
KENSA UTILITIES LIMITED STANDARD TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATION

- 1.1. In these Terms and Conditions, unless the context otherwise requires, the following expressions shall have the following meanings:

'Award Letter'	means the confirmation of contract award sent to the Supplier by KUL in respect of the Goods and Services purchased pursuant to the RFQ and these Terms and Conditions;
'Best Industry Practice'	means the standards which fall within the upper quartile in the relevant industry for the provision of comparable services which are substantially similar to the Services or the relevant part of them, having regard to factors such as the nature and size of the Parties, the term, key performance indicators (if any), the pricing structure and any other relevant factors;
'Commencement Date'	means the date of commencement of the Contract between the Parties for the Goods and Services as set out in the Award Letter;
'Commercially Sensitive Information'	means information of a commercially sensitive nature relating to the Supplier, its intellectual property rights or its business which the Supplier has indicated to KUL that, if disclosed by KUL, would cause the Supplier significant commercial disadvantage or material financial loss;
'Conditions'	means these conditions;
'Confidential Information'	<p>means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights and know-how of either Party or Group Company or Partnership and all Personal Data and Special Categories of Data within the meaning of the Data Protection Legislation. Confidential Information shall not include information which:</p> <ul style="list-style-type: none">(i) was public knowledge at the time of disclosure (otherwise than by breach of Condition 13 (Confidentiality; Data Protection and Freedom of Information));(ii) was in the possession of the receiving Party, without restriction as to its disclosure, before disclosure from the disclosing Party;(iii) is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or(iv) is independently developed without access to the Confidential Information;
'Consent Notice'	means the consent of an individual to the sharing of their Personal Data for the provision of the Goods and Services;

‘Contract’	means the contract between the Parties for the Goods and Services comprising these Terms and Conditions together with the RFQ, Award Letter, relevant Purchase Order and any Specifications;
‘KUL’s Representative’	means the person appointed by KUL to oversee the performance of this Contract;
‘Data Controller’	has the meaning given to it in the Data Protection Legislation;
‘Data Guidance’	means any applicable guidance, guidelines, direction or determination, framework, code of practice, standard or requirement regarding information governance, confidentiality, privacy or compliance with Data Protection Legislation (whether specifically mentioned in these Terms and Conditions or not) to the extent published and publicly available or their existence or contents have been notified to the Supplier by KUL and/or any relevant regulatory body;
‘Data Processor’	has the meaning given to it in the Data Protection Legislation;
‘Data Protection Legislation’	the General Data Protection Regulation ((EU) 2016/679) (“GDPR”) until it is no longer directly applicable in the UK, the Data Protection Act 2018 and any other applicable national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK.
‘Data Protection Officer’	has the meaning set out in the Data Protection Legislation;
‘Data Subject’	has the meaning given to it in Data Protection Legislation;
‘Expiry Date’	means the date of expiry of the Contract between the Parties for the Goods and Services as set out in the Award Letter;
‘Goods’	means the goods (if any) to be supplied by the Supplier to KUL pursuant to the Contract;
‘Group Company’	means a subsidiary, holding company, or sister company of KUL
‘Indirect Losses’	means loss of profits (other than profits directly and solely attributable to the provision of the Goods and Services), loss of use, loss of production, increased operating costs, loss of business, loss of business opportunity, loss of reputation or goodwill or any other consequential or indirect loss of any nature, whether arising in tort or on any other basis;
‘Information Commissioner’	means the UK’s regulatory body charged with enforcing the Data Protection Legislation;
‘Information Governance Lead’	means the individual responsible for information governance and for providing regular reports on information governance matters, including details of all incidents of data loss and breach of confidence;
‘Intellectual Property Rights’	means all vested and contingent and future intellectual property rights including but not limited to copyright, trade marks, service marks, design rights (whether registered or unregistered), patents, know-how, trade secrets, inventions, get-up, database rights and any applications for the protection or registration of these rights and all renewals and extensions thereof existing in any part of the world whether now known or in the future created to which KUL may be entitled;
‘Joint Data Controller’	shall have the meaning given to it in the Data Protection Legislation;

‘KUL’	means Kensa Utilities Limited registered company number 10044238
‘Law’	means the laws of England and Wales and any other laws or regulations, regulatory policies, guidelines or industry codes which apply to the provision of the Goods and Services or with which the Supplier is bound to comply;
‘Living Wage’	means the living wage as determined and amended from time to time by the Living Wage Foundation;
‘Losses’	means all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of legal and/or professional services) proceedings, demands and charges whether arising under statute, contract or at common law, but excluding Indirect Losses;
‘Parties’	means KUL and the Supplier;
‘Partnership’	means a Limited Liability Partnership as incorporated pursuant to the Limited Liability Partnerships Act 2000;
‘Personal Data’	has the meaning given to it in the Data Protection Legislation;
‘Personal Data Breach’	has the meaning given to it in the Data Protection Legislation;
‘Price’	means the price payable by KUL for the Goods and Services as set out in the Award Letter or as otherwise agreed by the Parties;
‘Privacy Notice’	means the information that must be provided to a Data Subject under the Data Protection Legislation;
‘Public Funds’	means funding originating from taxpayers;
‘Purchase Order’	means the order for the purchase of the Goods and Services by KUL which includes the description of the Goods and Services and the Price;
‘Purchase Order Number’	means the unique number that appears on the Purchase Order;
‘RFQ’	means KUL’s request for quotation, which includes the Supplier’s response, for the purchase of the Goods and Services by KUL which includes the description of the Goods and Services and (if applicable) any special conditions which supplement these Terms and Conditions and the Price;
‘Right of Access, Rectification or Erasure Request’	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to Data Protection Legislation to access, rectify or erase their Personal Data;
‘Services’	means the services (if any) to be performed by the Supplier to KUL pursuant to the Contract;
‘Special Categories of Data’	has the meaning given to it in the Data Protection Legislation;
‘Specification’	means any specifications, descriptions, method statements, documents, plans and information provided by KUL to the Supplier setting out its requirements in relation to the Goods and Services;

‘Supplier’	means the person, organisation or company whose name appears as the addressee in the Award Letter;
‘Supplier Representative’	means the person appointed by the Supplier in accordance with Condition 7;
‘Terms and Conditions’	means these terms and conditions;
‘TUPE’	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246);
‘Working Day’	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

- 1.2 The headings in these Terms and Conditions are inserted for convenience only and shall not affect its interpretation.
- 1.3 Where appropriate words denoting the singular only shall include the plural and vice versa.
- 1.4 The masculine shall include the feminine and the neuter and vice versa.
- 1.5 A reference to a person shall include a reference to any individual or other legal entity.
- 1.6 Reference to any Act of Parliament or any Order, Regulation, Statutory Instrument, Directive or the like shall be deemed to include a reference to any amendment or re-enactment thereof.

2. GENERAL

- 2.1 This Contract shall commence on the Commencement Date and shall expire on the Expiry Date unless otherwise terminated in accordance with these Terms and Conditions.
- 2.2 In the event of any conflict between a Condition in these Terms and Conditions and a term of the RFQ, the term of the RFQ shall prevail.
- 2.3 Except as set out in these Terms and Conditions, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is agreed in writing and signed by the parties or their authorised representatives

3. SUPPLY OF SERVICES

- 3.1 In consideration of KUL’s agreement to pay the Price, the Supplier shall supply the Services to KUL subject to and in accordance with the Contract.
- 3.2 In supplying the Services, the Supplier shall:
 - 3.2.1 co-operate with KUL in all matters relating to the Services and comply with KUL’s instructions;
 - 3.2.2 provide all other services reasonably required by KUL which are reasonably incidental to the Services;
 - 3.2.3 perform the Services with all reasonable care, skill and diligence in accordance with Best Industry Practice;
 - 3.2.4 use staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier’s obligations are fulfilled in accordance with the Contract;
 - 3.2.5 ensure that the Services conform with all Specifications;

- 3.2.6 comply with all applicable Laws;
- 3.2.7 provide all equipment, tools and vehicles and other items as are required to provide the Services;
- 3.2.8 keep KUL fully informed and provide it with regular reports on all matters of interest to a prudent client, together with such information as KUL may reasonably require from time to time. This includes, but is not limited to:
 - (a) any and all data required as part of contract management or management information;
 - (b) any and all data and information needed to track performance against the key performance indicators (if applicable)
- 3.2.9 maintain current and accurate records of all work undertaken in the provision of the Services;
- 3.2.10 comply with all applicable funding requirements where the Contract has stated use of Public Funds.
- 3.3 KUL may, by written notice to the Supplier, at any time request a variation to the scope of the Services. In the event that the Supplier agrees to any variation to the scope of the Services, the Price shall be subject to fair and reasonable adjustment to be agreed in writing between KUL and the Supplier.
- 3.4 The Supplier shall inform KUL promptly and confirm in writing if the Supplier is unable to or fails to provide any part of the Service in accordance with the Contract. The provision of information under this Condition 3.4 shall not in any way release or excuse the Supplier from any of its obligations set out in the Contract.
- 3.5 The Supplier shall at all times allow KUL's Representative, professional advisors and such other persons as from time to time nominated by KUL's Representative, if relevant, access to:
 - 3.5.1 any workplaces of the Supplier for the purpose of inspecting Services being performed pursuant to the Contract;
 - 3.5.2 any workplaces of the Supplier for the purpose of inspecting and/or taking copies of records and documents in the possession, custody or control of the Supplier in connection with the Contract;
 - 3.5.3 any personnel, agent or sub-contractor of the Supplier for the purpose of interviewing such persons in connection with the Services;
 - 3.5.4 any report required by any statutory enactment or regulation or a copy thereof shall be supplied by the Supplier if requested to do so in writing by KUL.
- 3.6 The Supplier shall at all times (where relevant) comply with KUL's policies and procedures as may be amended from time to time.
- 3.7 Except as otherwise agreed or permitted by KUL, the Supplier shall not use any facilities or equipment of KUL.
- 3.8 The Supplier shall not advertise the fact that it is providing the Goods and Services other than with the written consent of KUL.
- 3.9 The Supplier shall, as may be reasonably necessary or appropriate, co-operate, liaise with, and co-ordinate its activities with those of any other supplier, contractor or sub-contractor employed directly or indirectly by KUL and as far as reasonably possible shall provide the Services in harmony with and at no detriment to any other services provided by or on behalf of or to KUL. If the Supplier or its personnel agents or sub-contractors default in complying or fail to comply with this Condition, then any costs, expenses, liabilities or damages whatsoever incurred by KUL as a consequence thereof, including the reasonable cost to KUL of the time spent by its officers as a result of the default or failure, may be deducted from any sums due or to become due to the Supplier or shall be recoverable from the Supplier by KUL as a debt.

4. SUPPLY OF GOODS

- 4.1 The Supplier shall ensure that the Goods shall:
- 4.1.1 correspond with the description in the RFQ;
 - 4.1.2 be of satisfactory quality (within the meaning of the Sale of Goods Act 1979) and fit for any purpose held out by the Supplier or made known to the Supplier by KUL, expressly or by implication, and in this respect KUL relies on the Supplier's skill and judgement. The Supplier acknowledges and agrees that the approval by KUL of any designs provided by the Supplier shall not relieve the Supplier of any of its obligations under this sub-Condition;
 - 4.1.3 conform in all respects with any samples approved by KUL;
 - 4.1.4 where applicable, be free from defects in design, materials and workmanship and remain so for at least 12 months after delivery (or such other period as may be agreed between the Parties);
 - 4.1.5 comply with all applicable statutory and regulatory requirements including those relating to the design, quality, manufacture, testing, labelling, packaging, storage, handling and delivery.
- 4.2 The Supplier shall ensure that at all times it has and maintains all of the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations in respect of the Goods.
- 4.3 KUL shall, on giving reasonable notice, have the right to (as appropriate):
- 4.3.1 inspect and test the Goods;
 - 4.3.2 inspect the manufacturing facilities and the equipment used by the Supplier in the manufacture of the Goods;
 - 4.3.3 inspect and take samples of the raw materials, packaging, and the Goods;
 - 4.3.4 inspect stock levels of the raw materials, packaging, and the Goods;
- at the Supplier's premises at any reasonable time during the Supplier's business hours before delivery and in this regard the Supplier shall co-operate and provide reasonable assistance to KUL at its own expense (unless otherwise agreed in respect of 4.3.3 above).
- 4.4 If following such inspection or testing KUL considers that the Goods do not conform or are unlikely to comply with the Supplier's undertaking at Condition 4.1, KUL shall inform the Supplier and the Supplier shall immediately take such remedial action as is necessary to ensure compliance.
- 4.5 Notwithstanding such inspection or testing, the Supplier shall remain fully responsible for the Goods and such inspection or testing shall not reduce or otherwise affect the Suppliers obligations under the Contract, and KUL shall have the right to conduct further inspections or tests after the Supplier has carried out its remedial actions.

5. DELIVERY OF GOODS

- 5.1 The Supplier shall ensure that:
- 5.1.1 the Goods are properly packaged and secured in such manner as to enable them to reach their destination in good condition;
 - 5.1.2 the Goods are supplied, as appropriate, with all manuals and user documentation and any safety data sheets or other product information required to be provided under all applicable Law at the time of delivery;

- 5.1.3 each delivery of the Goods is accompanied by a delivery note which clearly identifies the title, the date of the RFQ and the Purchase Order Number, the type and quantity of the Goods (including the code number of the Goods (where applicable)), special storage or other instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and
 - 5.1.4 if the Supplier requires KUL to return any packaging material for the Goods to the Supplier (i.e. where it is not reasonable for the Supplier to remove such materials from the delivery location (specified in the RFQ) at the time of delivery), that fact is clearly stated on the delivery note. Any such packaging material shall only be returned to the Supplier at the cost of the Supplier.
- 5.2 The Supplier shall deliver the Goods:
 - 5.2.1 on the date (or dates) specified in the RFQ. If no dates are specified in the RFQ then the Goods shall be delivered as soon as reasonably possible and no later than twenty-eight (28) days after the date of the Award Letter (unless otherwise agreed with KUL in writing);
 - 5.2.2 to the location or locations set out in the Award Letter or as instructed by KUL before delivery (each such location being a "Delivery Location") and in doing so shall observe and comply with all health and safety rules and regulations and any access and security requirements relating to the Delivery Location including any reasonable directions given by KUL staff; and
 - 5.3.3 during KUL's normal hours of business on a Working Day, or as instructed by KUL.
- 5.3 Delivery of the Goods shall be completed on the completion of unloading of the Goods at the Delivery Location. The Supplier shall ensure that the Goods are left in a safe and secure manner.
- 5.4 Subject to any alternative requirements or any maximum and/or minimum tolerance in terms of the quantity (or other measure) of Goods specified as being acceptable in the RFQ, the Supplier shall deliver the precise quantity of Goods ordered by KUL and KUL may reject the Goods (or any excess Goods) and any rejected Goods shall be returnable at the Supplier's risk and expense.
- 5.5 Where the RFQ states a tolerance in terms of the maximum and/or minimum quantity (or other measure) of Goods that must be delivered and the Supplier:
 - 5.5.1 delivers less than required minimum number or percentage of Goods ordered, KUL may reject the Goods; or
 - 5.5.2 delivers more than the required maximum number or percentage of Goods ordered, KUL may at its sole discretion reject the Goods or the excess Goods,and any rejected Goods shall be returnable at the Supplier's risk and expense. If the Supplier delivers more or less than the quantity of Goods ordered, and KUL accepts the delivery, a pro rata adjustment shall be made to the invoice for the Goods.
- 5.6 The Supplier shall not deliver the Goods in instalments without KUL's prior written consent. Where it is agreed that the Goods are delivered by instalments, they may be invoiced and paid for separately. However, failure by the Supplier to deliver any instalment on time or at all or any defect in any instalment of the Goods shall entitle KUL to the remedies set out in Condition 15.
- 5.7 Title and risk in the Goods shall pass to KUL on completion of delivery at the Delivery Location in accordance with Condition 5.3 above.
- 5.8 Notwithstanding Condition 5.7 and subject to any alternative provisions in the RFQ, KUL shall not be deemed to have accepted any Goods until it has had a reasonable time to inspect them following delivery.
- 5.9 The Supplier shall be responsible for and shall keep under its control all equipment and materials brought to the Delivery Location.

- 5.10 The Supplier shall immediately inform and notify KUL on becoming aware of any damage caused by the Supplier to the Delivery Location or any other property belonging to KUL or any third party in the course of delivering the Goods.
- 5.11 Notwithstanding Condition 15, where the need to repair the Delivery Location or repair or replace any other property arises directly from the act, omission, default or negligence of the Supplier, the reasonable costs incurred in carrying out such maintenance or repairs shall be recoverable by KUL from the Supplier as a debt, payable within twenty-eight (28) days of KUL's relevant invoice.

6 SUPPLIER'S PERSONNEL

- 6.1 The Supplier shall employ sufficient persons to ensure that the Goods and Services are provided at all times and in all respects in accordance with the Contract.
- 6.2 The Supplier's personnel employed in and about the provision of the Goods and Services shall be properly and sufficiently qualified, competent, skilled, honest, and experienced and shall at all times exercise due care in the execution of their duties. The Supplier shall ensure that such persons are properly and sufficiently instructed and supervised with regard to the provision of the Goods and Services and in particular:
- 6.2.1 the task or tasks such person has to perform,
 - 6.2.2 all relevant provisions hereof,
 - 6.2.3 all relevant policies, rules, procedures and standards of KUL, and
 - 6.2.4 all relevant rules, procedures and statutory requirements concerning health and safety, including KUL's health and safety policies which shall be provided to the Supplier and if not so provided shall be requested by it.
- 6.3 KUL's Representative shall, upon giving notice in writing, have the power to require the Supplier to remove from the provision of the Goods and Services any personnel of the Supplier specified in such notice, including the Supplier's Representative, whom it considers, in its reasonable opinion, to be unsatisfactory for any reason which has a material impact on such person's responsibilities. The Supplier shall remove such personnel from the provision of the Services in accordance with KUL's instructions and shall unless KUL determines otherwise immediately provide a replacement who shall be satisfactory to KUL.
- 6.4 KUL shall in no circumstances be liable either to the Supplier or to such personnel in respect of any cost, expense, liability loss, or damage occasioned by such removal and the Supplier shall fully indemnify KUL in respect of any claim made by such personnel.
- 6.5 The Supplier shall provide and shall ensure that its personnel at all times when engaged in the provision of the Goods and Services at any premises owned, occupied or controlled by KUL wear such identification (including photographic identification) as may be specified by KUL, and shall ensure that when requested to do so any personnel of the Supplier shall disclose his identity and status as personnel of the Supplier and shall not attempt to avoid so doing.
- 6.6 Where Health and Safety rules and regulations or the nature or the location of any duties upon which the Supplier's personnel shall be engaged in the provision of the Goods and Services make the wearing of any special or protective clothing headwear or footwear necessary or appropriate, the Supplier shall provide and shall require its personnel to wear such clothing headwear or footwear. Such special or protective clothing headwear or footwear shall be maintained and replaced as necessary by the Supplier.
- 6.7 Any staff employed by the Supplier or its sub-contractors in connection with the performance of its obligations pursuant to the Contract will be paid no less than the Living Wage.
- 6.8 The Supplier shall notify KUL's Representative immediately upon becoming aware of any possible conflict of interest which may arise between the interests of KUL and any other client of the Supplier and the Supplier

shall take all reasonable steps to remove or avoid the cause of any such conflict of interest to the satisfaction of KUL's Representative.

7. SUPPLIER'S REPRESENTATIVE

- 7.1 Upon the Contract Commencement Date the Supplier shall appoint a suitably qualified and experienced Supplier Representative who shall be empowered to act on behalf of the Supplier for all purposes connected with the provision of the Goods and Services. Any notice, information, instruction or other communication given to the Supplier's Representative, or his duly appointed deputy, shall be deemed to have been given to the Supplier.
- 7.2 The Supplier shall forthwith give notice in writing to KUL's Representative of the identity, address and telephone numbers of any person appointed as the Supplier's Representative and of any subsequent appointment. The Supplier's Representative shall not be replaced without the prior written approval of KUL, such approval not to be unreasonably withheld.
- 7.3 The Supplier shall forthwith give notice in writing to KUL's Representative of the identity, address and telephone numbers of any person authorised to act for any short temporary period as deputy for the Supplier's Representative and when such deputy ceases to be so authorised.
- 7.4 The Supplier shall ensure that the Supplier's Representative or his deputy is available to meet KUL's Representative at all reasonable times. The Supplier shall submit to KUL a list of any personnel appointed to supervise each area of work and shall inform KUL within five working days if there are any changes to that list.

8. KUL'S REPRESENTATIVE

- 8.1 KUL's Representative shall be the person nominated in writing by KUL from time to time to act in the name of KUL.
- 8.2 KUL's Representative shall have power to issue instructions to the Supplier on any matter relating to the provision of the Goods and Services and the Supplier shall comply therewith.
- 8.3 From time to time KUL's Representative may appoint one or more deputies to act for KUL's Representative generally or for specified purposes or periods. Any act or instruction of any such deputy shall be treated as an act or instruction of KUL's Representative.

9. PAYMENTS

- 9.1 Provided the Supplier has complied fully with the Contract KUL shall in consideration of the provision of the Services pay the Price to the Supplier in accordance with the Purchase Order.
- 9.2 The Price shall, unless agreed in writing between the Parties, be exclusive of Value Added Tax ("VAT").
- 9.3 Any VAT payable by KUL shall be payable at the rate and in the same manner for the time being prescribed by Law. All VAT charges must be shown separately in any invoice clearly identifying what it relates to.
- 9.4 Provided that the Supplier shall have complied fully with the Contract and where there is no dispute, payment of the Price and any VAT shall be made by KUL within thirty (30) days of receipt of a valid invoice. Each invoice shall contain appropriate references and a detailed breakdown of the Goods and Services provided and shall be supported by any other documentation reasonably required by KUL's Representative to substantiate the invoice.
- 9.5 Where the Supplier enters into a sub-contract with a contractor for the purpose of performing its obligations under the Contract, it shall ensure that a provision is included in such sub-contract which requires payment to be made of all sums by the Supplier to the sub-contractor within a specified period not exceeding thirty (30) days from the receipt of a valid invoice.

- 9.6 No variation to the Price nor any extra charges shall be accepted by KUL unless this has been expressly agreed in writing by the Parties.

10. USE OF KUL PREMISES

The Supplier shall ensure that neither the Supplier nor its personnel, agents or sub-contractors shall do any act or thing at any premises owned or occupied or controlled by KUL that is not solely for the benefit of KUL and done in the course of the proper performance of this Contract and as may be permitted by these Terms and Conditions.

11. EQUIPMENT AND MATERIALS

Except as otherwise specified in the Contract, the Supplier shall provide all equipment and materials reasonably necessary for the provision of the Goods and Services. Any equipment used in the provision of the Goods and Services and belonging to KUL, which is damaged, lost or unduly worn due to negligence, misuse, or wilful action by the Supplier, its personnel, agents, sub-contractors or other persons for whose action it is responsible, must be replaced at the Supplier's own expense.

12. INTELLECTUAL PROPERTY RIGHTS

- 12.1 Pursuant to, and for the consideration set out herein, the Supplier hereby assigns with full title guarantee (or shall use all reasonable endeavours to procure that any person, firm or company who is in a position to assign the same with full title guarantee shall assign to KUL) with effect from the Commencement Date, or in the case of Intellectual Property Rights not yet in existence with effect from the creation thereof, to KUL, the Intellectual Property Rights created by the Supplier in the supply of the Goods and Services. The Supplier shall not be liable for the use of any such Intellectual Property Rights other than for which the same was originally prepared or provided by or on behalf of the Supplier.

- 12.2 The Supplier warrants to KUL that the Intellectual Property Rights referred to in Condition 12.1 are the Supplier's own original work and that in supply of the Goods and Services it has not infringed and will not infringe any intellectual property right of any third party. The Supplier further warrants that where sub-contractors are used their work will be original.

- 12.3 The Supplier shall indemnify and keep indemnified KUL against all reasonably foreseeable and legally enforceable actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Supplier of this Condition 12.

13. CONFIDENTIALITY AND DATA PROTECTION

13.1 CONFIDENTIALITY

- 13.1.1 Except where otherwise provided for in these Terms and Conditions, Confidential Information is owned by the Party that discloses it (the "Disclosing Party") and the Party that receives it (the "Receiving Party") has no right to use it.

- 13.1.2 Subject to Conditions 13.1.3 and 13.1.4, the Receiving Party agrees:

- (a) to use the Disclosing Party's Confidential Information only in connection with the Receiving Party's performance of its obligations;
- (b) not to disclose the Disclosing Party's Confidential Information to any third party or to use it to the detriment of the Disclosing Party; and
- (c) to maintain the confidentiality of the Disclosing Party's Confidential Information and to return it immediately on receipt of written demand from the Disclosing Party.

- 13.1.3 The Receiving Party may disclose the Disclosing Party's Confidential Information:

- (a) where required by judicial, administrative, governmental or regulatory process in connection with any action, suit, proceedings or claim, including the FOIA or EIR;

- (b) to comply with the Law;
 - (c) to its staff, officers, agents, consultants, contractors, representatives, advisors and sub-contractors ("Representatives"), who need to know the Confidential Information for the purposes of performing or advising on the party's obligations under the Contract and shall in respect of such Confidential Information be under a duty no less onerous than the Receiving Party's duty set out in Condition 13.1.2 and at all times is liable for the failure of any Representatives to comply with the obligations set out in this Condition; and/or
 - (d) to comply with a central government or regulatory bodies request.
- 13.1.4 The obligations in Condition 13.1.1 and Condition 13.1.2 will not apply to any Confidential Information which:
- (a) is in or comes into the public domain other than by breach of the Contract;
 - (b) the Receiving Party can show by its records was lawfully in its possession prior to receipt from the Disclosing Party; or
 - (c) the Receiving Party can prove that it obtained or was able to obtain from a source other than the Disclosing Party without breaching any obligation of confidence.
- 13.1.5 The obligations in Condition 13.1 and Condition 13.2 shall not apply where the Confidential Information is related to an item of business at a board meeting of KUL or of any committee, sub-committee or joint committee of KUL or is related to an executive decision of KUL and it is not reasonably practicable for that item of business to be transacted or that executive decision to be made without reference to the Confidential Information, provided that the Confidential Information is exempt information within the meaning of Section 101 of the Local Government Act 1972 (as amended), KUL shall consider properly whether or not to exercise its powers under Part V of that Act or (in the case of executive decisions) under the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 as amended to prevent the disclosure of that Confidential Information and in doing so shall give due weight to the interests of the Supplier and where reasonably practicable shall consider any representations made by the Supplier.

13.2 INFORMATION GOVERNANCE AND DATA PROTECTION

- 13.2.1 The Parties must comply with the Data Protection Legislation, and Data Guidance, and must assist each other as necessary to enable each other to comply with these obligations.
- 13.2.2 The Supplier must comply with and must demonstrate satisfactory compliance with Condition 13.2.1 above.
- 13.2.3 The Supplier must:
- (a) nominate an Information Governance Lead;
 - (b) where required by Data Protection Legislation, nominate a Data Protection Officer; and
 - (c) ensure that KUL is kept informed at all times of the identities and contact details of the Information Governance Lead and the Data Protection Officer (if applicable);
- 13.2.4 If the Supplier is required under Data Protection Legislation to notify the Information Commissioner or a Data Subject of a Personal Data Breach then within forty-eight (48) hours of the breach occurring the Supplier must inform KUL of the Personal Data Breach and if the Supplier will report the breach to the Information Commissioner within seventy-two (72) hours as is required within the Data Protection Legislation.
- 13.2.5 Both Parties will comply with all applicable requirements of the Data Protection Legislation. This Condition 13.2 is in addition to, and does not relieve, remove or replace, a Party's obligations under the Data Protection Legislation.
- 13.2.6 Whether or not a Party or sub-contractor is a Data Controller or Data Processor will be determined

in accordance with Data Protection Legislation and any further Data Guidance. The Parties acknowledge that a Party or sub-contractor may act as both a Data Controller and a Data Processor, or a Joint Data Controller.

- 13.2.7 Without prejudice to the generality of Condition 13.2, KUL will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the Supplier for the duration and purposes of this Contract.
- 13.2.8 Where required under Data Protection legislation, the Supplier shall ensure that it has a Privacy Notice or Consent Notice in place.
- 13.2.9 Any failure by the Supplier to inform individuals as required by Data Protection Legislation or Data Guidance about the uses of Personal Data that may take place under this Contract cannot be relied on by the Supplier as evidence that such use is unlawful and therefore not contractually required.
- 13.2.10 Without prejudice to the generality of Condition 13.2, the Supplier must ensure that all Personal Data processed by or on behalf of the Supplier in the course of supplying the Goods and Services is processed in accordance with the relevant Parties' obligations under Data Protection Legislation and Data Guidance. The Supplier shall:
 - (a) process Personal Data only on the written instructions of KUL, unless the Supplier is required by the Laws applicable to the Supplier to otherwise process the Personal Data. Where the Supplier is so required, it shall promptly notify KUL before processing the Personal Data, unless prohibited by the applicable Laws;
 - (b) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by KUL, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its 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 technical and organisational measures adopted by it);
 - (c) not transfer any Personal Data outside of the UK unless the prior written consent of KUL has been obtained and the following conditions are fulfilled:
 - (i) KUL or the Supplier has provided appropriate safeguards in relation to the transfer;
 - (ii) the Data Subject has enforceable rights and effective remedies;
 - (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
 - (iv) the Supplier complies with the reasonable instructions notified to it in advance by KUL with respect to the processing of the Personal Data;
 - (d) notify KUL as soon as reasonably practicable if it receives:
 - (i) a request from a Data Subject to have access to that individual's Personal Data;
 - (ii) a Right of Access, Rectification or Erasure Request;
 - (iii) any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation (including any communication from the Information Commissioner);
 - (e) at the Supplier's expense, assist KUL in responding to any request from a Data Subject and in ensuring compliance with KUL's obligations under the Data Protection Legislation with

respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;

- (f) at the written direction of KUL, delete or return Personal Data and copies thereof to KUL on termination or expiry of this Contract unless required by the applicable Laws to store the Personal Data;
- (g) maintain complete and accurate records and information to demonstrate its compliance with this Condition 13.2 and allow for audits by KUL or KUL's designated auditor pursuant to Condition 31 (Audit).

13.2.11 Where KUL requires information for the purposes of quality management, the Supplier must consider whether KUL's request can be met by providing anonymised or aggregated data which does not contain Personal Data. Where Personal Data must be shared in order to meet the requirements of KUL, the Supplier must:

- (a) provide such information in pseudonymised form where possible; and in any event
- (b) ensure that there is a legal basis for the sharing of Personal Data.

13.2.12 Subject always to Condition 19 (Assignment and Subcontracting), if the Supplier is to engage any sub-contractor to deliver any part of the Goods and Services (other than as a Data Processor) and the sub-contractor is to access personal or confidential information or interact with individuals, the Supplier must impose on its sub-contractor obligations that are no less onerous than the obligations imposed on the Supplier by this Condition 13.2.

13.2.13 The Supplier shall indemnify KUL against any Losses incurred by KUL arising from, or in connection with, any breach of the Supplier's obligations under this Condition 13.2.

13.2.14 Notwithstanding any other provision of this Contract, where the Supplier commits a Personal Data Breach which under Data Protection Legislation must be notified to the Information Commissioner and/or to an individual KUL may terminate this Contract with immediate effect.

14. STATUTORY OBLIGATIONS

- 14.1 The Supplier shall at all times comply with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and all other statutory and regulatory requirements and KUL's policies and procedures relating to health and safety.
- 14.2 The Supplier shall at all times ensure that its personnel, whilst on the premises owned, managed, controlled or occupied by KUL ("KUL Premises"), comply with KUL's policies and procedures relating to health and safety.
- 14.3 KUL's Representative or its nominated health and safety representative reserves the right at any time to monitor and audit the Supplier's health and safety systems and procedures relevant to the Goods and Services under the Contract and that of its sub-contractors, including the right to request a copy of the Supplier's and/or its sub-contractors health and safety policies and such other information (including all relevant policies and risk assessments) relating to the provision of the Goods and Services.
- 14.4 The Supplier shall notify KUL as soon as practicable of any health and safety incidents or material health and safety hazards at KUL Premises in connection with the performance of the Contract.
- 14.5 The Supplier shall properly maintain records of all accidents and incidents and notify KUL of all incidents that occur on KUL Premises and/or meet the criteria of Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 which arise in connection with the performance of the Contract.
- 14.6 The Supplier shall at all times comply with the requirement of the Equality Act 2010 and all other relevant related statutory and regulatory requirements and KUL's policies and procedures, copies of which are available on request, relating to equal opportunities and shall not treat any person or group of people less favourably than another on the grounds of race, colour, religion, belief, ethnicity, gender, age, disability, nationality, marital status and civil partnership, pregnancy and maternity or sexual orientation.

- 14.7 The Supplier must take all necessary steps, and inform KUL of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on the Contract.
- 14.8 The Supplier shall at all times comply with all statutory and regulatory requirements where relevant to the provision by the Supplier of the Goods and Services and to be observed and performed in connection with the Contract including any obligations binding upon KUL.
- 14.9 The Supplier shall indemnify KUL against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever and howsoever arising in respect of any breach by the Supplier of this Condition 14.

15. KUL REMEDIES

- 15.1 If the Supplier fails to deliver the Goods and/or perform the Services by the required date(s) or in conformity with any of the undertakings set out in Conditions 3.2 and 4.1 KUL may, as applicable and at its sole discretion, without limiting its other rights or remedies set out herein or in Law:
- 15.1.1 subject to Condition 5.5, reject any Goods (in whole or in part) whether or not title has passed and return them to the Supplier at the Supplier's own risk and expense;
 - 15.1.2 terminate this Contract (in whole or part) with immediate effect by giving written notice to the Supplier;
 - 15.1.3 refuse to accept any subsequent performance of the Services and/or delivery of the Goods which the Supplier attempts to make other than where a replacement or repair is requested by KUL under Condition 15.1.4;
 - 15.1.4 require the Supplier to repair or replace any rejected Goods (whether or not KUL has previously required the Supplier to repair or replace the rejected Goods) or to re-perform the defective Services to KUL's satisfaction at no additional cost to KUL;
 - 15.1.5 where KUL has paid for Services that have not been provided by the Supplier and/or Goods which have not been delivered by the Supplier, require the refund of such sums within twenty-eight (28) days of a written request by KUL and such sums shall be recoverable as a debt; and/or
 - 15.1.6 the right to claim damages for any other costs, expenses or losses resulting from the Supplier's failure to deliver the Goods and Services in accordance with the Contract including, without limitation, any increased costs reasonably incurred by KUL in obtaining substitute goods and services.
- 15.2 These Conditions shall extend to any substitute or remedial services and/or repaired or replacement goods supplied by the Supplier.
- 15.3 KUL's rights set out herein are in addition to its rights and remedies implied by statute and common law.

16. GRATUITIES

The Supplier shall not, whether itself, or by any person employed by it to provide the Goods and Services, solicit or accept any gratuity or any other reward, tip or any other form of money taking, collection or charge for any part of the Goods and Services other than charges properly approved by KUL in accordance with the provisions set out herein.

17. PREVENTION OF BRIBERY

- 17.1 The Supplier warrants and undertakes to KUL that:
- 17.1.1 it will comply with applicable Laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010;

- 17.1.2 it will comply with KUL's anti-bribery policy as may be amended from time to time, a copy of which will be provided to the Supplier on written request;
- 17.1.3 it will procure that any person who performs or has performed services for or on its behalf ("Associated Person") in connection with the provision of the Goods and Services complies with this Condition 17;
- 17.1.4 it will not enter into any agreement with any Associated Person in connection with the provision of the Goods and Services, unless such agreement contains undertakings on the same terms as contained in this Condition 17;
- 17.1.5 it has and will maintain in place effective accounting procedures and internal controls necessary to record all expenditure in connection with the provision of the Goods and Services;
- 17.1.6 from time to time, at the reasonable request of KUL, it will confirm in writing that it has complied with its undertakings under Conditions 17.1.1 – 17.1.5 and will provide any information reasonably requested by KUL in support of such compliance;
- 17.1.7 it shall notify KUL as soon as practicable of any breach of any of the undertakings contained within this Condition of which it becomes aware.

18. AGENCY

- 18.1 Neither the Supplier nor the Supplier's personnel shall in any circumstances hold themselves out:
 - 18.1.1 as being the servant or agent of KUL otherwise than in circumstances expressly permitted by these Terms and Conditions;
 - 18.1.2 as being authorised to enter into any agreement on behalf of KUL or in any other way to bind KUL to the performance, variation, release or discharge of any obligation otherwise than in circumstances expressly or implicitly permitted by these Terms and Conditions.
 - 18.1.3 as having the power to make, vary, discharge or waive any bylaw or regulation of any kind.

19. ASSIGNMENT AND SUBCONTRACTING

- 19.1 KUL shall be entitled to assign the benefit of this Contract or any part thereof and shall give written notice of any assignment to the Supplier.
- 19.2 The Supplier shall not:
 - 19.2.1 assign this Contract or any part thereof or the benefit or advantage of the Contract or any part thereof;
 - 19.2.2 sub-contract the provision of the Goods and Services or any part thereof to any person without the previous written consent of KUL, which consent shall be at the absolute discretion of KUL and if given shall not relieve the Supplier from any liability or obligation under the Contract and the Supplier shall be responsible for the acts, defaults or negligence of any sub-contractor or sub-contractor's agents or employees in all respects as if they were the acts, defaults or negligence of the Supplier or the Supplier's agents, or employees. The Supplier shall provide KUL with copies of all sub-contracts upon request.

20. TERMINATION

- 20.1 KUL may terminate the Contract at any time by giving at least one (1) months' notice in writing to the Supplier (or such other period as is specified in the RFQ).

- 20.2 Without prejudice to any other right or remedy it might have, KUL may terminate the Contract by written notice to the Supplier with immediate effect if the Supplier:
- 20.2.1 (without prejudice to Condition 20.2.5), is in material breach of any obligation under the Contract which is not capable of remedy;
 - 20.2.2 repeatedly breaches any of its obligations under the Contract in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the Terms and Conditions of the Contract;
 - 20.2.3 is in material breach of any obligation which is capable of remedy, and that breach is not remedied within thirty (30) days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
 - 20.2.4 breaches any of the provisions of Conditions 4.2, 12, 13 and 17; or
 - 20.2.5 becomes insolvent, or if an order is made or a resolution is passed for the winding up of the Supplier (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or if an administrator or administrative receiver is appointed in respect of the whole or any part of the Supplier's assets or business, or if the Supplier makes any composition with its creditors or takes or suffers any similar or analogous action (to any of the actions detailed in this Condition 20.2.5) in consequence of debt in any jurisdiction.
- 20.3 The Supplier may terminate the Contract by written notice to KUL if KUL has not paid any undisputed amounts within ninety (90) days of them falling due.
- 20.4 Termination or expiry of the Contract shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this Condition or any other provision of the Contract that either expressly or by implication has effect after termination.
- 20.5 Upon termination or expiry of the Contract, the Supplier shall:
- 20.6.1 give all reasonable assistance to KUL and any incoming supplier of the Goods and Services; and
 - 20.6.2 return all requested documents, information and data to KUL as soon as reasonably practicable.
- 20.6 If KUL elects to terminate the Contract pursuant to Conditions 20.1 or 20.2 KUL shall:
- 20.6.1 cease to be under any obligation to make further payment; and
 - 20.6.2 be entitled to require the Supplier forthwith to return files, documents or other items belonging to KUL and any other resources licensed, loaned, or hired, to the Supplier and should the Supplier fail to return these, to enter onto any site of the Supplier and repossess all such files, documents, or other items. KUL shall have full and unfettered licence over all drawings, details, materials, files, descriptive schedules and other documents for use in connection with the Goods and Services.
- 20.7 In addition, if KUL elects to terminate the Contract pursuant to Conditions 20.2 KUL shall:
- 20.7.1 be entitled to deduct from any sum or sums due from KUL to the Supplier under the Contract or any other contract or be entitled to recover the same from the Supplier as a debt, any loss or damage to KUL resulting from or arising out of the termination of the Contract. Such loss or damage shall include the reasonable cost to KUL of the time spent by its officers in terminating the Contract and in making alternative arrangements for the provision of the Goods and Services or any part thereof;
 - 20.7.2 be entitled to employ and pay other persons to provide and complete the provision of the Goods and Services or part thereof; and
 - 20.7.3 when the total costs, loss and/or damage suffered by KUL resulting from or arising out of the termination of the Contract has been calculated and after taking into account any deduction made

or to be made by KUL from any sum or sums which would have been due to the Supplier, be entitled to any balance shown as due to KUL which shall be recoverable as a debt.

- 20.8 The rights of KUL under this Condition are in addition to and without prejudice to any other rights KUL may have whether against the Supplier directly or pursuant to any guarantee, indemnity or bond.

21. INDEMNITY AND INSURANCE

- 21.1 The Supplier shall indemnify and keep indemnified KUL against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever and howsoever arising in respect of, or in any way arising out of, the provision of the Goods and Services, in relation to the injury to, or death of, any person, and the loss of, or damage to, any property including property belonging to KUL except and to the extent that it may arise out of the act, default or negligence of KUL, its employees or agents not being the Supplier, its personnel or sub-contractors.
- 21.2 Without prejudice to its obligations under this Condition 21, the Supplier shall effect and maintain with reputable insurers such policy or policies of insurance as may be necessary to cover the Supplier's obligations and liabilities under this Contract, including but not limited to the insurance levels and types as specified in the RFQ for any one occurrence or series of occurrences arising out of any one event.
- 21.3 The Supplier shall (if requested in writing to do so by KUL) supply to KUL forthwith copies of the insurance policy certificates and details of the cover provided confirming that the Supplier's insurance policies comply with Condition 21.2.
- 21.4 If the Supplier fails to take out and maintain the insurance required under Condition 21.2 then KUL itself may insure against any risk in respect of which the failure shall have occurred and a sum or sums equivalent to the amount paid or payable by KUL in respect of premiums therefore may be deducted by KUL from any monies due or to become due to the Supplier under the Contract or such amount may be recoverable by KUL from the Supplier as a debt.
- 21.5 The Supplier shall procure that any sub-contractors of the Supplier maintain like insurance cover to that required to be maintained by the Supplier under the Contract and any such other insurance cover as may from time to time be reasonably required by KUL.

22. RECOVERY OF SUMS DUE TO KUL

Whenever under the Contract any sum of money shall be recoverable from or payable by the Supplier to KUL the same may be deducted from any sum then due or which at any time thereafter may become due to the Supplier under the Contract or any other contract between the Parties.

23. DISPUTE RESOLUTION

- 23.1 Any disputes or differences arising between the Parties in respect of the construction or effect of the Contract, or the rights, duties and liabilities of the Parties hereunder, or any matter or event connected with or arising out of the Contract shall be resolved by the Parties negotiating in good faith.
- 23.2 In the absence of resolution in accordance with Condition 23.1 above the dispute may be referred by the agreement of both Parties to a single mediator to be appointed in accordance with the mediation procedures of the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure 2020 or such later edition as may be in force from time to time or such other organisation which provides mediation services. The mediator shall be agreed upon by the Parties.
- 23.3 All costs of mediation shall be borne equally by the Parties unless otherwise directed by the mediator.
- 23.4 The submission of either Party to Condition 23.2 above shall not limit their right to commence any proceedings in any court of competent jurisdiction in England and Wales.

24. FORCE MAJEURE

- 24.1 Either Party reserves the right to defer the date of delivery or payment or cancel the Contract or reduce the

provision of the Goods and Services if it is prevented from or delayed in the carrying on of its business due to circumstances beyond the reasonable control of the Party including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, fire, explosion, flood, lockouts, strikes or other labour disputes (whether or not relating to either party's workforce) or restraints or delays affecting carriers or inability or delay in obtaining supplies or adequate or suitable materials.

- 24.2 If the performance of a Party's obligations under the Contract is in the opinion of that Party likely to be hindered, delayed or affected by a reason falling within Condition 24.1 the Party so affected shall promptly notify the other Party in writing of that fact. If such circumstances continue for a continuous period of more than 6 months, either Party may terminate the Contract by written notice to the other Party.

25. TUPE

- 25.1 The Parties acknowledge and agree that the provision of any services provided under the Contract are in relation to a single specific event or task of short-term duration and are unlikely to give rise to a 'relevant transfer' under TUPE either at the commencement of the Contract or on its expiry or termination.
- 25.2 In the event that TUPE is deemed to apply, the parties shall co-operate, share information in a timely manner and use all reasonable endeavours to ensure a smooth transition to/from the services and transfer of relevant staff to the Supplier/KUL/replacement supplier of similar services (as appropriate), in accordance with TUPE and all other applicable Laws.

26. LEGAL PROCEEDINGS

- 26.1 The Supplier shall notify KUL's Representative immediately upon becoming aware of any accident, damage, or breach of any statutory provision relating in any way to the supply of the Goods and Services.
- 26.2 If requested to do so by KUL's Representative and at its own expense, the Supplier shall provide KUL's Representative with any relevant information in connection with any litigation, arbitration or other dispute in which KUL may become involved or any relevant disciplinary hearing internal to KUL and shall give evidence in such inquiries or proceedings or hearings, arising out of the supply of the Goods and Services.
- 26.3 The Supplier shall at its own expense fully assist the Local Government Ombudsman, KUL's designated auditors, KUL's Monitoring Officer and any other body or person as may be specified by KUL's Representative with any investigations, enquiries or complaints relating to allegations of maladministration or other irregularities or improprieties in connection either directly or indirectly with the Contract, such assistance to include the prompt disclosure to such body or person as aforesaid of all relevant information and documentation.
- 26.4 Should any part of the Goods and Services involve the Supplier in performing duties or exercising powers under some other contract it shall upon becoming aware of anything which is likely to give rise to arbitration or litigation under that other contract forthwith notify KUL's Representative of any such matter together with such particulars as are available.

27. SAFEGUARDING

- 27.1 The Supplier shall develop and maintain awareness and understanding of safeguarding issues with vulnerable adults, children and young people.
- 27.2 The Supplier shall ensure that all allegations, suspicions and incidents of abuse, harm or risk of harm to children and/or vulnerable adults or where there is concern about the behaviour of an individual are reported immediately to KUL's Representative and the Multi Agency Referral Unit (MARU) 0300 123 1116.
- 27.3 The Supplier shall ensure that children and/or vulnerable adults are safeguarded from any form or exploitation including physical, financial, psychological and sexual abuse, neglect, discriminatory abuse or self-harm or inhumane or degrading treatment through deliberate intent, negligent acts or omissions.

- 27.4 The Supplier shall comply with all statutory obligations and Government policies in respect of safeguarding as applicable and amended from time to time. The Supplier acknowledges and agrees that any change to any such safeguarding requirement or policy shall not constitute a variation for the purposes of this Contract and, accordingly, shall be implemented and complied with by the Supplier at its own cost and risk.

Whistleblowing

- 27.7 The Supplier's safeguarding policies and procedures shall refer to a comprehensive whistleblowing policy and Supplier personnel shall be actively encouraged to use the whistleblowing policy to report suspected abuse or breach of the safeguarding requirements expected of the Supplier under this Contract.
- 27.8 The Supplier shall not take any action against any member of staff where such member of staff has in accordance with the process provided pursuant to Condition 27.7 and in good faith reported alleged malpractice on the part of the Supplier.

28. MISCELLANEOUS

- 28.1 Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under the Contract, and that the Contract is executed by its duly authorised representative.
- 28.2 A person who is not a party to the Contract shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.
- 28.3 The Contract contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Contract on the basis of any representation that is not expressly incorporated into the Contract. Nothing in this Condition shall exclude liability for fraud or fraudulent misrepresentation.
- 28.4 Any waiver or relaxation either partly, or wholly of any of the terms and conditions of the Contract shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Contract.
- 28.5 The Contract shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the relationship expressly provided for in the Contract. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.
- 28.6 Except as otherwise expressly provided by the Contract all remedies available to either Party for breach of the Contract (whether under the Contract, statute or common law) are cumulative and may be exercised concurrently or separately, and the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
- 28.7 If any provision of the Contract is a by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the Contract and rendered ineffective as far as possible without modifying the remaining provisions of the Contract and shall not in any way affect any other circumstances of or the validity or enforcement of the Contract.

29. NOTICES

- 29.1 Any demand, notice, or other communication required to be given hereunder shall be sufficiently served if served personally on the addressee, or if sent by prepaid first class recorded delivery post to the registered office or last known address of the Party to be served therewith (with a copy sent by email to the email address provided by the Party's Representative) or by email to the email address provided by the Party's

Representative (with a copy to be sent by pre-paid first class post within twenty-four (24) hours of the email being sent) and if so sent shall, subject to proof to the contrary, be deemed to have been received by the addressee on the second business day after the date of posting or on successful transmission, as the case may be, or if sent by email on the day that the email is deemed to be delivered in accordance with Condition 29.2.

29.2 If a demand, notice or other communication is given by email then:

- (a) it is deemed to be served on the day of transmission provided that a read receipt is duly requested and a delivery confirmation and/or such other evidence of delivery is received before 5pm; or
- (b) on the next following Working Day if the relevant delivery confirmation receipt or such other evidence of delivery is received after 5pm but before midnight on a Working Day; or
- (c) on the next following Working Day if the relevant delivery confirmation receipt or other such evidence of delivery is received on a day which is not a Working Day.

29.3 If an automatic electronic notification is received by the sender within twenty-four (24) hours after sending the email informing the sender that the email has not been delivered to the recipient, or that the recipient is out of the office, the email shall be deemed not to have been served by email and shall instead be deemed to have been served on the day the posted notice would have been deemed to have been served in accordance with Condition 29.1.

30. COMPLIANCE WITH ANTI-SLAVERY AND HUMAN TRAFFICKING LAWS

30.1 In performing its obligations under the Contract, the Supplier shall:

- i. comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including the Modern Slavery Act 2015;
- ii. include in contracts with its subcontractors and suppliers provisions which are at least as onerous as those set out in this Condition 30;
- iii. notify KUL as soon as it becomes aware of any actual or suspected slavery or human trafficking in a supply chain which has a connection with this Contract;
- iv. maintain a complete set of records to trace the supply chain of all Goods and Services provided to KUL in connection with this Contract and permit KUL and its third-party representatives to inspect the Supplier's premises, records, and to meet the Supplier's personnel to audit the Supplier's compliance with its obligations under this Condition 30.

30.2 The Supplier represents and warrants that at the Commencement Date it has not been convicted of any offence involving slavery and human trafficking; nor has it been the subject of any investigation, inquiry or enforcement proceedings regarding any offence or alleged offence of or in connection with slavery and human trafficking.

30.3 KUL may terminate the Contract with immediate effect by giving written notice to the Supplier if the Supplier commits a breach of this Condition 30.

31. VARIATION

Except as set out in these Terms and Conditions, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is agreed in writing by the Parties or their authorised Representatives.

32. COUNTERPARTS

This Contract may be executed in any number of counterparts, each of which, when executed and delivered, shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

33. GOVERNING LAW & JURISDICTION

The Contract shall in all respects be construed and interpreted in accordance with the Laws of England and Wales and the English courts shall have exclusive jurisdiction to settle any disputes which may arise between the Parties out of or in connection with the Contract.

34. ELECTRONIC SIGNATURES

Each Party agrees to sign this Contract by electronic signature (whatever form the electronic signature takes) and that this method of signature is as conclusive of the Party's intention to be bound by this Contract as if signed by each Party's manuscript signature.