



Contract for Goods and / or Services

This Contract is entered into between:

- (1) Ordnance Survey Limited, a company registered in England and Wales (company registration number 09121572) whose registered address is at Explorer House, Adanac Drive, SOUTHAMPTON, UK, SO16 0AS (**OS**); and
- (2) Anything Is Possible Media Limited, a company registered in England and Wales (company registration number **10910014** whose registered office is at Third Floor, Frederick House, 41-46 Frederick Place, Brighton, England, BN1 4EA (the **Supplier**).

This Contract comprises all terms contained in this document (including the Schedules) together with the Purchase Order and any other documents referred to herein.

1 Definitions & interpretations

1.1 In this Contract the following terms shall, unless the context otherwise requires, have the following meanings:

Expression	Meaning
Acceptance Test(s)	means the test(s) to be carried out by OS in order to verify that the Deliverables and / or the Goods and / or the Services confirm with OS’s requirements and this Contract.
Acceptance Testing	means the carrying out of the Acceptance Tests.
Acceptance Test Period	means a period of 10 Working Days commencing on the Working Day following the delivery of the Goods and / or Services.
Agency Worker Regulations	means the <i>Agency Worker Regulations 2010</i> .
Best Industry Practice	means the exercise of the highest degree of skill, care and foresight which would be expected from a highly skilled and experienced person at the leading edge of their field engaged in the same type of undertaking under the same or similar circumstances.
Bribery Act 2010	means the <i>Bribery Act 2010</i> .
Carbon Footprint	means the total annual GHG Emissions relating to a Party;
Climate Objective	means the ultimate objectives of the United Nations Framework Convention on Climate Change (UNFCCC), the Paris Agreement and related agreements, and in particular limiting the increase in global temperatures to 1.5 degrees Celsius above pre-industrial levels and achieving net zero emissions by 2050 or sooner (in line with the best available science and increased climate ambition).
Climate Change Questionnaire	means a questionnaire provided by or on behalf of OS for completion by the Supplier with the aim of obtaining information on the Supplier’s climate change activities;
Code	means the Secretary of State for Constitutional Affairs' Code of Practice on the discharge of public authorities' functions under Part I of the <i>Freedom of Information Act 2000</i> .
Commencement Date	has the meaning set out in the Schedule.
Confidential Information	means any Commercially Sensitive Information and any other information that is marked or identified as confidential, or that would reasonably be considered to be confidential in nature, that relates to the affairs of a Party and is acquired by the other Party in anticipation of or as a result of the Contract.
Commercially Sensitive Information	means any information identified as such in the Schedules.

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Data Protection Impact Assessment	an assessment by OS of the impact of the envisaged processing on the protection of Personal Data.
Data Protection Legislation	all applicable data protection and privacy legislation in force from time to time in the UK including without limitation the UK GDPR; the Data Protection Act 2018 (and regulations made thereunder) (DPA 2018); the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended; and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of Personal Data (including, without limitation, the privacy of electronic communications) and the guidance and codes of practice issued by the Commissioner or other relevant regulatory authority and which are applicable to a party.
Data Subject Access 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;
Deliverable	means the outcome of the Goods and / or Services, including but not limited to all documents, products and materials developed by the Supplier or its agents, contractors and employees as part of or in relation to the Services in any form or media, including drawings, maps, plans, diagrams, designs, pictures, computer programs, data, specifications and reports (including drafts).
Delivery	means the delivery of the Goods and / or Services by the time, date and method as set out in the Contract.
Domestic Law	Means the law of the United Kingdom or a part of the United Kingdom.
EU Law	Means the law of the European Union or any member state of the European Union.
DOTAS	means the Disclosure of Tax Avoidance Scheme rules which require a promoter of tax schemes to tell HM Revenue & Customs 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 <i>Finance Act 2004</i> and in secondary legislation made under vires contained in Part 7 of the <i>Finance Act 2004</i> and as extended to National Insurance Contributions by the <i>National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012</i> , SI 2012/1868 made under s.132A Social Security Administration Act 1992.
EIR	means the <i>Environmental Information Regulations 2004</i> .
FOIA	means the <i>Freedom of Information Act 2000</i> .
Force Majeure Event	means any event outside the reasonable control of a party affecting its ability to perform any of its obligations under this Contract.
EU GDPR	means the General Data Protection Regulation ((EU) 2016/679).
General Anti-Abuse Rule	means: a) the legislation in Part 5 of the <i>Finance Act 2013</i>; and b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions.
GHG Emissions	means emissions of the greenhouse gases listed at Annex A of the 1998 Kyoto Protocol to the UNFCCC, as may be amended from time to time;
Goods	means the goods to be supplied by the Supplier (as specified in the Schedules) pursuant to or in connection with the Contract (including any instalment of the goods or any part of them) and shall, where the context so admits, include any materials to be supplied thereunder.
Halifax Abuse Principle	means the principle explained in the CJEU Case C-255/02 Halifax and others.
HSWA	means the <i>Health and Safety at Work etc Act 1974</i> .

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Intellectual Property Rights	means all patents, copyrights, database rights, trademarks, service marks, inventions, domain names, database rights, utility models and design rights (whether registered or not and all applications for any of the foregoing) and all rights of confidence in the know how whensoever and howsoever arising for the full term thereof and all renewals and extensions thereof.
Liabilities	means all liabilities, losses, sanctions, proceedings, demands, claims, damages, redundancy payments, payments in lieu of notice, amounts agreed upon in settlement, costs and expenses (including all legal and other professional fees, expenses and disbursements).
Net Zero	means a balance between an entity's sources and sinks of greenhouse gases. This is achieved by reducing GHG Emissions in line with the Climate Objective;
Occasion of Tax Non-Compliance	a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: i. a Relevant Tax Authority successfully challenging the Supplier 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 Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or b) any tax return of the Supplier 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 Commencement Date or to a civil penalty for fraud or evasion.
OS Network	means the computer equipment or the computer network or equipment of OS or equipment belonging to any third party but resident on OS's Premises.
PCI Data Security Standards	means the security standards associated with payment cards published by the PCI Security Standards Council.
Persistent Breach	means 3 or more failures by a party to comply with its obligations under this Contract in any 12 month period during the Term.
Personal Data	has the same meaning as set out in the Data Protection Legislation.
Personnel	means all employees, agents, consultants, directors, professional advisers and staff engaged by the Supplier or acting on the Supplier's behalf.
Pre-Existing IPR	means any Intellectual Property Rights vested in or licensed to (a) the Supplier prior to or independently of the performance by the Supplier of its obligations under this Contract; and (b) OS prior to or independently of the performance by OS of its obligations under this Contract.
Premises	means Explorer House, Adanac Drive, SOUTHAMPTON, UK, SO16 0AS or such other location where the Services are to be performed and / or the Goods are to be delivered.
Price	means the price of the Goods and / or Services, exclusive of VAT, as stated in the Schedule.
Relevant Tax Authority	means HM Revenue & Customs or, if applicable, a tax authority in the jurisdiction in which the Supplier is established.
Retest	means the retest of the Deliverables by OS following the failure of the Acceptance Test(s).
Services	means the Services to be performed by the Supplier (as specified in the Schedule) pursuant to or in connection with the Contract (including any instalment of Goods or any part of them) and shall, where the context so admits, include any materials and Goods to be supplied thereunder.

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Schedule	means the schedules attached to this Contract as completed by the Parties.
Single Use Plastic	means a product that is made wholly or partly from plastic and that is not conceived, designed or placed on the market to accomplish, within its life span, multiple trips or rotations by being returned to the producer for refill or reused for the same purpose for which it was conceived;
Subcontractors	means any third Parties engaged by the Supplier to provide Goods and / or Services or any part thereof or facilities or services in connection with the Contract.
Supplier Code of Conduct	means the Supplier Code of Conduct, which is set out at Appendix 1.
Term	means the duration of the Contract as specified in the Schedule.
TUPE	means the <i>Transfer of Undertakings (Protection of Employment) Regulations 2006</i> .
UK GDPR	has the meaning given to it in the Data Protection Act 2018.
VAT	means Value Added Tax at the rate applicable to the Goods and / or Services being performed or supplied under the Contract.
Working Day	means any day other than a Saturday, Sunday or public holiday in England and Wales.

- 1.2 A reference to any statute or statutory provision includes a reference to that statute or statutory provision as amended, extended or re-enacted from time to time.
- 1.3 Where the context so permits, references to the Supplier shall include its Personnel and Subcontractors.
- 1.4 Reference to the Parties shall be deemed to refer to both OS and the Supplier. Reference to a Party shall be deemed to refer to either OS or the Supplier as the context so permits.
- 1.5 In the event and to the extent only of any conflict or inconsistency in the provisions of the terms of this Contract and the provisions of the Schedule or any other documents that are referred to herein, the following order of precedence shall prevail:
- 1.5.1 the terms of this Contract, except for the Schedules;
 - 1.5.2 the completed Schedules unless the Schedule expressly states that the relevant provision is intended to supersede the terms of this Contract;
 - 1.5.3 any other document referred to in the Clauses of this Contract.
- 2 The Goods and / or Services**
- 2.1 The Supplier acknowledges that it:
- 2.1.1 has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of OS;
 - 2.1.2 has raised all relevant due diligence questions with OS before the Commencement Date; and
 - 2.1.3 has entered into this Agreement in reliance on its own due diligence alone.
- 2.2 The Goods and Deliverables shall be to the satisfaction of OS and shall;
- 2.2.1 be of satisfactory quality;
 - 2.2.2 be fit and sufficient for any purpose held out by the Supplier or made known to the Supplier by OS, expressly or by implication, and in this respect OS relies on the Supplier's skill and judgement;
 - 2.2.3 be free from defects in design, materials and workmanship;
 - 2.2.4 conform in all respects to the Contract (and any variations thereto) including without limitation any specification supplied or advised by OS to the Supplier;
 - 2.2.5 be new and not used in any way (unless OS has otherwise agreed in writing in the Schedule); and
 - 2.2.6 where appropriate, comply with the PCI Data Security Standards.

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- 2.3 The Supplier shall for the Term supply the Services in accordance with the Contract including without limitation any service description supplied or advised by OS to the Supplier.
- 2.4 The Supplier shall meet any performance dates for the Services specified in the Contract.
- 2.5 In providing the Services, the Supplier shall perform the Services as follows:
- 2.5.1 with the highest degree of skill, care and diligence in accordance at all times with Best Industry Practice;
 - 2.5.2 in co-operation with OS in all matters relating to the Services, and comply with all instructions of the OS;
 - 2.5.3 in accordance with any relevant OS policies and the Supplier Code of Conduct;
 - 2.5.4 using personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with the Contract;
 - 2.5.5 not do or omit to do anything which may cause OS to lose any licence, authority, consent or permission upon which it relies for the purposes of conducting its business, and the Supplier acknowledges that OS may rely or act on the Services; and
 - 2.5.6 wherever practicable, in a way that reduces the volume of Single Use Plastic produced as a result of their activities under the Contract.
- 2.6 The Parties shall, wherever practicable, perform their obligations under this Contract in a way that minimises the Carbon Footprint associated with their activities under the Contract, and ensure that Goods and / or Services are sourced and supplied in an ethical and sustainable manner.
- 2.7 OS relies on the skill and judgement of the Supplier in the supply of the Goods and /or Services and the execution of the Contract.
- 2.8 The Supplier shall ensure that the Goods, and / or Services conform in all respects to the requirements of any law, regulation or code of practice (to the extent non-compliance with such codes of practice is deemed breach of the associated laws by the relevant regulatory authority) applicable to the Supplier from time to time and that generally affect its provision of goods and/or services to its customers.
- 2.9 Where applicable, the Supplier shall comply with the Payment Card Industry Data Security Standards in force from time to time (and with any other policies and standards issued by the Payment Card Industry Security Standards Council from time to time).
- 2.10 The Supplier shall ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under the Contract in respect of the Goods and the provision of the Services.
- 2.11 OS reserves the right by notice to the Supplier to modify the quality or quantity of the Goods and / or Services and any alteration to the Contract price or the delivery date arising by reason of such modification shall be agreed between the Parties in writing.
- 2.12 Without prejudice to Clause 7.2, OS shall not be deemed to have accepted any Goods and / or Services until it has had a reasonable time (which shall be no less than 30 Working Days) to inspect them following delivery or, if applicable, the Goods and / or Services have successfully passed in all respects any Acceptance Tests.
- 2.13 Where the Supplier requires access to the OS Network then the Supplier shall:
- 2.13.1 observe such procedures (including the use of equipment and software provided by OS to carry out the Services and / or making available any equipment or software for virus checking by OS prior to installation and / or connection to the OS Network); and
 - 2.13.2 provide such information as OS shall require; and
 - 2.13.3 ensure that no such equipment or software used by the Supplier, causes any loss, damage, corruption or other adverse effect upon the OS Network.

BS.0363**3 The Price**

- 3.1 The Price is deemed to include all taxes (other than VAT), levies and duties and, where applicable, all packaging, carriage, insurance and delivery. The Price for the Services shall be the full and exclusive remuneration of the Supplier in respect of the performance of the Services. Unless otherwise agreed in writing by OS, the Price shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the performance of the Services.
- 3.2 The Supplier shall only invoice OS once the Goods and / or Services have been delivered and accepted by OS.
- 3.3 Invoices shall be addressed to the Suppliers Accounts Department at OS. Only digital PDF invoices will be accepted by OS for payment: photocopies, faxes, scans or similar are not acceptable, unless otherwise agreed. In each invoice, the Supplier shall ensure that the full OS company name is detailed, quote the relevant purchase order number along with the information required on the advice note and the Supplier's VAT registration number (if applicable). Invoices must be submitted to the e-mail address advised by OS. OS is entitled to reject any invoice which does not conform to these requirements.

Subject to clause 22, payment of undisputed sums will be due within 30 calendar days of receipt by OS of a correctly presented and properly submitted invoice (unless OS has otherwise agreed in writing in the Schedule). Payment will be made in pounds sterling (£) (unless otherwise agreed in the Schedule). OS shall notify the Supplier of any disputed sums within 10 Working Days, giving full reasons for the dispute.

- 3.4 In the event that Supplier, at any time during the Term of this Contract;
- 3.4.1 provides Goods or Services (or similar goods or services as those contemplated under this Contract) to any of its customers at rates which are below those stated herein; or
- 3.4.2 implements any measures that result in cost savings to the Supplier
- 3.4.3 then the Supplier shall immediately reduce the rates under this Contract to reflect the foregoing.

4 Delivery

- 4.1 Subject to Clause 18 any access to the Premises provided by OS in connection with delivery shall be provided without acceptance by OS of any liability whatsoever.
- 4.2 Where access to Premises is necessary in connection with delivery or installation under the Contract, the Supplier shall at all times comply with any instructions issued to the Supplier by OS or by an OS nominated third party regarding conduct of the Supplier on the Premises.
- 4.3 Unless otherwise agreed, the Goods shall be delivered to the Premises (or such other address as may be notified to the Supplier) between the hours of 8:00 am – 4:30 pm (Monday to Friday). The Goods will be delivered at the Supplier's risk.
- 4.4 On despatch of any consignment of the Goods, the Supplier shall send or deliver to OS at the address for delivery of the Goods an advice note specifying the means of transport, the place and date of despatch, date of order and order number (if any) the number of packages and their weight and volume, the type of Goods special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered. If the delivery is to third party Premises, the Supplier shall send the advice note to the third party and send a copy of the advice note to OS.
- 4.5 In accordance with Clause 2.3, the Supplier shall meet any performance dates for the Services specified in the Contract.

5 Time of performance

- 5.1 Time for delivery of the Goods and / or performance of the Services shall be of the essence. Failure by the Supplier to adhere to the timeframes set out in this Contract shall be deemed a material breach.

6 Title and risk

- 6.1 Title and risk in the Deliverables shall pass to OS on completion of delivery in accordance with Clause 4 unless payment is made prior to delivery in which case title shall pass to OS once payment has been made and risk shall pass to OS on delivery.

BS.0363**7 Inspection, acceptance and / or rejection**

- 7.1 The Supplier shall permit OS or its authorised representative(s) to make any inspection or tests it may reasonably require during manufacture, processing or storage and the Supplier shall afford all reasonable facilities and assistance free of charge at its premises for the purposes of such inspection or tests. No failure to make a complaint at the time of such inspection or tests and no approval given during or after such inspections or tests shall constitute acceptance by OS and shall not relieve the Supplier of any responsibility under the Contract, express or implied. If as a result of the inspection or testing, OS is not satisfied that the Goods and / or Services comply in all respects with the Contract then the Supplier shall take such steps as are necessary to ensure compliance prior to delivery.
- 7.2 Subject to the Supplier meeting the delivery schedule for each Deliverable, OS may carry out Acceptance Tests during the relevant Acceptance Test Period.
- 7.3 If, during the Acceptance Test Period, OS notifies the Supplier that the relevant Deliverable fails to comply with OS's requirements and / or this Contract then the Supplier shall investigate and promptly remedy the non-compliance at no cost to OS within 10 Working Days of OS's notice of non-compliance. Once the Supplier has remedied the problem, it shall notify OS and deliver the revised Deliverable and OS may undertake a Retest.
- 7.4 If a Retest demonstrates that a Deliverable is still not in accordance with OS's requirements and / or this Contract, then OS may, by written notice to the Supplier, elect at its sole option:
- 7.4.1 without prejudice to its other rights and remedies, to determine a new date to carry out further tests on the Deliverable(s) on the same terms and conditions of the Retest, except that all reasonable costs that OS may incur as a result of carrying out such tests shall be reimbursed in full by the Supplier. If the Deliverable(s) fails further tests, OS shall notify the Supplier of the result of the Retest and shall be entitled to proceed under Clauses 7.4.2 or 7.4.3 below;
 - 7.4.2 to accept the Deliverable subject to a Price reduction. The Price reduction shall be agreed in writing between the Parties, acting reasonably at all times. In the absence of a written agreement between the Parties within 10 Working Days of the written notice to the Supplier; or
 - 7.4.3 to reject the Deliverable and, without prejudice to OS's other rights and remedies, the Supplier shall refund all monies paid to the Supplier under this Contract within 10 Working Days of the written notice to the Supplier and OS shall be released from all obligations under this Contract.
- 7.5 Without prejudice to any of OS's other rights or remedies, the Supplier undertakes (at OS's sole option), either to repair or replace or refund the price of the Goods and / or Services which are or become defective before the sooner of 18 months from the date of delivery to OS or, if for resale by OS, 12 months from the date of delivery to OS's customer or within such longer period as may be specified in the Schedule.
- 7.6 Any Goods and / or Services rejected by OS as described in this Clause 7 shall be held by OS at the Supplier's risk and expense until collection by the Supplier but title therein shall not revert to the Supplier until it has complied with its obligations under this Clause 7 (as the case may be). Goods not collected within a reasonable period will be subject to a storage charge.

8 Supplier's status

- 8.1 In carrying out the Services, the Supplier shall be acting as principal and not as the agent of OS. Accordingly:
- 8.1.1 the Supplier shall not say or do anything that might lead any other person to believe that the Supplier is acting as the agent of OS; and
 - 8.1.2 nothing in the Contract shall impose any liability on OS in respect of any liability incurred by the Supplier.

9 Climate Reporting

- 9.1 The Supplier shall complete and return the annual Climate Change Questionnaire by the relevant deadline provided, when requested to do so. In addition the Supplier shall provide such additional information and support that is reasonably requested by OS to assist OS in meeting its climate goals under the Climate Objective.
- 9.2 Notwithstanding any confidentiality obligations under Clause 12, the Supplier agrees that OS may share with a third party the name of the Supplier and its contact details for the sole purpose of conducting the Climate Change Questionnaire.

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- 9.3 OS may at any time reasonably request the Supplier to provide:
- 9.3.1 reports on any progress on any formal certification or accreditation, if applicable, obtained or applied for by the Supplier;
 - 9.3.2 the Supplier's up to date Sustainability and/or Environmental policy and/or a report on the Supplier's approach to improving environmental performance and achieving Net Zero; and
 - 9.3.3 reports on the sustainability targets set by the Supplier and progress made against said targets, including progress against scope 1, 2 and 3 emissions targets;
- to the extent that the Supplier is required under relevant legislation and/or regulation to maintain such reports.

10 Freedom of Information

- 10.1 For the purpose of this Clause, 'Information' has the meaning as set out in section 84 of FOIA and 'Request for Information' or an apparent request under the Code, FOIA or EIR.
- 10.2 The Supplier acknowledges that OS is subject to the requirements of FOIA and EIR and shall assist and cooperate with OS (at the Supplier's expense) to enable OS to comply with its Information disclosure obligations.
- 10.3 The Supplier shall and shall procure that its Subcontractors shall:
- 10.3.1 transfer any Request for Information to OS within 2 Working Days of receiving the Request for Information;
 - 10.3.2 provide OS with a copy of all Information in its possession or power in the form that OS requires within 5 Working Days (or such other period as OS may specify) of OS requesting that Information; and
 - 10.3.3 provide all necessary assistance as reasonably requested by OS to enable OS to respond to the Request for Information within the time for compliance set out in FOIA or EIR (as appropriate).
- 10.4 OS shall be responsible for determining in its absolute discretion whether Commercially Sensitive Information and / or any other Information:
- 10.4.1 is exempt from disclosure in accordance with the provisions of FOIA or EIR; or
 - 10.4.2 is to be disclosed in response to a Request for Information.
- 10.5 In no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so in writing by OS.
- 10.6 The Supplier acknowledges that OS may, acting in accordance with the Code, be obliged under the FOIA or EIR to disclose Information:
- 10.6.1 without consulting with the Supplier; or
 - 10.6.2 following consultation with the Supplier and having taken its views into account;
- provided always that where this Clause 10.6 applies, OS shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that to draw the disclosure to the Supplier's attention after any such disclosure.
- 10.7 The Parties acknowledge that, except for any Commercially Sensitive Information and any Information which is exempt from disclosure in accordance with the provisions of FOIA and EIR, the content of this Contract is not Confidential Information. The Supplier hereby gives consent for OS to publish the Contract in its entirety (but with any Information which is exempt from disclosure in accordance with this Clause 10 duly redacted) including from time to time agreed changes to the Contract, to the general public.
- 10.8 The provisions of this Clause 10 shall survive the expiration or termination of the Contract.

11 Environmental Information

- 11.1 Without prejudice to the Supplier's obligations pursuant to Clause 12, the Supplier shall both during and following the expiry or termination of the Contract use all reasonable endeavours to assist OS with its obligations under EIR.
- 11.2 Subject to Clause 18, the Supplier shall indemnify OS against all Liabilities incurred by OS as a result of any breach of this Clause 11 and Clause 10 by the Supplier.

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11.3 Insofar as EIR applies to the Supplier or its Subcontractors, the Supplier shall comply with, and shall procure that its Subcontractors comply with, EIR and any associated legislation and codes of practice.

11.4 The provisions of this Clause 112 shall survive the expiration or termination of the Contract.

12 Confidentiality

12.1 The Parties agree:

- 12.1.1 to use Confidential information of the other only for the purposes of discussions between us relating to our business relationship, and for performing obligations and exercising rights granted under the Contract;
- 12.1.2 to keep all Confidential Information secure, and to disclose it only to those employees, consultants, directors and professional advisers, who need to know such Confidential Information and who are subject to at least the same obligations of confidentiality as those set out in this Clause 12;
- 12.1.3 to notify the other without delay of any unauthorised use, copying or disclosure of the other's Confidential Information of which it becomes aware and provide all reasonable assistance to the other to stop such unauthorised use, copying and/or disclosure; and
- 12.1.4 except as required by law or by governmental or regulatory requirements (which, for the avoidance of doubt, shall include any requirements for disclosure under the *Freedom of Information Act 2000* and/or the *Environmental Information Regulations 2004*), not to disclose Confidential Information to any third Parties unless expressly permitted under this Clause 12 or with the other's prior written consent.

12.2 The obligations in this Clause 12 do not apply to any information which is in the public domain (other than through the breach of any obligation of confidentiality) or which a Party can demonstrate was previously known to it (unless acquired directly from the other Party or in breach of any obligation of confidentiality) or was independently developed by it without the use of any Confidential Information.

12.3 The provisions of this Clause 12 shall survive the expiration or termination of the Contract.

13 Data Protection

13.1 In this Clause 13 the following terms have the meanings set out in the Data Protection Legislation: 'Controller', 'Processor', 'Data Subject', 'Personal Data', 'Process', and 'appropriate technical and organisational measures'.

13.2 Both Parties will comply with all applicable requirements of the Data Protection Legislation. This Clause 13.2 is in addition to, and does not relieve, remove or replace, a Party's obligations under the Data Protection Legislation.

13.3 The Parties acknowledge that for the purposes of the Data Protection Legislation, OS is the Data Controller and the Supplier is the Data Processor. The only processing that the Supplier is authorised to do is listed in the Schedule which sets out the scope, nature and purpose of processing by the Supplier, the duration of the processing and the types of Personal Data and categories of Data Subject;

13.4 Without prejudice to the generality of Clause 13.2, OS will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the Supplier for the duration and purposes of this Contract.

13.5 The Supplier shall provide all reasonable assistance to OS in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of OS, include:

- 13.5.1 systematic description of the envisaged processing operations and the purpose of the Processing;
- 13.5.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;
- 13.5.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
- 13.5.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

13.6 Without prejudice to the generality of Clause 13.2, the Supplier shall, in relation to any Personal Data processed in connection with the performance by the Supplier of its obligations under this Contract:

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- 13.6.1 process that Personal Data only:
 - 13.6.1.1 to the extent, and in such a manner, as is necessary for the purposes specified in the Schedule of this Contract; and
 - 13.6.1.2 in accordance with OS's documented written instructions set out in the Schedule unless the Supplier is required by Domestic Law or EU Law to otherwise process that Personal Data. Where the Supplier is relying on Domestic Law or EU Law as the basis for processing Personal Data, the Supplier shall promptly notify OS of this before performing the processing required by the Domestic Law or EU Law unless the Domestic Law or EU Law prohibit the Supplier from so notifying OS. The Supplier shall immediately inform OS if, in the opinion of the Supplier, the instructions of OS infringe Data Protection Legislation;
- 13.6.2 maintain complete and accurate records and information to demonstrate its compliance with this Clause 13;
- 13.6.3 ensure that it has in place technical and organisational measures, reviewed and approved by OS, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it).
- 13.6.4 promptly comply with any request from OS requiring the Supplier to amend, transfer or delete the Personal Data.
- 13.6.5 not transfer or otherwise process the Personal Data outside of the European Economic Area unless the prior written consent of OS has been obtained and the following conditions are fulfilled:
 - 13.6.5.1 (i) the transfer is to a country approved by the European Commission or equivalent UK body (as applicable) as providing adequate protection under the Data Protection Legislation as determined by OS; (ii) OS or the Supplier has provided appropriate safeguards in relation to the transfer as determined by OS pursuant to the Data Protection Legislation; or (iii) one of the derogations for specific situations in the Data Protection Legislation applies to the transfer;
 - 13.6.5.2 the Data Subject has enforceable rights and effective legal remedies;
 - 13.6.5.3 the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist OS in meeting its obligations); and
 - 13.6.5.4 the Supplier complies with any reasonable instructions notified to it in advance by OS with respect to the processing of the Personal Data;
- 13.6.6 at OS's request, provide to OS a copy of all Personal Data held by it in the format and on the media reasonably specified by OS.
- 13.6.7 not disclose Personal Data or information extracted from such data to third parties without OS's prior written approval or subject to the non-disclosure exemptions set out within the Data Protection Legislation;
- 13.6.8 notify OS immediately, if it receives:
 - 13.6.8.1 a Data Subject Access Request (or purported Data Subject Access Request);
 - 13.6.8.2 a request to rectify, block or erase any Personal Data;
 - 13.6.8.3 any other request, complaint, notice or communication which relates directly or indirectly to the Processing of the Personal Data or to either party's compliance with the Data Protection Legislation;

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- 13.6.8.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
- 13.6.8.5 receives a request from any third party for disclosure of Personal Data where compliance with such a request is required or purported to be required by law.
- 13.6.9 notify OS without undue delay upon becoming aware of:
 - 13.6.9.1 any actual or potential losses of any Personal Data held or Processed;
 - 13.6.9.2 any security breaches or attempted breaches of systems, equipment or premises;
 - 13.6.9.3 if any Personal Data is destroyed or becomes damaged, corrupted, or unusable;
 - 13.6.9.4 if there is any unauthorised or unlawful Processing; and
 - 13.6.9.5 a Personal Data breach.

The Supplier will restore such Personal Data at its own expense.
- 13.6.10 provide OS with full co-operation and assistance in relation to any complaint, communication, notice or request made and in ensuring compliance with OS' compliance with its obligations under the Data Protection Legislation, including by promptly:
 - 13.6.10.1 providing OS with full details of the complaint, communication or request;
 - 13.6.10.2 providing such assistance as is reasonably requested by OS to enable OS to comply with a Data Subject Access request within the relevant timescales as set out in the Data Protection Legislation;
 - 13.6.10.3 complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with OS's instructions;
 - 13.6.10.4 providing OS with any Personal Data it holds in relation to a Data Subject (within the timescales required by OS); and
 - 13.6.10.5 providing OS with any information requested by OS;
 - 13.6.10.6 providing assistance as requested by OS following any data loss event set out in Clause 13.6.9; and
 - 13.6.10.7 providing assistance as requested by OS with respect to any request from the Information Commissioner's Office, or any consultation by OS with the Information Commissioner's Office.
- 13.6.11 ensure that access to the Personal Data is limited to:
 - 13.6.11.1 those employees who need access to the Personal Data to meet the Supplier's obligations under this Contract; and
 - 13.6.11.2 in the case of any access by any employee, such part or parts of the Personal Data as is strictly necessary for performance of that employee's duties.
- 13.6.12 ensure that:
 - 13.6.12.1 all Personnel who have access to and/or Process Personal Data do not process Personal Data, except in accordance with this Contract (and in particular the Schedule).
 - 13.6.12.2 it takes all reasonable steps to ensure the reliability and integrity of any Personnel who have access to the Personal Data and it shall ensure that they:
 - a) are aware of and comply with the Supplier's duties under this Clause;
 - b) are subject to appropriate confidentiality undertakings with the Supplier and 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 OS or as otherwise permitted by this Contract; and

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- d) have undergone adequate training in the use, care, protection and handling of Personal Data;

- 13.6.13 indemnify and keep indemnified and defend at its own expense OS against all costs, claims, damages or expenses incurred by OS or for which OS may become liable due to any failure by the Supplier or its employees or agents to comply with any of its obligations under this Clause.
- 13.6.14 on termination or expiry of the Contract at the request of OS either return or destroy the Personal Data (including all copies of it) immediately, unless required by Domestic Law or EU Law to store the Personal Data and, in the case of destruction of Personal Data, promptly provide a certificate signed by a senior officer of the Supplier confirming that such destruction has taken place.
- 13.7 OS is entitled, on giving at least 5 Working Days' notice to the Supplier, to inspect or appoint representatives, including OS' designated auditor, to inspect and audit all facilities, equipment, documents and electronic data relating to the processing of Personal Data by the Supplier.
- 13.8 The requirement under Clause 13.7 to give notice will not apply if OS believes that the Supplier is in breach of any of its obligations under this Contract.
- 13.9 The Supplier shall designate a Data Protection Officer if required by the Data Protection Legislation.
- 13.10 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Supplier must:
- 13.10.1 notify OS in writing of the intended Sub-processor and Processing;
- 13.10.2 obtain the written consent of OS;
- 13.10.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 13 such that they apply to the Sub-processor; and
- 13.10.4 provide OS with such information regarding the Sub-processor as OS may reasonably require.

14 Audit

- 14.1 The Supplier shall keep and maintain until 6 years (or such other period as may be specified in the Schedule) after the delivery of any Goods or the provision of any Services, full and accurate records to the satisfaction of OS including:
- 14.1.1 the Goods and / or Services provided under this Contract; and
- 14.1.2 all payments made by OS and all expenditure reimbursed to the Supplier by OS under this Contract.
- 14.2 The Supplier shall, and shall procure that the Subcontractors shall, on request afford OS or its representatives such access to those records as may be required by OS in connection with the Goods and / or Services.

15 Intellectual Property Rights

- 15.1 Subject to Clause 15.4, neither the Supplier nor OS shall acquire any right, title or interest in the other's Pre-Existing Intellectual Property Rights.
- 15.2 It shall be a condition of this Contract that the Deliverables will not infringe any Intellectual Property Rights of any third party and the Supplier shall indemnify OS against all actions, claims, demands, costs and expenses which OS may suffer or incur as a result of or in connection with any breach of this Clause 15.2 (**Claim**) save to the extent that such Claim is based on (i) modifications to Deliverables made by OS or a third party (other than the Supplier or its Subcontractors) acting on OS's instructions; and/or (ii) any software or hardware or other materials provided to the Supplier by OS or a third party acting on OS's instructions; and/or (iii) any use of the Deliverables in a manner not reasonably inferred from OS's requirements.
- 15.3 All Intellectual Property Rights in any Deliverable (excluding the Supplier's Pre-Existing IPR):
- 15.3.1 furnished or made available to the Supplier belong to OS absolutely; or
- 15.3.2 prepared by or for the Supplier or its Personnel in the course of or in connection with the Contract;
- are hereby assigned to and shall vest in OS absolutely (and the Supplier agrees to execute and do all such documents, acts and things as required by OS to enable such rights to vest in OS).

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- 15.4 The Supplier hereby grants to OS a perpetual, irrevocable, royalty free non-exclusive licence to use, copy or amend, including the right to grant sub-licenses (to its customers or members of its group companies) of the Supplier's Pre-Existing Intellectual Property Rights for OS's or its group member's business purposes to the extent the same are embedded or incorporated in any Deliverables.
- 15.5 The Supplier and its Personnel may use any documentation or materials (including systems, methodologies, tools, software, reports, correspondence and advice) supplied or made available by or on behalf of OS to the extent necessary for the performance of the Supplier's obligations under this Contract. Materials supplied by OS will be held at the Supplier's risk. The Supplier shall maintain all such materials in good order and condition and shall use such materials solely in connection with this Contract. At the expiry or completion of the Contract, the Supplier shall advise OS of any material that it is in possession of and shall deliver up or dispose of such materials as OS may direct.
- 15.6 The Supplier retains the right to use all know-how and residual knowledge obtained in connection with the Services and nothing in this Contract shall prevent it from using any know-how, methodologies, ideas or concepts acquired before or during the performance of the Services, for any purpose, subject always to its obligation not to disclose OS's Confidential Information.
- 15.7 If a Claim (as defined in Clause 15.2) is made against OS or the Supplier anticipates that such a claim may be made, the Supplier may at its own expense and option either:
- 15.7.1 procure for OS the right to continue using the part of the Deliverables which is the subject of likely to be subject of a Claim; or
 - 15.7.2 replace, modify, or procure the replacement or modification of such Deliverables so that the infringing item becomes non-infringing, provided that the performance and functionality of the replaced or modified item is at least materially equivalent to the performance and functionality of the original item and there is no additional cost to OS.
- 15.8 If a third party makes a Claim (as defined in Clause 15.2), or notifies an intention to make a Claim, against OS, OS shall: (a) as soon as practicable give notice of the Claim to the Supplier, specifying the nature of the Claim in reasonable detail; (b) allow the Supplier (if the Supplier so requests) to conduct and control the defence and any related settlement of the Claim and (c) provide all reasonable assistance to the Supplier (at the Supplier's sole expense) and not make any admission prejudicial to the defence of the Claim other than pursuant to legal advice in respect of the same.
- 15.9 The provisions of this Clause 15 (excluding Clause 15.5) shall survive the expiration or termination of the Contract.

16 Health and Safety

- 16.1 The Supplier shall ensure that its Health and Safety policy statements and procedures (as required by the HSWA) are made available to OS on request.
- 16.2 The Supplier shall promptly notify OS of any health and safety hazards which may arise in connection with the performance of the Services or the supply of the Goods and / or Services.
- 16.3 The Supplier shall inform all persons used by the Supplier to perform the Services at the Premises of all known health and safety hazards and shall instruct those persons in connection with any necessary safety measures.
- 16.4 On entering the Premises, the Supplier shall report to security and (where required) undergo any necessary site familiarisation and induction training prior to commencing the Services. The Supplier shall comply with all policies and procedures applicable at the Premises and shall follow the reasonable instructions of staff at the Premises.
- 16.5 Whilst on the Premises, the Supplier shall comply with any health and safety measures implemented by OS or any third party including without limitation any measures in respect of OS personnel and other persons working on the Premises.
- 16.6 The Supplier shall notify OS immediately in the event of any incident occurring on the Premises where that incident causes any personal injury or any damage to property which could give rise to personal injury.
- 16.7 The Supplier shall, and will procure that its Personnel and Subcontractors shall, take all measures necessary to comply with the requirements of the HSWA and any other Acts, orders, regulations and Codes of Practice relating to health and safety, which may apply in the performance of the Services.

BS.0363**17 Agency Worker Regulations**

- 17.1 The Supplier warrants that it and its Personnel are either outside the scope of the Agency Worker Regulations or that the Supplier has fulfilled obligations under the Agency Worker Regulations in such a manner so that OS will suffer no liability or extra cost or expense as a result of the application of the Agency Worker Regulations in relation to the Services provided by the Supplier and its Personnel, either during or after the Term.

18 Liability and insurance

- 18.1 Nothing in the Contract shall exclude or limit either Party's liability for:
- 18.1.1 death or personal injury to the extent it results from its negligence, or that of its Personnel or Subcontractors; or
 - 18.1.2 fraud or fraudulent misrepresentation; or
 - 18.1.3 breach of the Data Protection Legislation; or
 - 18.1.4 breach of TUPE; or
 - 18.1.5 breach of the *Bribery Act 2010*; or
 - 18.1.6 breach of anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force; or
 - 18.1.7 breach of its Confidentiality obligations as identified in Clause 12;
 - 18.1.8 infringement of third party Intellectual Property Rights as identified in Clause 15; or
 - 18.1.9 damage or loss to property to the extent it results from its negligence, or that of its Personnel or Subcontractors.
- 18.2 Subject to Clause 18.1, each Party's total liability to the other Party for all claims made (whether in contract, tort (including negligence) or otherwise) under or in connection with this Contract will not at any time exceed 125% of the Price.
- 18.3 Neither Party will be liable to the other in contract, tort (including negligence) or otherwise for any loss of profits, loss of business or loss of contracts (in each case whether direct or indirect) or for any special, indirect or consequential losses or damages.
- 18.4 During the Term and for a period of 6 years following expiry or termination (howsoever arising) of this Contract, the Supplier shall take out and maintain or procure the maintenance of the minimum insurances set out in the Schedule.
- 18.5 The Supplier shall produce to OS within 5 Working Days of request, brokers letters of all insurance policies referred to in Clause 18.4 or such other evidence as agreed between the Supplier and OS that will confirm the extent of the cover given by those policies, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 18.6 The terms of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under this Contract. It shall be the responsibility of the Supplier to ensure that the amount of insurance cover is adequate to enable it to satisfy all its potential liabilities subject to the limit of liability set out in the Schedule.
- 18.7 The Supplier represents and warrants that as at the Commencement Date, it has notified OS in writing of any Occasion of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasion of Tax Non-Compliance.
- 18.8 If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
- 18.8.1 notify OS in writing of such fact within 5 Working Days of its occurrence and;
 - 18.8.2 promptly provide to OS:
 - i) details of the steps which the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and

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- ii) such other information in relation to the Occasion of Tax Non-Compliance as OS may reasonably require.

19 Equality

19.1 The Supplier shall:

- 19.1.1 comply with all current relevant equality legislation; and
- 19.1.2 provide, at OS's request, a written statement of its equality and diversity policy (or its equivalent) and an adequate explanation of how the policy will be effected over time; and
- 19.1.3 use all reasonable endeavours to adhere to the relevant codes of practice published by the Equality and Human Rights Commission, the Equality Commission for Northern Ireland, or their successors.

20 Term and Termination

20.1 Subject to the provisions for earlier termination, this Contract shall continue for the Term.

20.2 Without prejudice any of its rights or remedies under this Contract, either Party may at any time terminate this Contract with immediate effect by giving written notice to the other Party if:

- a) the other Party commits a material breach of any Clause of this Contract and fails to remedy that breach within a period of 20 Working Days after being notified in writing to do so; or
- b) the other Party has committed a Persistent Breach in relation to this Contract or any part; or
- c) subject to section 14 of the Corporate Insolvency and Governance Act 2020 (on the part of the Supplier), the other Party 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) 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; or
- d) the other Party 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 that other Party with one or more other companies or the solvent reconstruction of that other Party; or
- e) 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 that other Party (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of that other Party with one or more other companies or the solvent reconstruction of that other Party; or
- f) 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 other Party (being a company); or
- g) the holder of a qualifying floating charge over the assets of that other Party (being a company) has become entitled to appoint or has appointed an administrative receiver; or
- h) a person becomes entitled to appoint a receiver over the assets of the other Party or a receiver is appointed over the assets of the other Party; or
- i) the other Party (being an individual) is the subject of a bankruptcy petition or order; or
- j) a creditor or encumbrancer of the other Party 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 other Party's assets and such attachment or process is not discharged within 10 Working Days; or
- k) any event occurs, or proceedings are taken, with respect to the other Party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in Clause 20.2(d) to Clause 20.2 (k) (inclusive); or
- l) the other Party suspends or ceases or threatens to suspend or cease carrying on all or a substantial part of its business; or

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- m) the other Party (being an individual) dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation; or
- n) there is a change of control of the other Party (within the meaning of section 1124 of the *Corporation Tax Act 2010*); or
- o) any warranty given in respect of this Contract is found to be untrue or misleading.

20.3 OS may terminate this Contract in the event that:

- 20.3.1 the Supplier commits a material breach of its obligation to notify OS of any Occasion of Tax Non-Compliance as required by Clause 18.8; or
- 20.3.2 the Supplier fails to provide details of proposed mitigating factors as referred to in clause 18.8.2(i) which, in the reasonable opinion of OS, are acceptable.

OS shall be entitled to terminate this Contract by giving immediate notice to the Supplier.

20.4 Termination or expiry of this Contract howsoever arising shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereupon accrue to OS and shall not affect the continued operation of any provisions of the Contract which expressly or impliedly continue in effect following termination or expiry of this Contract.

20.5 On termination or expiry of the Contract, the Supplier shall immediately deliver to OS all Deliverables whether or not then complete, and return all materials, equipment and tools, drawings, specifications and data supplied by OS to the Supplier. If the Supplier fails to do so, then OS may enter the Supplier's premises and take possession of them. Until they have been returned or delivered, the Supplier shall be solely responsible for their safe keeping and will not use them for any purpose not connected with the Contract.

21 Termination at will

21.1 In addition to its rights of termination under this Contract, OS shall be entitled to terminate the Contract by giving to the Supplier not less than 20 Working Days' notice (or such notice period as may be specified in the Schedules) to that effect in which event OS's sole liability shall be to pay to the Supplier a fair and reasonable price for all Services performed and Goods delivered at the date when such notice is given but in no event shall such payment exceed the price of the Contract.

22 Recovery of sums due

- 22.1 Wherever under the Contract any sum of money is recoverable from or payable by the Supplier (including any sum that the Supplier is liable to pay to OS in respect of any breach of the Contract), OS may unilaterally deduct that sum from any sum then due or which at any later time may become due to the Supplier under the Contract or under any other agreement or contract with OS.
- 22.2 The Supplier shall make any payments due to OS without any deduction whether by way of set-off, counterclaim, discount, Price reduction or otherwise unless the Supplier has a valid court order requiring an amount equal to such deduction to be paid by OS to the Supplier.

23 Assignment and subcontracting

- 23.1 The Supplier shall not assign or subcontract any part of the Contract, including the processing of Personal Data, without the prior written consent of OS. Subcontracting any part of the Contract shall not relieve the Supplier of any obligation or duty attributable to it under the Contract. The Supplier shall remain fully liable for all acts or omissions of any subcontractor appointed pursuant to this Clause 23.
- 23.2 Prior to subcontracting any of its obligations under this Contract, the Supplier shall notify OS in writing of:
 - 23.2.1 the proposed Subcontractor's name, registered office and company registration number;
 - 23.2.2 the scope of any Services to be provided by the proposed Subcontractor; and
 - 23.2.3 whether the Supplier considers that an exclusion ground within the meaning of the *Procurement Act 2023* and any associated Regulations does or may apply to the proposed Subcontractor.
- 23.3 Subject to clause 23.4, where OS has consented to the placing of subcontracts, and the Supplier enters into a subcontract for the purpose of performing its obligations under the Contract the Supplier shall ensure that:

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- 23.3.1 provisions are included in the subcontract which:
- 23.3.1.1 requires payment to be made of all sums due by the Supplier to the Subcontractor:
 - i) before the end of the period of 30 days beginning with the day on which an invoice is received by the Supplier or other party in respect of the sum; or
 - ii) if later, by the date on which the payment falls due in accordance with the invoice, subject to the invoice being verified by the Supplier or other party as valid and undisputed;; and
 - 23.3.1.2 give OS a right to publish the Supplier's and Subcontractors' compliance with their obligation to pay undisputed invoices within the specified payment period;
 - 23.3.1.3 require the Subcontractor to include a clause to the same effect as Clauses 23.3.1.1 and 23.3.1.2 in any contracts it enters into wholly or substantially for the purpose of performing or contributing to the performance of the whole or any part of this Contract, such that each Subcontractor is obliged to include those payment terms in any of its own subcontracts in the supply chain for the delivery of this Contract. In these subcontracts' clauses, references to the "Supplier" and "Subcontractor", in Clause 23.3 are to be replaced with references to the respective subcontractors who are parties to the relevant contract;
 - 23.3.1.4 impose obligations to comply with the terms of this Contract as if they were the Supplier. For the avoidance of doubt, the subcontract shall give effect to the terms set out in Clause 13 such that they apply to the Subcontractor;
 - 23.3.1.5 provide that the subcontractor's contract terminates automatically on termination of this Contract for any reason; and
- 23.3.2 copies of each subcontract shall be sent by the Supplier to OS immediately once executed.
- 23.4 The Supplier shall ensure that it does not at any time during the Term enter into a subcontract with:
- 23.4.1 any supplier that is on the debarment list on the basis of a mandatory exclusion ground within the meaning of the *Procurement Act 2023* and associated Regulations; or
 - 23.4.2 any supplier that is on the debarment list on the basis of a discretionary exclusion ground within the meaning of the *Procurement Act 2023* and associated Regulations, unless the Supplier has obtained OS's prior written consent to the appointment of the relevant proposed subcontractor.
- 23.5 If a Subcontractor is to be appointed under this Contract, then OS may, in accordance with Section 72 of the *Procurement Act 2023*, require that the Supplier enters into a legally binding arrangement with the proposed Subcontractor within such reasonable period after the Effective Date as may be specified by OS.
- 23.6 If the Supplier does not enter into a legally binding agreement in accordance with Clause 23.5 OS shall be entitled to:
- 23.6.1 terminate this Contract and Clause 20.4 shall apply; or
 - 23.6.2 require the Supplier to enter into a legally binding agreement with an alternate Subcontractor.
- 23.7 Without prejudice to Clause 23.3.1, the Supplier shall:
- 23.7.1 pay any sums which are due from it to any Subcontractor or Unconnected Subcontractor pursuant to any invoice (or other notice of an amount for payment) on the earlier of:
 - 23.7.1.1 the date set out for payment in the relevant Subcontract or Unconnected Subcontract; or
 - 23.7.1.2 the date that falls sixty (60) days after the day on which the Supplier receives an invoice (or otherwise has notice of an amount for payment); and
 - 23.7.2 pay all sums which are due from it to any Subcontractor or Unconnected Subcontractor pursuant to any invoice (or other notice of an amount for payment) within an average of 45 days or less after the day on which the Supplier receives an invoice (or otherwise has notice of an amount for payment).
- 23.8 If the Supplier notifies OS or OS otherwise discovers, that the Supplier has failed to:
- 23.8.1 pay a Subcontractor's undisputed invoice within thirty (30) days of the date of receipt or that it has failed to if later, by the date on which the payment falls due in accordance with the invoice;

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- 23.8.2 pay 95% or above of its Subcontractors or Unconnected Subcontractors within sixty (60) days after the day on which the Supplier receives an invoice or otherwise has notice of an amount for payment; and/or
- 23.8.3 pay all sums which are due from it to any Subcontractor or Unconnected Subcontractor pursuant to any invoice (or other notice of an amount for payment) within an average of 45 days or less after the day on which the Supplier received an invoice (or otherwise had notice of an amount for payment),

OS shall be entitled to publish the details of the late or non-payment (including on government websites and in the press).

- 23.9 OS shall be entitled to assign or transfer (either in whole or in part) the benefits of any or all of the Supplier's obligations or any benefit arising under or out of this Contract to any third party or to change its constitution or any other aspect of its presentation or construction without adversely affecting its rights and benefits under the Contract.

24 TUPE

- 24.1 All Liabilities relating to the Supplier's Personnel during the Term are to be borne by the Supplier.
- 24.2 The Supplier will indemnify and keep OS and any new provider of services to OS similar to the Services or any part of the Service (a **New Service Provider**) indemnified against any Liabilities transferred to, imposed upon or incurred by OS and / or any New Service Provider, in each case to the extent arising out of or in connection with the employment of any Personnel during the Term.
- 24.3 If any of the Personnel makes any claim (whether successful or not) at any time prior to termination of the Contract that they have become an employee of, or have rights against, OS and / or a New Service Provider by virtue of TUPE or otherwise, the Supplier will indemnify and keep OS and any New Service Provider indemnified against any Liabilities transferred to, imposed upon or incurred by OS and / or a New Service Provider in each case to the extent arising out of or in connection with any such claim.
- 24.4 Information regarding Personnel
The Supplier agrees, subject to compliance with the Data Protection Legislation that within 20 Working Days of the earliest of the following dates:
 - a) 12 months before the end of the Term; or
 - b) the date of receipt of OS's intended transfer of the Services or part of the Service to a New Service Provider (**Service Transfer Date**); or
 - c) the date of receipt of OS's intended early contract termination; or
 - d) the date of receipt of OS's written request at any time
 the Supplier will provide OS with a list (to be regularly updated) of its current Personnel engaged in providing the Services (**Relevant Personnel**), along with relevant anonymised information about those Personnel (including but not limited to their age, contractual relationship with the Supplier, remuneration, terms and conditions of employment (including notice periods and redundancy terms), outstanding or potential liabilities such as personal injury claims and any other Employee Liability Information as defined by Regulation 11 of TUPE).
- 24.5 Without prejudice to the Supplier's obligations in Clause 24.4, at least 14 Working Days prior to the Service Transfer Date, the Supplier shall provide OS with the list of its Relevant Personnel at the date of the Service Transfer (the **Final List**).
- 24.6 OS shall be permitted to use and disclose the information relating to the Relevant Personnel (which the Supplier warrants to be true and accurate in all material respects), for informing any tenderer or other prospective New Service Provider, provided that OS imposes on such third party obligations of confidence that are no less onerous than OS's obligations to the Supplier in relation to that information.
- 24.7 From the date of the earliest event referred to in Clause 24.4 above, the Supplier agrees that it will not, save with the prior written consent of OS:
 - 24.7.1 withdraw or permit the withdrawal of any of the Supplier's Relevant Personnel engaged wholly or mainly at that time in the provision of the Services from the provision of Services;

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- 24.7.2 alter in any material respect the terms and conditions of employment of any of the Relevant Personnel (including without limitation any increase in salary, wages or other emoluments (whether pursuant to a general review or otherwise) where the effect of such increase would be to increase the annual salary, wages or other emoluments of any Relevant Personnel to an annual level above the market rate paid to such personnel across the relevant industry);
- 24.7.3 assign any member of the Relevant Personnel (not already engaged in the provision of the Services) to the provision of the Services; or
- 24.7.4 engage new Personnel who would become Relevant Personnel except to replace Relevant Personnel who have left the Supplier's employment. Any engagement of new Personnel will be on substantially and materially similar terms to the outgoing personnel.

- 24.8 Following the termination or expiry of the Contract for whatever reason, the Supplier will indemnify and keep OS and any New Service Provider indemnified in full against all Liabilities arising directly or indirectly in connection with any act or omission of the Supplier prior to the termination or expiry of the Contract in respect of any member of the Personnel for which OS and / or any New Service Provider is liable by reason of TUPE.
- 24.9 If, as a result of the application of TUPE, the contract of employment of any Personnel of the Supplier shall have effect, following the termination or expiry of the Contract, as if originally made between OS and / or any New Service Provider (**Outgoing Personnel**), OS and / or any New Service Provider may terminate the contract of employment with such Outgoing Personnel and the Supplier shall indemnify and keep OS and any New Service Provider indemnified against all Liabilities in respect of such Outgoing Personnel. The Supplier shall also indemnify and keep OS indemnified against all Liabilities incurred by OS and / or any New Service Provider arising out of or in connection with any claim (whether successful or not) made by an Outgoing Personnel (whether or not such person is dismissed by OS).
- 24.10 A New Service Provider may enforce the term of this Clause 24 subject to and in accordance with the term of this Contract and the provisions of the *Contracts (Rights of Third Parties) Act 1999*.
- 24.11 The provisions of this Clause 24 shall survive the expiration or termination of the Contract.

25 Notices and communications

- 25.1 The Parties shall avoid printing documents and the GHG Emissions relating to postal delivery by sending notices or other communications relating to this Agreement electronically. Communications may be sent by email or such other electronic forms agreed by the parties.
- 25.2 The Parties agree to send notices by email, wherever practicable, and they will provide a suitable email address as set out in the Schedule, which is monitored regardless of any absence of an individual. If giving notice by email is not practicable, a notice shall be in writing and sent to the Party at the address given in this Contract or as otherwise notified in writing to the other Party.
- 25.3 The following table sets out methods by which a notice may be sent and, if sent by that method, the corresponding deemed delivery date and time:

Delivery method	Deemed delivery date and time
E-mail	At the time it is sent to the relevant email address(es).
Delivery by hand.	On signature of a delivery receipt.
Pre-paid first class or recorded delivery post or other next Working Day delivery service providing proof of delivery.	9:00am on the second Working Day after posting or at the time recorded by the delivery service.
Pre-paid airmail providing proof of delivery.	9:00am on the fifth Working Day after posting or at the time recorded by the delivery service.

- 25.4 For the purpose of Clause 26.3:
- 25.4.1 all references to time are to local time in the place of deemed receipt; and
- 25.4.2 if deemed receipt would occur in the place of deemed receipt on a day that is not a Working Day then receipt is deemed to take place at 9:00 am on the next Working Day.

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25.5 This Clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

26 Bribery, corrupt gifts or payments

26.1 The Parties each warrant that in preparation for and the entering into of this Contract they have not, and they have applied best endeavours to ensure that the Personnel and Subcontractors have not offered, given, or agreed to give, to any person or sought or received any gift or dishonest consideration of any kind as an inducement or reward:

26.1.1 for doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of this Contract; or

26.1.2 for showing or not showing favour or disfavour to any person in relation to this Contract.

26.2 The Parties each warrant that in fulfilling their respective obligations under this Contract they will not, and they will apply best endeavours to ensure that their Personnel and Subcontractors do not offer, give, or agree to give, to any person or seek or receive any gift or dishonest consideration of any kind as an inducement or reward:

26.2.1 for doing or not doing (or for having done or not having done) any act in relation to the performance of this Contract; or

26.2.2 for showing or not showing favour or disfavour to any person in relation to this Contract;

26.3 The Parties each warrant and undertake (and the Supplier shall procure that its Subcontractors and Personnel shall undertake) in connection with this Contract to comply at all times with anti-bribery and corruption legislation, laws and regulations in all jurisdictions, and not to perform their respective obligations or otherwise do anything or omit to do anything under or in connection with this Contract in such a way as to cause either of them to be in breach of any such legislation, laws or regulations and in particular they have not in connection with this Contract committed and will not commit any offence:

26.3.1 under the *Bribery Act 2010* or other legislation, laws or regulations in force in England creating offences in respect of bribery and corruption;

26.3.2 under legislation or other laws or regulations in force in any jurisdiction creating offences in respect of bribery and corruption

26.3.3 under legislation, laws or regulations creating offences in respect of fraudulent acts.

26.4 Any breach of the Contract related to this Clause 26 by the Supplier or by any Personnel (whether with or without the knowledge of the Supplier) or the commission of any offence by the Supplier or by any Personnel or Subcontractor under the *Bribery Act 2010* or other legislation, laws or regulations in force in England or any jurisdiction where the Contract is performed that creates offences in respect of bribery and corruption shall entitle OS, with no liability whatsoever to the Supplier, to terminate the Contract with immediate effect by notice in writing and to recover from the Supplier the amount of any loss resulting from such termination.

27 Modern Slavery Act 2015

27.1 The Parties each warrant and undertake that in connection with this Contract:

27.1.1 to comply at all times with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including but not limited to the *Modern Slavery Act 2015*, and not to perform its obligations or otherwise do anything or omit to do anything under or in connection with this Contract in such a way as to cause it to be in breach of any such legislation, laws or regulations; and

27.1.2 not to engage in any activity, practice or conduct that would constitute an offence under sections 1, 2 or 4, of the *Modern Slavery Act 2015* if such activity, practice or conduct were carried out in the UK; and

27.1.3 to ensure that its Subcontractors, suppliers and Personnel shall comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including but not limited to the *Modern Slavery Act 2015*.

27.1.4 that neither Party nor any of its Subcontractors, suppliers or Personnel:

27.1.4.1 has been convicted of any offence involving slavery or human trafficking; and

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27.1.4.2 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 or human trafficking.

- 27.2 The Parties shall implement due diligence procedures for its Subcontractors, suppliers and other participants in its supply chains, to ensure that there is no slavery or human trafficking in its supply chains.
- 27.3 Each Party shall notify the other Party as soon as it becomes aware of any actual or suspected slavery or human trafficking in a supply chain which has a connection with this Contract.
- 27.4 The Supplier shall provide an annual slavery and human trafficking report to OS on each anniversary of the Commencement Date setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.
- 27.5 Any breach of the Contract related to this Clause 27 by either Party or by any Personnel (whether with or without the knowledge of the breaching Party) or the commission of any offence by either Party or by any Personnel or Subcontractor under the *Modern Slavery Act 2015* or other legislation, laws or regulations in force in England or any jurisdiction where the Contract is performed that creates offences in respect of slavery and human trafficking shall entitle the other Party, with no liability whatsoever to the breaching Party, to terminate the Contract with immediate effect by notice in writing and to recover from the breaching Party the amount of any loss resulting from such termination.

28 Waiver

- 28.1 No waiver by OS of any breach of the Contract by the Supplier shall be considered as a waiver of any subsequent breach of the same or any other provision.

29 Force Majeure

- 29.1 Neither party shall be liable for delay or failure to perform its obligations to the extent that such delay or failure results from a Force Majeure Event. The party affected by a Force Majeure Event shall give the other party written notice as soon as reasonably possible containing details of the circumstances giving rise to the Force Majeure Event.
- 29.2 If the Supplier is prevented from, or delayed in, performing any of its obligations under the Contract by a Force Majeure Event, OS may suspend payment normally due to the Supplier for those parts of the Goods and/or Services that are not performed at all by the Supplier until such time as the Supplier has given OS reasonable notice in writing that it is able once again to perform in accordance with the Contract.
- 29.3 The affected party shall be allowed a reasonable extension of time to carry out its obligations in these circumstances. In the event that such circumstances materially impact the affected party's performance of its obligations under this Contract for a continuous period in excess of 30 days, the non-affected party shall be entitled to terminate this Contract by giving notice in writing to the other.

30 Contracts (Rights of Third Parties) Act 1999

- 30.1 A person who is not a Party to this Contract has no right under the *Contracts (Rights of Third Parties) Act 1999* to enforce or enjoy the benefit of any terms of this Contract.

31 Governing law and dispute resolution

- 31.1 Subject to Clause 31.2, the Parties agree that any disputes or disagreements will be resolved in the following way:
- 31.1.1 by discussion between the buyer named on the Purchase Order or equivalent at OS and a representative of the Supplier;
- 31.1.2 if no agreement is reached within 10 Working Days of the discussion referred to in Clause 31.1.1, the dispute shall be escalated to the Head of Procurement at OS and a representative of the Supplier of comparable position;
- 31.1.3 if no agreement is reached within 10 Working Days of the request of the discussion referred to in Clause 31.1.2, the dispute shall be escalated to an appropriate Director of OS and a Director or equivalent of the Supplier; or

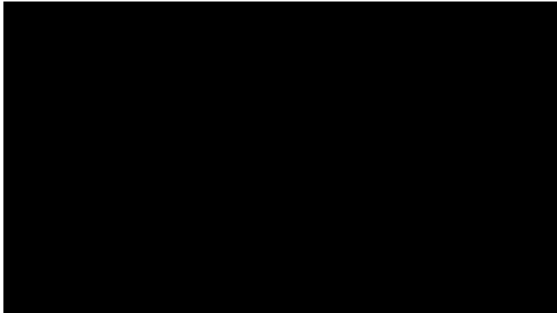
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- 31.1.4 if no agreement is reached within a reasonable period pursuant to Clause 31.1.3, the dispute may be referred to the English courts.
- 31.2 The parties agree that any dispute shall be resolved in the manner most closely aligned with the Climate Objective.
- 31.3 Either Party may refer disputes involving Confidential Information, intellectual property matters (including but not limited to matters in respect of Intellectual Property Rights) and debt to the English courts immediately.
- 31.4 This Contract will be governed by and construed in accordance with English law in a manner that is consistent with the Climate Objective and the exclusive jurisdiction of the English Courts.

32 Entire Agreement and Variation

- 32.1 No conditions appearing in any quotation, correspondence, acknowledgement of order or other document issued by or put forward at any time by the Supplier shall form any part of the Contract. This Contract constitutes the entire agreement and understanding between the Parties to the exclusion of all previous agreements, representations and understandings between the Parties. The terms of this Contract shall prevail if there is any inconsistency between any of its provisions and any Purchase Order.
- 32.2 The Clauses and Term may only be varied by a written agreement signed by the authorised representatives of OS and the Supplier.

33 Signing

Signed for and on behalf of Ordnance Survey Limited		Having read and understood this Contract signed for and on behalf of Anything Is Possible Media Limited	
Signature		Signature	
Name		Name	
Title		Title	
Date		Date	

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Schedule

Except as otherwise expressly stated in this Schedule, the defined terms in this Schedule shall have the same meanings as the defined terms in the Contract. In the event of conflict or ambiguity between the Contract and this Schedule, the Contract shall prevail.

Term

This Contract shall commence on 14/08/2025 (the **Commencement Date**) and without prejudice to the early termination rights set out in the Conditions, shall continue for an initial period of 13/08/2027 (the **Term**). The Parties may, by written mutual agreement, extend the Contract for a further 12 months

Detailed Specification of the Services to be provided (including Deliverables)

Anything Is Possible Media Ltd (AIP) will be OS's media buying agency. This contract enables all business units to work with AIP with the main users is in the Consumer Marketing team.

Briefing process

Anything Is Possible Media Limited and OS will be using Leap to manage the entire campaign lifecycle - from brief to planning, execution, evaluation and optimisation. This will include a top-level reporting view that is linked directly to the campaign media plan once launched, along with a Red, Amber, Green (RAG) status to compare actual KPIs to planned KPIs.

Campaign Workflow

All briefs are inputted to the platform, through a variety of briefing templates which OS will complete; annual plans, strategic briefs, short-burst activations or promotions, creative production. The status of each is visible to every stakeholder in the OS workspace. This module also handles all feedback and tasks and monitors our response times against your bespoke SLAs.

Strategy & Planning

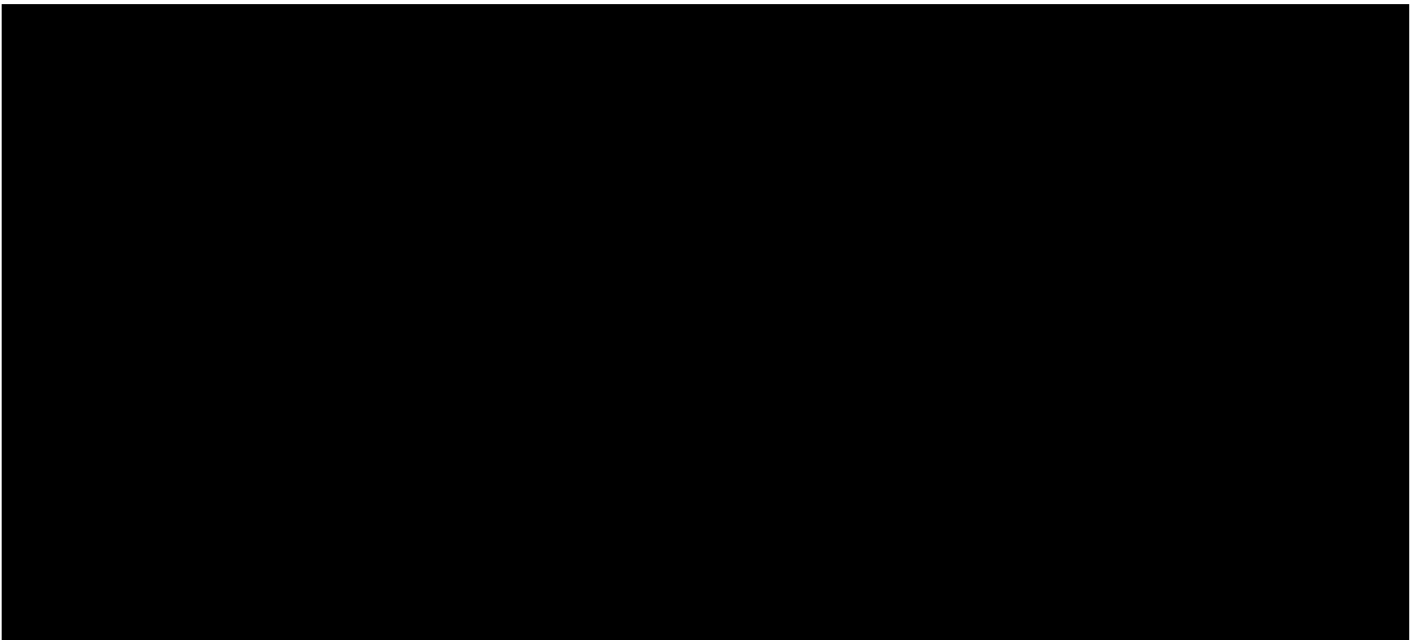
Market and audience intelligence and the media planning function. Media plans are connected to each brief and we track carbon impact of every line item, as well as aipXA, AIP's proprietary metric of expected attention).

Insights & Measurement

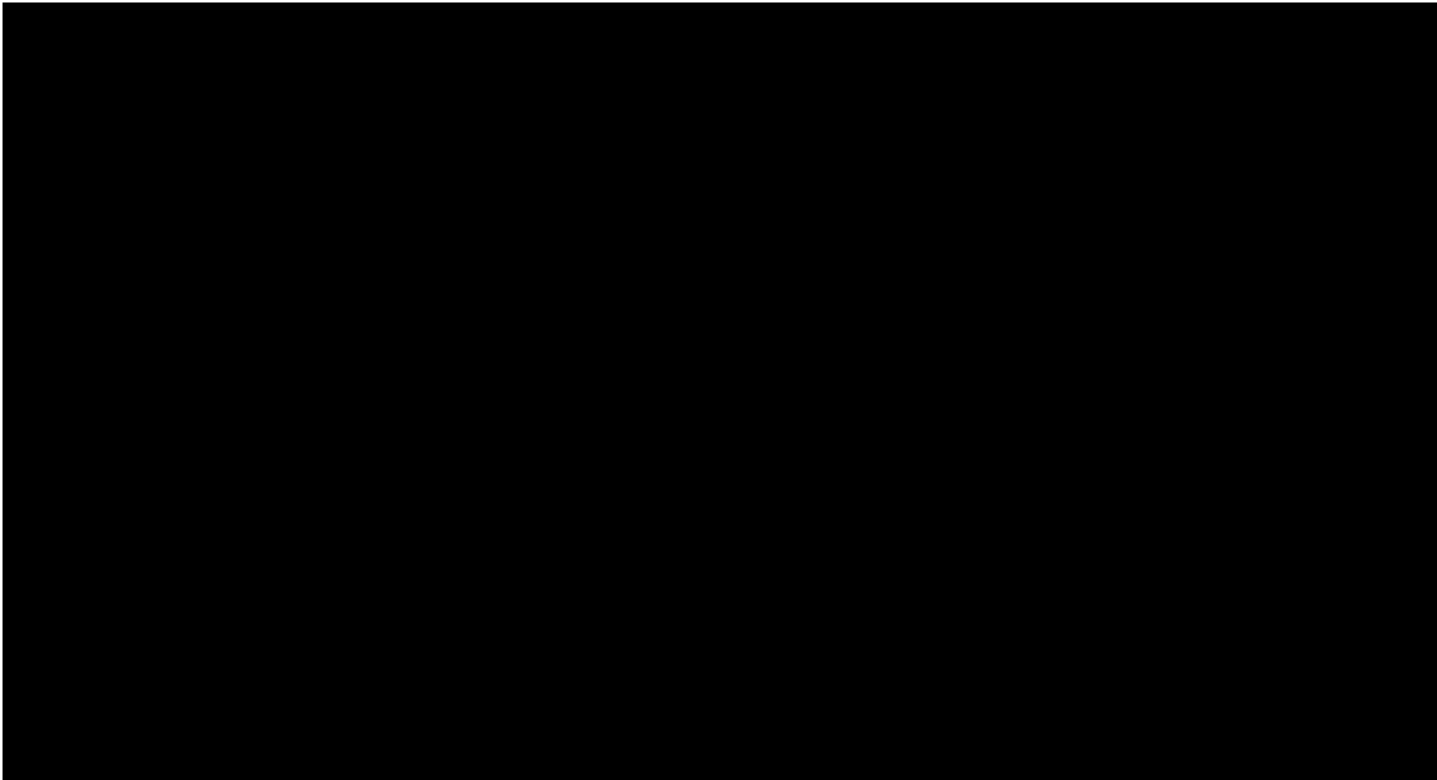
Performance dashboards and tracking linked back to each media plan, so OS can see how the campaign is performing in real-time, as well as post campaign results at the end.

Key Contacts

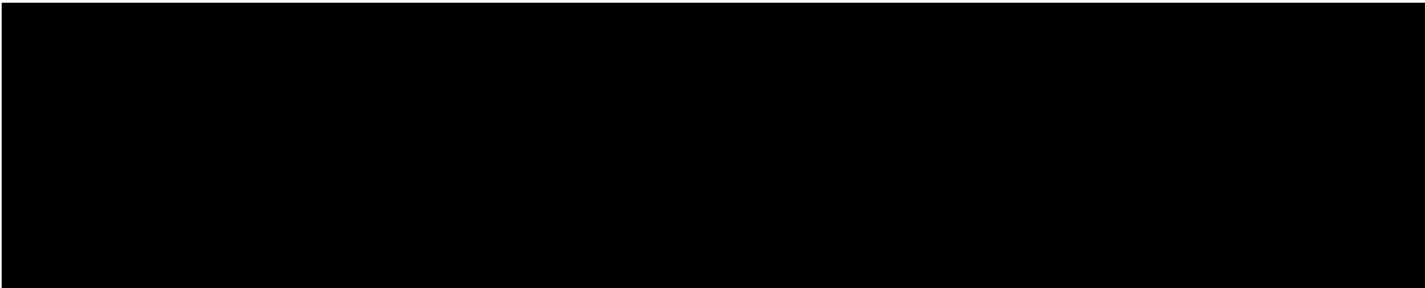
Anything Is Possible Media Ltd



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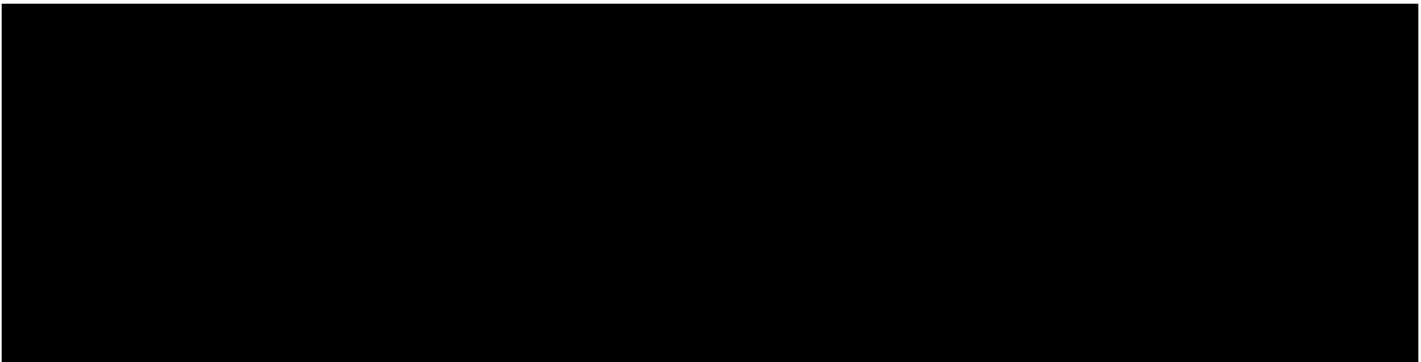
Ordnance Survey Ltd



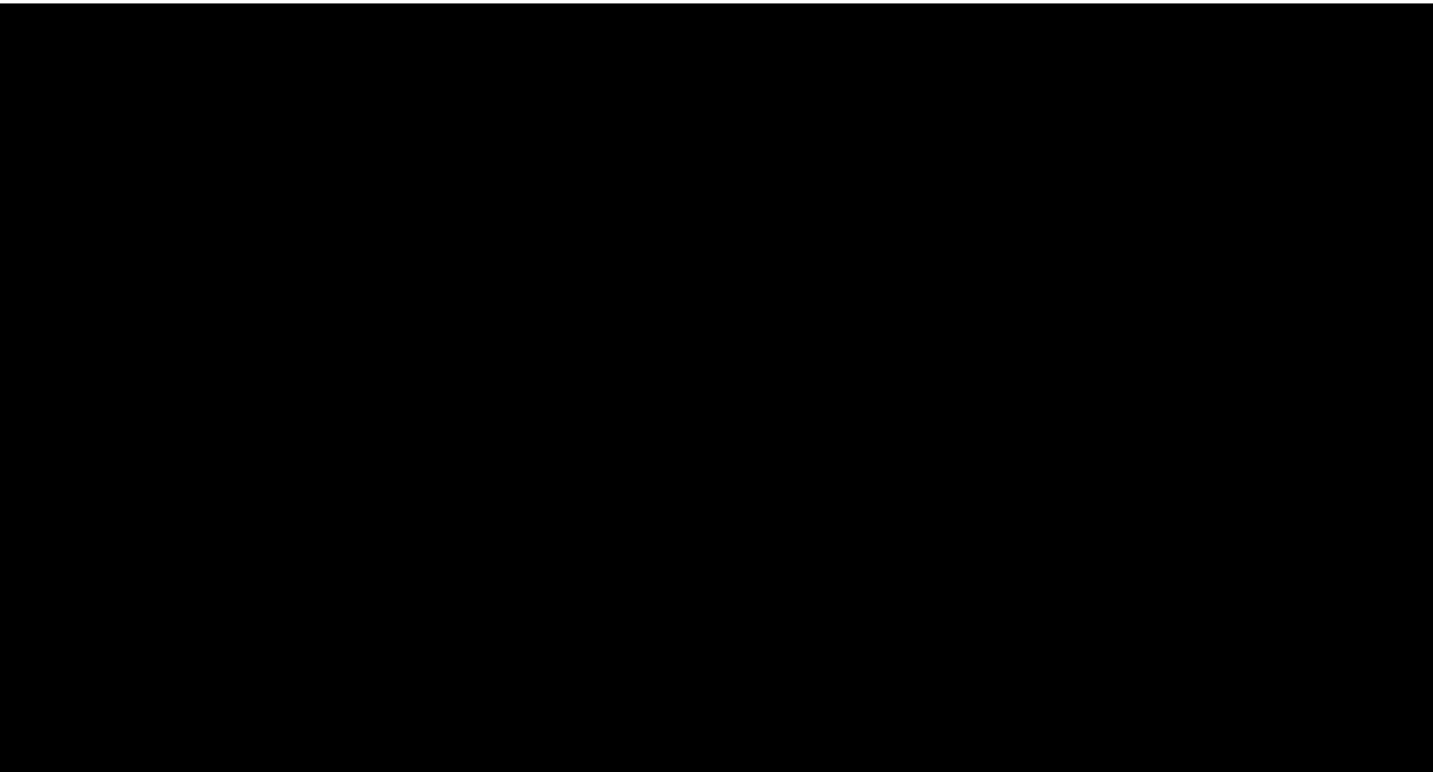
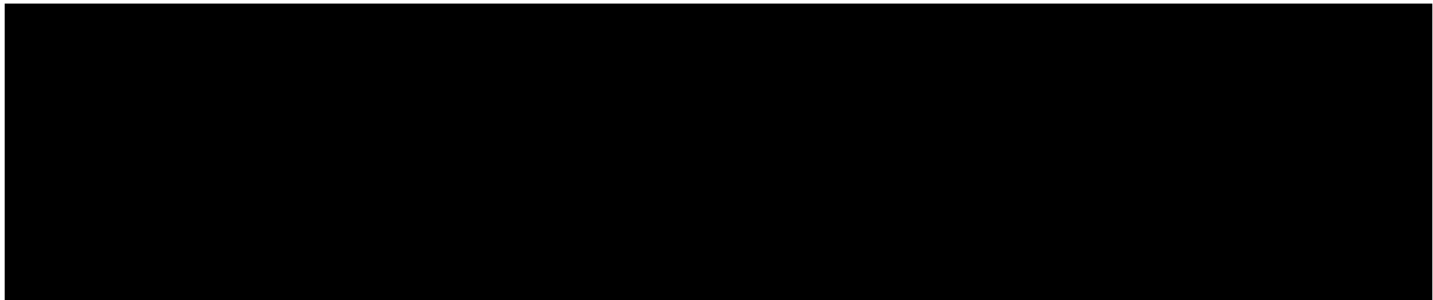
Premises (where the Services and Project are to be provided)



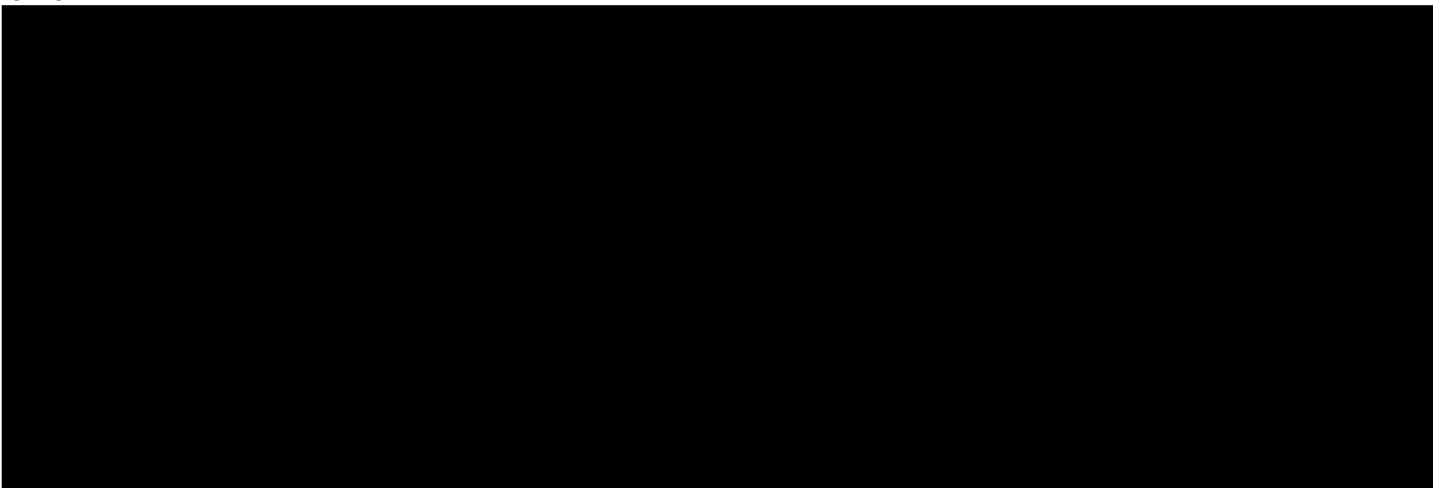
Price/Charges



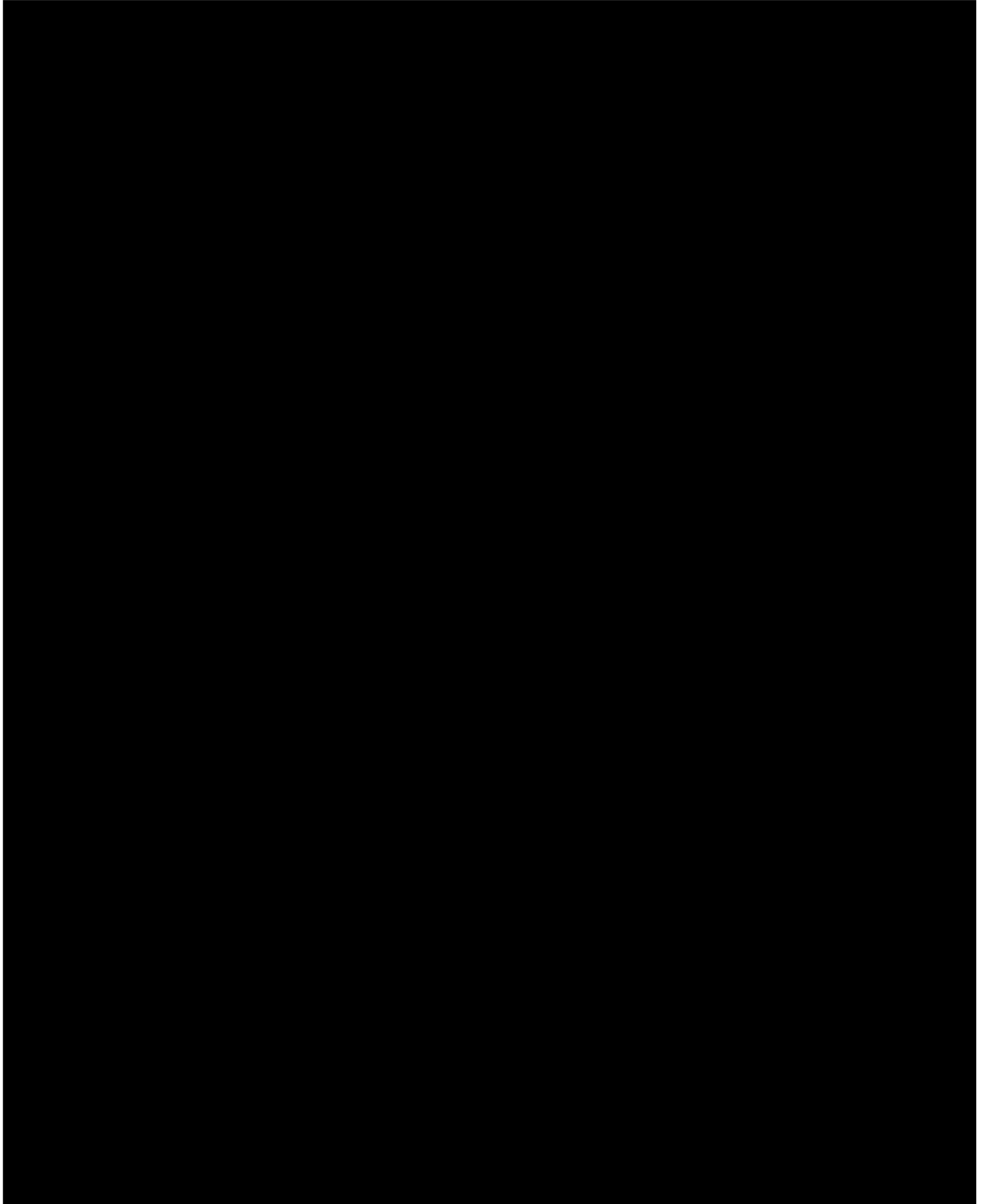
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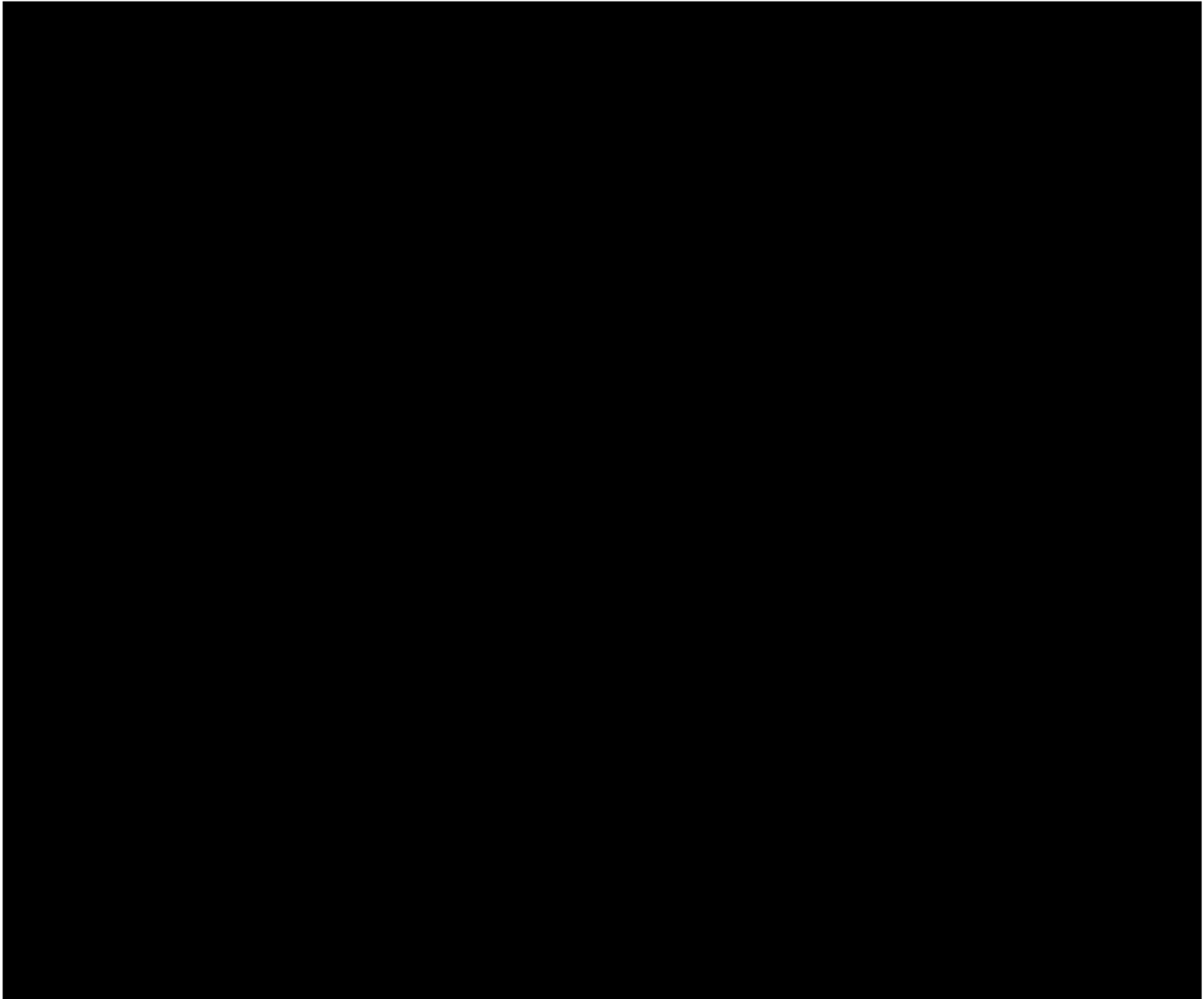
SLAs



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KPIs

The following Key Performance Indicators (KPIs) will be monitored throughout the duration of the contract to ensure compliance and performance standards are met. These KPIs will be reviewed as part of regular contract management meetings and may inform performance assessments and future contract decisions.

KPIs	Measurement	Contractual Management Approach
Supplier comprehensively responds to the CDP environmental questionnaire on an annual basis	Pass / fail. 100% or fail	OS will issue the CDP questionnaire annually and monitor submission. A failure to respond fully will be escalated and may impact the KPI

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All valid and undisputed invoices must be submitted on time, to the correct place; accounts.payable@os.uk	98% >	OS will monitor invoice processing through its finance systems. Performance will be reviewed quarterly. Any issues affecting compliance will be investigated and resolved promptly.
Supplier comprehensively responds to the due diligence questionnaire on an annual basis	98% >	The supplier must complete and return the due diligence questionnaire annually. OS will assess the completeness and timeliness of the response.
Adverts are placed within agreed scheduling	98% >	OS will monitor media placement schedules against agreed timelines. Any deviations will be reviewed and addressed during performance reviews.

Commercially Sensitive Information

All information will be deemed as commercial sensitive

Insurance

Class	Minimum Sum Insured
Public Liability	£10 million
Employers Liability	in accordance with any legal requirement for the time being in force.
Professional Indemnity	£10 million
Product Liability	£10 million

The following provisions below are intended to take precedence over the Terms as provided for in clause 1.5.2

Contact Details

For the purpose of communications and notices sent pursuant to Clause 26, the relevant email addresses shall be as set out below, or as notified by one Party to the other in writing:

OS: [REDACTED]

For legal notices by email, the Supplier shall copy [REDACTED]

For Legal notices by post [REDACTED] Survey Ltd, Explorer House, Adanac drive, Southampton, SO16 0AS

Supplier:

[REDACTED]

For Legal notices by post, [REDACTED] Anything Is Possible Media Limited, Third Floor, Frederick House, 41-46 Frederick Place, Brighton, England, BN1 4EA

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Annex A to Schedule: Processing, Personal Data and Data Subjects

Subject matter of the processing

Media Advertising

Duration of the processing

14/08/2025 – 13/08/2028

Nature and purposes of the processing

Advertising OS Services

Type of Personal Data

Name and Work email address

Categories of Data Subject

Staff

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

Data should be destroyed upon contract completion

1. The Supplier shall comply with any further written instructions with respect to processing by OS.
2. Any such further instructions shall be incorporated into this Annex.

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Appendix 1 Supplier Code of Conduct



Supplier Code of Conduct



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OS Supplier Code of Conduct

Foreword

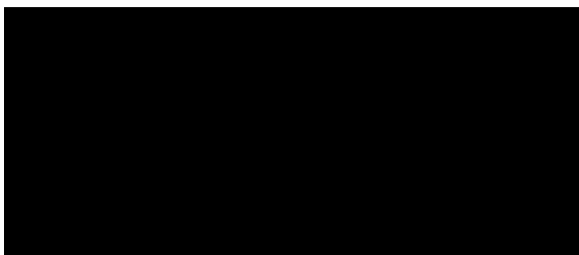
Ordnance Survey (OS) is Britain's mapping agency, providing mapping data and services to government, business and the public.

OS relies on its suppliers and partners to help deliver many of its goods and services, and while there's a contractual relationship between both parties, we also expect a bond of trust.

Being a government-owned company, our government shareholders and taxpayers expect our suppliers to look after their and OS's interests and deliver on the promises they make. They also expect suppliers to behave ethically and treat their service users, employees and sub-contractors fairly and with respect.

It is important to publicly state these expectations in a Code of Conduct. Suppliers are an extension of our business who interact with our customers and staff on our behalf every day. This Code of Conduct is in place to help you, our suppliers, understand the standards and behaviours expected when you work with OS.

These standards apply to all OS employees, directors and managers, and OS expects the same commitment from our suppliers, their employees, partners and sub-contractors.



Chief Executive Officer Ordnance Survey
Limited

BS.0363**Introduction**

The purpose of this Supplier Code of Conduct is to share our expectations and fundamental principles, which should extend into your own supply chain. We value our business relationship with you, as you play an essential part in helping create a more socially and environmentally responsible supply chain.

We want you to carry out your business in line with the values and aspirations outlined in this Code of Conduct.

We expect all our suppliers and partners to act with the highest professional standards, integrity, and good faith and in doing so comply with all relevant laws, regulations and licences when working with OS. Suppliers will need to behave in an ethical manner, treating everybody with respect, fairness and dignity. These are in line with our core values and we expect our suppliers to meet these.

Equally, our suppliers will give due consideration to the impact on their local communities and the environment in conducting their business. OS is a strong advocate of Corporate Social Responsibility and will ensure our suppliers keep to the law, regulations and our policies.

When selecting suppliers, OS undertakes stringent background checks to ensure that it contracts with reputable bodies. These background checks are carried out in line with procurement regulations that guarantee fair access to opportunities for all suppliers, and equal treatment during selection processes.

As procurements move through delivery phases, we expect supplier performance to be in accordance with the spirit of the contract as well as to the contract detail itself. We expect our suppliers, in delivering goods and services, to act in a way that's compatible with public service values, upholds the reputation of OS and wider government, promotes innovation and expertise, and contributes to growth and prosperity in the UK.

We also expect our employees to treat suppliers with fairness and respect. Our assumption should be that everybody comes to work every day determined to do a good job. In return we expect suppliers to treat our employees in the same way and seek to build trusting and effective collaborative relationships that are focused on delivering for OS and the wider public.

As a statement of good practice, this Code of Conduct should be read by OS's current and aspiring suppliers, and by their sub-contractors in their supply chains. We expect our suppliers to communicate this Code of Conduct to employees, their parent company, subsidiaries and sub-contractors, as it will form part of any contract agreement.

Any questions about this code should be referred to [REDACTED] Head of Procurement, [REDACTED]

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Employees and service users

Respectful treatment

Our staff and customers have the right to respectful treatment. We will not tolerate discrimination, harassment or victimisation in the workplace or in connection with any of the services delivered on our behalf.

We expect our suppliers to provide the same commitment to their own employees and any of their sub-contractors. The Equality Act 2010 protects against discrimination, harassment and victimisation.

Professional behaviour

We expect suppliers to be prepared to invest in their relationships with OS and establish trust with our staff and other suppliers involved in delivering goods and services. We also expect our suppliers to speak out when OS staff or other suppliers are not upholding the values in this Code of Conduct. Suppliers will be able to speak out without fear of consequences when a project or service is unlikely to succeed because of our behaviours or a lack of good governance. Our suppliers must comply with all relevant legislation mentioned in this Code of Conduct as well as the Prompt Payment Code and General Data Protection Regulations as well as all health & safety and environmental legislation. It's also expected that suppliers will treat OS staff and customers in a professional manner and with respect and dignity at all times.

Human rights and employment law

Suppliers must comply with all applicable human rights and employment laws in the jurisdictions in which they work and have robust means of ensuring that the sub-contractors in their supply chains also comply. This includes complying with the provisions of the Modern Slavery Act 2015.

Business practices

Health & safety

Suppliers must conform to all the relevant regulations and legislation in respect of health & safety in delivering services to or on behalf of OS. It's expected that all suppliers will manage health & safety robustly and demonstrate industry good practice and ensure that a secure, healthy and safe environment is in place for all our employees and members of the public alike. Any relevant risk assessments and appropriate mitigation reports should be shared with relevant members of OS staff before any work starts. If a supplier is to be the subject of any prosecution or impending investigation relating to a breach of health & safety regulations, they should inform OS at the earliest opportunity. Failure to keep OS updated on these issues may lead to the termination or cancellation of the contract.

Management of risk

OS ensures that risk is placed with the party best able to manage it. This means prime contractors shouldn't flow risk inappropriately to sub-contractors. All parties should also be prepared to share intelligence of supply chain risks so that material, commercial and operational risks such as the impact of losing a key supplier, cyber risk etc. can be mitigated.

Continuous improvement

We expect our suppliers to use recognised industry practices to deliver goods and services to, or on behalf of OS. We also expect suppliers to continuously improve these goods and services and bring world-class innovation, ideas and expertise to help government address its strategic challenges and to support growth and prosperity in the UK.

BS.0363**End-to-end delivery**

Some of the services that OS needs are complex, and in some cases no single supplier will have complete contractual responsibility for every element of what's needed to deliver to OS or OS's end users. We expect suppliers to be aware of how they contribute to that overall delivery, and to work with OS and other suppliers to ensure their products or services are used effectively to deliver a high-quality service. We expect suppliers to behave to required standards and be forthcoming with information needed where a contract is coming to an end and is in a transitional phase leading to contract exit.

Value

OS, its government shareholder, and the UK taxpayer expect value-for-money for every pound that it spends and be able to demonstrate the long-term value of the contracts it places. This means that contracts should be priced to offer sustainable value throughout their life, including when changes are needed. While OS accepts our suppliers make a profit margin in return for the risk they are accepting, we expect suppliers not to exploit an incumbent or monopoly position, an urgent situation or demand need or, to exploit or impose opportunistic pricing. We expect suppliers to work in good faith to resolve any disputes promptly and fairly during the life of the contract through good relationship management and where appropriate, contractual dispute resolution mechanisms.

Reputation

We want to work with suppliers who are proud of their reputation for fair dealing and quality delivery. Also, we want working with OS to be seen as reputation-enhancing for the supplier. Reputations can be lost quickly either by exaggerating the extent of benefits or not acting in the best interests of OS. We expect suppliers to be protective of OS's reputation and ensure neither they nor their sub-contractors or partners bring OS into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that government, business and the public have in OS.

Cyber security

It is essential that suppliers safeguard the integrity and security of their systems and comply with relevant government standards and guidance. Suppliers must inform OS immediately if they become aware of any cyber security incident that affects, or has the potential to affect, OS data.

Environmental management & sustainability

OS recognises the value of sustainability and we're committed to business practices that preserve natural resources. We therefore expect our suppliers to comply with the Environmental Management and Protection Act 2010, and support OS in complying with its legal and contractual obligations to procure sustainably and ethically. We expect our suppliers to help OS reduce supply chain impacts on our environment and the risks associated with delivering sustainable and ethical goods and services.

Carbon Net Zero

We are committed to achieving Net Zero in line with the UK Government's 2050 net zero target and are striving to accelerate this timeframe within our own operations and supply chain. We have set ambitious targets to reduce our overall greenhouse gas emissions and reduce our Scope 1 and Scope 2 emissions by at least 85% by 2025 from a 2019-20 baseline. We therefore require our suppliers and their supply chains, to demonstrate their commitment to achieving net zero and to work positively with OS, or its designated sub- contractors in making significant progress towards net zero throughout the course of the contract period relevant to the services being delivered. Suppliers and their respective supply chains will be required to report on an annual basis, their own activities and progress towards carbon net zero targets as part of any contractual engagement.

BS.0363Confidentiality

Suppliers are expected to comply with the provisions in their contracts and any legal requirements to protect sensitive information. OS suppliers may also be party to confidential information not covered by contractual provisions. We expect this information to be handled with the same care and diligence within its own organisation.

Conflicts of interest

We expect our staff not to deal directly with suppliers if they hold a vested interest in them, and we'd expect our suppliers to mitigate appropriately against any real or perceived conflict of interest through their work with OS. A supplier with a position of influence gained through a contract should not use that position to unfairly disadvantage any other supplier or reduce the potential of fair or future competition.

Standards of behaviourEthical behaviour

OS expects the highest standards of business ethics from suppliers and their partners and sub-contractors. OS expects its suppliers to have good governance and audit processes in place to ensure that standards are upheld and maintained, and that business ethics are adhered to at all times. It's expected that all relevant legislation, such as the Modern Slavery Act 2015, is adhered to whether in their own business or that of their supply chain partners.

Counter fraud and corruption

OS suppliers should comply with anti-corruption laws including the Bribery Act 2010, and anti-money laundering regulations. We expect suppliers to have robust processes to ensure the sub-contractors in their supply chain also comply with these laws. OS has zero tolerance of any form of corrupt practices including extortion and fraud, and we expect suppliers to be vigilant and proactively look for fraud, and the risk of fraud, in their business. Suppliers should immediately notify OS where fraudulent practice is suspected or uncovered and disclose any interests that might impact their decision-making or advice they give to OS.

Transparency

We expect suppliers to be open and honest in their dealings with OS and where required supply relevant information contractually or requested directly during the contract lifecycle. This may be related to the supplier's financial wellbeing or information related to contract costs, revenue and margin.

Treatment of sub-contractors

OS expects suppliers to deal fairly with sub-contractors in their supply chain and observe the principles of the Prompt Payment Code. We expect suppliers to avoid flowing unreasonable levels of risk to sub-contractors who can't reasonably be expected to manage or carry these risks. OS expects suppliers not to create barriers to the use of small and medium enterprises who are qualified to provide goods and services and to encourage innovation in their supply chain to increase the value or quality of supply.

Corporate social responsibility

OS expects its suppliers to be good corporate citizens by upholding the values of this code and supporting key OS and government corporate social responsibility policy areas, such as diversity and inclusion, sustainability, prompt payment, small and medium sized enterprises, support of apprenticeships and skills development.

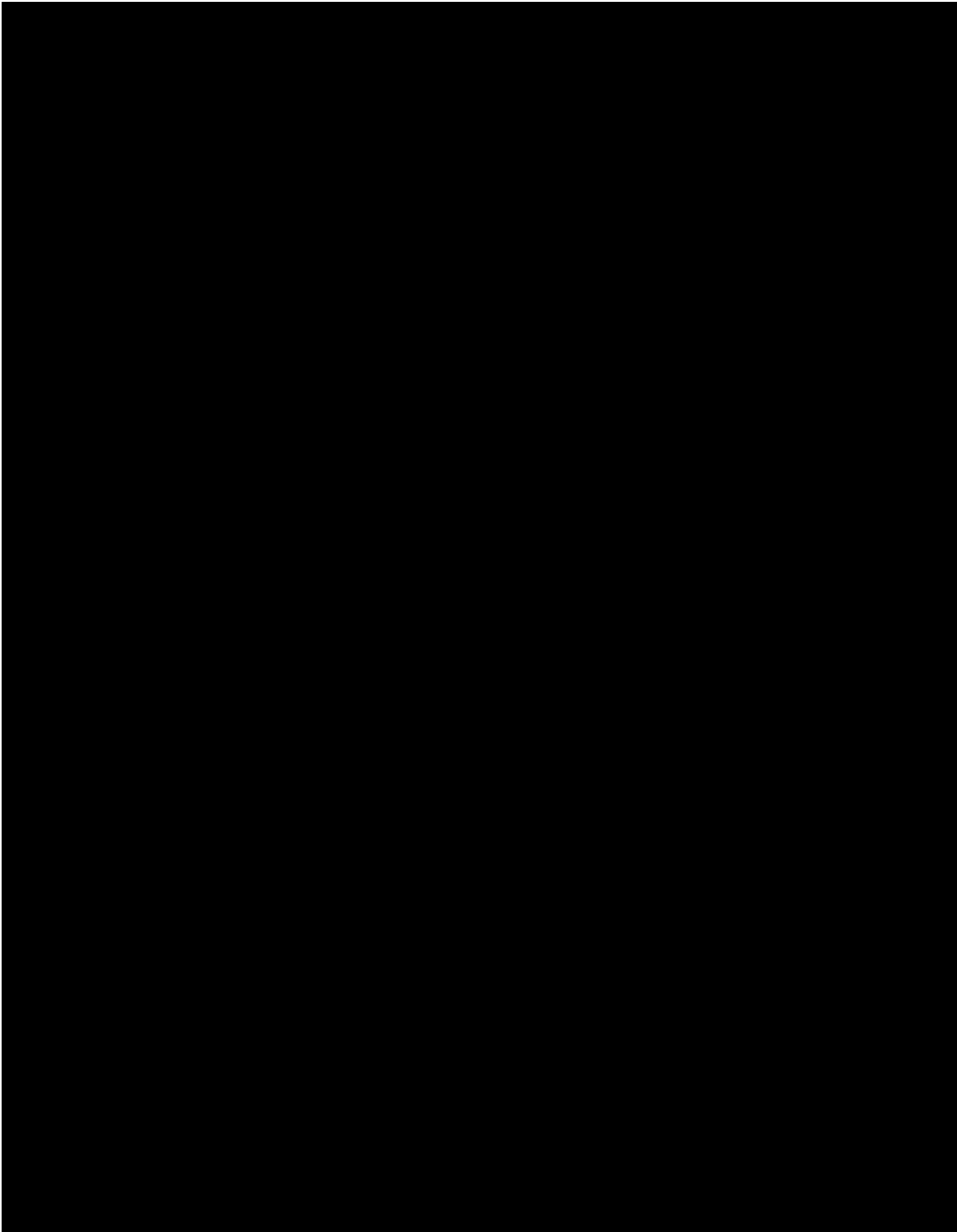
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Compliance

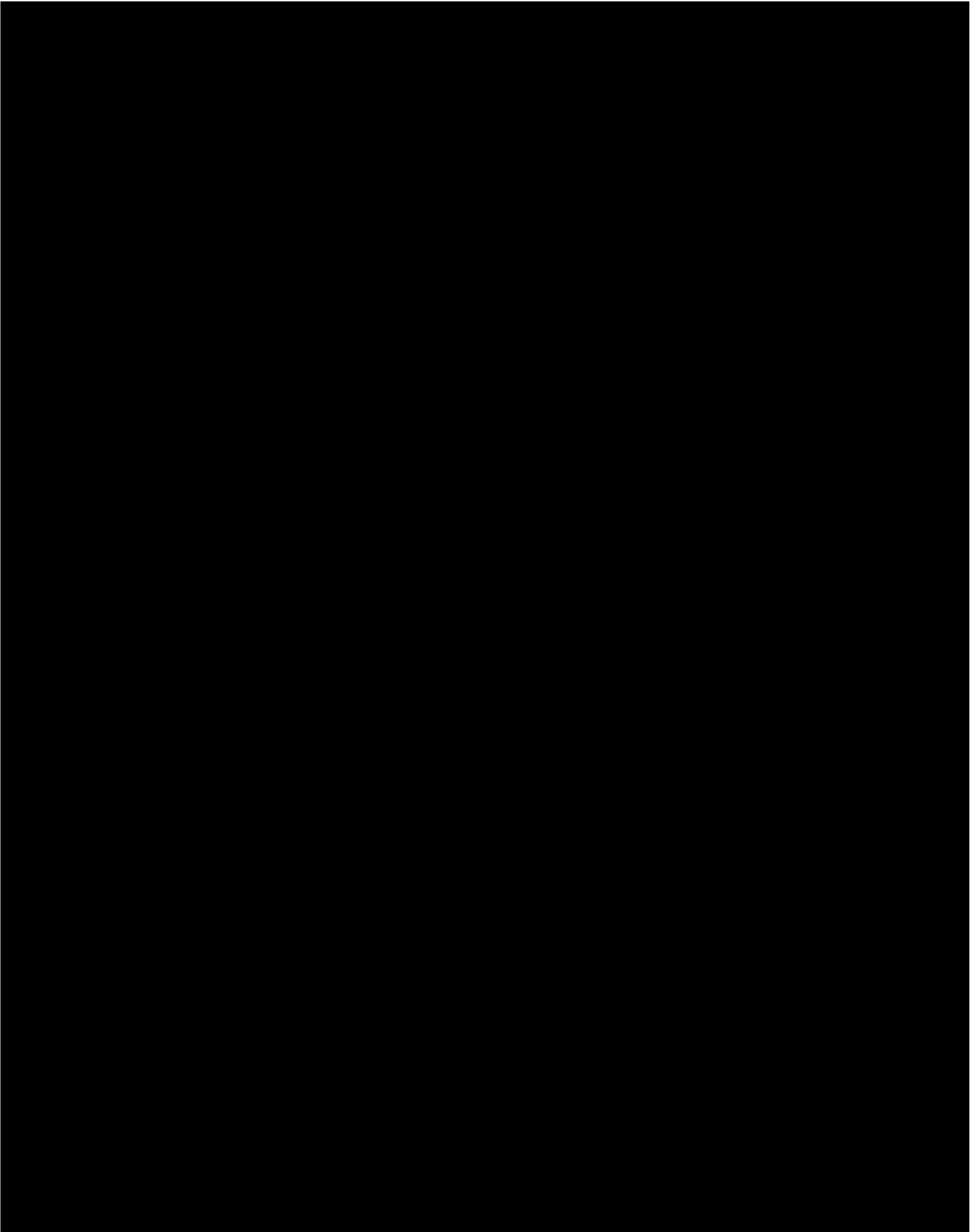
The overall objective of this Supplier Code of Conduct is to drive improved performance throughout OS supply chains, by building trusting and open relationships with our supply base. Suppliers who provide goods and services to or on behalf of OS, are expected to comply with all aspects of this code. If non-compliance is reported or alleged, the first step for OS will be to discuss it with the supplier. If that does not result in a return to compliance, we will reserve the right to review the contractual arrangement and, in severe breaches, may terminate the contract and the relationship with the supplier.

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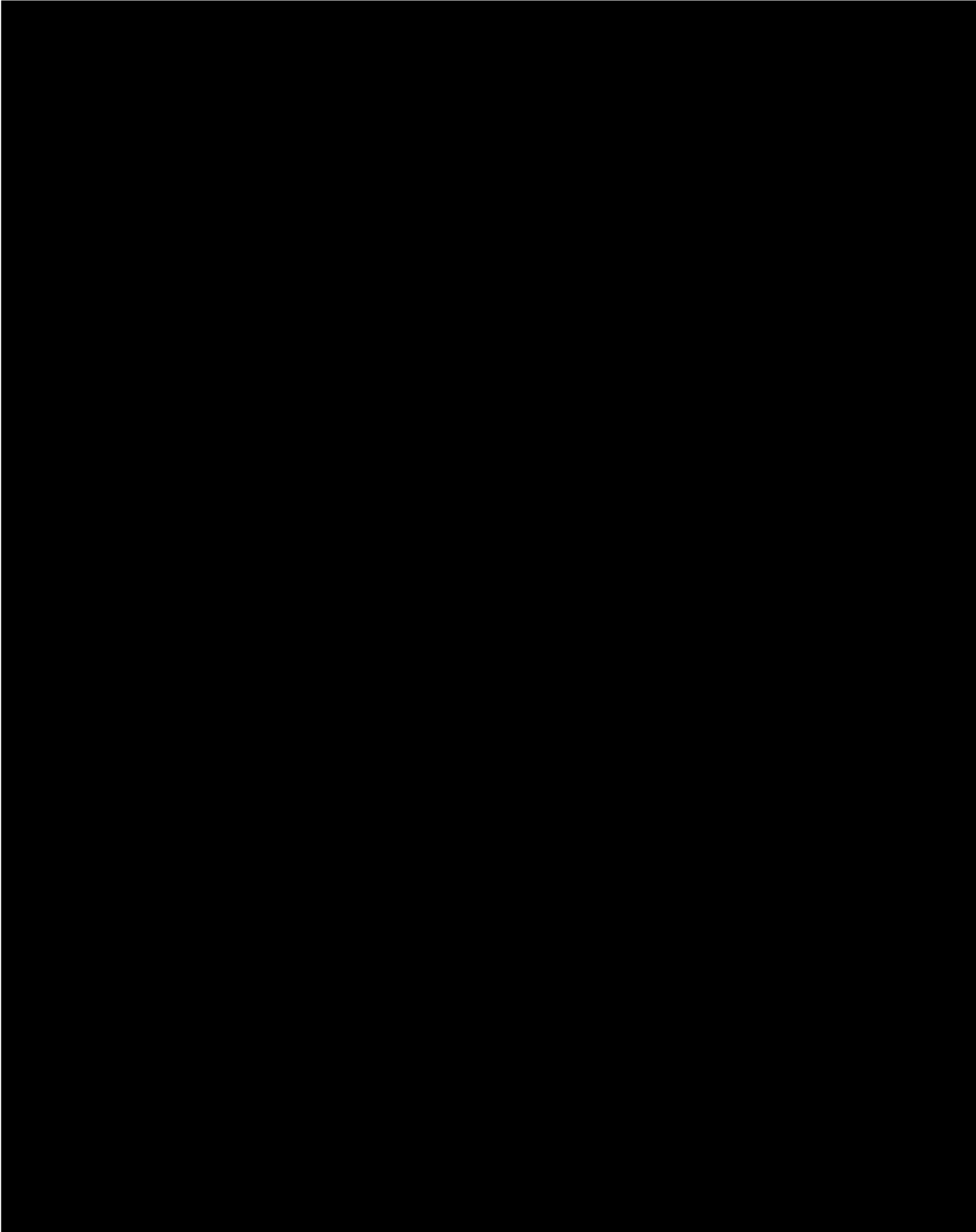
Appendix 2 Tender Submission



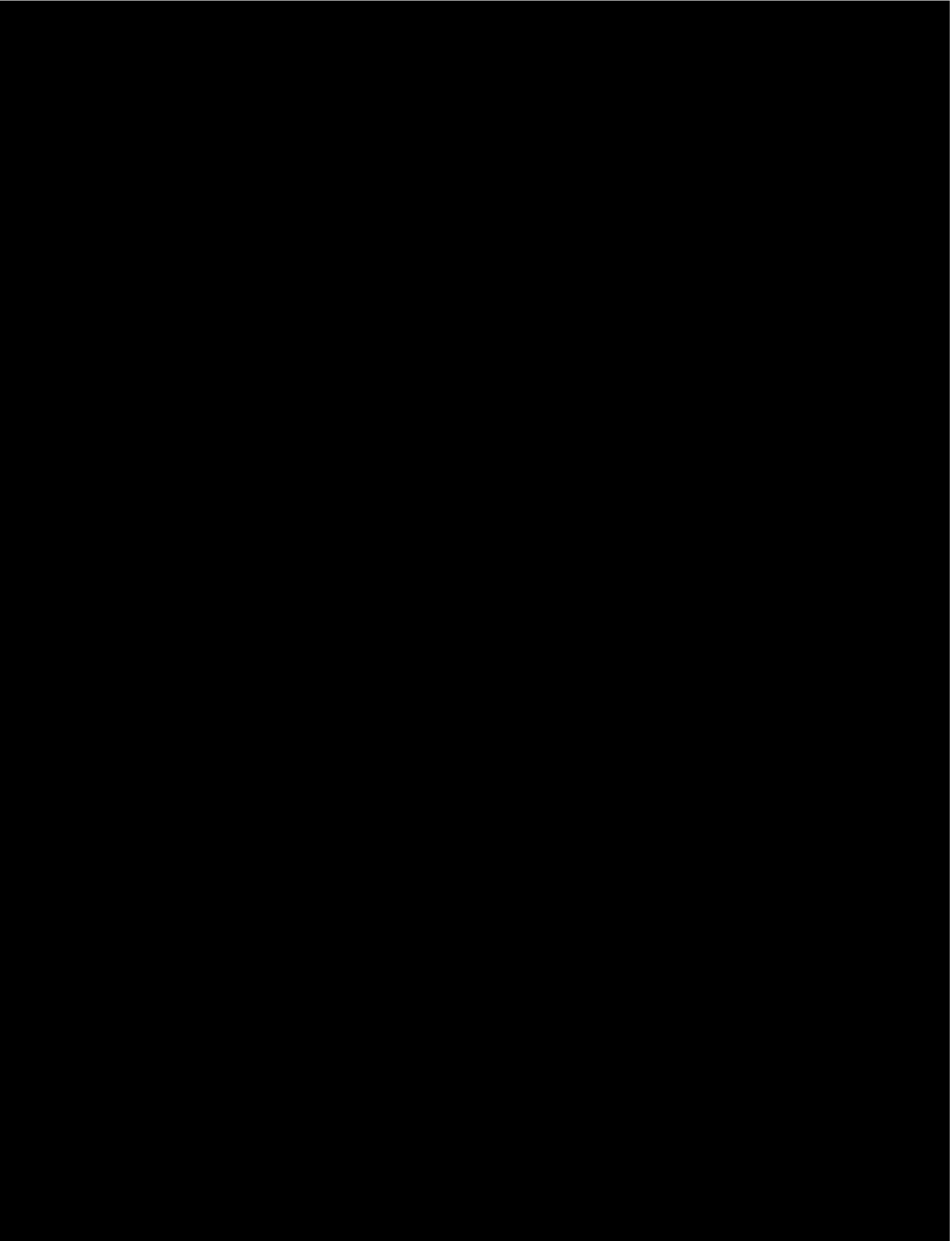
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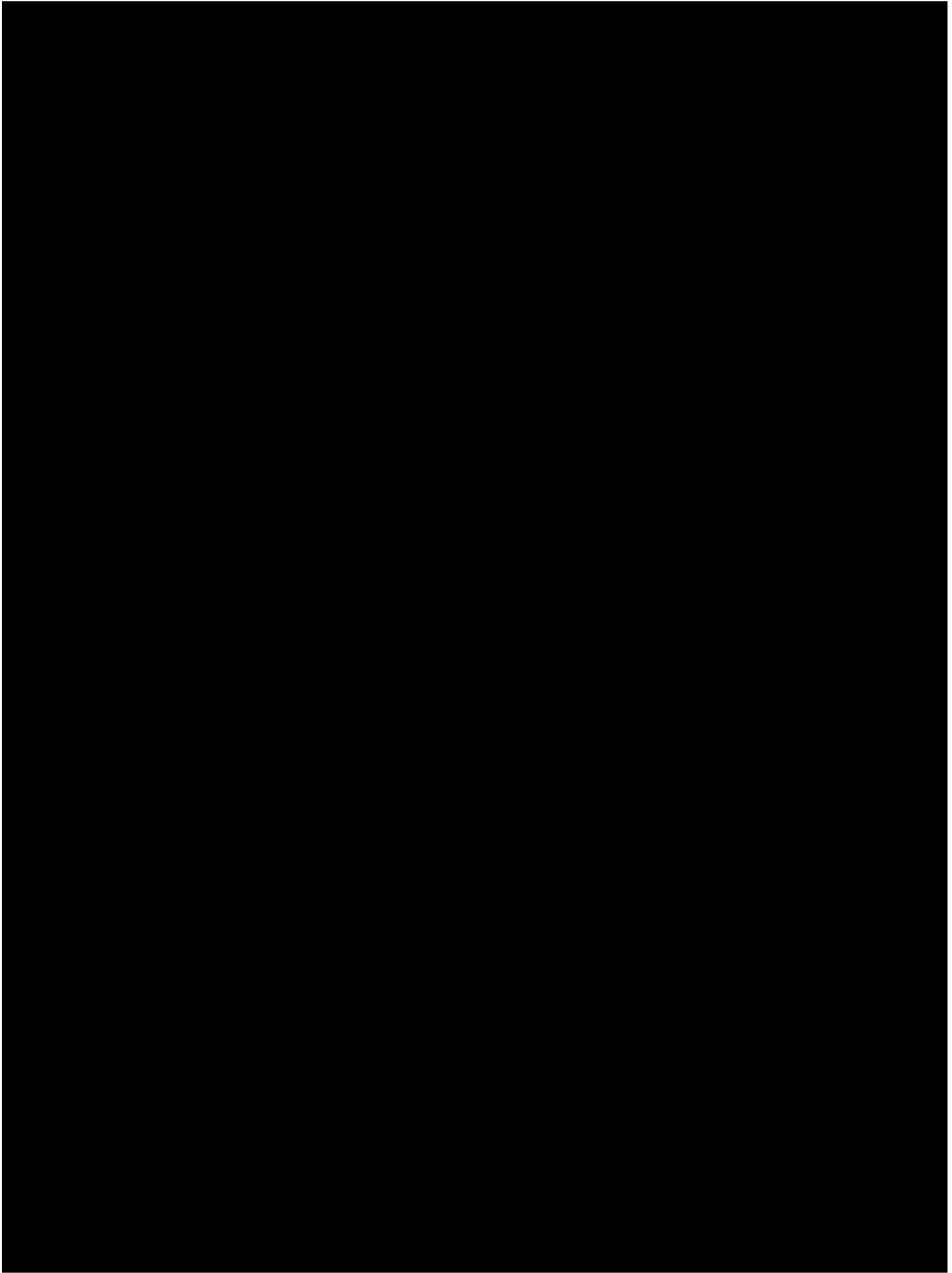
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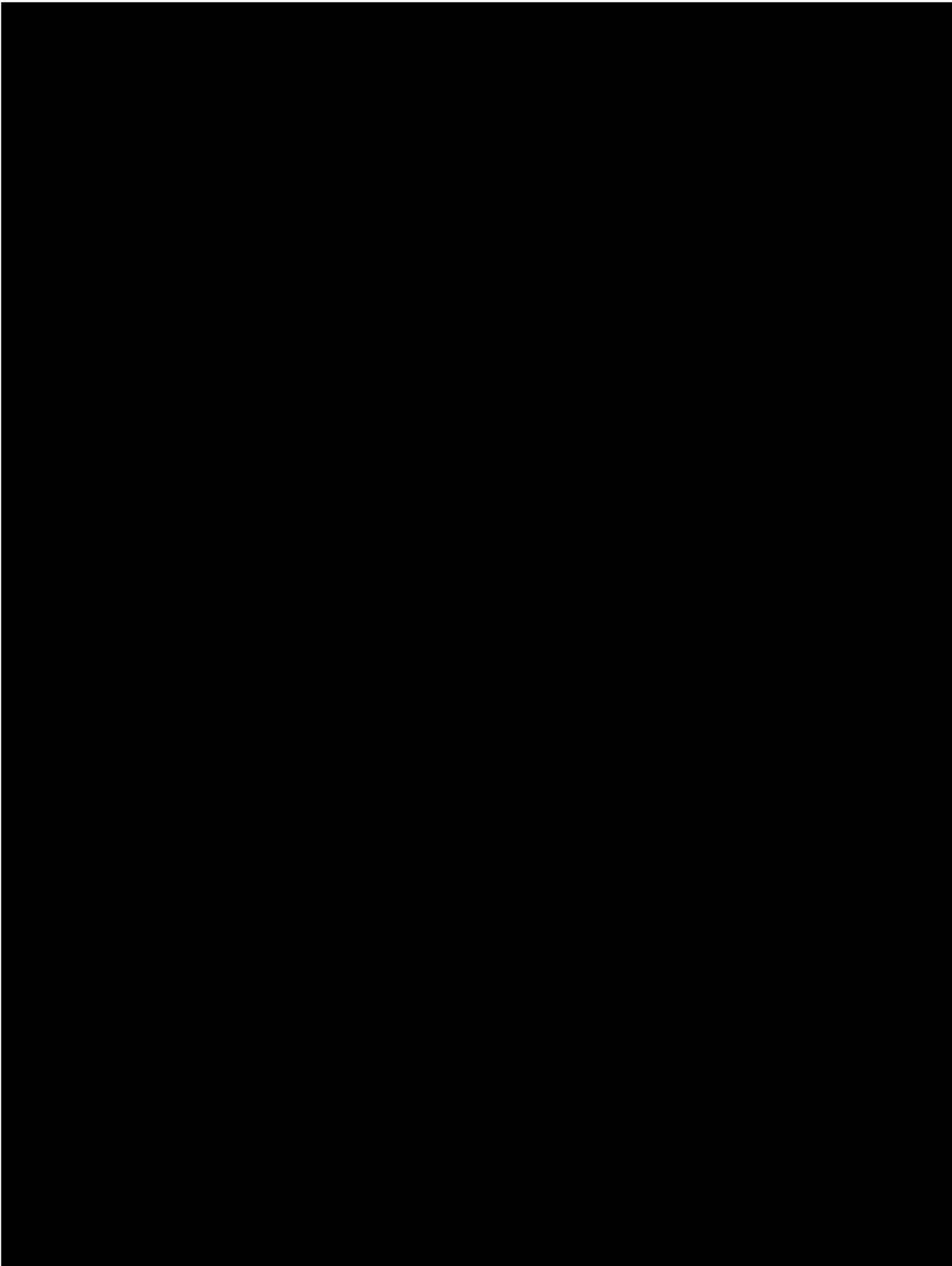
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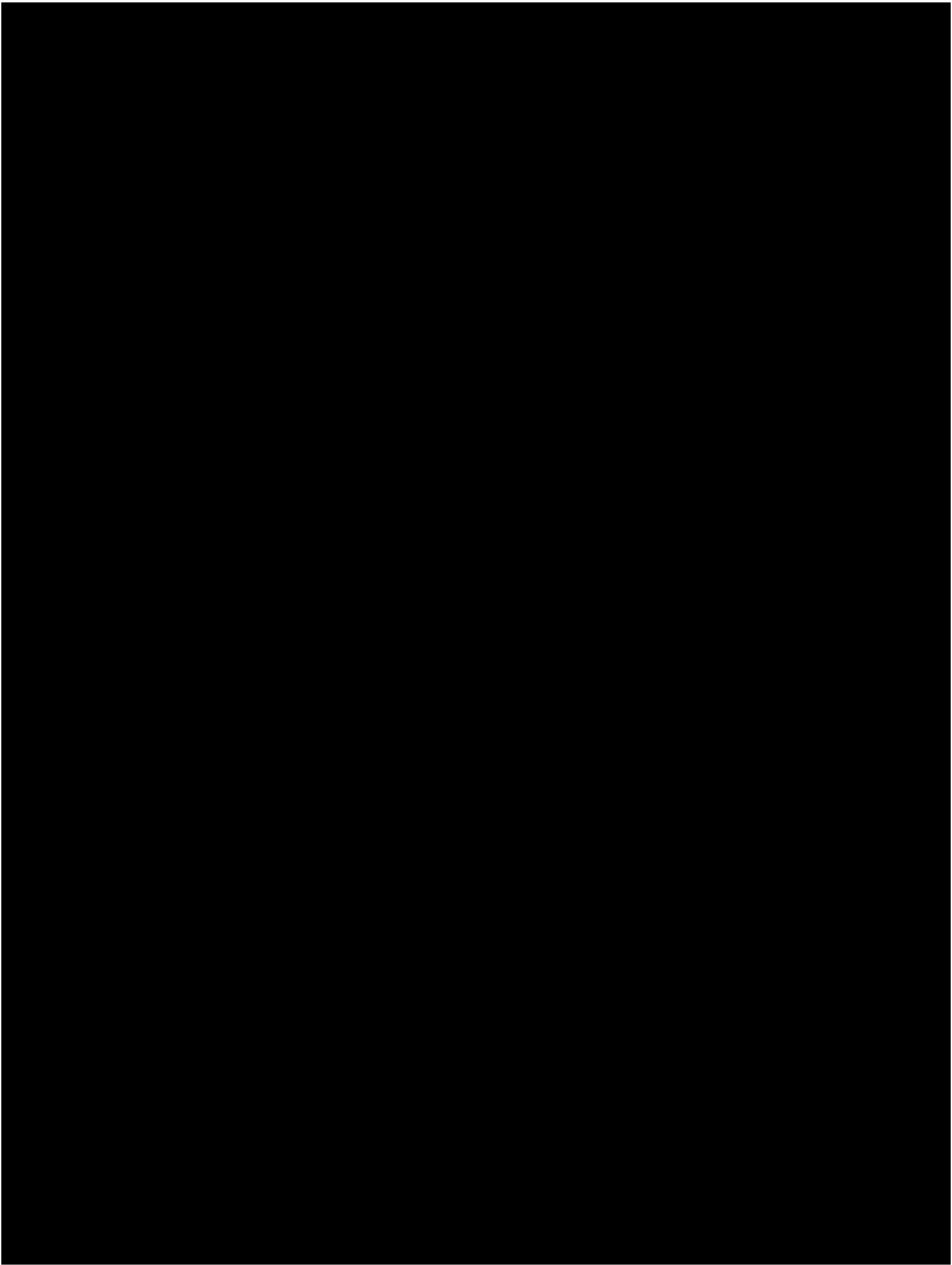
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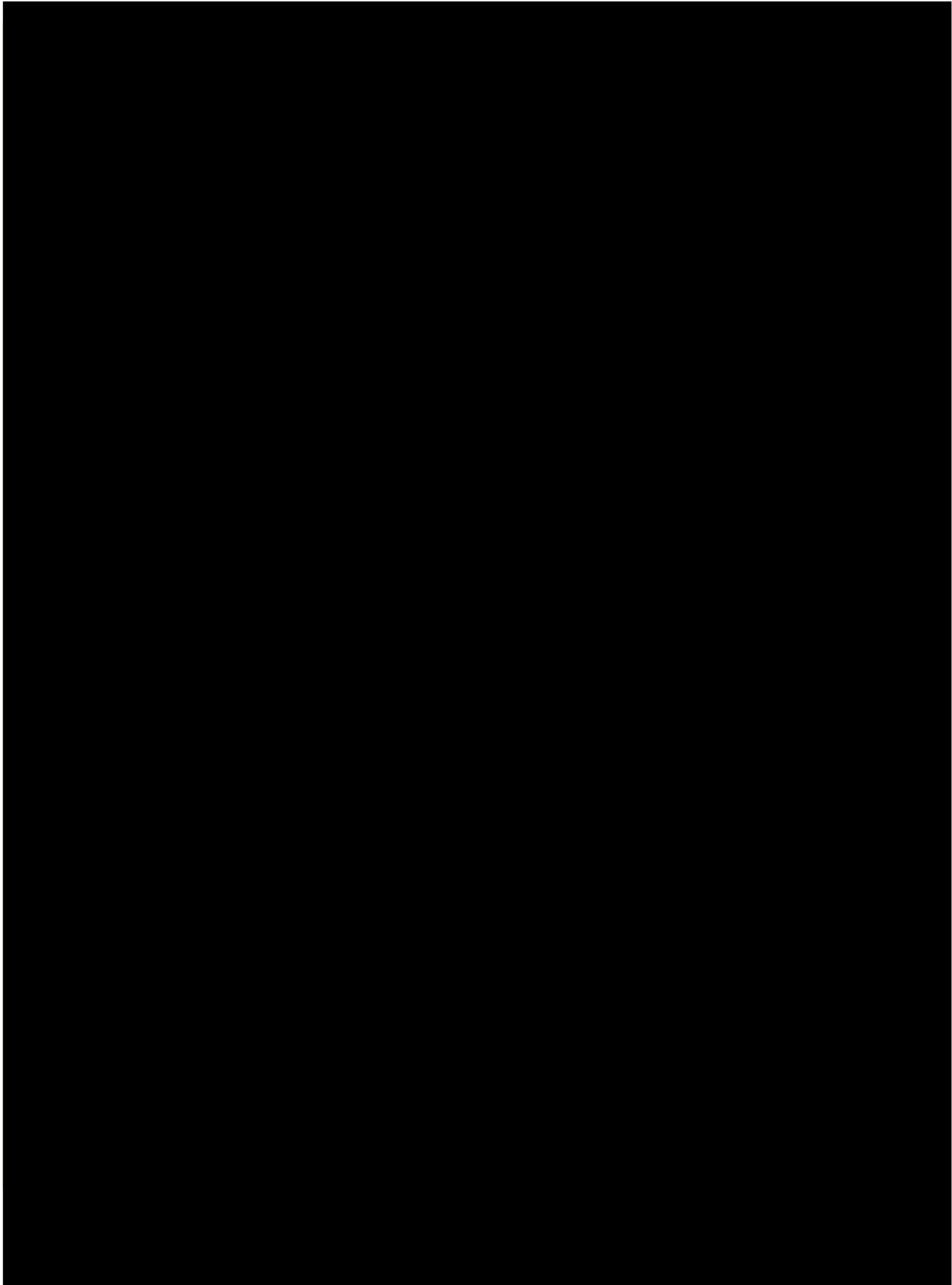
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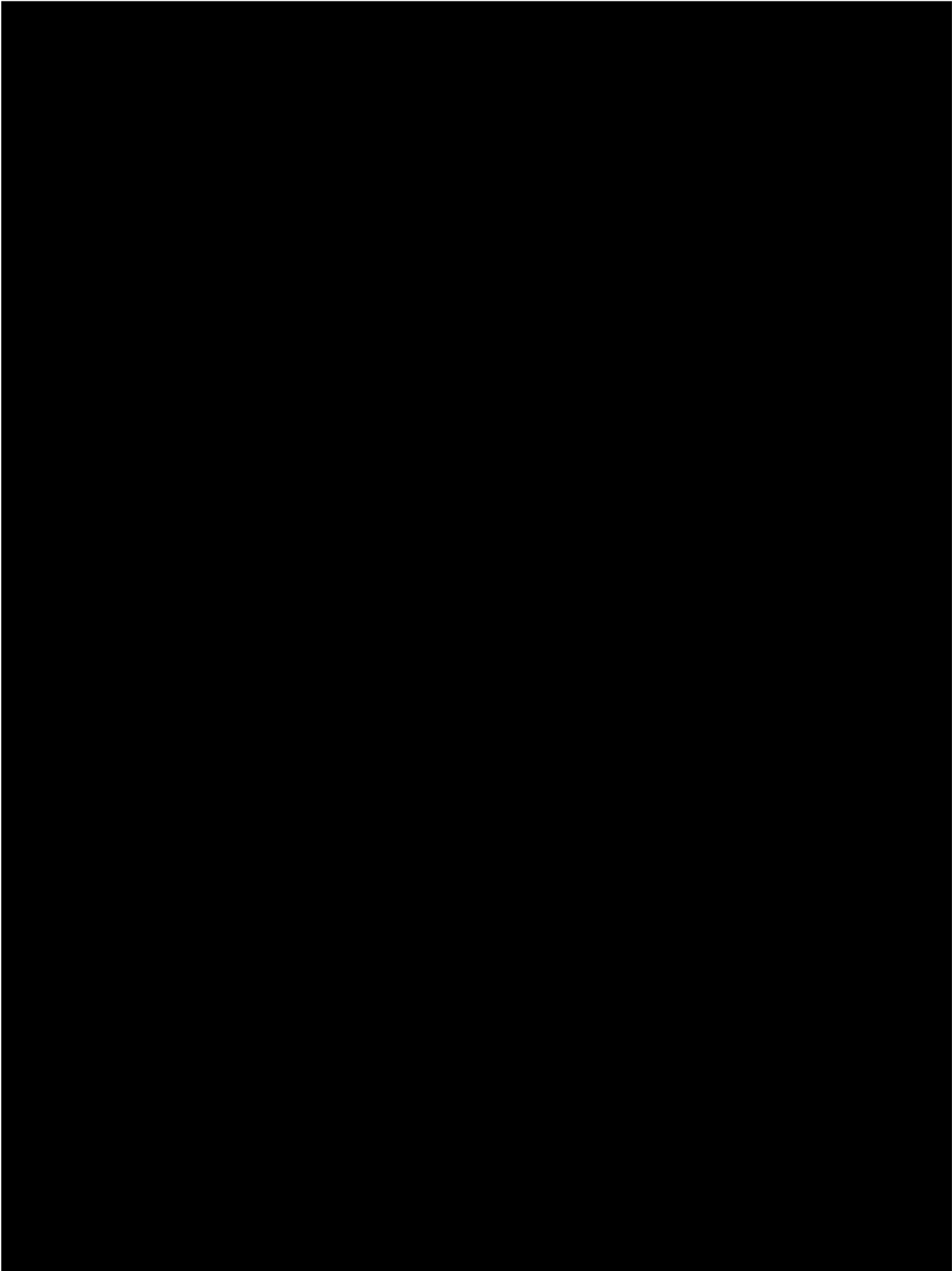
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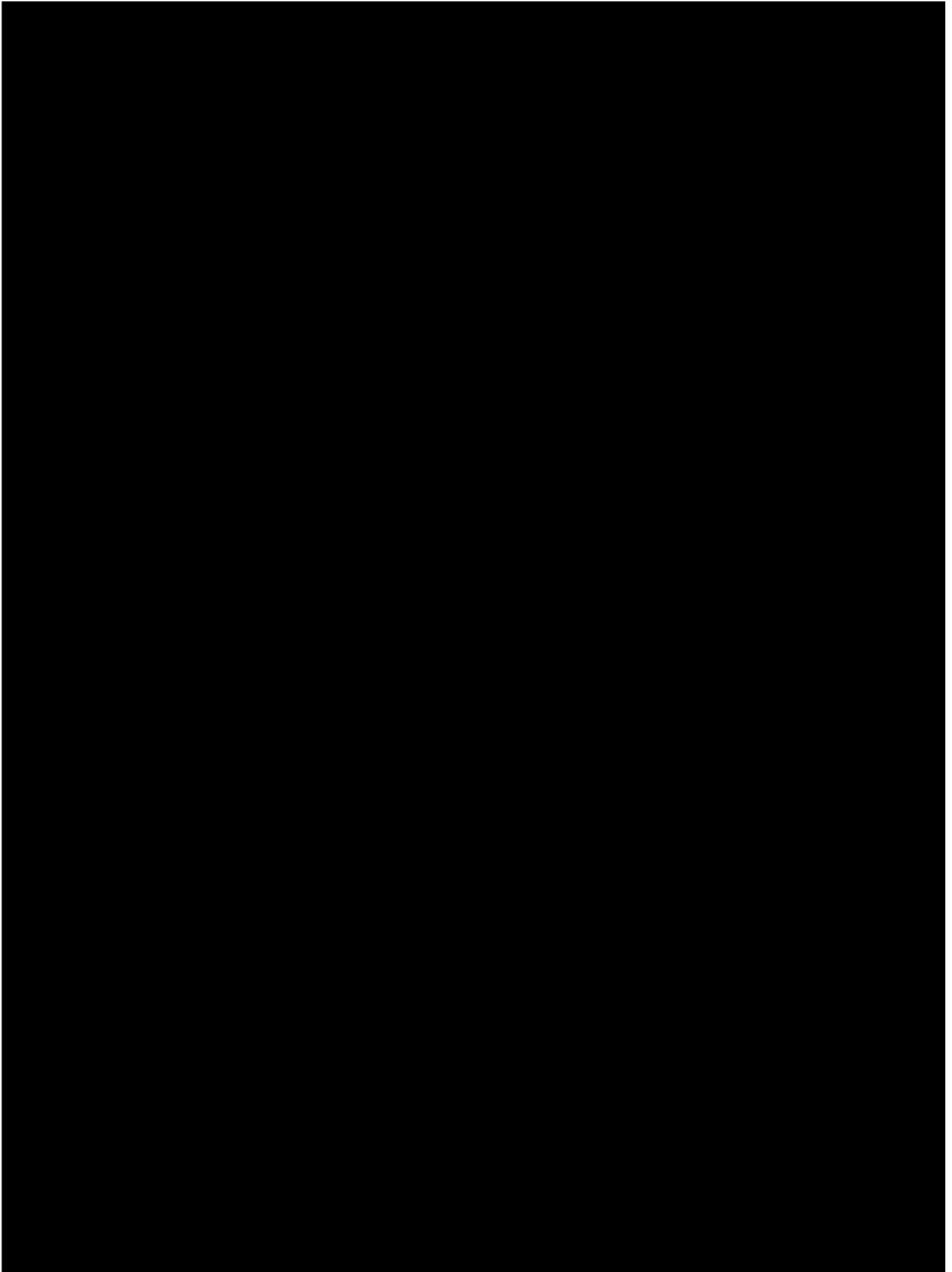
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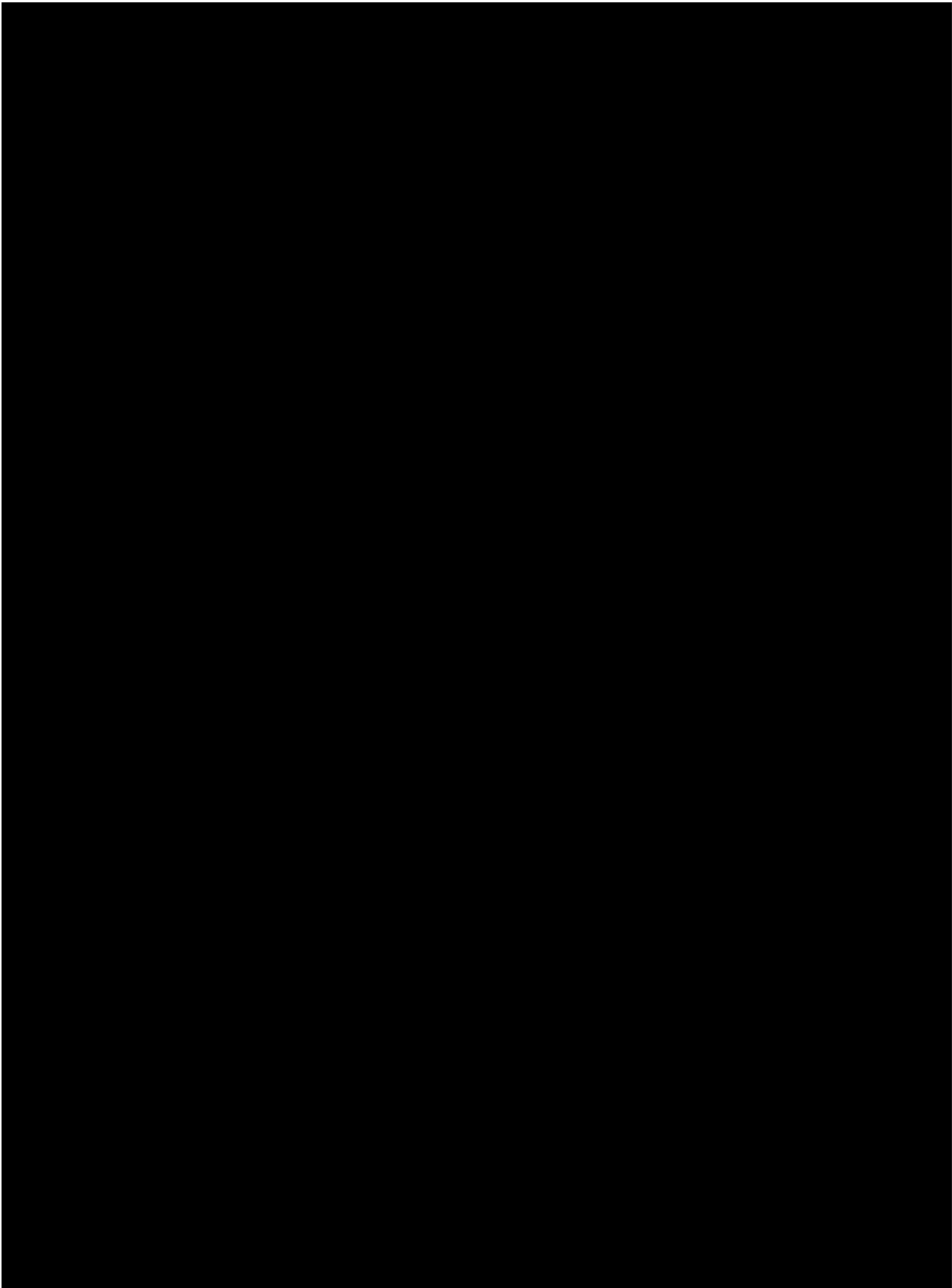
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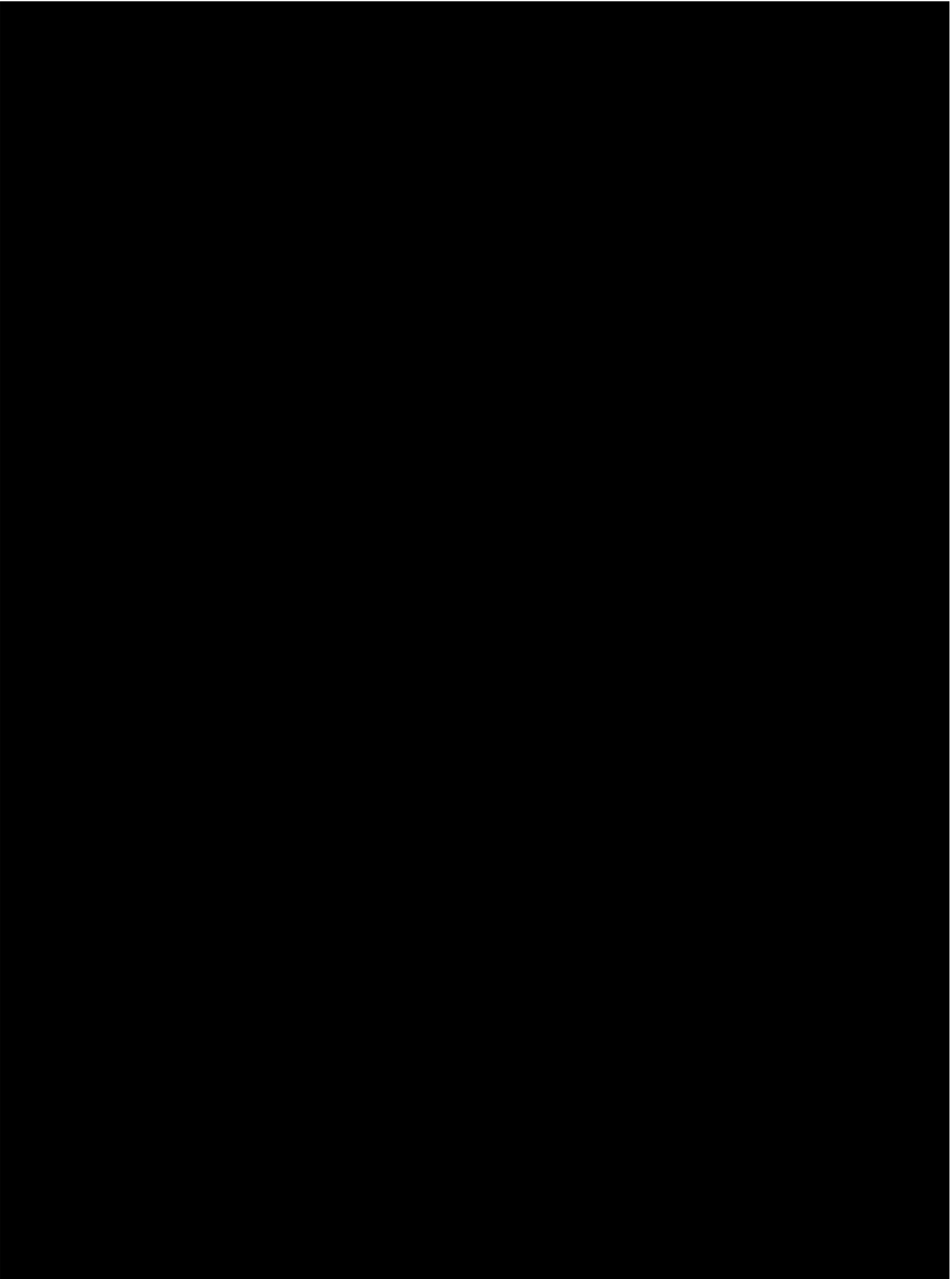
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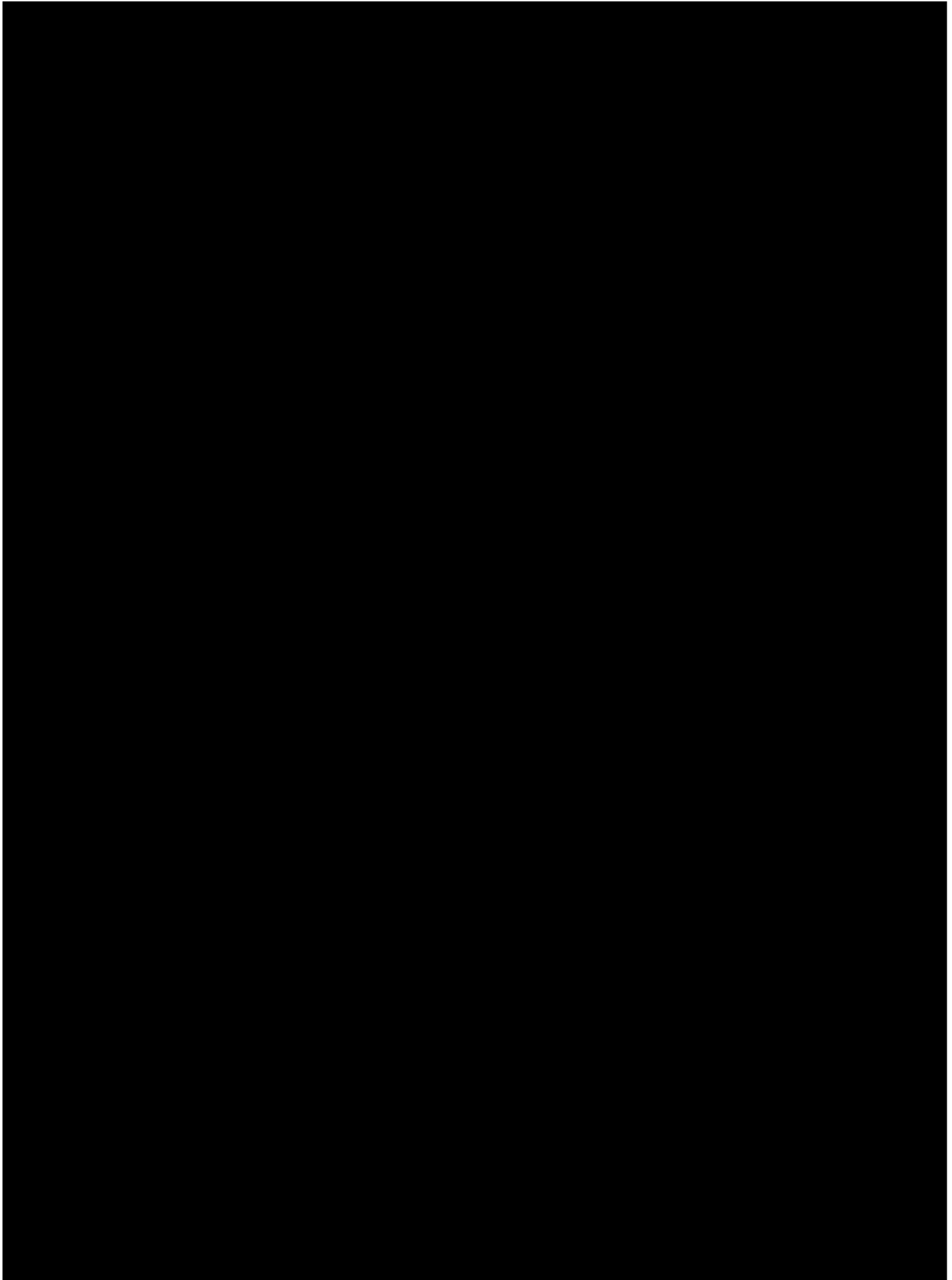
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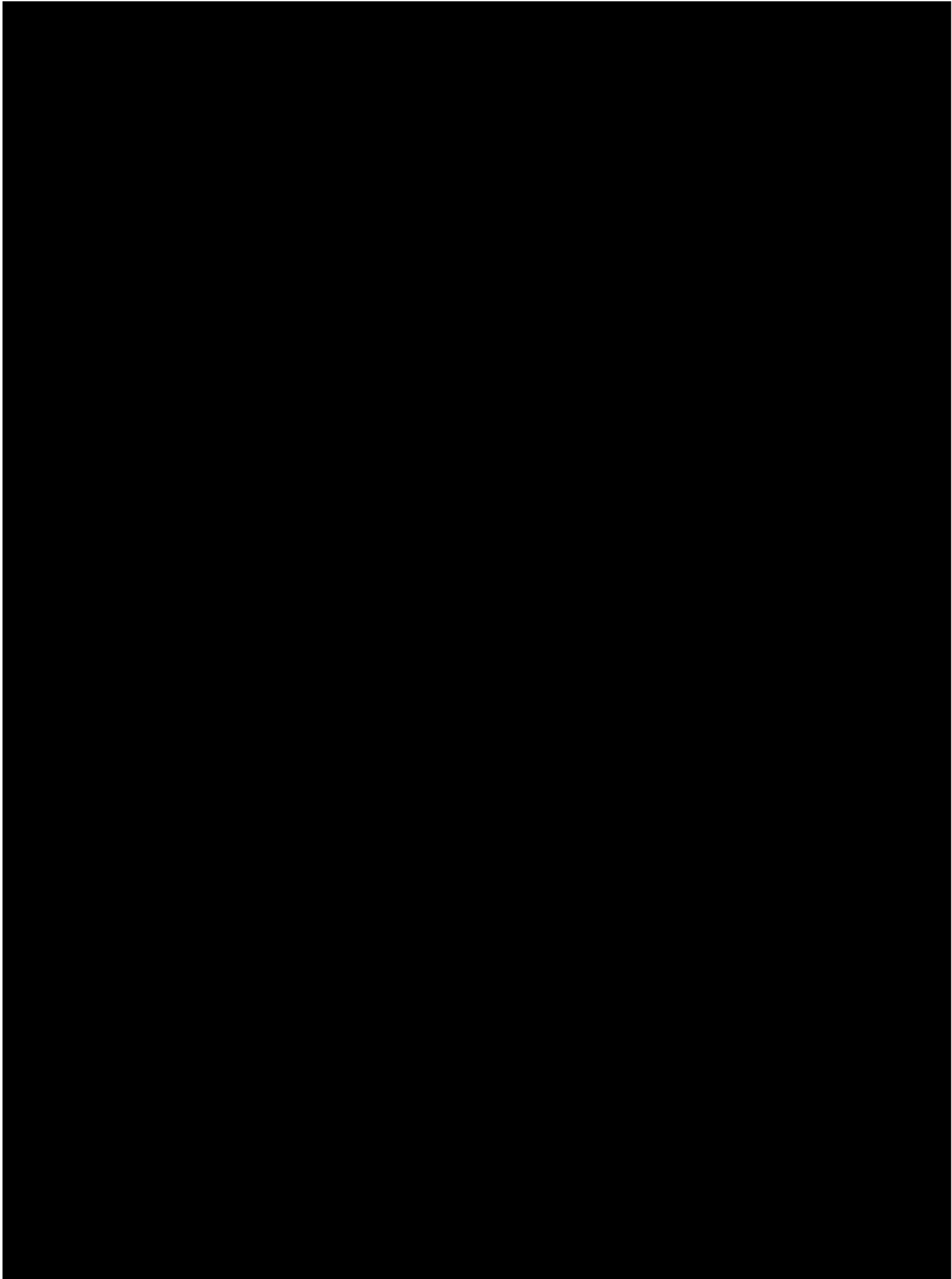
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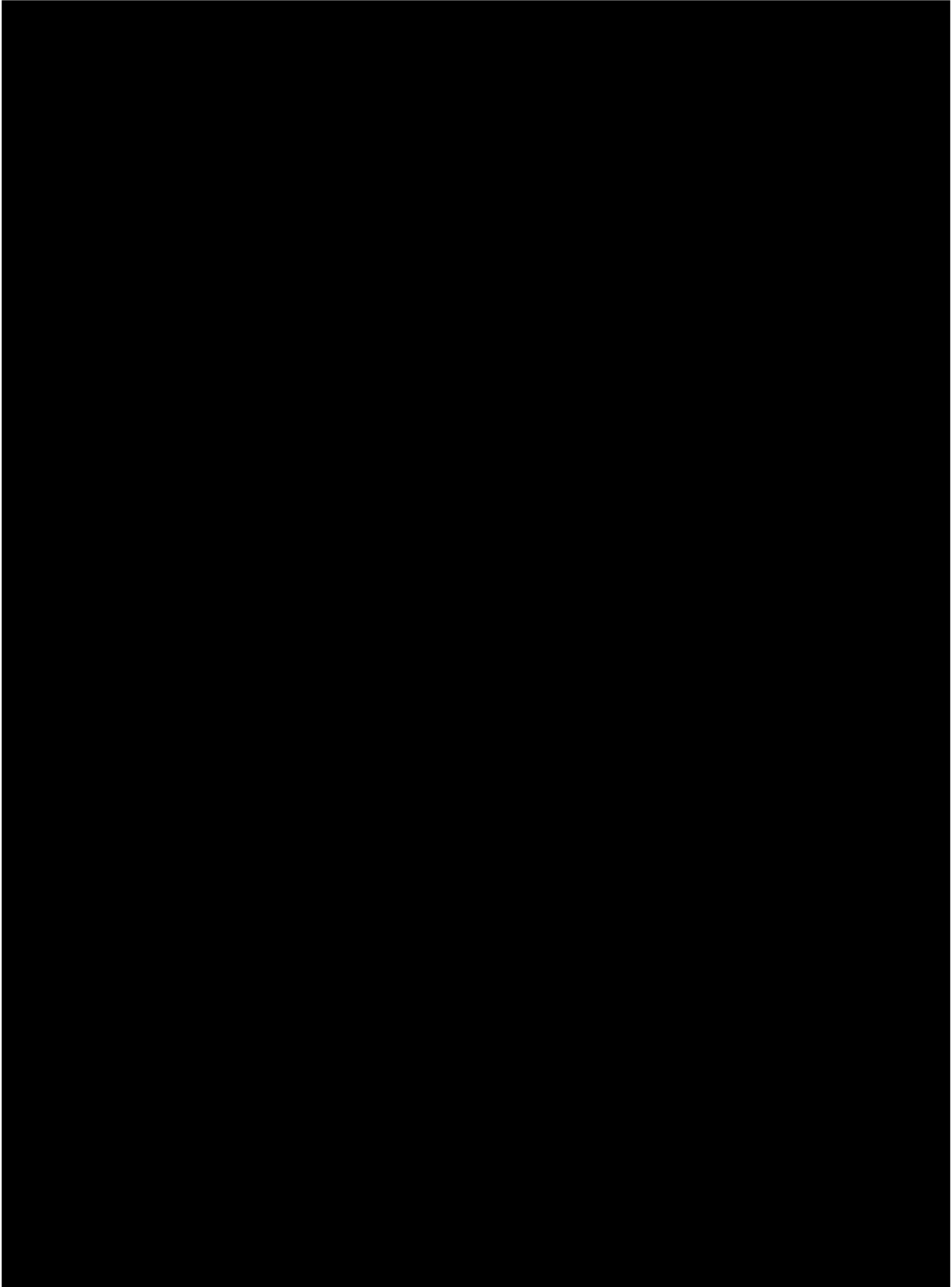
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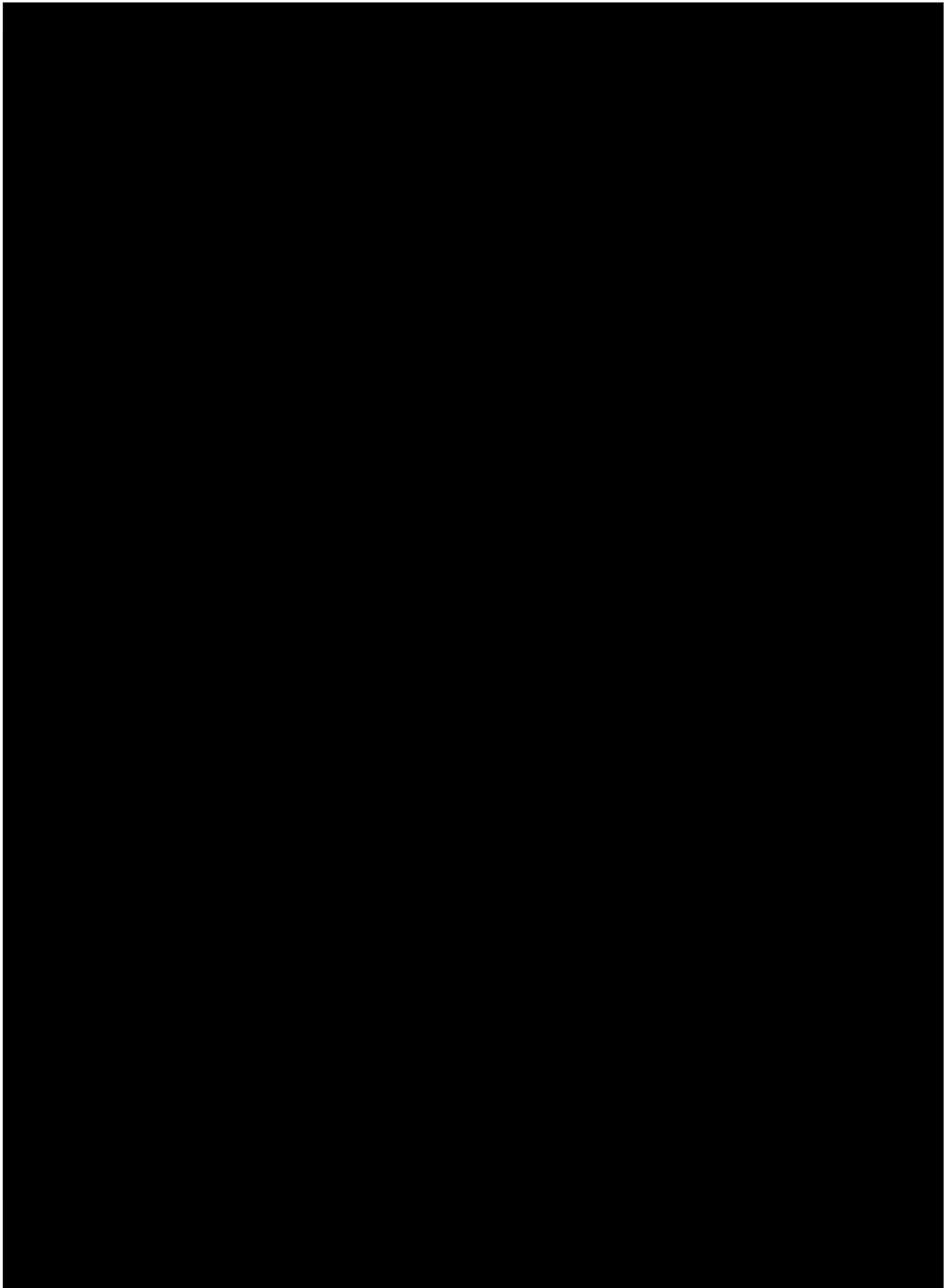
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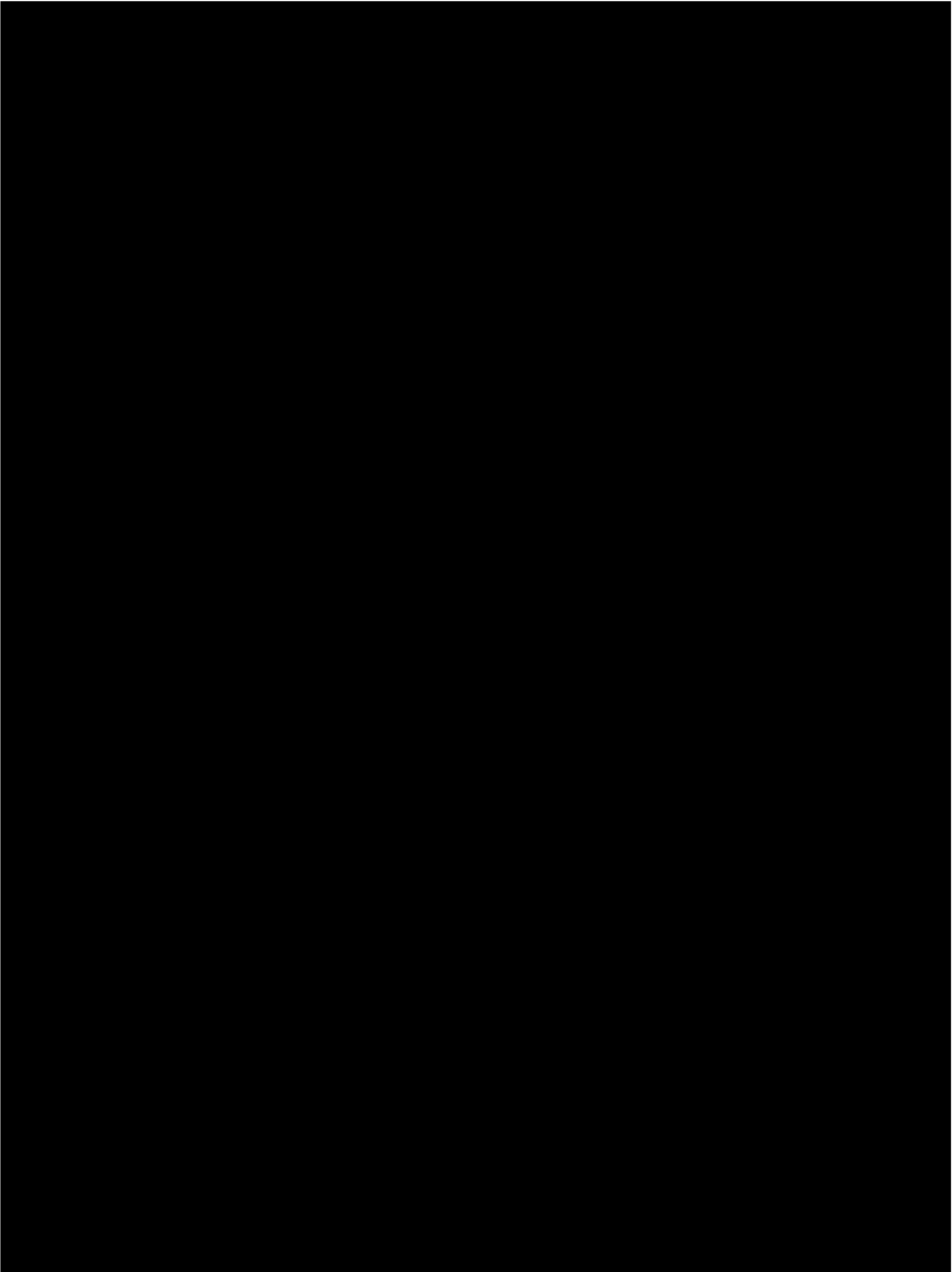
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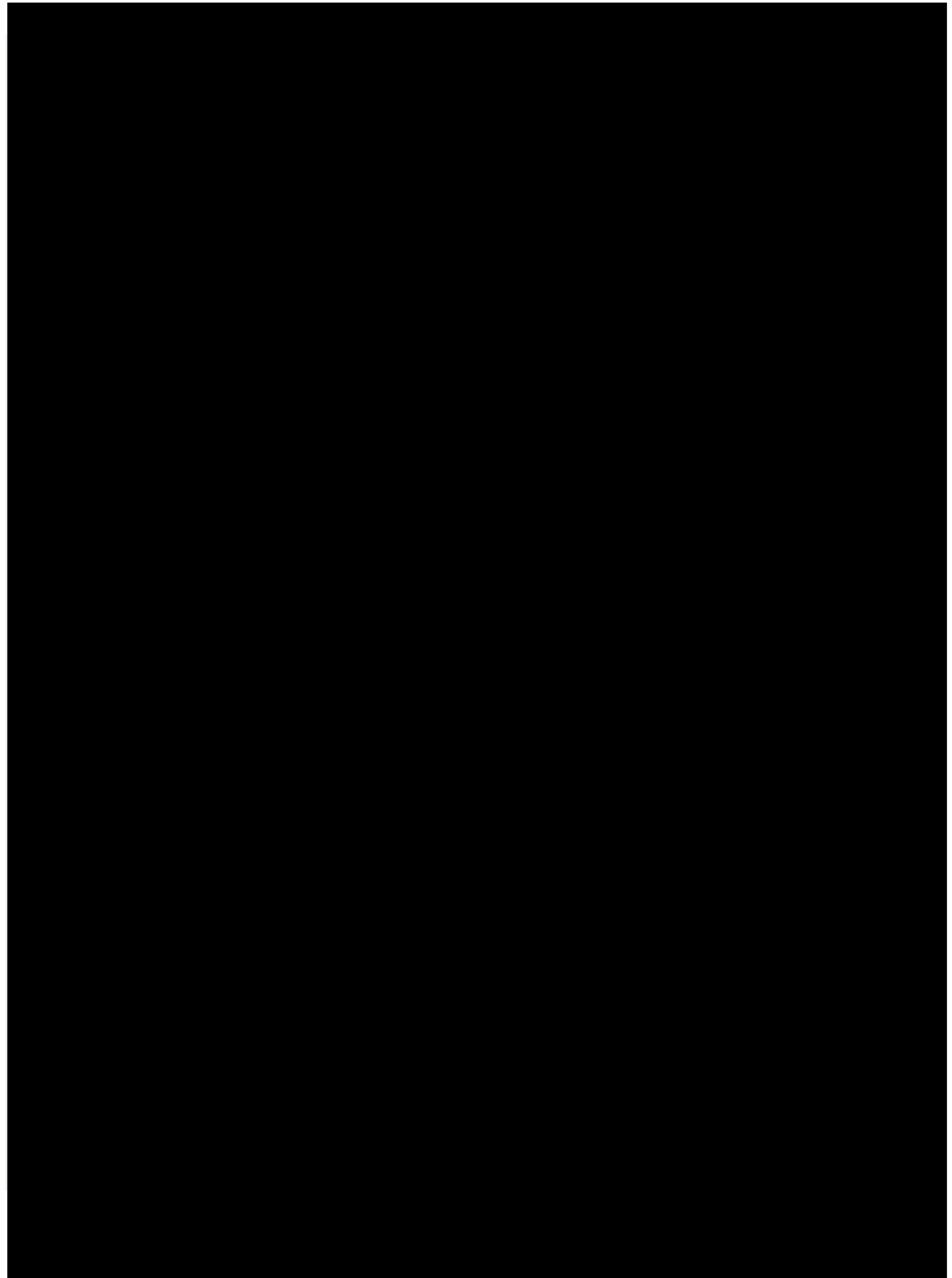
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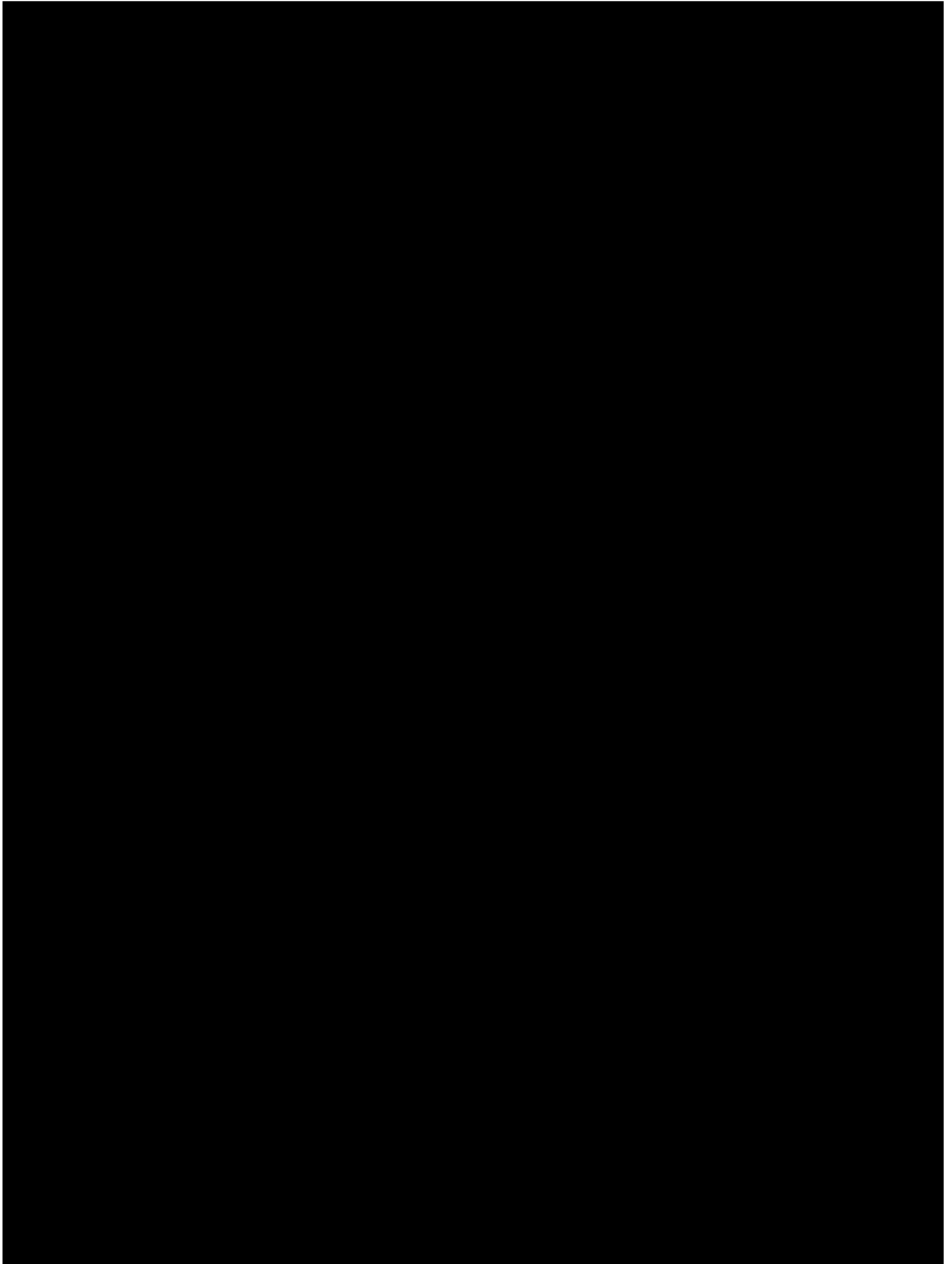
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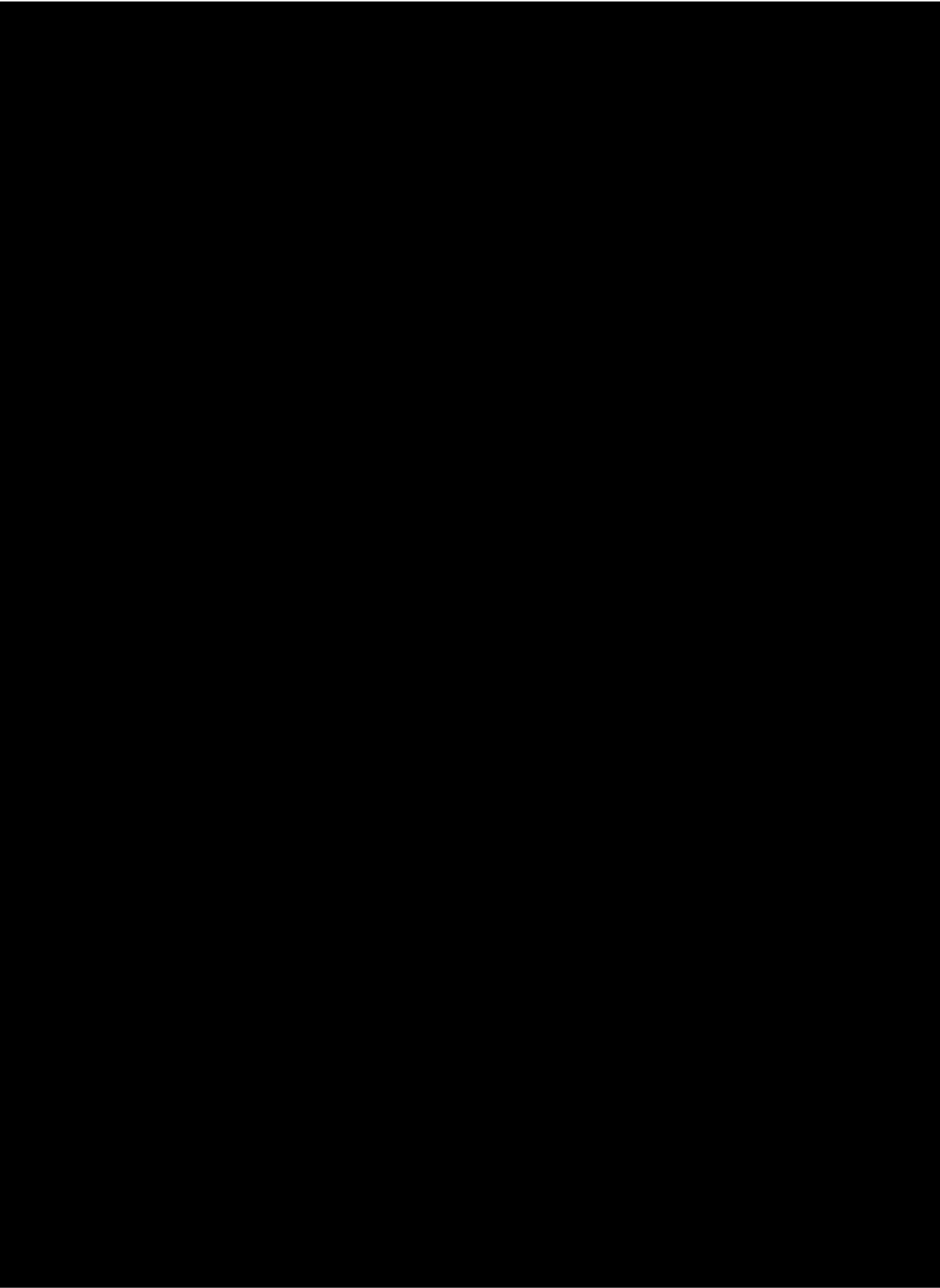
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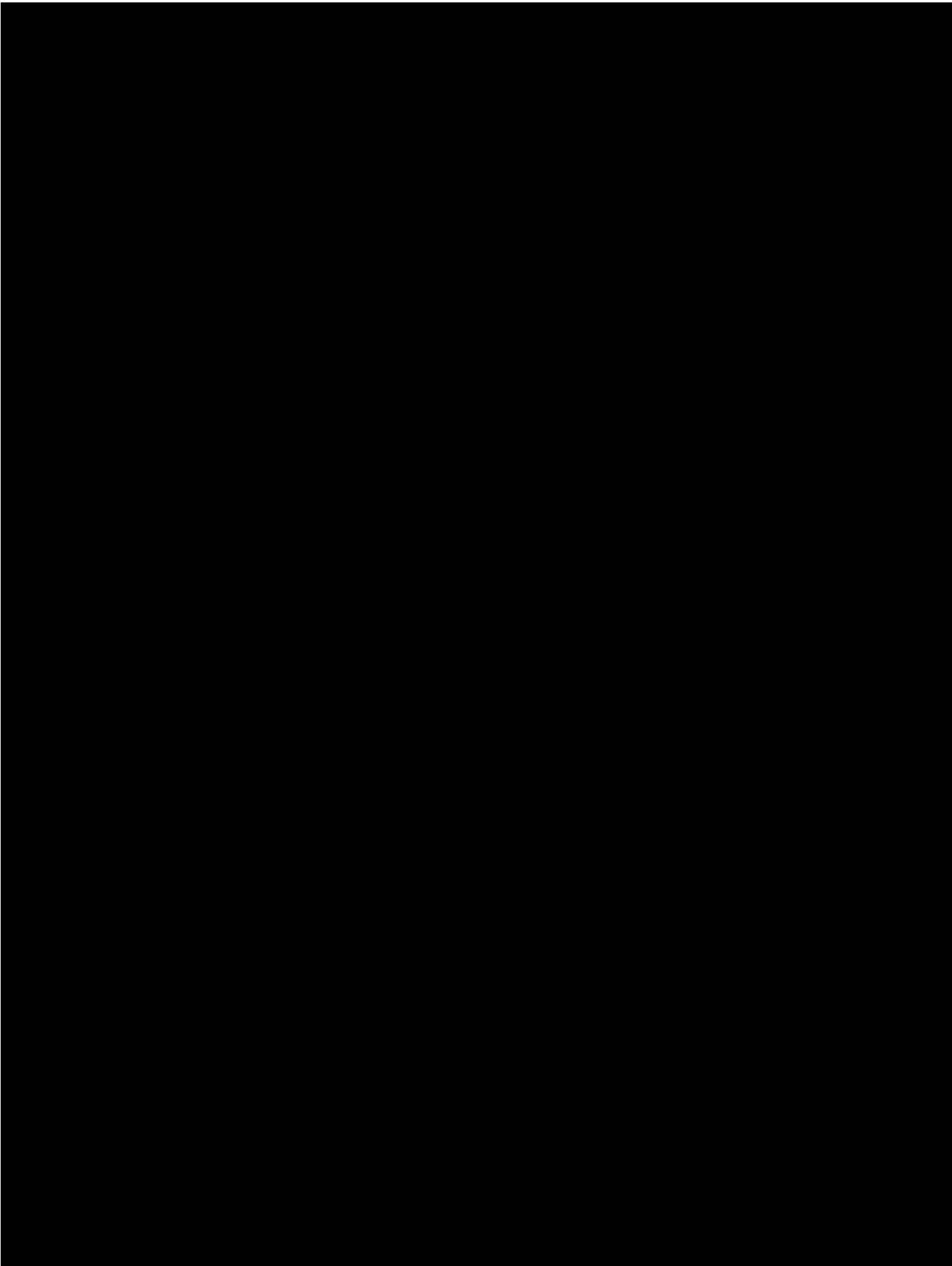
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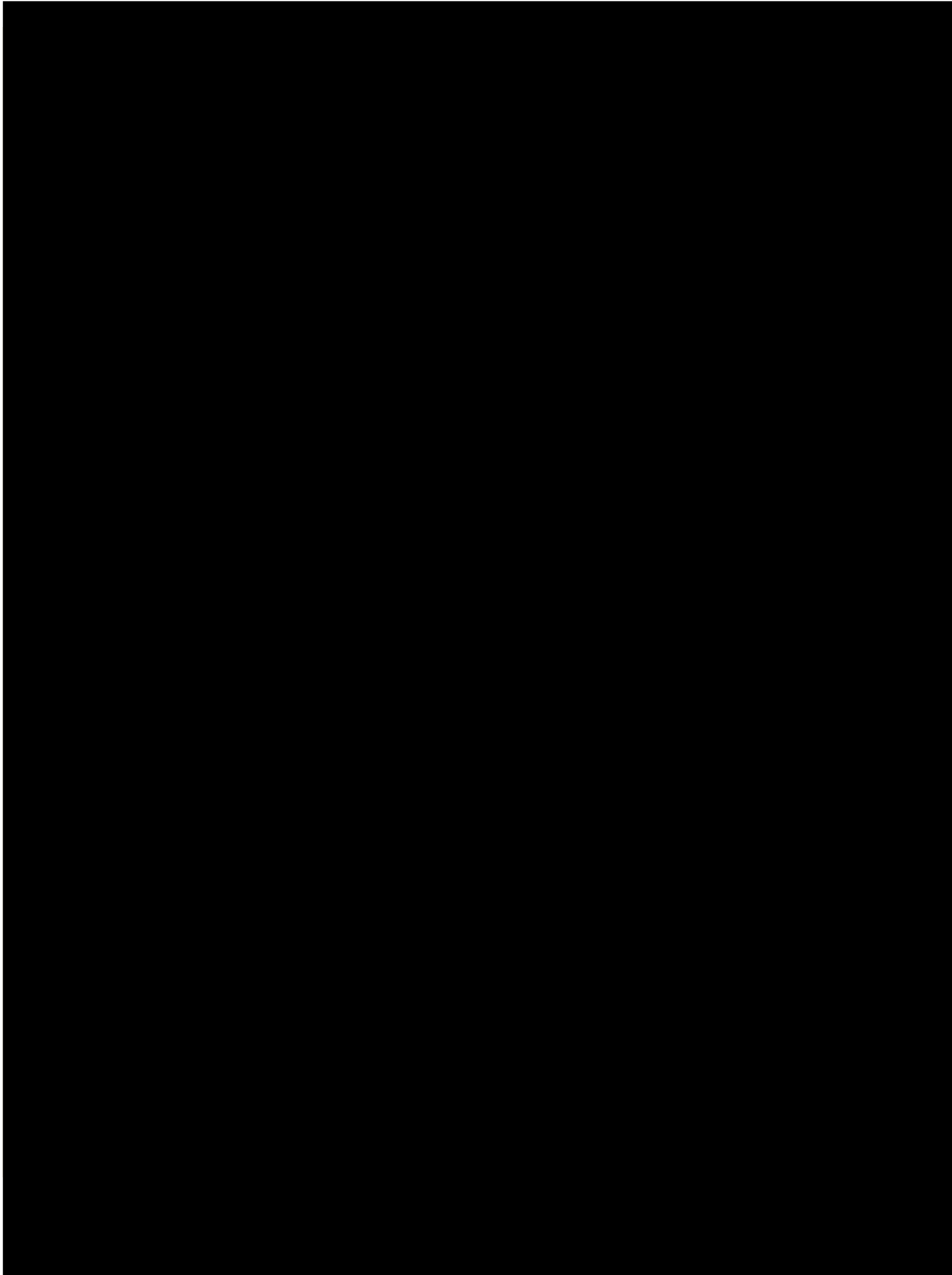
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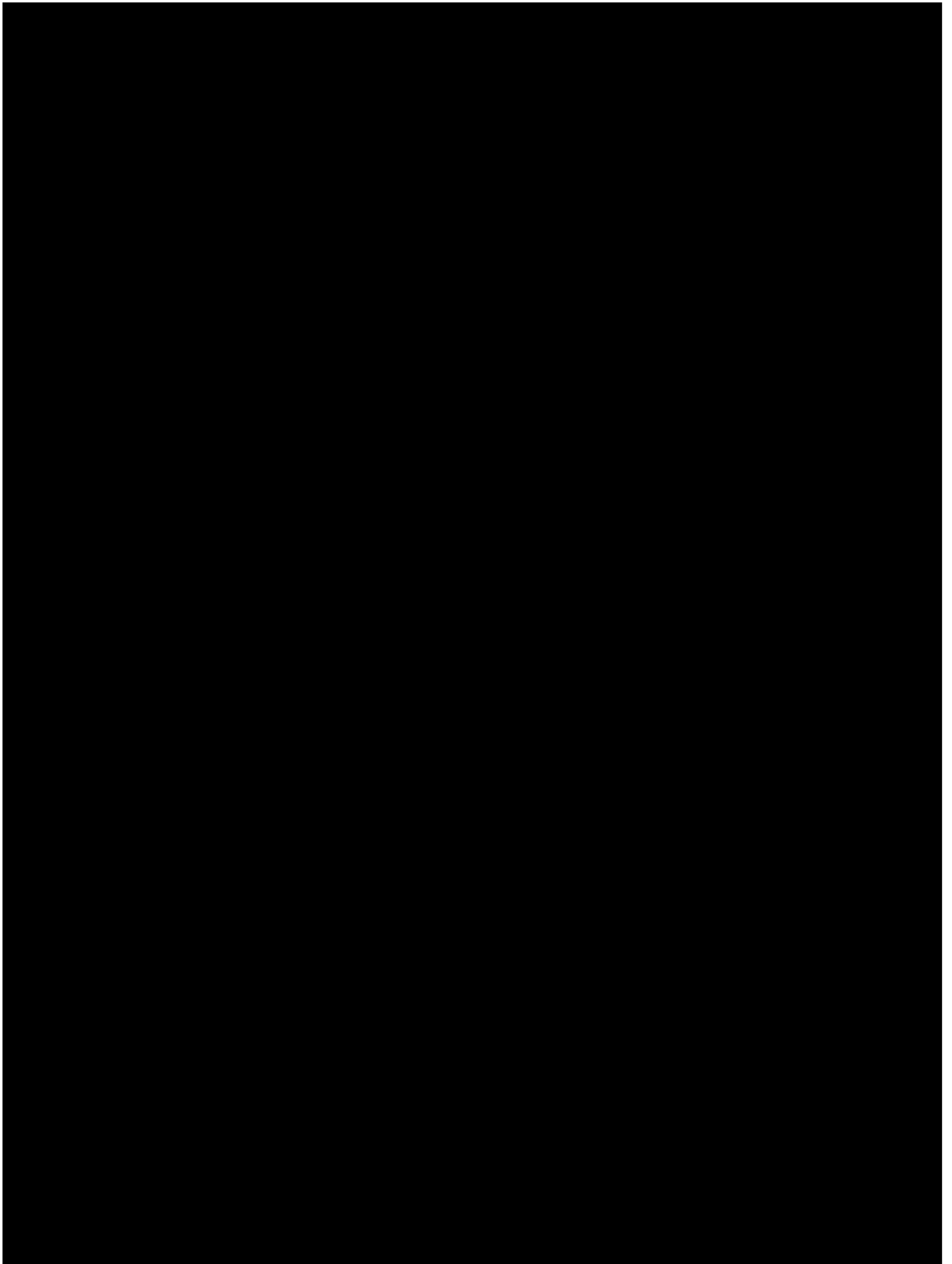
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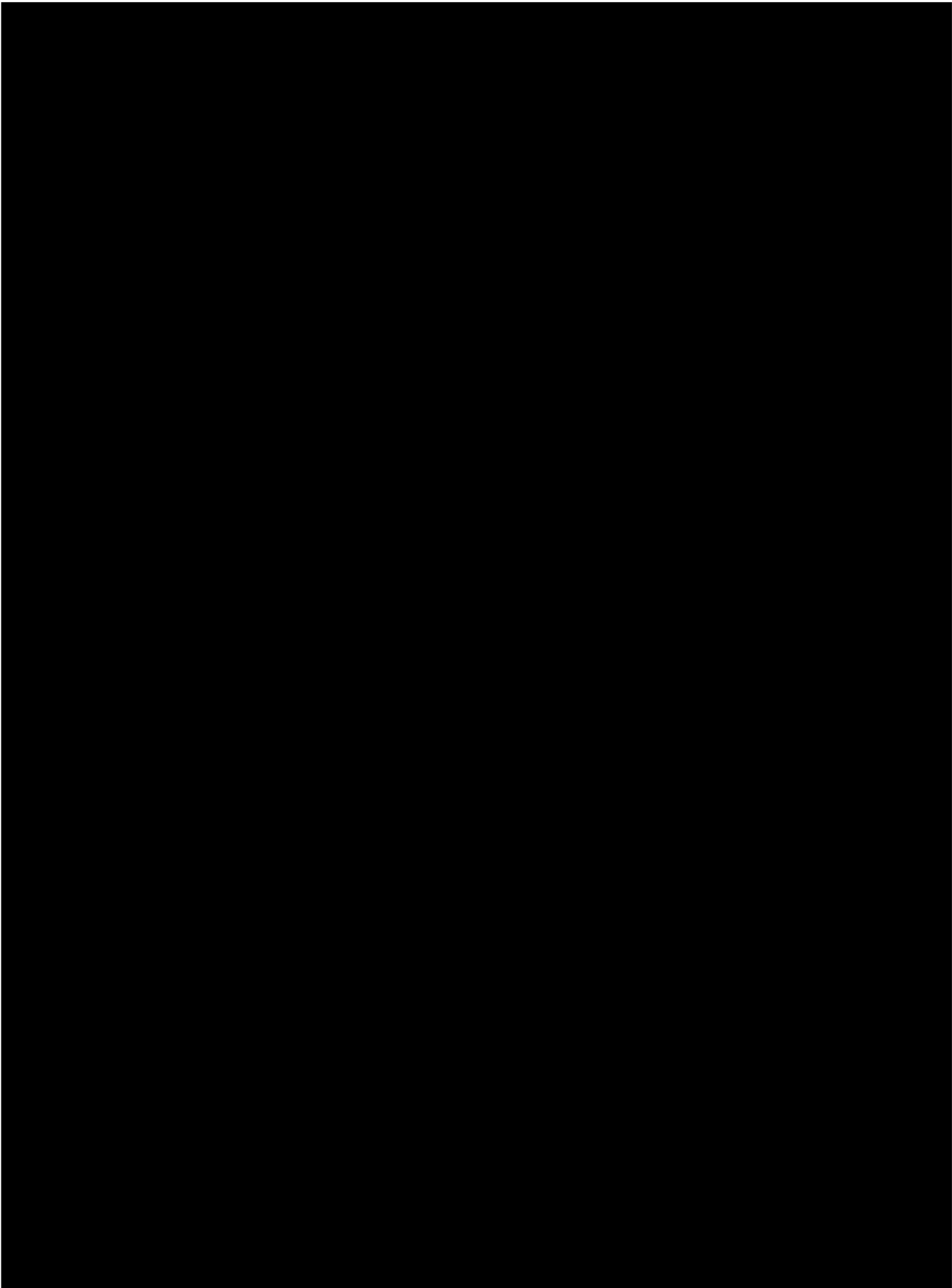
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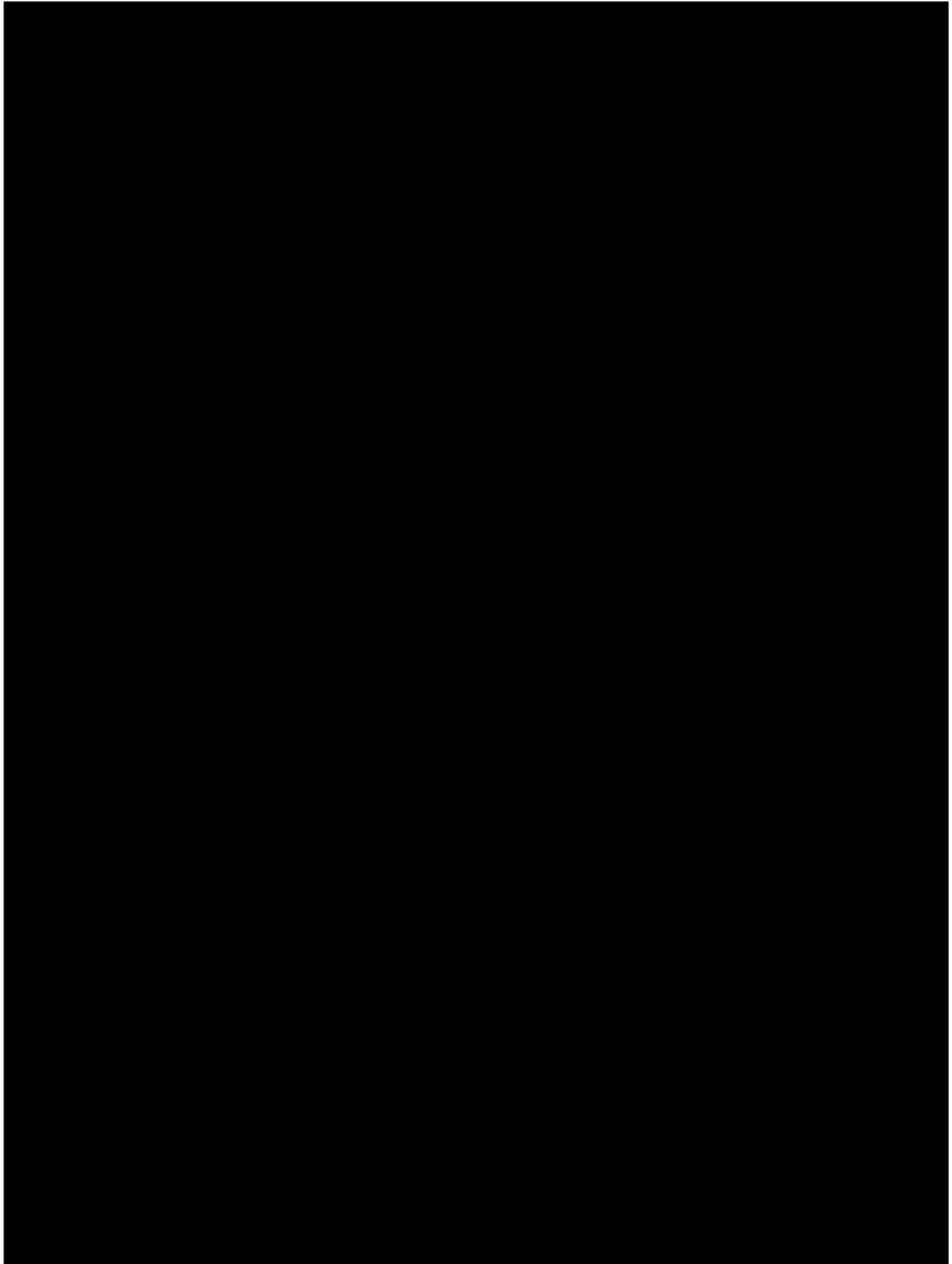
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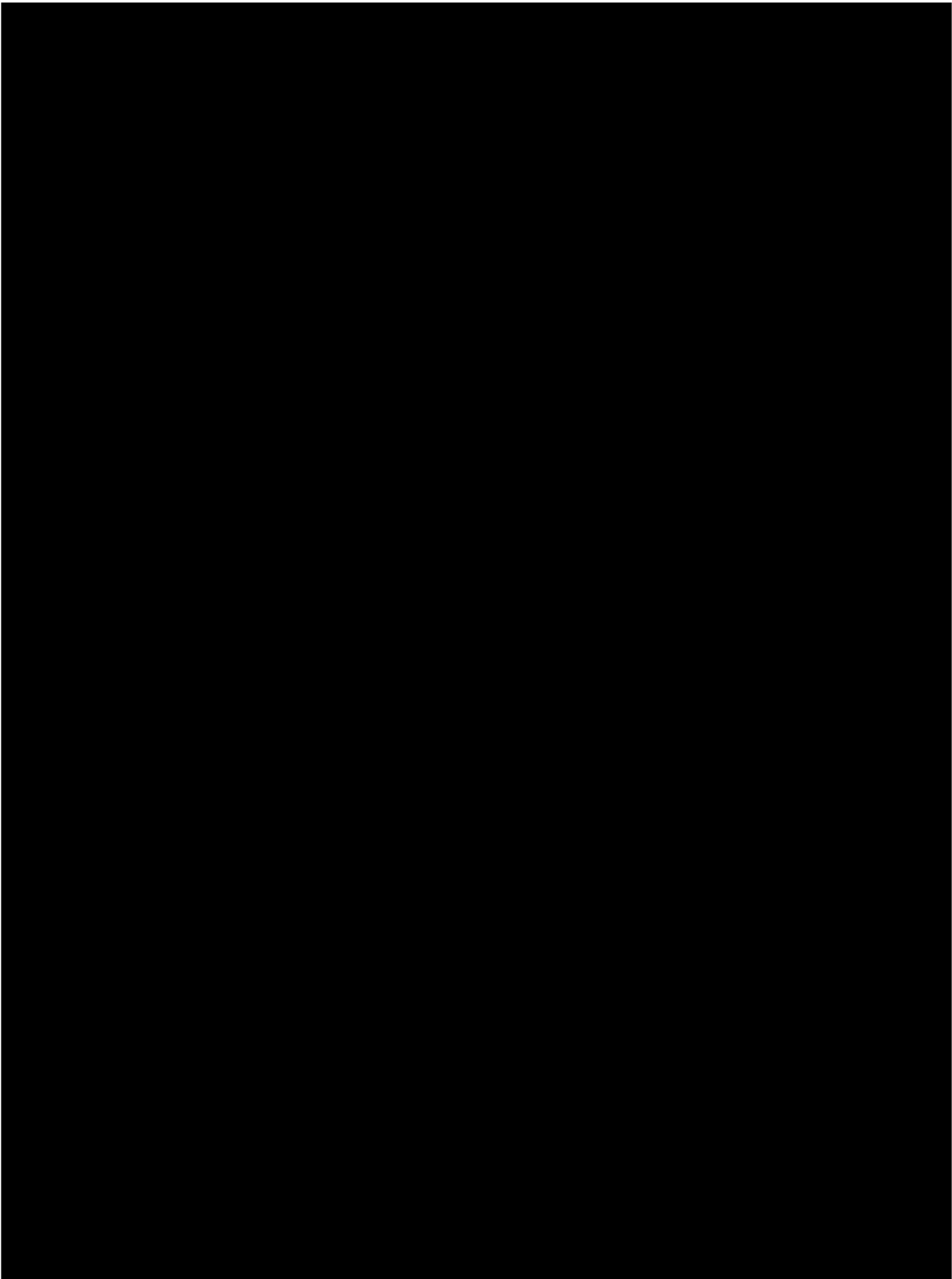
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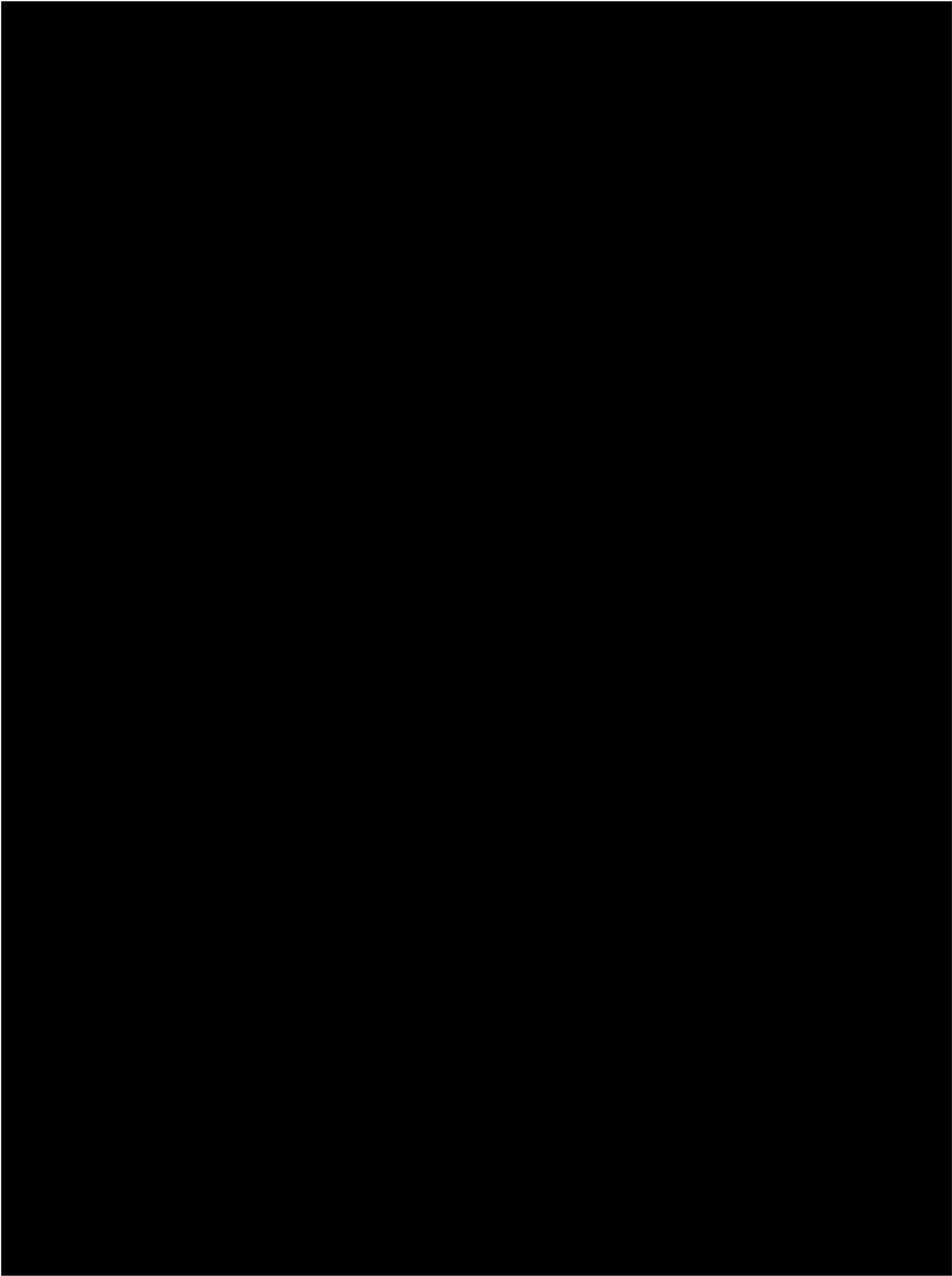
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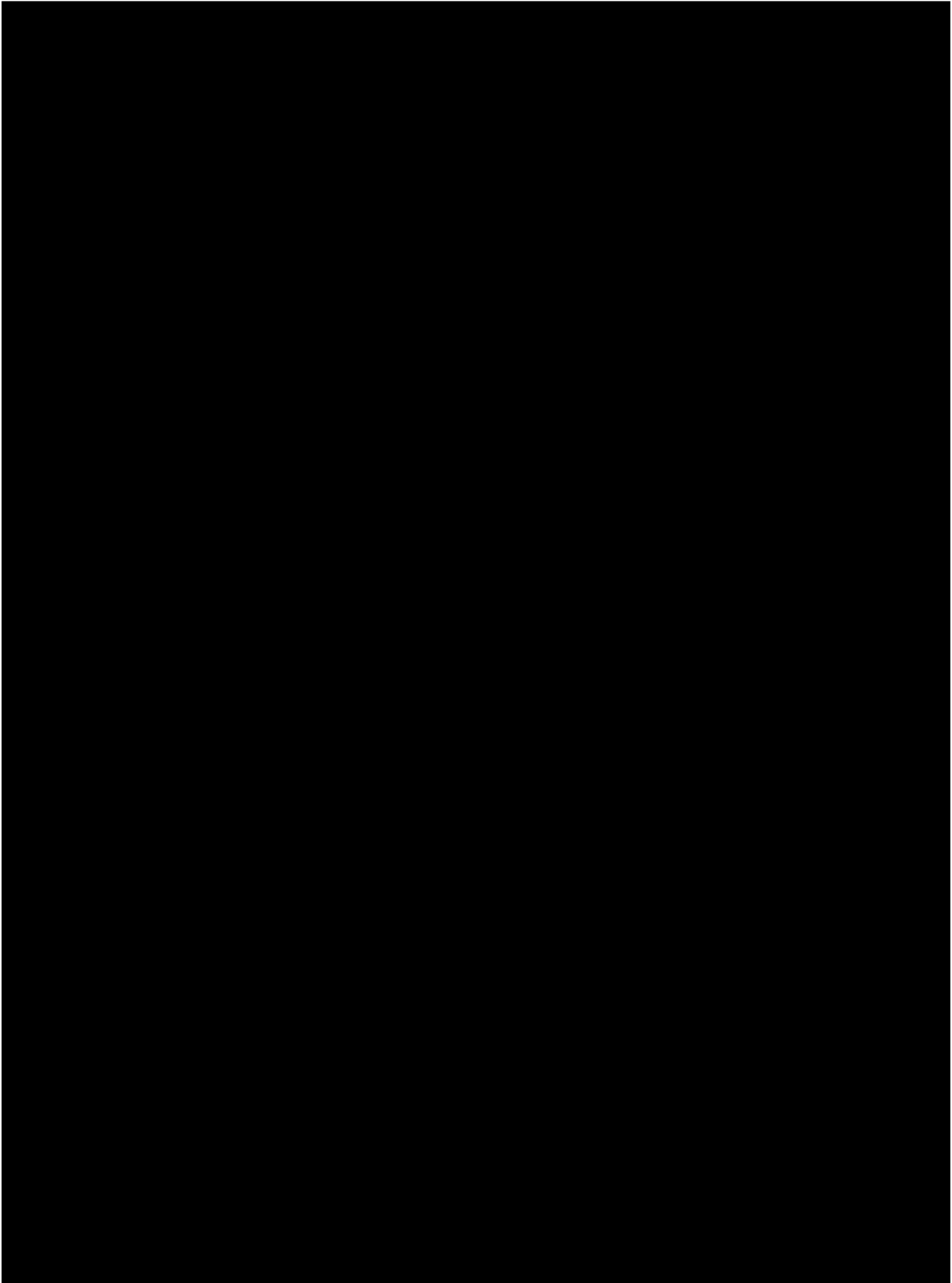
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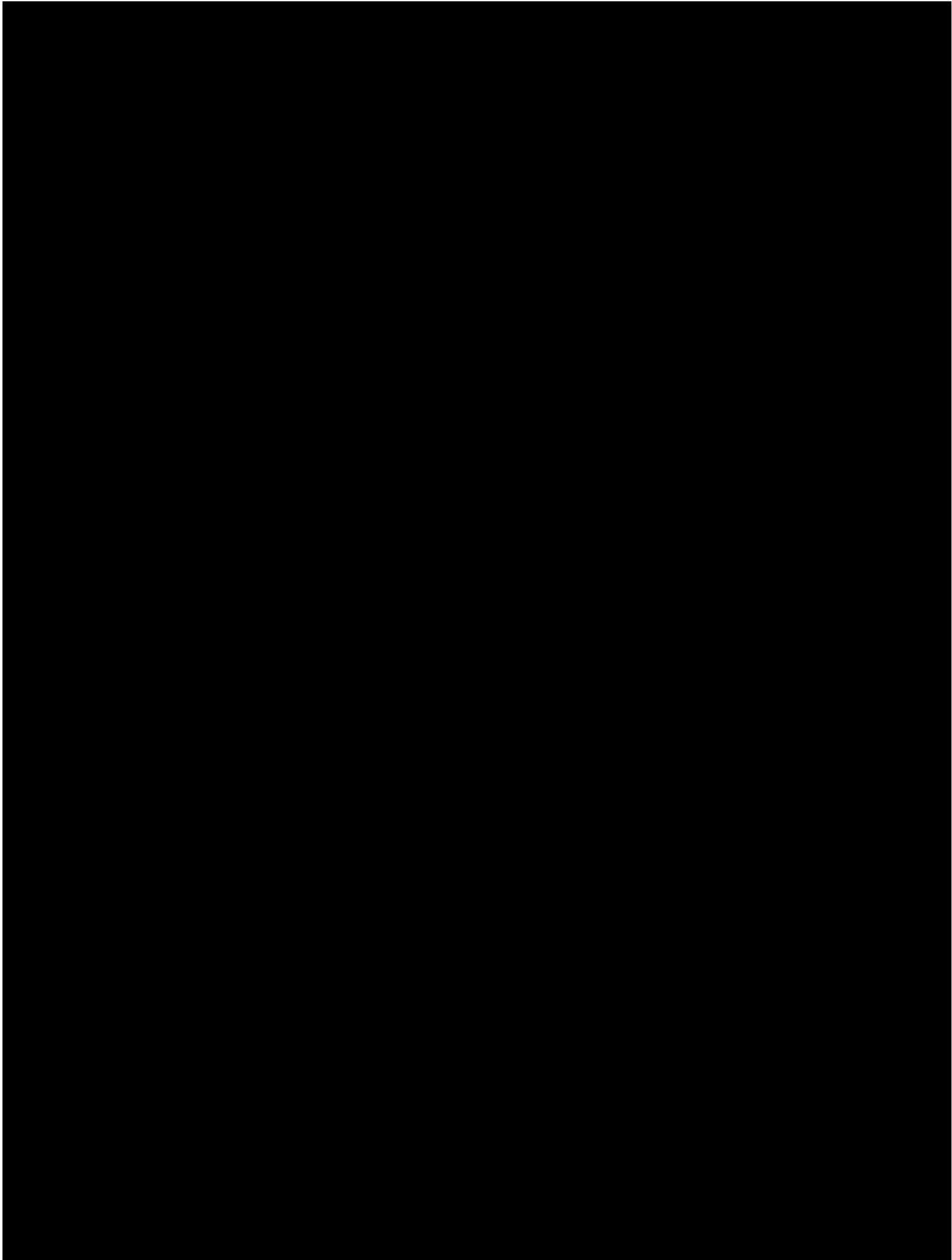
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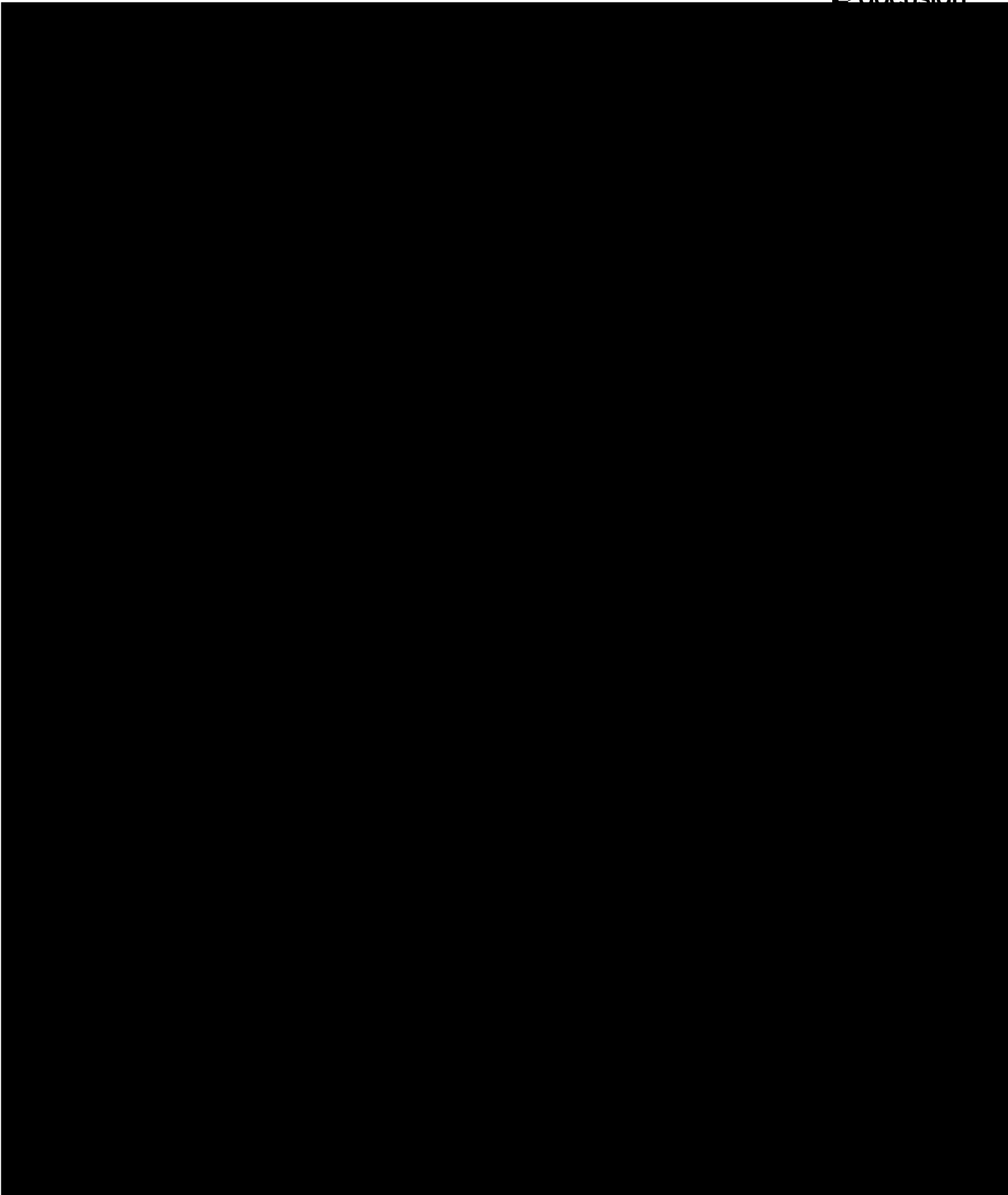


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Envelope Summary Events	Status	Timestamps
Signing Complete	Security Checked	1/9/2025 08:49
Completed	Security Checked	1/9/2025 08:49
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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