



Department
for Environment
Food & Rural Affairs

Livestock ADR Transport & Disposal Services Framework Agreement – Lot 1 and Lot 2

Reference: Lot 1 (C26578) Lot 2 (C26581)

October 2024

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SECTION 1

FORM OF AGREEMENT

THIS AGREEMENT is made on 09 October 2024

BETWEEN:

- (1) THE SECRETARY OF STATE FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS of Seacole Building, 2 Marsham Street, London, SW1P 4DF, United Kingdom (the “Authority”);
- AND
- (2) Leo Group T/A Robinson Mitchell Limited (registered in England and Wales under number 03745658) whose registered office is Swales Moor Farm, Swales Moor Road, Halifax, West Yorkshire, HX3 6UF (the “Framework Provider”)

WHEREAS:

- (A) The Authority placed contract notice 2024/S 000-022917 on 23 July 2024 on the Find a Tender Service seeking Tenders from potential service providers to establish a multiple source framework for the supply of Livestock ADR Transport & Disposal Services (divided into Lots) to itself and any Contracting Body identified in the contract notice.
- (B) Following the issue of an Invitation to Tender, the Framework Provider submitted a tender on 28 August 2024 for the provision of the Services.
- (C) On the basis of the Framework Provider’s tender, the Authority selected the Framework Provider to enter into a Framework Agreement to provide Services to the Authority and any Contracting Body on a Call-Off basis in respect of the Framework Provider’s lot(s) in accordance with this Framework Agreement.
- (D) This Framework Agreement sets out the terms and conditions on which the Framework Provider will supply the Services to the Authority and any Contracting Body and the procedure that the Authority and any Contracting Body will use to order Services from the Framework Provider.
- (E) There is no obligation for the Authority and/or any Contracting Body to place orders with the Framework Provider under this Framework Agreement.

NOW IT IS HEREBY AGREED as follows:

TERMS OF THIS FRAMEWORK AGREEMENT

- 1. The Authority appoints the Framework Provider as a potential provider of Services in accordance with the terms and conditions of this Framework Agreement which comprises all the documents set out below and incorporates all the Standard Terms and Conditions set out in Section 2 and the Schedules and Appendices below.
- 2. This Framework Agreement comprises the following:
 - Section 1 Parties, Recitals, Terms, Signatures
 - Section 2 Standard Terms and Conditions of Framework Agreement
 - Schedule 1 Definitions
 - Schedule 2 Specification of Requirements (Services)
 - Schedule 3 Pricing Matrix
 - Schedule 4 Call Off Procedure and Call Off Order Form

- Schedule 5 Call Off Terms and Conditions
- Schedule 6 Framework Variation Procedure
- Schedule 7 Data Processing Schedule
- Schedule 8 Business Continuity and Disaster Recovery
- Schedule 9 Change Control Notice
- Schedule 10 Commercially Sensitive Information
- Schedule 11 Performance Management Framework (including Key Performance Indicators)
- Schedule 12 Framework Providers Tender Response

3. The Contract is formed on the date on which both Parties validly execute the Contract and communicate acceptance of its terms on the Authority’s electronic contract management system (“Atamis”).

Framework Provider Signature:	Authority Signature:
Signed by:	Signed by:

SECTION 2

STANDARD TERMS AND CONDITIONS OF FRAMEWORK AGREEMENT

1 DEFINITIONS AND INTERPRETATION

In this Framework Agreement, the interpretation and construction of the Contract shall be subject to the following provisions:

- (a) words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- (b) words importing the masculine include the feminine and the neuter;
- (c) reference to a clause is a reference to the whole of that clause unless stated otherwise;
- (d) references to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;
- (e) references to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- (f) the words "include", "includes" and "including" are to be construed as if they were immediately followed by the words "without limitation";
- (g) headings are included in the Framework Agreement for ease of reference only and shall not affect the interpretation or construction of the Framework Agreement;
- (h) the Schedules and Annexes form part of the Framework Agreement and shall have effect as if set out in full in the body of the Framework Agreement and any reference to the Framework Agreement shall include the Schedules and Annexes;
- (i) references in the Framework Agreement to any clause or sub-clause or Schedule or Annex without further designation shall be construed as a reference to the clause or sub-clause or Schedule or Annex to the Framework Agreement so numbered; and
- (j) references in the Framework Agreement to any paragraph or sub-paragraph without further designation shall be construed as a reference to the paragraph or sub-paragraph of the relevant Schedule or Annex to the Framework Agreement so numbered.
- (k) any reference in this Framework Agreement which immediately before the IP Completion Day (or such later date when relevant EU law ceases to have effect pursuant to Section 1A of the European Union (Withdrawal) Act 2018) is a reference to (as it has effect from time to time):

- i. any EU regulation, EU decision, EU tertiary legislation or provision of the European Economic Area (“**EEA**”) agreement (“EU References”) which is to form part of domestic law by application of Section 3 of the European Union (Withdrawal) Act 2018 and which shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - ii. any EU institution or EU authority or other such EU body shall be read on and after IP Completion Day as a reference to the UK institution, authority or body to which its functions were transferred.
- (l) capitalised expressions shall have the meanings set out in Schedule 1 to this Framework Agreement or the relevant Framework Agreement schedule in which that capitalised expression appears.
- (m) if a capitalised expression does not have an interpretation in Schedule 1 to this Framework Agreement or the relevant Framework Agreement schedule, it shall have the meaning given to it in this Framework Agreement. If no meaning is given to it in this Framework Agreement, it shall in the first instance be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning

1.2 Subject to clause 1.3, in the event and to the extent only of a conflict between any of the provisions of this Framework Agreement, the conflict shall be resolved, in accordance with the following descending order for precedence:

- 1.2.1 Section 1: Parties, Recitals, Terms, Signatures and Section 2: Standard Terms and Conditions of Framework Agreement and Framework Agreement Schedule 1 Definitions; and
- 1.2.2 Framework Agreement Schedules 2-12 inclusive.

1.3 If there is any conflict between the provisions of this Framework Agreement and provisions of any Call-Off Contract, the provisions of the Framework Agreement shall prevail over those of the Call-Off Contract save that:

- 1.3.1 any special conditions or variations set out in the Order Form (provided that such conditions or such variations do not amount to a material change of this Framework Agreement within the meaning of the Public Contracts Regulations) forming part of the Call-Off Contract shall prevail over the Framework Agreement and the Call-Off Terms and Conditions set out in Schedule 5.

2 **TERM OF FRAMEWORK AGREEMENT**

- 2.1 This Framework Agreement commences on the date set out at the top of section 1 (the “**Framework Commencement Date**”) and shall expire at the end of the fourth (4th) Contract Year, unless it is terminated earlier in accordance with the terms of this Framework Agreement or otherwise by operation of Law.
- 2.2 Not Used.

3 **SCOPE OF THE FRAMEWORK AGREEMENT**

- 3.1 This Framework Agreement governs the relationship between the Authority and the Framework Provider in respect of the provision of the Services by the Framework Provider to a Contracting Body.
- 3.2 A Contracting Body (subject to the following provisions) may at its absolute discretion and from time to time order Services from the Framework Provider in accordance with the Call-Off Contract award procedure specified in clause 6.
- 3.3 The Framework Provider acknowledges that there is no obligation for the Authority or any Contracting Body to purchase any Services from the Framework Provider during the term of the Framework Agreement.
- 3.4 The Parties agree that the Authority, on its own behalf and as agent for each of the Customers, shall:
 - 3.4.1 have conduct of all claims and disputes against the Framework Provider pursuant to this Framework Agreement (with Customers having the right to conduct enforcement actions pursuant to their individual Call-Off Contracts);
 - 3.4.2 agree any variations to this Framework Agreement on behalf of all Contracting Bodies without their specific consent;
 - 3.4.3 have the right to enforce the terms, conditions, undertakings, representations, warranties and other provisions of this Framework Agreement; and
 - 3.4.4 recover loss suffered by any of the Customers.

4 FRAMEWORK PROVIDER'S APPOINTMENT

- 4.1 The Authority appoints the Framework Provider as a potential provider of the Services referred to in the Framework Provider's Lots and the Framework Provider shall be eligible to be considered for the award of orders for such Services in the Lots which they have been awarded, by a Contracting Body during the term of the Framework Agreement.

5 NON-EXCLUSIVITY

- 5.1 The Framework Provider acknowledges that, in entering into this Framework Agreement, no form of exclusivity or volume guarantee has been granted by the Authority and any Contracting Body for Services from the Framework Provider and that the Contracting Bodies are at all times entitled to enter into other contracts and arrangements with other Framework Providers and any other third parties for the provision of any or all Services which are the same as or similar to the Services.

6 CALL-OFF CONTRACT AWARD PROCEDURE

- 6.1 If a Contracting Body has a requirement for any of the Services in respect of any Lot to which the Framework Provider has been appointed, the Contracting Body may award a Call-Off Contract to the Framework Provider in accordance with the terms laid down in Schedule 4 Call-Off Procedure.
- 6.2 Any Contracting Body ordering Services under the Framework Agreement shall:
 - 6.2.1 identify the relevant Lot into which its Services and requirements fall and which Selection Methodology is applicable;

- 6.2.2 determine whether to utilise the Mini-competition approach or whether to apply the direct award procedure;
- 6.2.3 notify the successful Framework Provider(s) of an Order following the process set out in Schedule 4 Call-Off Procedure.

6.3 If the Framework Provider:

- 6.3.1 notifies the Contracting Body that it declines to accept an order for Services; or
- 6.3.2 the applicable time-limit for responding to an order for Services referred to in Schedule 4 has expired;

then the offer from the Contracting Body to the Framework Provider shall lapse and the relevant Contracting Body may offer that order for Services to the next applicable Framework Provider in accordance with the Selection Methodology.

- 6.4 The Framework Provider in agreeing to accept an Order pursuant to the procedure specified in Schedule 4 shall be deemed to have entered into a Call-Off Contract with the relevant Contracting Body for the provision of Services referred to in the Order Form.

- 6.5 Not used.

7 RESPONSIBILITY FOR AWARDS

- 7.1 The Framework Provider acknowledges that each Contracting Body is independently responsible for the conduct of its award of Call-Off Contracts under the Framework Agreement and that the Authority is not responsible or accountable for and shall have no liability whatsoever in relation to:

- 7.1.1 the conduct of any Contracting Body (except the Authority) in relation to the Framework Agreement; or
- 7.1.2 the performance or non-performance of any Call-Off Contracts between the Framework Provider and any Contracting Body (except the Authority) entered into pursuant to the Framework Agreement.

8 WARRANTIES AND REPRESENTATIONS

- 8.1 The Authority and the Framework Provider warrant and represent to each other that:

- 8.1.1 each party has full capacity and authority to enter into and perform its obligations under this Framework Agreement;
- 8.1.2 this Framework Agreement is executed by a duly authorised representative of each party;
- 8.1.3 each party has not committed and will not commit any fraud by entering into this Framework Agreement.

- 8.2 The Framework Provider warrants and represents to the Authority and to each of the other Contracting Bodies that:

- 8.2.1 all information, statements and representations contained in its response to the Invitation to Tender are true and accurate and not misleading and that information,

statements and representations made in tendering for work under the Call-Off process will be true and accurate;

- 8.2.2 no claim is being asserted and no litigation or similar action or potential litigation is being taken against it that might affect its ability to provide its obligations under this Framework Agreement or any Call-Off Contract;
- 8.2.3 it is not subject to any contractual obligation that is likely to have a detrimental effect on its ability to perform its obligations under this Framework Agreement or any Call-Off Contract;
- 8.2.4 it has not committed or agreed to commit a Prohibited Act and has no knowledge that an agreement has been reached involving the committal by it or any of its Affiliates of a Prohibited Act, save where details of any such arrangement have been disclosed in writing to the Authority before the Framework Commencement Date;
- 8.2.5 it has not been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act;
- 8.2.6 it is not aware of any financial or other advantage being given to any person working for or engaged by the Authority or any Contracting Body, or that an agreement has been reached to that effect, in connection with the execution of the Framework Agreement or any Call-Off Contract, excluding any arrangement of which full details have been disclosed in writing to the Authority or relevant Contracting Body before execution of the Framework Agreement or Call-Off Contract.
- 8.2.7 it has and will continue to hold all necessary (if any) regulatory approvals from the Regulatory Bodies necessary to perform the Framework Provider's obligations, all licences, authorisations, permits and necessary consents under the Framework Agreement;
- 8.2.8 neither the Framework Provider nor any of its Staff or other persons associated with it:
 - 8.2.8.1 has been convicted of any offence involving slavery and human trafficking; and
 - 8.2.8.2 to the best of its knowledge, has been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking.
- 8.2.9 neither the Framework Provider nor any of its Staff or other persons associated with it is currently nor has previously been subject to either formal criminal investigation or to a prosecution involving any animal health, animal welfare, animal transport or animal by-product related offences, save where full details of any such investigation or prosecution have been disclosed in writing to the Authority or relevant Contracting Body before execution of the Framework Agreement or Call-Off Contract.

- 8.3 Each of the representations and warranties set out in clauses 8.1 and 8.2 shall be construed as a separate warranty and representation and shall not be limited or restricted by reference to or inference from the terms of any other representation, warranty or any other undertaking in this Framework Agreement.

- 8.4 If at any time the Framework Provider becomes aware that a representation or warranty given by it under clauses 8.1 and 8.2 has been breached, is untrue or is misleading, it shall immediately notify the Authority of the relevant occurrence in sufficient detail to enable the Authority to make an accurate assessment of the situation.
- 8.5 For the avoidance of doubt, the fact that any provision within this Framework Agreement is expressed as a warranty shall not preclude any right of termination the Authority may have in respect of the breach of that provision by the Framework Provider which constitutes a Default of this Framework Agreement.

9 PERFORMANCE

- 9.1 The Framework Provider shall perform all Call-Off Contracts entered into with a Contracting Body in accordance with the requirements of the Order Form, this Framework Agreement and the Call-Off Contract, including but not limited to the Specification and any protocols, policies or other documents referred to therein.
- 9.2 Wherever reasonably requested to do so by the Authority, the Framework Provider shall cooperate fully with any Contracting Body and its representatives in providing the Services, and with other contractors providing services at the Premises.
- 9.3 The Framework Provider shall provide all equipment, consumables, plant, materials and other such items and resources necessary for the supply of the Services, unless otherwise agreed by a Customer in an Order Form or under a Call-Off Contract.
- 9.4 The Framework Provider shall at all times during the Framework Agreement comply with the Specification set out in Schedule 2 and obligations during the term of the Framework Agreement set out in the remaining Schedules.
- 9.5 The Framework Provider shall:
- 9.5.1 obtain and maintain all consents, licences and permissions (statutory, regulatory, contractual or otherwise) it may require and which are necessary to enable the provision of any of the Services;
 - 9.5.2 provide the Authority with such assistance as the Authority may reasonably require during the Framework Term in connection with the management and administration of this Framework Agreement; and
 - 9.5.3 promptly notify the Authority in the event that it undergoes a Change of Control.
- 9.6 Where this Framework Agreement places an obligation on the Framework Provider to do, or refrain from doing, any act or thing, this will also mean that the Framework Provider shall use reasonable endeavours to procure that all Sub-Contractors and Staff also do, or refrain from doing, such act or thing.
- 9.7 The Framework Provider shall develop and maintain a disaster recovery plan in accordance with Schedule 8 for use in the case of a disaster or other event (or combination of events) that might result in the loss or partial loss of availability of Services and shall, in the case of a disaster arising, implement that plan in accordance with Schedule 8.

10 PREVENTION OF FRAUD AND BRIBERY

- 10.1 The Framework Provider shall not:

- 10.1.1 commit a Prohibited Act; and/or
- 10.1.2 do or suffer anything to be done which would cause the Authority, any Contracting Body or any of their respective employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
- 10.2 The Framework Provider shall, during the Term of this Framework Agreement:
 - 10.2.1 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act; and
 - 10.2.2 keep appropriate records of its compliance with its obligations under clause 10.1.1 and make such records available to the Authority on request.
- 10.3 The Framework Provider shall immediately notify the Authority in writing if it becomes aware of a breach of this clause 10 or has reason to believe that it has or any of the Staff have:
 - 10.3.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - 10.3.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
 - 10.3.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of Services or otherwise suspects that any person directly or indirectly connected with the performance of Services has committed or attempted to commit a Prohibited Act.
- 10.4 The Framework Provider shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to Audit any books, records and/or any other relevant documentation in connection with any breach, or suspected breach of this clause 10.
- 10.5 If the Framework Provider is in Default under clause 10.1, the Authority may by notice:
 - 10.5.1 require the Framework Provider to remove from performance of Services any Staff whose acts or omissions have caused the Default; or
 - 10.5.2 immediately terminate this Framework Agreement.
- 10.6 Any notice served by the Authority under clause 10.5 shall specify the nature of the Prohibited Act, the identity of the party who the Authority believes has committed the Prohibited Act and the action that the Authority has taken (including, where relevant, the date on which the Contract shall terminate).
- 10.7 Any termination under this clause 10 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Authority.

11 DISCRIMINATION

- 11.1 The Framework Provider shall provide the Services and perform its obligations under this Framework Agreement in accordance with:
- 11.1.1 all applicable equality Law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy maternity or otherwise);
 - 11.1.2 the Authority and/or a Customer's equality and diversity policy as given to the Framework Provider from time to time; and
 - 11.1.3 any other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality Law.
- 11.2 The Framework Provider shall take all necessary steps to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation). The Framework Provider shall inform the Authority on request of the steps taken to comply with this clause.

12 STAFF

- 12.1 The Framework Provider shall:
- 12.1.1 ensure that all Staff:
 - 12.1.1.1 are appropriately qualified, trained and experienced to perform its obligations under this Framework Agreement and to provide the Services under a Call-Off Contract with reasonable skill, care and diligence;
 - 12.1.1.2 in respect of the provision of Services, are lawfully entitled to work in the United Kingdom.
 - 12.1.2 retain overall control of the Staff at all times so that the Staff shall not be deemed to be employees, agents, workers or contractors of the Authority or any Customer;
 - 12.1.3 comply with all applicable Laws relating to its Staff, in particular, the Modern Slavery Act 2015,
 - 12.1.4 be liable at all times for all acts and omissions of Staff, so that any act or omission of Staff which results in a Default under this Framework Agreement or any Call-Off Agreement shall be a Default by the Framework Provider.
- 12.2 This Framework Agreement and all Call-Off Contracts entered into pursuant to its terms shall constitute a contract for the provision of services and not a contract of employment and accordingly, the Framework Provider shall be fully responsible for and shall indemnify the Authority for and in respect of any liability arising from any employment-related claim or any claim based on worker status (including reasonable costs and expenses) brought by the Framework Provider or any of its Staff against the Authority arising out of or in connection with the provision of the Services.
- 12.3 If the Authority reasonably believes that any of the Staff are unsuitable to undertake work in respect of this Framework Agreement , it may direct the Framework Provider to end the involvement of the relevant Staff in any work connected to this Framework Agreement and/or

assign an appropriate member of Staff to supervise such work or take over the role of the member of Staff so deemed as unsuitable (at the Framework Provider's expense).

- 12.4 The Framework Provider shall implement due diligence procedures for its own suppliers, subcontractors and other participants in its supply chains, to ensure that there is no slavery or human trafficking in its supply chains.
- 12.5 The Framework Provider undertakes not to purchase any materials or services from producers, farmers or manufacturers where it has actual knowledge that those producers, farmers or manufacturers are using forced labour in their operations.
- 12.6 In addition to the record keeping requirements in clause 21 of the Framework Agreement and any specific record-keeping obligations under a Call-Off Contract, the Framework Provider shall:
 - 12.6.1 maintain a complete set of records to trace the supply chain of all Services provided to Customers in connection with this Framework Agreement; and
 - 12.6.2 implement annual supplier and subcontractor audits, either directly or through a third party auditor to monitor compliance with the anti-slavery Laws.
- 12.7 The Framework Provider shall notify the Authority (and any Customers with which it has entered a Call-Off Contract) 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 Framework Agreement.

13 PRICES FOR SERVICES

- 13.1 The prices offered by the Framework Provider for Call-Off Contracts to Contracting Bodies for the Services shall be calculated at rates not exceeding those rates listed in the Pricing Matrix (Schedule 3) for the relevant Framework Provider's Lot. Subject to any variations made in accordance with clause 13.2, the prices listed in the Pricing Matrix shall apply throughout the Framework Term.
- 13.2 The Framework Provider is entitled to propose a variation to the rates in accordance with Schedule 3.
- 13.3 Not used.

14 TAX COMPLIANCE

- 14.1 If, during the term of this Framework Agreement, an Occasion of Tax Non-Compliance occurs, the Framework Provider shall:
 - 14.1.1 notify the Authority in writing of such fact within 5 Working Days of its occurrence; and
 - 14.1.2 promptly provide to the Authority:
 - 14.1.2.1 details of the steps it is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors it considers relevant; and
 - 14.1.2.2 such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.

14.2 If the Framework Provider or any Staff are liable to be taxed in the UK or to pay National Insurance Contributions in respect of consideration received under a Call-Off Contract, the Framework Provider shall:

14.2.1 at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all Laws relating to income tax, and the Social Security Contributions and Benefits Act 1992 (including IR35) and all other Laws relating to National Insurance Contributions ("NICs"), in respect of that consideration; and

14.2.2 indemnify the Authority against any income tax, NICs and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the provision of the Services by the Framework Provider or any Staff.

15 OFFICIAL SECRETS ACT, FINANCE ACT

15.1 The Framework Provider shall comply with, and shall ensure that its Staff comply with, the provisions of:

15.1.1 the Official Secrets Acts 1911 to 1989; and

15.1.2 Section 182 of the Finance Act 1989.

15.2 In the event that the Framework Provider or its Staff fail to comply with this clause 15, the Authority reserves the right to terminate or suspend the Framework Agreement by giving notice in writing to the Framework Provider.

15.3 A suspension notice given to a Framework Provider pursuant to clause 15.2 must specify the period of suspension.

16 CONFIDENTIAL INFORMATION

16.1 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in any Call-Off Contract, the Framework Provider shall treat all Confidential Information supplied by, concerning, belonging or relating to the Authority as confidential and in accordance with the HMG Security Policy Framework and shall not disclose any such Confidential Information to any other person without the prior written consent of the Authority, except to such persons and to such extent as may be necessary for the performance of the Framework Provider's obligations under the Framework Agreement.

16.2 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in the Framework Agreement or any Call-Off Contract, the Authority shall treat all Confidential Information of the Framework Provider as confidential and shall not disclose any such Confidential Information to the Framework Provider to any other person without the prior written consent of the Framework Provider, except to such persons and to such extent as may be necessary for the performance of the Authority's obligations under the Framework Agreement.

16.3 Where required by the Authority and/or a Customer, the Framework Provider shall ensure that Staff, Sub-Contractors, professional advisors and consultants sign a non-disclosure agreement prior to commencing any work in connection with the Framework Agreement. The Framework Provider shall maintain a list of the non-disclosure agreements completed in accordance with this clause 16.3. Where requested by the Authority, the Framework Provider shall provide the Authority with a copy of the list and, subsequently upon request by the Authority, copies of such of the listed non-disclosure agreements as required by the Authority.

The Framework Provider shall ensure that its Staff, Sub-Contractors, professional advisors and consultants are aware of the Framework Provider's confidentiality obligations under the Framework Agreement.

- 16.4 The Framework Provider may only disclose the Authority's Confidential Information to the Staff who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality, including but not limited to the HMG Security Policy Framework.
- 16.5 The Framework Provider shall not, and shall procure that the Staff do not, use any of the Authority's Confidential Information received otherwise than for the purposes of the Framework Agreement.
- 16.6 Clause 16.1 and 16.2 shall not apply to the extent that:
 - 16.6.1 such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the FOIA or the Environmental Information Regulations;
 - 16.6.2 such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
 - 16.6.3 such information was obtained from a third party without obligation of confidentiality;
 - 16.6.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of the Framework Agreement or Call-Off Contract;
 - 16.6.5 it is independently developed without access to the other party's Confidential Information; or
 - 16.6.6 to enable a determination to be made under clause 39.
- 16.7 Nothing in clauses 16.1 and 16.2 shall prevent the Authority disclosing any Confidential Information obtained from the Framework Provider:
 - 16.7.1 for the purpose of the examination and certification of the Authority's accounts; or
 - 16.7.2 for the purpose of any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources; or
 - 16.7.3 to any government department, Crown Body or any Contracting Body and the Framework Provider hereby acknowledges that all government departments, Crown Body or Contracting Bodies receiving such Confidential Information may further disclose the Confidential Information to other government departments, Crown Bodies or other Contracting Bodies on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any government department, Crown Body or any Contracting Body; or
 - 16.7.4 to any consultant, contractor or other person engaged by the Authority, provided that in disclosing information under sub-clauses 16.7.3 and 16.7.4 the Authority discloses only the information which is necessary for the purpose concerned and requests that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.

- 16.8 Nothing in clauses 16.1 to 16.2 shall prevent the Authority or the Framework Provider from using any techniques, ideas or Know-How gained during the performance of its obligations under the Framework Agreement in the course of its normal business, to the extent that this does not result in a disclosure of the other party's Confidential Information or an infringement of the other party's Intellectual Property Rights.
- 16.9 The Authority shall use all reasonable endeavours to ensure that any government department, Crown Body, Contracting Body, employee, third party or Sub-Contractor to whom the Framework Provider's Confidential Information is disclosed pursuant to this clause 16 is made aware of the Authority's obligations of confidentiality.
- 16.10 The Authority reserves the right to terminate or suspend the Framework Agreement in the event that the Framework Provider or its Staff fail to comply with this clause 16. A suspension notice given to a Framework Provider pursuant to this clause must specify the period of suspension.
- 16.11 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in the supply of the Services under the Call-Off Contract, the Framework Provider undertakes to maintain adequate and proportionate security arrangements that meet the requirements of professional standards and best practice and requirements of the HMG Security Policy Framework.
- 16.12 The Framework Provider will immediately notify the Authority of any breach of security in relation to Confidential Information and all data obtained in the supply of the Services under a Call-Off Contract and will keep a record of such breaches. The Framework Provider will use its best endeavours to recover such Confidential Information or data however it may be recorded. This obligation is in addition to the Framework Provider's obligations under clauses 16.1 to 16.5. The Framework Provider will co-operate with the Authority in any investigation that the Authority considers necessary to undertake as a result of any breach of security in relation to Confidential Information or data.
- 16.13 The Framework Provider shall, at its own expense, alter any security systems at any time for the duration of the Framework Agreement at the Authority's request if the Authority reasonably believes the Framework Provider has failed to comply with clause 16.11.
- 16.14 All Confidential Information in tangible form received hereunder together with all copies thereof shall be destroyed or returned immediately to the Authority and notified to the Authority, upon request or upon completion of the task for the purposes of which such Confidential Information was released.
- 16.15 In the event that the Framework Provider fails to comply with any of the provisions in clause 16, the Framework Provider agrees that monetary damages would not be a sufficient remedy for breach and that the Authority shall be entitled, without prejudice to any other rights or remedies that may be available, to seek injunctive relief without proof of special damages, or any other equitable relief or remedy for any threatened or actual breach of the obligations in clause 16.
- 16.16 The Framework Provider hereby gives its consent for the Authority to publish the whole of this Framework Agreement (subject to the application of any redactions which the Authority considers appropriate applying the principles for withholding disclosure set out in clause 17.3 below) including from time to time agreed changes to the Framework Agreement, to the general public.

17 FREEDOM OF INFORMATION

- 17.1 The Framework Provider acknowledges that the Authority is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Authority to enable the Authority to comply with its Information disclosure obligations.
- 17.2 The Framework Provider shall and shall procure that any Sub-Contractor shall transfer to the Authority all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information:
 - 17.2.1 provide the Authority with a copy of all Information in its possession or power in the form that the Authority requires within five (5) Working Days (or such other period as the Authority may specify) of the Authority's request; and
 - 17.2.2 provide all necessary assistance as reasonably requested by the Authority to enable the Authority to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA and/or regulation 5 of the Environmental Information Regulations.
- 17.3 The Authority shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Framework Agreement or any Call-Off Contract or any other agreement whether any Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA and/or the Environmental Information Regulations.
- 17.4 In no event shall the Framework Provider respond directly to a Request for Information unless expressly authorised to do so by the Authority.
- 17.5 The Framework Provider acknowledges that (notwithstanding the provisions of clause 16 (Confidential Information) the Authority may be obliged under the FOIA or the Environmental Information Regulations to disclose information concerning the Framework Provider or the Services in certain circumstances:
 - 17.5.1 without consulting the Framework Provider; or
 - 17.5.2 following consultation with the Framework Provider and having taken its views into account;provided always that the Authority shall, in accordance with any recommendations of the Codes of Practice under the FOIA or the Environmental Information Regulations, take reasonable steps, where appropriate, to give the Framework Provider advance notice, or failing that, to draw the disclosure to the Framework Provider's attention after any such disclosure.
- 17.6 The Framework Provider shall ensure that all Information is retained for disclosure and shall permit the Authority to inspect such records as requested from time to time.
- 17.7 The Framework Provider acknowledges that identifying Information as being Commercially Sensitive Information is of indicative value only and that the Authority may be obliged to disclose it in accordance with this clause 17.
- 17.8 The Authority shall not be liable for any loss, damage, harm or other detriment suffered by the Framework Provider arising from the disclosure of any Information falling within the scope of the FOIA and/or the Environmental Information Regulations (including Commercially Sensitive Information).

18 DATA PROTECTION

- 18.1 The Parties acknowledge that for the purposes of the Data Protection Legislation:
 - 18.1.1 the Customer is the Controller and the Framework Provider is the Processor of the Personal Data specified in Schedule 7; and
 - 18.1.2 the parties may provide each other with Personal Data relating to persons employed by them and their agents, suppliers and Sub-Contractors for purposes of administering the Framework Agreement and each Party will be an independent Controller of such Personal Data (because the Parties each, independently of each other, determine the means and purposes of processing such Personal Data).
- 18.2 Both parties will duly observe all their obligations under the Data Protection Legislation which arise in connection with the Framework Agreement.
- 18.3 The Framework Provider shall take all reasonable measures relating to the security of processing which are required pursuant to Article 32 of the UK GDPR including, without limitation, those security measures specified in this clause 18.
- 18.4 The only processing of Personal Data specified in clause 18.1.1 that the Framework Provider is authorised to do is listed in Schedule 7 by the Authority and may not be determined by the Framework Provider. The Framework Provider shall notify the Authority immediately if it considers that any of the Authority's instructions infringe the Data Protection Legislation.
- 18.5 The only processing of Personal Data specified in clause 18.1.2 that the parties are authorised to do is processing for purposes of administration of the Framework Agreement.
- 18.6 The Framework Provider shall provide all reasonable assistance to the Authority in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Authority, include:
 - 18.6.1 a systematic description of the envisaged processing operations and the purpose of the processing;
 - 18.6.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - 18.6.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 18.6.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 18.7 The Framework Provider shall, in relation to any Personal Data processed in connection with its obligations under this Framework Agreement:
 - 18.7.1 process that Personal Data only in accordance with Schedule 7 unless the Framework Provider is required to do otherwise by Law. If it is so required the Framework Provider shall promptly notify the Authority before processing the Personal Data unless prohibited by Law;
 - 18.7.2 ensure that it has in place Protective Measures which are appropriate to protect against a Data Loss Event, which the Authority may reasonably reject (but failure to reject shall not amount to approval by the Authority of the adequacy of the Protective Measures), having taken account of the:
 - (i) nature of the data to be protected;

- (ii) harm that might result from a Data Loss Event;
- (iii) state of technological development; and
- (iv) cost of implementing any measures;

18.7.3 ensure that:

- (i) the Staff do not process Personal Data except in accordance with this Framework Agreement (and in particular Schedule 7);
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Staff who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Framework Provider's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Framework Provider or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and

18.7.4 not transfer Personal Data outside of the United Kingdom unless the prior written consent of the Authority has been obtained and the following conditions are fulfilled:

- (i) the Authority or the Framework Provider has provided appropriate safeguards in relation to the transfer (whether in accordance with the UK GDPR Article 46 or section 73 of DPA as determined by the Authority);
- (ii) the Data Subject has enforceable rights and effective legal remedies;
- (iii) the Framework Provider complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Authority in meeting its obligations); and
- (iv) the Framework Provider complies with any reasonable instructions notified to it in advance by the Authority with respect to the processing of the Personal Data;

18.7.5 at the written direction of the Authority, delete or return Personal Data (and any copies of it) to the Authority on termination of the Framework Agreement unless the Framework Provider is required by Law to retain the Personal Data.

18.8 Subject to clause 18.9 the Framework Provider shall notify the Authority immediately if, in relation to any Personal Data processed in connection with its obligations under this Framework Agreement, it:

- 18.8.1 receives a Data Subject Request (or purported Data Subject Request);
- 18.8.2 receives a request to rectify, block or erase any Personal Data;

- 18.8.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 18.8.4 receives any communication from the Information Commissioner or any other regulatory authority;
 - 18.8.5 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 18.8.6 becomes aware of a Data Loss Event.
- 18.9 The Framework Provider's obligation to notify under clause 18.8 shall include the provision of further information to the Authority in phases, as details become available.
- 18.10 Taking into account the nature of the processing, the Framework Provider shall provide the Authority with full assistance in relation to either Party's obligations under Data Protection Legislation in relation to any Personal Data processed in connection with its obligations under this Contract and any complaint, communication or request made under Clause 18.8 (and insofar as possible within the timescales reasonably required by the Authority) including by promptly providing:
- 18.10.1 the Authority with full details and copies of the complaint, communication or request;
 - 18.10.2 such assistance as is reasonably requested by the Authority to enable the Authority to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
 - 18.10.3 the Authority, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 18.10.4 assistance as requested by the Authority following any Data Loss Event;
 - 18.10.5 assistance as requested by the Authority with respect to any request from the Information Commissioner's Office, or any consultation by the Authority with the Information Commissioner's Office.
- 18.11 The Framework Provider shall maintain complete and accurate records and information to demonstrate its compliance with this clause 18. This requirement does not apply where the Framework Provider employs fewer than 250 staff, unless:
- 18.11.1 the Authority determines that the processing is not occasional;
 - 18.11.2 the Authority determines the processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
 - 18.11.3 the Authority determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 18.12 The Framework Provider shall allow for audits of its Personal Data processing activity by the Authority or the Authority's designated auditor.
- 18.13 Each Party shall designate its own Data Protection Officer if required by the Data Protection Legislation.

- 18.14 Before allowing any Sub-processor to process any Personal Data related to this Framework Agreement, the Framework Provider must:
- 18.14.1 notify the Authority in writing of the intended Sub-processor and processing;
 - 18.14.2 obtain the written consent of the Authority;
 - 18.14.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 18 such that they apply to the Sub-processor; and
 - 18.14.4 provide the Authority with such information regarding the Sub-processor as the Authority may reasonably require.
- 18.15 The Framework Provider shall remain fully liable for all acts or omissions of any of its Sub-processors.
- 18.16 The Authority may, at any time on not less than 30 Working Days' notice, revise this clause 18 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Framework Agreement).
- 18.17 The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office. The Authority may on not less than 30 Working Days' notice to the Framework Provider amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Officer.
- 18.18 This clause 18 shall apply during the Contract Period and indefinitely after its expiry.

19 PUBLICITY, MEDIA AND OFFICIAL ENQUIRIES

- 19.1 The Framework Provider shall not and shall procure that the Staff shall not wilfully and in breach of any obligation under this Framework Agreement, do anything which may damage the reputation of the Authority in any way or bring the Authority into disrepute. In particular, the Framework Provider acknowledges the sensitivity of certain aspects of the Services and shall comply with the Authority (and a Customer's) instructions regarding any restrictions on communications in connection with Services provided under this Framework Agreement.
- 19.2 The Framework Provider shall not and shall procure that the Staff shall not without the prior Approval of the Customer, which Approval shall not be unreasonably withheld or delayed:
- 19.2.1 publish or broadcast, including through interviews with the media, use of social media and other communications with third parties, any details of Services provided pursuant to this Framework Agreement;
 - 19.2.2 use the Authority's name or brand in any promotion or marketing, including on its own website, or announcement of orders, without the prior written consent of the Authority; or
 - 19.2.3 make any press announcements or publicise this Framework Agreement or its contents in any way without the prior written consent of the Authority, which consent shall not be unreasonably withheld or delayed.
- 19.3 The Framework Provider agrees and acknowledges that nothing in this Framework Agreement either expressly or by implication constitutes an endorsement of any products or services of

the Framework Provider and the Framework Provider shall not (and shall procure that the Staff do not) conduct itself in such a way as to imply or express any such approval or endorsement.

19.4 The Framework Provider agrees that monetary damages would not be a sufficient remedy for breach of clauses 19.1 to 19.3 and that the Authority shall be entitled, without prejudice to any other rights or remedies that may be available, to seek injunctive relief without proof of special damages, or any other equitable relief or remedy for any threatened or actual breach of such clauses.

19.5 The Framework Provider shall at all times during the Framework Agreement on written demand indemnify the Authority and keep the Authority fully indemnified against all losses, incurred by, awarded against or agreed to be paid by the Framework Provider arising out of any claim or infringement or alleged infringement resulting from the Framework Provider's unauthorised use of the Authority's logo.

20 INTELLECTUAL PROPERTY RIGHTS

20.1 The Framework Provider shall retain ownership of all Intellectual Property Rights created by the Framework Provider:

20.1.1 in the course of performing the Services; or

20.1.2 exclusively for the purpose of performing the Services.

20.2 The Framework Provider hereby grants or shall procure the direct grant to the Authority of a perpetual, royalty free, irrevocable and non-exclusive licence of the Intellectual Property, and shall allow the Authority to use the Intellectual Property for any purpose relating to the exercise of the business or function of the Authority provided in each case that such rights shall not extend to the commercial exploitation of the Intellectual Property. The licence shall, during its term, include the right to sub-licence to a third party (including, for the avoidance of doubt, any replacement Framework Provider or other third party invited by the Authority to participate in a tendering process for the award of a contract to deliver replacement services).

20.3 The Framework Provider shall indemnify the Authority against all claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the availability of the Services, except to the extent that they have been caused by or contributed to by the Authority's acts or omissions.

21 RECORD KEEPING AND AUDIT

21.1 In addition to any specific record-keeping obligations under a Call-Off Contract or set out in the Specification, the Framework Provider shall keep and maintain until six (6) years after the end of the term of the Framework Agreement, or such other period as may be agreed between the parties, full and accurate records of its Call-Off Contracts including the Services supplied under it, all expenditure reimbursed by the Authority and any Customer, and all payments made by the Authority and any Customer. The Framework Provider shall on request afford the Authority or the Authority's representatives such access to those records and processes as may be requested by the Authority in connection with the Framework Agreement and any Call-Off Contracts.

21.2 The Framework Provider agrees to make available to the Authority, free of charge, whenever requested, copies of audit reports obtained by the Framework Provider in relation to the Services.

- 21.3 The Framework Provider shall permit duly authorised representatives of the Authority and/or the National Audit Office to examine the Framework Provider's records and documents relating to the Services and to provide such copies and oral or written explanations as may reasonably be required.
- 21.4 The Framework Provider (and its agents) shall permit the Comptroller and Auditor General (and his appointed representatives) access free of charge during normal business hours on reasonable notice to all such documents (including computerised documents and data) and other information as the Comptroller and Auditor General may reasonably require for the purposes of his financial audit of the Authority and for carrying out examinations into the economy, efficiency and effectiveness with which the Authority has used its resources. The Framework Provider shall provide such explanations as are reasonably required for these purposes.
- 21.5 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause 21, unless the audit reveals a material Default by the Framework Provider in which case the Framework Provider shall reimburse the Authority for the Authority's reasonable costs incurred in relation to the audit.

22 TERMINATION ON INSOLVENCY AND CHANGE OF CONTROL

- 22.1 Without affecting any other right or remedy available to it the Authority or Contracting Body may terminate this Contract with immediate effect by giving written notice to the Framework Provider if:
- (a) the Framework Provider suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 OR (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986 OR (being a partnership) has any partner to whom any of the foregoing apply;
 - (b) the Framework Provider commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (being a company) for the sole purpose of a scheme for a solvent amalgamation of Framework Provider with one or more other companies or the solvent reconstruction of the Framework Provider;
 - (c) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Framework Provider (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of the Framework Provider with one or more other companies or the solvent reconstruction of the Framework Provider;
 - (d) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the Framework Provider (being a company);
 - (e) the holder of a qualifying floating charge over the assets of the Framework Provider (being a company) has become entitled to appoint or has appointed an administrative receiver;

- (f) a person becomes entitled to appoint a receiver over the assets of the Framework Provider or a receiver is appointed over the assets of the Framework Provider;
- (g) the Framework Provider (being an individual) is the subject of a bankruptcy petition or order;
- (h) a creditor or encumbrancer of the Framework Provider attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Framework Provider's assets and such attachment or process is not discharged within 14 days;
- (i) any event occurs, or proceeding is taken, with respect to the Framework Provider in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 22.1(a) to clause 22.1(h) (inclusive); or
- (j) the Framework Provider suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.

22.2 The Framework Provider shall notify the Authority immediately in writing of any proposal or negotiations which will or may result in a Change of Control. The Authority may terminate the Framework Agreement with immediate effect by notice in writing and without compensation to the Framework Provider within six (6) Months of:

22.2.1 being notified that a Change of Control has occurred; or

22.2.2 where no notification has been made, the date that the Authority becomes aware of the Change of Control,

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

23 LIABILITY, INDEMNITY AND INSURANCE

23.1 Neither Party excludes or limits liability to the other Party for:

23.1.1 death or personal injury caused by its negligence; or

23.1.2 fraud or fraudulent misrepresentation;

23.1.3 any breach of any obligations implied by section 2 of the Supply of Goods and Services Act 1982;

23.1.4 any breach of clauses 10, 16 and 18; or

23.1.5 any liability to the extent it cannot be limited or excluded by Law.

23.2 Subject to clauses 24.3 and 24.4, the Framework Provider shall indemnify the Authority and keep the Authority indemnified fully against all claims, proceedings, demands, charges, actions, damages, costs, breach of statutory duty, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or the late or purported supply, of the Services or the performance or non-performance by the Framework Provider of its obligations under this Framework Agreement or the presence of the Framework Provider or any Staff or Sub-Contractors on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by

the Framework Provider, or any other loss which is caused directly or indirectly by any act or omission of the Framework Provider, its Staff and Sub-Contractors.

- 23.3 Subject to clause 24.1 the aggregate liability of either party in respect of the Framework Agreement shall not exceed £1 million. The Framework Provider shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Authority or by breach by the Authority of its obligations under the Framework Agreement.
- 23.4 The Authority may recover from the Framework Provider the following losses incurred by the Authority to the extent they arise as a result of a Default by the Framework Provider:
- 23.4.1 any additional operational and/or administrative costs and expenses incurred by the Authority, including costs relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;
 - 23.4.2 any wasted expenditure or charges;
 - 23.4.3 the additional costs of procuring a Replacement Framework Provider for the remainder of the Contract Period and or replacement deliverables which shall include any incremental costs associated with the Replacement Framework Provider and/or replacement deliverables above those which would have been payable under the Framework Agreement;
 - 23.4.4 any compensation or interest paid to a third party by the Authority; and
 - 23.4.5 any fine or penalty incurred by the Authority pursuant to Law and any costs incurred by the Authority in defending any proceedings which result in such fine or penalty.
- 23.5 Subject always to clause 24.1 and 24.5, in no event shall either Party be liable to the other for any:
- 23.5.1 loss of profit, turnover, business opportunity, revenue or damage to goodwill (in each case whether direct or indirect); or
 - 23.5.2 loss of savings (whether anticipated or otherwise); and/or
 - 23.5.3 indirect, special or consequential loss or damage.
- 23.6 Unless otherwise specified by the Authority, the Framework Provider shall, with effect from the Commencement Date for such period as necessary to enable the Framework Provider to comply with its obligations herein, take out and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Framework Provider, arising out of the Framework Provider's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Framework Provider. Such insurance shall be maintained for the duration of the Contract Period and for a minimum of 6 years following the end of the Contract.
- 23.7 The Framework Provider shall hold employer's liability insurance in respect of Staff and such insurance shall be in accordance with any legal requirement from time to time in force.
- 23.8 The Framework Provider shall give the Authority, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the

appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

- 23.9 If the Framework Provider does not give effect to and maintain the insurances required by the provisions of the Framework Agreement the Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Framework Provider.
- 23.10 The provisions of any insurance or the amount of cover shall not relieve the Framework Provider of any liabilities under the Framework Agreement.
- 23.11 The Framework Provider shall not take any action or fail to take any reasonable action, or (to the extent that it is reasonably within its power) permit anything to occur in relation to the Framework Provider, which would entitle any insurer to refuse to pay any claim under any insurance policy in which the Framework Provider is an insured, a co-insured or additional insured person.

24 TERMINATION ON DEFAULT

- 24.1 The Authority may terminate the Framework Agreement by written notice to the Framework Provider with immediate effect if:
 - 24.1.1 the Framework Provider commits a Default which is a material breach of the Framework Agreement and:
 - 24.1.1.1 the Framework Provider has not remedied the Default to the satisfaction of the Authority within twenty-five (25) Working Days, or such other period as may be specified by the Authority, after issue of a written notice specifying the Default and requesting it to be remedied; or
 - 24.1.1.2 the Default is a material breach and is not, in the opinion of the Authority, capable of remedy;
 - 24.1.2 the Framework Provider commits a Default (other than a material breach) and has not remedied the Default to the satisfaction of the Authority within thirty-five (35) Working Days, or such other period as may be specified by the Authority, after issue of a written notice specifying the Default and requesting it to be remedied; or
 - 24.1.3 the Framework Provider repeatedly breaches any of the terms of this Framework Agreement and/or of Call-Off Contracts 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 of this Framework Agreement and/or any Call-Off Contract placed under it;
 - 24.1.4 there is a material detrimental change in the financial standing and/or credit rating of the Framework Provider which adversely impacts on the Framework Provider's ability to supply Services under the Framework Agreement; or
 - 24.1.5 a Call-Off Contract has been terminated for Default under clause H2 of a Call-Off Contract.
- 24.2 For the purposes of clause 24.1 a "material breach" means a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the Authority would otherwise derive from:

24.2.1 a substantial portion of the Framework Agreement or Call-Off Contract; or

24.2.2 any of the obligations set out in clauses 10, 14, 15, 16, 18 or 20.

25 TERMINATION UNDER THE PUBLIC CONTRACTS REGULATIONS

25.1 The Authority may terminate the Framework Agreement on written notice with immediate effect to the Framework Provider if:

25.1.1 the Framework Agreement has been subject to a substantial modification which requires a new procurement procedure pursuant to regulation 72(9) of the Public Contracts Regulations;

25.1.2 the Framework Provider was, at the time the Framework Agreement was awarded, in one of the situations specified in regulation 57(1) of the Public Contracts Regulations, including as a result of the application of regulation 57(2) thereof, and should therefore have been excluded from the procurement procedure which resulted in its award of the Framework Agreement.

26 TERMINATION BY THE AUTHORITY

26.1 In addition to any other rights to terminate under this Framework Agreement the Authority has the right to terminate this Framework Agreement at any time without cause by giving one (1) month's written notice to the Framework Provider.

27 SUSPENSION

27.1 Where pursuant to clause 24 the Authority has notified the Framework Provider of a Default and requested for it to be remedied, the Authority may suspend the Framework Provider's appointment to supply Services to Contracting Bodies in any or all of the Framework Provider's Lots by giving notice in writing to the Framework Provider, such suspension to last until the Framework Provider has remedied the Default to the satisfaction of the Authority.

27.2 Without prejudice to the right of the Authority to terminate the Framework Agreement pursuant to clause 24, where such a right of termination has arisen, the Authority may instead suspend the Framework Provider's appointment to supply Services to Contracting Bodies in any or all of the Framework Provider's Lots by giving notice in writing to the Framework Provider.

27.3 A notice given to a Framework Provider pursuant to clause 27.2 must specify the period of suspension.

28 CONSEQUENCES OF TERMINATION

28.1 Call-Off Contracts do not expire automatically on the termination or expiry of this Framework Agreement and will continue in force unless and until they are terminated or expire in accordance with the Call-Off Contract.

28.2 Termination or expiry of this Framework Agreement shall be without prejudice to any rights, remedies or obligations of either party accrued under this Framework Agreement prior to termination or expiry.

28.3 Termination or expiry of the Framework Agreement shall not affect the continuing rights, remedies or obligations of the Authority or the Framework Provider under clauses 7, 10, 12.2, 16, 17, 18, 20, 21, 23, 28, 29, 30, 31, 38, 42 or any other obligations which are either expressed to or by implication, are intended to survive termination or expiry.

29 RECOVERY UPON TERMINATION

- 29.1 On the termination of the Framework Agreement for any reason, the Framework Provider shall at its cost:
- 29.1.1 immediately return to the Authority or destroy, upon the Authority's written instruction, all Confidential Information, Personal Data and Authority Materials in its possession or in the possession or under the control of any permitted suppliers or Sub-Contractors, which was obtained or produced in the course of this Framework Agreement and/or providing the Services;
 - 29.1.2 immediately deliver to the Authority all Authority Property (including materials, documents, information and access keys) provided to the Framework Provider. Such Property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
 - 29.1.3 assist and co-operate with the Authority to ensure an orderly transition of the provision of the Services to a Replacement Framework Provider and/or the completion of any work in progress; and
 - 29.1.4 promptly provide all information concerning the provision of the Services which may reasonably be requested by the Authority for the purposes of adequately understanding the manner in which the Services have been provided and/or for the purpose of allowing the Authority and/or a Replacement Framework Provider to conduct due diligence.
- 29.2 If the Framework Provider fails to comply with this clause 29, the Authority may recover possession thereof and the Framework Provider grants a licence to the Authority or its appointed agents to enter (for the purposes of such recovery) any premises of the Framework Provider or its permitted suppliers or Sub-Contractors where any such items may be held.

30 NOT USED

31 NOT USED

32 NOT USED

33 NOT USED

34 STATUS OF THE PARTIES

- 34.1 Except as expressly provided in this Framework Agreement, nothing in this Framework Agreement, nor any actions taken by the Authority and the Framework Provider pursuant to this Framework Agreement, shall create a partnership, joint venture or relationship of employer and employee or principal and agent between the parties, or authorise either party to make representations or enter into any commitments for or on behalf of any other party.
- 34.2 The Framework Provider shall not (and shall ensure that any other person engaged in relation to the provision of Services under this Framework Agreement shall not) say or do anything that might lead any other person to believe that the Framework Provider is acting as the agent or employee of the Authority or a Customer.
- 34.3 Where the Framework Provider is an individual:

- 34.3.1 the Framework Provider warrants and represents that he is providing Services as an independent contractor and nothing shall render him an employee, worker, agent or partner of the Authority or a Customer and the Framework Provider shall not hold himself out as such; and
- 34.3.2 the Framework Provider agrees that this Framework Agreement and any Call-Off Contract together constitute contracts for the provision of services and not a contract of employment and accordingly, the Framework Provider shall be fully responsible for and shall indemnify the Authority for and in respect of any income tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the performance of the Services, where the recovery is not prohibited by Law. The Framework Provider shall further indemnify the Authority against all reasonable costs, expenses and any penalty, fine or interest incurred or payable by the Authority in connection with or in consequence of any such liability, deduction, contribution, assessment or claim other than where the latter arise out of the Authority's negligence or wilful default.

35 TRANSFER AND SUB-CONTRACTING

- 35.1 The Framework Agreement is personal to the Framework Provider and the Framework Provider shall not
 - 35.1.1 assign, novate or otherwise dispose of the Framework Agreement in whole or in part without the prior Approval of the Authority;
 - 35.1.2 sub-contract any of its rights or obligations under the Framework Agreement without the prior Approval of the Authority.
- 35.2 The Authority is entitled to:
 - 35.2.1 assign, novate or otherwise dispose of its right and obligations under the Framework Agreement or any part thereof to any Contracting Body; or
 - 35.2.2 novate the Framework Agreement to any other body (including any private sector body) which substantially performs any of the functions that previously had been performed by the Authority

provided that such assignment, novation or disposal does not unreasonably increase the burden of the Framework Provider's obligations under the Framework Agreement.
- 35.3 Where the Authority has consented to the placing of Sub-Contracts, the Framework Provider shall notify the Authority the name(s), contact details and legal representatives of the Sub-Contractor(s) and copies of each Sub-Contract shall, at the request of the Authority, be sent by the Framework Provider to the Authority promptly on request.
- 35.4 If the Authority believes there are:
 - 35.4.1 compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Public Contracts Regulations, the Framework Provider shall replace or not appoint the Sub-Contractor; or
 - 35.4.2 non-compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Public Contracts Regulations, the Authority may require the Framework

Provider to replace or not appoint the Sub-Contractor and the Framework Provider shall promptly comply with such requirement.

36 VARIATIONS TO THE FRAMEWORK AGREEMENT

- 36.1 Subject to the provisions of this clause 36, the Authority may request a Variation to this Framework Agreement provided that such Variation does not amount to a substantial change of this Framework Agreement within the meaning of the Public Contracts Regulations and the law.
- 36.2 The Authority may, at its own instance, or where in its sole and absolute discretion it decides to having been requested to do so by the Framework Provider, request a Variation by completing and sending the Change Control Notice as set out in Schedule 9 to the Framework Provider, giving sufficient information for the Framework Provider to assess the extent of the proposed Variation and any additional cost that may be incurred.
- 36.3 In the event that the Framework Provider is unable to agree to or provide the Variation, the Authority may:
- 36.3.1 agree to continue to perform its obligations under this Framework Agreement without the Variation; or
 - 36.3.2 terminate this Framework Agreement with immediate effect.
- 36.4 The Variations shall cover:
- 36.4.1 operational changes, which may require a variation to the way in which Services are provided, but do not require a Variation to this Framework Agreement;
 - 36.4.2 agreement changes, which may require a Variation to the Framework Agreement.

37 RIGHTS OF THIRD PARTIES

- 37.1 Subject to clause 37.2, a person who is not a party to the Framework Agreement 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 both parties to this Framework Agreement. This clause does not affect any right or remedy of any person which exists or is available otherwise than pursuant to the Contracts (Rights of Third Parties) Act 1999 and does not apply to the Crown.
- 37.2 Each Contracting Body may, with the Authority's prior written consent, enforce any provisions of this Framework Agreement which is for the benefit of the Contracting Body as a third party beneficiary in accordance with the Contracts (Rights of Third Parties) Act 1999.
- 37.3 Amendments to this Framework Agreement may be made by the parties without the consent of any Contracting Body.

38 ENTIRE AGREEMENT

- 38.1 This Framework Agreement constitutes the entire agreement and understanding between the parties to this Framework Agreement in respect of the matters dealt with in this Framework Agreement. This Framework Agreement supersedes all prior negotiations between the Authority and the Framework Provider and all representations and undertakings made by one

party to the other, whether written or oral, except that this clause does not exclude liability in respect of any fraud or fraudulent misrepresentation.

39 DISPUTE RESOLUTION

- 39.1 If a dispute arises out of or in connection with this agreement or the performance, validity or enforceability of it (Dispute) then except as expressly provided in this agreement, the Parties shall follow the procedure set out in this clause:
- 39.1.1 either party shall give to the other written notice of the Dispute, setting out its nature and full particulars (Dispute Notice), together with relevant supporting documents. On service of the Dispute Notice, the Contract Manager of the Authority and Contract Manager of the Framework Provider shall attempt in good faith to resolve the Dispute.
 - 39.1.2 if the Contract Manager of the Authority and the Contract Manager of the Framework Provider are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to Head of Contract Management of the Authority and the Head of Contract Management at the Framework Provider who shall attempt in good faith to resolve it; and
 - 39.1.3 if the Head of Contract Management of the Authority and Head of Contract Management of the Framework Provider are for any reason unable to resolve the Dispute within 30 days of it being referred to them, the Parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the Parties, the mediator shall be nominated by CEDR Service. To initiate the mediation, a Party must serve notice in writing (ADR notice) to the other Party to the Dispute, requesting a mediation. A copy of the ADR notice should be sent to CDR Solve. The mediation will start not later than 30 days after the date of the ADR notice. If the Dispute is not resolved within 90 days after service of the ADR notice, or either party fails to participate or to continue to participate in the mediation before the expiration of the said period of 90 days, or the mediation terminates before the expiration of the said period of 90 days, the Dispute shall be finally resolved by court or arbitration proceedings in accordance with clause 39.5 and 39.6.
- 39.2 Nothing in this dispute resolution procedure shall prevent the Authority from seeking from any court of competent jurisdiction an interim order restraining the other party from doing any act or compelling the other party to do any act.
- 39.3 The obligations of the parties under the Framework Agreement shall not cease, or be suspended or delayed by the reference of a dispute to mediation (or arbitration) and the Framework Provider and the Staff shall comply fully with the requirements of the Framework Agreement at all times.
- 39.4 The parties to this Framework Agreement shall not institute court proceedings until the procedure set out in clauses 39.1 have been completed save that:
- 39.4.1 the Authority may at any time before court proceedings are commenced, serve a notice on the Framework Provider requiring the dispute to be referred to and resolved by arbitration in accordance with clause 39.5.
 - 39.4.2 If the Framework Provider intends to commence court proceedings, it shall serve written notice on the Authority of its intentions and the Authority shall have twenty-one (21) days following receipt of such notice to serve a reply on the Framework

Provider requiring the dispute to be referred to and resolved by arbitration in accordance with clause 39.5.

39.4.3 The Framework Provider may request by notice in writing to the Authority that any dispute be referred and resolved by arbitration in accordance with clause 39.5, to which the Authority may consent as it sees fit.

39.5 In the event that any arbitration proceedings are commenced pursuant to clause 39.4:

39.5.1 the arbitration shall be governed by the provisions of the Arbitration Act 1996;

39.5.2 the Authority shall give a written notice of arbitration to the Framework Provider (the “**Arbitration Notice**”) stating:

39.5.2.1 that the dispute is referred to arbitration; and

39.5.2.2 providing details of the issues to be resolved;

39.5.3 the London Court of International Arbitration (“**LCIA**”) procedural rules in force at the date that the dispute was referred to arbitration in accordance with 39.5.2 shall be applied and are deemed to be incorporated by reference to the Framework Agreement and the decision of the arbitrator shall be binding on the parties in the absence of any material failure to comply with such rules;

39.5.4 the tribunal shall consist of a sole arbitrator to be agreed by the parties;

39.5.5 if the parties fail to agree the appointment of the arbitrator within ten (10) days of the Arbitration Notice being issued by the Authority under clause 39.5.2 or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;

39.5.6 the arbitration proceedings shall take place in London and in the English language; and

39.5.7 the arbitration proceedings shall be governed by, and interpreted in accordance with, English Law.

40 NOTICES

40.1 Subject to clause 40.3, where the Framework Agreement states that a notice or communication between the Parties must be “written” or “in writing” it is not valid unless it is made by letter (sent by hand, first class post, registered post or by the recorded delivery service) or by email (confirmed by letter) or by communication via Atamis.

40.2 If it is not returned as undelivered a notice served:

40.2.1 in a letter is deemed to have been received 2 Working Days after the day it was sent; and

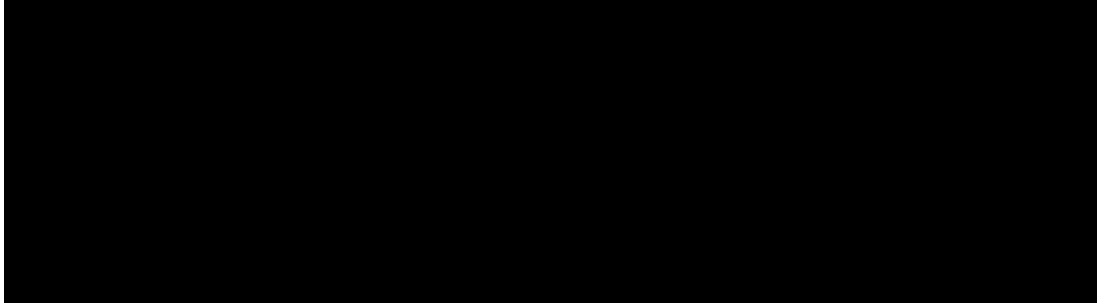
40.2.2 in an email or via Atamis is deemed to have been received 4 hours after the time it was sent provided it was sent on a Working Day

or when the other Party acknowledges receipt, whichever is the earlier.

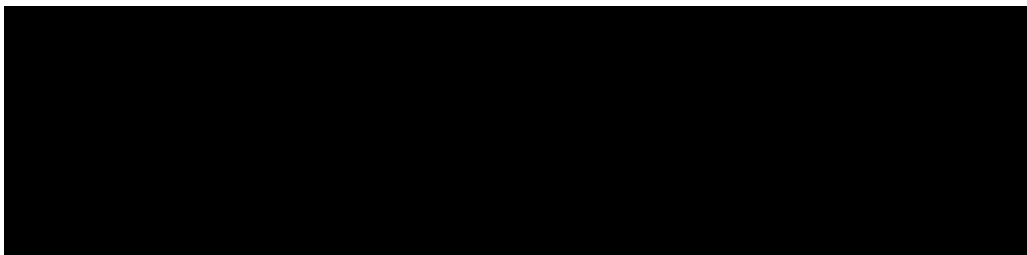
40.3 Notices pursuant to clause 39 (Dispute Resolution) or to terminate the Framework Agreement are valid only if served in a letter by hand, registered post or by the recorded delivery service.

- 40.4 Notices shall be sent to the addresses set out below or at such other address as the relevant Party may give notice to the other Party for the purpose of service of notices under the Framework Agreement:

For the Authority:



For the Framework Provider:



41 KEY PERSONNEL

- 41.1 On the Framework Commencement Date, the Framework Provider shall provide the Authority with the contact details of its nominated representative who is to receive an order for Services (together with details of an alternative in case that representative is unavailable) and details of Key Personnel identified as part of its Tender. It is the responsibility of the Framework Provider to ensure that the Authority is notified of any changes to its nominated representative.
- 41.2 The Framework Provider acknowledges that the Key Personnel are essential to the proper provision of the Services to the Authority and other Contracting Bodies.
- 41.3 The Key Personnel shall not be released from supplying the Services without Approval of the Authority, except by reason of long-term sickness, maternity leave, paternity leave or termination of employment and other extenuating circumstances or to comply with the request of a Customer under clause B6.5 of the Call-Off Terms and Conditions.
- 41.4 Any replacements to the Key Personnel shall be subject to the Approval of the Authority and any Customer where provision of Services under a Call-Off Contract will be affected by such replacements. Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.
- 41.5 The Authority shall not unreasonably withhold its Approval under clauses 41.3 or 41.4. Such Approval shall be conditional on appropriate arrangements being made by the Framework Provider to minimise any adverse impact on any Call-Off Contract which could be caused by a change in Key Personnel.
- 41.6 The Authority may, by written notice to the Framework Provider, ask the Framework Provider to remove any Key Personnel whose continued presence would, in the reasonable opinion of the Authority, be undesirable. The Framework Provider shall promptly comply with any such request.

42 GOVERNING LAW

- 42.1 The Framework Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and interpreted in accordance with the law of England and Wales and shall be subject to the jurisdiction of the Courts of England and Wales. The submission to such jurisdiction shall not (and shall not be construed so as to) limit the right of the Authority to take proceedings against the Framework Provider in any other court of competent jurisdiction, nor shall the taking of proceedings in any other court of competent jurisdiction preclude the taking of proceedings in any other jurisdiction whether concurrently or not.

FRAMEWORK AGREEMENT SCHEDULE 1

DEFINITIONS

1. In this Framework Agreement and the Call-Off Contract, unless the context requires otherwise, the following words and phrases shall have the following meanings:

“Affected Party”	means the Party seeking to claim relief in respect of a Force Majeure Event.
“Affiliate”	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control with, that body corporate from time to time.
“AP”	means ‘affected premises’ which are subject to a notice of the Secretary of State/Scottish Ministers/Welsh Ministers declaring it to be either infected with a disease (Infected Premises) or where there is a strong suspicion that an Exotic Notifiable Disease may be present. Entry and exit restrictions are likely to apply.
“APHA”	means the Animal and Plant Health Agency, an Executive Agency of the Authority.
“Approval” and “Approved”	means the written consent of the Authority or any Customer (as the context requires).
“Atamis”	has the meaning given in paragraph 3 of the Form of Agreement.
“Audit”	means an audit carried out pursuant to clause 10 of the Framework Agreement.
“Auditor”	means the National Audit Office or an auditor appointed by the Authority as the context requires.
“Authority”	means the Secretary of State for Environment, Food and Rural Affairs.
“Authority’s Authorised Representative”	means an authorised representative nominated by the Authority or Contracting Body.
“Authority Materials”	means all guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models, designs, images, videos or other material which is furnished to or made available to the Framework Provider by or on behalf of the Authority and/or any Personal Data for which the Authority is Data Controller.
“Authority Software”	means software which is owned by or licensed to the Authority or any Customer, including software which is or will be used by the Framework Provider for the purposes of providing the Services but excluding the Framework Provider Software.

“Authority System”	means the Authority or Customers’ computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Authority, any Customer or the Framework Provider in connection with the Framework Agreement or any Call-Off Contract which is owned by or licensed to the Authority or any Customer by a third party and which interfaces with the Framework Provider System or which is necessary for any Customer to receive the Services.
“Call-Off Contract”	means the agreement between a Customer and the Framework Provider consisting of the Order Form, the Call-Off Terms and Conditions, together with any schedules annexes and appendices referred to therein. In the event of any conflict between any of these documents, they shall be given precedence in the order listed.
“Call-Off Procedure”	means the process by which the Authority will award Call-Off Contracts to Framework Providers as set out in the Framework Agreement.
“Call-Off Terms and Conditions”	means the standard terms and conditions of the Call-Off Contract as set out in Schedule 5.
“Change Control Notice”/“CCN”	means the Change Control Notice set out in Schedule 9 containing details of agreed Variations to the Framework Agreement or a Call-Off Contract.
“Change of Control”	Means a merger, take-over, change of control, change of name or status including where the Framework Provider undergoes a change of control within the meaning of section 450 and section 1124 of the Corporation Taxes Act 2010.
“Commencement Date”	means the date set out in the Order Form upon which the Call-Off Contract commences.
“Commercially Sensitive Information”	means the information included at Schedule 11 to the Framework Agreement and/or listed in or accompanying or attached to the Order Form comprised of information: (a) which is provided by the Framework Provider to the Customer in confidence for the period set out in the Order Form; or (b) any information that would be regarded as commercially sensitive by a reasonable business person relating to: (i) the business, affairs, plans of the Framework Provider; and (ii) the operations, processes, product information, know-how, designs, trade secrets or software of the Framework Provider.
“Completion Date”	means the date of expiry of the Call-Off Contract set out in the Order Form.
“Confidential Information”	means any information which has been designated as confidential by the disclosing 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 or trade secrets or Intellectual Property Rights of the disclosing party and all Personal Data. Confidential Information shall not include information which: (a) was public knowledge at the time of disclosure (otherwise than by breach of the Framework Agreement or a Call-Off Contract);

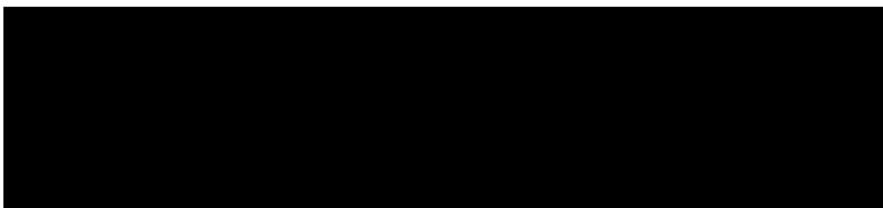
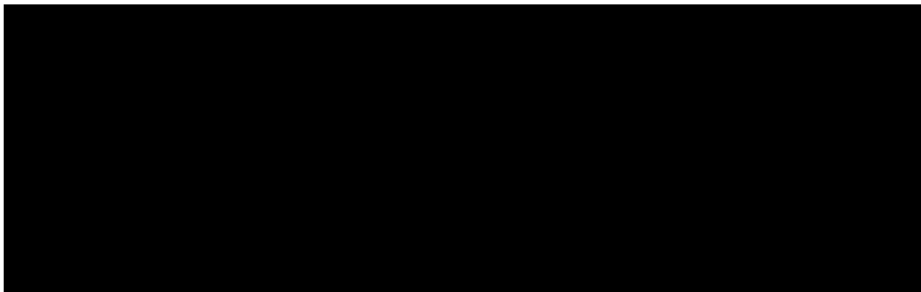
	(b) was in the possession of the receiving party, without restriction as to its disclosure, before receiving it from the disclosing party; (c) is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or (d) is independently developed without access to the Confidential Information.
“Contracting Body/ Contracting Bodies”	means the Authority and any other contracting bodies described in the Find a Tender notice entitled to order Services under this Framework Agreement.
“Contract Manager”	means the official of a Customer, or other person employed in that capacity, appointed by the Customer to act on its behalf for the purpose of managing its Call-Off Contract as identified in the Order Form and/or as notified in writing to the Framework Provider.
“Contract Period”	means in any Call-Off Contract the period from the Commencement Date to: (a) the date of expiry set out in clause A4 (Contract Period), or (b) following an extension pursuant to clause F8 (Extension of Contract Period), the date of expiry of the extended period, or (c) such earlier date of termination or partial termination of the Call-Off Contract in accordance with the Law or the provisions of the Call-Off Contract.
“Contract Price”	means the price (exclusive of any applicable VAT), payable to the Framework Provider by the Customer under any Call-Off Contract, as set out in the Order Form, for the full and proper performance by the Framework Provider of its obligations under the Call-Off Contract.
“Contract Year”	means a consecutive period of twelve (12) months commencing on the Framework Commencement Date or each anniversary thereof.
“Control”	means that a person possesses, directly or indirectly, the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and “Controls” and “Controlled” shall be interpreted accordingly.
“Controller”	has the meaning given in the UK GDPR.
“Crown”	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments, and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf and “Crown Body” is an emanation of the foregoing.
“Customer”	means a Contracting Body calling off Services under the Framework Agreement as identified in an Order Form.
“Customer Data”	Means any or all

	(a) data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are: (i) supplied to the Framework Provider by or on behalf of the Customer; or (ii) which the Framework Provider is required to generate, process, store or transmit pursuant to the Call-Off Contract (including any photographs or other images taken by the Framework Provider's Staff on the Premises); or (b) any Personal Data for which the Customer is the Controller.
"Customer Equipment"	means any equipment, consumables, plant, materials and other such items supplied by the Customer for use by the Framework Provider in the performance of its obligations under any Call-Off Contract.
"Customer Premises"	means any premises owned, occupied or controlled by the Customer or any other Crown Body which are made available for use by the Framework Provider or its Sub-Contractors for provision of the Services.
"Customer Software"	means software which is owned by or licensed to the Customer (other than under or pursuant to the Call-Off Contract) and which is or will be used by the Framework Provider for the purposes of providing the Services.
"Customer System"	means the Customer's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Customer or the Framework Provider in connection with the Call-Off Contract which is owned by or licensed to the Customer by a third party and which interfaces with the Framework Provider System or which is necessary for the Customer to receive the Services.
"Data Loss Event"	means any event that results, or may result, in unauthorised access to Personal Data held by the Framework Provider under the Framework Agreement or Call-Off Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of the Framework Agreement or Call-Off Contract, including any Personal Data Breach.
"Data Protection Impact Assessment"	means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.
"Data Protection Legislation"	means the UK GDPR and any applicable national implementing Laws as amended from time to time; (ii) the Data Protection Act 2018 (DPA) to the extent that it relates to Processing of personal data and privacy; (iii) all applicable Law about the Processing of personal data and privacy
"Data Protection Manager"	means the Framework Provider's primary point of contact for data protection queries.
"Data Protection Officer"	has the meaning given in the UK GDPR.
"Data Subject"	has the meaning given in the UK GDPR.

“Data Subject Request”	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data.
“Default”	means any breach of the obligations of the relevant party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the relevant party or the Staff in connection with or in relation to the subject-matter of the Framework Agreement or Call-Off Contract and in respect of which such party is liable to the other.
“DEFRA”	Means the Department for the Environment, Farming and Rural Affairs
“DOTAS”	the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions
“DPA 2018”	means the Data Protection Act 2018.
“End Date”	means the date the Call-Off Contract ends.
“Environmental Information Regulations”	means the Environmental Information Regulations 2004 (SI 2004/3391) and any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.
“Equipment”	means the Framework Provider's equipment, consumables, plant, materials and such other items supplied and used by the Framework Provider in the delivery of the Services.
“Exceptional Circumstances”	means an event deemed solely by the Customer as not falling within the definition of Force Majeure but prevents normal operation of the business. (For example, failure of the first method of kill or utility failures, and others at the sole discretion of the Customer).
“FOIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.
“Force Majeure Event”	any event, circumstance, matter or cause affecting the performance by either Party of its obligations arising from: (a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under a Contract; (b) riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare; (c) acts of a Crown Body, local government or regulatory bodies; (d) fire, flood or any disaster; or

	(e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding: (i) any industrial dispute relating to the Framework Provider, the Framework Provider Staff (including any subsets of them) or any other failure in the Framework Provider or the Subcontractor's supply chain; (ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and (iii) any failure of delay caused by a lack of funds, and which is not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party;
“Framework Agreement”	means this framework agreement for the provision of the Services between the Authority and Framework Provider, together with any schedules, annexes and appendices appended to the foregoing.
“Framework Commencement Date”	means the date of commencement of the Framework Agreement as set out in clause 2.1 of Section 2 of the Framework Agreement.
“Framework Provider”	means the party appointed as a potential Framework Provider of Services as identified in section 1 to this Framework Agreement.
“Framework Provider Equipment”	means the Framework Provider's equipment, consumables, plant, materials and such other items supplied and used by the Framework Provider in the performance of its obligations under any Call-Off Contract.
“Framework Provider's Representative”	means any competent person appointed by the Framework Provider to be his representative in relation to the performance of any Call-Off Contract who will receive and act on any directions given by the Contract Manager.
“Framework Provider Software”	means software which is proprietary to the Framework Provider, including software which is or will be used by the Framework Provider for the purposes of providing the Services and which is specified as such in the Order Form.
“Framework Provider System”	means the information and communications technology system used by the Framework Provider in providing the Services including the Framework Provider Software, the Framework Provider Equipment and related cabling (but excluding the Authority System).
“Framework Term”	means the term of this Framework Agreement as set out in clause 2
“Fraud”	means any offence under Laws creating offences in respect of fraudulent acts or at common law in respect of fraudulent acts in relation to the Call-Off Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.
“GB”	means England, Scotland and Wales including offshore islands with no fixed crossing.

“General Anti-Abuse Rule”	means: (a) the legislation in Part 5 of the Finance Act 2013; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions.
“Geographical Regions / Region”	means the Geographical Regions as specified in the Specification of Requirements.
“Good Industry Practice”	means standards, practices, methods and procedures conforming to the Law and the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar type of undertaking under the same or similar circumstances.
“Halifax Abuse Principle”	means the principle explained in the CJEU Case C-255/02 Halifax and others.
“HMG Security Policy Framework”	means the Cabinet Office Security Policy Framework as updated from time to time, a copy of which may be found at: https://www.gov.uk/government/publications/security-policy-framework
“HMRC”	means HM Revenue & Customs.
“ICT Environment”	means the Authority System and the Framework Provider System.
“IP Completion Day”	has the meaning given to it in the European Union (Withdrawal) Act 2018;
“Incident”	means an occasion, which may or may not include an occurrence of Exotic Notifiable Disease, where the Services may be required at short notice (within six (6) to twelve (12) hours).
“Information”	has the meaning given under section 84 of the FOIA.
“Intellectual Property Rights”	means patents, utility models, inventions, trademarks, service marks, logos, design rights (whether registerable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, plant variety rights, Know-How, trade or business names, moral rights and other similar rights or obligations whether registerable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off.
“Initial Contract Period”	means the period from the Commencement Date to the End Date.
“Invitation to Tender or ITT”	means the Invitation to Tender for a Framework with Tender Reference C25467 issued on 23 July 2024 and all related documents published by the Authority and made available to the Framework Provider and other tenderers.
“IP Materials”	has the meaning given to it in clause E7.1 (Intellectual Property Rights) of the Call-Off Contract.
“Key Personnel”	means the following individuals:

	For the Framework Provider:  For the Customer: 
“Know-How”	means all information not in the public domain held in any form (including without limitation that comprised in or derived from drawings, data formulae, patterns, specifications, notes, samples, chemical compounds, biological materials, computer software, component lists, instructions, manuals, brochures, catalogues and process descriptions and scientific approaches and methods).
“Law”	means any law, statute, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, right within the meaning of Section 4(1) EU Withdrawal Act 2018 as amended by EU (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Parties are bound to comply
“Lot” or “Lots”	means the lot(s) in respect of which Services may be ordered from the Framework Provider and which are described in Schedule 2 to this Framework Agreement.
“Malicious Software”	means any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
“Mini-competition”	means the award of a Call Off Contract by re-opening competition between the Framework Providers appointed to the Framework Agreement and which are capable of performing the proposed Call-Off Contract.
“Month”	means calendar month.
“National Insurance Contributions”	contributions required by the Social Security Contributions and Benefits Act 1992 and made in accordance with the Social Security (Contributions) Regulations 2001 (SI 2001/1004);
“Notified Premises”	means the premises where the animals or Carcase(s) are located.

“Occasion of Tax Non-Compliance”	means: (a) any tax return of the Framework Provider submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of: i) a Relevant Tax Authority successfully challenging the Framework Provider under the General Anti-Abuse Rule or the Halifax Abuse principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; ii) the failure of an avoidance scheme which the Framework Provider was involved in, and which was, or should have been, notified to the Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or (b) any tax return of the Framework Provider submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Framework Commencement Date or, with respect to a Call-Off Contract, the Commencement Date, or to a civil penalty for fraud or evasion.
“Order” or “Order Form”	means the document a Customer will send to the Framework Provider setting out the details of the Services it requires from the Framework Provider in the form set out in Schedule 4 to this Framework Agreement or, where an order may be placed verbally in accordance with the Schedule 4 Call-Off Procedure, the verbal order placed by the Framework Provider in accordance with such Call-Off Procedure.
“Outbreak”	means an occurrence of Exotic Notifiable Disease at one or more premises.
“Out Codes”	means the first part of a UK postcode.
“Party”	means (a) if the term is used within Section 2 Standard Terms and Conditions of Framework Agreement, any party to the Framework Agreement and (b) if the term is used within a Call-Off Contract, any party to a Call-Off Contract.
“Personal Data”	has the meaning given in the UK GDPR.
“Personal Data Breach”	has the meaning given in the UK GDPR.
“Personal Protective Equipment” or “PPE”	means protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection.
“Premises”	means the location where the Services are to be performed.
“Pricing Matrix”	means the pricing matrices set out in Schedule 3 to this Framework Agreement.

“Processor”	has the meaning given in the UK GDPR.
“Prohibited Act”	means any of the following which constitute prohibited acts: (a) to directly or indirectly offer, promise or give any person working for or engaged by the Authority or Contracting Body a financial or other financial or other advantage to: (i) induce that person to perform improperly a relevant function or activity; or (ii) reward that person for improper performance of a relevant function or activity; (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Framework Agreement; (c) committing any offence: (i) under the Bribery Act 2010; (ii) under legislation creating offences concerning fraudulent acts (iii) at common law concerning fraudulent acts relating to the Framework Agreement or any other contract with a Contracting Body; or (iv) defrauding, attempting to defraud or conspiring to defraud a Contracting Body. (a) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct has been carried out in the UK.
“Property”	means the property, other than real property, issued or made available to the Framework Provider by the Authority or Customer in connection with the Framework Agreement or any Call-Off Contract.
“Protective Measures”	means technical and organisational measures which must take account of: (a) the nature of the data to be protected (b) harm that might result from Data Loss Event; (c) state of technological development (d) the cost of implementing any measures appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it.
“Public Contracts Regulations”	means the Public Contracts Regulations 2015 (SI 2015/102)

“Purchase Order Number”	means the purchase order number specified by the Customer in the Order Form.
“Quality Standards”	means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardization or other reputable or equivalent body (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Framework Provider would reasonably and ordinarily be expected to comply with, and as may be further detailed in the Order Form.
“Receipt”	means the physical or electronic arrival of the invoice at the address of the Customer detailed in the Order Form or at any other address given by the Customer to the Framework Provider for the submission of invoices.
“Relevant Tax Authority”	means HM Revenue & Customs or, if applicable, a tax authority in the jurisdiction in which the Framework Provider is established.
“Regulatory Bodies”	means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Call-Off Contract or any other affairs of the Authority and “Regulatory Body” shall be construed accordingly.
“Relevant Conviction”	means a conviction that is relevant to the nature of the Services or as listed by the Customer and/or relevant to the work of the Customer.
“Relevant Requirements”	means all applicable law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010.
“Replacement Framework Provider”	means any third party service Framework Provider appointed by the Authority or a Customer to supply any Services which are substantially similar to any of the Services and which the Contracting Body receives in substitution for any of the Services following the expiry, termination or partial termination of a Call-Off Contract.
“Request for Information”	means a request for information under the FOIA or the Environmental Information Regulations.
“Response”	means the information submitted in response to the Framework ITT via the online response forms on Atamis including the Framework Provider’s formal Tender.
“Returning Employees”	means those persons agreed by the Parties to be employed by the Framework Provider (and/or any Sub-Contractor) wholly or mainly in the supply of the Services immediately before the end of the Contract Period.
“RPE”	means Respiratory Protective Equipment.
“Security Policy Framework”	means the HMG Security Policy Framework (available from the Cabinet Office’s Government Security Secretariat) as updated from time to time.
“Selection Methodology”	means the selection methodology set out in Schedule 4 to this Framework Agreement, to be applied for the award of Call-Off Contracts.

“Services”	means, in relation to the Framework Agreement, the services described in the Specification, and in relation to a Call-Off Contract, means those services within the scope of services set out in the Specification which are set out in an Order Form and which the Framework Provider is required to carry out under a Call-Off Contract for a Contracting Body/Customer.
“Specification” or “Specification of Requirements”	means the specification (including any related performance measurements, requirements, protocols and targets) of the Services Framework Provider under the Framework Agreement / a Call-Off Contract.
“Staff”	means all persons employed by the Framework Provider to perform its obligations under the Framework Agreement and/or a Call-Off Contract together with the Framework Provider’s servants, agents, suppliers and Sub-Contractors used in the performance of its obligations under the Framework Agreement/ a Call-Off Contract.
“Sub-Contractor”	means a third party directly or indirectly contracted to the Framework Provider (irrespective of whether such person is an agent or Affiliate of the Framework Provider) whose services and/or goods are used by the Framework Provider (either directly or indirectly) in connection with the provision of the Services, and “Sub-Contract” shall be construed accordingly.
“Sub-processor”	means any third party appointed to process Personal Data on behalf of the Framework Provider related to the Framework Agreement or a Call-Off Contract.
“Tender or Tenders”	means documents and information submitted by the Framework Provider to the Authority in response to the Authority’s Invitation to Tender. References to the Tender shall also include all responses given by the Framework Provider in response to the selection questions as part of the assessment of the Framework Provider’s suitability at Stage 2 of the ITT.
“Third Party IP Claim”	any claim, demand suit or action by any third party for infringement or alleged infringement of any third party Intellectual Property Rights (whether by the Authority or the Framework Provider) arising from the performance of the Framework Provider’s obligations under the Framework Agreement or a Call-Off Contract.
“Third Party Software”	means software which is proprietary to any third party which is or will be used by the Framework Provider to provide the Services including the software and which is specified as such in the Order Form.
“TUPE”	means the Transfer of Undertakings (Protection of Employment) Regulations 2006.
“UK GDPR”	has the meaning as set out in section 3(10) of the DPA 2018, supplemented by section 205(4);
“Urgent”	means where a response is needed within 24 hours.
“Valid Invoice”	means an invoice containing the detailed information set out in clause C2 (Payment and VAT).
“Variation”	means any amendment of or change to the Framework Agreement or Call-Off Contract or change in which the Services are provided.

“VAT”	means value added tax charged or regulated in accordance with the provisions of the Value Added Tax Act 1994.
“Working Day”	means any day from Monday to Friday, excluding any bank or other national holidays in England, Wales or Scotland.
“Working Hours”	means between the hours of 06:00 – 20:00 on a Working Day.

FRAMEWORK AGREEMENT SCHEDULE 2

SPECIFICATION OF REQUIREMENTS (SERVICES)

GLOSSARY

- Unless the context otherwise requires, the following words and expressions used within this Specification of Requirements shall have the following meanings (to be interpreted in the singular or plural as the context requires):

TERM	MEANING
“ADR”	means European regulations concerning the international carriage of dangerous goods by road.
“AP”	means ‘Affected Premises’ which are subject to a notice of the Secretary of State/Scottish Ministers/Welsh Ministers declaring it to be either infected with a disease (Infected Premises) or where there is a strong suspicion that an Exotic Notifiable Disease may be present. Entry and exit restrictions are likely to apply.
“APHA”	means the Animal and Plant Health Agency, an Executive Agency of the Authority.
“Authority”	means the Department for Environment, Food and Rural Affairs acting as part of the Crown.
“Atamis”	means the e-Tendering system used by the Authority for conducting this procurement, which can be found at https://atamis-9529.my.site.com/s/Welcome
“BAU”	means Business As Usual.
“C&D”	means Cleansing and Disinfecting.
“CDG”	means Carriage of Dangerous Goods.
“Call-Off Contract”	means a contract awarded by a Contracting Body using the Framework.
“Conflict of Interest”	means an actual or potential conflict of interest on the part of the Tenderer in connection with the ITT or the Framework.
“Contracting Body”	means the Authority and any other contracting bodies described in the OJEU Notice published 19 July 2024, entitled to order Services under the Framework. For the purposes of this Framework, this includes the Scottish Government and Welsh Government.
“Daily Routine Work”	means the Framework Provider’s own business services which may or may not continue at the same time as any Call-Off Contract.
“Disposal Facility”	means a facility used to dispose of Waste Material by rendering or incineration (including mobile incinerators).

“EIR”	means the Environmental Information Regulations 2004 (as amended) together with any guidance and/or codes of practice issued by the Information Commissioner or any Government Department in relation to those Regulations.
“EU”	means the European Union.
“Exotic Notifiable Disease”	means an animal disease which is not normally present in a country, which by law must be reported to the appropriate animal health authorities.
“FOIA”	means the Freedom of Information Act 2000 (as amended) and any subordinate legislation made under that Act together with any guidance and/or codes of practice issued by the Information Commissioner or any Government Department in relation to that legislation.
“Framework”	means the agreement to be entered into by the Authority and the Tenderers who are awarded a place on the Framework.
“Framework Provider”	means the successful Tenderer(s) appointed to the Framework Agreement.
“Framework Term”	means the full length of the Framework; in this instance 4 years.
“GB”	Means England, Scotland and Wales including offshore islands with no fixed crossing.
“Goods”	means the Goods as defined in Section 3 – Technical Requirements.
“Incident”	means an occasion, which may or may not include an occurrence of Exotic Notifiable Disease, where the Services may be required at short notice (for example within six (6) to twelve (12) hours).
“ITT”	means this invitation to tender document and all related documents published by the Authority and made available to Tenderers.
“Keeper”	means any person who owns or is responsible for farmed livestock animals whether on a permanent or temporary basis, but it does not include a person responsible for an animal solely because they are transporting it.
“Lot(s)”	means Services divided into Lots as described at Section 2 of the Specification of Requirements.
“OJEU Notice”	means the advertisement issued in the Official Journal of the European Union in respect of this ITT.
“Order / Order Form”	means the form that is sent or the request that is made to the Framework Provider to confirm the Service required.
“Outbreak”	means an occurrence of Exotic Notifiable Disease at one or more Affected Premises.
“PPE”	means Personal Protective Equipment.
“Pricing Schedule”	means the form accessed via Atamis in which Tenderers are required to submit their pricing information as part of a Tender.

“Quarantine Fee”	means a fee that may be paid by a Contracting Body to the Framework Provider for the required period of quarantine during an outbreak after the provision of the Services.
“Response”	means the information submitted in response to this ITT via the online response forms on Atamis including the Tenderer’s formal Tender.
“RPE”	means Respiratory Protective Equipment.
“Selection Methodology”	means the process by which a Contracting Body will place Orders with and award Call-Off Contracts to a Framework Provider as set out in Schedule 4.
“Service(s)”	means services as described in the Specification of Requirements.
“Specification of Requirements”	means the Authority’s requirements as set out in the ITT.
“Staff”	means the Framework Provider’s workforce.
“Sub-Contractor”	means an approved secondary supplier or person that carries out some portion of the work or Services on behalf of the Framework Provider.
“Tender”	means the formal offer to provide the goods or services described in the Specification of Requirements and comprising the responses to the questions in Atamis and the Pricing Schedule.
“Tenderer”	means anyone responding to the ITT and, where the context requires, includes a potential tenderer.
“VRA”	means Veterinary Risk Assessment.
“Waste Incineration Directive (WID)”	means European law to prevent or limit the negative effects of waste incineration on the environment.
“Waste Material”	In an Outbreak, “Waste Material” means infected or potentially infected animal carcasses, Animal By-Products (such as eggs, wool and hides) and any other potentially contaminated products (such as animal foodstuffs, bedding etc) or things, including wash water from cleansing and disinfection operations. In an Incident, “Waste Material” means animal carcasses, Animal-By-Products and any other products (such as animal foodstuffs, bedding etc) which may not be infected or potentially infected.
“Working Day”	means any day other than a weekend or Bank Holiday in England, Wales or Scotland.

- References in Schedule 1 to a “Schedule”, “Section”, “Annex” and to an “Appendix” are references to a section and to an appendix to this Specification.
- Reference to a statute or statutory provision is a reference to such statute or statutory provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.

1. BACKGROUND TO THE REQUIREMENT

- 1.1. The Animal and Plant Health Agency (APHA) is an Executive Agency of the Authority and delivers the Animal Health and Welfare policies of the Authority, Scottish Government and Welsh Government across Great Britain (GB). One of its principal functions is the safeguarding of animal health and welfare and public health, which in turn supports economic growth and trade.
- 1.2. APHA has a critical role in the control and eradication of endemic and exotic notifiable and reportable diseases including responding to Outbreaks and Incidents, for example Notifiable Avian Disease or swine fever. APHA and other GB Government (central, devolved and local authorities) may have a need to employ a range of Framework Providers to deliver certain types of work on its behalf.
- 1.3. Some of this work may be needed to be delivered as part of day-to-day business requirements and it is expected that there will be a lead in period to deliver these Goods and Services. In the event of an Outbreak or Incident, these Goods and Services may be required to be delivered at very short notice (within six (6) to twelve (12) hours). Some of these Goods and Services will be delivered side by side with government employees and other contracted organisations, while some will be expected to be delivered independently (under the direction of the Contracting Body).
- 1.4. When certain diseases enter the country, government is required to respond in a prompt manner to deal with the Outbreak or Incident. Diseases can have a major impact on the economy, and the type of disease will dictate the type of response that is required to be initiated. Generally, infected animals (and any other susceptible species on the same holding) are culled and disposed of in a humane manner. The Contracting Body will advise of any special requirements that may apply at the time of issuing a Call off Contract.

2. SCOPE OF THE REQUIREMENT

- 2.1. This Framework Agreement is for the provision of disposal and ADR transport services in England, Scotland and Wales for day-to-day business requirements, such as training events, and as part of a response to an Outbreak or Incident.
- 2.2. The services required are split into two (2) Lots:
 - 2.2.1. Disposal & ADR Transport Services
 - 2.2.2. ADR Transport Services
- 2.3. The Framework Provider shall, under the terms of the Framework Agreement with the Authority and any Call-Off Contract thereunder, provide the Services as detailed in this Specification of Requirements for the relevant Lot tendered and awarded for and the relevant Call-Off specifications.
- 2.4. There is no guarantee of work or indicative volumes and the Framework Provider should expect volumes to fluctuate due to changes in disease prevalence and Government policy. Moreover, the Framework and any Call-Off Contracts thereunder do not give the Framework Provider an exclusive right to carry out the Services. The Authority reserves the right to purchase any Services similar to the Services covered by this procurement from any Contractor outside this Framework.
- 2.5. Where ticked below, the Framework Provider has been awarded the Lot(s)

Lot 1 – Disposal & ADR Transport Services	✓
Lot 2 – ADR Transport Services	✓

3. TECHNICAL REQUIREMENTS

Disposal – LOT 1

3.1. Rendering

- 3.1.1. The Authority and/or Other Contracting Body is seeking the safe and bio secure disposal by rendering of Waste Materials in a Disposal Facility approved for the processing of Category 1 or Category 2 Materials under the relevant ABP legislation. It is likely that a Veterinary Risk Assessment (VRA) will be required before any operations would be undertaken. If the VRA identifies any issues with the Disposal Facility the Authority may request suitable corrective actions and reserves the right to award the call off to another Framework Provider.
- 3.1.2. The Framework Provider should make alternative arrangements for processing their Daily Routine Work waste at their own cost should it not be possible to allow the Disposal Facility to continue processing this material. If the Framework Provider has more than one disposal line available for the provision of the Services, it may be possible to continue with Daily Routine Work at the same time - this will only be possible if the disposal line used to process Category 1 or 2 Waste Materials is completely separate and bio secure, including separate dedicated entrances and exits to and from the Disposal Facility. In an outbreak situation APHA will need to check the premises and undertake a VRA to approve the disposal line before this can be permitted. In the event that this is permitted, the Authority or Other Contracting Body will only be liable to pay the costs for the disposal line that is in use for provision of the Services.
- 3.1.3. The Framework Provider should provide requisite numbers of personnel, Defra approved disinfectant and equipment to undertake general duties associated with the disposal of Waste Materials, including record keeping and the thorough cleansing and disinfection (C&D) of all vehicles and subcontracted vehicles used to transport the Waste Material, any equipment and personnel.
- 3.1.4. The Framework Provider should ensure requisite measures to control environmental pollution including:
 - 3.1.4.1. the construction of temporary wheel wash sumps and water collecting lagoons as necessary, the disposal of which must comply with relevant legislative requirements (for example, environmental pollution controls). This may include the provision of measures to treat wash-water to ensure there is no risk of disease spread.
 - 3.1.4.2. Provision of systematic preventative measures against birds, rodents, insects or other vermin that may come into contact with Waste Materials.
 - 3.1.4.3. Showering facilities, changing rooms and “clean” and “dirty” areas to be provided and maintained for Staff and officials.
- 3.1.5. The Authority and/or any Other Contracting Body will need to be assured that all Waste Materials, including any residual materials, e.g. Meat and Bone Meal (MBM) or tallow, is disposed of legally, safely and securely without resulting in a real or perceived risk to public health, animal/plant health or the environment. If MBM or tallow is required to be disposed of by Incineration, then this must be done in a Waste Incineration Directive (WID) approved Incineration facility. The Authority and/or any Other Contracting Body is likely to have an official present on-site at all times when disposal operations are taking place, and the Framework Provider will be expected to facilitate this as required, unless a VRA has already been approved by the Authority to permit disposal without direct supervision.
- 3.1.6. The Framework Provider must comply with a rendering protocol agreed by the Authority and/or any Other Contracting Body. It should be noted that this protocol is a generic guide only and the Framework Provider must develop a site specific protocol for each of their individual sites of operation in liaison with the Authority and/or Contracting Body, which is relevant to the type of disease to be handled. This site-specific protocol must be approved by the Authority and/or any Other Contracting Body, prior to the commencement of the Services. Annex B details the General Rendering Protocol.

- 3.1.7. All consignments must be weighed upon arrival at the Disposal Facility and weighbridge tickets are kept and weights are recorded (see also section on record keeping requirements).
- 3.1.8. The Framework Provider must ensure compliance with all relevant legislative requirements relating to the provision of the Services.

3.2. Incineration & Mobile Incineration – LOT 1

- 3.2.1. The Authority and/or Other Contracting Body is seeking the safe and bio secure disposal by incineration of Waste Materials in a Disposal Facility or via a mobile incinerator approved for the processing of such material under the relevant ABP/WID legislation. Unless specified, the word “incinerator” means both fixed plant or mobile incineration device.
- 3.2.2. If the incinerator provides an “ashes back” service to clients (for example when providing a pet cremation service) and it incinerates specified risk material, the incinerator will be subject to an intensive C&D process prior to any ash being able to be returned to clients.
- 3.2.3. The incinerator must be able to process a minimum of 1 (one) tonne per hour of Waste Material and should have access to a dedicated weighbridge/weighing mechanism.
- 3.2.4. The Framework Provider shall make alternative arrangements for processing their Daily Routine waste at their own cost should it not be possible to allow the incinerator to continue processing routine waste.
- 3.2.5. The Framework Provider shall ensure the requisite personnel, disinfectant and equipment to undertake general duties associated with the disposal of Waste Materials, including record keeping and the thorough C&D of all vehicles, equipment and personnel.
- 3.2.6. The Framework Provider shall ensure the requisite measures to control environmental pollution including:
 - 3.2.6.1. The construction of temporary wheel wash sumps and water collecting lagoons as necessary, the disposal of which must comply with relevant legislative requirements (for example, environmental pollution controls). This may include the provision of measures to treat wash-water to ensure there is no risk of disease spread.
 - 3.2.6.2. Provision of systematic preventative measures against birds, rodents, insects or other vermin that may come into contact with Waste Materials.
 - 3.2.6.3. Showering facilities, changing rooms and “Clean” and “Dirty” areas to be provided and maintained for Staff and officials.
- 3.2.7. The Authority and/or any Other Contracting Body will need to be assured that all Waste Materials, including any residual materials, e.g. ash, is disposed legally, safely and securely without resulting in a real or perceived risk to public health, animal/plant health or the environment.
- 3.2.8. The Authority and/or any Other Contracting Body is likely to have an official(s) present on-site at all times when disposal operations are taking place, and the Framework Provider will be expected to facilitate this as required.
- 3.2.9. The Framework Provider must comply with an incineration bio-security protocol as agreed with the Authority and/or any Other Contracting Body. It should be noted that this protocol is a generic guide only and the Framework Provider must develop a site specific protocol for each of their individual sites of operations in liaison with the Contracting Body, which is relevant to the type of disease to be handled. This site-specific protocol must be approved by the Authority and/or any Other Contracting Body, prior to the commencement of the Services. Annex A details the General

Incineration Bio-security protocol.

- 3.2.10. The Framework Provider must ensure all consignments are weighed upon arrival at the incinerator and weighbridge tickets are kept and weights are recorded (refer to the section on record keeping requirements for more detail). Alternate methods of weighing may be agreed for mobile incineration devices.
- 3.2.11. If a mobile incinerator is used, a suitable site may be arranged by the Authority for disposal operations. Therefore, if appropriate, the Framework Provider of the mobile incinerator may not be responsible for C&D of vehicles and disposal of wash- water, or the provision of showering facilities for Staff and maintenance of separated 'Clean' and 'Dirty' areas.
- 3.2.12. The Framework Provider must ensure compliance with all relevant legislative requirements relating to the provision of the services.

3.3. ADR Transport – LOT 1 and LOT 2

- 3.3.1. Transport of Waste Materials which may be classified as UN class 6 dangerous goods by ADR legislation, as enforced in Great Britain by CDG 2009 (SI 2009 No 1348) and in Northern Ireland by CDG 2010 (SR 160).
- 3.3.2. Framework Providers should maintain a register of drivers, who must be trained and certified commensurate to the relevant type of vehicle and dangerous goods being carried. Vehicles must also comply with the relevant parts of the CDG 2009 and CDG 2010 legislation.
- 3.3.3. Transport of Waste Materials must be in leak-proof, sealed "containers". When in a sheeted container or vehicle, the load shall be covered by an additional non-absorbent top liner weighted down by absorbent material treated with an appropriate disinfectant. Transport Framework Providers are required to provide the top liner of polythene sheeting or equivalent along with the absorbent material.
- 3.3.4. It is also required that a number of miscellaneous items be carried on board. Details can be found in the ADR legislation and guidance notes but will include, as a minimum, a fire extinguisher, wheel chocks, warning lights and high visibility clothing.
- 3.3.5. APHA reserves the right to appoint a trained person to apply a final top cover to the load in order to avoid drivers having to leave the cab. It is the responsibility of the Staff / Framework Providers loading the bulkers, overseen by an APHA representative to apply polythene sheeting, lay down absorbent layer, disinfect carcasses and should also ensure that animal carcasses are carefully loaded in order not to penetrate the liner.
- 3.3.6. In addition to ADR clothing/PPE requirements, drivers may be required to wear specific RPE (based on the type of disease) as directed by the Authority or Other Contracting Body. The Framework Provider shall supply their Staff with PPE as described in Annex D.
- 3.3.7. The Framework Provider should be able to mobilise to provide the Service within 24 hours of notification by the Contracting Body – i.e. transport Waste Materials from an AP to a Disposal Facility as directed. Service may be required for extended durations, and this will be stated within any Call-Off Contract.
- 3.3.8. Vehicles/Containers being utilised in provision of the Services will be subject to leak testing prior to use, overseen by the Authority, as well as being subject to preliminary C&D prior to leaving the AP – usually by APHA or other approved Framework Providers.
- 3.3.9. Vehicles/containers used as part of the disease control operation must not be used for normal duties until they have been cleansed and disinfected to the satisfaction of the Authority and/or any Other Contracting Body. The Framework Provider will need to assure themselves that the carriage of such Waste Material will not affect any future

use e.g. Agricultural Industries Confederation protocols for the haulage of feedstuffs. Prior to vehicles being allowed to leave the Disposal Facility, they will be subject to C&D by Disposal Facility operators.

- 3.3.10. Depending on the type and weight of material(s) requiring disposal, and/or any access restrictions on or getting to the AP, the Authority and/or any Other Contracting Body may require different sizes and types of vehicles for the provision of the Services. This may vary from a number of articulated bulkers to a single, basic skip and therefore, multiple Framework Providers may be required to provide the Service.
- 3.3.11. The Framework Provider will comply with the relevant driver's hour's legislation. It will be the Framework Provider's responsibility to provide as many drivers as deemed necessary to provide the Services without undue delay e.g. where a round trip plus any waiting may exceed an individual driver's hours.
- 3.3.12. In the event that transportation is required by ferry from offshore islands, all reasonable ferry costs to the Framework Provider shall be reimbursed by the Authority/or Other Contracting Body as agreed. Evidence of these costs must be supplied.
- 3.3.13. All Services will be carried out under the instructions of representatives of the Authority and/or any Other Contracting Body, and in compliance with all relevant legislative requirements relating to the provision of the Services.
- 3.3.14. The Framework Provider must comply with a bio-security protocol as agreed with the Authority and/or any Other Contracting Body. It should be noted that this protocol is a generic guide only and the Framework Provider may be required to develop a specific protocol in liaison with the Contracting Body, which is relevant to the type of disease to be handled. This protocol must be approved by the Authority and/or any Other Contracting Body, prior to the commencement of the Services. Annex C details the General Transport Bio-security Protocol.

4. EQUIPMENT – All Lots

- 4.1. The Framework Provider shall provide all the equipment and facilities necessary for the provision of the Services, unless otherwise stated by the Authority and/or Other Contracting Body in any Call-Off contract.
- 4.2. The Framework Provider must maintain all items of equipment in a good and serviceable condition at the Framework Provider's own expense.
- 4.3. The Framework Provider shall ensure in particular that all surfaces liable to contamination through contact with Waste Materials are thoroughly cleansed and disinfected, without undue delay or as directed by the Authority and/or any Other Contracting Body, using an Authority approved disinfectant. Details on disinfectants can be found on the link below:
<https://www.gov.uk/guidance/defra-approved-disinfectant-when-and-how-to-use-it#disinfectant-use-for-notifiable-diseases>
- 4.4. The Framework Provider shall be solely responsible for any loss or damage to equipment. The Authority will not have any liability for any loss or damage to any equipment, unless the Framework Provider is able to demonstrate that such loss or damage was caused or contributed to by the negligence or default of the Authority and/or Other Contracting Body.
- 4.5. The Framework Provider shall provide their own Staff with appropriate PPE as described in Annex D. The Framework Provider shall be responsible for the disposal of all PPE in compliance with the relevant legislation and as per the direction of the Authority representatives on the AP.
- 4.6. The Framework Providers must ensure that any equipment or PPE/RPE used by their Staff is appropriate to the class or type of work being performed and that the Staff have been correctly trained regarding the equipment's proper use.

5. STAFF – All Lots

- 5.1. In an Outbreak of avian influenza, it is likely that all Staff exposed to carcasses or contaminated Waste Material will be offered antiviral prophylaxis and the seasonal human flu vaccine inoculation – this requirement is subject to advice from the relevant Public Health Authority. These treatments will either be provided by the Authority and/or any Other Contracting Body or Public Health Authority, where this is not the case, the reasonable costs of provision of immunisation and anti-viral prophylaxis will be reimbursed to the Framework Provider.
- 5.2. Names and contact telephone numbers of all Staff entering the AP will be recorded. These will be supplied to the relevant Public Health Authority for health surveillance activities.
- 5.3. The Framework Provider shall refer to the relevant protocol at Annex A, B or C for further information on Staff restrictions and in particular the need to avoid contact with susceptible animals both during and after disease control operations.
- 5.4. It may be necessary for Staff to observe a quarantine period after the provision of Services, meaning that they may not be allowed to have contact with susceptible live animals for a specified number of hours after working with Waste Material(s). If any of the Framework Provider's Staff's day to day employment requires direct contact with live susceptible animals, the required quarantine period will prevent them from performing these duties. The Quarantine Fee, of a tendered rate (per day), may be quoted when submitting the RFQ and can apply up to a maximum period subject to the type of disease.
- 5.5. The following table indicates the minimum period which Staff must apply between exposure to infected stock or infective material and contact with susceptible stock that are to remain alive:

Disease	Minimum Quarantine Period	Comments
Foot and Mouth Disease	72 hours	
High pathogenicity Avian Influenza H5N1 or H5N8 (2022/2023 subtype) confirmed or suspected	None	The member of Staff must be free of respiratory illness before contact with suspect or confirmed poultry disease. Stand down times can be removed for personnel complying with APHA Notifiable Avian Disease (NAD) biosecurity protocols during an HPAI H5N1 or H5N8 outbreak, whilst continuing to respect visitor policies of commercial premises, where they exist.
Avian Influenza (non-H5N8 or H5N1; 2022/2023 subtype) Newcastle Disease	72 hours as standard. 48 hours in certain situations after primary Cleansing and Disinfection (C&D) is completed.	The member of Staff must be free of respiratory illness before contact with suspect or confirmed poultry disease. The period may be reduced to 48 hours following completion of primary C&D if the virus has been characterised and a risk assessment carried out by the National Disease Control Centre (NDCC) confirms that the risk to human and bird health does not merit retaining the 72-hour period. The 48-hour period can only be used once 72 hours have elapsed following completion of primary C&D.

Classical Swine Fever	48 hours	
African Swine Fever	72 hours	
Rabies	N/A	
Bluetongue	N/A	
Equine Encephalitides	24 hours	
Lumpy Skin Disease	48 hours	
Swine Vesicular Disease	72 hours	

5.6. Regardless of the quarantine period, the highest standards of biosecurity must be followed, and seen to be followed, at all times by all members of Staff and others working on an infected premises.

5.7. The Framework Provider shall make all reasonable efforts to re-deploy their Staff to other work areas that do not expose them to susceptible species in order to not require a Quarantine Fee. At the time of call-off, the Framework Provider must confirm if this quarantine period will affect any of their Staff. This will then be taken into account by the Authority and/or Other Contracting Body when awarding the Call Off Contract.

5.8. If Staff live with, but do not work with, susceptible animals (e.g. pets), then no payments will be made by the Authority and/or Other Contracting Body to the Framework Provider. For example, where an employee cannot go home during or after the period of provision of the Services because they have a pet at home which may be susceptible to infection, any expenses associated with this will not be payable by the Authority and/or Other Contracting Body.

6. SECURITY – All Lots

6.1. Robust security measures to prevent unauthorised removal, interference or illegal practice with any Waste Material shall be in place and are appropriate to carry out the required Services.

6.2. In providing the Services, the Framework Provider shall co-operate with the Authority and/or Other Contracting Body and/or any other body responsible for public health, animal health, environment, agriculture, rural affairs or food, providing any assistance or information they may reasonably require along with unrestricted access to any property, vehicles and documentation in connection with the Services.

7. RECORD KEEPING – All Lots

7.1. Completion and retention for a period of at least six years from the date of creation, all records relating to the provision of the Services and as required by the Authority and/or Other Contracting Body. Note that this requirement is in addition to the record keeping requirements as outlined in relation to ABPs.

7.2. Record keeping responsibilities begin from the time of appointment until several weeks past the services being required.

7.3. The Framework Provider shall make such records available to the Authority and/or Other Contracting Body at any time and shall not destroy any records relating to the Services without the prior written approval of the Authority and/or Other Contracting Body.

- 7.4. The Authority and/or Other Contracting Body would prefer that the Framework Provider keep and supply any records electronically. All confidential information relating to the provision of Services shall be treated as confidential by the Framework Provider, and it shall not be released to any third party without the prior written consent of the Authority and/or Other Contracting Body. The Authority and/or Other Contracting Body will inform the Framework Provider how the information shall be transmitted between the parties.
- 7.5. The Framework Provider shall supply all information necessary for the Authority and/or Other Contracting Body or other authorised representatives to verify the date and time of disposal. Copies of weighbridge tickets for all loads (laden and un-laden) will be required by the Authority and/or Other Contracting Body, as will the specific time and date of arrival and disposal for each consignment and details relating to the Incineration or rendering process (temperatures/times etc.), within three working days of completion of the service.
- 7.6. The Framework Provider shall submit all records and information as the Authority and/or Other Contracting Body may reasonably require including, but not limited to validated time sheets, details and evidence of expenses incurred or invoices paid, and such other documents as are necessary to enable the Authority and/or Other Contracting Body to verify the information and the amounts referred to in the invoices, within five working days of completion of the service.
- 7.7. The Framework Provider (and any Sub-Contractor) shall allow the Authority and/or Other Contracting Body and their authorised representatives to have access to and to conduct an audit of all records retained by the Framework Provider and/or the Sub-Contractor in relation to the provision of the Services at any time to ensure the Framework Provider's and/or Sub-Contractor's compliance with the Framework Agreement and Call-Off Contract. The Framework Provider (and any Sub-Contractor) shall assist the Authority and/or Other Contracting Body or any authorised representative in the conduct of an audit if required. This includes providing access to the premises where records are kept.

8. ENVIRONMENTAL IMPACT – All Lots

- 8.1. The Framework Provider shall comply with all relevant environmental legislative requirements as prescribed by the relevant agency or authority in the region where the Service is being delivered.
- 8.2. The Framework Provider shall avoid any adverse impact on the environment that may arise from any on-site operations, including the use of Governments approved disinfectant, information on which can be found at:
<https://www.gov.uk/guidance/defra-approved-disinfectant-when-and-how-to-use-it#disinfectant-use-for-notifiable-diseases>
- 8.3. The Authority and/or Other Contracting Body is committed to promoting a sustainability agenda in the public sector and recognises that delivery of the Services under the Framework or any Call Off Contract impacts on the level of carbon emissions produced by the UK. The Authority and/or Other Contracting Body is therefore keen to mitigate these impacts as much as possible and would expect the Framework Provider to be proactive in this regard. In particular, the Framework Provider shall consider a number of factors, some of which might already be a condition of the Disposal Facility's environmental permit.
- 8.4. Whilst the above points are recognised as important in providing the Service, they should not however adversely affect the biosecurity arrangements for dealing with an Outbreak or Incident.

9. RESPONSIBILITIES – All Lots

- 9.1. The Framework Provider is responsible for: Deploying directly employed or sub-contracted Staff to provide Services for Daily Routine or Incident or Outbreak work. In the event of an Incident or Outbreak, directly employed or sub-contracted Staff may be required to work at short notice (within six (6) to twelve (12) hours) in remote and rural locations across GB, often being required to adapt to rapidly changing requirements.

- 9.2. Ensuring that directly employed or sub-contracted Staff are aware that if they are working as part of a disease control operation, it's highly likely that as part of the process, large numbers of animals may need to be killed. Any such operation is likely to gain the attention of the local or national media. The situation is likely to be highly pressured and emotive – especially if dealing with Keepers whose animals have been depopulated as part of the disease control operation or perhaps dealing with animal rights activists. For these reasons, directly employed or sub-contracted Staff must be able to deal with high pressure and potentially sensitive situations.
- 9.3. Directly employed or sub-contracted Staff must have access the appropriate support during and for a period after their deployment to deal with any mental health and wellbeing issues that a mass depopulation may trigger.
- 9.4. Ensuring all directly employed Staff or sub-contracted Staff comply with all relevant legislation during their deployment.
- 9.5. Ensuring all directly employed or sub-contracted Staff, no matter their role, are able to follow detailed instructions (verbal and written) in relation to their personal safety and biosecurity. These instructions must be complied with at all times – not doing so may breach legislation and leave the offender open to prosecution and a financial penalty being imposed.
- 9.6. Any Framework Provider Staff (directly employed or sub-contracted) involved in part of a disease control operation may be subject to a “quarantine” period both during and after the term of their deployment. This means that they may not be allowed to have contact with susceptible live animals for a specified number of hours (see 5.5 above) after being involved in the delivery of the Services. If a quarantine period applies it will be stated at the time of Call-Off.

10. WELSH LANGUAGE STANDARDS (Only applicable to Services provided in Wales) – All Lots

- 10.1. The Welsh Government is committed to the principle of treating the Welsh and English Languages on a basis of equality. The Welsh Language (Wales) Measure 2011 (the “Measure”) makes provision for the specification of standards of conduct in relation to the Welsh language. The current standards are specified in the Welsh Language Standards (No. 1) Regulations 2015. The Measure also provides that the Welsh Language Commissioner may by notice require certain public bodies to comply with some or all of the standards specified.
- 10.2. The Welsh Language Commissioner has issued a compliance notice on the Welsh Ministers specifying which of the standards currently apply to any activity or service provided by or on behalf of the Welsh Ministers. A copy of the latest version of the compliance notice is available at:

<https://www.welshlanguagecommissioner.wales/>
- 10.3. The Framework Provider(s) appointed to deliver Services under this Framework Agreement may be providing the services on behalf of the Welsh Ministers and must therefore comply with the relevant service delivery standards listed in the compliance notices issued to the Welsh Ministers from time to time.
- 10.4. The service delivery standards which currently apply to the Services are listed below. The Authority will notify the Framework Provider(s) of any changes to the service delivery standards with which the Services must comply.
- 10.5. The Framework Provider(s) will be required to report against compliance with the standards in the same way as for other duties and requirements under the Contract.
- 10.6. The relevant standards from the Welsh Language Standards Regulations 2015, in relation to the Framework Agreement are the following:

1,2,3,4,5,6,7,8,9,10,12,13,14,15,16,17,18,20,21,22,24,24a,26,26a,27,27a,27d,29,29a,30,31,32,33,34,35,36,37,38,40,47,48,49,50,50a,50b,51,52,55,56,57,58,59,60,61,62,63,64,67,68,69,70,71,72,72a,74,75,76,77,77a,79,80,81,82,83,85,87.

A copy of these standards are available via:

http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf

- 10.7. Any communications or marketing services provided as part of this Framework Agreement must be provided in accordance with the Welsh Government's Guidance on the Use of the Welsh Language in Welsh Government communication and marketing work. This guidance is available on the Welsh Government website:

<https://www.gov.wales/welsh-language-standards-communication-and-marketing-guidelines>

11. KEY PERSONNEL – All Lots

- 11.1. The Framework Provider is responsible for coordinating and managing all resources required for the delivery of the Services.
- 11.2. The Framework Provider shall identify Key Personnel and agree with the Authority and/or Other Contracting Body prior to the commencement of the Service.
- 11.3. All Key Personnel shall have a professional approach to the Authority and/or Other Contracting Body and the delivery of the Services.
- 11.4. The Framework Provider will be responsible and accountable for the provision of qualified, authorised and competent directly employed Staff, and Staff employed by their Sub-Contractors to perform the legislative and operational duties.

12. SUB-CONTRACTING – All Lots

- 12.1. If the Framework Provider proposes using Sub-Contractor to fulfil Orders received from a Contracting Body, it shall only allocate to Sub-Contractor with whom it has a signed sub-contractual agreement on the same or similar terms as the Contract.
- 12.2. The Framework Provider shall ensure that any Sub-Contractors adhere to all Specification of Requirements. The Framework Provider shall ensure that its sub-contracting arrangements contain robust and adequate systems for managing risk and include processes to facilitate the handling of complaints by any third parties.
- 12.3. An escalation process to the Authority and/or Other Contracting Body shall allow any Sub-Contractor, end user or other Framework Provider to directly contact the Authority and/or Other Contracting Body without fear or favour should any substantive complaint not be adequately dealt with by the Framework Provider.
- 12.4. If the Authority and/or Other Contracting Body is requested to hear a complaint by a Sub-Contractor, end user or other Framework Provider, the Framework Provider shall co-operate fully with the Authority and/or Other Contracting Body, including with any requests for further information. The Authority and/or Other Contracting Body's decision in respect of a complaint shall be final.

13. CONTRACT MANAGEMENT/GOVERNANCE – All Lots

- 13.1. The Governance of each Call-Off Contract for each Framework Provider under the Framework Agreement will be via the Authority's appointed Contract Manager, a nominated technical / operational lead for the Incident concerned and via the National Disease Control Centre (NDCC) field operations representatives if required.
- 13.2. The Framework Provider will be required to respond to an annual survey of capability and capacity requested by the Authority.
- 13.3. Performance Management of the Services delivered further to the Framework Agreement will be as detailed in Schedule 12.

14. STANDARDS AND REGULATIONS – All Lots

- 14.1. The Framework Provider must carry out the relevant checks to ensure that all directly employed or sub-contracted Staff deployed in delivery of Services are legally permitted to work in the UK, and are physically and psychologically capable of carrying out the Services. The Framework Provider must also verify the directly employed or sub-contracted Staff's identity and employment history, and must undertake a criminal record check if required by the Authority and/or Other Contracting Body.
- 14.2. The Framework Provider shall comply with all current legislation relating to health and safety of its Sub-Contractors, employees, customers and members of the public, including but not limited to The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and subsequent amendments. It is the Framework Provider's own responsibility to carry out the necessary generic risk assessments and introduce control measures to ensure compliance with the foregoing and any other relevant legislative requirements, subject to the type of service that is being provided.
- 14.3. The Framework Provider must help to minimise the risk of disease occurring or spreading, safeguarding the health and welfare of animals and protecting the viability of businesses by adopting appropriate biosecurity measures. These must, as a minimum, be the equivalent of Defra, Scottish or Welsh Government Standards, dependent on which Geographical Region the Services are being delivered in:
<https://www.gov.uk/guidance/controlling-disease-in-farm-animals>
<https://www.gov.scot/publications/biosecurity-practices-for-animal-health-guidance/>
<https://gov.wales/biosecurity-guidance>
- 14.4. The Framework Provider must follow the recommendations from the Health and Safety Executive and any advice from the Public Health Authorities where workers are exposed to high risk activities involving animal disease, this **may** include:
 - 14.4.1. Provision and use of RPE (described in Annex D) which is adequate for use with aerosols and can be maintained and kept clean;
 - 14.4.2. Provision and use of PPE (described in Annex D);
 - 14.4.3. Control of the environment;
 - 14.4.4. Health surveillance and vaccination;
 - 14.4.5. Cleaning & decontamination procedures (including adequate welfare facilities for basic employee hygiene);
 - 14.4.6. Any other suitable controls required by the Authority and/or Other Contracting Body.
- 14.5. APHA Health and Safety guidance and generic risk assessments are available to be shared with the Framework Provider upon request.

15. QUALITY ASSURANCE – All Lots

- 15.1. The Framework Provider will be responsible for the quality and standards of the Services supplied and will be required to provide quality controls and measures to monitor these.
- 15.2. It is essential that all work is completed to the Authority and/or Other Contracting Body's expected standards – which means complying with all legislative requirements and relevant guidelines or instructions issued by the Authority and/or Other Contracting Body.
- 15.3. Where the Framework Provider's directly employed or sub-contracted Staff are providing specific Services for any other Contracting Body they must ensure their Staff have the relevant qualifications to deliver the Service as defined within the Call- Off Contract. Documentary evidence may be required to demonstrate compliance with this requirement – for example production of licenses or certificates demonstrating Operatives have been trained or certified to appropriate standards. The Authority and/or Other Contracting Body reserves the right to immediately seek the provision of another Framework Provider to

supply the service in the event of a failure to deliver the required service.

16. INVOICING – All Lots

- 16.1. The Framework Provider shall ensure that all invoices are clear, accurate, and submitted within ten (10) calendar days from the date of the completed Order.
- 16.2. The Framework Provider will be required to submit itemised invoices, separated out by each individual Lot (where appropriate). These must include the purchase order number, as provided by the Contracting Body in the Order Form.
- 16.3. The Framework Provider must ensure that all invoices are submitted to the Contracting Body within the required timescale as detailed in paragraph 16.1 including any Orders completed by the Framework Provider directly or those completed by its sub-contractors.

Annex A

Specification of Requirements: Annex A

Incineration Protocol for Disposal Facilities Dealing with Exotic Notifiable Diseases



Animal &
Plant Health
Agency

Introduction and Background

These guidance notes complement and support ⁽⁹⁹⁾[Assimilated Regulation 1069/2009](#) laying down health rules concerning animal by-products not intended for human consumption. They should also be read and interpreted in conjunction with the following legislation:

- Assimilated Regulation 142/2001 implementing Regulation (EC) No 1069/2009 of the European Parliament and the council laying down health rules as regards animal by-products and derived products not intended for human consumption
<https://www.legislation.gov.uk/eur/2011/142/contents>
- Animal By-Products (Enforcement) (England) Regulations 2013
- The Animal By-Products (Enforcement) (Scotland) Regulations 2013
- The Animal By-Products (Enforcement) (Wales) Regulations 2014
- The Animal By-Products (Enforcement) and Transmissible Spongiform Encephalopathies (England) (Amendment) Regulations 2018
<https://www.legislation.gov.uk/uksi/2018/731/contents>
- The Products of Animal Origin (Third Country Imports) (Scotland) Amendment Regulations 2010
- The Products of Animal Origin (Third Country Imports) (England) (Amendment) Regulations 2010
- The Trade in Animals and Related Products Regulations 2011

This protocol is designed to cover the practical aspects that incineration plant operators need to consider when dealing with waste material potentially infected by or exposed to an exotic notifiable disease. Whilst it's recognised that each plant is unique in its location and set up, the overarching principle is to make the site and process as bio-secure as possible and to ensure that the disposal facility does not act as a source of infection to local animal populations. The Authority will work with plant operators to develop bespoke plans for each site using these guidance notes as a framework.

This guidance provides a generic approach to mitigating the risks to public health, animal health and the environment during the processing and disposal of carcasses and wastes arising from an outbreak of an exotic notifiable disease. Such plans should give consideration to the following:

- Site details/plant management
- Neighbouring land use
- Staff
- Cleansing and disinfection vehicles
- Airlock systems
- Control of plant air/condensate - scrubbers and bio filters
- Control of waste water
- Handling of plastic sheeting
- Ash disposal
- Personal Protective Equipment
- Contingency and Communications Plans

In the event of an outbreak of Notifiable Disease it will be necessary to review these protocols in light of the individual disease characteristics. This will be particularly relevant where the disease is zoonotic. It should also be noted that scientific data on virus survival is limited for some diseases and best practice guidance may change as new data emerges.

This document is only intended to apply to the disposal of animal carcasses and associated wastes during an outbreak of an exotic animal disease, such as foot and mouth disease or avian influenza. It is assumed that normal regulatory, health and safety and other operating conditions will apply in addition to the guidance contained within this protocol.

Each plant will draw up a written protocol in consultation with the Authority representative responsible for setting up the plant. A programme of Staff training for Hazard Analysis and Critical Control Points (HACCP) should already be in place. The written protocol should complement the plants Standard Operating Procedures for BAU use.

Note that not all of the following points (for example, neighbouring land use) will apply to mobile incinerator operators.

Site details/plant management

It is accepted that all incineration plants need a certain amount of “down time” each week to carry out routine repair and maintenance. During a disease outbreak, it's important that the Authority are made aware well in advance of any proposed outages. This applies to single line plants, when processing will stop completely and to multi-line plants where even if one incinerator is taken off line, the total processing capacity for that day may be reduced. It is also acknowledged that even multi-line plants may occasionally have to stop completely to work on critical pieces of equipment common to all lines.

During disease control operations, plants **must** advise the Authority at least 24 hours in advance of any planned down time, and advise on the impact and likely duration of the processing lines being stopped or reduced.

In the event of a breakdown (i.e. unplanned reduction of capacity) the plant management must **immediately** inform the Authority of the level of reduced capacity and its likely duration. Any queries relating to the operation at incineration plant sites should be raised with the Authority.

Neighbouring land use

The Authority should be provided with a map of the plant, including adjacent livestock premises (if any) to the incineration plant. This map should form part of the contingency plan for that site but must be reviewed prior to commissioning the plant. If there are susceptible livestock within the vicinity of the site, a veterinary risk assessment will need to be undertaken before the site can be authorised for use. Where there are any concerns, the option to move susceptible livestock from the immediate vicinity should be considered as a priority. The situation will need to be reviewed for each disease as the epidemiology and infectivity varies significantly.

Staff

Viruses can survive on human skin, hair and clothing for several days after exposure and potentially re-infect other animals. For this reason, it is essential that all operatives who have been exposed to waste material infected or potentially infected with the exotic disease follow strict biosecurity procedures when entering and leaving “dirty” areas of the premise, and indeed the plant as a whole.

Where it is not feasible to use single use disposable personal protective equipment (PPE), an on-site laundry system will have to be set up for any clothing left on site. It is critical that the laundering system is sufficient to eliminate all disease viruses. This will mean either dipping in high or low pH solutions and/or laundering at high temperatures (60° to 70°C plus). During an outbreak, further advice can be obtained from the Authority. Operators should note that immersion in high or low pH solutions may lead to damage to clothing and raise health and safety concerns for laundry Staff.

Post exposure quarantine restrictions apply to all personnel after exposure to potential infection. This means Staff should have no contact with susceptible species. If there is any doubt as to what restrictions apply or which species are susceptible, contact the Authority for advice. It should be noted that susceptible animals could include Staff's pets – eg canaries or backyard poultry flock.

Disposal facilities should check whether any of their key operatives/personnel own livestock/pets in advance of an outbreak. It may be preferable that they are found jobs either off site or in offices where exposure to viruses are minimal. Where exposure to viruses cannot be avoided they should be told **not** to have any contact with their livestock, even if this means not returning home for the duration of the emergency.

Some diseases are classed as zoonotic - this means they are transferable between animals and humans. Avian influenza is one such disease. For this reason, extra precautions are required to be taken when dealing with avian influenza – enhanced PPE is required, such as the use of face masks. Staff may also be subject to seasonal flu vaccination and may be required to take prophylaxis medication, such as Tamiflu. This advice will be confirmed at the time by the relevant public health authority. Staff should also

be reminded that endemic zoonotic diseases exist, such as bovine tuberculosis – they should follow normal work place health and safety guidelines relating to the handling of the material to mitigate any risks.

Office workers and operatives not in direct contact with waste materials arising from disease control operations are not affected by these restrictions. However, all efforts should be made to keep them (and their property – including personal vehicles) away from areas of potential contamination. This may require separate entrance and egress points and perhaps even separate car park facilities.

Transport & Cleansing and Disinfection of vehicles

The transport of infected or potentially infected waste material is the most high risk part of any disease control operation. It's very important that contaminated material – including any associated fluids are contained within the vehicle from loading at the cull site to being unloaded at the disposal facility. Incineration providers **may not** be providing transport resources themselves, and should familiarise with the transport protocol at Annex C which further highlights the **disposal facilities responsibilities** before contaminated vehicles can leave their establishment.

Cleansing and Disinfection Requirements

After delivering the waste material to the disposal facility, any part of the vehicle that enters the reception area is subject to preliminary cleansing and disinfection using a Defra [approved disinfectant](#) before the vehicle is allowed to return outside. Once outside, the tractor and trailer can go to the normal bulker wash area for a further detailed cleansing and disinfection.

This may be supervised by the Authority. An agreed written protocol should be produced at the time the contract is called off to avoid confusion relating to the C&D requirements.

All vehicles carrying carcasses must first be cleaned with water or steam to remove all debris from the underside of the vehicle and wheels and wheel arches (top down). The inside of the load carrying compartment of the vehicle shall be cleaned. Once clean the vehicle must be disinfected – top down inside and out and make sure underside and wheel arches and wheels are disinfected (this can be done post the final wheel wash).

All vehicles, including those transporting non-carcass materials should then pass through a vehicle wheel wash before leaving the site. This should normally be a manual wheel wash, but where APHA officers are content that an automatic wheel wash provides adequate cleaning and that biosecurity will not be compromised, then automatic facilities will be permitted.

All vehicles must be leak tested before each journey is undertaken. This check may be carried out as the final element of the cleansing and disinfection (C&D) procedure at the disposal facility or undertaken separately after C&D of the vehicle has been completed. If the coloured water cannot be re-used it should be disposed of along with the disinfectant wash water. A record of each daily check, together with a list of all vehicles that have been tested as leak-proof, must be made and retained on site.

Use of Airlock Systems

Where disposal facilities have the ability to use a double-door airlock, this system should be utilised – that is, the inner door is only opened once the outer door has been closed and vice versa. Where no double-door airlock system exists, the doors to the reception area should only be open for the minimum amount of time required for vehicles to enter or exit. It should be noted that regardless of the door system, vehicles should still undergo the initial cleansing and spray down with disinfectant inside the reception area wherever possible.

Control on plant air/condensate – scrubbers and bio filters

It is vital that any exhaust air from the plant's ventilation system does not create an infection risk by spreading a plume of virus from the plant. All plants therefore must have arrangements for treating the plant air. All operators involved in the disposal of carcasses during an outbreak of an exotic disease should produce a generic contingency plan in consultation with the regulatory authorities, which covers the control of plant air/condensate. The specific control measures will to a certain extent depend on the disease in question and it will always be necessary to review the plans on each occasion.

Where possible, the exhaust air (particularly from the reception area and any 'dirty' areas) should be passed through the plant incinerator or afterburners as this will ensure that any virus particles are destroyed. It's recognised that for some incineration plants that this will not always be feasible - the

Authority can provide further advice in this instance during the Veterinary Risk Assessment and ABP plant approval process.

If the disposal facility has a caustic chemical scrubbing system, arrangements should be made to increase the pH level to greater than pH 10 and as high as pH 11. This should only be done if this can be achieved safely and without compromising scrubbing efficiency. In addition, the fans should be turned down in so far as is possible and consistent with safe operation in order to maximise the residence time of the plant air passing through the scrubber.

For disease control reasons, it is important to maximise the pH level and the residence time in the scrubber without compromising plant safety and odour abatement requirements. Plant operators should note that if the scrubbing fluid is overdosed, it is possible that the packed column could become blocked and if the extract air is reduced too much the column will flood and/or the room extraction system will be ineffective. Before making any adjustments, it is recommended that the proposed changes are discussed with the air quality regulator and health and safety officials. Any changes should be agreed between the Authority and any other regulator and with plant management locally. A record of the agreed protocol must be made as part of the Veterinary Risk Assessment and ABP plant approval.

Where plants have bio-filters, other disease mitigation processes will need to be put in place. These measures depend on the nature of the bio filter and medium used. It is likely that the humidifier supplying moist air to the filter will be required to have its pH altered – for example, by adding a caustic compound. This may gradually reduce the efficiency of the bio-filters odour control with time and may, exceptionally, need to be counterbalanced by the use of odour masking agents. Local Environmental Health departments should be alerted if there is a possibility of an odour problem.

If there is any danger of the scrubber (or any alternative arrangements) breaking down, then every effort must be made to switch to back-up systems or, if necessary, cease operations at the plant until the scrubber has been repaired. It is vital that the disposal facility does not cause fresh outbreaks of the disease.

Note: The provisions detailed above are based largely on the disposal of carcasses infected with FMD, which poses a high risk of airborne spread. Some diseases like avian influenza are characterised by very limited risk of airborne spread and some like bluetongue are vector borne and therefore cannot be spread at all in this way. As a precautionary measure it is recommended that where exhaust air and condensate cannot be incinerated or burned, these provisions are applied until further scientific data, or plant / disease specific risk assessments are available.

Control of waste water

Many incineration plants have systems in place to pass contaminated water into the incinerators. When dealing with an exotic disease outbreak, the required cleansing and disinfection processes may generate more liquid that can be disposed of through the incinerators. Therefore adequate facilities must exist to deal with this. Waste water from the plant is a potential source of viruses passing into the environment. Waste water contaminated with disinfectant can also cause significant environmental harm if it enters controlled waters. Site specific arrangements should be agreed to with the appropriate authorities. All processes and procedures involving a change from normal operating procedures should be documented. It should be noted that significant increases in plant throughput have the potential to result in increased loadings on water treatment plants and there may be a need to liaise with sewerage undertakers to ensure that discharge consents are not breached.

Waste waters generated from daily cleansing and disinfection of vehicles and the reception hall will normally not be considered an animal health risk provided that an approved disinfectant at recommended dilution rates has been used. These wash waters may however compromise the operation of any biological treatment system. For untreated wash waters both the 'treated' waste water and any sludge produced has the potential to carry the virus into the environment and to infect other susceptible species. These waste streams must therefore be reviewed and appropriate measures taken to ensure that any virus present can be safely treated.

Each plant will be different but if wastewater is discharged to foul sewer there may be a need to agree alternative handling/management of the resultant sewage sludge. Where conventionally treated sewage sludge is normally applied to agricultural land there may need to be a further risk assessment undertaken – options may include further treatment of the sludge (e.g. lime stabilisation) or burial via permitted landfill. The virus content of the waste water should however be low because:

- (i) Viruses present in the condensate from the cooker should have been killed by the heat during processing.
- (ii) Wash water from the reception area will contain copious quantities of disinfectant.

Disposal of sludge from waste water systems

All sludge derived from on-site Dissolved Air Flotation (DAF) plants, activated sludge or similar units must be disposed of in a legally compliant manner agreed with APHA and relevant environmental agencies.

Handling of Plastic Sheeting/Bulk Bags

Plastic sheeting and bulk bags (which may be used to transport poultry carcasses) must not be reused. They must be thoroughly cleansed and disinfected and stored on site pending recycling or disposal. It may be possible to recycle the plastic, but if this is not possible, disposal should be by landfill wherever possible or incineration where landfill is not available. Once the plastic sheeting/bulk bags have been cleansed and disinfected to the satisfaction of the Authority, the plastic can be disposed of in a normal non-hazardous landfill, no special transport is required.

Disposal of Ash

All ash generated through disease control operations must be disposed of via an approved and legally compliant disposal route.

Use of protective clothing

Personal protective equipment (PPE) should be appropriate for the hazards involved and all operatives and officials must observe the processes and guidance set out in the site's occupational risk assessments. The level of PPE required will depend on the work being undertaken and the nature of the disease. For zoonotic diseases such as avian influenza, additional PPE over and above that normally used may be required for operatives working in close contact with potentially infected carcasses. Prior to any carcasses being delivered, the plant operator should review the occupational risk assessments in association with APHA veterinary and health professionals.

Overalls, gloves and where appropriate, respirators, worn by operatives working in the reception and other 'dirty' areas should be disposable and should be safely removed according to [HSE best practice guidance](#) on leaving the working area. Operatives should be trained in proper techniques of donning, removing and disposing of PPE, without contaminating themselves.

Used disposable PPE should be bagged and disposed of safely as clinical waste.

Work boots and other non-disposable PPE should be washed to remove any debris and thoroughly cleansed and disinfected on leaving the working area. Operatives should change out of work clothes at the end of each shift, shower and change into their home clothes. Work wear and non-disposable overalls should where possible be laundered on-site on a hot wash (60-70° C). (refer to Staff section about laundering)

General

The plant operator must allow departmental officials and other Government officials unrestricted access to any property, vehicles, documentation or material in connection with the disposal operation.

The plant operator must retain all records of transport and receipt of carcasses for at least six years following the end of the calendar year in which the record was raised. Records must be made available to departmental officials on request.

Records must include:

- (a) the registration number and name and address of the operator for all vehicles delivering carcasses to the site;
- (b) the origin of the carcasses and the net weight of carcasses delivered;
- (c) the date and time of disposal, including information relating to time and temperatures reached as part of the incineration process

The site must have access to a weighbridge or other weighing facilities. These facilities must be checked and approved by the local Trading Standards Department or a body delegated by them. The plant operator must allow Government officials or their Agents to check the accuracy of weighing equipment.

The site operator shall provide; a sufficient quantity of a Defra approved disinfectant, low pressure washer, brushes etc.

The plant operator is responsible for providing:

- Suitable PPE & RPE for its own operatives.
- Working showering facilities in the changing rooms used by Staff (official and otherwise).
- Barrier system in the changing room such that ordinary street clothes are on the clean side and the work clothing is on the dirty side.
- Functioning hot wash laundry facility for washing non-disposable protective clothing, on site, or at a contract laundry capable of meeting the washing requirements outlined in this document. Soiled clothes going to laundry should be sent in one trip sealed plastic bags.
- Adequate on-site accommodation and phone line for use by APHA officials.

The plant operator must take all steps necessary to ensure compliance with existing relevant environmental, planning, ABP, APHA, health and safety, waste and water disposal legislation.

Final Cleansing & Disinfection of the Site

Following use of a plant for the disposal of infected carcasses, there will be a need to undertake additional cleansing and disinfection of the plant and processing equipment. The extent of this C&D will depend on the disease concerned and the quantity of carcasses that have been processed and the time that has elapsed since the last carcasses were processed.

Mobile incinerators need to be fully cleansed and disinfected (and approved by APHA) prior to leaving the incineration point.

Principles of Cleansing and Disinfection (C&D)

- C&D is required to minimise the risk of spread of virus from the disposal site.
- C&D may be expensive, labour intensive, involves the use of disinfectants and other chemicals, and may be lengthy. It must be thorough, carried out safely and present the minimal risk of polluting the environment.

The scope of the final C&D required will be specified by the Authority, subject to veterinary approval, who will set out the requirements in a Notice. The Notice will specify the method for C&D and will clearly state the extent of the premises that require cleansing and disinfection.

As a general guide, it will be necessary to thoroughly pressure wash and apply a Defra [approved disinfectant](#) to all plant & equipment exposed to waste material. It may also be necessary to strip down and dismantle enclosed equipment – such as carcase breakers or crushers etc. The Authority will provide instructions on what needs to be treated.

The cleansing and disinfection process will be undertaken by the plant operator at the Authority's expense and may be under the supervision of the Authority. The contract between the department and the plant operator will set out the basis for recovery of the costs of C&D.

Following the satisfactory cleansing and disinfection of the plant, the Authority will issue a certificate of Final Cleansing & Disinfection. Once this has been served normal operations can be resumed.

Specification of Requirements: Annex B

Rendering Protocol for Disposal Facilities Dealing with Exotic Notifiable Diseases



Animal &
Plant Health
Agency

Introduction and Background

These guidance notes complement and support Assimilated Regulation 1069/2009 laying down health rules concerning animal by-products not intended for human consumption. They should also be read and interpreted in conjunction with the following legislation:

- Assimilated Regulation 142/2001 implementing Regulation (EC) No 1069/2009 of the European Parliament and the council laying down health rules as regards animal by-products and derived products not intended for human consumption
<https://www.legislation.gov.uk/eur/2011/142/contents>
- Animal By-Products (Enforcement) (England) Regulations 2013
- The Animal By-Products (Enforcement) (Scotland) Regulations 2013
- The Animal By-Products (Enforcement) (Wales) Regulations 2014
- The Animal By-Products (Enforcement) and Transmissible Spongiform Encephalopathies (England) (Amendment) Regulations 2018
<https://www.legislation.gov.uk/ukSI/2018/731/contents>
- The Products of Animal Origin (Third Country Imports) (Scotland) Amendment Regulations 2010
- The Products of Animal Origin (Third Country Imports) (England) (Amendment) Regulations 2010
- The Trade in Animals and Related Products Regulations 2011

This protocol is designed to cover the practical aspects that rendering plant operators need to consider when dealing with waste material potentially infected by or exposed to an exotic notifiable disease. Whilst it's recognised that each plant is unique in its location and set up, the overarching principle is to make the site and process as bio-secure as possible and to ensure that the disposal facility does not act as a source of infection to local animal populations. The Authority will work with plant operators to develop bespoke plans for each site using these guidance notes as a framework.

This guidance provides a generic approach to mitigating the risks to public health, animal health and the environment during the processing and disposal of carcasses and wastes arising from an outbreak of an exotic notifiable disease. Such plans should give consideration to the following:

- Site details/plant management
- Neighbouring land use
- Staff
- Cleansing and disinfection vehicles
- Airlock systems
- Control of plant air/condensate - scrubbers and bio filters
- Control of waste water
- Disposal of sludge from waste water systems
- Disposal of MBM
- Disposal of tallow
- Handling of plastic sheeting
- Handling of wool/feathers from greaves screens
- Personal Protective Equipment
- Communications/Contingency Plans

In the event of an outbreak of Notifiable Disease it will be necessary to review these protocols in light of the individual disease characteristics. This will be particularly relevant where the disease is zoonotic. It

should also be noted that scientific data on virus survival is limited for some diseases and best practice guidance may change as new data emerges.

This document is only intended to apply to the disposal of animal carcasses and associated wastes during an outbreak of an exotic animal disease, such as foot and mouth disease or avian influenza. It is assumed that normal regulatory, health and safety and other operating conditions will apply in addition to the guidance contained within this protocol.

Each plant will draw up a written protocol in consultation with the Authority representative responsible for setting up the plant. A programme of Staff training for Hazard Analysis and Critical Control Points (HACCP) should already be in place. The written protocol should complement the plants Standard Operating Procedures for BAU use.

Site details/plant management

It is accepted that all rendering plants need a certain amount of “down time” each week to carry out routine repair and maintenance. During a disease outbreak, it's important that the Authority are made aware well in advance of any proposed outages. This applies to single line plants, when processing will stop completely and to multi-line plants where even if one cooker is taken off line, the total processing capacity for that day may be reduced. It is also acknowledged that even multi-line plants may occasionally have to stop completely to work on critical pieces of equipment common to all lines.

During disease control operations, plants **must** advise the Authority at least 24 hours in advance of any planned down time, and advise on the impact and likely duration of the processing lines being stopped or reduced.

In the event of a breakdown (i.e. unplanned reduction of capacity) the plant management must **immediately** inform the Authority of the level of reduced capacity and its likely duration. Any queries relating to the operation at rendering plant sites should be raised with the Authority.

Neighbouring land use

The Authority should be provided with a map of the plant, including adjacent livestock premises (if any) to the rendering plant. This map should form part of the contingency plan for that site but must be reviewed prior to commissioning the plant. If there are susceptible livestock within the vicinity of the site, a veterinary risk assessment will need to be undertaken before the site can be authorised for use. Where there are any concerns, the option to move susceptible livestock from the immediate vicinity will be considered as a priority. The situation will need to be reviewed for each disease as the epidemiology and infectivity varies significantly.

Staff

Viruses can survive on human skin, hair and clothing for several days after exposure and potentially re-infect other animals. For this reason, it is essential that all operatives who have been exposed to waste material infected or potentially infected with the exotic disease follow strict biosecurity procedures when entering and leaving “dirty” areas of the premise, and indeed the plant as a whole.

Where it is not feasible to use single use disposable personal protective equipment (PPE), an on-site laundry system will have to be set up for any clothing left on site. It is critical that the laundering system is sufficient to eliminate all disease viruses. This will mean either dipping in high or low pH solutions and/or laundering at high temperatures (60° to 70°C plus). During an outbreak, further advice can be obtained from the Authority. Operators should note that immersion in high or low pH solutions may lead to damage to clothing and raise health and safety concerns for laundry Staff.

Post exposure quarantine restrictions apply to all personnel after exposure to potential infection. This means Staff should have no contact with susceptible species. If there is any doubt as to what restrictions apply or which species are susceptible, contact the Authority for advice. It should be noted that susceptible animals could include Staff's pets – e.g. canaries or backyard poultry flock.

Disposal facilities should check whether any of their key operatives/personnel own livestock/pets in advance of an outbreak. It may be preferable that they are found jobs either off site or in offices where exposure to viruses are minimal. Where exposure to viruses cannot be avoided they should be told **not** to have any contact with their livestock, even if this means not returning home for the duration of the emergency.

Some diseases are classed as zoonotic - this means they are transferable between animals and humans. Avian influenza is one such disease. For this reason, extra precautions are required to be taken when dealing with avian influenza. Staff may also be subject to seasonal flu vaccination and may be required to take prophylaxis medication, such as Tamiflu. This advice will be confirmed at the time by the relevant public health authority. Staff should also be reminded that endemic zoonotic diseases exist, such as bovine tuberculosis – they should follow normal workplace health and safety guidelines relating to the handling of the material to mitigate any risks.

Office workers and operatives not in direct contact with waste materials arising from disease control operations are not affected by these restrictions. However, all efforts should be made to keep them (and their property – including personal vehicles) away from areas of potential contamination. This may require separate entrance and egress points and perhaps even separate car park facilities.

Transport & Cleansing and Disinfection of vehicles

The transport of infected or potentially infected waste material is the most high risk part of any disease control operation. It's very important that contaminated material – including any associated fluids are contained within the vehicle from loading at the cull site to being unloaded at the disposal facility. Renderers **may not** be providing transport resources themselves, and should familiarise with the transport protocol at Annex C which further highlights the **disposal facilities responsibilities** before contaminated vehicles can leave their establishment.

Cleansing and Disinfection Requirements

After delivering the waste material to the disposal facility, any part of the vehicle that enters the reception area is subject to preliminary cleansing and disinfection using a Defra [approved disinfectant](#) (as specified for the specific disease) before the vehicle is allowed to return outside. Once outside, the tractor and trailer can go to the normal bulker wash area for a further detailed cleansing and disinfection.

This may be supervised by the Authority. An agreed written protocol should be produced at the time the contract is called off to avoid confusion relating to the C&D requirements.

All vehicles carrying carcasses must first be cleaned with water or steam to remove all debris from the underside of the vehicle and wheels and wheel arches (top down). The inside of the load carrying compartment of the vehicle shall be cleaned. Once clean the vehicle must be disinfected – top down inside and out and make sure underside and wheel arches and wheels are disinfected (this can be done post the final wheel wash).

All vehicles, including those transporting non-carcass materials should then pass through a vehicle wheel wash before leaving the site. This should normally be a manual wheel wash, but where APHA officers are content that an automatic wheel wash provides adequate cleaning and that biosecurity will not be compromised, then automatic facilities will be permitted.

All vehicles must be leak tested before each journey is undertaken. This check may be carried out as the final element of the cleansing and disinfection (C&D) procedure at the disposal facility or undertaken separately after C&D of the vehicle has been completed. If the coloured water cannot be re-used it should be disposed of along with the disinfectant wash water. A record of each daily check, together with a list of all vehicles that have been tested as leak-proof, must be made and retained on site.

Use of Airlock Systems

Where disposal facilities have the ability to use a double-door airlock, this system should be utilised – that is, the inner door is only opened once the outer door has been closed and vice versa. Where no double-door airlock system exists, the doors to the reception area should only be open for the minimum amount of time required for vehicles to enter or exit. It should be noted that regardless of the door system, vehicles should still undergo the initial cleansing and spray down with disinfectant inside the reception area wherever possible.

Control on plant air/condensate – scrubbers and bio filters

It is vital that the exhaust air from the plant's ventilation system does not create an infection risk by spreading a plume of virus from the plant. All plants therefore must have arrangements for treating the plant air. All operators involved in the disposal of carcasses during an outbreak of an exotic disease should produce a generic contingency plan in consultation with the regulatory authorities, which covers the control of plant air/condensate. The specific control measures will to a certain extent depend on the disease in question and it will always be necessary to review the plans on each occasion.

Where possible the exhaust air (particularly from the reception area and any 'dirty' areas) should be passed through the plant incinerator or afterburners as this will ensure that any virus particles are destroyed.

If the disposal facility has a caustic chemical scrubbing system, arrangements should be made to increase the pH level to greater than pH 10 and as high as pH 11. This should only be done if this can be achieved safely and without compromising scrubbing efficiency. In addition, the fans should be turned down in so far as is possible and consistent with safe operation in order to maximise the residence time of the plant air passing through the scrubber.

For disease control reasons, it is important to maximise the pH level and the residence time in the scrubber without compromising plant safety and odour abatement requirements. Plant operators should note that if the scrubbing fluid is overdosed, it is possible that the packed column could become blocked and if the extract air is reduced too much the column will flood and/or the room extraction system will be ineffective. Before making any adjustments, it is recommended that the proposed changes are discussed with the air quality regulator and health and safety officials. Any changes should be agreed between the Authority and any other regulator and with plant management locally at the time of the outbreak. A record of the agreed protocol must be made as part of the Veterinary Risk Assessment and ABP plant approval.

Where plants have bio-filters, other disease mitigation processes will need to be put in place. These measures depend on the nature of the bio filter and medium used. It is likely that the humidifier supplying moist air to the filter will be required to have its pH altered – for example, by adding a caustic compound. This may gradually reduce the efficiency of the bio-filters odour control with time and may, exceptionally, need to be counterbalanced by the use of odour masking agents. Local Environmental Health departments should be alerted if there is a possibility of an odour problem.

If there is any danger of the scrubber (or any alternative arrangements) breaking down, then every effort must be made to switch to back-up systems or, if necessary, cease operations at the plant until the scrubber has been repaired. It is vital that the disposal facility does not cause fresh outbreaks of the disease.

Note: The provisions detailed above are based largely on the disposal of carcasses infected with FMD, which poses a high risk of airborne spread. Some diseases like avian influenza are characterised by very limited risk of airborne spread and some like bluetongue are vector borne and therefore cannot be spread at all in this way.

As a precautionary measure it is recommended that where exhaust air and condensate cannot be incinerated or burned, these provisions are applied until further scientific data, or plant / disease specific risk assessments are available.

Control of waste water

Waste water from the plant is also a potential source of viruses passing into the environment. Waste water contaminated with disinfectant can also cause significant environmental harm if it enters controlled waters. Site specific arrangements should be agreed to with the appropriate authorities. All processes and procedures involving a change from normal operating procedures should be documented. It should be noted that significant increases in plant throughput have the potential to result in increased loadings on water treatment plants and there may be a need to liaise with sewerage undertakers to ensure that discharge consents are not breached.

Waste waters generated from daily cleansing and disinfection of vehicles and the reception hall will normally not be considered an animal health risk provided that an approved disinfectant at recommended dilution rates has been used. These wash waters may however compromise the operation of any biological treatment system. For untreated wash waters both the 'treated' waste water and any sludge produced has the potential to carry the virus into the environment and to infect other susceptible species. These waste streams must therefore be reviewed and appropriate measures taken to ensure that any virus present can be safely treated. Options involve incineration, re-processing through the plant and pH adjustment. Relevant environmental protection agencies should be consulted in this process.

Each plant will be different but if wastewater is discharged to foul sewer there may be a need to agree alternative handling/management of the resultant sewage sludge. Where conventionally treated sewage sludge is normally applied to agricultural land there may need to be a further risk assessment undertaken – options may include further treatment of the sludge (e.g. lime stabilisation) or burial via permitted landfill. The virus content of treated waste water should however be low because:

- (i) Viruses present in the condensate from the cooker should have been killed by the heat during processing.
- (ii) Wash water from the reception area will contain copious quantities of disinfectant.

Disposal of sludge from waste water systems

All sludge derived from on-site Dissolved Air Flotation (DAF) plants, activated sludge or similar units must be recycled back through the cookers. In addition, once a plant has been taken off handling diseased carcasses and otherwise decontaminated, the sludge must continue to be recycled through the cookers for a period of two weeks to minimise any possible release of virus into the environment.

Disposal of meat and bone meal (MBM)

The MBM from any carcasses rendered by a method 1 process may be sent to a licensed landfill or incinerated/co-incinerated;

The MBM from any carcase rendered using a plant operating under methods 2-5 must be sent for incineration at an approved incinerator, co-incinerator or cement kiln.

Any changes from normal operating conditions must be fully documented.

MBM being moved off the premise to other disposal facilities must be done so under license.

Note - it is possible that in order to allay public concern, that the Authority may specify that all MBM, irrespective of method used, should be sent for incineration

Disposal of Tallow

Tallow should be managed according to normal plant operations although it should be noted that where possible tallow derived from rendering of diseased material should be burned in plant boilers provided the necessary consents are in place. It is acceptable for the tallow to be moved to other premises (as long as it has been produced by process method 1) which are currently approved to burn the type of tallow being produced by the plant in question. Tallow being moved off the premise to other disposal facilities must be done so under license.

Handling of Plastic Sheeting/Bulk Bags

Plastic sheeting and bulk bags (which may be used to transport poultry carcasses) must not be reused. They must be thoroughly cleansed and disinfected and stored on site pending recycling or disposal. It may be possible to recycle the plastic, but if this is not possible, disposal should be by landfill wherever possible or incineration where landfill is not available. Once the plastic sheeting/bulk bags have been cleansed and disinfected to the satisfaction of the APHA officer, the plastic can be disposed of in a normal non-hazardous landfill, no special transport is required.

Handling of Wool/Feathers from Greaves Screens

Almost all carcasses rendered for disease control purposes will be as killed. They will not be skinned, shorn or de-feathered. It is therefore expected that where the greaves derived from rendering wool-on sheep, cattle, pigs and feather-on birds is screened, some wool/hair/pig bristles/feathers will still be intact and therefore not pass through the screens. Where it will not compromise biosecurity, the Authority will permit the processing of other materials along with the 'as killed' material if it will improve operating efficiency and will not compromise overall throughput.

Where screening of greaves takes place, the plants should collect this material and store it securely pending disposal. All processed material whether passing through the screens or collected on the screen should therefore be disposed of in the same manner as the MBM, dependent on which method was used. Disposal of ruminant derived material rendered using a method 1 process can be by landfill, material rendered by methods 2-5 should go for incineration or co-incineration in an appropriately permitted plant. The movement of this material must be licensed and is subject to ADR requirements.

Use of protective clothing

Personal protective equipment (PPE) should be appropriate for the hazards involved and all operatives and officials must observe the processes and guidance set out in the site's occupational risk assessments. The level of PPE required will depend on the work being undertaken and the nature of the disease. For zoonotic diseases such as avian influenza, additional PPE over and above that normally used may be required for operatives working in close contact with potentially infected carcasses. Prior to any carcasses

being delivered, the plant operator should review the occupational risk assessments in association with APHA veterinary and health professionals.

Overalls, gloves and where appropriate, respirators, worn by operatives working in the reception and other 'dirty' areas should be disposable and should be safely removed according to [HSE best practice guidance](#) on leaving the working area. Operatives should be trained in proper techniques of donning, removing and disposing of PPE, without contaminating themselves.

Used disposable PPE should be disposed of safely as clinical waste via an approved route.

Work boots and other non-disposable PPE should be washed to remove any debris and thoroughly cleansed and disinfected on leaving the working area. Operatives should change out of work clothes at the end of each shift, shower and change into their home clothes. Work wear and non-disposable overalls should where possible be laundered on-site on a hot wash (60-70° C). (refer to Staff section about laundering)

General

As with normal approved ABP plants, the plant operator must allow departmental officials and other Government officials unrestricted access to any property, vehicles, documentation or material in connection with the disposal operation. The plant operator must retain all records of transport and receipt of carcasses for at least six years following the end of the calendar year in which the record was raised. Records must be made available to departmental officials on request.

Records must include:

- (a) the registration number and name and address of the operator for all vehicles delivering carcasses to the site;
- (b) the origin of the carcasses and the net weight of carcasses delivered;
- (c) the date and time of disposal, including information relating to pressures and temperatures reached as part of the rendering process

The site must have access to a weighbridge or other weighing facilities. These facilities must be checked and approved by the local Trading Standards Department or a body delegated by them. The plant operator must allow Government officials or their Agents to check the accuracy of weighing equipment.

The site operator shall provide; a sufficient quantity of an approved disinfectant for the disease in question, low pressure washers, brushes etc.

The plant operator is responsible for providing:

- Suitable PPE & RPE for its own operatives.
- Working showering facilities in the changing rooms used by Staff (official and otherwise).
- Barrier system in the changing room such that ordinary street clothes are on the clean side and the work clothing is on the dirty side.
- Functioning hot wash laundry facility for washing non-disposable protective clothing, on site, or at a contract laundry capable of meeting the washing requirements outlined in this document. Soiled clothes going to laundry should be sent in one trip sealed plastic bags.
- Adequate on-site accommodation and phone/ fax line for use by APHA officials.

The plant operator must take all steps necessary to ensure compliance with existing relevant environmental, planning, ABP, APHA, health and safety, waste and water disposal legislation.

Final Cleansing & Disinfection of the Site

Following use of a plant for the disposal of infected carcasses, there will be a need to undertake additional cleansing and disinfection of the plant and processing equipment. The extent of this C&D will depend on the disease concerned and the quantity of carcasses that have been processed and the time that has elapsed since the last carcasses were processed. For instance, where ruminant material has been disposed of during an outbreak, any plant wishing to process non-ruminant material and have extended disposal routes for processed material will subsequently need to carry out a more thorough decontamination process to take account of TSE risk from ruminant material.

Principles of Cleansing and Disinfection (C&D)

- C&D is required to minimise the risk of spread of virus from the disposal site.
- C&D may be expensive, labour intensive, involves the use of disinfectants and other chemicals, and may be lengthy. It must be thorough, carried out safely and present the minimal risk of polluting the environment.

The scope of the final C&D required will be specified by the Authority, subject to veterinary approval, who will set out the requirements in a Notice. The notice will specify the method for C&D and will clearly state the extent of the premises that require cleansing and disinfection.

As a general guide, it will be necessary to thoroughly pressure wash and apply a defra [approved disinfectant](#) to all plant & equipment from the reception hall to the cookers, paying particular attention to augers, crushers and breakers. It may also be necessary to strip down and dismantle plant and equipment to facilitate access (breakers/crushers and enclosed augers in particular will need to be thoroughly cleansed).

If a Category 2 or 3 line has been used for the disposal of Category 1 material, or a Category 3 line has been used for Category 2 material, then an additional decontamination and cleansing procedure will be required. This will involve the use of caustic soda in addition to the use of approved disinfectants. The Authority will provide further guidance on this requirement at the time.

The cleansing and disinfection process will be undertaken by the plant operator at the Authority's expense and may be under the supervision of the Authority. The contract between the department and the plant operator will set out the basis for recovery of the costs of C&D.

Following the satisfactory cleansing and disinfection of the plant, the Authority will issue a certificate of Final Cleansing & Disinfection. Once this has been served normal operations can be resumed.

Specification of Requirements: Annex C

Transport Protocol for Companies Dealing with Exotic Notifiable Diseases



Introduction

This protocol is designed to cover the practical aspects that transport operators need to consider when dealing with Waste Material potentially infected by or exposed to an exotic notifiable disease. The transport of infected or potentially infected Waste Material is the most high risk part of any disease control operation. It's very important that contaminated material – including any associated fluids are contained within the vehicle from loading at the cull site to being unloaded at the Disposal Facility. This protocol is also intended to highlight the transport Provider's responsibilities in providing the Services. The overarching principle is to make the vehicles and process as bio-secure as possible and to ensure that the vehicles do not act as a source of infection to local animal populations. The Authority will work with transport operators to develop bespoke plans for each operation, using these guidance notes as a Framework.

In the event of an outbreak it will be necessary to review these protocols in light of the individual disease characteristics. This will be particularly relevant where the disease is zoonotic. It should also be noted that scientific data on virus survival is limited for some diseases and best practice guidance may change as new data emerges.

This document is only intended to apply to the disposal of animal carcasses and associated waste during an outbreak of an exotic animal disease, such as foot and mouth disease or avian influenza. It is assumed that normal regulatory, health and safety and other operating conditions will apply in addition to the guidance contained within this protocol.

Each transport Provider will draw up a written protocol in consultation with the Authority representative responsible for the operations. The written protocol should complement the Provider's Standard Operating Procedures for BAU use.

Staff

Framework Providers must ensure their drivers are medically fit to respond to work involving the zoonotic agent involved.

Viruses can survive on human skin, hair and clothing for several days after exposure and potentially re-infect other animals. For this reason, it is essential that all drivers who have been exposed to Waste Material infected or potentially infected with the exotic disease follow strict biosecurity procedures when entering and leaving "dirty" areas of the premises which they are delivering to/collecting from.

Post exposure quarantine restrictions apply to all personnel after exposure to potential infection. This means Staff should have no contact with susceptible species – that is to animals that could contract the disease. If there is any doubt as to what restrictions apply or which species are susceptible, contact the Authority for advice. It should be noted that susceptible animals could include Staff's pets – e.g. canaries or backyard poultry flock.

Framework Providers should check whether any of their drivers own livestock/pets in advance of an outbreak. Where exposure to viruses cannot be avoided they must be told **not** to have any contact with their livestock, even if this means not returning home for the duration of the emergency.

Some diseases are classed as zoonotic - this means they are transferable between animals and humans. Avian influenza is one such disease. For this reason, extra precautions are required to be taken when dealing with avian influenza – enhanced PPE may be required. Staff may also be subject to seasonal flu vaccination and may be required to take prophylaxis medication, such as Tamiflu. This advice will be confirmed at the time by the relevant public health authority. Staff should also be reminded that endemic zoonotic diseases exist, such as bovine tuberculosis – they should follow normal work place health and safety guidelines relating to the handling of the material to mitigate any risks.

Office workers and operatives not in direct contact with Waste Materials arising from disease control operations are not affected by these restrictions. However, all efforts should be made to keep them (and their property – including personal vehicles) aware from areas of potential contamination. This may require separate entrance and egress points and perhaps even separate car park facilities.

First Use of Bulklers

Before any bulkers are directed to the cull site, they are checked by the Provider, leak tested and certified by the Authority to confirm that the tailgate seals are leak-proof and that the tarpaulins are intact and tight fitting. Bulklers with hydraulic tailgate clamps are preferred but any leak-proof bulkler, skip or container meeting ADR/CDG requirements for the bulk transport of goods is potentially suitable. These will be

contracted by the Authority, where possible and appropriate from the plant operator, although the Authority reserves the right to contract with any suitable Provider.

To check the tailgate seals, the bulker/receptacle should be partially filled with water to which a tracing dye should be added. Fluorescein drain tracing dye has been found to be extremely effective. Operators should consult relevant COSHH and environment agency requirements relating to the use and disposal of this water.

The body of the bulker should be angled up to at least 30° from the horizontal and held there whilst being inspected for any signs of leakage. Sufficient water (up to a 1000 litres) should be used so that the dyed water comes at least one third of the way up the inside of the tailgate. If any leakage is seen, the bulker fails the test and has to go back to the workshop for the damaged seals to be repaired or replaced. The water/dye must be pumped out so as to avoid breaking the seal and where possible re-used

The covering tarpaulin must also be checked to ensure that it is intact and close fitting. Once again any deficiencies must result in a failure and the return of the vehicle to the workshop for suitable repairs. **There is no leeway on these checks, no dripping or leaking or penetration of tarpaulin is acceptable.**

When the Authority is satisfied that an appropriate seal has been achieved, the trailer/bulker will be sealed with a tamper proof seal and a leak test certificate will be issued to the driver (this will be done on site). The driver must carry the certificate in the vehicle at all times.

Leak testing is required each and every time the seal of the vehicle has been broken (if the trailer/bulker is to be used again for disease control operations). If the seal is not broken and the vehicle has good integral sealing capability, such as a hydraulic tailgate and has required no additional sealing to be applied, the leak test certificate will be valid for 7 days. If however, the vehicle has needed additional sealing in the form of foam, bitumastic seal etc. then the certificate will only be valid for 24 hours. This is due to the lack of information of the longevity of these materials under the variable conditions they will be exposed to.

Vehicles are required to bear hazardous goods signage appropriate to the category of waste being carried, these shall be provided by the Framework Provider.

Transport Framework Providers are required as part of the specification to provide:

- Absorbent material. e.g. sawdust, shavings
- Visqueen Polythene sheeting or equivalent

Loading Carcasses

The Staff / Framework Providers loading the bulkers (usually based at the farm of origin or the slaughterhouse where animals have been culled) should ensure that the tailgate of the truck is successfully sealed (as far as can be judged by visual inspection) and that sufficient absorbent material (triangular section of about 30 - 50cm) at the back of bulker is in place before loading commences. It is the responsibility of the Staff / Framework Providers loading the bulkers to apply polythene sheeting, lay down absorbent material, disinfect carcasses and apply final top tarpaulin cover to ADR transport and should ensure that animal carcasses are carefully loaded.

It is the responsibility of the culling Staff / Framework Providers to ensure that loads are disinfected. Transport Framework Providers and/or drivers will not be required to load vehicles.

Vehicles must not be over-loaded as carcasses can swell and damage the vehicle and / or seals. Once the load is complete the carcasses must be covered with a polythene sheet. A layer of absorbent material must then be added and this layer sprayed with an [approved disinfectant](#). The equivalent Northern Ireland list of approved disinfectants can be accessed via this [link](#).

APHA reserves the right to appoint a trained person to apply a final top cover to the load in order to avoid drivers having to leave the cab in order to carry out this task.

Once the vehicle has been loaded at the cull site, The Authority will conduct a visual inspection to ensure the vehicle has been loaded appropriately, that absorbent material and polythene sheeting has been applied, and that the final top tarpaulin is in place and that it remains tight and intact. The Authority will also inspect the integrity of all seals and that they remain intact and leak proof.

If no leaks are visible, the Authority will allow the vehicle to move and may provide an escort vehicle which will accompany the Framework Provider from the cull site to the Disposal Facility, in case of any issues are emergencies en route.

Secondary Journeys

Once loaded the carcasses should be transported to the Disposal Facility without undue delay. The vehicle should travel a prearranged route, to be agreed with the Authority, who are also responsible for informing local police forces of the consignment. There will be no planned stops (refuelling and breaks included) when vehicles are full. Before starting such trips, drivers should be encouraged to take a comfort break. If there is evidence of failure to comply with any of these provisions, the plant operator must inform the Authority.

If it is not possible to complete a round-trip within normal driving regulations, then 2 drivers should be provided or arrangements should be made to park up prior to loading. Only under exceptional circumstances should unplanned stops be made.

Cleansing and Disinfection Requirements

After delivering the Waste Material to the Disposal Facility, any part of the vehicle that enters the reception area is subject to preliminary cleansing and disinfection using an [approved disinfectant](#) before the vehicle is allowed to return outside. See also the [link](#) to the Northern Ireland list of approved disinfectants. Once outside, the tractor and trailer can go to the normal bulker wash area for a further detailed cleansing and disinfection.

This may be supervised by the Authority. An agreed written protocol should be produced at the time the contract is called off to avoid confusion relating to the C&D requirements.

All vehicles carrying carcasses must first be cleaned with water or steam to remove all debris from the underside of the vehicle and wheels and wheel arches (top down). The inside of the load carrying compartment of the vehicle shall be cleaned. Once clean the vehicle must be disinfected – top down inside and out and make sure underside and wheel arches and wheels are disinfected (this can be done post the final wheel wash).

All vehicles, including those transporting non-carcass materials should then pass through a vehicle wheel wash before leaving the site. This should normally be a manual wheel wash, but where the Authority is content that an automatic wheel wash provides adequate cleaning and that biosecurity will not be compromised, then automatic facilities will be permitted.

All vehicles must be leak tested, or checked that a hydraulic tailgate has remained sealed, before each journey is undertaken. This check may be carried out as the final element of the cleansing and disinfection (C&D) procedure at the Disposal Facility or undertaken separately after C&D of the vehicle has been completed. If the coloured water cannot be re-used it should be disposed of along with the disinfectant wash water.

A record of each daily check, together with a list of all vehicles that have been tested as leak-proof, must be made and retained on site.

It will normally be the responsibility of the Disposal Facility, rather than the transport Provider, to undertake cleansing and disinfection of vehicles leaving their site. The transport Provider must co-operate with the Disposal Facility or the Authority with regards to the cleansing and disinfection of its vehicles.

Specific Guidance for Drivers

Drivers should ideally not leave the cabs either at the pick-up site or the delivery site. They should be encouraged to take comfort breaks before pickup and carry refreshments with them where necessary. Where it is safe to do so, drivers should park-up in the vicinity of the pick-up site until instructed that the carcasses are ready to be loaded.

As a precaution, for biosecurity reasons, drivers should wear basic Personal Protective Equipment (PPE) and should be issued with a new set each day. The transport Provider is expected to provide standard PPE as described in Annex D.

If the driver is required to exit the cab of the vehicle in a dirty area (either at the AP or at the Disposal Facility), they should seek advice from the Authority prior to leaving the cab.

Drivers at last delivery, should discard their PPE at the Disposal Facility. PPE should be placed in a clinical waste bag and placed in the receptacle provided. This should be conducted after the bulker has been cleansed and disinfected and is clear of the risk area, i.e. wheel washing area.

Where possible, and facilities exist, drivers should shower and change into clean clothes at the final exit of the facility or where the bulker is parked overnight.

It is possible during a disease outbreak that animal movement restrictions will lead to culling of animals not exposed or infected to the disease. Culling would be completed on welfare grounds. In this instance, Waste Material would not be considered to be infected. Use of PPE for the driver should be dictated by the driver's/employer's normal risk assessment of safe working practices.

The transport Provider is responsible for providing adequate numbers of ADR trained drivers to ensure disposal operations are not hindered by driver's hours issues.

Annex D

Specification of Requirements: Annex D

Safety, Health & Wellbeing

Respiratory & Protective Personal Equipment (R/PPE) to be Provided and Used by the Framework Provider.

The Provider must supply the minimum equipment requirements below in sufficient quantities and within shelf life. All R/PPE **must be worn consistently and correctly** on all parts of an AP (Affected Premises).

ITEM	NOTES
Wellington Boots with reinforced toe caps	Suitable for cleansing and disinfection.
High Visibility Vest	To be worn on both clean and dirty areas of an AP. No small sleeveless vests to be worn on site. All Staff to be issued with separate clean and dirty use vest. The same high visibility vest must not be used in both areas.
Waterproof Jacket and Trousers (optional).	Suitable for cleansing and disinfection. If used, they must be worn in addition to and under requisite layers of disposable coverall.
Disposable Hooded Coveralls and Disposable Gloves (Optional – provided by the Authority when required to leave the cab on an AP)	The Authority will provide and instruct Framework Providers in the use and application of two disposable coveralls & disposable gloves to be worn if a Framework Provider is required to leave the vehicle cab on an AP. Two disposable coveralls must be worn on the dirty side of an AP. Coveralls must be of a suitable durability for the work intended and changed promptly if torn, wet or excessively soiled. Hood and sleeves must be correctly applied with legs covering/over wellingtons. All personal clothing (including hats) must not be removed from under coveralls or exposed while on the AP. Hoods of disposable coveralls must be worn up on the dirty side of an AP unless the wearer is using a powered hood. APHA will provide 2 pairs of disposable non latex gloves (double layer) to be worn on the dirty areas of an AP, and replaced when heavily soiled or torn, if the Framework Provider is required to leave the vehicle cab on an AP. Other heavier duty options can be worn as the second and outer layer, if necessary, e.g., for sheeting trailers
Powered RPE and FFP3 filter (Optional – provided by	A powered hood must be worn by all contracted Staff on site if required to leave vehicle cabs for any purpose. This item will be supplied and training given by APHA as the Authority if required.

the Authority when required to leave the cab on an AP)	
Safety Harness	If a Framework Provider is required to leave the cab to conduct sheeting of trailers or any work at height in a mobile elevating work platform (MEWP) they must wear a correctly fitted safety harness.
Defra Approved disinfectant and cleansing agents	Suitable for the disease and in compliance with the relevant disease control order. Used on entry, during and when leaving the premises. Stored, carried, prepared, and used in accordance with manufacturer safety data and at the correct legislative concentration specified. http://disinfectants.defra.gov.uk/DisinfectantsExternal/Default.aspx?Module=ApprovalsList_Sl for Poultry Order and the Avian Influenza and Influenza of Avian Origin in Mammals Order)

All disposable items of R/PPE must be disposed of according to APHA site arrangements. Reusable equipment must be suitably cleansed and disinfected between use, users and before leaving site.

The Authority and/or Other Contracting Body may provide other necessary PPE or RPE for use by the Provider. Where necessary this will be confirmed at the time of the call off and may be charged for.

The Authority may exempt via a site-specific Dynamic Risk Assessment any of the above standard R/PPE in extremes of heat or wet weather.

Avian Influenza (AI) Outbreak RPE/PPE Requirements for H5N1 Infected Premises (IP): Working Standards for Contracted Drivers.

The Agency wants to ensure so far as is reasonably practicable, the safety, health and wellbeing of its employees and others, including employees being protected from infectious disease and avian flu. In line with our overall management of risk and evidence based good practice, the agency takes a risk-based approach, applying proportionate control measures.

In line with APHA's zero tolerance approach to the adherence of wearing necessary RPE on AI infected premises, our Framework Providers are required to operate wearing either a powered respirator hood, or a full-face mask with certified face fit test.

APHA recognise that there are certain jobs / tasks undertaken on IP that cannot adhere to this RPE requirement without compromising other hazards and overall creating a greater risk. This document outlines the following jobs / tasks and roles on an IP that are exempt from the 'strict' RPE requirement. In determining exemptions consideration has been given in terms of the risk of AI to amongst other things: exposure time (duration); concentration (virus load) and dilution; transmissibility; consequence of infection; and any individual susceptibilities.

This document will be subject to review and amendments where appropriate.

Employees who work or manage IPs must be aware and comply with this guidance so that operations on an IP can be conducted safely and without risks to health.

Any identified breach of RPE/PPE compliance is required to be reported to forward operating base (FOB) Management and the SHaW Team. The SHaW Team will report the breach to UKHSA.

RPE Zero Tolerance Exemptions

The below exemptions are based on the need for excellent vision and where the wearing of RPE may result in full unobstructed sight being compromised, thus creating a physical risk to others as well as the individual. This is balanced for the role and tasks where the risk of AI is minuscule / negligible (more than 10,000,000:1 estimated)

HAULIERS

1. Drivers may be required to conduct all necessary hitching, unhitching and vehicle connections of trailers on IPs. This requirement will be confirmed at pre-deployment meetings.
2. APHA must issue any drivers leaving their cab with an APHA powered hood, full APHA PPE (2 disposable coveralls, 2 disposable gloves, high viz and disposable boot covers) and antiviral wipes on arrival. The driver must be instructed in their use/ application.
3. Drivers must be instructed that all cab doors and windows must stay closed whether occupied or not.
4. When leaving the cab to conduct hutching or unhitching of trailers, the driver must be wearing the full R/PPE at 2 above.
5. To re-enter the lorry cab, a driver must be supervised an assisted in applying the following swift sequence of removing the R/PPE to avoid contamination of their cab:
 - Detach and remove RPE battery pack but keep the hood top on.
 - In order, remove high viz, outer coverall followed by outer gloves,
 - Enter cab, but turn and sit with legs out of the cab,
 - In order, remove boot covers, hood top and finally the inner gloves,
 - Turn to driving position and close the cab door, and
 - Use antiviral wipes on hands and any cab part touched in entering before starting the vehicle and driving.
 - APHA must check the cab for any visible signs of contamination before the vehicle leaves the AP.

FRAMEWORK AGREEMENT SCHEDULE 3

PRICING MATRIX

1. Pricing

- 1.1. Framework pricing is taken from the values tendered and shall not be exceeded in any call off.
- 1.2. Prices shall be set at the beginning Commencement Date of the Framework Agreement for the four-year period. During years 2 & 3 the Framework Provider shall have the opportunity to request maximum price increases for years 3 & 4. From the first anniversary of the Framework Agreement, the Framework Provider is entitled to propose a variation to its prices once per year, to take effect on the following anniversary of the Framework Agreement. Any proposed variation to the rates should be submitted in writing, including appropriate justification to support the proposal to the Contract Manager at least two (2) calendar months before the variation is proposed to take effect. Justification should include the reasons for requesting the variation, for example detailing any increase in costs for a specific area of Service. The Authority reserves the right to refuse a proposed variation.
- 1.3. These increases must be evidence based and may not exceed the average SPPI (Services Producer Price Inflation) records for the previous 12 months or 2.5%, whichever is lower.
- 1.4. The Index referred to in Clause 1.2 3 above shall be taken from the following:
 - 1.4.1. Lot 1: Disposal & ADR Transportation: OUTPUT Price Index – ONS Publication HPMX: Treatment and disposal services of hazardous waste
 - 1.4.2. Lot 2: ADR Transportation: OUTPUT Price Index – ONS Publication HPZY: Transportation and Storage Services
- 1.5. If the Authority agrees to the amended pricing, changes will be applied and confirmed as per the Framework variation process.

2. DISPOSAL – Lot 1

- 2.1. The **Set-up Charge** is the price charged per set-up, on commencement of delivery of the Service. The Set-up Charge will include the provision of an area for the cleansing and disinfection of vehicles, showering/laundering facilities for Staff and appropriate site security.
- 2.2. The **Tonnage Rate** is the price charged per tonne of Waste Material to be disposed. This will include, but is not limited to, all types of loose and bagged carcase, animal feed or other related Waste Material. The Tonnage Rate will include the incineration of Meat and Bonemeal (MBM) and/or compliant disposal of tallow after rendering, if required, including transport of MBM and tallow where applicable. The Tonnage Rate shall also include the cleansing and disinfection of vehicles leaving the Framework Provider's Disposal Facility including the safe disposal of wash-water, and all materials required for the provision of the Services.
- 2.3. The **Daily Storage Rate** is the price charged per tonne of Waste Material, per twenty-four (24) hour period for which storage is required.
- 2.4. The **C&D Rate** is the price charged for cleansing and disinfecting of disposal facilities, including labour and materials. This is the rate charged per hour that cleansing and disinfection is carried out.

3. **ADR Transport – Lot 1 and 2**

- 3.1. The **Mileage Rate** is the price charged per mile travelled (both loaded and unloaded) and will include fuel, labour, loading and unloading, insurance, and all materials required for the provision of the Services.
- 3.2. The **Hourly Rate** is the price charged per hour that a transport vehicle and driver(s) are
- 3.3. At the affected premises and in the process of being loaded.
- 3.4. Available in readiness for use by the Authority and/or Other Contracting Body, at the request of the Authority and/or Other Contracting Body and at a location specified by the relevant Authority and/or Other Contracting Body, other than at the Disposal Facility, the infected premises or base where the vehicle is usually kept.

4. **General – All Lots**

- 4.1. The **Quarantine Fee** is the price charged per person per day where the required quarantine period prevents Staff from performing other usual work/tasks relating to their employment. Payment is subject to the provision of suitable evidence by the Framework Provider to confirm the impact on the usual Staff duties and agreement by the Authority and/or Other Contracting Body. The Quarantine fee should not exceed the hourly rate used by the Framework Provider to calculate the Service provision.
- 4.2. An **Engagement Fee** may be payable should the Authority and/or Other Contracting Body require additional information, consultancy or advice from the Framework Provider at the point of RFQ and/or confirmation of the availability of service, in particular in complex cases where advice on the approach is required.
- 4.3. This is to provide some recompense for the effort required to respond in usually short timescales and RFQs where a call off is not progressed.
- 4.4. An Engagement Fee is a fixed rate set by the Authority and will not usually be payable in RFQs where only confirmation of service availability and quotes are requested. In all RFQs the Authority and/or Other Contracting Body will specify whether an Engagement Fee is payable, or not. Where a Call Off is issued following an RFQ the Engagement Fee will not be payable to the Framework Provider.
- 4.5. Rates are deemed to include an allowance for the minimum statutory breaks taken in accordance with the Working Time Directive. Such breaks will not be deducted from rates.
- 4.6. Neither the Authority and/or Other Contracting Body shall be liable to pay any other expenses in addition to the stated rates below other than those related to ferry costs stated in the Specification of Requirements.
- 4.7. Prices are in £ Sterling (GBP) and exclusive of VAT.

Rendering / Incineration & Mobile Incineration:

Framework Rate	Year 1	Year 2	Year 3	Year 4
Set up charge				
Tonnage Rate				
Daily Storage Rate				
C&D Hourly Rate				
Quarantine Fee				

Engagement Fee				
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ADR Transport:

Framework Rate	Year 1	Year 2	Year 3	Year 4
Mileage Rate				
Hourly Rate				
Quarantine Fee				
Engagement Fee				

FRAMEWORK AGREEMENT SCHEDULE 4

CALL OFF PROCEDURE

1. The Authority and/or Other Contracting Body shall be entitled to award a Call-Off Contract to one or more Framework Provider(s) to provide the Services which the Contracting Authority requires as detailed in the completed and approved Order Form (Annex A).
2. The Authority and/or Other Contracting Body will apply the following mechanisms (mini-competition or direct award), taking into account the type, nature and extent of the incident.
3. The Authority and/or Other Contracting Body will always prefer to use a mini competition where possible, however there are a variety of circumstances where a direct award may be necessary such as but not limited to the intensity or complexity of requirements and the commissioning time available.

MINI COMPETITION

4. Where the Authority and/or Other Contracting Body prospectively or actually requires the Services from a Framework Provider upon notification of a possible case at an Affected Premises, the mini-competition process will be undertaken (unless a direct award approach is more appropriate as solely determined by the Authority and/or Other Contracting Body) according to the key principles outlined below so as to award the Call-Off Contract:
 - All Framework Providers for the specific Lot will be contacted directly via email containing a Request for Quotation to participate in the mini competition, with basic details of the requirement and asked to quote.
 - Framework Providers will submit their quotations within 3 hours (or as otherwise stated), via email in response to the request to participate with;
 - Confirmation that the Framework Provider (or Sub-Contractor to the Framework Provider) can provide the Service within the timescale being requested.
 - A total price (must be within the agreed Framework rates quoted).
 - The award decision will be determined by the Authority and/or Other Contracting Body as the Framework Provider that has confirmed their ability to offer the required Service, to the required capacity and timescale and is the lowest cost of the bids received that do not exceed the agreed Framework Rates.
 - The Authority/and or Other contracting Body reserves the right to award a contract outside of the Framework.
 - An Order form (Annex A) will be issued to the winning bidder.
5. When an Order is not placed (usually because the animal disease is not confirmed, and no action is required) the Authority and/or Other Contracting Body may determine that an Engagement Fee is paid to the Framework Provider (as tendered) at framework appointment stage. This may also be in situations when the Framework Provider has been asked by the Authority and/or Other Contracting Body (at the RFQ stage) to offer specialist advice about the set-up of Services.

DIRECT AWARD

6. Where the Authority and/or Other Contracting Body requires the Services from the Framework Provider upon notification of a possible or confirmed case of notifiable animal disease or animal welfare incident at an Affected Premises, the Direct Award process will be undertaken (unless mini-competition approach is more appropriate as determined by the Authority and/or Other Contracting Body) considering the principles outlined below:

- extreme urgency (target deployment of Services within six (6) to twenty-four (24) hours)
 - estimated volume of waste (less than 25 Tonnes)
7. The Authority and/or Other Contracting Body will award the work to the Framework Provider with the disposal facility nearest to the Affected Premises with sufficient capacity at the time of the required response.
 8. In assessing capacity as per paragraph 7 above, the Authority and/or Other Contracting Body shall telephone the named individual who has been notified to the Authority and/or Other Contracting Body as the point of contact further to clause 42 of the Framework Agreement and that person shall provide details of the Framework Provider's capacity which shall be true and accurate to the best of its knowledge. If the named contact is unavailable then information may be provided by a person nominated as their alternative and/or by a person of similar seniority within the Framework Provider's organisation. The Authority and/or Other Contracting Body will make reasonable efforts to contact the Framework Provider but such efforts shall be proportionate to the urgency of its requirements and it shall not be obliged to make repeated efforts in the event of unanswered calls.
 9. The Framework Provider will be asked to confirm acceptance of the direct award. Upon acceptance of the direct award, a Request for Quotation with basic details of the requirement will be emailed to the Framework Provider. The Framework Provider will submit their formal quotation by email, confirming the Framework Provider (or Sub-Contractor to the Framework Provider) can provide the Service within the timescale being requested. A total price (must be within the agreed Framework rates quoted).
 10. The Authority reserves the right to direct award to the Framework Provider with the next nearest disposal facility to the Affected Premises with sufficient capacity at the time of the required response in the event the closest Framework Provider is either unable to be contacted or unable to meet the requirement.

GENERAL PROVISIONS

11. All Call-Off Contracts awarded either through the Mini-Competition process or through the Direct Award process shall be awarded based on a combination of capability, capacity and cost.
12. All Call-Off Contracts shall be based on the procedure set out in paragraphs 1 – 10 and governed by these Terms and Conditions of Framework Agreement and the Call-Off Terms and Conditions (Schedule 5).
13. The Authority will nominate a responsible owner for monitoring and managing each individual Call-Off Contract. This will be the Contract Manager.
14. Notwithstanding the fact that the Authority has followed the procedure set out above, the Authority shall always be entitled to decline to make an award for its Service requirements. Nothing in this Framework Agreement shall oblige the Authority to place any Order for Services.

ANNEX A TO FRAMEWORK AGREEMENT SCHEDULE 4 CALL-OFF ORDER FORM

Call-Off Order Form**for The Livestock & ADR Transport Services Framework**

ATAMIS PROJECT REFERENCE No.:	
ATAMIS CONTRACT No.	
SITE REFERENCE:	
ORDER DATE:	
AUTHORISED BY:	

[To be quoted on all correspondence relating to this Order]

CONTRACTING AUTHORITY:	
ADDRESS:	
FRAMEWORK PROVIDER:	
FOR THE ATTENTION OF:	Name: Phone: E-mail:
ADDRESS:	

1. SERVICES REQUIREMENTS**(1.1) Transport and Disposal Services under Framework Lot 1 / Lot 2**

This order is for the Services outlined below. It is mutually recognised that the volume of these Services utilised by the Contracting Authority may vary from time to time during this Call-Off Contract, subject always to the Call-Off Terms and Conditions:

Location:	
Estimated No. [x] & Species:	
Estimated Weight of [x] (if known):	
Any other relevant details about the site:	

(1.2) Commencement Date: *[Details to be populated at Call-Off by Contracting Authority]*

(1.3) Completion Date: *[Details to be populated at Call-Off by Contracting Authority]*

2. PERFORMANCE OF THE SERVICES [AND DELIVERABLES]

(2.1) Key Personnel of the Framework Provider's to be involved in the Supply of the Services*[Details to be populated at Call-Off by Contracting Authority]***(2.2) Performance Standards***[Details to be populated at Call-Off by Contracting Authority]***(2.3) Additional Information***[Details to be populated at Call-Off by Contracting Authority]***3. PRICE AND PAYMENTS****(3.1) Contract Price payable by the Authority/Contracting Body (excluding VAT, payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS))**

The units included in the table below are indicative only and will need to be confirmed once Service delivery is complete for the final costs to be determined and agreed with the Authority/Contracting Body.

The total price shall be based on the actual volumes of carcasses processed during delivery of the Service, the actual number of bulkers, trips, number of operatives requiring quarantine and the following rates as confirmed by the Framework Provider.

		Rate (£)	Estimated Usage	Total Price (£)
Disposal Facility	Set up Charge			
	Tonnage Rate			
	Daily Storage Rate (if any storage becomes necessary)			
	C&D Rate			
	Quarantine Fee			

		Rate (£)	Estimated Usage	Total Price
ADR Transport	Mileage Rate			
	Hourly Rate (Waiting & Leak Testing)			
	Quarantine Fee			
Total	N/A	N/A	N/A	

(3.2) Invoicing and Payment*[Details to be populated at Call-Off by Contracting Authority]*

[Authority guidance: This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.]

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated *[Insert date of issue]*. It's issued under the Livestock ADR Transport and Disposal Framework Agreement reference *[TBC]* for the provision of *[disposal / ADR transport services]*.

CALL-OFF INCORPORATED TERMS The following documents are incorporated into this Call-Off Contract. If the documents conflict, the following order of precedence applies:

1. Call-Off Order Form
2. Call Off Terms and Conditions (Schedule 5 of Defra Framework Terms and Conditions);
3. Defra Framework Terms and Conditions;

No other Framework Provider terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF CONTRACT START DATE: [Inset Day Month Year]

CALL-OFF CONTRACT EXPIRY DATE: [Inset Day Month Year]

CALL-OFF PERIOD: [Insert Days]

We thank you for your co-operation to date and look forward to forging a successful working relationship resulting in a smooth and successful supply of the Services.

Acceptance of the award of this contract will be made by electronic signature carried out in accordance with the Electronic Identification and Trust Services for Electronic Transactions (Amendment etc.) (EU Exit) Regulations 2019 and the UK Electronic Communications Act 2000. Acceptance of the offer comprised in this Agreement must be made within 2 days from the date of this Call Off and the Agreement is formed on the date on which the Framework Provider communicates acceptance on the Customer's electronic contract management system ("Atamis"). No other form of acknowledgement will be accepted. Please remember to quote the reference number above in any future communications relating to this contract.

For and on behalf of the Framework Provider:	
For and on behalf of the Authority:	

FRAMEWORK AGREEMENT SCHEDULE 5

CALL OFF TERMS AND CONDITIONS

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A. GENERAL PROVISIONS

A1 Definitions and Interpretation:

- A1.1 In this Call-Off Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Schedule 1 to the Framework Agreement or the relevant schedule to the Framework Agreement.
- A1.2 If a capitalised expression does not have an interpretation in Schedule 1 to the Framework Agreement or the relevant schedule to the Framework Agreement, it shall have the meaning given to it in this Call-Off Contract. If no meaning is given to it in this Call-Off Contract, it shall in the first instance be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- A1.3 The interpretation and construction of this Call-Off Contract shall be subject to the following provisions:
- A1.3.1 words importing the singular meaning include where the context so admits the plural meaning and vice versa;
 - A1.3.2 words importing the masculine include the feminine and the neuter;
 - A1.3.3 reference to a clause is a reference to the whole of that clause unless stated otherwise;
 - A1.3.4 references to any statutory provision, enactment, order, regulation or other similar instrument shall be construed as a reference to the statutory provision, enactment, order, regulation or instrument (including any EU instrument) as amended, replaced, consolidated or re-enacted from time to time and shall include any orders, regulations, codes of practice, instruments or other subordinate legislation made under it;
 - A1.3.5 reference to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
 - A1.3.6 the words “other”, “in particular”, “for example”, “including” and similar words, shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words “without limitation”; and
 - A1.3.7 headings are included in the Call-Off Contract for ease of reference only and shall not affect the interpretation or construction of the Call-Off Contract.
- A1.4 If there is any conflict between the provisions of this Call-Off Contract and the provisions of the Framework Agreement, the provisions of the Framework Agreement shall prevail over those of the Call-Off Contract save that:
- A1.4.1 any special conditions or variations set out in the Order Form (provided that such conditions or such variations do not amount to a material change of the Framework Agreement within the meaning of the Public Contracts Regulations) forming part of the Call-Off Contract shall prevail over Framework Agreement; and
 - A1.4.2 subject to clause A1.5, the Call-Off Contract shall prevail over the Tender.
- A1.5 Any special conditions or variations set out in the Order Form (provided that such conditions or such variations do not amount to a material change of this Call-off Contract within the meaning

of the Public Contracts Regulations) forming part of the Call-Off Contract shall prevail over the Framework Agreement and the Call-Off Terms and Conditions.

A1.6 the words "include", "includes" and "including" are to be construed as if they were immediately followed by the words "without limitation";

A1.7 the Schedules form part of the Contract and shall have effect as if set out in full in the body of the Contract and any reference to the Contract shall include the Schedules;

A1.8 references in the Contract to any clause or sub-clause or Schedule without further designation shall be construed as a reference to the clause or sub-clause or Schedule to the Contract so numbered; and

A1.9 references in the Contract to any paragraph or sub-paragraph without further designation shall be construed as a reference to the paragraph or sub-paragraph of the relevant Schedule to the Contract so numbered.

A1.10 any reference in this Contract which immediately before the IP Completion Day (or such later date when relevant EU law ceases to have effect pursuant to Section 1A of the European Union (Withdrawal) Act 2018) is a reference to (as it has effect from time to time):

- i. any EU regulation, EU decision, EU tertiary legislation or provision of the European Economic Area ("EEA") agreement ("EU References") which is to form part of domestic law by application of Section 3 of the European Union (Withdrawal) Act 2018 and which shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
- ii. any EU institution or EU authority or other such EU body shall be read on and after IP Completion Day as a reference to the UK institution, authority or body to which its functions were transferred.

A2 Customer's Obligations

A2.1 Save as otherwise expressly provided, the obligations of the Customer under the Call-Off Contract are obligations of the Customer in its capacity as a contracting counterparty and nothing in the Call-Off Contract shall operate as an obligation upon, or in any other way fetter or constrain the Customer in any other capacity, nor shall the exercise by the Customer of its duties and powers in any other capacity lead to any liability under the Call-Off Contract (howsoever arising) on the part of the Customer to the Framework Provider.

A3 Framework Provider's Status

A3.1 At all times during the Contract Period the Framework Provider shall be an independent contractor and nothing in the Call-Off Contract shall create a contract of employment, a relationship of agency or partnership or a joint venture between the Parties and accordingly neither Party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of the Call-Off Contract.

A3.2 The Framework Provider shall not (and shall ensure that any other person engaged in relation to the Call-Off Contract shall not) say or do anything that might lead any other person to believe that the Framework Provider is acting as the agent or employee of the Customer.

A3.3 Where the Framework Provider is an individual:

A3.3.1 the Framework Provider warrants and represents that he is providing Services as an independent contractor and nothing shall render him an employee,

worker, agent or partner of the Customer and the Framework Provider shall not hold himself out as such; and

- A3.3.2 the Framework Provider agrees that this Call-Off Contract constitutes a contract for the provision of services and not a contract of employment and accordingly, the Framework Provider shall be fully responsible for and shall indemnify the Customer for and in respect of any income tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the provision of the Services, where the recovery is not prohibited by Law. The Framework Provider shall further indemnify the Customer against all reasonable costs, expenses and any penalty, fine or interest incurred or payable by the Customer in connection with or in consequence of any such liability, deduction, contribution, assessment or claim other than where the latter arise out of the Customer's negligence or wilful default.

A4 Contract Period

- A4.1 The Call-Off Contract shall take effect on the Commencement Date and shall expire automatically at midnight on the date set out in the Order Form, unless it is otherwise terminated in accordance with the provisions of the Call-Off Contract, or otherwise lawfully terminated, or extended under clause F8 (Extension of Contract Period). The total Contract Period (including any extension) of this Call-Off Contract shall not exceed two years without the prior Approval of the Authority.

A5 Notices

- A5.1 Subject to clause 40.3, where this Call-Off Contract states that a notice or communication between the Parties must be "written" or "in writing" it is not valid unless it is made by letter (sent by hand, first class post, registered post or by the recorded delivery service) or by email or by communication via Atamis. The address details for each Party shall be as stated in the Order Form.

- A5.2 If it is not returned as undelivered, a notice served:

- A5.2.1 in a letter is deemed to have been received 2 Working Days after the day it was sent; and
- A5.2.2 in an email or via Atamis is deemed to have been received 4 hours after the time it was sent provided it was sent on a Working Day, or on the next Working Day if not sent on a Working Day,

or when the other Party acknowledges receipt, whichever is the earlier.

- A5.3 Notices pursuant to clauses G3 (Force Majeure), I2 (Dispute Resolution) or to terminate this Call-Off Contract or any part of the Services are valid only if served in a letter by hand, registered post or by the recorded delivery service.

- A5.4 Either Party may change its address for service by serving a notice in accordance with this clause.

A6 Mistakes in Information

- A6.1 The Framework Provider shall be responsible for the accuracy of all drawings, documentation and information supplied to the Customer by the Framework Provider in connection with the supply of the Services and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein.

A7 Conflicts of Interest

- A7.1 The Framework Provider shall take appropriate steps to ensure that neither the Framework Provider nor any Staff is placed in a position where, in the reasonable opinion of the Customer, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Framework Provider and the duties owed to the Customer under the provisions of the Call-Off Contract. The Framework Provider will notify the Customer without delay giving full particulars of any such conflict of interest which may arise.
- A7.2 The Customer reserves the right to terminate the Call-Off Contract immediately by notice in writing and/or to take or require the Framework Provider to take such other steps it deems necessary where, in the reasonable opinion of the Customer, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Framework Provider and the duties owed to the Customer under the provisions of the Call-Off Contract. The actions of the Customer pursuant to this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Customer.

A8 The Contracts (Rights of Third Parties) Act 1999

- A8.1 A person who is not a Party to the Call-Off 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 both Parties. This clause does not affect any right or remedy of any person which exists or is available apart from the Contracts (Rights of Third Parties) Act 1999 and does not apply to the Crown.

B. PERFORMANCE

B1 The Specification

- B1.1 In consideration of the Framework Provider supplying the Services during the Contract Period in accordance with the Customer's requirements as set out in the Specification and the provisions of the Call-Off Contract the Framework Provider shall be paid the Contract Price.
- B1.2 Wherever reasonably requested to do so by the Customer, the Framework Provider shall co-ordinate his activities in supplying the Services with those of the Customer and other contractors engaged by the Customer.
- B1.3 Timely supply of the Services shall be of the essence of the Call-Off Contract, including in relation to commencing the supply of the Services within the time agreed or on a specified date. If the Framework Provider fails to deliver the Services within the time promised or specified in the Specification (other than as a direct result of the Default of the Customer), the Customer is released from any obligation to accept and pay for the Services, as applicable, and may terminate the Call-Off Contract, in either case without prejudice to any other rights and remedies of the Customer.

B2 Inspections

- B2.1 If requested by the Customer, the Framework Provider shall permit the Customer to enter the Framework Provider's premises to inspect and examine the manner in which the Framework Provider supplies the Services.
- B2.2 Inspections carried out pursuant to clause B2.1 shall be carried out during business hours on reasonable notice to the Framework Provider, provided that, in the event of an emergency, the Framework Provider shall grant the Authority immediate access to its premises. The Framework Provider shall provide free of charge all such reasonable access and facilities as the Customer may reasonably require for such inspection and examination.

In this clause B2, the supply of Services includes planning or preliminary work in connection with the supply of the Services.

B3 Provision and Removal of Equipment

- B3.1 The Framework Provider shall provide all equipment, consumables, plant, materials and other such items and resources necessary for the supply of the Services, unless otherwise agreed by the Customer in writing.
- B3.2 The Framework Provider shall not deliver any Framework Provider Equipment to nor begin any work on the Premises without obtaining prior Approval. Any or all Framework Provider Equipment may be subject to cleansing and disinfection biosecurity measures and the Framework Provider shall, and shall ensure that all its Staff and Sub-Contractors, comply with all instructions of the Customer or Authority representatives regarding the cleansing and disinfection of Framework Provider Equipment.
- B3.3 All Framework Provider Equipment brought onto the Premises shall be at the Framework Provider's own risk and the Customer shall have no liability for any loss of or damage to any Framework Provider Equipment unless the Framework Provider is able to demonstrate that such loss or damage was caused or contributed to by the Customer's Default. For the avoidance of doubt, the Customer shall have no liability for any loss of or damage to any Framework Provider Equipment where this arises from compliance with cleansing and disinfection measures imposed at the Premises.
- B3.4 The Framework Provider shall provide for the haulage or carriage of all Framework Provider Equipment to the Premises and the removal of Framework Provider Equipment when no longer required at its sole cost.
- B3.4 Unless otherwise agreed, Framework Provider Equipment brought onto the Premises will remain the property of the Framework Provider.
- B3.5 Any Customer Equipment provided to the Framework Provider shall remain the property of the Customer and shall on request be decontaminated and delivered to the Customer as directed by the Customer. If the cost of any equipment is reimbursed to the Framework Provider, such equipment shall be considered to be Customer Equipment. The Framework Provider will keep a proper inventory of such Customer Equipment and will deliver that inventory to the Customer on request and on completion of the provision of Services under this Call-Off Contract.
- B3.6 The Framework Provider shall maintain all equipment (including Framework Provider Equipment and Customer Equipment) within the Premises in a safe and serviceable condition and in accordance with the instructions of the Customer or Authority's representatives at the Premises. To the extent it is practicable, this will include maintaining all equipment in a clean condition.
- B3.7 The Framework Provider shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:
 - (a) remove immediately from the Premises any Framework Provider Equipment which in the reasonable opinion of the Customer is to the extent required under the Call-Off Contract, either unduly hazardous, noxious or not in accordance with the Call-Off Contract; and
 - (b) replace such item with a suitable substitute item of Framework Provider Equipment.
- B3.8 On completion of the provision of Services under this Call-Off Contract, the Framework Provider shall remove the Framework Provider Equipment together with any other materials used by the Framework Provider to supply the Services and shall leave the Premises in a clean, safe and tidy condition unless otherwise agreed by the Customer. The Framework

Provider is solely responsible for making good any damage to those Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Framework Provider or any Staff, unless such damage is a result of the Services as agreed by the Parties.

B4 Manner of Carrying Out the Services

- B4.1 The Framework Provider shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of Services has not been specified in the Call-Off Contract, the Framework Provider shall agree the relevant standard of the Services with the Customer prior to the supply of the Services and, in any event, the Framework Provider shall perform its obligations under the Call-Off Contract in accordance with the Law and Good Industry Practice.
- B4.2 The Framework Provider shall ensure that all Staff supplying the Services shall do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Services. The Framework Provider shall ensure that those Staff are properly managed and supervised.
- B4.4 The Framework Provider shall continue to perform all of its obligations under this Call-Off Contract and shall not suspend the provision of the Services, notwithstanding:
- (a) any withholding or deduction by the Customer of any sum due to the Framework Provider pursuant to the exercise of a right of the Customer to such withholding or deduction under this Call-Off Contract; and/or
 - (b) the existence of an unresolved dispute.

B5 Framework Provider's Staff

- B5.1 The Framework Provider shall:
- B5.1.1 ensure that all Staff:
 - a. are appropriately qualified, trained and experienced to perform its obligations under this Call-Off Contract
 - b. exercise reasonable skill, care and diligence in providing the Services;
 - c. when attending the Premises, comply with all instructions of the Customer and/or Authority's representative in control of the Premises;
 - d. in respect of the provision of Services, are lawfully entitled to work in the United Kingdom
 - B5.1.2 retain overall control of the Staff at all times so that the Staff shall not be deemed to be employees, agents, workers or contractors of the Customer;
 - B5.1.3 comply with all applicable Laws relating to its Staff, in particular the Modern Slavery Act 2015,
 - B5.1.4 be liable at all times for all acts and omissions of Staff, so that any act or omission of Staff which results in a Default under this Call-Off Contract shall be a Default by the Framework Provider.
- B5.2 The Customer may, by written notice to the Framework Provider, refuse to admit onto, or withdraw permission to remain on, the Premises:
- B5.2.1 any member of the Staff; or

B5.2.2 any person employed or engaged by any member of the Staff,

whose admission or continued presence would, in the reasonable opinion of the Customer, be undesirable. The Framework Provider shall ensure that the relevant person who is not permitted to remain on the Premises immediately complies with any instructions to leave the Premises.

B5.3 At the Customer's written request, the Framework Provider shall provide a list of the names and addresses of all persons who may require admission in connection with the Call-Off Contract to the Premises, specifying the capacities in which they are concerned with the Call-Off Contract and giving such other particulars as the Customer may reasonably request.

B5.4 If the Framework Provider fails to comply with clause B5.2 immediately upon request and in the reasonable opinion of the Customer, such failure may be prejudicial to the interests of the Customer, the Authority and/or the Crown, then the Customer may terminate the Call-Off Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Customer.

B5.5 The decision of the Customer as to whether any person is to be refused access to the Customer's Premises and as to whether the Framework Provider has failed to comply with clause B5.4 shall be final and conclusive.

B5.6 This Call-Off Contract constitutes a contract for the provision of services and not a contract of employment and accordingly, the Framework Provider shall be fully responsible for and shall indemnify the Customer for and in respect of any liability arising from any employment-related claim or any claim based on worker status (including reasonable costs and expenses) brought by the Framework Provider or any of its Staff against the Customer arising out of or in connection with the provision of the Services, including any claims or actions brought under the Agency Workers Regulations 2010 (SI 2010/93);

B5.7 The Framework Provider shall comply with its obligations in clauses 12.4 to 12.6 of the Framework Agreement in respect of its obligations to ensure that no slavery, human trafficking or forced labour are used in the Framework Provider's operations and/or its supply chain. On request, the Framework Provider shall provide access to any records or reports to be prepared and/or maintained by the Framework Provider in accordance with clause 12 of the Framework Agreement.

B5.8 The Framework Provider shall notify the Customer 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 Call-Off Contract.

B6 Key Personnel

B6.1 The Framework Provider acknowledges that the Key Personnel are essential to the proper provision of the Services to the Customer.

B6.2 The Key Personnel shall not be released from supplying the Services without the agreement of the Customer, except by reason of long-term sickness, maternity leave, paternity leave or termination of employment and other extenuating circumstances or where the Authority has requested the removal of such Key Personnel in accordance with clause 41.6 of the Framework Agreement.

B6.3 Any replacements to the Key Personnel shall be subject to the agreement of the Customer. Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the provision of the Services.

- B6.4 The Customer shall not unreasonably withhold its agreement under clauses B6.2 or B6.3. Such agreement shall be conditional on appropriate arrangements being made by the Framework Provider to minimise any adverse impact on the Call-Off Contract which could be caused by a change in Key Personnel.
- B6.5 The Customer may, by written notice to the Framework Provider, ask the Framework Provider to remove any Key Personnel from performing obligations under this Call-Off Contract, whose continued presence would, in the reasonable opinion of the Customer, be undesirable. The Framework Provider shall promptly comply with any such request.

B7 Licence to Occupy Premises

- B7.1 Access to Premises shall be permitted on a non-exclusive licence basis free of charge and solely for the purpose of the Framework Provider performing its obligations under the Call-Off Contract. The Framework Provider shall vacate the Premises on completion, termination or abandonment of the Call-Off Contract.
- B7.2 The Framework Provider shall limit access to the Premises referred to in clause B7.1 to such Staff as is necessary to enable it to perform its obligations under the Call-Off Contract and the Framework Provider shall co-operate (and ensure that its Staff co-operate) with such other persons working concurrently on such Premises as the Customer may reasonably request.
- B7.4 The Framework Provider shall (and shall ensure that any Staff attending the Premises shall) observe and comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of personnel when at or outside the Premises or for the use of such Premises as determined by the Customer (or the Authority where the Authority is in control of the Premises by operation of Law), and the Framework Provider shall pay for the cost of making good any damage caused by the Framework Provider or its Staff other than fair wear and tear or where purposefully occurring as a result of the method of delivering the Services, by agreement between the Parties. For the avoidance of doubt, damage includes damage to the fabric of the buildings, plant, fixed equipment or fittings therein.
- B7.5 The Parties agree that there is no intention on the part of the Customer to create a tenancy of any nature whatsoever in favour of the Framework Provider or its Staff and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Call-Off Contract, the Customer retains the right at any time to use any premises owned or occupied by it in any manner it sees fit.

B8 Property

- B8.1 All Property shall be and remain the property of the Customer (or the Authority) and the Framework Provider irrevocably licenses the Customer and its agents to enter any premises of the Framework Provider during normal business hours on reasonable notice to recover any such Property. The Framework Provider shall not in any circumstances have a lien or any other interest on the Property and the Framework Provider shall at all times possess the Property as fiduciary agent and bailee of the Customer (or the Authority). The Framework Provider shall take all reasonable steps to ensure that the title of the Customer to the Property and the exclusion of any such lien or other interest are brought to the notice of all Staff and Sub-Contractors and other appropriate persons and shall, at the Customer's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Customer (or Authority).
- B8.2 The Framework Provider shall use the Property solely in connection with the Call-Off Contract and for no other purpose without prior Approval.

- B8.3 The Framework Provider shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Services, in accordance with the Customer's reasonable security requirements as required from time to time.
- B8.4 The Framework Provider shall be liable for all loss of, or damage to, the Property (excluding fair wear and tear or as an agreed purposeful result of delivering the Services), unless such loss or damage was directly caused by the Customer's Default. The Framework Provider shall inform the Customer immediately of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.

C PAYMENT AND CONTRACT PRICE

C1 Contract Price

- C1.1 In consideration of the Framework Provider's performance of its obligations under the Call-Off Contract, the Customer shall pay the Contract Price in accordance with clause C2 (Payment and VAT).

C2 Payment and VAT

- C2.1 The Framework Provider shall submit a Valid Invoice to the Customer as specified by the Customer in the Order Form. A Valid Invoice must contain the reference number of the relevant Order.
- C2.2 The Customer shall, in addition to the Contract Price and following Receipt of a Valid Invoice, pay the Framework Provider a sum equal to the VAT chargeable on the value of the Services supplied in accordance with the Call-Off Contract.
- C2.3 The Framework Provider shall add VAT to the Contract Price at the prevailing rate as applicable and shall show the amount of VAT payable separately on all invoices as an extra charge. If the Framework Provider fails to show VAT on an invoice, the Customer will not, at any later date, be liable to pay the Framework Provider any additional VAT.
- C2.4 All Provider invoices shall be expressed in sterling or such other currency as shall be permitted by the Customer in writing.
- C2.4 The Valid Invoices submitted in accordance with clause C2.1 above (and checked and signed by Provider's Representative as being accurate and complete) shall, where required by the Customer, be accompanied by supporting timesheets and any other supporting documentation requested by the Customer relating to the Services, and contain at least the following information:
- C2.4.1 the Provider's full name, address and title of the Call-Off Contract;
 - C2.4.2 identification of which Services are provided by the Provider and which are provided by Sub-Contractors;
 - C2.4.3 the address of the Premises and the date(s) on which Services were performed;
 - C2.4.4 where appropriate, the time spent working on the Premises by individual members of Staff (i.e. clocking on and off);
 - C2.4.5 where appropriate, details of journeys made and distances travelled;
 - C2.4.6 details of the type of work undertaken by individual members of Staff;
 - C2.4.7 Purchase Order number.

C2.5 Any timesheets provided to support amounts invoiced must be signed, dated and verified by the Contract Manager or Customer/Authority supervising officer on the Premises. If properly completed and verified timesheets fully covering the work comprised in a Valid Invoice are not received along with a Valid Invoice then the Customer shall have no obligation to pay invoices to which those timesheets relate.

C2.5.1 The Customer shall not pay Framework Provider time spent on meal or rest breaks and the Framework Provider shall ensure that all workers take adequate meal or rest breaks.

C2.5.2 Meal and rest breaks will include breaks both in or outside an individual's workplace along with any time taken in travelling to or from the break location and/or any facilities for cleaning/changing/washing in preparation for or return from a meal or rest break.

C2.5.3 Timesheets must include a minimum of 30 minutes break for each shift of 8 hours, a minimum of 45 minutes break in a shift of between 8 and 12 hours and a minimum of one hour break will be taken within a shift in excess of 12 hours and the Framework Provider's rates and the Price must include such breaks.

C2.5.4 The Customer shall pay only for the time spent by Staff working on the Premises.

C2.6 The Customer shall not pay the Provider's overhead costs unless specifically agreed in writing by the Customer and overhead costs shall include, without limitation; facilities, utilities, insurance, tax, head office overheads, indirect staff costs and other costs not specifically and directly ascribable solely to the provision of the Services.

C2.6.1 The Provider may claim expenses only if they are clearly identified, supported by original receipts and Approved.

C2.7 No payment will be chargeable to or payable by the Customer in respect of any plant or equipment which is stood down during any notice period pursuant to clause H1, H2, H3 and/or H4 and the Provider shall be under a duty to mitigate such costs as far as is reasonably possible e.g. by reutilising Staff, Provider Equipment, plant, materials and services on other current or forthcoming applications or projects.

C2.7.1 The Customer shall not pay for plant which is not in use during a meal or rest break.

C2.8 In submitting any Valid Invoice for payment, the Framework Provider, if registered for VAT, shall produce valid VAT invoices and the Customer shall have no obligation to pay any claimed sums which are not supported by a VAT invoice from the Framework Provider. Only the Framework Provider's Valid Invoices may be submitted for payment, no invoices from any other party will be payable by the Customer. Where different rates of VAT apply to the Services then the Framework Provider shall submit a separate invoice in respect of each of the Services which attract different VAT rates.

C2.10 Where the Customer, at its sole discretion, makes any payment to the Framework Provider prior to the submission of a Valid Invoice (whether an interim payment or any other payment whatsoever) then this payment shall be on account of and deductible from the next payment to be made.

C2.11 If any overpayment has been made or the payment or any part is not supported by a Valid Invoice or timesheet in accordance with the requirements of this Call-Off Contract then the Customer shall be entitled to recover this payment against future invoices raised or directly from the Framework Provider. All payments made by the Customer to a Framework Provider shall be on an interim basis pending final resolution of an account with the Framework Provider in accordance with the terms of this clause C2.

- C2.12 Unless there is a genuine dispute with regard to an Invoice, the Customer shall pay all sums due to the Framework Provider within thirty (30) calendar days of Receipt of a Valid Invoice, to be submitted in arrears.
- C2.13 If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Framework Provider interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- C2.14 Where the Framework Provider enters into a Sub-Contract with a supplier or contractor for the purpose of performing its obligations under the Call-Off Contract, it shall ensure that a provision is included in such a Sub-Contract which requires payment to be made of all sums due by the Framework Provider to the Sub-Contractor within a specified period not exceeding thirty (30) calendar days from the receipt of a Valid Invoice.
- C2.15 The Framework Provider shall indemnify the Customer on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Customer at any time in respect of the Framework Provider's failure to account for or to pay any VAT relating to payments made to the Framework Provider under the Call-Off Contract. Any amounts due under this clause C2.15 shall be paid by the Framework Provider to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.
- C2.15 The Framework Provider shall not suspend the supply of the Services unless the Framework Provider is entitled to terminate the Call-Off Contract under clause H2.3 (Termination on Default) for failure to pay undisputed sums of money. Any disputed amounts shall be resolved through the dispute resolution procedure in clause I2.
- C2.16 The Customer shall not pay an invoice which is not a Valid Invoice.

C3 Recovery of Sums Due

- C3.1 Wherever under the Call-Off Contract any sum of money is recoverable from or payable by the Framework Provider to the Customer (including any sum which the Framework Provider is liable to pay to the Customer in respect of any breach of the Call-Off Contract), the Customer may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Framework Provider from the Customer under the Call-Off Contract or under any other agreement or contract with the Customer or the Crown.
- C3.2 Any overpayment by either Party, whether of the Contract Price or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- C3.3 The Provider shall make all payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Provider has a valid court order requiring an amount equal to such deduction to be paid by the Customer to the Provider.
- C3.4 All payments due shall be made within a reasonable time unless otherwise specified in the Call-Off Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.

C4 Contract Price During Extension of the Contract Period

- C4.1 Subject to the Order Form and the provision in clause F6 (Variation), the Contract Price shall apply for the Contract Period and following an extension pursuant to clause F8 (Extension of Contract Period), to the date of expiry of the extended period, or such earlier date of termination or partial termination of the agreement in accordance with applicable Law or the provisions of the Call-Off Contract.

D. STATUTORY OBLIGATIONS AND REGULATIONS AND OTHER REQUIREMENTS

D1 Prevention of Bribery

- D1.1 The Provider represents and warrants to the Customer that the representations and warranties in clause 8.2 of the Framework Agreement remain true and accurate for the Contract Period.
- D1.2 The Provider shall not, during the Contract Period:
- D1.2.1 commit a Prohibited Act; and/or
 - D1.2.2 do or suffer anything to be done which would cause the Customer or any of its employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
- D1.3 The Provider shall, during the Contract Period:
- D1.3.1 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act; and
 - D1.3.2 keep appropriate records of its compliance with its obligations under clause D1.3.1 and make such records available to the Customer on request.
- D1.4 The Provider shall immediately notify the Customer in writing if it becomes aware of any breach of the representations and warranties made in clause D1.1 and/or breach of the obligations under clause D1.2, or has reason to believe that it has or any of the Staff have:
- D1.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - D1.4.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
 - D1.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of the Call-Off Contract or otherwise suspects that any person directly or indirectly connected with the Call-Off Contract has committed or attempted to commit a Prohibited Act.
- D1.5 If the Provider notifies the Customer pursuant to clause D1.4, the Provider shall respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to Audit any books, records and/or any other relevant documentation.
- D1.6 If the Provider is in Default under clauses D1.1 and/or D1.2, the Customer may by notice:
- D1.6.1 require the Provider to remove from performance of the Call-Off Contract any Staff whose acts or omissions have caused the Default; or
 - D1.6.2 immediately terminate the Call-Off Contract.

- D1.7 Any notice served by the Customer under clause D1.6 shall specify the nature of the Prohibited Act, the identity of the party who the Customer believes has committed the Prohibited Act and the action that the Customer has taken (including, where relevant, the date on which the Call-Off Contract shall terminate).

D2 Prevention of Fraud

- D2.1 The Provider shall take all reasonable steps, in accordance with Good Industry Practice, to prevent Fraud by Staff and the Provider (including its shareholders, members, directors) in connection with the receipt of monies from the Customer.
- D2.2 The Provider shall notify the Customer immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.
- D2.3 If the Provider or its Staff commits Fraud in relation to this or any other contract with the Crown (including the Customer) the Customer may:
- D2.3.1 terminate the Call-Off Contract and recover from the Provider the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Services and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period; and
- (b) recover in full from the Provider any other loss sustained by the Customer in consequence of any breach of this clause.

D3 Discrimination

- D3.1 The Provider shall not unlawfully discriminate either directly or indirectly on such grounds as race, colour, ethnic or national origin, disability, sex or sexual orientation, religion or belief, or age and without prejudice to the generality of the foregoing the Provider shall not unlawfully discriminate within the meaning and scope of the Equality Act 2010 and the Human Rights Act 1998 or other relevant or equivalent legislation, or any statutory modification or re-enactment thereof.
- D3.2 The Framework Provider shall take all reasonable steps to secure the observance of clause D3.1 by all Staff.
- D3.3 The Framework Provider shall notify the Customer immediately in writing as soon as it becomes aware of any legal proceedings threatened or issued against it by its Staff on the grounds of discrimination arising in connection with the provision of the Services under this Call-Off Contract.

D4 Environmental Requirements

- D4.1 The Framework Provider shall in the performance of the Call-Off Contract have due regard to the Customer's Environmental, Sustainable Procurement and Ethical Procurement policies ("**Environmental Policies**") which require the Customer through its procurement and management of suppliers to:
- D4.1.1 conserve energy, water, wood, paper and other resources and reduce waste;
- D4.1.2 phase out the use of ozone depleting substances;
- D4.1.3 minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment;
- D4.1.4 minimise the use of products harmful to health and the environment such as hazardous substances and solvents, replacing them with more benign substances where feasible and, where such substances are necessary, to

ensure that they are stored in properly labelled containers, used and disposed of in compliance with legal and regulatory requirements and any instructions from the Customer;

- D4.1.5 reduce fuel emissions wherever possible;
 - D4.1.6 maximise the use of recovered materials in its provision of the Services under this Call-Off Contract and, if recycled materials are not suitable or not readily available, to maximise the use of materials taken from renewable sources; and
 - D4.1.7 promote the design of products that are capable of reuse or remanufacture or easily separable into recyclable parts consisting of one material (e.g., steel, plastic, textile).
- D4.2 The Framework Provider shall ensure that any equipment and materials used in the provision of the Services do not contain:
- D4.2.1 ozone depleting substances such as hydrochlorofluorocarbons (HCFCs), halons, carbon tetrachloride, 111 trichloroethane, bromochloromethane or any other damaging substances, and/or
 - D4.2.2 HFCs and other gaseous and non – gaseous substances with a high global warming potential,
- unless given written permission by the Customer to do so.
- D4.3 The Framework Provider shall conserve energy and water; reduce carbon emissions and other greenhouse gases; minimise the use of substances damaging or hazardous to health and the environment and reduce waste by, for example, using resources more efficiently and reusing, recycling, and composting and respecting biodiversity.
- D4.4 Where required by the Customer, the Framework Provider shall provide the Customer with evidence of its compliance with its obligations under clause D4.3.
- D4.5 The Framework Provider shall ensure that its Staff assigned to the Call-Off Contract are aware of the Customer's Environmental Policies.
- D4.6 In relation to climate change adaptation, the Framework Provider shall:
- D4.6.1 identify any risks arising from climate change and variable weather such as higher temperatures, droughts, flooding, sea and river level rises, coastal and riparian erosion, water scarcity, and loss of water quality which may disrupt and/or affect the supply of Services to the Customer under this Call-Off Contract; and
 - D4.6.2 where such risks have been identified, enhance the resilience of its organisation to enable it to adapt and deal with the effects of such extreme events, including by having the necessary awareness-raising, evaluation, preventive, preparatory, recovery measures and support systems in place in order to minimise any disruption to the supply of Services under this Call-Off Contract.

D5 Health and Safety and Wellbeing

- D5.1 The Framework Provider shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other Law relating to health and safety and wellbeing, which may apply to Staff and other persons working on the Premises in the performance of its obligations under the Call-Off Contract, and the Framework Provider shall conduct any necessary risk assessments or control measures as appropriate in respect of Staff attending the Premises.

- D5.2 While on the Premises, the Framework Provider shall comply with any health and safety and wellbeing measures notified by the Customer (or the Authority) in respect of Staff and other persons working there. This shall not limit the Framework Provider's responsibility in respect of its obligations in clause D5.1 and the Framework Provider shall liaise with the Customer (or Authority) representative on the Premises to ensure consistency in health and safety measures and procedures.
- D5.3 The Framework Provider shall promptly notify the Customer of any health and safety hazards, near misses or incidents, which may arise in connection with the performance of its obligations under the Call-Off Contract. The Customer shall promptly notify the Framework Provider of any health and safety hazards, near misses or incidents which may exist or arise at the Premises and which may affect the Framework Provider in the performance of its obligations under the Call-Off Contract.
- D5.4 The Framework Provider shall notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Call-Off Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
- D5.5 The Framework Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Customer on request.
- D5.7 The obligations in this clause D5 are subject to any additional obligations in respect of health and safety in the Specification or set out in the Order Form.

E PROTECTION OF INFORMATION

E1 Customer Data

- E1.1 The Framework Provider shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- E1.2 The Framework Provider shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Framework Provider of its obligations under this Call-Off Contract or as otherwise expressly authorised in writing by the Customer.
- E1.3 To the extent that Customer Data is held and/or Processed by the Framework Provider, the Framework Provider shall supply that Customer Data to the Customer as requested by the Customer in the format specified in the Specification.
- E1.4 The Framework Provider shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.
- E1.5 The Framework Provider shall perform secure back-ups of all Customer Data and shall ensure that up-to-date back-ups are stored securely off-site. The Framework Provider shall ensure that such back-ups are made available to the Customer immediately upon request.
- E1.6 The Framework Provider shall ensure that any system on which the Framework Provider holds any Customer Data, including back-up data, is a secure system that complies with the HMG Security Policy Framework.
- E1.7 If the Customer Data is corrupted, lost or sufficiently degraded as a result of the Framework Provider's Default so as to be unusable, the Customer may:
 - E1.7.1 require the Framework Provider (at the Framework Provider's expense) to restore or procure the restoration of Customer Data and the Framework Provider shall do so promptly; and/or

E1.7.2 itself restore or procure the restoration of Customer Data, and shall be repaid by the Framework Provider any reasonable expenses incurred in doing so.

E1.8 If at any time the Framework Provider suspects or has reason to believe that Customer Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Framework Provider shall notify the Customer immediately and inform the Customer of the remedial action the Framework Provider proposes to take.

E2 Data Protection

E2.1 The Parties acknowledge that for the purposes of the Data Protection Legislation:

E2.1.1 the Customer is the Controller and the Framework Provider is the Processor of the Personal Data specified in Schedule 7 and/or as more particularly specified in an Order Form; and

E2.1.2 the Parties may provide each other with Personal Data relating to persons employed by them and their agents, suppliers and Sub-Contractors for purposes of administering the Call-Off Contract and each Party will be an independent Controller of such Personal Data (because the Parties each, independently of each other, determine the means and purposes of processing such Personal Data).

E2.2 Both Parties will duly observe all their obligations under the Data Protection Legislation which arise in connection with the Call-Off Contract.

E2.3 Each Party shall take all reasonable measures relating to the security of processing which are required pursuant to Article 32 of the UK GDPR including, without limitation, those security measures specified in this clause E2.

E2.4. The only processing of Personal Data specified in E2.1.1 that the Framework Provider is authorised to do is listed in Schedule 7 (and/or as more particularly specified in an Order Form) by the Customer and may not be determined by the Framework Provider. The Framework Provider shall notify the Customer immediately if it considers that any of the Customer's instructions infringe the Data Protection Legislation.

E2.5 The only processing of Personal Data specified in clause E2.1.2 that the Parties are authorised to do is processing for purposes of administration of the Call-Off Contract.

E2.6 The Framework Provider shall provide all reasonable assistance to the Customer in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Customer, include:

E2.6.1 a systematic description of the envisaged processing operations and the purpose of the processing;

E2.6.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;

E2.6.3 an assessment of the risks to the rights and freedoms of Data Subjects; and

E2.6.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

E2.7 The Framework Provider shall, in relation to any Personal Data processed in connection with its obligations under this Call-Off Contract:

E2.7.1 process that Personal Data only in accordance with Schedule 7 (and/or as more particularly specified in an Order Form) unless the Framework Provider is required to do otherwise by Law. If it is so required the Framework Provider shall promptly notify the Customer before processing the Personal Data unless prohibited by Law;

E2.7.2 ensure that it has in place Protective Measures which are appropriate to protect against a Data Loss Event, which the Customer may reasonably reject (but failure to reject shall not amount to approval by the Customer of the adequacy of the Protective Measures), having taken account of the:

- (i) nature of the data to be protected;
- (ii) harm that might result from a Data Loss Event;
- (iii) state of technological development; and
- (iv) cost of implementing any measures;

E2.7.3 ensure that:

- (i) the Staff do not process Personal Data except in accordance with this Call-Off Contract (and in particular Schedule 7 (and/or as more particularly specified in an Order Form));
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Staff who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Framework Provider's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Framework Provider or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Customer or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and

E2.7.4 not transfer Personal Data outside of the United Kingdom unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:

- (i) the Customer or the Framework Provider has provided appropriate safeguards in relation to the transfer (whether in accordance with the GDPR Article 46 or section 73 of DPA) as determined by the Customer;
- (ii) the Data Subject has enforceable rights and effective legal remedies;
- (iii) the Framework Provider complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Customer in meeting its obligations); and
- (iv) the Framework Provider complies with any reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;

E2.7.5 at the written direction of the Customer, delete or return Personal Data (and any copies of it) to the Customer on termination of the Call-Off Contract unless the Framework Provider is required by Law to retain the Personal Data.

- E2.8 Subject to clause E2.9 the Framework Provider shall notify the Customer immediately if, in relation to any Personal Data processed in connection with its obligations under this Call-Off Contract, it:
- E2.8.1 receives a Data Subject Request (or purported Data Subject Request);
 - E2.8.2 receives a request to rectify, block or erase any Personal Data;
 - E2.8.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - E2.8.4 receives any communication from the Information Commissioner or any other regulatory authority;
 - E2.8.5 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - E2.8.6 becomes aware of a Data Loss Event.
- E2.9 The Framework Provider's obligation to notify under clause E2.8 shall include the provision of further information to the Customer in phases, as details become available.
- E2.10 Taking into account the nature of the processing, the Framework Provider shall provide the Customer with full assistance in relation to either Party's obligations under Data Protection Legislation in relation to any Personal Data processed in connection with its obligations under this Call-Off Contract and any complaint, communication or request made under Clause E2.8 (and insofar as possible within the timescales reasonably required by the Customer) including by promptly providing:
- E2.10.1 the Customer with full details and copies of the complaint, communication or request;
 - E2.10.2 such assistance as is reasonably requested by the Customer to enable the Customer to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
 - E2.10.3 the Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
 - E2.10.4 assistance as requested by the Customer following any Data Loss Event;
 - E2.10.5 assistance as requested by the Customer with respect to any request from the Information Commissioner's Office, or any consultation by the Customer with the Information Commissioner's Office.
- E2.11 The Framework Provider shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Framework Provider employs fewer than 250 staff, unless:
- E2.11.1 the Customer determines that the processing is not occasional;
 - E2.11.2 the Customer determines the processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
 - E2.11.3 the Customer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

- E2.12 The Framework Provider shall allow for audits of its Personal Data processing activity by the Customer or the Customer's designated auditor.
- E2.13 Each Party shall designate its own Data Protection Officer if required by the Data Protection Legislation.
- E2.14 Before allowing any Sub-processor to process any Personal Data related to this Call-Off Contract, the Framework Provider must:
- E2.14.1 notify the Customer in writing of the intended Sub-processor and processing;
 - E2.14.2 obtain the written consent of the Customer;
 - E2.14.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause E2 such that they apply to the Sub-processor; and
 - E2.14.4 provide the Customer with such information regarding the Sub-processor as the Customer may reasonably require.
- E2.15 The Framework Provider shall remain fully liable for all acts or omissions of any of its Sub-processors.
- E2.16 The Customer may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Call-Off Contract).
- E2.17 The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office. The Customer may on not less than 30 Working Days' notice to the Framework Provider amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Officer.
- E2.18 This clause E2 shall apply during the Contract Period and indefinitely after its expiry.

E3 Security (including IT Security):

- E3.1 The Framework Provider shall comply with all security requirements specified in the Specification and all security requirements notified by the Customer relating to the Premises, and shall ensure that all Staff comply with such requirements.
- E3.2 The Framework Provider shall be responsible for the security of the Framework Provider System and shall at all times provide a level of security which:
- (a) is in accordance with Good Industry Practice and Law;
 - (b) complies with HMG Security Policy Framework; and
 - (c) meets any specific security threats to the Framework Provider System.
- E3.3 The Customer shall provide to the Framework Provider upon request copies of its written security procedures.
- E3.4 The Framework Provider shall, as an enduring obligation throughout the Call-Off Contract, use the latest versions of anti-virus definitions available from an industry accepted anti-virus software vendor to check for and delete Malicious Software from the ICT Environment.
- E3.5 Notwithstanding clause E3.4, if Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Customer Data, assist each other to

mitigate any losses and to restore the provision of Services to their desired operating efficiency.

E3.6 Any cost arising out of the actions of the Parties taken in compliance with clause E3.5 shall be borne by the Parties as follows:

- (a) by the Framework Provider where the Malicious Software originates from the Framework Provider Software, the Third Party Software or the Customer Data (whilst the Customer Data was under the control of the Framework Provider); and
- (b) by the Customer if the Malicious Software originates from the Customer Software or the Customer Data (whilst the Customer Data was under the control of the Customer).

E4 Confidential Information

E4.1 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in the Call-Off Contract, the Framework Provider shall treat all Confidential Information supplied by, concerning, belonging or relating to the Customer as confidential and shall not disclose any such Confidential Information to any other person without the prior written consent of the Customer, except to such persons and to such extent as may be necessary for the performance of the Framework Provider's obligations under the Framework Agreement or the Call-Off Contract.

E4.2 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in the Framework Agreement or the Call-Off Contract, the Customer shall treat all Confidential Information of the Framework Provider as confidential and shall not disclose any such Confidential Information to any other person without the prior written consent of the Framework Provider, except to such persons and to such extent as may be necessary for the performance of the Customer's obligations under the Framework Agreement or the Call-Off Contract.

E4.3 Where required by the Customer, the Framework Provider shall ensure that Staff, Sub-Contractors, professional advisors and consultants sign a non-disclosure agreement in substantially the form attached in Schedule 10 of the Framework Agreement prior to commencing any work in connection with the Call-Off Contract. The Framework Provider shall maintain a list of the non-disclosure agreements completed in accordance with this clause (and/or the corresponding provisions of clause 16.3 of the Framework Agreement to the extent they relate to the Services under this Call-Off Contract). Where requested by the Customer, the Framework Provider shall provide the Customer with a copy of the list and, subsequently upon request by the Customer, copies of such of the listed non-disclosure agreements as required by the Customer. The Framework Provider shall ensure that its Staff, Sub-Contractors, professional advisors and consultants are aware of the Framework Provider's confidentiality obligations under the Framework Agreement.

E4.4 The Framework Provider may only disclose the Customer's Confidential Information to such Staff who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality.

E4.5 The Framework Provider shall not, and shall procure that the Staff do not, use any of the Customer's Confidential Information received otherwise than for the purposes of the Framework Agreement or the Call-Off Contract.

E4.6 Clause E4.1 and E4.2 shall not apply to the extent that:

- E4.1.1 such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA or the Environmental Information Regulations;

- E4.1.2 such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
 - E4.1.3 such information was obtained from a third party without obligation of confidentiality;
 - E4.1.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of the Framework Agreement or the Call-Off Contract; or
 - E4.1.5 it is independently developed without access to the other Party's Confidential Information.
 - E4.1.6 to enable determination under clause 12
- E4.7 Nothing in clauses E4.1 and E4.2 shall prevent the Customer disclosing any Confidential Information obtained from the Framework Provider:
- E4.7.1 for the purpose of the examination and certification of the Customer's accounts; or
 - E4.7.2 for the purpose of any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources; or
 - E4.7.3 to the Authority, any government department, Crown Body or any Contracting Body and the Framework Provider hereby acknowledges that the Authority, all government departments, Crown Bodies or Contracting Bodies receiving such Confidential Information may further disclose the Confidential Information to other government departments, Crown Bodies or other Contracting Bodies on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any government department, the Crown or any Contracting Body; or
 - E4.7.4 to any consultant, contractor or other person engaged by the Customer,
- provided that in disclosing information under sub-clauses E4.7.3 and E4.7.4 the Customer discloses only the information which is necessary for the purpose concerned and requests that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.
- E4.8 Nothing in clauses E4.1 or E4.2 of this Call-Off Contract shall prevent either Party from using any techniques, ideas or Know-How gained during the performance of its obligations under the Call-Off Contract in the course of its normal business, to the extent that this does not result in a disclosure of the other Party's Confidential Information or an infringement of the other Party's Intellectual Property Rights.
- E4.9 The Customer shall use all reasonable endeavours to ensure that any government department, Crown Body, Contracting Body, employee, third party or Sub-Contractor to whom the Framework Provider's Confidential Information is disclosed pursuant to clause E4 is made aware of the Customer's obligations of confidentiality.
- E4.10 In the event that the Framework Provider fails to comply with clauses E4.1 to E4.5, the Customer reserves the right to terminate the Call-Off Contract with immediate effect by notice in writing. The Customer reserves the right to terminate or suspend the Call-Off Contract in the event that the Framework Provider or its Staff or Sub-Contractors fail to comply with this clause E4. A suspension notice given to a Framework Provider pursuant to clause E4 must specify the period of suspension.

- E4.11 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in the supply of the Services under the Call-Off Contract, the Framework Provider undertakes to maintain adequate security arrangements that meet the requirements of professional standards and best practice and complies with the HMG Security Policy Framework.
- E4.12 The Framework Provider will immediately notify the Customer of any breach of security in relation to Confidential Information and all data obtained in the supply of the Services (including the Customer Data) under the Call-Off Contract and will keep a record of such breaches. The Framework Provider will use its best endeavours to recover such Confidential Information or data (including Customer Data) however it may be recorded. This obligation is in addition to the Framework Provider's obligations under clauses E4.1 to E4.5. The Framework Provider will co-operate with the Customer in any investigation that the Customer considers necessary to undertake as a result of any breach of security in relation to Confidential Information or data.
- E4.13 The Framework Provider shall, at its own expense, alter any security systems at any time during the Contract Period at the Customer's request if the Customer reasonably believes the Framework Provider has failed to comply with clause E4.11.
- E4.14 All Confidential Information in tangible form received hereunder together with all copies thereof shall be destroyed or returned immediately to the Customer and notified to the Customer, upon request or upon completion of the task for the purposes of which such Confidential Information was released.
- E4.15 In the event that the Framework Provider fails to comply with clause E4.1, the Framework Provider agrees that monetary damages would not be a sufficient remedy for breach of clause E4.1 and that the Customer shall be entitled, without prejudice to any other rights or remedies that may be available, to seek injunctive relief without proof of special damages, or any other equitable relief or remedy for any threatened or actual breach of clause E4.1.
- E4.16 The Framework Provider hereby gives its consent for the Authority to publish the whole of this Call-Off Contract (subject to any redactions which the Customer considers appropriate applying the principles for withholding disclosure under clause E5.3 below) including from time to time agreed changes to the Call-Off Contract, to the general public.

E5 Freedom Of Information

- E5.1 The Framework Provider acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Customer to enable the Customer to comply with its Information disclosure obligations.
- E5.2 The Framework Provider shall and shall procure that any Sub-Contractor shall transfer to the Customer all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information:
- E5.2.1 provide the Customer with a copy of all Information in its possession or power in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may specify) of the Customer's request; and
 - E5.2.2 provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA and/or regulation 5 of the Environmental Information Regulations.
- E5.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Call-Off Contract or any other agreement

whether any Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA and/or the Environmental Information Regulations.

E5.4 In no event shall the Framework Provider respond directly to a Request for Information unless expressly authorised to do so by the Customer.

E5.5 The Framework Provider acknowledges that (notwithstanding the provisions of clause E4 (Confidential Information)) the Customer may be obliged under the FOIA or the Environmental Information Regulations to disclose information concerning the Framework Provider or the Services in certain circumstances:

E5.5.1 without consulting the Framework Provider; or

E5.5.2 following consultation with the Framework Provider and having taken its views into account;

provided always that where clause E5.5.1 applies the Customer shall, in accordance with any recommendations of the Codes of Practice under the FOIA or the Environmental Information Regulations, take reasonable steps, where appropriate, to give the Framework Provider advance notice, or failing that, to draw the disclosure to the Framework Provider's attention after any such disclosure.

E5.6 The Framework Provider shall ensure that all Information is retained for disclosure and shall permit the Customer to inspect such records as requested from time to time.

E5.7 The Framework Provider acknowledges that identifying Information as being Commercially Sensitive Information is of indicative value only and that the Customer may be obliged to disclose it in accordance with this clause E5.

E5.8 The Customer shall not be liable for any loss, damage, harm or other detriment suffered by the Framework Provider arising from the disclosure of any Information falling within the scope of the FOIA and/or the Environmental Information Regulations (including Commercially Sensitive Information).

E6 Publicity, Media and Official Enquiries

E6.1 The Framework Provider shall not and shall procure that the Staff shall not wilfully and in breach of any obligation under this Call-Off Contract, do anything which may damage the reputation of the Customer in any way or bring the Customer into disrepute. In particular, the Framework Provider acknowledges the sensitivity of certain aspects of the Services and shall comply with the Customer and/or Authority's instructions regarding any restrictions on communications in connection with the Services.

E6.2 The Framework Provider shall not and shall procure that the Staff shall not, without the prior Approval of the Customer, which Approval shall not be unreasonably withheld or delayed:

E6.2.1 publish or broadcast, including through interviews with the media, use of social media and other communications with third parties, any details of:

(a) the Services provided to the Customer; and/or

(b) the AP;

E.6.2.2 use the Customer's name or brand in any promotion or marketing, including on its own website, or announcement of orders;

E6.2.3 make any press announcements or publicise this Call-Off Contract or its contents in any way.

- E6.3 The Framework Provider agrees and acknowledges that nothing in this Call-Off Contract either expressly or by implication constitutes an endorsement of any products or services of the Framework Provider by the Customer and the Framework Provider shall not (and shall procure that the Staff do not) conduct itself in such a way as to imply or express any such approval or endorsement.
- E6.4 The Framework Provider agrees that monetary damages would not be a sufficient remedy for breach of clauses E6.1 to E6.3 and that the Customer shall be entitled, without prejudice to any other rights or remedies that may be available, to seek injunctive relief without proof of special damages, or any other equitable relief or remedy for any threatened or actual breach of such clauses.
- E6.5 The Framework Provider shall at all times during the Contract Period on written demand indemnify the Customer and keep the Customer fully indemnified against all losses, incurred by, awarded against or agreed to be paid by the Framework Provider arising out of any claim or infringement or alleged infringement resulting from the Framework Provider's unauthorised use of the Customer's name or logo.

E7 Intellectual Property Rights

- E7.1 The Framework Provider shall retain ownership of all Intellectual Property Rights created by the Framework Provider:
 - E7.1.1 in the course of performing the Services; or
 - E7.1.2 exclusively for the purpose of performing the Services.
- E7.2 The Framework Provider shall indemnify the Authority against all claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the availability of the Services, except to the extent that they have been caused by or contributed to by the Authority's acts or omissions.

E8 Audit

- E8.1 In addition to any specific record-keeping obligations set out in the Specification, the Framework Provider shall keep and maintain until six (6) years after the end of the term of the Call-Off Contract, or such other period as may be agreed between the parties, full and accurate records of the Call-Off Contract including the Services supplied under it, all expenditure reimbursed by the Customer, and all payments made by the Customer. The Framework Provider shall on request afford the Authority or the Authority's representatives such access to those records and processes as may be requested by the Authority in connection with the Call-Off Contract.
- E8.2 The Framework Provider agrees to make available to the Customer, free of charge, whenever requested, copies of audit reports obtained by the Framework Provider in relation to the Services.
- E8.3 The Framework Provider shall permit duly authorised representatives of the Customer and/or the National Audit Office to examine the Framework Provider's records and documents relating to the Services and to provide such copies and oral or written explanations as may reasonably be required.
- E8.4 The Framework Provider (and its agents and Sub-Contractors) shall permit the Comptroller and Auditor General (and his appointed representatives) access free of charge during normal business hours on reasonable notice to all such documents (including computerised documents and data) and other information as the Comptroller and Auditor General may reasonably require for the purposes of his financial audit of the Customer and for carrying

out examinations into the economy, efficiency and effectiveness with which the Customer has used its resources. The Framework Provider shall provide such explanations as are reasonably required for these purposes.

E9 Official Secrets Act and Finance Act

E9.1 The Framework Provider shall comply with, and shall ensure that its Staff and Sub-Contractors comply with, the provisions of:

E9.1.1 the Official Secrets Acts 1911 to 1989; and

E9.1.2 Section 182 of the Finance Act 1989.

E9.2 In the event that the Framework Provider or its Staff or Sub-Contractors fail to comply with this clause E9.1, the Customer reserves the right to terminate or suspend the Call-Off Contract by giving notice in writing to the Framework Provider.

E9.3 A suspension notice given to the Framework Provider pursuant to clause E9.2 must specify the period of suspension.

E10 Tax Compliance

E10.1 If, during the Contract Period, an Occasion of Tax Non-Compliance occurs, the Framework Provider shall:

E10.1.1 notify the Customer in writing of such fact within 5 Working Days of its occurrence; and

E10.1.2 promptly give the Customer:

(a) details of the steps it is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors it considers relevant; and

(b) such other information in relation to the Occasion of Tax Non-Compliance as the Customer may reasonably require.

E10.2 If the Framework Provider or any Staff are liable to be taxed in the UK or to pay National Insurance Contributions ("**NICs**") in respect of consideration received under the Call-Off Contract, the Framework Provider shall:

E10.2.1 at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all Laws relating to income tax, and the Social Security Contributions and Benefits Act 1992 and all other Laws relating to NICs, in respect of that consideration; and

E10.2.2 indemnify the Customer against any income tax, NICs and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the provision of the Services by the Framework Provider or any Staff.

F. CONTROL OF THE CONTRACT

F1 Failure to meet Requirements

F1.1 If the Customer informs the Framework Provider in writing that the Customer reasonably believes that any part of the Services does not meet the requirements of the Call-Off Contract or differs in any way from those requirements, and this is not as a result of a Default by the Customer, the Framework Provider shall at its own expense re-schedule and carry

out the Services in accordance with the requirements of the Call-Off Contract within such reasonable time as may be specified by the Customer.

F2 Monitoring of Contract Performance

- F2.1 The Framework Provider shall immediately inform the Customer if any aspect of the Call-Off Contract is not being or is unable to be performed, the reasons for non-performance, any corrective action and the date by which that action will be completed.
- F2.2 In addition to any contract management provisions in the Specification, at or around six (6) Months from the Commencement Date and each anniversary of the Commencement Date thereafter (each being a "**Review Date**"), the Customer may carry out a review of the performance of the Framework Provider ("**Checkpoint Review**") in respect of this Call-Off Contract. Without prejudice to the generality of the foregoing, the Customer may in respect of the period under review consider such items as (but not limited to): the Framework Provider's performance in respect of the Services supplied under the Call-Off Contract; the Framework Provider's contribution to innovation; whether the Services provide the Customer with best value for money; consideration of any changes which may need to be made to the Services; a review of future requirements in relation to the Services and progress against key milestones.
- F2.3 The Framework Provider shall provide at its own cost any assistance reasonably required by the Customer to perform such Checkpoint Review including the provision of data and information.
- F2.4 The Customer may (at its absolute discretion) produce a report (a "**Checkpoint Review Report**") of the results of each Checkpoint Review stating any areas of exceptional performance and areas for improvement in the provision of the Services and where there is any shortfall in any aspect of performance reviewed as against the Customer's expectations and the Framework Provider's obligations under this Call-Off Contract.
- F2.5 The Customer shall provide the Framework Provider with a copy of the Checkpoint Review Report (if applicable) for any comments the Framework Provider may have. The Customer shall consider such comments and at its absolute discretion produce a revised Checkpoint Review Report.
- F2.6 The Framework Provider shall, within ten (10) Working Days of receipt of the Checkpoint Review Report (revised as appropriate) provide the Customer with a plan to address resolution of any shortcomings and implementation of improvements identified by the Checkpoint Review Report.
- F2.7 Actions required to resolve shortcomings and implement improvements (either as a consequence of the Framework Provider's failure to meet its obligations under this Call-Off Contract identified by the Checkpoint Review Report, or those which result from the Framework Provider's failure to meet the Customer's expectations notified to the Framework Provider or of which the Framework Provider ought reasonably to have been aware) shall be implemented at no extra charge to the Customer.

F3 Remedies in the event of inadequate performance or failure to perform

- F3.1 Where a complaint is received about the standard of Services or about the manner in which any Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Framework Provider's obligations under the Call-Off Contract, then the Customer shall notify the Framework Provider, and where considered appropriate by the Customer, investigate the complaint. The Customer may, in its sole discretion, uphold the complaint and take further action in accordance with the Performance Management Framework within the Specification and/or clause H2 (Termination on Default) of the Call-Off Contract.

- F3.2 In the event that the Customer is of the reasonable opinion that there has been a material breach of the Call-Off Contract by the Framework Provider, then the Customer may, without prejudice to its rights to terminate the Call-Off Contract under clause H2 (Termination on Default), do any of the following:
- F3.2.1 without terminating the Call-Off Contract, itself supply or procure the supply of all or part of the Services until such time as the Framework Provider shall have demonstrated to the reasonable satisfaction of the Customer that the Framework Provider will once more be able to supply all or such part of the Services in accordance with the Call-Off Contract;
 - F3.2.2 without terminating the whole of the Call-Off Contract, terminate the Call-Off Contract in respect of part of the Services only (whereupon a corresponding reduction in the Contract Price shall be made) and thereafter itself supply or procure a third party to supply such part of the Services;
 - F3.2.3 set off any liability of the Customer to the Framework Provider, against any liability of the Customer to the Framework Provider, whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under this Call- Off Contract or another contract; and/or
 - F3.2.4 withhold or reduce payments to the Framework Provider in accordance with the Performance Management Framework at Appendix C to the Specification.
- F3.3 Without prejudice to its right under clause C3 (Recovery of Sums Due), the Customer may charge the Framework Provider for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Customer or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Framework Provider for such part of the Services.
- F3.4 Where in the opinion of the Customer the Framework Provider has failed to supply all or any part of the Services in accordance with the Call-Off Contract, professional or industry practice which could reasonably be expected of a competent and suitably qualified person, or any legislative or regulatory requirement, the Customer may give the Framework Provider written notice specifying the way in which its performance falls short of the requirements of the Call-Off Contract, or is otherwise unsatisfactory.
- F3.5 Where the Framework Provider has been notified of a failure in accordance with Clause F3.4 the Customer may:
- F3.5.1 direct the Framework Provider, to investigate, identify and remedy the failure within such time as may be specified by the Customer and to apply all such additional resources as are necessary to remedy that failure at no additional charge to the Customer within the specified timescale; and/or
 - F3.5.2 withhold or reduce payments to the Framework Provider, in accordance with the Performance Management Framework at Appendix C to the Specification.
- F3.6 Where the Framework Provider has been notified of a failure in accordance with Clause F3.4, the Framework Provider shall:
- F3.6.1 use all reasonable endeavours to immediately minimise the impact of such failure(s) to the Customer and to prevent such failure(s) from recurring; and
 - F3.6.2 immediately provide the Customer with such information as the Customer may request regarding what measures are being taken to comply with the

obligations in this clause and the progress of those measures until resolved to the satisfaction of the Customer.

- F3.7 If, having been notified of any failure, the Framework Provider fails to remedy it in accordance with Clause F3.6 within the time specified by the Customer, the Customer may treat the continuing failure as a material breach of the Call-Off Contract may terminate the Call-Off Contract in accordance with clause H2 (Termination on Default).

F4 Transfer and Sub-Contracting

- F4.1 Except where clauses F4.5 and F4.6 both apply, the Framework Provider shall not transfer, charge, assign, sub-contract or in any other way dispose of the Call-Off Contract or any part of it without the prior Approval of the Customer. All such documents shall be evidenced in writing and shown to the Customer on request. Sub-contracting any part of the Call-Off Contract shall not relieve the Framework Provider of any of its obligations or duties under the Call-Off Contract.

- F4.2 Any Sub-contractor arrangements shall be in accordance with the requirements of paragraph 4.7 to 4.11 of the Specification. Where appropriate, the Framework Provider shall provide each Sub-Contractor with a copy of the Call-Off Contract and obtain written confirmation from them that they will provide the Services fully in accordance with the Call-Off Contract. The Framework Provider shall be responsible for the acts and/or omissions of its Sub-Contractors as though they are its own.

- F4.3 The Framework Provider shall ensure that all its Sub-Contractors and suppliers retain each record, item of data and document relating to the Services for a period of not less than six (6) years from the end of the term of the Call-Off Contract, and shall make them available to the Customer on request in accordance with the provisions of clause E8 (Audit). Should any Sub-Contractor or supplier refuse to permit the Customer to access the required records then the Customer shall have no obligation to pay any claim or invoice made by the Framework Provider on the basis of such documents or work carried out by the Sub-Contractor or supplier.

- F4.4 Where the Customer has consented to the placing of Sub-Contracts, the Framework Provider shall notify the Customer the name(s), contact details and legal representatives of the Sub-Contractor(s) and copies of each Sub-Contract shall, at the request of the Customer, be sent by the Framework Provider to the Customer promptly on request.

- F4.5 If the Customer believes there are:

F4.5.1 compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Public Contracts Regulations, the Framework Provider shall replace or not appoint the Sub-Contractor; or

F4.5.2 non-compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Public Contracts Regulations, the Customer may require the Framework Provider to replace or not appoint the Sub-Contractor and the Framework Provider shall promptly comply with such requirement.

- F4.6 Notwithstanding clause F4.1, the Framework Provider may assign to a third party (**“the Assignee”**) the right to receive payment of the Contract Price or any part thereof due to the Framework Provider under this Call-Off Contract (including any interest which the Customer incurs under clause C2 (Payment and VAT)). Any assignment under this clause F4.6 shall be subject to:

F4.5.1 reduction of any sums in respect of which the Customer exercises its right of recovery under clause C3 (Recovery of Sums Due);

- F4.5.2 all related rights of the Customer under the Call-Off Contract in relation to the recovery of sums due but unpaid; and
 - F4.5.3 written notification received by the Customer under both clauses F4.7 and F4.8.
- F4.7 In the event that the Framework Provider assigns the right to receive the Contract Price under clause F4.6, the Framework Provider or the Assignee shall notify the Customer in writing of the assignment and the date upon which the assignment becomes effective.
- F4.8 The Framework Provider shall ensure that the Assignee notifies the Customer of the Assignee's contact information and bank account details to which the Customer shall make payment.
- F4.9 The provisions of clause C2 (Payment and VAT) shall continue to apply in all other respects after the assignment and shall not be amended without Approval.
- F4.10 Subject to clause F4.11, the Customer may assign, novate or otherwise dispose of its rights and obligations under the Call-Off Contract or any part thereof to:
 - F4.10.1 any Contracting Body; or
 - F4.10.2 any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Customer; or
 - F4.10.3 any private sector body which substantially performs the functions of the Customer,provided that any such assignment, novation or other disposal shall not unreasonably increase the burden of the Framework Provider's obligations under the Call-Off Contract.
- F4.11 Any change in the legal status of the Customer such that it ceases to be a Contracting Body shall not, subject to clause F4.12, affect the validity of the Call-Off Contract. In such circumstances the Call-Off Contract shall bind and inure to the benefit of any successor body to the Customer.
- F4.12 If the rights and obligations under the Call-Off Contract are assigned, novated or otherwise disposed of pursuant to clause F4.10 to a body which is not a Contracting Body or if there is a change in the legal status of the Customer such that it ceases to be a Contracting Body (in the remainder of this clause both such bodies being referred to as the **"Transferee"**):
 - F4.12.1 the rights of termination of the Customer in clauses H1 (Termination on Insolvency and Change of Control) and H2 (Termination on Default) shall be available to the Framework Provider in the event of respectively, the bankruptcy or insolvency, or Default of the Transferee; and
 - F4.12.2 the Transferee shall only be able to assign, novate or otherwise dispose of its rights and obligations under the Call-Off Contract or any part thereof with the prior consent in writing of the Framework Provider.
- F4.13 The Customer may disclose to any Transferee any Confidential Information of the Framework Provider which relates to the performance of the Framework Provider's obligations under the Call-Off Contract. In such circumstances the Customer shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Framework Provider's obligations under the Call-Off Contract and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.

- F4.14 Each Party shall at its own cost and expense carry out, or use all reasonable endeavours to ensure the carrying out of, whatever further actions (including the execution of further documents) the other Party reasonably requires from time to time for the purpose of giving that other Party the full benefit of the provisions of the Call-Off Contract.

F5 Waiver

- F5.1 The failure of either Party to insist upon strict performance of any provision of the Call-Off Contract, or the failure of either Party to exercise, or any delay in exercising, any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Call-Off Contract.
- F5.2 No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with clause A5.2 (Notices).
- F5.3 A waiver of any right or remedy arising from a breach of the Call-Off Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Call-Off Contract.

F6 Variation

- F6.1 If, after the Commencement Date, the Customer's requirements change, the Customer may request a Variation subject to the terms of this clause F6.
- F6.2 The Customer may request a Variation by notifying the Framework Provider in writing of the Variation and giving the Framework Provider sufficient information to assess the extent of the Variation and consider whether any change to the Contract Price is required in order to implement the Variation within a reasonable time limit specified by the Customer. If the Framework Provider accepts the Variation it shall confirm it in writing.
- F6.3 If the Framework Provider is unable to accept the Variation or where the Parties are unable to agree a change to the Contract Price, the Customer may:
- F6.3.1 allow the Framework Provider to fulfil its obligations under the Call-Off Contract without the Variation; or
 - F6.3.2 terminate the Call-Off Contract immediately except where the Framework Provider has already delivered all or part of the Services or where the Framework Provider can show evidence of substantial work being carried out to fulfil the requirements of the Call-Off Contract; and in such case the Parties shall attempt to agree upon a resolution to the matter. If a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution procedure detailed in clause I2 (Dispute Resolution).
- F6.4 No Variation will take effect unless and until it is recorded in a validly executed CCN.
- F6.6 The provisions of this clause F6 may be varied in an emergency if it is not practicable to obtain the Approvals within the time necessary to make the Variation in order to address the emergency. In an emergency, Variations may be approved by a different representative of the Customer. However, the Customer's Contract Manager shall have the right to review such a Variation and require a CCN to be entered into on a retrospective basis which may itself vary the emergency Variation.

F7 Severability

- F7.1 If any provision of the Call-Off Contract which is not of a fundamental nature is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions of the Call-Off Contract shall continue in full force and effect as if the Call-Off Contract had been executed with the invalid, illegal or unenforceable provision eliminated.

F8 Extension of Contract Period

- F8.1 The Customer may, by giving written notice to the Framework Provider, extend the Call-Off Contract for a further period up to the date set out in the Order Form, provided that the maximum Contract Period does not exceed two (2) years. The provisions of the Call-Off Contract will apply throughout any such extended period.

F9 Remedies Cumulative

- F9.1 Except as otherwise expressly provided by the Call-Off Contract, all remedies available to either Party for breach of the Call-Off Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

F10 Entire Agreement

- F10.1 The Call-Off Contract constitutes the entire agreement between the Parties in respect of the matters dealt with therein. The Call-Off Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this clause shall not exclude liability in respect of any Fraud or fraudulent misrepresentation.

F11 Execution of the Call-Off Contract

- F11.1 This Call-Off Contract shall be formed on acceptance by the Framework Provider of the Order Form in accordance with clause 6.4 of the Framework Agreement. Any Order Form may be executed in counterparts, each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.

G LIABILITIES

G1 Liability, Indemnity and Insurance

- G1.1 Neither Party excludes or limits liability to the other Party for:
- G1.1.1 death or personal injury caused by its negligence; or
 - G1.1.2 Fraud or fraudulent misrepresentation;
 - G1.1.4 any breach of any obligations implied by section 2 of the Supply of Goods and Services Act 1982;
 - G1.1.5 any breach of clause D1, D2, E1, E2 and E4; or
 - G1.1.6 any liability to the extent it cannot be limited or excluded by Law.
- G1.2 Subject to clauses G1.3 and G1.4, the Framework Provider shall indemnify the Customer and keep the Customer indemnified fully against all claims, proceedings, demands, charges, actions, damages, costs, breach of statutory duty, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or the late or purported supply, of the Services or the performance or non-performance by the Framework Provider of its obligations under the Call-Off Contract or the presence of the Framework Provider or any Staff or Sub-Contractors on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Framework Provider, or any other loss which is caused directly or indirectly by any act or omission of the Framework Provider, its Staff and Sub-Contractors.

- G1.3 Subject to clause G1.1 the aggregate liability of either Party in respect of the Call-Off Contract shall not exceed £1 million.
- G1.4 The Framework Provider shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Call-Off Contract.
- G1.5 The Customer may recover from the Framework Provider the following losses incurred by the Customer to the extent they arise as a result of a Default by the Framework Provider:
- G1.5.1 any additional operational and/or administrative costs and expenses incurred by the Customer, including costs relating to time spent by or on behalf of the Customer in dealing with the consequences of the Default;
 - G1.5.2 any wasted expenditure or charges;
 - G1.5.3 the additional costs of procuring a Replacement Framework Provider for the remainder of the Contract Period and or replacement deliverables which shall include any incremental costs associated with the Replacement Framework Provider and/or replacement deliverables above those which would have been payable under the Call-Off Contract;
 - G1.5.4 any compensation or interest paid to a third party by the Customer; and
 - G1.5.5 any fine or penalty incurred by the Customer pursuant to Law and any costs incurred by the Customer in defending any proceedings which result in such fine or penalty.
- G1.6 Subject always to clause G1.1 and G1.5, in no event shall either Party be liable to the other for any:
- G1.6.1 loss of profit, turnover, business opportunity, revenue or damage to goodwill (in each case whether direct or indirect); or
 - G1.6.2 loss of savings (whether anticipated or otherwise); and/or
 - G1.6.3 indirect, special or consequential loss or damage.
- G1.7 Unless otherwise specified by the Customer, the Framework Provider shall, with effect from the Commencement Date for such period as necessary to enable the Framework Provider to comply with its obligations herein, take out and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Framework Provider, arising out of the Framework Provider's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Framework Provider. Such insurance shall be maintained for the duration of the Contract Period and for a minimum of 6 years following the end of the Contract.
- G1.8 The Framework Provider shall hold employer's liability insurance in respect of Staff and such insurance shall be in accordance with any legal requirement from time to time in force.
- G1.9 The Framework Provider shall give the Customer, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

- G1.10 If the Framework Provider does not give effect to and maintain the insurances required by the provisions of the Call-Off Contract the Customer may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Framework Provider.
- G1.11 The provisions of any insurance or the amount of cover shall not relieve the Framework Provider of any liabilities under the Call-Off Contract.
- G1.12 The Framework Provider shall not take any action or fail to take any reasonable action, or (to the extent that it is reasonably within its power) permit anything to occur in relation to the Framework Provider, which would entitle any insurer to refuse to pay any claim under any insurance policy in which the Framework Provider is an insured, a co-insured or additional insured person.

G2 Warranties and Representations

- G2.1 The Framework Provider warrants and represents for the duration of the Call-Off Contract that:
- G2.1.1 it has full capacity and authority and all necessary consents (including where its procedures so require, the consent of its parent company) to enter into and perform its obligations under the Call-Off Contract and that the Call-Off Contract is executed by a duly authorised representative of the Framework Provider;
 - G2.1.2 in entering the Call-Off Contract it has not committed any Fraud;
 - G2.1.3 as at the Commencement Date, all information contained in its response to the Invitation to Tender or other offer made by the Framework Provider to the Customer and/or Authority (including all representations and warranties set out in the Framework Agreement) remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Customer prior to execution of the Call-Off Contract and in addition, that it will advise the Customer of any fact, matter or circumstance of which it may become aware which would render such information to be false or misleading;
 - G2.1.4 no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets which will or might have a material adverse effect on its ability to perform its obligations under the Call-Off Contract;
 - G2.1.5 it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Call-Off Contract;
 - G2.1.6 no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Framework Provider or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Framework Provider's assets or revenue;
 - G2.1.7 it owns, or has obtained or is able to obtain valid licences for, all Intellectual Property Rights that are necessary for the performance of its obligations under the Call-Off Contract;
 - G2.1.8 any person engaged by the Framework Provider shall be engaged on terms which do not entitle them to any Intellectual Property Right in any IP Materials;

- G2.1.9 in the three (3) years (or period of existence where the Framework Provider has not been in existence for three (3) years) prior to the date of the Call-Off Contract:
- (a) it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;
 - (b) it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and
 - (c) it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Call-Off Contract;
- G2.1.10 it has and will continue to hold all necessary (if any) regulatory approvals from the Regulatory Bodies necessary to perform the Framework Provider's obligations under the Call-Off Contract; and
- G2.1.11 it has, if relevant, notified the Customer in writing of any Occasions of Tax Non-Compliance and any litigation in which it is involved that is in connection with any Occasion of Tax Non-Compliance.

G3 Force Majeure

- G3.1 Subject to the remaining provisions of this clause G3, a Party may claim relief under this clause G3 from liability for failure to meet its obligations under the Call-Off Contract for as long as and only to the extent that the performance of those obligations is directly affected by a Force Majeure Event. Any failure or delay by the Framework Provider in performing its obligations under the Call-Off Contract which results from a failure or delay by an agent, Sub-Contractor or supplier shall be regarded as due to a Force Majeure Event only if that agent, Sub-Contractor or supplier is itself impeded by a Force Majeure Event from complying with an obligation to the Framework Provider.
- G3.2 The Affected Party shall as soon as reasonably practicable, issue a notice which shall include details of the Force Majeure Event, its effect on the obligations of the Affected Party and any action the Affected Party proposes to take to mitigate its effect (a "**Force Majeure Notice**").
- G3.3 If the Framework Provider is the Affected Party, it shall not be entitled to claim relief under this clause G3 to the extent that consequences of the relevant Force Majeure Event:
- G3.3.1 are capable of being mitigated by taking steps in accordance with clause G3.5 but the Framework Provider has failed to do so; and/or
 - G3.3.2 should have been foreseen and prevented or avoided by a prudent Framework Provider of services similar to the Services, operating to the standards required by the Call-Off Contract and Framework Agreement.
- G3.4 Subject to clause G3.5, as soon as practicable after the Affected Party issues the Force Majeure Notice, and at regular intervals thereafter, the Parties shall consult in good faith and use reasonable endeavours to agree any steps to be taken and an appropriate timetable in which those steps should be taken, to enable continued provision of the Services affected by the Force Majeure Event.
- G3.5 The Parties shall at all times following the occurrence of a Force Majeure Event and during its subsistence use their respective reasonable endeavours to prevent and mitigate the effects of the Force Majeure Event. Where the Framework Provider is the Affected Party, it

shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.

G3.6 If, as a result of a Force Majeure Event:

G3.6.1 an Affected Party fails to perform its obligations in accordance with the Call-Off Contract, then during the continuance of the Force Majeure Event:

(a) the other Party shall not be entitled to exercise its rights to terminate the Call-Off Contract in whole or in part as a result of such failure pursuant to clause H2.1 or H2.3; and

(b) neither Party shall be liable for any Default arising as a result of such failure;

G3.6.2 the Framework Provider fails to perform its obligations in accordance with the Call-Off Contract it shall be entitled to receive payment of the Contract Price (or a proportional payment of it) only to the extent that the Services (or part thereof) continue to be performed in accordance with the terms of the Call-Off Contract during the occurrence of the Force Majeure Event.

G3.7 The Affected Party shall notify the other Party as soon as practicable after the Force Majeure Event ceases or no longer causes the Affected Party to be unable to comply with its obligations under the Call-Off Contract.

G3.8 Relief from liability for the Affected Party under this clause G3 shall end as soon as the Force Majeure Event no longer causes the Affected Party to be unable to comply with its obligations under the Contract and shall not be dependent on the serving of notice under clause G3.7.

H DEFAULT, DISRUPTION AND TERMINATION

H1 Termination on Insolvency and Change of Control

H1.1 The Customer may terminate the Call-Off Contract with immediate effect by notice in writing and without compensation to the Framework Provider where a situation arises in respect of the Framework Provider pursuant to which the Authority has the right to terminate the Framework Agreement pursuant to clause 22 of the Framework Agreement.

H1.2 The Framework Provider shall notify the Customer immediately in writing of any proposal or negotiations which will or may result in a Change of Control. The Customer may terminate the Call-Off Contract with immediate effect by notice in writing and without compensation to the Framework Provider within six (6) Months of:

H1.3.1 being notified that a Change of Control has occurred; or

H1.3.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control,

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

H2 Termination on Default

H2.1 The Customer may terminate the Call-Off Contract by written notice to the Framework Provider with immediate effect if the Framework Provider commits a material breach of the Call-Off Contract and:

- H2.1.1 the Framework Provider has not remedied the material breach to the satisfaction of the Customer within such period as may be specified by the Customer, after issue of a written notice specifying the material breach and requesting it to be remedied; or
- H2.1.2 the material breach is not, in the opinion of the Customer, capable of remedy, provided that, where it is not practicable for the Customer to issue a notice in writing for purposes of clause H2.1, notice may be given verbally and followed up in writing.
- H2.2 For the purposes of clause H2.2, **material breach** means a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the Customer would otherwise derive from:
 - H2.2.1 a substantial portion of this Call-Off Contract; or
 - H2.2.2 obligations under clauses A7, D1, E1, E2, E3, E4, E7, E9 or E10..
- H2.3 In the event that through any Default of the Framework Provider, data transmitted or processed in connection with the Call-Off Contract is either lost or sufficiently degraded as to be unusable, the Framework Provider shall be liable for the cost of reconstitution of that data and shall reimburse the Customer in respect of any charge levied for its transmission and any other costs charged in connection with such Default.
- H2.4 If the Customer fails to pay the Framework Provider undisputed sums of money when due, the Framework Provider shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums within ninety (90) Working Days of the date of such written notice, the Framework Provider may terminate the Call-Off Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under clause C3.1 (Recovery of Sums Due) or a Force Majeure Event.

H3 Termination without cause

- H3.1 The Customer may terminate the Call-Off Contract without cause at any time:
 - H3.1.1 by giving not less than twenty-four (24) hours' written notice to the Framework Provider; or
 - H3.1.2 in Exceptional Circumstances, immediately by giving verbal notice to the Framework Provider.

H4 Other Termination Grounds

- H4.1 The Customer may terminate the Call-Off Contract on written notice with immediate effect to the Framework Provider if:
 - H4.1.1 the Call-Off Contract has been subject to a substantial modification which requires a new procurement procedure pursuant to regulation 72(9) of the Public Contracts Regulations;
 - H4.1.2 the Framework Provider was, at the time the Call-Off Contract was awarded, in one of the situations specified in regulation 57(1) of the Public Contracts Regulations, including as a result of the application of regulation 57(2), and should therefore have been excluded from the procurement procedure which resulted in its award of the Call-Off Contract;
 - H4.1.3 Not Used

- H4.1.4 the Framework Provider has not, in performing the Services, complied with its legal obligations in respect of environmental, social or labour law.

H5 Consequences of Expiry or Termination

- H5.1 Where the Customer terminates the Call-Off Contract under clause H1, H2 or H4 and then makes other arrangements for the supply of Services, the Customer may recover from the Framework Provider the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period.
- H5.2 Where the Call-Off Contract is terminated under clause H1, H2 or H4, no further payments shall be payable by the Customer to the Framework Provider (for Services supplied by the Framework Provider prior to termination and in accordance with the Call-Off Contract but where the payment has yet to be made by the Customer), until the Customer has established the final cost of making the other arrangements envisaged under this clause.
- H5.3 Where the Customer terminates the Call-Off Contract under clause H3, , no further payments shall be payable by the Customer to the Framework Provider except for Services supplied by the Framework Provider prior to termination and in accordance with the Call-Off Contract but where the payment has yet to be made by the Customer.
- H5.4 Save as otherwise expressly provided in the Call-Off Contract:
- H5.4.1 termination or expiry of the Call-Off Contract shall be without prejudice to any rights, remedies or obligations accrued under the Call-Off Contract prior to termination or expiration and nothing in the Call-Off Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and
- H5.4.2 termination or expiry of the Call-Off Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Framework Provider under clauses C2 (Payment and VAT), C3 (Recovery of Sums Due), D1 (Prevention of Bribery), E2 (Data Protection), E4 (Confidential Information), E5 (Freedom of Information), E7 (Intellectual Property Rights), E8 (Audit), E9 (Official Secrets Acts and Finance Act), F9 (Remedies Cumulative), G1 (Liability, Indemnity and Insurance), H6 (Consequences of Expiry or Termination), H7 (Recovery upon Termination) and I1 (Governing Law and Jurisdiction).

H6 Disruption

- H7.1 The Framework Provider shall take reasonable care to ensure that in the performance of its obligations under the Call-Off Contract it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer and/or other persons present on the Premises.
- H6.2 The Framework Provider shall immediately inform the Customer of any actual or potential industrial action, whether such action be by its own Staff or others, which affects or might affect its ability at any time to perform its obligations under the Call-Off Contract.
- H6.3 In the event of industrial action by the Staff, the Framework Provider shall seek Approval of the Customer to its proposals to continue to perform its obligations under the Call-Off Contract.
- H6.4 If the Framework Provider's proposals referred to in clause H6.3 are considered insufficient or unacceptable by the Customer acting reasonably, then the Call-Off Contract may be terminated with immediate effect by the Customer by notice in writing.

- H6.5 If the Framework Provider is temporarily unable to fulfil the requirements of the Call-Off Contract owing to disruption of the Customer's normal business, the Framework Provider may request a reasonable allowance of time and in addition, the Customer will reimburse any additional expense reasonably incurred by the Framework Provider as a direct result of such disruption.

H7 Recovery upon Termination

- H7.1 On the termination of the Call-Off Contract for any reason, the Framework Provider shall at its cost:
- H7.1.1 immediately return to the Customer or destroy (as directed in writing by the Customer) all Confidential Information, Customer Data, Personal Data and IP Materials in its possession or in the possession or under the control of any permitted suppliers or Sub-Contractors, which was obtained or produced in the course of providing the Services;
 - H7.1.2 immediately deliver to the Customer or destroy (as directed in writing by the Customer) all Property (including materials, documents, information and access keys) provided to the Framework Provider. Such Property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
 - H7.1.3 immediately vacate the Premises (subject to compliance with all instructions of the Customer and/or Authority representative in control of the Premises);
 - H7.1.4 assist and co-operate with the Customer to ensure an orderly transition of the provision of the Services to the Replacement Framework Provider and/or the completion of any work in progress; and
 - H7.1.5 promptly provide all information concerning the provision of the Services which may reasonably be requested by the Customer for the purposes of adequately understanding the manner in which the Services have been provided and/or for the purpose of allowing the Customer and/or the Replacement Framework Provider to conduct due diligence.
- H7.2 If the Framework Provider fails to comply with clause H7.1.1 and H7.1.2, the Customer may recover possession thereof and the Framework Provider grants a licence to the Customer or its appointed agents to enter (for the purposes of such recovery) any premises of the Framework Provider or its permitted suppliers or Sub-Contractors where any such items may be held.

H8 Retendering and Handover

- H8.1 Within twenty-one (21) days of being so requested by the Customer, the Framework Provider shall provide, and thereafter keep updated, in a fully indexed and catalogued format, all the information necessary to enable the Customer to issue tender documents for the future provision of the Services.
- H8.2 The Customer shall take all necessary precautions to ensure that the information referred to in H8.1 is given only to potential Replacement Framework Providers who have qualified to tender for the future provision of the Services.
- H8.3 The Customer shall require that all potential Replacement Framework Providers treat the information in confidence; that they do not communicate it except to such persons within their organisation and to such extent as may be necessary for the purpose of preparing a response to an invitation to tender issued by the Customer; and that they shall not use it for any other purpose.

- H8.4 The Framework Provider shall indemnify the Customer against any claim made against the Customer at any time by any person in respect of any liability incurred by the Customer arising from any deficiency or inaccuracy in information which the Framework Provider is required to provide under clause H8.1.
- H8.5 The Framework Provider shall allow access to the Premises, in the presence of a Customer representative, to any person representing any potential Replacement Framework Provider whom the Customer has selected to tender for the future provision of the Services.
- H8.6 If access is required to the Framework Provider's Premises for the purposes of clause H8.5, the Customer shall give the Framework Provider five (5) Working Days' notice of a proposed visit together with a list showing the names of all persons who will be attending those premises. Their attendance shall be subject to compliance with the Framework Provider's security procedures, subject to such compliance not being in conflict with the objectives of the visit.
- H8.7 The Framework Provider shall co-operate fully with the Customer during the handover arising from the completion or earlier termination of the Call-Off Contract. This co-operation, during the period of the new Framework Provider setting up operations, shall extend to allowing full access to, and providing copies of, all documents, reports, summaries and any other information necessary in order to achieve an effective transition without disruption to routine operational requirements.
- H8.8 Within ten (10) Working Days of being so requested by the Customer, the Framework Provider shall transfer to the Customer, or any person designated by the Customer, free of charge, all computerised filing, recording, documentation, planning and drawing held on software and utilised in the provision of the Services. The transfer shall be made in a fully indexed and catalogued disk format, to operate on a proprietary software package identical to that used by the Customer.

H9 Exit Management

- H9.1 Upon termination the Framework Provider shall render reasonable assistance to the Customer to the extent necessary to effect an orderly assumption by a Replacement Framework Provider of the Services.
- H9.2 Where the Customer requires a continuation of all or any of the Services on expiry or termination of this Call-Off Contract, either by performing them itself or by engaging a third party to perform them, the Framework Provider shall co-operate fully with the Customer and any such third party and shall take all reasonable steps to ensure the timely and effective transfer of the Services without disruption to routine operational requirements.
- H9.3 The following commercial approach shall apply to the transfer of the Services:
 - H9.3.1 where the Framework Provider does not have to use resources in addition to those normally used to deliver the Services prior to termination or expiry, there shall be no change to the Contract Price.
 - H9.3.2 where the Framework Provider reasonably incurs additional costs, the Parties shall agree a Variation to the Contract Price based on the rates either set out in the Pricing Matrix (Schedule 3) in the Framework Agreement or forming the basis for the Contract Price.
- H9.4 When requested to do so by the Customer, the Framework Provider shall deliver to the Customer details of all licences for software used in the provision of the Services including the software licence agreements.
- H9.5 Within one Month of receiving the software licence information described above, the Customer shall notify the Framework Provider of the licences it wishes to be transferred,

and the Framework Provider shall provide for the approval of the Customer a plan for licence transfer.

H10 Knowledge Retention

- H10.1 The Framework Provider shall co-operate fully with the Customer in order to enable an efficient and detailed knowledge transfer from the Framework Provider to the Customer on the completion or earlier termination of the Call-Off Contract and in addition, to minimise any disruption to routine operational requirements. To facilitate this transfer, the Framework Provider shall provide the Customer free of charge with full access to its Staff, and in addition, copies of all documents, reports, summaries and any other information requested by the Customer. The Framework Provider shall comply with the Customer's request for information no later than fifteen (15) Working Days from the date that that request was made.

I DISPUTES AND LAW

I1 Governing Law and Jurisdiction

- I1.1 Subject to the provisions of clause I2 (Dispute Resolution), the Call-Off Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and interpreted in accordance with the law of England and Wales and shall be subject to the jurisdiction of the Courts of England and Wales. The submission to such jurisdiction shall not (and shall not be construed so as to) limit the right of the Customer to take proceedings against the Framework Provider in any other court of competent jurisdiction, nor shall the taking of proceedings in any other court of competent jurisdiction preclude the taking of proceedings in any other jurisdiction whether concurrently or not.

I2 Dispute Resolution

- I2.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Call-Off Contract within twenty (20) Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the finance director (or similar) of the Framework Provider and the commercial director of the Customer.
- I2.2 Nothing in this dispute resolution procedure shall prevent the Customer from seeking from any court of competent jurisdiction an interim order restraining the Framework Provider from doing any act or compelling the Framework Provider to do any act.
- I2.3 If the dispute cannot be resolved by the Parties pursuant to clause I2.1 either Party may refer it to mediation pursuant to the procedure set out in clause I2.5 in accordance with the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure.
- I2.4 The obligations of the Parties under the Call-Off Contract shall not cease, or be suspended or delayed by the reference of a dispute to mediation (or arbitration) and the Framework Provider and the Staff shall comply fully with the requirements of the Call-Off Contract at all times.
- I2.5 The procedure for mediation and consequential provisions relating to mediation are as follows:
- I2.5.1 Unless otherwise agreed between the parties, the mediator shall be nominated by CEDR Solve. To initiate the mediation, a party must serve notice in writing (ADR notice) to the other party to the dispute, requesting a mediation. A copy of the ADR notice should be sent to CEDR Solve. The mediation will start not later than 20 days after the date of the ADR notice.

- I2.5.2 The commencement of mediation shall not prevent the parties commencing or continuing court or arbitration proceedings in relation to the dispute under clause 42 which clause shall apply at all times.
 - I2.5.3 If the dispute is not resolved within 90 days after service of the ADR notice, or either party fails to participate or to continue to participate in the mediation before the expiration of the said period of 90 days, or the mediation terminates before the expiration of the said period of 90 days, the dispute shall be finally resolved by the courts of England and Wales in accordance with clause I1 in this Contract
 - I2.5.4 Not Used
 - I2.5.5 Not Used
 - I2.5.6 Not Used
- I2.6 Subject to clause I2.2, the Parties shall not institute court proceedings until the procedures set out in clauses I2.1 and I2.3 have been completed save that:
 - I2.6.1 The Customer may at any time before court proceedings are commenced, serve a notice on the Framework Provider requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7.
 - I2.6.2 If the Framework Provider intends to commence court proceedings, it shall serve written notice on the Customer of its intentions and the Customer shall have twenty-one (21) days following receipt of such notice to serve a reply on the Framework Provider requiring the dispute to be referred to and resolved by arbitration in accordance with clause I2.7.
 - I2.6.3 The Framework Provider may request by notice in writing to the Customer that any dispute be referred and resolved by arbitration in accordance with clause I2.7, to which the Customer may consent as it sees fit.
- I2.7 In the event that any arbitration proceedings are commenced pursuant to clause I2.6:
 - I2.7.1 the arbitration shall be governed by the provisions of the Arbitration Act 1996;
 - I2.7.2 the Customer shall give a written notice of arbitration to the Framework Provider (the “**Arbitration Notice**”) stating:
 - (a) that the dispute is referred to arbitration; and
 - (b) providing details of the issues to be resolved;
 - I2.7.5 the London Court of International Arbitration (“**LCIA**”) procedural rules in force at the date that the dispute was referred to arbitration in accordance with I2.7.2 shall be applied and are deemed to be incorporated by reference to the Call-Off Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
 - I2.7.6 the tribunal shall consist of a sole arbitrator to be agreed by the Parties;
 - I2.7.7 if the Parties fail to agree the appointment of the arbitrator within ten (10) days of the Arbitration Notice being issued by the Customer under clause I2.7.2 or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;

- 12.7.8 the arbitration proceedings shall take place in London and in the English language; and
- 12.7.9 the arbitration proceedings shall be governed by, and interpreted in accordance with, English Law

FRAMEWORK AGREEMENT SCHEDULE 6

FRAMEWORK VARIATION PROCEDURE

1. Introduction

- 1.1. Schedule 6 details the scope of the variations permitted and the process to be followed where the Authority proposes a variation to the Framework Agreement.
- 1.2. The Authority may propose a variation to the Framework Agreement under Schedule 6 only where the variation does not amount to a material change in the Framework Agreement or the Services.

2. Procedure for proposing a variation

- 2.1. Except where paragraph 5 applies, the Authority may propose a variation using the procedure contained in this paragraph 2.
- 2.2. In order to propose a variation, the Authority shall serve each Framework Provider with written notice of the proposal to vary the Framework Agreement.
- 2.3. The proposed Framework change notice shall:
 - 2.3.1. contain details of the proposed variation providing sufficient information to allow each Framework Provider to assess the variation and consider whether any changes to the prices set out in its Pricing Matrices are necessary; and
 - 2.3.2. require each Framework Provider to notify the Authority within 10 days of any proposed changes to the prices set out in its Pricing Matrices.
- 2.4. On receipt of the Framework change note, each Framework Provider has 20 Working Days to respond in writing with any objections to the variation.
- 2.5. Where the Authority does not receive any written objections to the variation within the timescales detailed in paragraph 2.4, the Authority may then serve each Framework Provider with a formal written agreement (*Schedule 9: Framework Change Note*) detailing the variation to be signed and returned by each Framework Provider within 10 days of receipt. Execution of a Variation is made via electronic signature.
- 2.6. On receipt of a signed agreement from each Framework Provider, the Authority shall notify all Framework Providers in writing of the commencement date of the variation.

3. Objections to a variation

- 3.1. In the event that the Authority receives one or more written objections to a variation, the Authority may:
 - 3.1.1. withdraw the proposed variation; or
 - 3.1.2. propose an amendment to the variation.

4. Changes to the Pricing Matrices

- 4.1. Where a Framework Provider can demonstrate that a variation would result in a change to the prices set out in its Pricing Matrices, the Authority may require further evidence from the Framework Provider that any additional costs to the Framework Provider will be kept to a minimum.
- 4.2. The Authority may require the Framework Provider to meet and discuss any proposed changes to the Pricing Matrices that would result from a variation.
- 4.3. Where a change to a Framework Provider's Pricing Matrices is agreed by the Authority, the Authority shall notify its acceptance of the change to the Framework Provider in writing.
- 4.4. In the event that the Authority and the Framework Provider cannot agree to the changes to the Pricing Matrices, the Authority may:
 - 4.4.1. withdraw the variation; or

4.4.2. propose an amendment to the variation.

5. Variations that are not permitted

5.1. In addition to the provisions contained in paragraph 1.2, the Authority may not propose any variation that:

5.1.1. may prevent one or more of the Framework Providers from performing its obligations under the Framework Agreement; or

5.1.2. is in contravention of any Law.

FRAMEWORK AGREEMENT SCHEDULE 7

PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. This Schedule shall be completed by the Authority or, in respect of any Call-Off Contract, the Customer, who may take account of the view of the Framework Provider, however the final decision as to the content of this Schedule shall be with the Authority (or in respect of any Call-Off Contract the Customer), at its absolute discretion.
2. The contact details of the Authority Data Protection Officer are:
3. The contact details of the Framework Provider Data Protection Manager are:
4. If a Call-Off Contract involves Personal Data processing that differs from the instructions given in the table below, a Customer may include such specific instructions in an Order Form and such instructions shall apply in respect of that Call-Off Contract.
5. The Framework Provider shall comply with any further written instructions with respect to processing by the Customer. Any such further instructions shall be incorporated into this Schedule.

Data Processing descriptor	Narrative
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority and/or Customer is the Controller and the Framework Provider is the Processor in accordance with clause 18 of the Framework Agreement and clause E2.1 of the Call-Off Contract.
Subject matter of the processing	The processing is required in order to ensure that the Processor can effectively deliver Transport and Disposal Services to the Authority during disease outbreak events to safely dispose of waste material, such as disease infected livestock.
Duration of the processing	Personal Data will be processed only for as long as necessary for provision of the Services and for no longer than expiry of the Framework Term or, if longer, expiry of the Call-Off Contract in connection with which it is processed.
Nature and purposes of the processing	Nature: storage, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available Purpose: To fulfil the requirements of this framework, to attend Affected Premises (APs) during an incident in order to remove waste material for disposal through rendering/incineration. The Processor will need the address of the AP in order to locate/attend the site, and in some cases may be provided with additional contact details of individuals responsible for the site if required.

Type of Personal Data	Name, address, telephone number, AP business/financial data (including assets).
Categories of Data Subject	Farmers, animal keepers, other private address owners/landowners (Affected Premises sites) Framework Providers Staff including agents and temporary workers.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	In accordance with Clause E2.7.5 of the Schedule 5 - Call-Off Contract Terms and Conditions – “at the written direction of the Customer, delete or return Personal Data (and any copies of it) to the Customer on termination of the Call-Off Contract unless the Framework Provider is required by Law to retain the Personal Data”.

FRAMEWORK AGREEMENT SCHEDULE 8

BUSINESS CONTINUITY AND DISASTER RECOVERY

1. For the purposes of this Schedule 8, “**BCDR Plan**” means the Framework Provider’s business continuity and disaster recovery plan, as may be amended from time to time.
2. The Framework Provider shall develop, review, test, change, and maintain a BCDR Plan during the term of the Framework Agreement for use in the event of a disaster or other event (or combination of events) that might result in the loss or partial loss of availability of Services.
3. The purpose of the BCDR Plan shall be to ensure that, in the event of a disruption, howsoever caused, the Authority or Contracting Body is able to maintain continuance of the Services. The BCDR Plan shall cater for any failure or disruption and shall address the various possible levels of failure or disruption (that is, from minimal failure through to total failure).
4. The BCDR Plan shall detail the processes and arrangements which the Framework Provider shall follow to ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Services and the recovery of the Services in the event of a disaster or other event (or combination of events) that might result in the loss or partial loss of availability of Services.
5. The Framework Provider shall provide a copy of their BCDR Plan to the Authority or Contracting Body on request and provide details of any reviews, testing and updates taking place during the Framework Term.
6. In the event of a disaster or other event (or combination of events) that might result in the loss or partial loss of availability of Services, the Framework Provider shall immediately invoke the BCDR Plan (and shall inform the Authority and any Contracting Body promptly of such invocation).

FRAMEWORK AGREEMENT SCHEDULE 9

CHANGE CONTROL NOTICE



Department
for Environment
Food & Rural Affairs

FRAMEWORK AGREEMENT CHANGE NOTE

Contract Change Note Number	
Contract Reference Number and Title	
Variation Title	
Number of Pages	

Whereas the Framework Provider (*insert supplier name*) and the Authority entered into a Framework Agreement for the provision of *insert contract title* dated *insert date dd/mm/yyyy* (the “Original Framework Agreement”) and now wish to amend the Original Framework Agreement.

It is agreed as follows:

1. With effect from *dd/mm/yyyy* the Original Framework Agreement shall be amended as set out in this Framework Change Note:

Change Requestor / Originator		
Summary of Change		
Reason for Change		
Revised Contract Price	Original Contract Value	£
	Previous Contract Changes	£
	Contract Change Note [x]	£
	New Contract Value	£
Revised Payment Schedule		
Revised Specification (see Annex A)		
Revised Contract Period		

Change in Contract Manager(s)	
Other Changes	

2. Save as herein amended all other terms and conditions of the Original Framework Agreement shall remain in full force and effect.

Signed for and on behalf of [Framework Provider] by:

Signed for and on behalf of the Authority by:

FRAMEWORK AGREEMENT SCHEDULE 10

COMMERCIALLY SENSITIVE INFORMATION

- 1.1 Without prejudice to the Authority's general obligation of confidentiality, the Parties acknowledge that the Authority may have to disclose Information in or relating to the Contract following a Request for Information pursuant to clause E5 (Freedom of Information).
- 1.2 In this Schedule the Parties have sought to identify the Framework Provider's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be contrary to the public interest.
- 1.3 Where possible the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies.
- 1.4 Without prejudice to the Authority's obligation to disclose Information in accordance with the FOIA and the Environmental Information Regulations 2004, the Authority will, acting reasonably but in its sole discretion, seek to apply the commercial interests exemption set out in s.43 of the FOIA to the Information listed below.

FRAMEWORK PROVIDER'S COMMERCIALLY SENSITIVE INFORMATION	DATE	DURATION OF CONFIDENTIALITY
Schedule 3 – Framework Providers Prices	23.08.24	Duration of the Framework Period
Schedule 12 – Framework Providers Tender Technical Response	23.08.24	Duration of the Framework Period

FRAMEWORK AGREEMENT SCHEDULE 11

PERFORMANCE MANAGEMENT FRAMEWORK (Including Key Performance Indicators)

1. Performance Management

- 1.1 As part of the Authority's continuous drive to improve the performance of all contracts, this Performance Management Framework will be used to monitor, measure and control all aspects of the Framework Provider's performance of contract responsibilities under the Call-Off Contracts.
- 1.2 The purpose of this Performance Management Framework is to set out the obligations on the Framework Provider, to outline how the Framework Provider's performance will be evaluated and to detail the sanctions for performance failure. The Framework Provider is responsible for the performance of any sub-contractors.
- 1.3 Key Performance Indicators (KPIs) are essential to align Framework Provider performance with the requirements of the Contracting Body and to do so in a fair and practical way. KPIs must be realistic, achievable, and set to indicate where the service is failing if they are not achieved. Failure to meet KPIs will strain the relationship as delivery falls short of agreed performance standards. As a result, the only recourse would be to terminate the contract and seek an alternative Framework Provider.
- 1.4 The use of a proactive approach to correcting failures and addressing their cause improves the relationship and enables a partnership rather than a confrontational style of working. Its focus is on managing and improving service. It is not about taking cost out of the service.
- 1.5 KPIs are set out at Table A below. They will be assessed against each Call-Off Contract and will form part of the contract performance review.
- 1.6 The Authority will be entitled to refine, vary or modify the KPIs and performance standards from time to time during the Contract Period through a variation to be agreed with the Framework Provider using a Contract Change Note (CCN).
- 1.7 The Authority will produce a Performance Management report, to be sent to the Framework Provider, detailing the Framework Provider's performance against KPIs during periods of service delivery this may be monthly or quarterly basis.
- 1.8 The Framework Provider will maintain their own management reports, including Issues Log, which will include detail on periodic checks to ensure quality.
- 1.9 Any performance issues highlighted in the Performance Management reports will be addressed by the Framework Provider, who will be required to provide an improvement plan to address all issues highlighted within a month of receipt of the report. Performance management reports and KPI performance will be a key feature of Annual Contract Review meetings.
- 1.10 Where performance failure attributable to the Framework Provider is identified in the Performance Management Report and relates to the KPIs then the Authority, at its sole discretion, may choose to temporarily suspend the Framework Provider from the Framework until such time as an improvement plan is agreed with the Authority in accordance with Clause 1.9 above.

Table A - Key Performance Indicators

KPI No:	Key Performance Indicator	Description	Good	Requires Improvement	Inadequate
KPI 1	Record Keeping	Framework Providers provide all necessary information as required (Schedule 1, 7.5)	Paperwork delivered within 3 days of completion of the service.	Paperwork delivered ≥ 4 days of completion of the service.	Paperwork received ≥ 10 days of completion of the service.
KPI2a	Service Delivery - Disposal	Framework Providers provide Services in compliance with the Specification of Requirements (Schedule 1, 3.1 and 3.2)	Full compliance with provision of suitable facilities, personnel, cleansing & disinfection, equipment and relevant disposal protocol	1 or 2 minor weaknesses with provision of suitable facilities, personnel, cleansing & disinfection, equipment and relevant disposal protocol*	Major weakness or a number of minor weaknesses with provision of suitable facilities, personnel, cleansing & disinfection, equipment and relevant disposal protocol*
KPI2b	Service Delivery ADR Transport	Framework Providers provide Services in compliance with the Specification of Requirements (Schedule 1, 3.3)	Full compliance with provision of suitable vehicles (including leak-proof sealed container), trained drivers, equipment, RPE/PPE compliance, and timeliness of operations (as agreed with operational staff at the AP)	1 or 2 minor weaknesses with provision of suitable vehicles (including leak-proof sealed container), trained drivers, equipment, RPE/PPE compliance, and timeliness of operations (as agreed with operational staff at the AP)*	Major weakness or a number of minor weaknesses with provision of suitable vehicles (including leak-proof sealed container), trained drivers, equipment, RPE/PPE compliance, and timeliness of operations (as agreed with operational staff at the AP)*

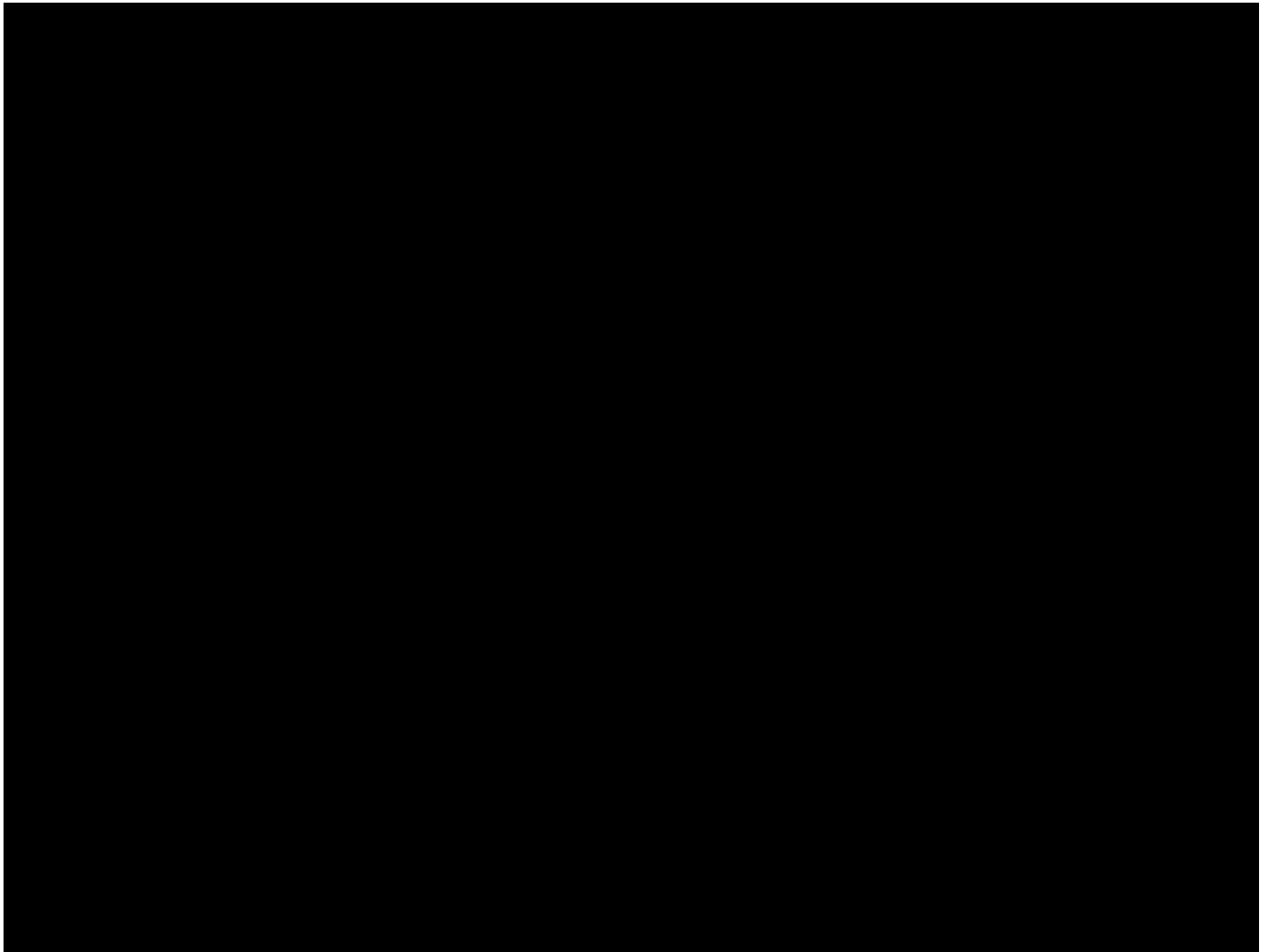
* A breach of bio-security, health & safety compliance, or legislative requirements will always be considered a major weakness in Service delivery

FRAMEWORK AGREEMENT SCHEDULE 12

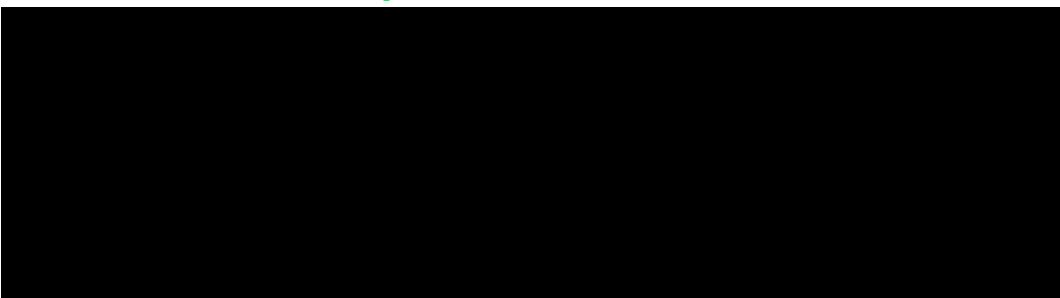
FRAMEWORK PROVIDERS TENDER RESPONSE

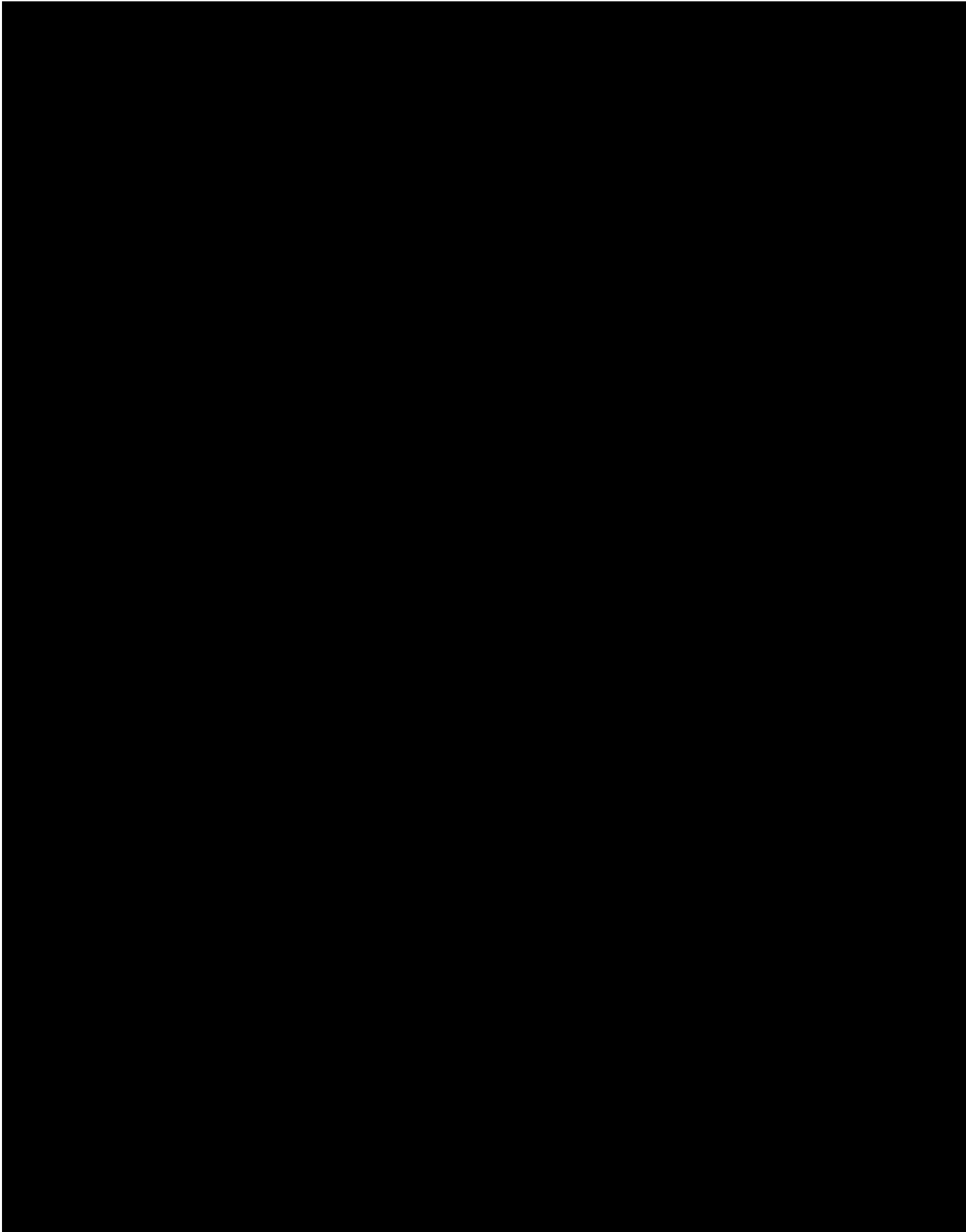
Lot 1 – Disposal and ADR Transport Services

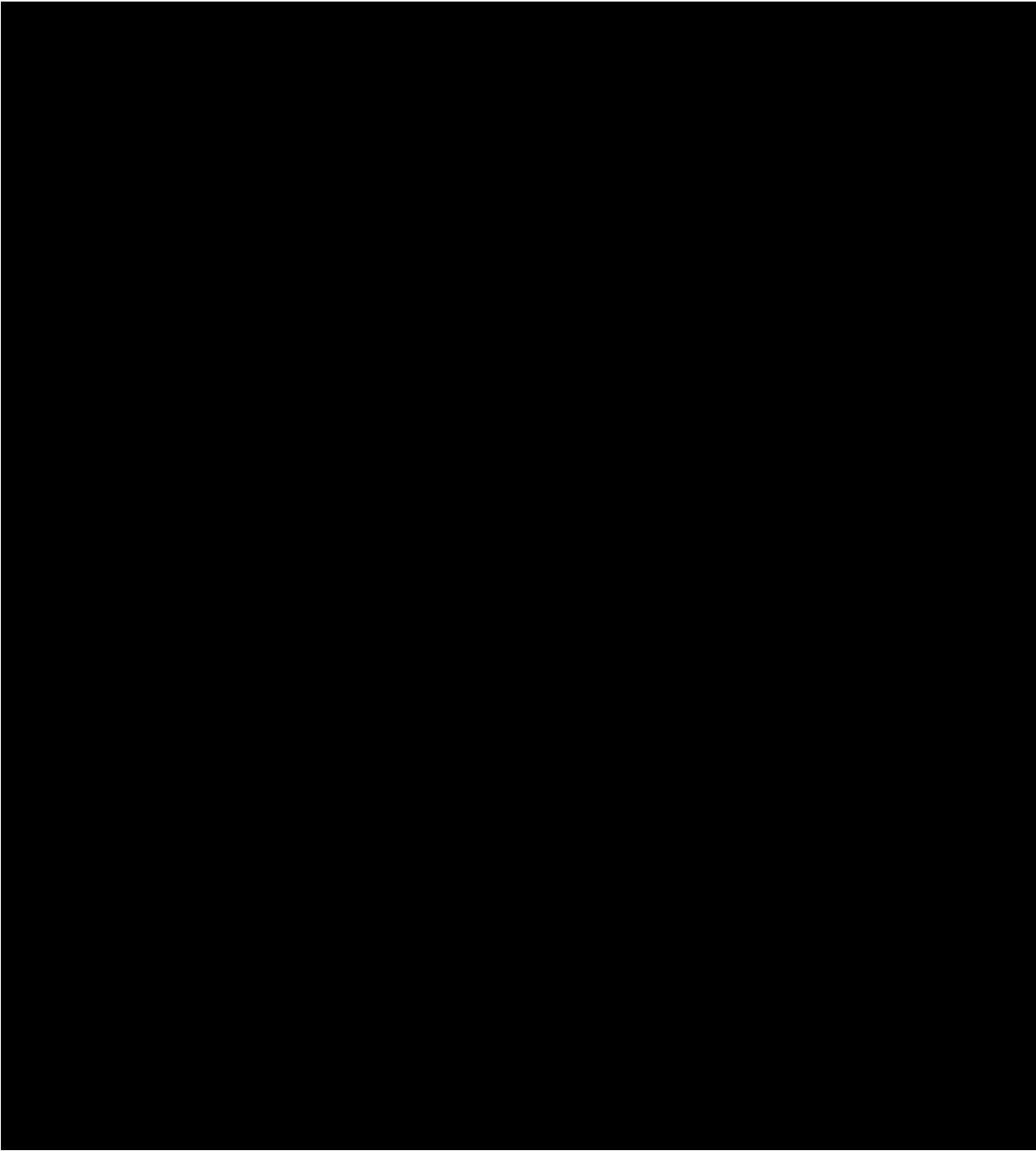
E01: Disposal Facilities

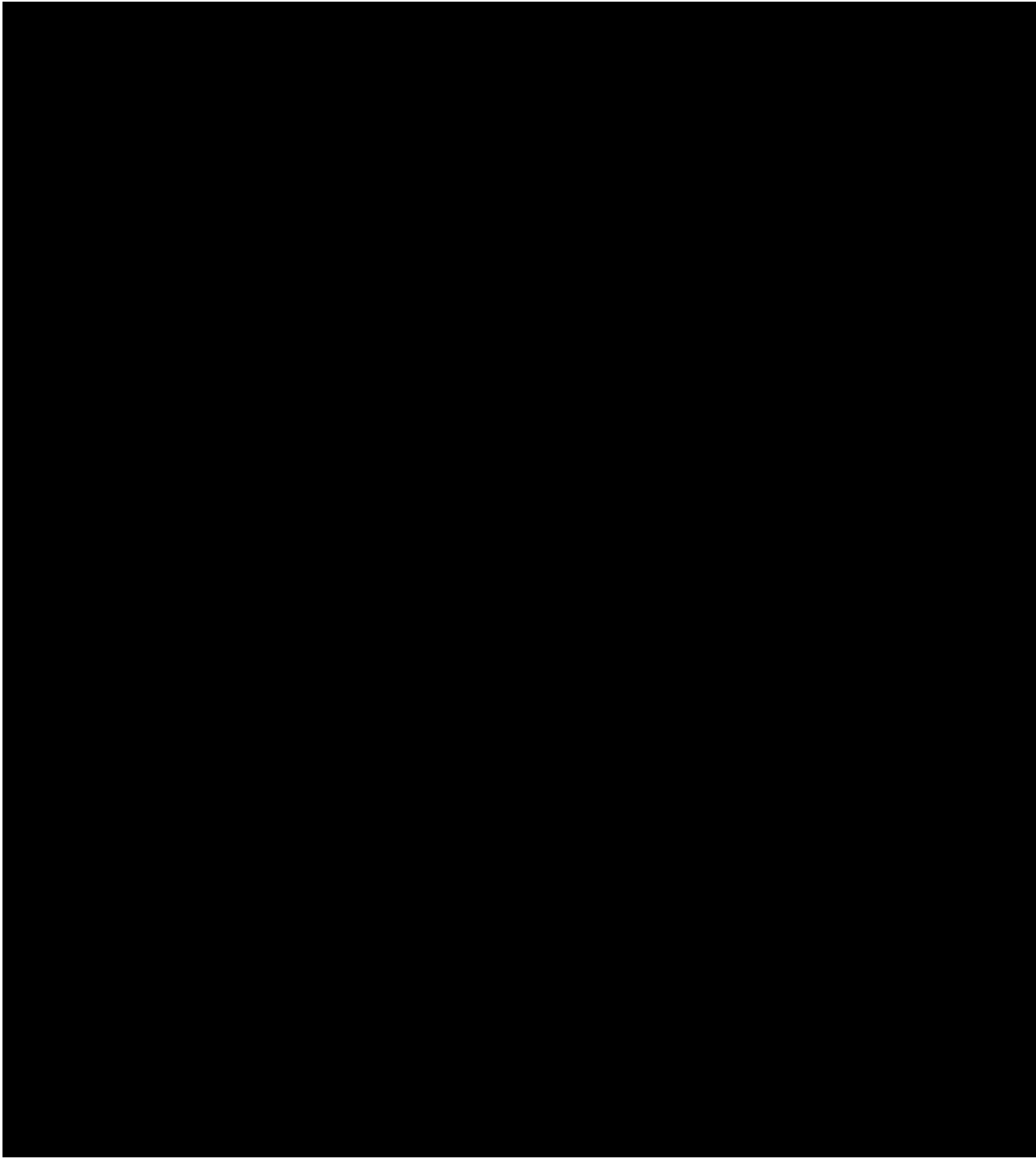


E02: ADR Transport Services

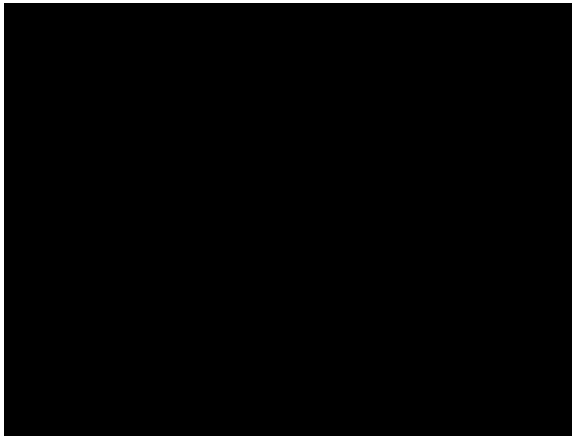




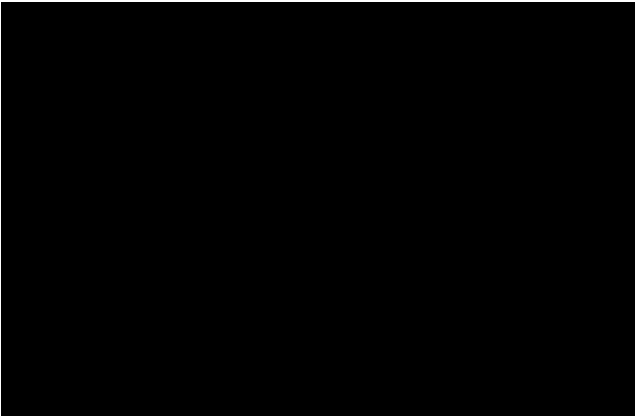




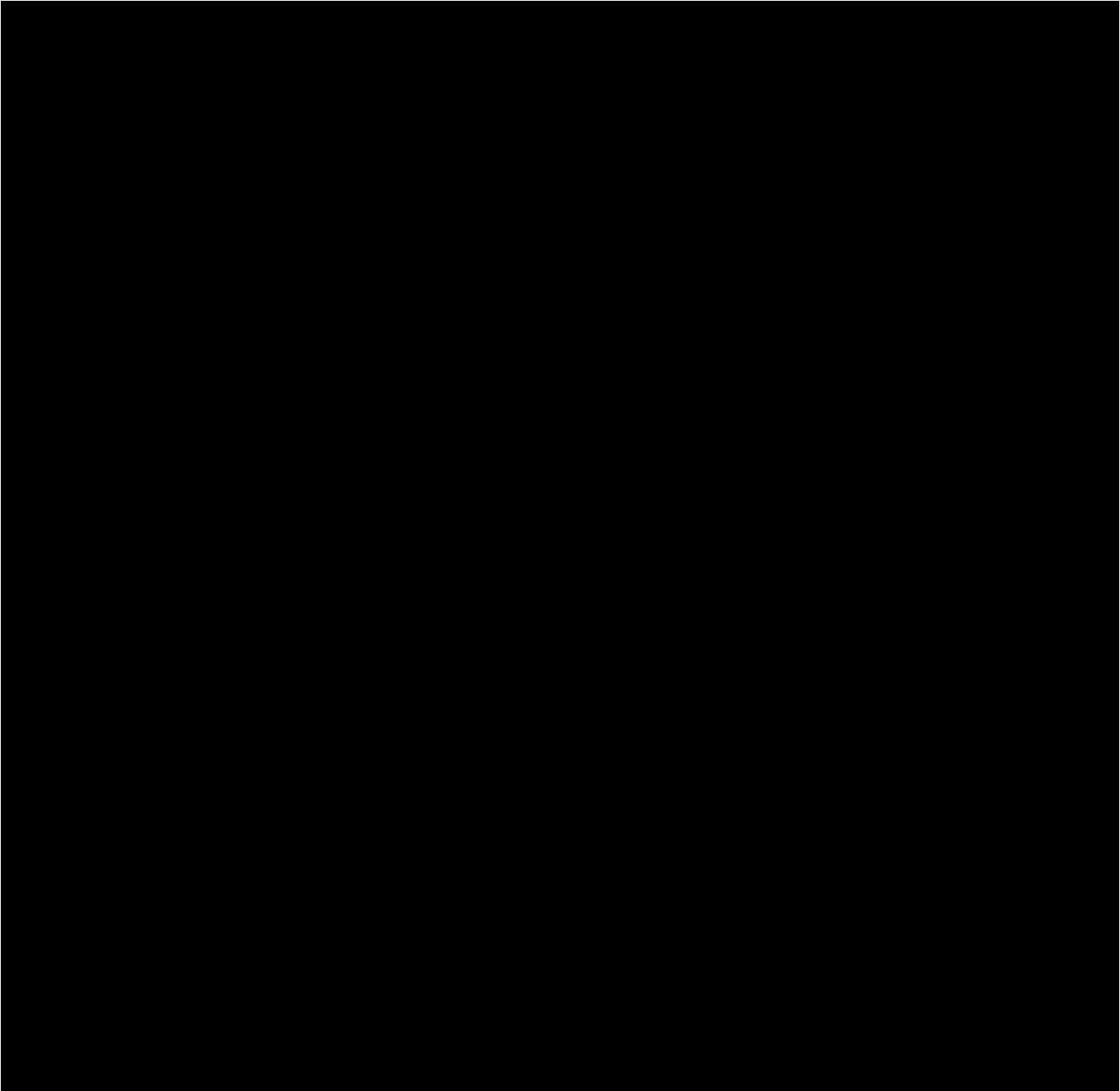
E03: Contact Details

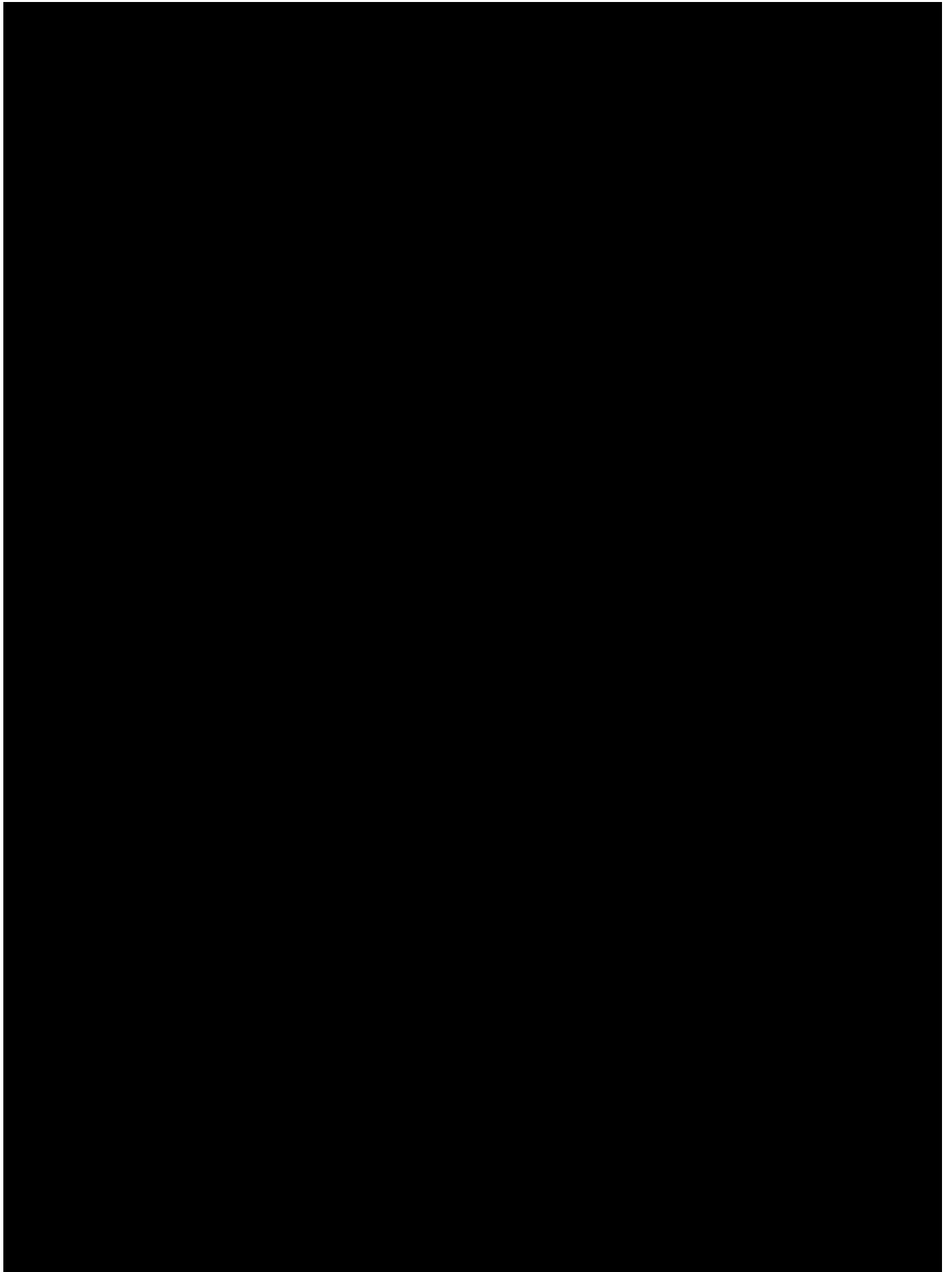


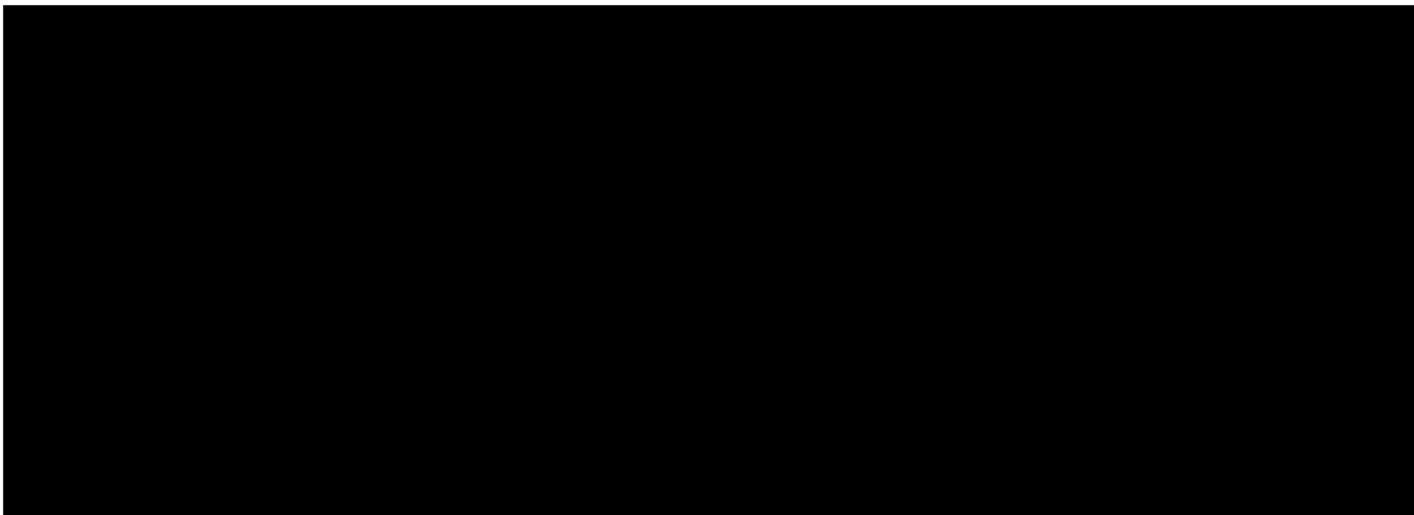
E04: Out of Hours Contact Details



SV01: Social Value (Wellbeing)

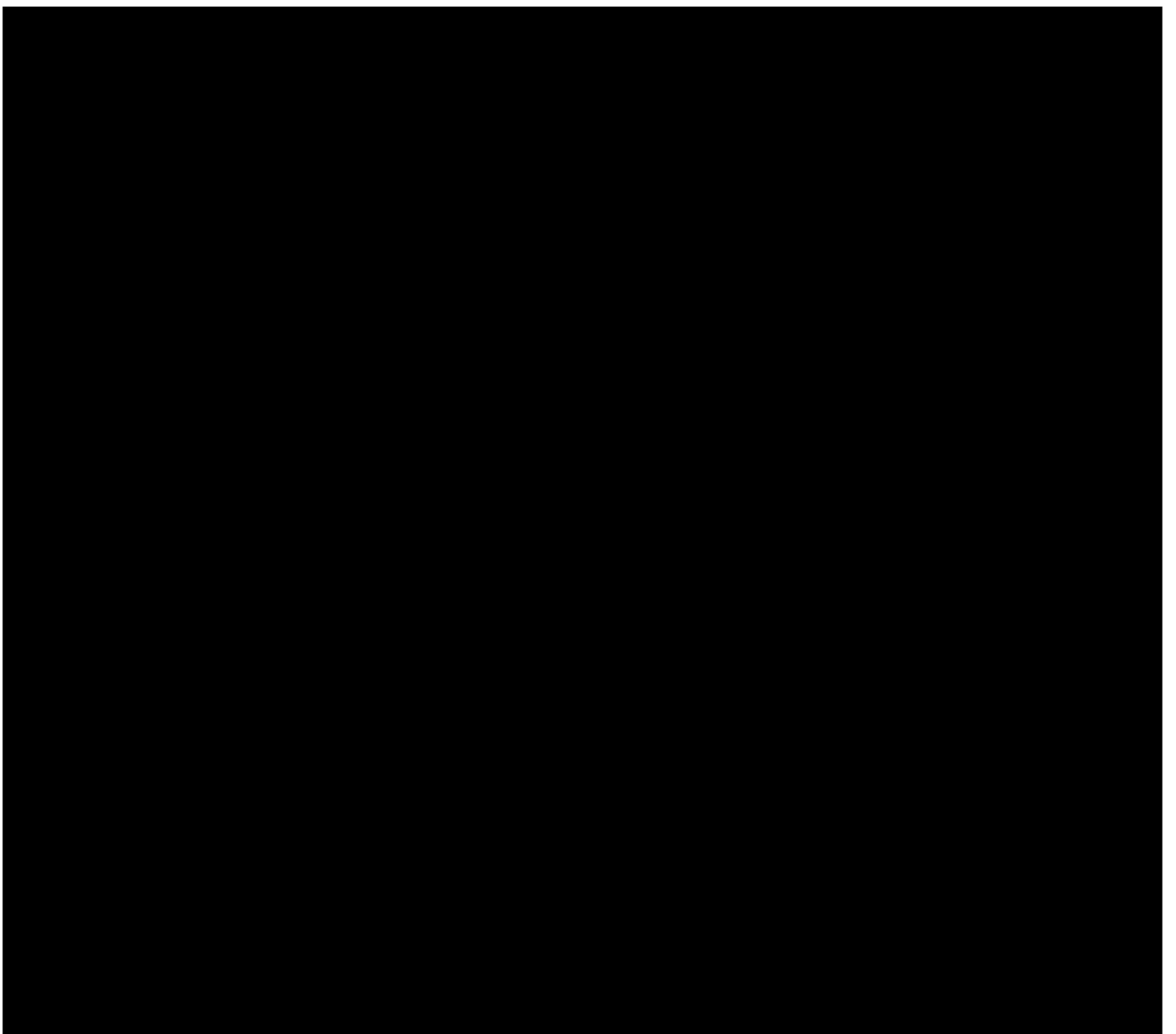


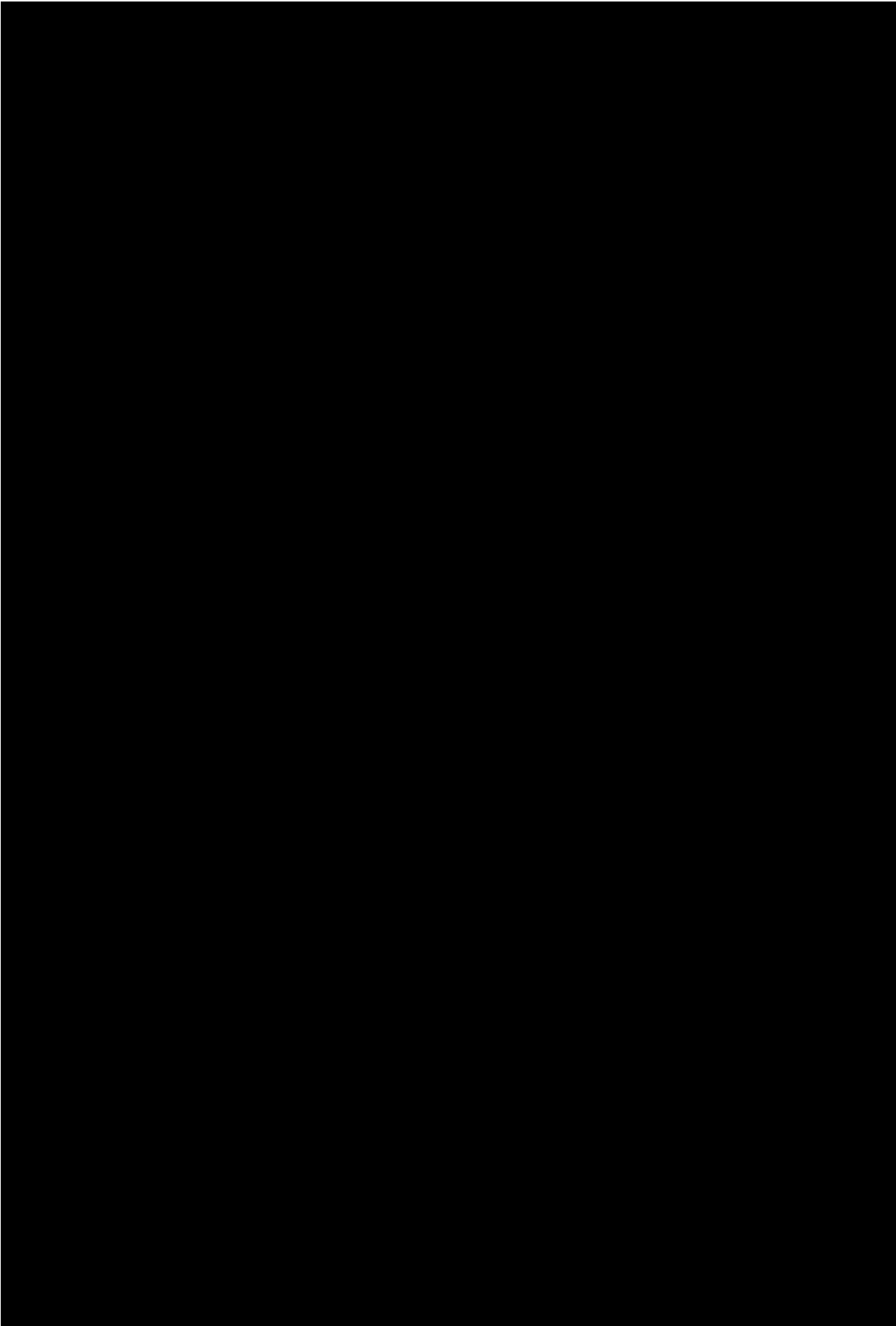


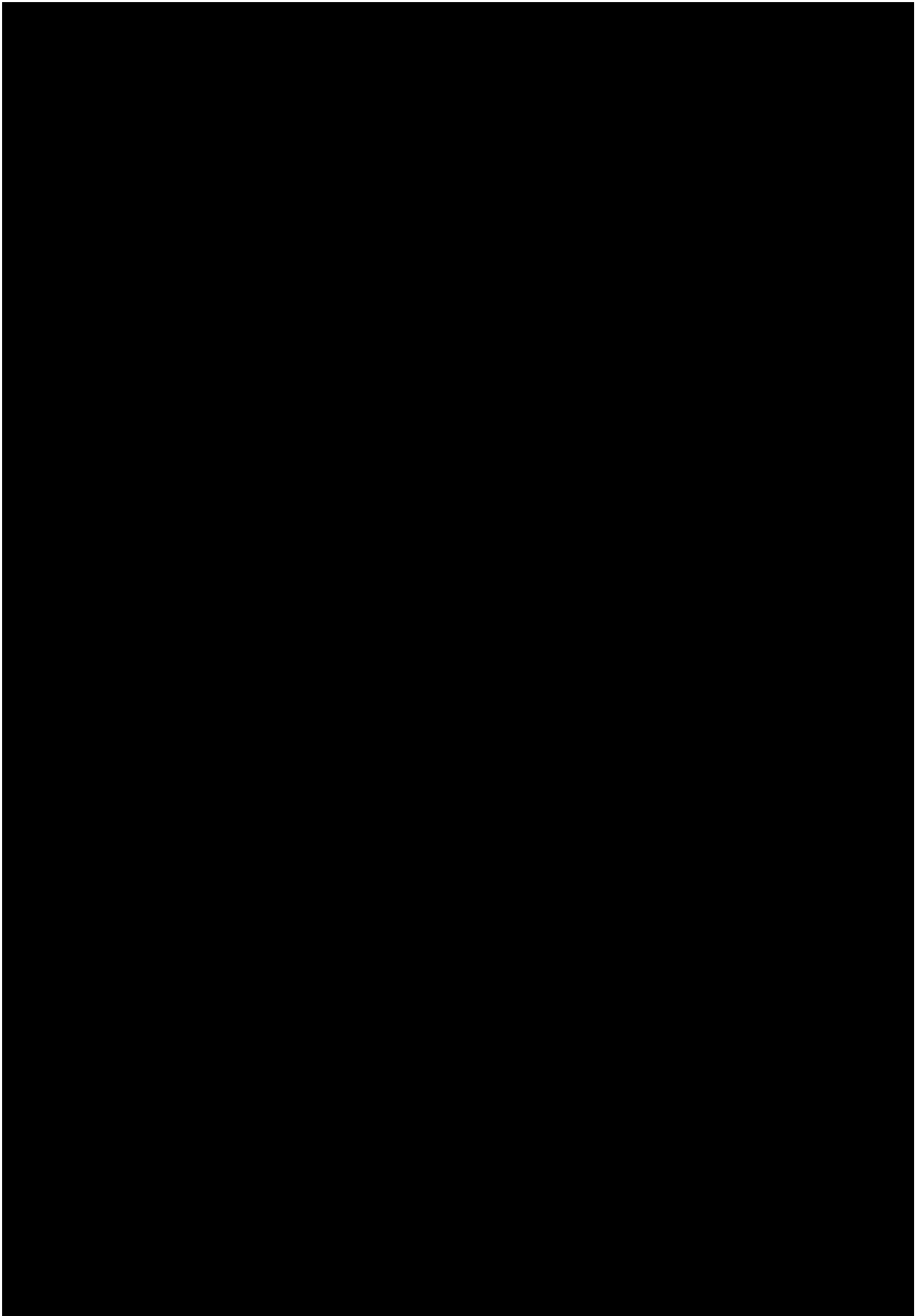


Lot 2 – Livestock ADR Transport Services

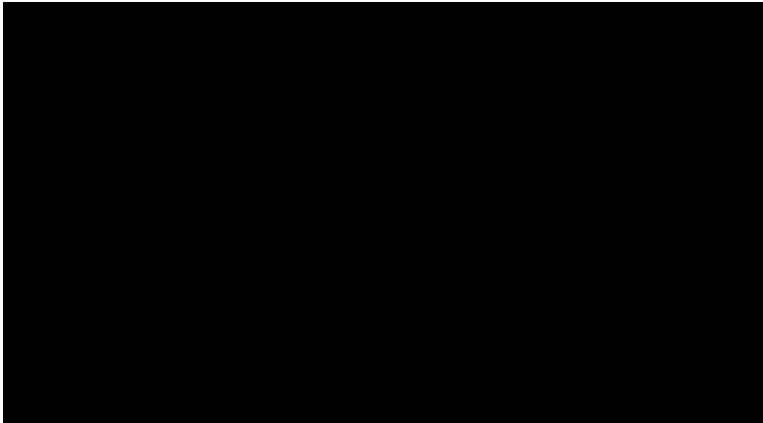
E05: ADR Transport Services



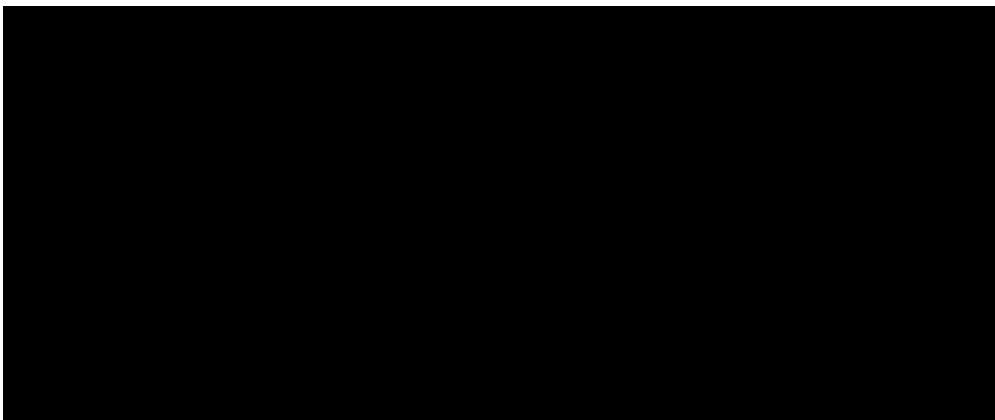




E06: Contact Details



E07: Out of Hours Contact Details



SV02: Social Value (Wellbeing)

