

GENERAL CONDITIONS

1. Definitions

1.1. In these conditions unless the context otherwise requires - "the Company" means Vertas Group Limited, "the Contractor" means the person firm or company whose name appears on an Order placed by the Company or on a Tender received by the Company, "the Goods" means the articles or things referred to in the Order or Tender, "the Services" means the services referred to in the Order or Tender, "the Works" means the works referred to in the Order or Tender, "the Contract" means the contract arising from the acceptance by the Contractor of an Order, or the company of a Tender, "the Order" means a document which is marked "Official Order" describing the goods, services or works as the case may be and which is placed on behalf of the Company, "Tender" means the document wherein the Contractor offers to supply or execute the Goods, Services or Works as the case may be and which is sent in response to an Invitation by the Company, "Transferring Employees" means those employee(s) who may transfer to the Contractor as the result of a transfer of undertakings in respect of this Contract.

1.2. In the Contract the context otherwise requires or admits the masculine gender includes the feminine and vice versa and the singular includes the plural and vice versa.

1.3. If Special Conditions are incorporated in the Contract and are inconsistent with the General Conditions the Special Conditions shall prevail.

2. Variations

Neither the Company nor the Contractor shall be bound by any variation or waiver of or addition to these Conditions unless that variation or addition shall have been agreed and evidenced in a document(s) signed by or on behalf of both parties.

3. Quality and Description of Goods, Services or Works

3.1. The Goods shall:

- conform as to quality kind and description with the particulars stated in the Contract and with any British, European or international specification which is relevant to the Goods and is current at the date of the Contract; goods used in compliance with a Standard for which there is an associated safety mark scheme shall bear the certification mark of the scheme,
- be of the quantity or in the numbers specified in the Contract,
- be of sound materials and workmanship,
- conform in every respect to any sample provided or given by either party,
- be capable of any standard of performance specified in the Contract,
- where the purpose for which they are required is indicated in the Order either expressly or by implication be fit for that purpose

3.2. The Contractor shall:

- provide the Services with all proper skill and care,
- use materials as necessary which are
 - reasonably fit for the purpose for which they will be used and
 - of good quality.

3.3. The Contractor shall:

- carry out the Works diligently and in a proper and efficient manner to the satisfaction of the Company.
- unless other instructions have been issued by the Company commence work promptly and complete the Works within the time specified or if none is specified the time and should a delay occur the Company must be notified in writing as soon as possible and the Company's consent sought to a reasonable extension of the period for the completion of Works;
- provide all suitably qualified and skilled labour, plant, tools, transport and equipment necessary for the safe execution of the Works, such plant, tools and equipment to be stored at the sole risk of the Contractor and so as to cause minimum inconvenience to the Company;
- throughout the progress of the Works and at the completion of the site and shall keep the site in an orderly state and shall provide and maintain at his own cost all lights, guards, fencing, temporary reinstatements and warning signs for the protection of the Works and the safety and convenience of the public and others;
- at the completion of the Works, remove all materials from the site (unless otherwise instructed) and permanently reinstate any damaged surfaces and leave the site in a clean condition ready for occupation.

4. Delivery of the Goods

4.1. The Goods properly packed and secured in such a manner as to reach their destination in good condition under normal conditions of transport shall unless otherwise agreed be delivered by the Contractor to the Company or be dispatched by the Contractor for delivery to the Company at the place specified in the Contract and at the Contractor's risk in the Contract and at the Contractor's risk in the Contract.

4.2. Delivery and unloading shall be free of charge to the Company and at the Contractor's risk and delivery to a carrier shall not be deemed to be delivery of the Goods to the Company.

4.3. Every delivery of the Goods shall be accompanied or preceded by a delivery or advice note addressed to the appropriate officer of the Company and the establishment named in the Contract and that note shall state in full the name, quality, sort rate price, quantity and number of the Goods delivered therewith or to be delivered thereafter.

4.4. The Contractor his servants and agents shall comply with all reasonable requirements of the Company at the place of delivery and in particular shall ensure that his vehicles are not reversed or maneuvered at any establishment where children or other people are or are likely to be present without assistance from a responsible adult.

5. Passing of Title and Risk in the Goods

5.1. The title in the Goods shall pass to the Company immediately on delivery of the Goods in accordance with Clause 4.

5.2. Risk in the Goods shall not pass to the Company until delivery notes have been duly signed on behalf of the Contractor in accordance with Clause 4.3. If at any time after the Goods are not removed by the Contractor or otherwise affected, the Goods are rejected by the Company for any reason, risk in the Goods shall revert to the Contractor immediately upon the Company notifying the Contractor of such rejection of the Goods.

6. Default by Contractor in the Supply of Goods or Services

If any or part of the Goods or Services to be supplied under the Contract shall:

- not be duly delivered by the Contractor to the Company at the time (if any) stated subject to any extension or extensions of time granted by the Company or resulting from the operation of Condition 8 hereof, or
- in the opinion of the officer of the Company of the department they are required (whose decision shall be conclusive as against the Contractor) not reasonably be of the quality and sort contracted for, or
- be deficient in the quantity or number required by the Contractor, or
- be delivered without a delivery or advice note containing correct and sufficient particulars of the name, quality, sort rate price, quantity and number of such goods then the Company may, without prejudice to any other remedy, by notice as defined in Clause 19 served on the Contractor reject those Goods or Services or the Contractor shall be deemed to have accepted the Goods or Services as made good the default, in which event the Contractor shall pay to the Company or it shall be lawful for the Company to deduct from any sum that is due or may become due to the Contractor under the Contract or otherwise all costs, charges and expenses of such work over and above the rate or price at which such goods or services are under the Contract to be supplied and delivered.

7. Default by Contractor in Execution of Works or Services

7.1. The Company through its appropriate officer shall have the power to order the removal and proper re-execution of any Works or Services which is not, in the officer's reasonable opinion (which shall be conclusive), in accordance with the requirements of the Contract and the Contractor shall comply with the Company's written instructions within the time stated therein and all the costs of meeting the instructions shall be met by the Contractor.

7.2. If the Contractor without reasonable cause fails to proceed diligently with the Works, or wholly suspends the carrying out of the Works before completion, or if default is made by the Contractor in complying with this condition, the Company may (in addition to any other remedy), enter upon the site of the Works and expel the Contractor therefrom and may itself or through another Contractor complete the Works or make good the default, in which event the Contractor shall pay to the Company or it shall be lawful for the Company to deduct from any sum that is due or may become due to the Contractor under the Contract or otherwise all costs, charges and expenses of such work over and above the rate or price at which such work was to have been earned under the Contract.

7.3. The Contractor shall make good any defect which occurs within six (6) months of completion as may be required by the Company.

7.4. If the Contractor fails to provide or suspends the Services, or if default is made by the Contractor in complying with this condition, the Company may (in addition to any other remedy) itself or through another contractor provide the Services or make good the default, in which event the Contractor shall pay to the Company or it shall be lawful for the Company to deduct from any sum that is due or may become due to the Contractor under the Contract or otherwise all costs, charges and expenses of providing such Services over and above the rate or price at which the Services were to have been provided under the Contract.

8. Postponement or Cancellation of Delivery of Goods, Services or Works

If for any unavoidable cause including: i) any strike or lock-out of employees or any working to rule by employees, ii) civil commotion, iii) cessation or material interruption of traffic by air road rail or sea, iv) force majeure, or v) exceptionally adverse weather either party to the Contract shall be under no obligation to supply or to accept delivery as the case may be of all the Goods Services or Works which at the commencement of such disability be bound to deliver or accept as the case may be any Goods Services or Works and within one month after the termination of that period the Company shall determine and shall serve notice on the Contractor whether it requires the quantity or the Services or the Works not delivered to be cancelled or to be delivered. If it does so require the Contract shall be performed in the same manner as if the time fixed for each delivery had been postponed to the duration of the said period of disability. In the event of any of the causes detailed in i) to v) arising, the Contractor or the Company as the case may be shall notify the other as soon as is reasonably practical.

9. Inspection of Goods and Premises

The Contractor shall without hindrance permit any authorised officer or agent of the Company to enter at any reasonable time without prior notice upon any land or premises or vehicles which are used for the preparation distribution or storage of any of the Goods to be supplied under the Contract for the following purposes:

- to inspect all or any part of the said land premises or vehicles to ascertain whether they are suitable for the preparation distribution or storage of the said Goods;
- to check the quantity and/or quality of the Goods their description and their country of origin for this purpose to take such samples as are deemed necessary and the Contractor shall afford all reasonable assistance to the officer or agent in carrying out such inspections (and this shall include the provision of samples where requested).

10. Cancellation on Account of Corruption

The Company shall be entitled to cancel the Contract and to recover from the Contractor the amount of any loss resulting from such cancellation if the Contractor shall have offered or given or agreed to give any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do any act or for the disclosure of any information in relation to the obtaining or the execution of the Contract or any other contract with the Company or for showing or forbearing to show favour or disfavour to any person in relation to the Contract or any other contract with the Company or if the like acts shall have been done by any person employed by him or acting on his behalf (whether or not such person is an agent of the Contractor) or if the Contractor or any person employed by him or acting on his behalf has committed or is alleged to have committed an offence under the Corruption Acts 1989 to 1916 or any amendment of them or shall have given any fee or reward the receipt of which is an offence under sub-section (2) of Section 117 of the Local Government Act 1972.

11. Payment

11.1. The Contractor shall send an invoice which shall be electronic in the case of an order placed by electronic means, to the address given in the contract unless otherwise provided for.

11.2. The Contractor's invoice shall quote the Order or Tender number or otherwise make reference to the Contract and shall be sent within seven days of the delivery of the Goods or final performance of the Services or final completion of the Works together with, where applicable, a proof of delivery. Interim payments will only be made where they are specifically provided for in the Contract Order.

11.3. Payment will normally be made 30 days after the date on which a correct invoice is received by the Company or within any timescales specifically provided for in the Contract or Order. If there are queries regarding details on the invoice or compliance with the terms of the Contract or Order, payment will not be made until the queries are resolved.

11.4. Payment will not be made directly to the Contractor's bank account (by BACS). The Contractor shall ensure that the Company has received details of the Contractor's latest bank details.

11.5. The Contractor will ensure that it pays any sub-contractor appointed in accordance with Clause 18 (Assignment and Sub Letting) of these Conditions, within 30 days of the receipt of a correct invoice.

12. Emergency Powers

Where an emergency or disaster occurs which threatens serious damage to human welfare in a place in Suffolk, the environment of a place in Suffolk or war or terrorism which threatens serious damage to the security of Suffolk the Company has a duty to support the emergency services response and to lead recovery actions in accordance with the Civil Contingencies Act 2004 or any modification or re-enactment thereof for the time being in force and to take such other steps as may be necessary or expedient to continue to perform the Contract and to the extent that the purposes of this Contract relate to actions arising from the event the Contractor will also:

- Co-operate with the Company in the provision of Services to assist in the provision of relief to those in such need as results from such event,
- Provide assistance only in accordance with instructions issued by the Company,
- Unless so instructed by the Company to continue to perform the Contract as hitherto,
- Co-operate with the Company in ensuring that staff and employees of the Contractor participate in both training and exercises and other related matters that might arise under this clause.

13. Right of Set-off

The Company shall have the right to deduct from any sum that is due or may become due to the Contractor under the Contract or otherwise, all costs charges and expenses due to the Company from the Contractor.

14. Compliance with Law

14.1. The Contractor declares that the design, construction and quality of the Goods or Works or of any goods or materials used in the execution of the Works complies in all respects with all relevant requirements of any statute statutory rule or order or other Instrument having the force of law or British, European or International specification which may be in force at the time when the same are supplied.

14.2. The Company conducts itself in accordance with the principles and duties of Best Value contained in the Local Government Act 1999 and encourages its Contractor to embrace similar principles into its own operations.

14.3. The Company has the discretion to disclose any information in its possession or held on its behalf subject to the contract or the tender to any person who makes a request under the Freedom of Information Act 2000 or the Environmental Information Regulations 1992 and which in the opinion of the Company it has to disclose to discharge its statutory duty under the Act. For the avoidance of doubt the Company

will only disclose information in a situation where commercial interests would be disclosed where the public interest in disclosing outweighs the public interest in not disclosing.

14.4. The Contractor and the Company shall comply with the provisions of UK GDPR the Data Protection Act 2018.

14.5. The Contractor at its own expense shall co-operate with any request from the Company for the disclosure of information or documents held by the Contractor on behalf of the Company.

15. Indemnity

15.1. Patents etc.

15.1.1. The Contractor shall fully indemnify the Company against any action claim demand costs charges and expenses arising from or incurred by reason of any infringement or alleged infringement of any letters patent registered design trade mark or trade name protected in the United Kingdom by the use or sale of the Goods or arising from the Services or any use of the Goods or Services and against all costs and damages which the Company may incur in any action for such infringement or for which the Company may become liable in any such action PROVIDED ALWAYS that this indemnity shall not apply to any infringement which is due to the use of the Goods or Services in question in a manner or for a purpose not reasonably to be inferred by the Contractor or disclosed to the Contractor prior to the making of the Contract.

15.1.2. In the event of any claim being made or action brought against the Company arising out of the matters referred to in this condition the Contractor shall be promptly notified thereof and may with the agreement of the Company at his own expense conduct all negotiations for the settlement of the same and any litigation that may arise therefrom. The Company shall not unless and until the Contractor shall have failed to take over the conduct of the negotiations or litigation make any admission which might be prejudicial thereto. The conduct by the Contractor of such negotiations or litigation shall be conditional upon the Contractor having first given to the Company such reasonable security as shall from time to time be required by the Company to cover the amount ascertained or agreed or estimated as the case may be of any compensation damages expenses and costs for which the Company may become liable. The Company shall at the request of the Contractor afford all available assistance for any such purposes and shall be repaid any expenses incurred in so doing.

15.2. Injury or Damage

15.2.1. The Contractor shall indemnify and keep indemnified the Company against all losses and claims for death, injuries or damage to any person or property whatsoever (including where the Contract is for the supply of goods the goods themselves), which may arise out of or in consequence of the performance of the Contract and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto provided always that:

15.2.2. The Contractor's liability to indemnify the Company as aforesaid shall be reduced proportionately to the extent that the act or neglect of the Company, its servants or agents may have contributed to the said death, loss, injury or damage; and

15.2.3. nothing herein shall render the Contractor liable for or in respect of or to indemnify the Company against any compensation or damages with respect to damage which is the unavoidable result of the way in which the Contract is required to be performed.

16. Professional Indemnity

16.1. Where the Contractor is acting for the Company providing services on a consultancy basis the Contractor shall indemnify and keep indemnified the Company against any claims arising from incorrect or inappropriate professional advice given by the Contractor during the period of the Contract.

16.2. The Contractor shall maintain professional indemnity insurance sufficient to satisfy a claim up to an including £2 million for any one act of default.

17. Intellectual Property

Intellectual property rights in any works, methods or revisions thereof created by virtue of this Contract shall vest in the Company unless otherwise agreed in writing.

18. Assignment and Sub-Letting

18.1. The Contractor shall not transfer or assign directly or indirectly to any person whatever any portion of this contract without the prior written permission of the Company. Sub-letting other than that which may be customary in the trade concerned shall not take place without the prior written permission of the Company.

18.2. The Contractor will procure that any assignees or sub-contractors appointed in accordance with sub-clause 18.1, will abide by and comply fully with these terms and conditions of contract.

18.3. The Company may without the consent of Contractor assign or transfer any of its rights or obligations under this Agreement in whole or in part, to any entity to which all or part of the business and assets of the Company are subsequently transferred (including, without limitation, any special purpose company in which the Company is a shareholder and through which the Company's business (or part thereof) may be conducted in the future).

18.4. If the Company wishes to novate this Agreement in accordance with Clause 18.2, the Contractor will do or procure the doing of all such acts and things and will execute or procure the execution of all such documents as may be required to give effect to such novation. The Contractor hereby irrevocably appoints the Company as its attorney in its name to execute any document and do any act or thing which may be necessary to comply with the provisions of this clause.

19. Notice to Contractor and to the Company

Any notice or communication whatsoever to be served by either party to the other shall be sufficiently made if sent by first class post, postage paid, or by e-mail to the address of the other party specified in the Contract, or to any other address as either party may substitute by written notice to the other and shall be deemed to have been made on the day on which such communications ought to have been delivered in due course of postal, or e-mail.

Notice to the Company shall only be effective if it identifies the name of the officer appearing on the Contract, Order or Tender and the Contract to which it relates.

20. Insurance

The Contractor, before the commencement of the Works or the delivery of any of the Goods or Services, shall insure himself and keep himself insured in a sum of £5 million during the continuance of the Contract against the liabilities defined in Condition 14 and shall be required to procure to the Company the policy or policies of insurance required to be effected hereunder together with the receipt for the payment of the last premium in respect of each policy.

21. Effect of Bankruptcy, etc.

In the event of the Contractor becoming bankrupt or making a composition or arrangement with his creditors or having a winding up order made or (except for the purposes of amalgamation or reconstruction) a resolution for voluntary winding up passed or having a provisional liquidator or receiver or manager of his business or undertaking duly appointed or having possession taken by or on behalf of the holder of any debentures secured by a floating charge of any property comprised in or subject to the floating charge or if in Scotland he shall become insolvent or any application shall be made under any Bankruptcy Act for the time being in force for sequestration of his estate or a trust deed shall be granted by him on behalf of his creditors the Company shall be at liberty to terminate the Contract forthwith by notice in writing to the Contractor or to the receiver or liquidator or to any person in whom the Contract may become vested and to act in the manner provided in Conditions 6 or 7 (as the case may be).

22. Equal Opportunities and Modern Slavery

22.1. Without prejudice to Condition 14 the Contractor shall at all times comply with their statutory obligations and shall not treat one group of people less favourably than others because of their colour, race, religion and belief, nationality, ethnic origin, disability, sex or sexual orientation in relation to decisions to recruit, train or promote staff.

22.2. The Contractor shall observe as far as possible the Commission for Racial Equality's Code of Practice for Employment as approved by Parliament in 1983 and the Modern Slavery Act 2015.

23. Use of electronic equipment

23.1. The Contractor represents to the Company that the continued effective functioning of the Contract and any hardware, software, firmware and other goods and services supplied and all subsequent replacements upgrades and enhancements will not prevent or in any way adversely affect the performance of the Contract.

23.2. The Company in entering into the Contract is relying on the said representation but in the event that the representation should prove to be incorrect, the Contractor shall:

- Compensate the Company for all reasonable consequential losses and expenses, payment to be made within 14 days of written demand therefore and
- At its own expense (and with no allowance for betterment) and within timescales acceptable to the Company make such adjustments as are necessary to ensure proper functioning including if necessary the replacement of the hardware, software, firmware and other goods supplied and all subsequent replacements upgrades and enhancements. In the event that it is impossible to adjust or replace as aforesaid then the Contractor shall refund to the Company the purchase price and the Company will give Notice to the Contractor that it may collect the goods on a date and time convenient to the Company.

24. Confidentiality

The Contractor shall not, other than that statutorily required or for the purpose of obtaining insurance divulge, advertise or make any public announcement concerning any contracts with the Company without consent.

25. Dispute

In the event of a dispute between the Company and the Contractor, should the Company in writing require, the Contractor agrees to submit the dispute to arbitration in accordance with the Arbitration Act for the time being in force as a legally binding alternative to Court action.

26. Legal Effect

26.1. The invalidity, illegality or unenforceability of any term or condition of this Contract shall not affect the validity, legality or enforceability of any other term or condition of this Contract.

26.2. No one other than a party to this Contract shall have any right to enforce any of its terms.

26.3. These are the only conditions upon which the Company is prepared to deal with the Contract and which shall govern the Contract to the exclusion of any other terms and conditions.

26.4. The Contract shall be construed in accordance with English Law