

**TRADER SUPPORT SERVICE**

**SCHEDULE 2.3**

**STANDARDS**

## Standards

### 1 DEFINITIONS

1.1 In this Schedule, the following definitions shall apply:

<b>“Standards Hub”</b>	the Government’s open and transparent standards adoption process as documented at <a href="http://standards.data.gov.uk/">http://standards.data.gov.uk/</a> ; and
<b>“Suggested Challenge”</b>	a submission to suggest the adoption of new or emergent standards in the format specified on Standards Hub.

### 2 GENERAL

- 2.1 Throughout the term of this Agreement, the Parties shall monitor and notify each other of any new or emergent standards which could affect the Supplier’s provision, or the Authority’s receipt, of the Services. Any changes to the Standards, including the adoption of any such new or emergent standard, shall be agreed in accordance with the Change Control Procedure.
- 2.2 Where a new or emergent standard is to be developed or introduced by the Authority, the Supplier shall be responsible for ensuring that the potential impact on the Supplier’s provision, or the Authority’s receipt, of the Services is explained to the Authority (in a reasonable timeframe), prior to the implementation of the new or emergent standard.
- 2.3 Where Standards referenced conflict with each other or with Good Industry Practice, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require the prior written agreement of the Authority and shall be implemented within an agreed timescale.

### 3 TECHNOLOGY AND DIGITAL SERVICES PRACTICE

- 3.1 The Supplier shall (when designing, implementing and delivering the Services) adopt the applicable elements of HM Government’s Technology Code of Practice as documented at <https://www.gov.uk/service-manual/technology/code-of-practice.html>.

### 4 OPEN DATA STANDARDS & STANDARDS HUB

- 4.1 The Supplier shall comply to the extent within its control with UK Government’s Open Standards Principles as documented at <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles>, as they relate to the specification of standards for software interoperability, data and document formats in the IT Environment.
- 4.2 Without prejudice to the generality of Paragraph 2.2, the Supplier shall, when implementing or updating a technical component or part of the Software or Supplier Solution where there is a requirement under this Agreement or opportunity to use a new or emergent standard, submit a Suggested

Challenge compliant with the UK Government's Open Standards Principles (using the process detailed on Standards Hub and documented at <http://standards.data.gov.uk/>). Each Suggested Challenge submitted by the Supplier shall detail, subject to the security and confidentiality provisions in this Agreement, an illustration of such requirement or opportunity within the IT Environment, Supplier Solution and Government's IT infrastructure and the suggested open standard.

- 4.3 The Supplier shall ensure that all documentation published on behalf of the Authority pursuant to this Agreement is provided in a non-proprietary format (such as PDF or Open Document Format (ISO 26300 or equivalent)) as well as any native file format documentation in accordance with the obligation under Paragraph 4.1 to comply with the UK Government's Open Standards Principles, unless the Authority otherwise agrees in writing.

## **5 TECHNOLOGY ARCHITECTURE STANDARDS**

- 5.1 The Supplier shall in relation to the Services interfaces with the Authority System, produce full and detailed technical architecture documentation for the relevant elements of the Supplier Solution in accordance with Good Industry Practice.
- 5.2 Where the Authority requires assurance as to the viability of the Supplier Solution, the Parties shall work together in accordance with the Partnering Principles to agree what level of documentation and/or discussion is required in relation to technical architecture documentation to be provided by the Supplier to support such assurance, which the Supplier shall then provide without unreasonable delay.

## **6 ACCESSIBLE DIGITAL STANDARDS**

- 6.1 The Supplier shall comply with (or with equivalents to):
- (a) the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA; and
  - (b) ISO/IEC 13066-1: 2011 Information Technology – Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability.

## **7 SERVICE MANAGEMENT SOFTWARE & STANDARDS**

- 7.1 Subject to Paragraphs 2 to 4 (inclusive), the Supplier shall reference and comply with relevant industry, HM Government and Authority standards, processes and best practice guidelines in the management of the Services, including the following or their equivalents:
- (a) ITIL v4;
  - (b) ISO/IEC 20000-1 2018 "Information technology — Service management – Part 1";

- (c) ISO/IEC 20000-2 2019 “Information technology — Service management – Part 2”;
- (d) ISO 10007: 2017 “Quality management systems – Guidelines for configuration management”; and
- (e) ISO 22313:2020 “Security and resilience. Business continuity management systems. Guidance on the use of ISO 22301” and, ISO/IEC 27031:2011 and ISO 22301:2019.

7.2 For the purposes of management of the Services and delivery performance the Supplier shall make use of Software that complies with Good Industry Practice including availability, change, incident, knowledge, problem, release & deployment, request fulfilment, service asset and configuration, service catalogue, service level and service portfolio management. If such Software has been assessed under the ITIL Software Scheme as being compliant to “Bronze Level”, then this shall be deemed acceptable.

## **8 ENVIRONMENTAL REQUIREMENTS**

8.1 The Supplier shall comply with the environmental requirements set out in the Annex to this Schedule.

## **9 HARDWARE SAFETY STANDARDS**

9.1 The Supplier shall comply with those BS or other standards relevant to the provision of the Services, including the following or their equivalents:

- (a) any new hardware required for the delivery of the Services (including printers), shall conform to BS EN IEC 62368-1:2020+A11:2020 or subsequent replacements. In considering where to site any such hardware, the Supplier shall consider the future working user environment and shall position the hardware sympathetically, wherever possible;
- (b) any new audio, video and similar electronic apparatus required for the delivery of the Services, shall conform to the following standard: BS EN IEC 62368-1:2020+A11:2020 or any subsequent replacements;
- (c) any new laser printers or scanners using lasers, required for the delivery of the Services, shall conform to either of the following safety Standards: BS EN 60825-1:2014 or any subsequent replacements; and
- (d) any new apparatus for connection to any telecommunication network, and required for the delivery of the Services, shall conform to the following safety Standard: BS EN 62949:2017 or any subsequent replacements.

9.2 Where required to do so as part of the Services, the Supplier shall perform electrical safety checks in relation to all equipment supplied under this Agreement in accordance with the relevant health and safety regulations.

## **10 OTHER STANDARDS**

The Supplier shall comply with and deliver the Services in accordance with the following conventions, standards and legislation:

- 10.1 Not Used;
- 10.2 the Modern Slavery Act 2015;
- 10.3 the Equality Act 2010;
- 10.4 EU Strategic Framework on Health and Safety at Work and Directive 89/391/EEC-OSH Framework Directive; and
- 10.5 ISO27001:2013 the International Standard for Information Security Management.

## ANNEX 1: ENVIRONMENTAL REQUIREMENTS

### 1 DEFINITIONS

In this Annex, the following definitions shall apply:

<b>“Permitted Item”</b>	means those items which are permissible under this Agreement to the extent set out in Table B of this Annex
<b>“Prohibited Items”</b>	means those items which are not permissible under this Agreement as set out at Table A of this Annex
<b>“Sustainability Reports”</b>	written reports to be provided by the Supplier containing the information outlined in Table C of this Annex
<b>“Waste Hierarchy”</b>	<p>means prioritisation of waste management in the following order of preference:</p> <ul style="list-style-type: none"><li>(a) Prevention – by using less material in design and manufacture. Keeping products for longer;</li><li>(b) Preparing for re-use – by checking, cleaning, repairing, refurbishing, whole items or spare parts;</li><li>(c) Recycling – by turning waste into a new substance or produce, including composting if it meets quality protocols;</li><li>(d) Other Recovery – through anaerobic digestion, incineration with energy recovery, gasification and pyrolysis which produce energy (fuels, heat and power) and materials from waste; some backfilling; and</li><li>(e) Disposal - Landfill and incineration without energy recovery.</li></ul>

### 2 ENVIRONMENTAL REQUIREMENTS

- a. The Supplier shall comply in all material respects with all applicable environmental laws and regulations in force in relation to the Agreement.
- b. The Supplier warrants that it has obtained ISO 14001 certification from an accredited body and shall comply with and maintain certification requirements throughout the Term.

c. In performing its obligations under the Agreement the Supplier shall to the reasonable satisfaction of the Authority:

1. demonstrate low carbon resource efficiency, including minimising the use of resources and responding promptly to the Authority's reasonable questions;
2. prioritise waste management in accordance with the Waste Hierarchy;
3. be responsible for ensuring that any waste generated by the Supplier and sent for recycling, disposal or other recovery as a consequence of this Agreement is taken to an authorised site for treatment or disposal and that the disposal or treatment of waste complies with all Laws, including relevant obligations under the Waste Electrical and Electronic Equipment Regulations 2006 in compliance with Directive 2002/96/EC and subsequent replacements (including those in compliance with Directive 2012/19/EU);
4. ensure that it and any third parties used to undertake recycling disposal or other recovery as a consequence of this Agreement do so in a legally compliant way, undertake reasonable checks on a regular basis to ensure this;
5. inform the Environmental Agency within one Working Day in the event that a permit or exemption to carry or send waste generated under this Agreement is revoked and in circumstances where a permit or exemption to carry or send waste generated under this Agreement is revoked the Supplier shall cease to carry or send waste or allow waste to be carried by any Sub-contractor until authorisation is obtained from the Environmental Agency;
6. minimise the release of greenhouse gases (including carbon dioxide emissions), air pollutants, volatile organic compounds and other substances damaging to health and the environment; and
7. reduce and minimise carbon emissions by taking into account factors including, but not limited to, the locations from which materials are sourced, the transport of materials, the locations from which the work force are recruited and emissions from offices and on-site equipment;
8. comply with the Authority and HM Government's objectives to reduce waste and meet the aims of the Greening Government: IT strategy contained in the document Greening government: ICT and digital services strategy 2020-2025 <https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020->

2025/greening-government-ict-and-digital-services-strategy-2020-2025) as revised from time to time; and

9. comply with Article 6 and Annex III of the Energy Efficiency Directive 2012/27/EU and subsequent replacements.’
- d. The Supplier shall use reasonable endeavours to avoid the use of paper and card in carrying out its obligations under this Agreement. Where unavoidable under reasonable endeavours, the Supplier shall ensure that any paper or card deployed in the performance of the Services consists of one hundred percent (100%) recycled content and used on both sides where feasible to do so.
- e. The Supplier shall not provide to the Authority Deliverables which comprise wholly or partly of Prohibited Items unless such item is a Permitted Item.
- f. The Supplier shall not use anything which comprises wholly or partly of the Prohibited Items to provide the Services under this Agreement unless:
  1. it is a Permitted Item; or
  2. the use is primarily related to the management of the Supplier’s own facilities or internal operations as opposed to the provision of Services.
- g. The Supplier shall complete the Sustainability Report in relation its provision of the Services under this Agreement and provide the Sustainability Report to the Authority on the date and frequency outlined in Table C of this Annex.
- h. The Supplier shall comply with reasonable requests by the Authority for information evidencing compliance with the provisions of this Annex within fourteen (14) days of such request, provided that such requests are limited to two per Contract Year.



**TABLE A – Prohibited Items**

<b>The following consumer single use plastics are Prohibited Items:</b>	<b>Office Supplies</b> <ul style="list-style-type: none"> <li>a. Plastic envelopes</li> <li>b. Plastic wrapping for brochures</li> <li>c. Paper or card which is bleached with chlorine</li> </ul>
	<b>Packaging</b> <ul style="list-style-type: none"> <li>a. Single use plastic packaging from deliveries where avoidable e.g. shrink wrapped packaging from office supplier or facilities products.</li> <li>b. Single use carrier bags</li> </ul>
<b>Authority specific Prohibitions</b>	<i>None</i>
<b>Project specific Prohibitions</b>	<i>None</i>

**TABLE B – Permitted Items**

<b>Authority Permitted Items</b>	<i>None</i>
<b>Project Specific Permitted Items</b>	<i>None</i>

## **TABLE C – Sustainability Reports**

The Supplier shall complete the Authority's annual assessment of environmental, social and economic responsibility (as provided to the Authority's supply chain), which is, as at the Effective Date, managed on behalf of the Authority by NQC via an online portal.