



Home Office

AUTHORITY: The Secretary of State for the Home Department

**SCHEDULE 13**  
**FACILITIES**

NEXT GENERATION OUTSOURCED VISA SERVICES

## CONTENTS

1.	<b>INTRODUCTION.....</b>	<b>1</b>
2.	<b>SUPPLIER FACILITIES .....</b>	<b>1</b>
3.	<b>AUTHORITY FACILITIES .....</b>	<b>3</b>
	<b>ANNEX 13-1 REQUIREMENTS FOR VISA APPLICATION CENTRES.....</b>	<b>4</b>
	<b>ANNEX 13-2 VISA APPLICATION CENTRES.....</b>	<b>6</b>

**SCHEDULE 13****FACILITIES****1. INTRODUCTION**

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

**2. SUPPLIER FACILITIES**

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

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

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

### 3. **AUTHORITY FACILITIES**

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

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

Each Visa Application Centre shall:

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

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

## ANNEX 13-2

## VISA APPLICATION CENTRES

	Country		City	Address
2	Indonesia		Bali	TBC
2			Jakarta	TBC
2	Bahamas		Nassau	TBC
2	Cayman Islands		George Town	TBC
2	Colombia		Bogota	TBC
2			Cali	TBC
2			Medellin	TBC
2	Ecuador		Guayaquil	TBC
2			Quito	TBC
2	Malaysia		Sabah	TBC
2			Sarawak	TBC
2			Kuala Lumpur	TBC
2			Sabah	TBC
2	Panama		Panama City	TBC
2	St Lucia		Castries	TBC
2	Brazil		Brasilia	TBC
2			Rio De Janeiro	TBC
2			Sao Paulo	TBC
2	Japan		Osaka	TBC
2			Tokyo	TBC
2	Korea		Seoul	TBC
2	Philippines		Cebu	TBC
2			Manila	TBC
2	Singapore		Singapore	TBC
2	Thailand		Bangkok	TBC



	Country		City	Address
2	Vietnam		Ho Chi Minh City	TBC
2	Jamaica		Kingston	TBC
2	Barbados		Bridgetown	TBC
2	Brunei		Bandar Seri Begawan	TBC
2	Burma		Rangoon	TBC
2	Cambodia		Phnom Penh	TBC
2	Dominican Republic		Santo Domingo	TBC
2	Fiji		Suva	TBC
2	Guyana		Georgetown	TBC
2	Mongolia		Ulaanbaatar	TBC
2	Papua New Guinea		Port Moresby	TBC
2	Vietnam		Hanoi	TBC
3	China		Beijing	TBC
3			Chengdu	TBC
3			Chongqing	TBC
3			Fuzhou	TBC
3			Guangzhou	TBC
3			Hangzhou	TBC
3			Jinan	TBC
3			Nanjing	TBC
3			Shanghai	TBC
3			Shenyang	TBC
3			Shenzen	TBC
3			Wuhan	TBC
3			Hong Kong	TBC
3	Taiwan		Taipei	TBC
5	Bahrain		Manama	TBC
5	Kuwait		Kuwait City	TBC
5	Oman		Muscat	TBC
5	Pakistan		Islamabad	TBC
5			Karachi	TBC
5			Lahore	TBC
5			Mirpur	TBC
5	Qatar		Doha	TBC

	Country		City	Address
5			Al Khobar	TBC
5	Saudi Arabia		Jeddah	TBC
5			Riyadh	TBC
5	United Arab Emirates		Abu Dhabi	TBC
5			Dubai	TBC
5	Bangladesh		Dhaka	TBC
5			Sylhet	TBC
5			Goa	TBC
6	India		Ahmedabad	TBC
6			Bangalore	TBC
6			Chandigarh	TBC
6			Chennai	TBC
6			Cochin	TBC
6			Hyderabad	TBC
6			Jalandhar	TBC
6			Kolkata	TBC
6			Mumbai (North)	TBC
6			Mumbai (South)	TBC
6			New Delhi	TBC
6			Pune	TBC
6			Kolkata	TBC
6	Nepal		Kathmandu	TBC
6	Sri Lanka		Colombo	TBC
7	Canada		Edmonton	TBC
7			Halifax	TBC
7			Ottawa	TBC
7			St John's Newfoundland	TBC

	Country		City	Address
7			Toronto	TBC
7	Canada		Vancouver	TBC
8	Australia		Brisbane	TBC
8			Canberra	TBC
8			Melbourne	TBC
8			Perth	TBC
8			Sydney	TBC