any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified in any BCDR Plan.
- 15.7.7 If at any time the Service Provider suspects or has reason to believe that Customer Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Service Provider shall notify the Customer immediately and inform the Customer of the remedial action the Service Provider proposes to take.

15.8 Protection of Personal Data

- 15.8.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, where the Customer has completed the second column of the table in Section 9 of the Master Contract Schedule to specify the processing of Personal Data it requires the Service Provider to perform, the Customer is the Controller and the Service Provider is the Processor unless otherwise specified in Section 9 of the Master Contract Schedule. The only processing that the Processor is authorised to do is listed in Section 9 of the Master Contract Schedule by the Controller and may not be determined by the Processor.
- 15.8.2 The Processor shall notify the Controller immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
- 15.8.3 The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:

- 15.8.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;
 - 15.8.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Goods and/or Services;
 - 15.8.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 15.8.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 15.8.4 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Contract:
- 15.8.4.1 process that Personal Data only in accordance with section 9 of the Master Contract Schedule, unless the Service Provider is required to do otherwise by Law. If it is so required, the Processor shall promptly notify the Controller before processing the Personal Data unless prohibited by Law;
 - 15.8.4.2 ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures), having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - 15.8.4.3 ensure that:
 - (v) the Processor Personnel do not process Personal Data except in accordance with this Contract (and in particular Section 9 of the Master Contract Schedule);
 - (vi) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this clause;

- (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
- (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by this Contract; and
- (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and

15.8.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:

- (vii) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
- (viii) the Data Subject has enforceable rights and effective legal remedies;
- (ix) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
- (x) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data;

15.8.4.5 at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of this Contract unless the Processor is required by Law to retain the Personal Data.

15.8.5 Subject to clause 15.8.6, the Service the Processor shall notify the Controller immediately if it:

- 15.8.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);
- 15.8.5.2 receives a request to rectify, block or erase any Personal Data;

- 15.8.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 15.8.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
 - 15.8.5.5 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 15.8.5.6 becomes aware of a Data Loss Event.
- 15.8.6 The Processor's obligation to notify under clause 15.8.5 shall include the provision of further information to the Controller in phases, as details become available.
- 15.8.7 Taking into account the nature of the processing, the Processor shall provide the Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 15.8.5 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:
- 15.8.7.1 the Controller with full details and copies of the complaint, communication or request;
 - 15.8.7.2 such assistance as is reasonably requested by the Controller to enable the Controller to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
 - 15.8.7.3 the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 15.8.7.4 assistance as requested by the Controller following any Data Loss Event;
 - 15.8.7.5 assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.
- 15.8.8 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Processor employs fewer than 250 staff, unless:

- 15.8.8.1 the Controller determines that the processing is not occasional;
- 15.8.8.2 the Controller determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
- 15.8.8.3 the Controller determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 15.8.9 The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
- 15.8.10 Each Party shall designate its own data protection officer if required by the Data Protection Legislation.
- 15.8.11 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Processor must:
 - 15.8.11.1 notify the Controller in writing of the intended Sub-processor and processing;
 - 15.8.11.2 obtain the written consent of the Controller;
 - 15.8.11.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 15.8 such that they apply to the Sub-processor; and
 - 15.8.11.4 provide the Controller with such information regarding the Sub-processor as the Controller may reasonably require.
- 15.8.12 The Processor shall remain fully liable for all acts or omissions of any of its Sub-processors.
- 15.8.13 The Controller may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 15.8.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Controller may on not less than 30 Working Days' notice to the Processor amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 15.8.15 Notwithstanding clause 15.8.1, the Parties acknowledge that they are also Joint Controllers for the purpose of the Data Protection Legislation. In respect of the Personal Data under Joint Control;

clauses 15.8.1 – 15.8.14 will not apply and the Parties agree to comply with the requirements as detailed in Part B Section 9 of the Master Contract Schedule]

15.9 Security of Premises

- 15.9.1 The Customer shall be responsible for maintaining the security of the Customer's Premises in accordance with its standard security requirements. The Service Provider shall comply with all reasonable security requirements of the Customer while on the Customer's Premises and shall ensure that all Staff comply with such requirements.
- 15.9.2 The Customer shall provide the Service Provider upon request copies of its written security procedures and shall afford the Service Provider upon request an opportunity to inspect its physical security arrangements.

15.10 Confidentiality

- 15.10.1 Except to the extent set out in this clause 15.10 or where disclosure is expressly permitted elsewhere in this Contract, each Party shall:
 - 15.10.1.1 treat the other Party's Confidential Information as confidential and safeguard it accordingly; and
 - 15.10.1.2 not disclose the other Party's Confidential Information to any other person without the owner's prior written consent.
- 15.10.2 Clause 15.10.1 shall not apply to the extent that:
 - 15.10.2.1 such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause 15.11 (Freedom of Information);
 - 15.10.2.2 such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
 - 15.10.2.3 such information was obtained from a third party without obligation of confidentiality;
 - 15.10.2.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of the Contract; or

15.10.2.5 it is independently developed without access to the other Party's Confidential Information.

- 15.10.3 The Service Provider may only disclose the Customer's Confidential Information to the Staff who are directly involved in the provision of the Goods and/or Services and who need to know the information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality.
- 15.10.4 The Service Provider shall not, and shall procure that the Staff do not, use any of the Customer's Confidential Information received otherwise than for the purposes of this Contract.
- 15.10.5 At the written request of the Customer, the Service Provider shall procure that those members of Staff identified in the Customer's notice sign a confidentiality undertaking prior to commencing any work in accordance with this Contract.
- 15.10.6 In the event that any default, act or omission of any Staff causes or contributes (or could cause or contribute) to the Service Provider breaching its obligations as to confidentiality under or in connection with this Contract, the Service Provider shall take such action as may be appropriate in the circumstances, including the use of disciplinary procedures in serious cases. To the fullest extent permitted by its own obligations of confidentiality to any Staff, the Service Provider shall provide such evidence to the Customer as the Customer may reasonably require (though not so as to risk compromising or prejudicing any disciplinary or other proceedings to demonstrate that the Service Provider is taking appropriate steps to comply with this clause, including copies of any written communications to and/or from Staff, and any minutes of meeting and any other records which provide an audit trail of any discussions or exchanges with Staff in connection with obligations as to confidentiality.
- 15.10.7 Nothing in this Contract shall prevent the Customer from disclosing the Service Provider's Confidential Information (including the Management Information obtained under clause 7.2):
- 15.10.7.1 to any Contracting Authority. All Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Contracting Authority;
- 15.10.7.2 to any consultant, contractor or other person engaged by the Customer or any person conducting an Office of Government Commerce gateway review;

15.10.7.3 for the purpose of the examination and certification of the Customer's accounts; or

15.10.7.4 for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources.

15.10.8 The Customer shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or Sub-Contractor to whom the Service Provider's Confidential Information is disclosed pursuant to clause 15.10.7 is made aware of the Customer's obligations of confidentiality.

15.10.9 Nothing in this clause 15.10 shall prevent either Party from using any techniques, ideas or Know-How gained during the performance of the Contract 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 IPR.

15.10.10 In the event that the Service Provider fails to comply with clause 15.6.1 to clause 15.6.6, the Customer reserves the right to terminate the Contract with immediate effect by notice in writing.

15.10.11 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in performance of the Contract, the Service Provider undertakes to maintain adequate security arrangements that meet the requirements of Good Industry Practice.

15.11 Freedom of Information

15.11.1 The Service Provider acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Customer to enable the Customer to comply with its Information disclosure obligations.

15.11.2 The Service Provider shall and shall procure that its Sub-Contractors shall:

15.11.2.1 transfer to the Customer 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;

15.11.2.2 provide the Customer with a copy of all Information in its possession, or control in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may specify) of the Customer's request; and

15.11.2.3 provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.

15.11.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in the Contract or any other Contract whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.

15.11.4 In no event shall the Service Provider respond directly to a Request for Information unless authorised in writing to do so by the Customer.

15.11.5 The Service Provider acknowledges that (notwithstanding the provisions of clause 15.10) the Customer may, acting in accordance with the Department of Constitutional Affairs' Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("**the Code**"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Service Provider or the Goods and Services:

15.11.5.1 in certain circumstances without consulting the Service Provider; or

15.11.5.2 following consultation with the Service Provider and having taken their views into account,

provided always that where clause 15.11.5 applies the Customer shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Service Provider advanced notice, or failing that, to draw the disclosure to the Service Provider's attention after any such disclosure.

15.11.6 The Service Provider shall ensure that all Information is retained for disclosure in accordance with the provisions of the Contract and in any event in accordance with the requirements of Good Industry Practice and shall permit the Customer to inspect such records as requested from time to time.

15.11.7 The Service Provider acknowledges that the Commercially Sensitive Information is of indicative value only and that the Customer may be obliged to disclose it in accordance with clause 15.11.5.

15.12 Transparency

15.12.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA,

the content of the Contract is not Confidential Information. The Customer shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.

- 15.12.2 Notwithstanding any other term of the Contract, the Service Provider hereby gives his consent for the Customer to publish the Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including from time to time agreed changes to the Agreement, to the general public.
- 15.12.3 The Customer may consult with the Service Provider to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.
- 15.12.4 The Service Provider shall assist and cooperate with the Customer to enable the Customer to publish this Contract.

16. WARRANTIES AND REPRESENTATIONS

- 16.1 The Service Provider warrants, represents and undertakes to the Customer that:
 - 16.1.1 it has full capacity and authority and all necessary consents licences, permissions (statutory, regulatory, contractual or otherwise) (including where its procedures so require, the consent of its Parent Company) to enter into and perform its obligations under the Contract;
 - 16.1.2 the Contract is executed by a duly authorised representative of the Service Provider;
 - 16.1.3 in entering the Contract it has not committed any Fraud;
 - 16.1.4 it has not committed any offence under the Prevention of Corruption Acts 1889 to 1916, or the Bribery Act 2010;
 - 16.1.5 this Contract shall be performed in compliance with all Laws (as amended from time to time) and all applicable Standards;
 - 16.1.6 as at the Commencement Date, all information, statements and representations contained in the Tender for the Goods and/or Services are true, accurate and not misleading save as may have been specifically disclosed in writing to the Customer prior to execution of the Contract and it will advise the Customer of any fact, matter or circumstance of which it may become aware which would render any such information, statement or representation to be false or misleading and all warranties and representations contained in the Tender shall be deemed repeated in this Contract;
 - 16.1.7 no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its

knowledge and belief, pending or threatened against it or its assets which will or might affect its ability to perform its obligations under the Contract;

- 16.1.8 it is not subject to any contractual obligation, compliance with which is likely to have an adverse effect on its ability to perform its obligations under the Contract;
- 16.1.9 no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Service Provider or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Service Provider's assets or revenue;
- 16.1.10 it owns, has obtained or is able to obtain valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract and shall maintain the same in full force and effect;

16.2 The Service Provider warrants represents and undertakes to the Customer that:

- 16.2.1 the Goods and/or Services shall be provided and carried out by appropriately experienced, qualified and trained Staff with all due skill, care and diligence;
- 16.2.2 it shall discharge its obligations hereunder (including the provision of the Goods and/or Services) with all due skill, care and diligence including in accordance with Good Industry Practice and its own established internal procedures;
- 16.2.3 the Goods and/or Services are and will continue to be during the Contract Period:
 - 16.2.3.1 of satisfactory quality; and
 - 16.2.3.2 in conformance with the relevant specifications set out in this Contract, the relevant order and (if applicable) the manufacturer's specifications and documentation;
- 16.2.4 in the three (3) Years prior to the Commencement Date:
 - 16.2.4.1 it has conducted all financial accounting and reporting activities in all material respects in compliance with the generally accepted accounting principles that apply to it in any country where it files accounts; and
 - 16.2.4.2 it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established;

- 16.2.4.3 it has not done or omitted to do anything which could have an adverse effect on its assets, financial condition or position as an on-going business concern or its ability to fulfil its obligations under the Contract; and
 - 16.2.4.4 for the Contract Period that all Staff will be vetted in accordance with Good Industry Practice, the Security Policy and the Quality Standards.
- 16.3 For the avoidance of doubt, the fact that any provision within this Contract is expressed as a warranty shall not preclude any right of termination the Customer may have in respect of breach of that provision by the Service Provider.
- 16.4 The Service Provider acknowledges and agrees that:
 - 16.4.1 the warranties, representations and undertakings contained in this Contract are material and are designed to induce the Customer into entering into this contract; and
 - 16.4.2 the Customer has been induced into entering into this Contract and in doing so has relied upon the warranties, representations and undertakings contained herein.

17. LIABILITIES

17.1 Liability

- 17.1.1 Nothing in the Contract shall be construed to limit or exclude either Party's liability for:
 - 17.1.1.1 death or personal injury caused by its negligence or that of its Staff;
 - 17.1.1.2 Fraud or fraudulent misrepresentation by it or that of its Staff;
 - 17.1.1.3 any breach of any obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982;
 - 17.1.1.4 any claim under clause 16.1;
 - 17.1.1.5 any claim under the indemnity in clauses 11.2.5, 14, 15.4, in respect of a breach of clause 15.10; or
 - 17.1.1.6 any other matter which, by Law, may not be excluded or limited.

- 17.1.2 Subject to clause 17.1.4 and clause 17.1.5 the Service Provider shall on demand indemnify and keep indemnified the Customer in full from and against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or late or purported late supply or non-supply, of the Goods and/or Services or the performance or non-performance by the Service Provider of its obligations under the Contract or the presence of the Service Provider or any Staff on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Service Provider, or any other loss which is caused directly by any act or omission of the Service Provider.
- 17.1.3 The Service Provider shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Contract.
- 17.1.4 Subject always to clause 17.1.1 and clause 17.1.5, the aggregate liability of either Party for each Year of this Contract under or in relation to this Contract:
- 17.1.4.1 all defaults resulting in direct loss to the property of the other Party shall in no event exceed ten million pounds (£10,000,000); and
- 17.1.4.2 in respect of all other Defaults, claims, losses or damages, whether arising from breach of contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed ten million pounds sterling (£10,000,000).
- 17.1.5 Subject to clause 17.1.1, in no event shall either Party be liable to the other for any:
- 17.1.5.1 loss of profits;
- 17.1.5.2 loss of business;
- 17.1.5.3 loss of revenue;
- 17.1.5.4 loss of or damage to goodwill;
- 17.1.5.5 loss of savings (whether anticipated or otherwise); and/or
- 17.1.5.6 any indirect, special or consequential loss or damage.

- 17.1.6 The provisions of 17.1.1 shall not be taken as limiting the right of the Customer to recover as a direct loss:
- 17.1.6.1 any additional operational and/or administrative expenses arising from the Service Provider's Default;
 - 17.1.6.2 any wasted expenditure or charges rendered unnecessary and/or incurred by the Customer arising from the Service Provider's Default;
 - 17.1.6.3 the additional cost of procuring replacement services for the remainder of the Contract Period following termination of the Contract as a result of a Default by the Service Provider; and
 - 17.1.6.4 any losses, costs, damages, expenses or other liabilities suffered or incurred by the Customer which arise out of or in connection with the loss of, corruption or damage to or failure to deliver Customer Data by the Service Provider.
- 17.1.7 Nothing in the Contract shall impose any liability on the Customer in respect of any liability incurred by the Service Provider to any other person, but this shall not be taken to exclude or limit any liability of the Customer to the Service Provider that may arise by virtue of either a breach of the Contract or by negligence on the part of the Customer, or the Customer's employees, servants or agents.

17.2 Insurance

- 17.2.1 The Service Provider shall effect and maintain with a reputable insurance company a policy or policies of insurance providing which may be incurred by the Service Provider, arising out of the Service Provider's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Service Provider. Such insurance shall be maintained for the Contract Period.
- 17.2.2 The Service Provider shall hold employers liability insurance in respect of Staff with a minimum limit of ten million pounds sterling (£10,000,000) for each individual claim.
- 17.2.3 The Service Provider shall effect and maintain a public liability insurance policy to cover all risks in the performance of this Contract from time to time with a minimum limit of ten million pounds sterling (£10,000,000) for each individual claim.
- 17.2.4 The Service Provider shall effect and maintain a professional indemnity insurance policy to cover all risks in the performance of this Contract with the minimum limit of indemnity of five million pounds sterling

(£5,000,000) for each individual claim, or such higher limit as required by law from time to time and shall ensure that all agents, professional consultants and Sub-Contractors involved in the supply of the Services effect and maintain appropriate professional indemnity insurance during the Contract Period.

- 17.2.5 The Service Provider shall effect and maintain a medical malpractice insurance policy to cover all risks in the performance of this Contract from time to time with a minimum limit of five million pounds sterling (£5,000,000) for each individual claim.
- 17.2.6 The Service Provider shall give the Customer, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 17.2.7 If, for whatever reason, the Service Provider fails to give effect to and maintain the insurances required by the provisions of the Contract the Customer may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Service Provider.
- 17.2.8 The provisions of any insurance or the amount of cover shall not relieve the Service Provider of any liabilities under the Contract. It shall be the responsibility of the Service Provider to determine the amount of insurance cover that will be adequate to enable the Service Provider to satisfy any liability referred to in clause 17.
- 17.2.9 The Service Provider shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as avoided in whole or part. The Service Provider shall use all reasonable endeavours to notify the Customer (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or avoid any insurance, or any cover or claim under any insurance in whole or in part.

17.3 Taxation, National Insurance and Employment Liability

- 17.3.1 The Parties acknowledge and agree that the Contract constitutes a contract for the provision of Services and not a contract of employment. The Service Provider shall at all times indemnify the Customer and keep the Customer indemnified in full from and against all claims, proceedings, actions, damages, costs, expenses, liabilities and demands whatsoever and howsoever arising by reason of any circumstances whereby the Customer is alleged or determined to have

been assumed or imposed with the liability or responsibility for the Staff (or any of them) as an employer of the Staff and/or any liability or responsibility to HM Revenue or Customs as an employer of the Staff whether during the Contract Period or arising from termination or expiry of the Contract.

18. TERMINATION

18.1 Termination on insolvency

18.1.1 The Customer may terminate the Contract with immediate effect by giving notice in writing to the Service Provider where the Service Provider is a company and in respect of the Service Provider:

- 18.1.1.1 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
- 18.1.1.2 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
- 18.1.1.3 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 or a creditors' meeting is convened pursuant to Section 98 of the Insolvency Act 1986; or
- 18.1.1.4 a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
- 18.1.1.5 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
- 18.1.1.6 it is or becomes insolvent within the meaning of Section 123 of the Insolvency Act 1986; or
- 18.1.1.7 being a "small company" within the meaning of section 82(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- 18.1.1.8 any event similar to those listed in clause 18.1.1.1 to 18.1.1.7 occurs under the law of any other jurisdiction.

18.1.2 The Customer may terminate the Contract with immediate effect by notice in writing where the Service Provider is an individual and:

- 18.1.2.1 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 Service Provider's creditors; or
- 18.1.2.2 a petition is presented and not dismissed within 14 days or order made for the Service Provider's bankruptcy; or
- 18.1.2.3 a receiver, or similar officer is appointed over the whole or any part of the Service Provider's assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or
- 18.1.2.4 the Service Provider 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
- 18.1.2.5 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 Service Provider's assets and such attachment or process is not discharged within 14 days; or
- 18.1.2.6 he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983; or
- 18.1.2.7 the Service Provider suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

18.2 Termination on Change of Control

- 18.2.1 The Service Provider shall notify the Customer immediately if the Service Provider undergoes a change of control within the meaning of Section 450 of the Corporation Tax Act 2010 ("**Change of Control**") and provided this does not contravene any Law shall notify the Customer immediately in writing of any circumstances suggesting that a Change of Control is planned or in contemplation. The Customer may terminate the Contract by notice in writing with immediate effect within six months of:
 - 18.2.1.1 being notified that a Change of Control has occurred or is planned or in contemplation; or

18.2.1.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control,

but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

For the purposes of clause 18.2.1 any transfer of shares or of any interest in shares by a person to its Affiliate where such transfer forms part of a bona fide reorganisation or restructuring shall be disregarded.

18.3 Termination on Default

18.3.1 The Customer may terminate the Contract with immediate effect by giving written notice to the Service Provider if the Service Provider commits a Default and if:

18.3.1.1 the Service Provider has not remedied the Default to the satisfaction of the Customer within thirty (30) Working Days or such other longer period as may be specified by the Customer, after issue of a written notice specifying the Default and requesting it to be remedied; or

18.3.1.2 the Default is not, in the opinion of the Customer, capable of remedy; or

18.3.1.3 the Default is a material breach of the Contract.

18.3.2 In the event that through any Default of the Service Provider, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded so as to be unusable, the Service Provider shall be liable for the cost of reconstitution of that data and shall reimburse the Customer in respect of any charge levied for its transmission and any other costs charged in connection with such Default of the Service Provider.

18.3.3 If the Customer fails to pay the Service Provider undisputed sums of money when due, the Service Provider shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums within the period specified in clause 11.2, the Service Provider may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under clause 11.3 (Recovery of Sums Due).

18.4 Termination of Framework Agreement

The Customer may terminate the Contract by giving written notice to the Service Provider with immediate effect if the Framework Agreement is fully or partly terminated for any reason whatsoever.

18.5 Termination on Financial Standing

The Customer may terminate this Contract by serving notice on the Service Provider in writing with effect from the date specified in such notice where (in the reasonable opinion of the Customer), there is a material detrimental change in the financial standing and/or the credit rating of the Service Provider (as measured from the Commencement Date) which:

- 18.5.1 adversely impacts on the Service Provider's ability to supply the Goods and/or Services under this Contract; or
- 18.5.2 could reasonably be expected to have an adverse impact on the Service Provider's ability to supply the Goods and/or Services under this Contract.

18.6 Termination on Audit

The Customer may terminate this Contract by serving notice in writing with effect from the date specified in such notice if the Service Provider commits a Default of clauses 25.1 to 25.5 or clause 25.7 (Records and Audit Access).

18.7 Termination in relation to Benchmarking

The Customer may terminate this Contract by serving notice on the Service Provider in writing with effect from the date specified in such notice if the Service Provider refuses or fails to comply with its obligations as set out in Schedule 7 of the Framework Agreement (Continuous Improvement and Benchmarking).

18.8 Partial Termination

If the Customer is entitled to terminate this Contract pursuant to this clause 18, it may (at its sole discretion) terminate all or part of this Contract.

18.9 Termination in compliance with Public Contracts Regulations 2015

The Customer may terminate Contracts where:

- 18.9.1 the Contract has been subject to a substantial modification which would require a new procurement procedure in accordance with regulation 72 (9) of the PCR 2015;
- 18.9.2 the Service Provider has, at the time of the contract award, been in one of the situations referred to in regulation 57 (1) of the PCR 2015, including as a result of the application of regulation 57 (2),

and should therefore have been excluded from the procurement procedure; or

- 18.9.3 the Contract should not have been awarded to the Service Provider in view of a serious infringement of the obligations under the Treaties and the Public Contracts Directive that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU.

18.10 Termination without Cause

Subject to the content of clause 19.2 the Customer shall have the right to terminate the Contract at any time by giving not less than twelve (12) months written notice to the Service Provider.

18.11 Termination on termination of the Mirror Framework

In the event that any Mirror Framework is terminated or otherwise expires, the Customer may elect to terminate this Contract by serving notice in writing with effect from the date specified in such notice.

19. CONSEQUENCES OF EXPIRY OR TERMINATION

- 19.1 Where the Customer terminates the Contract under clauses 18.3 (Termination on Default), 18.6 (Financial Standing), 18.7 (Audit), 18.8 (Benchmarking) and then makes other arrangements for the supply of Goods and/or the Services, the Customer may recover from the Service Provider the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period. The Customer shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clauses 18.3, 18.6, 18.7 and 18.8., no further payments shall be payable by the Customer to the Service Provider until the Customer has established the final cost of making those other arrangements.

On the termination of the Contract for any reason, the Service Provider shall:

- 19.1.1 immediately return to the Customer all Confidential Information, Personal Data and Customer's Pre-Existing IPRs and the Project Specific IPRs in its possession or in the possession or under the control of any permitted Service Providers or Sub-Contractors, which was obtained or produced in the course of providing the Goods and/or Services;
- 19.1.2 cease to use the Customer Data and, at the direction of the Customer provide the Customer and/or the Replacement Service Provider with a complete and uncorrupted version of the Customer Data in electronic form in the formats and on media agreed with the Customer and/or the Replacement Service Provider;

- 19.1.3 except where the retention of Customer Data is required by Law, on the earlier of the receipt of the Customer's written instructions or 12 months after the date of expiry or termination, destroy all copies of the Customer Data and promptly provide written confirmation to the Customer that the data has been destroyed.
 - 19.1.4 immediately deliver to the Customer all Property (including materials, documents, information and access keys) provided to the Service Provider under clause 4.2. Such property shall be handed back to the Customer in good working order (allowance shall be made for reasonable wear and tear);
 - 19.1.5 transfer to the Customer and/or the Replacement Service Provider (as notified by the Customer) such of the Licensed Goods and/or contracts as are notified to it by the Service Provider and/or the Customer in return for payment of the costs (if any) notified to the Customer by the Service Provider in respect of such Licensed Goods and/or contracts and/or any other items of relevance;
 - 19.1.6 assist and co-operate with the Customer to ensure an orderly transition of the provision of the Services to the Replacement Service Provider and/or provide all such assistance and co-operation as the Customer may reasonably require;
 - 19.1.7 return to the Customer any sums prepaid in respect of the Goods and/or Services not provided by the date of expiry or termination (howsoever arising); and
 - 19.1.8 promptly provide all information concerning the provision of the Goods and/or Services which may reasonably be requested by the Customer for the purposes of adequately understanding the manner in which the Goods and/or Services have been provided or for the purpose of allowing the Customer or the Replacement Service Provider to conduct due diligence.
- 19.2 If the Service Provider fails to comply with clause 19.1.1 and 19.1.8, the Customer may recover possession thereof and the Service Provider grants a licence to the Customer or its appointed agents to enter (for the purposes of such recovery) any premises of the Service Provider or its permitted agents or Sub-Contractors where any such items may be held.
- 19.3 Where the end of the Contract Period arises due to the Service Provider's Default, the Service Provider shall provide all assistance under clause 19.1.5 and 19.1.8 free of charge. Otherwise, the Customer shall pay the Service Provider's reasonable costs of providing the assistance and the Service Provider shall take all reasonable steps to mitigate such costs.

19.4 At the end of the Contract Period (howsoever arising) the licence granted pursuant to clause 10.2.1 shall automatically terminate without the need to serve notice.

19.5 Save as otherwise expressly provided in the Contract:

19.5.1 termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at the time of such termination or expiry; and

19.5.2 termination of the Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Service Provider under clauses 11.2 (Payment and VAT), 11.3 (Recovery of Sums Due), 15 (Intellectual Property Rights), 15.8 (Protection of Personal Data), 15.10 (Confidentiality), 15.11 (Freedom of Information), 17 (Liabilities), 19 (Consequences of Expiry or Termination), 24 (Prevention of Bribery and Corruption), 25 (Records and Audit Access), 26 (Prevention of Fraud), 30 (Cumulative Remedies), 36 (Conflicts of Interest), 38 (The Contracts (Rights of Third parties) Act 1999) and 41.1 (Governing Law and Jurisdiction).

20. PUBLICITY, MEDIA AND OFFICIAL ENQUIRIES

20.1 The Service Provider shall not make any press announcements or publicise the Contract in any way without Approval and shall take reasonable steps to ensure that its servants, agents, employees, Sub-Contractors, Service Providers, professional advisors and consultants comply with this clause 20. Any such press announcements or publicity proposed under this clause 20.1 shall remain subject to the rights relating to Confidential Information and Commercially Sensitive Information,

20.2 Subject to the rights in relation to Confidential Information and Commercially Sensitive Information, the Customer shall be entitled to publicise the Contract in accordance with any legal obligation upon the Customer, including any examination of the Contract by the Auditor.

20.3 The Service Provider shall not do anything or permit to cause anything to be done, which may damage the reputation of the Customer or bring the Customer into disrepute.

21. ANTI-DISCRIMINATION

21.1 The Service Provider shall not unlawfully discriminate within the meaning and scope of Equality Legislation or any other law, enactment, order, or regulation relating to discrimination (whether in age, race, gender, religion, disability, sexual orientation or otherwise) in employment.

- 21.2 The Service Provider shall take all reasonable steps to secure the observance of clause 21.1 by all Staff employed in performance of this Contract.
- 21.3 The Service Provider shall notify the Customer forthwith in writing as soon as it becomes aware of any investigation of or proceedings brought against the Service Provider under Equality Legislation or any other law, enactment, order or regulation.
- 21.4 Where any investigation is undertaken by a person or body empowered to conduct such investigation and/or proceedings are instituted in connection with any matter relating to the Service Provider's performance of this Contract being in contravention of Equality Legislation or any other law, enactment, order or regulation relating to discrimination, the Service Provider shall, free of charge provide any information requested in the timescale allotted; attend any meetings as required and permit the Service Provider's Staff to attend; promptly allow access to and investigation of any documents or data deemed to be relevant; allow the Service Provider and any of the Service Provider's Staff to appear as witness in any ensuing proceedings; and cooperate fully and promptly in every way required by the person or body conducting such investigation during the course of that investigation.
- 21.5 Where any investigation is conducted or proceedings are brought under Equality Legislation or any other law, enactment, order or regulation relating to discrimination which arise directly or indirectly out of any act or omission of the Service Provider, its agents or Sub-Contractors, or the Service Provider's Staff, and where there is a finding against the Service Provider in such investigation or proceedings, the Service Provider shall indemnify the Customer with respect to all costs, charges and expenses (including legal and administrative expenses) arising out of or in connection with any such investigation or proceedings and such other financial redress to cover any payment the Customer may have been ordered or required to pay to a third party.
- 21.6 The Service Provider must ensure that all written information produced or used in connection with this Contract is as accessible as possible to people with disabilities and to people whose level of literacy in English is limited.
- 21.7 The Service Provider acknowledges that the Customer may carry out an impact analysis as defined under the Equality Act 2010 in respect of any aspect of the provision of the Services and the Service Provider shall provide all necessary assistance and information to the Customer as may be required in relation to the performance of an impact analysis by the Customer. The Service Provider shall implement any changes or adjustments that are required as a result of, or in connection with the outcome of the impact analysis undertaken by the Customer.

22. HEALTH AND SAFETY

- 22.1 The Service Provider shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Customer shall promptly notify the Service Provider of

any health and safety hazards which may exist or arise at the Customer's Premises and which may affect the Service Provider in the performance of its obligations under the Contract.

- 22.2 While on the Customer's Premises, the Service Provider shall comply with any health and safety measures implemented by the Customer in respect of Staff and other persons working there.
- 22.3 The Service Provider shall notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
- 22.4 The Service Provider shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working on the Premises in the supply of the Goods and/or Services under the Contract.
- 22.5 The Service Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc. Act 1974) is made available to the Customer on request.

23. ENVIRONMENTAL REQUIREMENTS

- 23.1 The Service Provider shall, when working on the Premises, perform its obligations under the Contract in accordance with the Customer's environmental policy (where provided), which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.

24. PREVENTION OF BRIBERY AND CORRUPTION

- 24.1 The Service Provider shall not:
 - 24.1.1 offer or give, or agree to give, to any employee, agent, servant or representative of the Customer, or any other public body or person employed by or on behalf of the Customer, any gift or other consideration of any kind which could act as an inducement or a reward for any act or failure to act in relation to this Contract;
 - 24.1.2 engage in and shall procure that all Service Provider's Staff, consultants, agents or Sub-Contractors or any person acting on the Service Provider's behalf shall not commit, in connection with this Contract, a Prohibited Act under the Bribery Act 2010, or any other relevant laws, statutes, regulations or codes in relation to bribery and anti-corruption; and

24.1.3 commit any offences under the Prevention of Corruption Acts 1889 to 1916.

24.2 The Service Provider warrants, represents and undertakes that it has not:

24.2.1 paid commission or agreed to pay commission to the Customer or any other public body or any person employed by or on behalf of the Customer or a public body in connection with the Contract; and

24.2.2 entered into this Contract with knowledge, that, in connection with it, any money has been, or will be, paid to any person working for or engaged by the Customer or any other public body or any person employed by or on behalf of the Customer in connection with the Contract, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to the Customer and ESPO before execution of this Contract;

24.3 The Service Provider shall:

24.3.1 in relation to this Contract, act in accordance with the Ministry of Justice Guidance pursuant to Section 9 of the Bribery Act 2010;

24.3.2 immediately notify the Customer and ESPO if it suspects or becomes aware of any breach of this clause 24;

24.3.3 respond promptly to any of the Customer's enquiries regarding any breach, potential breach or suspected breach of this clause 24 and the Service Provider shall co-operate with any investigation and allow the Customer to audit Service Provider's books, records and any other relevant documentation in connection with the breach;

24.3.4 if so required by the Customer, within twenty (20) Working Days of the Commencement Date, and annually thereafter, certify to the Customer in writing of the Service Provider and all persons associated with it or other persons who are supplying the Goods and Services in connection with this Contract compliance with this clause 24. The Service Provider shall provide such supporting evidence of compliance as the Customer may reasonably request;

24.3.5 have and maintain an anti-bribery policy (which shall be disclosed to the Customer on request) to prevent it any of its Staff, consultants, agents or Sub-Contractors, or any person acting on the Service Provider's behalf from committing a Prohibited Act and shall enforce it where appropriate.

24.4 If the Service Provider, its Staff, consultants, agents or Sub-Contractors or any person acting on the Service Provider's behalf, in all cases whether or not acting with the Service Provider's knowledge breaches:

24.4.1 this clause 24; or

24.4.2 the Bribery Act 2010 in relation to this Contract or any other contract with the Customer or any other public body or any person employed by or on behalf of the Customer or a public body in connection with the Contract,

the Customer shall be entitled to terminate this Contract by written notice with immediate effect.

24.5 Without prejudice to its other rights and remedies under this clause 24, the Customer shall be entitled to recover in full from the Service Provider and the Service Provider shall on demand indemnify the Customer in full from and against:

24.5.1 the amount of value of any such gift, consideration or commission; and

24.5.2 any other loss sustained by the Customer in consequence of any breach of this clause 24.

25. RECORDS AND AUDIT ACCESS

25.1 The Service Provider shall keep and maintain for six (6) Years after the date of termination or expiry (whichever is the earlier) of the Contract (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of the Contract including the Goods and/or Services provided under it, and the amounts paid by the Customer.

25.2 The Service Provider shall keep the records and accounts referred to in clause 25.1 above in accordance with Good Industry Practice and generally accepted accounting principles.

25.3 The Service Provider shall afford the Customer and the Auditors access to the records and accounts referred to in clause 25.2 at the Service Provider's premises and/or provide copies of such records and accounts, as may be required by the Customer and/or the Auditors from time to time, in order that the Customer and/or the Auditors may carry out an inspection including for the following purposes:

25.3.1 to verify the accuracy of the Contract Price (and proposed or actual variations to them in accordance with this Contract), and/or the costs of all Service Provider (including Sub-Contractors) of the Services;

25.3.2 to review the integrity, confidentiality and security of the Customer Data held or used by the Service Provider;

25.3.3 to review the Service Provider's compliance with the DPA in accordance with this Contract and any other Laws;

25.3.4 to review the Service Provider's compliance with its continuous improvement and benchmarking obligations set out in schedule 6 of the Framework Agreement;

- 25.3.5 to review the Service Provider's compliance with its security obligations set out in clause 15;
 - 25.3.6 to review any books of account kept by the Service Provider in connection with the provision of the Service;
 - 25.3.7 to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
 - 25.3.8 to inspect the Customer's assets, including the Intellectual Property Rights, equipment, facilities and maintenance, for the purposes of ensuring that the Customer's assets are secure and that any register of assets is up to date; and/or
 - 25.3.9 to ensure that the Service Provider is complying with its obligations under this Contract.
- 25.4 The Service Provider shall on request afford the Customer, the Customer's representatives and/or the Auditor access to such records and accounts as may be required by the Customer from time to time.
- 25.5 The Service Provider shall provide such records and accounts (together with copies of the Service Provider's published accounts) on request during the Contract Period and for a period of six (6) Years after termination or expiry of the Contract Period or the last Contract (whichever is the later) to the Customer and/or its Auditors.
- 25.6 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Service Provider or delay the provision of the Services or supply of Goods save insofar as the Service Provider accepts and acknowledges that control over the conduct of audits carried out by the Auditor is outside of the control of the Customer.
- 25.7 Subject to the Service Provider's rights in respect of Confidential Information, the Service Provider shall on demand provide the Auditors with all reasonable co-operation and assistance in relation to each audit, including:
- 25.7.1 all reasonable information requested by the Customer within the scope of the audit;
 - 25.7.2 reasonable access to sites controlled by the Service Provider and to Equipment used in the provision of the Goods and/or Services; and
 - 25.7.3 access to the Staff.
- 25.8 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause 25, unless the audit reveals a material Default by the Service Provider in which case

the Service Provider shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

26. PREVENTION OF FRAUD

- 26.1 The Service Provider shall take all reasonable steps, in accordance with Good Industry Practice, to prevent any Fraud by Staff and the Service Provider (including its shareholders, members and directors) in connection with the receipt of monies from the Customer.
- 26.2 The Service Provider shall notify the Customer immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur save where complying with this provision would cause the Service Provider or its Staff to commit an offence under the Proceeds of Crime Act 2002 or the Terrorism Act 2000.
- 26.3 If the Service Provider or its Staff commits any Fraud in relation to this or any other contract with a Contracting Authority or the Customer, the Customer may:
 - 26.3.1 terminate the Contract with immediate effect by giving the Service Provider notice in writing; and/or
 - 26.3.2 recover in full from the Service Provider and the Service Provider shall on demand indemnify the Customer in full from any loss sustained by the Customer in consequence of any breach of this clause 26 including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Goods and/or Services and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period.

27. TRANSFER AND SUB-CONTRACTING

- 27.1 The Service Provider shall not assign, novate, Sub-Contract or in any other way dispose of the Contract or any part of it without Approval.
- 27.2 The Service Provider shall not substitute or remove a Sub-Contractor or appoint an additional Sub-Contractor without the prior written consent of ESPO and the Customer. Notwithstanding any permitted Sub-Contract in accordance with this clause 27, the Service Provider shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

28. FORCE MAJEURE

- 28.1 Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under the Contract (other than a payment of money) to the extent that such delay or failure is a result of Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations under the Contract for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from

performing its material obligations under the Contract for a period in excess of 6 Months, either Party may terminate the Contract with immediate effect by notice in writing to the other Party.

- 28.2 Any failure or delay by the Service Provider in performing its obligations under the Contract which results from any failure or delay by an agent, Sub-Contractor or Service Provider shall be regarded as due to Force Majeure only if that agent, Sub-Contractor or Service Provider is itself impeded by Force Majeure from complying with an obligation to the Service Provider.
- 28.3 If either Party becomes aware of a Force Majeure event or occurrence which gives rise to or is likely to give rise to any such failure or delay on its part as described in clause 28.1 it shall immediately notify the other by the most expeditious method then available and shall inform the other of the period during which it is estimated that such failure or delay shall continue.
- 28.4 If an event of Force Majeure event affects the Services, the Customer may direct the Service Provider to procure those Goods and/or Services from a third party Service Provider in which case the Service Provider will be liable for payment for the provision of those Goods and/or Services for as long as the delay in performance continues.
- 28.5 The Service Provider will not have the right to any payment from the Customer under this Contract where the Service Provider is unable to provide the Goods and/or Services because of an event of Force Majeure. However if the Customer directs the Service Provider to use a replacement Service Provider pursuant to sub-clause 28.4, then the Customer will pay the Service Provider (a) the Contract Price; and (b) the difference between the Contract Price and the new Service Provider's costs if, in respect of the Goods and/or Services that are subject to Force Majeure, the new Service Provider's costs are greater than the Contract Price.

29. WAIVER

- 29.1 The failure of either Party to insist upon strict performance of any provision of the Contract, 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 Contract.
- 29.2 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 clause 39 (Notices).
- 29.3 A waiver by either Party of any right or remedy arising from a breach of the Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

30. CUMULATIVE REMEDIES

- 30.1 Except as otherwise expressly provided by the Contract, all remedies available to either Party for breach of the Contract 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.

31. FURTHER ASSURANCES

- 31.1 Each Party undertakes at the request of the other, and at the cost of the requesting party to do all acts and execute all documents which may be necessary to give effect to the meaning of this Contract.

32. VARIATION

- 32.1 No variation of this agreement shall be effective unless it is in writing and signed by the Parties (or their authorised representatives).

33. SEVERABILITY

- 33.1 If any provision of the Contract 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 Contract had been executed with the invalid, illegal or unenforceable provision eliminated.
- 33.2 In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Contract, the Customer and the Service Provider shall immediately commence good faith negotiations to remedy such invalidity.

34. MISTAKES IN INFORMATION

- 34.1 The Service Provider shall be responsible for the accuracy of all drawings, documentation and information supplied to the Customer by the Service Provider in connection with the supply of the Goods and/or Services and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein, except where such mistakes are the fault of the Customer.

35. SERVICE PROVIDER'S STATUS

- 35.1 At all times during the Contract Period the Service Provider shall be an independent contractor and nothing in the Contract shall create a contract of employment, a relationship of agency or partnership or a joint venture between the Parties and, accordingly, neither Party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of the Contract.

36. CONFLICTS OF INTEREST

- 36.1 The Service Provider shall take appropriate steps to ensure that neither the Service Provider nor any Staff are placed in a position where (in the reasonable opinion of the Customer), there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Service Provider or Staff and the duties owed to the Customer under the provisions of the Contract.
- 36.2 The Service Provider shall promptly notify the Customer (and provide full particulars to the Customer) if any conflict referred to in clause 36.1 above arises or is reasonably foreseeable.
- 36.3 The Customer reserves the right to terminate the Contract immediately by giving notice in writing to the Service Provider and/or to take such other steps it deems necessary where, in the reasonable opinion of the Customer, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Service Provider and the duties owed to the Customer under the provisions of the Contract. The actions of the Customer pursuant to this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the either party.
- 36.4 This clause shall apply during the Contract Period and for a period of two (2) Years after expiry of the Contract Period.

37. ENTIRE AGREEMENT

- 37.1 This Contract constitutes the entire agreement and understanding between the Parties in respect of the matters dealt with in it and supersedes, cancels or nullifies any previous agreement between the Parties in relation to such matters.
- 37.2 Each of the Parties acknowledges and agrees that in entering into the Contract it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or undertaking (whether negligently or innocently made) other than as expressly set out in the Contract.
- 37.3 The Service Provider acknowledges that it has:
 - 37.3.1 entered into the Contract in reliance on its own due diligence alone; and
 - 37.3.2 received sufficient information required by it in order to determine whether it is able to provide the Goods and/or Services in accordance with the terms of the Contract.
- 37.4 Nothing in clauses 37.1 and 37.2 shall operate to exclude Fraud or fraudulent misrepresentation.
- 37.5 The Contract may be executed in counterparts each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.

38. THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

- 38.1 A person who is not a Party to the Contract except ESPO or, as appropriate, the Trading Company in relation to its right to claim retrospective rebate from the Service Provider under the payment clause has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties, but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.
- 38.2 No consent of any third party is necessary for any rescission, variation (including any release or compromise in whole or in part of liability) or termination of this Contract or any one or more clauses of it.

39. NOTICES

- 39.1 Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party sending the communication.
- 39.2 Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, post, registered post or by the recorded delivery service), or by electronic mail (confirmed by letter). Such letters shall be addressed to the other Party in the manner referred to in clause 39.3. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given two (2) Working Days after the day on which the letter was posted, or four (4) hours, in the case of electronic mail or sooner where the other Party acknowledges receipt of such letters, facsimile transmission or item of electronic mail.
- 39.3 For the purposes of clause 39.2, the address, email address of each Party shall be the address and email address set out in the Master Contract Schedule and/or any other Contract Document.
- 39.4 Either Party may change its address for service by serving a notice in accordance with this clause.

40. LEGISLATIVE CHANGE & LOCAL GOVERNMENT REORGANISATION

- 40.1 The Service Provider shall neither be relieved of its obligations under this Contract nor be entitled to an increase in the Contract Price as the result of a general change in law.
- 40.2 The Parties acknowledge that during the Term of this Contract the local government structure in the Customer's administrative areas may be subject to change. These administrative changes may give rise to the need for the Customer to terminate this Contract and/or seek its potential variation with any successor or assignee of the Customer. The Customer shall not be liable for any

loss of any kind including, but not limited to, lost opportunity that may arise as a consequence of local government reorganisation.

41. DISPUTES AND LAW

41.1 Governing Law and Jurisdiction

The Contract shall be governed by and interpreted in accordance with the laws of England and Wales and the Parties agree to submit to the exclusive jurisdiction of the English courts any dispute that arises in connection with the Contract.

41.2 Dispute Resolution

41.2.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within twenty (20) Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the level of the Customer's Representative and the Service Provider's Representative.

41.2.2 Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.

41.2.3 If the dispute cannot be resolved by the Parties pursuant to clause 41.2.1 the Parties shall refer it to mediation pursuant to the procedure set out in clause 41.2.5 unless:

41.2.3.1 the Customer considers that the dispute is not suitable for resolution by mediation; or

41.2.3.2 the Service Provider does not agree to mediation.

41.2.4 The obligations of the Parties under the Contract shall not be suspended, cease or be delayed by the reference of a dispute to mediation and the Service Provider and the Staff shall comply fully with the requirements of the Contract at all times.

41.2.5 The procedure for mediation is as follows:

41.2.5.1 a neutral adviser or mediator ("**the Mediator**") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within ten (10) Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within ten (10) Working Days from the date of the proposal to appoint a Mediator or within ten (10) Working Days of notice to either Party that he is unable or unwilling to

act, apply to the Centre for Effective Dispute Resolution ("**CEDR**") to appoint a Mediator;

- 41.2.5.2 the Parties shall within 10 Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the mediation provider appointed by CEDR to provide guidance on a suitable procedure;
- 41.2.5.3 unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings;
- 41.2.5.4 if the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives;
- 41.2.5.5 failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative opinion in writing. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties; and
- 41.2.5.6 if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts.

SCHEDULE 1

SERVICE LEVELS AND SERVICE CREDITS (where appropriate)

1. SCOPE

This schedule 1 sets out the Service Levels which the Service Provider is required to achieve when delivering the Services, the mechanism by which Service Failures will be managed and the method by which the Service Provider's performance of the Services by the Service Provider will be monitored. This schedule comprises:

Part A: Service Levels;

Appendix to Part A - Service Levels and Severity Levels; and

Part B: Performance Monitoring.

PART A

SERVICE LEVELS

2. PRINCIPAL POINTS

2.1 The objectives of the Service Levels and Service Credits are to:

- 2.1.1 ensure that the Services are of a consistently high quality and meet the requirements of the Customer;
- 2.1.2 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Service Provider's failure to deliver the level of Service for which it has contracted to deliver; and
- 2.1.3 incentivise the Service Provider to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously.

3. SERVICE LEVELS

- 3.1 The Appendix to this Part A of this schedule sets out Service Levels the performance of which the Parties have agreed to measure.
- 3.2 The Service Provider shall monitor its performance of each of the Services referred to in Appendix A by reference to the Service Level(s) for that part of the Service and shall send the Customer a report detailing the level of service which was achieved in accordance with the provisions of part B of this schedule 1.
- 3.3 If the level of performance of the Service Provider of any element of the Services during Contract Period:

- 3.3.1 fails to achieve a Service Level in respect of each element of the Service, then the Customer shall make a deduction from the Contract Charges in accordance with Appendix A to this schedule 1; or
- 3.3.2 constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract pursuant to clause 18.3

APPENDIX TO PART A

SERVICE LEVELS AND SEVERITY LEVELS

Service Level Performance Criterion	Description	Service Level– Fail RED	Service Credit Payable (%)
Telephone Support Services	All telephone support line Services to be available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year (366 in 2020)	< 98%	1.0
	Urgent or 'red flag' cases will be matched immediately for telephone support	<100%	2.0

Service Level Performance Criterion	Description	Service Level– Fail RED	Service Credit Payable (%)
	All calls to be answered within 1 minute	< 97%	2.0
	Initial call back to Customer Personnel following triage to take place within eight (8) hours	<98%	2.0
Online Portal	Online Portal to be available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year (366 in 2020) except for agreed downtime and maintenance which will be agreed with the Customer at least seventy two (72) hours in advance of such work being carried out.	<97%	2.0
	Emails to be responded within 3 working days	<100%	2.0

Counselling Services	Counselling Services to be available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year (366 in 2020)	<100%	2.0
	Urgent or red flag cases will have first face to face counselling session offered within twenty four hours of first contact (if need determined)	<100%	2.0
	All counselling appointments (telephone, e-counselling or face to face) to be arranged within 72 hours of first contact	< 98%	2.0
	Initial counselling session to take place within 10 days of first contact	<97%	2.0

Guidance contained in this document is intended for use by ESPO employees however it is made available to ESPO customers. ESPO customers must seek their own legal advice as to the content and drafting of this document.

Service Level Performance Criterion	Description	Service Level– Fail RED	Service Credit Payable (%)
	Face-to-face counselling appointments to be offered within either 15 miles or 1 hours travelling distance by public transport of Customer Personnel home or office location	<97%	2.0
Trauma and Critical Incident Support	Where critical incident procedures have been invoked, all employees (including those overseas) must have access to designated telephone support within two (2) hours of notification	< 100%	2.0
	A workplace site presence with the appropriate number of skilled Service Provider Personnel available within forty eight (48) hours	< 100%	2.0
Contract Management	All invoices right first time, provided with supporting data and received at the agreed times	< 97%	0.5
	Account management support available Monday to Friday 8am 6pm with responses to queries from the Customer within one (1) Working Day	< 97%	0.5
Management Information	Management Information delivered at agreed periods with Customer (defined at Call Off stage)	<100%	0.5
	All ad hoc and urgent MI in relation to Freedom of Information requests, Minister's questions and Parliamentary Questions will be provided within the timelines outlined for each request by the Customer	<100%	0.5

The Service Credits shall be calculated on the basis of the following formula and worked example:

Formula - $100\% - \% \text{ of Service Level achieved} = x\% \text{ of the Contract Charges to be deducted from the next invoice payable by the Customer.}$

Worked example - $100\% \text{ (e.g. Service Level requirement for data accuracy)} - 75\% \text{ (e.g. accuracy of data)} = 25\% \text{ of the Contract Charges to deducted from the next invoice payable by the Customer}$

PART B

PERFORMANCE MONITORING

1. PRINCIPAL POINTS

- 1.1 This Part B provides the methodology for monitoring the Services:
 - 1.1.1 to ensure that the Service Provider is complying with the Service Levels; and
 - 1.1.2 for identifying any failures to achieve Service Levels in the performance of the Service Provider and/or delivery of the Services ("**Performance Monitoring System**").
- 1.2 Within 20 Working Days of the Commencement Date the Service Provider shall provide the Customer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.

2. REPORTING OF SERVICE FAILURES

- 2.1 The Customer shall report all failures to achieve Service Levels and any Critical Service Failure to the Customer in accordance with the processes agreed in paragraph 1.2 above.

3. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

- 3.1 The Service Provider shall provide the Customer with reports in accordance with the process and timescales agreed pursuant to paragraph 1.2 above which shall contain, as a minimum, the following information in respect of the relevant period just ended:
 - 3.1.1 for each Service Level, the actual performance achieved over the Service Level for the relevant period;
 - 3.1.2 a summary of all failures to achieve Service Levels that occurred during that period;
 - 3.1.3 any Critical Service Failures and details in relation thereto;
 - 3.1.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
 - 3.1.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
 - 3.1.6 such other details as the Customer may reasonably require from time to time.
- 3.2 The Parties shall attend meetings to discuss Service Level reports ("Performance Review Meetings") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the Service

Provider and the Customer of the Performance Monitoring Reports. The Performance Review Meetings shall (unless otherwise agreed):

- 3.2.1 take place within one (1) week of the reports being issued by the Service Provider;
 - 3.2.2 take place at such location and time (within normal business hours) as the Customer shall reasonably require unless otherwise agreed in advance;
 - 3.2.3 be attended by the Service Provider's Representative and the Customer's Representative; and
 - 3.2.4 be fully minuted by the Service Provider. The prepared minutes will be circulated by the Service Provider to all attendees at the relevant meeting and also to the Customer's representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Service Provider's representative and the Customer's Representative at each meeting.
- 3.3 The Customer shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.
- 3.4 The Service Provider shall provide to the Customer such supporting documentation as the Customer may reasonably require in order to verify the level of the performance by the Service Provider and the calculations of the amount of Service Credits for any specified period.

4. SATISFACTION SURVEYS

- 4.1 In order to assess the level of performance of the Service Provider, the Customer may undertake satisfaction surveys in respect of the Service Provider's provision of the Services.
- 4.2 The Customer shall be entitled to notify the Service Provider of any aspects of their performance of the Services which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with the Contract.
- 4.3 All other suggestions for improvements to the Services shall be dealt with as part of the continuous improvement programme pursuant to clause 8.

SCHEDULE 2

IMPLEMENTATION PLAN AND MILESTONES

1. IMPLEMENTATION PLAN

- 1.1 The Service Provider shall supply the Goods and/or Services in accordance with the Implementation Plan that it submitted to the Customer prior to the Commencement Date which shall be incorporated into the Master Contract Schedule and/or any other Contract Document.
- 1.2 If so required by the Customer, the Service Provider shall produce a further version of the Implementation Plan (based on the plan specified in the Master Contract Schedule or any other Contract Document) in such further detail as the Customer may reasonably require. The Service Provider shall ensure that each version of the Implementation Plan is subject to Approval. The Service Provider shall ensure that the Implementation Plan is maintained and updated on a regular basis as may be necessary to reflect the then current state of the implementation of the Services and/or provision of the Goods.
- 1.3 The Customer shall have the right to require the Service Provider to include any reasonable changes or provisions in each version of the Implementation Plan.

2. MILESTONES

- 2.1 The Service Provider shall perform its obligations so as to meet each Milestone by the Milestone Date.
- 2.2 Changes to the Milestones shall only be made in accordance with the Variation Procedure and provided that the Service Provider shall not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Customer Default which affects the Service Provider's ability to achieve a Milestone by the relevant Milestone Date).
- 2.3 If a Milestone has not been achieved by the relevant Milestone Date, the Service Provider shall pay to the Customer Delay Payments in accordance with the table above for each day of delay from and including the relevant Milestone Date until and including the date on which the relevant Milestone criteria are actually achieved and the Customer provides the Service Provider with confirmation in writing of its satisfaction that the Milestone has been met.
- 2.4 No payment or concession to the Service Provider by the Customer or other act or omission of the Customer shall in any way affect the rights of the Customer to recover the Delay Payments pursuant to the provisions of this Schedule or be deemed to be a waiver of the right of the Customer to recover any such damages unless such waiver has been signed by the Customer, expressly made in writing by the Customer and refers specifically to a waiver of the Customer's rights to claim Delay Payments.
- 2.5 The Customer's rights to claim Delay Payments pursuant to this Contract shall be without prejudice to any right of the Customer to claim damages for breach.