



STANDARD CONDITIONS

1 Interpretation

1.1 Definitions:

Affiliate: any entity that directly or indirectly controls, is controlled by, or is under common control with another entity.

Business Day: a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

Code of Conduct: the rules of conduct as set out on the Customers website.

Condition: means any Condition contained in these Standard Conditions.

Confidential Information: all information (however recorded or preserved) disclosed by a party or its employees, officers or advisers to the other Party in connection with the Order which is identified by the disclosing party as being confidential or would be regarded as confidential by a reasonable business person, relating to:

- (a) the business, assets, affairs, customers, suppliers, partners or plans of the disclosing party (or of any Affiliate of the disclosing party); and
- (b) the operations, processes, product information, know-how, designs, trade secrets, capabilities or Intellectual Property Rights of the disclosing party (or of any Affiliate of the disclosing party).

Control: the beneficial ownership of more than 50% of the issued share capital of a company or the legal power to direct or cause the direction of the general management of the company, and **controls, controlled** and the expression **change of control** shall be construed accordingly.

Customer: means Viridor Waste Management Limited.

Customer Materials: All materials, equipment and tools, drawings, specifications and data supplied by the Customer to the Supplier.

Data Controller: has the meaning given in the Data Protection Legislation.

Data Protection Legislation: means the European Directives 95/46 and 2002/58/EC (as amended by Directive 2009/136/EC) and any legislation and or regulation implementing or made pursuant to them including but not limited to the Data Protection Act 1998, or which amends, replaces, re-enacts or consolidates any of them (including but not limited to the General Data Protection Regulations 2016/679 and the guidance and codes of conduct/practice issued by the supervisory authorities (including the Information Commissioner), the Privacy and Electronic Communications (EC Directive) Regulations 2003 and any other applicable data protection or privacy legislation or regulations).

Data Processor: has the meaning given in the Data Protection Legislation.

Data Subject: an individual who is the subject of Personal Data.

Deliverables: all documents, products and materials developed by the Supplier or its agents, subcontractors and personnel as part of or in relation to the Services in any form, including without limitation computer programs, data, reports and specifications (including drafts).

Delivery Date: the date specified for delivery of Goods in accordance with condition 4.1, as set out in the Order.

Delivered Duty Paid: means as defined in the Incoterms 2010.

Delivery Location: the address for delivery of the Goods, as set out in the Order.

Due Date: as defined in Condition 11.5.

Existing Agreement: means any existing written formal agreement made between the parties in relation to the supply of particular goods or services.

Goods: the goods (or any part of them) as set out in the Order.

Goods Price: the price for the Goods, as set out in the Order.

Goods Specification: the specification for the Goods, including any related plans and drawings



that are agreed in writing by the Customer and the Supplier as set out in the Order.

Group: in relation to a company, that company, any subsidiary or holding company from time to time of that company, and any subsidiary from time to time of a holding company of that company.

Incoterms 2010: the International Chamber of Commerce rules for the use of domestic and international trade terms which came into force on the 1st of January 2011.

Intellectual Property Rights: all patents, rights to inventions, utility models, copyright and related rights, trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights and any other intellectual property rights, in each case whether registered or unregistered and including all applications for, and renewals or extensions of, such rights, and all similar or equivalent rights or forms of protection in any part of the world.

Laws: all legislation, statutes, statutory instruments, orders, resolutions, regulations, notices, judgments, determinations, rules of court, bye laws, directives, codes of conduct or other instrument in each case as issued by HM Parliament, the legislative making institutions of the European Union (to the extent that such laws apply in England), any court, tribunal or other person or body exercising judicial functions or Commission of Inquiry, local authority, relevant authority or any other body or person having such powers and any exercise of the Royal Prerogative and having the force of law from time to time in England and Wales and any other laws or regulations, regulatory policies or codes which apply to the provision of the Goods or Services or to the Supplier.

New Supplier: as defined in Condition 18.2.

Mandatory Policies: the Customer's mandatory policies and codes for contracts set out on the Customers Website (including but not limited to the Code of Conduct) as amended by the Customer from time to time.

Mandatory Requirements all applicable Laws relating to anti-bribery, anti-corruption, anti-slavery and human trafficking including the

Bribery Act 2010 and the Modern Slavery Act 2015.

Personal Data: has the meaning given in the Data Protection Legislation and relates only to personal data, or any part of such personal data, of which the Customer is the Data Controller and the Supplier is the Data Processor and in relation to which the Data Processor is providing Processing as part of the Services under this Order.

Processing or Process: have the meanings given in the Data Protection Legislation.

Order: the Customer's purchase order for the Goods and/or Services submitted to the Supplier.

Service Charges: the charges payable by the Customer for the supply of the Services by the Supplier, as set out in the Order.

Services: the services, including without limitation any Deliverables, to be provided by the Supplier as set out in the Order.

Services Start Date: the day on which the Supplier is to start provision of the Services, as set out in the Order.

Site: means the location at which the Services will be performed, as set out in the Order.

Special Conditions: means any additional terms and conditions specified in the Order by the Customer.

Standard Conditions: means these terms and conditions.

Supplier: the person or firm from whom the Customer purchases the Goods and/or Services.

Supplier IPRs: all Intellectual Property Rights either arising, obtained or developed by the Supplier independently of the Order, whether before or after the applicable Services Start Date and or Delivery Date.

Transferring Employees: as defined in Condition 18.2.

TUPE: the Transfer of undertakings (Protection of employment Regulations 2006) as amended or replaced from time to time.

1.2 Interpretation:

- (a) a reference to a statute or statutory provision is a reference to such statute or 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;

- (b) any phrase introduced by the terms including, include, in particular or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms; and
- (c) a reference to writing or written includes email.

2 Basis of Purchase

- 2.1 These Standard Conditions shall apply to any Order for Goods and or Services placed by the Customer with the Supplier together with any Special Conditions except to the extent that any Existing Agreement applies to such Goods and or Services the terms of the Existing Agreement shall prevail over the Standard Conditions.
- 2.2 In the event of any conflict between the Standard Conditions and the Special Conditions the Special Conditions shall prevail.
- 2.3 These Standard Conditions form part of the Order together with any Special Conditions to the exclusion of any other terms that Supplier seeks to impose or incorporate or which are implied by trade, custom, practice or course of dealing except to the extent that there is an Existing Agreement in place between the parties in relation to the supply of the particular goods or services.
- 2.4 The Order, these Standard Conditions together with any Special Conditions and any Existing Agreement shall constitute the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, warranties, representations

and understandings between them relating to its subject matter.

3 Acceptance and Cancellation of Orders

- 3.1 The Customer may submit Orders for Goods and /or Services for itself and on behalf of any of its Affiliates. Any Order submitted by the Customer to the Supplier shall be deemed to be accepted by the Supplier on the earlier of:
 - (a) the Supplier issuing a written acceptance of the Order; or
 - (b) the Supplier doing any act consistent with fulfilling the Order.

at which point the contract shall come in to existence.

- 3.2 The Customer may amend or cancel an Order in whole or in part at any time before the delivery of the Goods or the Services Start Date by giving the Supplier written notice. Where Goods are bespoke products, and the Supplier is not in breach of any term of the Order at the time of cancellation the Customer shall pay the Supplier a fair and reasonable proportion of the costs incurred in connection with any work in progress at the time of termination (to the extent the Supplier has not been able to mitigate its losses having first taken all reasonable steps to do so), but such compensation shall not include loss of anticipated profits or any consequential loss. Where Goods are not bespoke products (i.e. they are standard issue products), the Customer shall not be responsible for covering any costs incurred by the Supplier as a result of the Customer amending or cancelling an Order.

4 Supply of Goods

4.1 The Supplier shall supply the Goods in accordance with the Order and where a Delivery Date is specified in the Order then time shall be of the essence. Where the Delivery Date is estimated only, the Supplier shall use its best endeavours to deliver the Goods by the Delivery Date.

4.2 The Supplier shall ensure that the Goods:

- (a) correspond with their description and any applicable Goods Specification;
- (b) are of satisfactory quality (within the meaning of the Sale of Goods Act 1979) and fit for any purpose held out by the Supplier expressly or by implication, and in this respect the Customer relies on the Supplier's skill and judgment; and
- (c) where they are manufactured products, are free from defects in design, material and workmanship and remain so for 12 months after delivery (without prejudice to any applicable manufacturer's warranty) subject to any applicable extended warranty set out in the Order.

4.3 The Supplier shall comply with all applicable Laws relating to the manufacture, packaging, storage and transport of the Goods and shall ensure that it maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under the Order and shall indemnify the Customer from and against any loss or expense (including, but not limited to direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs

(calculated on an indemnity basis) and all other reasonable professional costs and expenses) sustained or incurred by reason of the Supplier's breach of this Condition.

4.4 The Customer reserves the right, either itself or through an authorised agent, to inspect and test the Goods at any time before delivery but any such inspection shall not imply acceptance thereof nor relieve the Supplier of any of its obligations under the Order.

4.5 If following such inspection or testing the Customer considers that the Goods do not conform or are unlikely to comply with the Supplier's undertakings at Condition 4.2, the Customer may exercise its rights under Condition 8.2 a.

5 Delivery of Goods

5.1 The Supplier shall ensure that:

- (a) the Goods are properly packed and secured;
- (b) each delivery of Goods is accompanied by a delivery note which shows the Order number, the type and quantity of Goods (including the code number of the Goods, where applicable), any instructions or other information required to enable the Customer to accept delivery of the Goods and, if the relevant Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and
- (c) if the Supplier requires the Customer to return any packaging material to the Supplier, that fact is clearly stated on the delivery note. Any such packaging material shall be



returned to the Supplier at the cost of the Supplier.

- 5.2 The Supplier shall deliver the Goods specified in each Order at the Delivery Location and during the Customer's normal business hours unless otherwise specified in the Order.
- 5.3 Delivery of Goods is completed on the completion of unloading of those Goods at the Delivery Location and signed written confirmation of delivery is provided by the Customer to the Supplier.
- 5.4 The Incoterms 2010 shall apply in respect of the delivery of the Goods on the basis of Delivered Duty Paid at the Delivery Location with the Supplier bearing the cost and risk of unloading the Goods at the Delivery Location.
- 5.5 The Customer shall not be deemed to have accepted any Goods until the Customer has had a reasonable time to inspect them following delivery or, if later, within a reasonable time after any latent defect in the Goods has become apparent. If the Customer rejects any Goods they are returnable at the Supplier's risk and expense. If the Supplier fails to collect rejected Goods within a reasonable period after notification of the rejection, the Customer may charge the Supplier storage costs and sell or dispose of the rejected Goods. The Customer will account to the Supplier for the proceeds of sale (if any) after deducting the purchase price paid for the Goods, storage costs and its reasonable costs and expenses in connection with the sale.
- 5.6 The Supplier shall not deliver Orders of Goods in instalments without the Customer's prior written consent. Where it is agreed that Orders of Goods may be delivered by instalments, such instalments shall be invoiced separately. However, failure by the Supplier to deliver

any one instalment on time or at all, or any defect in an instalment, shall entitle the Customer to the remedies set out in Condition 8.2.

6 Supply of services

- 6.1 The Supplier shall provide the Services and deliver the Deliverables to the Customer from the Services Start Date in accordance with the Contract.
- 6.2 In performing the Services the Supplier shall meet, and time is of the essence as to, any performance dates specified in the Order unless these are expressed in the Order as estimated dates.
- 6.3 In supplying the Services, the Supplier shall:
- (a) perform the Services with the highest level of care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade;
 - (b) co-operate with the Customer and comply with all reasonable instructions;
 - (c) only use personnel who are suitably skilled and trained to perform the tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled;
 - (d) comply with all applicable Laws and ensure that it obtains, and maintains all consents, licences and permissions which are necessary to comply with its obligations in this Contract;
 - (e) ensure that the Services and Deliverables conform in all respects with the service description set out in Order and that the Deliverables, are fit for

any purpose expressly or implicitly made known to the Supplier by the Customer and are free from defects in workmanship, installation and design;

- (f) provide all equipment (including adequate PPE), tools, vehicles and other items required to provide the Services, unless otherwise set out in the Order;
- (g) hold all Customer Materials in safe custody at its own risk, maintain the Customer Materials in good condition until returned to the Customer, and not use the Customer Materials other than in accordance with the Customer's written instructions; and
- (h) not do or omit to do anything which may cause the Customer to lose any licence, authority, consent or permission.

7 Customer's obligations

7.1 The Customer shall:

- (a) provide such access to the Customer's premises and data, and such office accommodation and other facilities as agreed in writing, for the purposes of the Services; and
- (b) provide such information as the Supplier may reasonably request and the Customer considers necessary, in order to carry out the Services in a timely manner, provided that the Customer gives no warranty as to the accuracy or completeness of any

information unless expressly stated in writing.

8 Customer remedies

8.1 If the Supplier fails to perform the Services by the agreed deadline, or if the Supplier breaches any of the terms in Conditions 6.1 to 6.3, then the Customer may exercise any one or more of the following remedies:

- (a) terminate the Order in whole or in part on written notice to the Supplier in accordance with Condition 17.1 (c) without liability to the Supplier;
- (b) refuse to accept any subsequent performance of the Services; and
- (c) purchase substitute services from elsewhere and hold the Supplier accountable for any loss and additional costs incurred.

8.2 If the Supplier has delivered Goods (or any repaired or replacement Goods) that do not comply with the undertakings set out in Condition 4.1, then, whether or not it has accepted the Goods, the Customer may exercise any one or more of the following remedies:

- (a) reject the Goods (in whole or in part) and return them to the Supplier at the Supplier's own risk and expense and provide a refund of the price of the rejected Goods (if paid);
- (b) terminate the Order in whole or in part on written notice to the Supplier in accordance with Condition 17.1 (c). without liability to the Supplier;

- (c) require the Supplier to repair or replace the rejected Goods;
 - (d) refuse to accept any subsequent delivery of the Goods; and
 - (e) recover from the Supplier any costs incurred by the Customer in obtaining substitute goods from a third party.
- 8.3 The Customer's rights and remedies under these Conditions are in addition to its rights and remedies implied by statute and common law and exercise of any remedy under Condition 8.1 or Condition 8.2 shall not limit any of its other rights or remedies.
- 9 Title and risk**
- 9.1 Title and risk in the Goods shall pass to the Customer on completion of delivery the Goods in accordance with Condition 5.3.
- 9.2 Title to any Deliverables including any physical media on which Deliverables are stored shall pass to the Customer on the earlier of their delivery to the Customer or payment of the Service Charges for them and risk in any Deliverables shall pass to the Customer on delivery. The Supplier transfers the Deliverables to the Customer free from all liens, charges and encumbrances.
- 9.3 All Customer Materials are and shall remain the exclusive property of the Customer.
- 10 Health and Safety Security and Environmental Protection**
- 10.1 The Supplier shall be responsible for the observance by itself, its employees and sub contractors of:
- (a) all Laws relating to health and safety; and,
 - (b) all health and safety, security and environmental protection requirements, including Homesafe, that apply at the Site or Delivery Location and have been communicated to the Supplier.
- 10.2 Where requested by the Customer, the Supplier shall ensure that relevant personnel attend site safety induction training by the Customer prior to accessing the Site or Delivery Location in accordance with the Customer's health and safety and security requirements.
- 10.3 Where requested by the Customer, the Supplier shall attend all health and safety, security and environmental protection meetings in respect of the Services.
- 10.4 The Supplier shall:
- (a) notify the Customer immediately if the Supplier has any concerns regarding general health and safety, security and environmental protection at the Site or Delivery Location;
 - (b) provide reasonable assistance to the Customer in any internal investigation or investigation by a competent authority in relation to health and safety, security or environmental protection which involves the Supplier, its employees or sub-contractors.
- 11 Charges and payment**
- 11.1 The Goods Price includes the costs of packaging, insurance and carriage of

the Goods and any applicable duties and imposts and the Service Charges shall be the full and exclusive remuneration of the Supplier in respect of the Services (including the Deliverables).

11.2 No extra charges shall be effective and no increase in the Goods Price or Service Charges may be made (whether on account of increased material, labour or transport costs, fluctuations in rates of exchange or otherwise) unless agreed in advance in writing by the Customer.

11.3 The Goods Price and Service Charges exclude any amounts in respect of value added tax (VAT), which the Customer shall be liable to pay at the prevailing rate, subject to the receipt of a valid VAT invoice.

11.4 The Supplier shall submit invoices to the Customer:

(a) for the Goods Price on/ or at any time after the completion of delivery of the Goods; and

(b) for the Service Charges monthly in arrears,

and the Supplier shall ensure that the invoice includes the Order number, the invoice number, the Supplier's VAT registration number, and any supporting documentation that the Customer may reasonably require.

11.5 Subject to Conditions 8.1 and 8.2, the Customer shall pay each invoice which is properly due and submitted to it within 30 days after the end of the month of receipt by the Customer of a valid undisputed invoice (" the Due Date") . Payment shall be made to the bank account nominated in writing by the Supplier.

11.6 It is the Supplier's responsibility to render separate invoices for deposits and stage payments due prior to final invoice. Should any invoices be rendered late, or delivery delayed by circumstances (other than declared conditions of "force majeure" (in accordance with Condition 19.1) or by request of the Customer), the Customer will not be responsible for foreign exchange rate movements. In this event, the commitment of the Customer will be satisfied by transferring that amount of £ Sterling that would have purchased the requisite amount of foreign currency through the Customer's normal banking arrangements at the time the payment would have become due had no invoicing or delivery delays occurred.

11.7 If a party fails to make any payment due to the other by the Due Date for payment, then the defaulting party shall pay interest on the overdue amount at the rate of 2% per annum above Barclays Bank's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment, whether before or after judgment. This Condition shall not apply to payments the defaulting party disputes in good faith.

11.8 In relation to payments disputed in good faith, interest under Condition 11.8 is payable only after the dispute is resolved, on sums found or agreed to be due, from 7 days after the dispute is resolved until payment.

11.9 The Customer may at any time, without notice to the Supplier, set off any liability of the Supplier to the Customer against any liability of the Customer to the Supplier, whether or not either liability arises under the Order. If the liabilities are expressed in different currencies, the Customer may convert either liability at a market rate of exchange. Any exercise by the Customer of its rights

under this Condition shall not limit or affect any other rights or remedies.

12 Intellectual property

- 12.1 The Supplier and its licensors shall retain ownership of all Supplier IPRs. The Customer and its licensors shall retain ownership of all Intellectual Property Rights in the Customer Materials.
- 12.2 The Supplier grants the Customer, or shall procure the direct grant to the Customer of, a fully paid-up, worldwide, non-exclusive, royalty-free, licence to use, copy and modify the Supplier IPRs for the purpose of receiving and using the Services and the Customer may sub-licence the rights granted to Affiliates.
- 12.3 The Supplier assigns to the Customer, with full title guarantee and free from all third party rights, all Intellectual Property Rights and all other rights in the Deliverables.
- 12.4 At its own expense, the Supplier shall, and shall use all reasonable endeavours to procure that any necessary third party shall, promptly execute and deliver such documents and perform such acts as may be required for the purpose of giving full effect to this Order, including securing for the Customer all rights assigned to the Customer in accordance with Condition 12.3.
- 12.5 The Supplier shall obtain waivers of any moral rights in the Deliverables to which any individual is now or may be at any future time entitled under Chapter IV of Part I of the Copyright Designs and Patents Act 1988 or any similar provisions of law in any jurisdiction.

13 Indemnity and liability

- 13.1 The Supplier shall keep the Customer indemnified in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by the Customer as a result of or in connection with:
 - (a) any claim brought against the Customer for actual or alleged infringement of a third party's rights (including any Intellectual Property Rights) arising out of, or in connection with, the receipt, use or onward supply of the Goods and/or Services by the Customer and its licensees to the extent that the claim is attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors;
 - (b) any claim made against the Customer by a third party arising out of or in connection with the supply of the Goods and/or Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of the Order by the Supplier, its employees, agents or subcontractors; and
 - (c) any claim made against the Customer by a third party for death, personal injury or damage to property arising out of or in connection with defects in the Goods and/or Services, to the extent that such defects are attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors.



13.2 Nothing in the Order shall limit or exclude a party's liability for:

- (a) death or personal injury caused by its negligence, or the negligence of its personnel, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation; and
- (c) any other liability which cannot be limited or excluded by applicable Law.

13.3 Subject to Condition 13.2, the Customer shall not be liable to the Supplier, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for loss of profits, loss of sales or business, loss of agreements or contracts, loss of anticipated savings, loss of use or corruption of software, data or information, loss of or damage to goodwill and any indirect or consequential loss.

13.4 Subject to Condition 13.2, the Customer's total liability to the Supplier in respect of each Order made by the Customer under this Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Order shall be limited to a sum equal to one hundred per cent (100%) of the value of the Order placed by the Customer for the Goods and Services which are the subject of the claim.

13.5 This Condition 13 shall survive termination of the Order.

14 Insurance

14.1 During the period in which the Goods and or Services are being provided under the Order and for a period of 6

years after the termination or expiry of the Order the Supplier shall effect and maintain with a reputable insurance company, professional indemnity insurance, product liability insurance and public liability insurance of a minimum cover of £5,000,000 million each to cover the liabilities which may arise through performing the Order or on default.

14.2 The Supplier shall on request produce for inspection the policies and receipts for the current premium.

15 Compliance with Relevant laws and Policy

15.1 In performing its obligations under the Order, the Supplier shall comply with all applicable laws, statutes, regulations and codes from time to time in force.

15.2 Without prejudice to the generality of Condition 15.1, the Supplier shall:

- (a) comply with all the Mandatory Requirements and have and maintain its own policies and procedures to ensure its compliance;
- (b) not engage in any activity, practice or conduct that would constitute an offence under sections 1, 2 or 4, of the Modern Slavery Act 2015 or under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct were carried out in the UK;
- (c) not do, or omit to do, any act that will cause or lead the Customer to be in breach of any of the Mandatory Requirements; and

(d) comply with the Mandatory Policies.

15.3 The Supplier shall immediately report to the Customer any actual or potential breaches of Condition 15.1, any suspected human trafficking in a supply chain or any suspected undue influence or advantages given or demanded in connection with the Order.

15.4 The Supplier warrants and represents that it has no convictions for, and is not subject to any investigations in relation to, the Mandatory Requirements and that it is not listed by any government agency as being debarred, suspended, proposed for suspension or debarment or otherwise ineligible for participation in government procurement programmes or other government contracts.

15.5 The Supplier shall maintain records to trace goods and services provided in connection with the Goods, Services or Deliverables in connection with this Order and where requested by the Customer, the Supplier shall as soon as reasonably practicable produce a report setting out the steps that it is taking to comply with the Mandatory Requirements.

15.6 Without prejudice to Condition 20.1, the Supplier shall carry out due diligence and include contractual requirements to ensure that sub-contractors comply with the Mandatory Requirements and implement annual audits of sub-contractors' compliance where reasonably requested by the Customer.

15.7 The Supplier shall indemnify the Customer against any costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by the Customer as a result of or

in connection any breach of Condition 15.2 (b).

16 Audit and reporting

16.1 Without Prejudice to any other rights of inspection and audit under this Order by the Customer at the Customer's request and expense, with reasonable prior written notice to the Supplier, the Supplier shall grant the Customer or its auditors and professional advisors access to:

(a) any of the Supplier's records in relation to the Goods and/or Services, to allow the Customer to verify the accuracy of invoices and other information and records provided under this Order; and

(b) any records held by the Supplier in relation to the Goods and/or Services and the Supplier's premises or personnel (provided this is during a Business Day) in each case as is reasonably necessary to allow the Customer to comply with the Mandatory Policies or any Law or orders of any governmental or regulatory body to which the Customer is subject.

16.2 Where requested by the Customer, the Supplier shall provide information required by the Customer for the purposes of corporate responsibility reporting (including environmental and social contribution), supply chain carbon emissions (in line with the Customer's chosen carbon reporting methodology) and any reporting required under the Mandatory Policies.



17 Termination

17.1 In addition to the rights to cancel an Order set out in Condition 3.2 the Customer may terminate the Order with immediate effect by giving written notice to the Supplier:

- (a) if there is a change of Control of the Supplier; or
- (b) the Supplier's financial position deteriorates to such an extent that in the Customer's opinion the Supplier's capability to adequately fulfil its obligations under the Order has been placed in jeopardy; or
- (c) the Supplier commits a material breach of any term of this Order which is irremediable (any breach of Condition 8.1 or Condition 8.2 will be deemed a material breach which irremediable) or (if such breach is remediable) fails to remedy that breach within a period of 10 Business Days after being notified in writing to do so; or
- (d) the Supplier takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction; or

(e) the Supplier suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or.

(f) at any time after the Services Start Date or the Delivery Date.

17.2 If the Customer exercises its right to terminate the Order under Conditions 17.1 (a) 17.1 (b),17.1 (d) ,17.1(e) and 17.1 (f) it shall be liable only to pay for Goods ordered and delivered which comply with these Conditions and Services performed prior to the date of termination.

17.3 The Supplier may terminate this Order with immediate effect by giving written notice to the Customer if:

(a) the Customer commits a material breach of any term of this Order which is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;

(b) the Customer takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous



procedure in the relevant jurisdiction.

17.4 Termination of the Order shall not affect either of the parties' rights and remedies that have accrued as at termination.

17.5 Any provision of the Order that expressly or by implication is intended to come into effect or continue in force on or after termination shall remain in full force and effect.

18 Exit arrangements

18.1 On termination of the Order for whatever reason the Supplier shall:

(a) deliver to the Customer all Deliverables whether or not then complete, and return all Customer Materials; and

(b) provide all assistance reasonably required by the Customer to facilitate the smooth transition of the Services to the Customer or any replacement supplier appointed by it.

18.2 The Supplier acknowledges and agrees that where all or part of the Services cease to be provided by the Supplier for any reason and where all or part of the Services continue to be provided by the Customer and /or any new contractor on behalf of the Customer (the New Supplier) to the extent that TUPE applies to the transfer of any employees of the Supplier (the Transferring Employees) to the Customer and or New Supplier the Supplier shall indemnify the Customer (both for itself and the New Supplier) against all costs, claims, liabilities and expenses (including reasonable legal expenses) incurred by the Customer and or the New Supplier in connection with or as result of:

(a) the termination of employment by the Customer or the New Supplier of any Transferring Employee;

(b) any failure of the Supplier to comply with TUPE; and

(c) any claim made by the Transferring Employee arising from any act, fault or omission of the Supplier on or before the date upon which the relevant Transferring Employee transferred under TUPE to the Customer or the New Supplier.

19 Force Majeure

19.1 Force Majeure Event means any circumstance not within a party's reasonable control including, without limitation: acts of God, flood, drought, earthquake or other natural disaster; epidemic or pandemic; terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; nuclear, chemical or biological contamination or sonic boom; any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition; collapse of buildings, fire, explosion or accident; any labour or trade dispute, strikes, industrial action or lockouts (other than by the Supplier's workforce where the Supplier is seeking to rely on this Condition or the workforce of companies in the same Group as the Supplier); and interruption or failure of utility service.

19.2 Provided it has complied with Condition 19.4, if a party is prevented, hindered or delayed in or from performing any of its obligations under the Order by a Force

Majeure Event (Affected Party), the Affected Party shall not be in breach of the Order or otherwise liable for any such failure or delay. The time for performance shall be extended accordingly.

19.3 The corresponding obligations of the other party will be suspended, and its time for performance of such obligations extended, to the same extent as those of the Affected Party.

19.4 The Affected Party shall:

- (a) as soon as reasonably practicable notify the other party in writing of the Force Majeure Event, the date on which it started, its likely or potential duration, and the effect of the Force Majeure Event on its ability to perform any of its obligations; and
- (b) use all reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of its obligations.

19.5 If the Force Majeure Event prevents, hinders or delays the Affected Party's performance of its obligations for a continuous period of more than one month, the party not affected by the Force Majeure Event may terminate the Order by giving two weeks' written notice to the Affected Party.

20 Assignment and Subcontracting

20.1 The Supplier shall not, without the Customer's prior written consent, assign, transfer, mortgage, charge or sub-contract the Order or any part thereof. If the Customer consents to any subcontracting by the Supplier, the Supplier shall remain responsible for all acts and omissions of its subcontractors as if they were its own.

20.2 The Customer may at any time assign, transfer, mortgage, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Order.

21 Confidentiality

21.1 Except as permitted by Condition 21.2 or where Condition 21.3 applies, each party undertakes that:

- (a) it shall only use the other party's Confidential Information for the purposes of exercising its rights or carrying out its obligations under or in connection with the Order;
- (b) it shall not at any time during the Order, and for a period of 2 years after termination, disclose to any person any Confidential Information of that party.

21.2 Each party may disclose the other party's Confidential Information:

- (a) to its employees, Affiliates, subcontractors or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under or in connection with the Order. Each party shall ensure that such employees, Affiliates, subcontractors or advisers to whom it discloses the other party's Confidential Information comply with this Condition 21; and
- (b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority or recognised stock exchange

having jurisdiction over either party or the subject matter of the Confidential Information.

21.3 The provisions of Condition 21.1 shall not apply to any Confidential Information that:

- (a) is or becomes generally available to the public (other than as a result of its disclosure by the receiving party or its representatives in breach of this Condition);
- (b) was available to the receiving party on a non-confidential basis before disclosure by the disclosing party;
- (c) was, is or becomes available to the receiving party on a non-confidential basis from a person who, to the receiving party's knowledge, is not bound by a confidentiality agreement with the disclosing party or otherwise prohibited from disclosing the information to the receiving party;
- (d) the parties agree in writing is not confidential or may be disclosed; or
- (e) is developed by or for the receiving party independently of the information disclosed by the disclosing party.

22 Data Protection

22.1 Both parties will comply with all applicable requirements of the Data Protection Legislation. This obligation is in addition to and does not relieve, remove or replace, a party's obligations under the Data Protection Legislation.

22.2 The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Data Controller and the Supplier is the Data Processor. The scope, nature and purpose of the processing by the Supplier, the duration of the Processing and the types of Personal Data and categories of Data Subject are set out in the Order where applicable.

22.3 The Customer will ensure that it has all the necessary consents and notices in place to enable lawful transfer of the Personal Data to the Supplier for the purposes of the Order.

22.4 The Supplier shall in relation to any Personal Data Processed in connection with the performance by the Supplier of the Services:

- (a) Process that Personal Data only on the written instructions of the Customer, unless required by law to act without such instruction in which case the Supplier shall promptly notify the Customer of this before the Processing;
- (b) Have in place at all times appropriate technical and organisational measures (which shall be subject to inspection and audit by the Customer under Condition 22.5)
 - i. to prevent and protect against any unauthorised access, loss, destruction, theft or damage to Personal Data or unauthorised or unlawful processing or disclosure of the Personal Data (having taken account of the risks of the same);

- ii. to ensure confidentiality, integrity, availability and resilience of its systems
 - iii. to ensure timely restoration after an incident of availability of and access to Personal Data; and
 - iv. to provide for regular assessment and evaluation of the effectiveness of those technical and organisational measures;
- (c) ensure that only employees who need to have access to Personal Data for the purposes of performing the Services shall have access;
 - (d) ensure that such employees who have access are obliged to keep the Personal Data confidential and are subject to legally binding confidentiality obligations;
 - (e) not transfer any Personal Data to any third party;
 - (f) notify the customer as soon as practicable or any notice or communication concerning the Data Protection Legislation received from any person relating to the Order including from a Data Subject or any regulatory authority (including the Information Commissioner or its successor) and co-operate fully with the Customer in relation to the Personal Data held and Processed by the Supplier under the Order;
 - (g) assist the Customer in responding to any request from a Data Subject (whether received by the Customer or the Supplier) and ensure that it takes all necessary actions as requested by the Customer in respect of a Data Subject exercising their rights under the Data Protection Legislation (including but not limited to the right of rectification and the right of erasure);
 - (h) ensure compliance with its obligations under the Data Protection Legislation with respect to breach notifications, impact assessments and consultations with supervisory authorities or regulators;
 - (i) notify the customer without undue delay on becoming aware of a Personal Data breach;
 - (j) at the written direction of the Customer, delete or return Personal Data and copies thereof to the Customer at any time and on termination of the Order unless required by Law; and
 - (k) maintain complete and accurate records to demonstrate its compliance with Condition 22 and allow for audits by the Customer in accordance with Condition 22.5
- 22.5 The Customer is entitled on giving 48 hours notice to the Supplier (unless the Customer believes the Supplier is in breach of its obligations upon which access shall be given immediately) to appoint representatives to inspect premises, equipment, documents, processes, technical and organisational measures and electronic data relating to the processing of Personal Data by the Supplier.

22.6 The Supplier shall keep the Customer indemnified in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by the Customer as a result of or in connection with any breach by the Supplier its employees or agents with its obligations under this Condition 22.

23 Disputes

23.1 If a dispute arises out of or in connection with the Order or the performance, validity or enforceability of it (Dispute) then the parties shall follow the procedure set out in this Condition:

- (a) 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 Supplier's contract manager and the Customer's contract manager shall attempt in good faith to resolve the Dispute;
- (b) if the Supplier's contract manager and the Customer's contract manager are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the Senior Officer of the Supplier and Senior Officer of the Customer who shall attempt in good faith to resolve it.

24 Variation

24.1 No variation of the Order shall be effective unless it is in writing and signed by the parties.

25 Waiver

25.1 A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A delay or partial exercise shall not waive any right or remedy or prevent or restrict the further exercise of any right or remedy.

26 Severance

26.1 If any provision or part-provision of the Order is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable or, if not possible, the relevant provision or part-provision shall be deemed deleted. Any modification or deletion shall not affect the validity and enforceability of the rest of the Order.

27 Notices

27.1 Any notice or other communication given to a party in connection with the Order shall be in writing, addressed to that party at its registered office (if it is a company) or its principal place of business (in any case) unless otherwise stated in the Order and shall be delivered personally, or sent by pre-paid first class post or other next working day delivery service, commercial courier or email (to the e-mail address contained in the Order or otherwise specified in writing by the parties).

27.2 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in Condition 27.1; if sent by pre-paid first class post or other



next working day delivery service, on the second Business Day after posting; if delivered by courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by email, one Business Day after transmission.

27.3 The provisions of this Condition shall not apply to the service of any proceedings or other documents in any legal action.

28 Third party rights

28.1 A person who is not a party to the Order shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Order, except for the Customer's Affiliates who may enforce the terms of this Order to the extent that those Affiliates have

ordered Goods and/or Services under this Order.

29 Governing law

29.1 The Order, 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 the law of England.

30 Jurisdiction

30.1 Each party irrevocably agrees that the Courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Order or its subject matter or formation (including non-contractual disputes or claims).