



"Tapping The Hidden Talent Pool"

"Terms and Conditions"

1. Interpretation

1.1 In these terms and conditions:

"Agreement" means the contract between (i) the customer acting for the business and (ii) the Supplier "Advance: The Disability Consultants"

"Charges" means the charges for the Services as agreed between the parties.

"Confidential Information" means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated by the receiving Party to be confidential;

"GDPR" means the General Data Protection Regulations.

"Party" means the Supplier or the Customer (as appropriate) and "Parties" shall mean both of them.

"Personal Data" means personal data (as defined by GDPR) which is processed by the Supplier or any Staff on behalf of the Customer pursuant to or in connection with this Agreement;

"Services" means the services to be supplied by the Supplier to the Customer under the Agreement;

“Staff” means all directors, officers, employees, agents, consultants, and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier’s obligations under the Agreement;

“Staff Vetting Procedures” means vetting procedures that accord with good industry practice or, where requested by the Customer, the Customer’s procedures for the vetting of personnel as provided to the Supplier from time to time;

1.2 In these terms and conditions, unless the context otherwise requires:

1.2.1 references to numbered clauses are references to the relevant clause in these terms and conditions;

1.2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;

1.2.3 the headings to the clauses of these terms and conditions are for information only and do not affect the interpretation of the Agreement;

1.2.4 any reference to an enactment includes reference to that enactment as amended or replaced from time to time and to any subordinate legislation or byelaw made under that enactment; and

1.2.5 the word “including” shall be understood as meaning ‘including without limitation’.

2. Supply of Services

2.1 In consideration of the Customer’s agreement to pay the Charges, the Supplier shall supply the Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.

2.2 In supplying the Services, the Supplier shall:

2.2.1 cooperate with the Customer in all matters relating to the Services and comply with all the Customer’s instructions;

2.2.2 perform the Services with all reasonable care, skill, and diligence in accordance with good industry practice in the Supplier's industry, profession, or trade;

2.2.3 use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with the Agreement;

2.2.4 ensure that the Services shall conform with all descriptions and specifications set out in the Specification;

2.2.5 comply with all applicable laws and;

2.2.6 provide all equipment, tools and vehicles and other items as are required to provide the Services.

2.3 The Customer may by written notice to the Supplier at any time request a variation to the scope of the Services. In the event that the Supplier agrees to any variation to the scope of the Services, the Charges shall be subject to fair and reasonable adjustment to be agreed in writing between the Customer and the Supplier.

3. Charges, Payment and Recovery of Sums Due

3.1 The Charges for the Services are set out in the agreement between the parties and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Services. Unless otherwise agreed in writing by the Customer, the Charges 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 invoice the Customer as specified in the Agreement.

3.3 In consideration of the supply of the Services by the Supplier, the Customer shall pay the Supplier the invoiced amounts no later than 30 days after verifying that the

invoice is valid and undisputed. The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of unsatisfactory performance.

3.4 If the customer cancels training sessions with the supplier, less than one month before the agreed commencement of the training they will incur a penalty charge. The cost will vary from a full charge if the training is cancelled on the day of the scheduled session to a 25% charge if training is cancelled up to four weeks before commencement. This is outlined in our cancellation policy.

3.5 If there is a dispute between the parties as to the amount invoiced, the Customer shall pay the undisputed amount. The Supplier shall not suspend the supply of Services unless the Supplier is entitled to terminate the Agreement.

3.6 If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.

3.7 Where the Supplier enters into a sub-contract, the Supplier shall include in that sub-contract:

3.7.1 a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as 3.2 to 3.7 of this Agreement.

3.7.2 In this clause 3.7, "sub-contract" means a contract between two or more suppliers, at any stage of remoteness from the Authority in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.

3.8 If any sum of money is recoverable from or payable by the Supplier under the Agreement (including any sum which the Supplier is liable to pay to the Customer in respect of any breach of the Agreement), that sum may be deducted unilaterally by the

Customer from any sum then due, or which may come due, to the Supplier under the Agreement or under any other agreement or contract with the Customer. The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Customer in order to justify withholding payment of any such amount in whole or in part.

4. Assignment and sub-contracting

4.1 The Supplier shall not without the written consent of the Customer assign, sub-contract, novate or in any way dispose of the benefit and/ or the burden of the Agreement or any part of the Agreement. The Customer may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Supplier shall be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.

4.2 Where the Customer has consented to the placing of sub-contracts, the Supplier shall, at the request of the Customer, send copies of each sub-contract, to the Customer as soon as is reasonably practicable.

4.3 The Customer may assign, novate, or otherwise dispose of its rights and obligations under the Agreement without the consent of the Supplier provided that such assignment, novation, or disposal shall not increase the burden of the Supplier's obligations under the Agreement.

5. Intellectual Property Rights

5.1 All intellectual property rights in any materials provided by the Customer to the Supplier for the purposes of this Agreement shall remain the property of the Customer but the Customer hereby grants the Supplier a royalty-free, non-exclusive, and non-transferable licence to use such materials as required until termination or expiry of the Agreement for the sole purpose of enabling the Supplier to perform its obligations under

the Agreement.

5.2 All intellectual property rights in any materials created or developed by the Supplier pursuant to the Agreement or arising as a result of the provision of the Services shall vest in the Supplier. If, and to the extent, that any intellectual property rights in such materials vest in the Customer by operation of law, the Customer hereby assigns to the Supplier by way of a present assignment of future rights that shall take place immediately on the coming into existence of any such intellectual property rights all its intellectual property rights in such materials (with full title guarantee and free from all third-party rights).

5.3 The Supplier shall indemnify, and keep indemnified, the Customer in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any claim made against the Customer for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Services, to the extent that the claim is attributable to the acts or omission of the Supplier or any Staff.

6. Confidentiality, Transparency and Publicity

6.1 Subject to clause 6.2, each Party shall:

6.1.1 treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the disclosing Party; and

6.1.2 not use or exploit the disclosing Party's Confidential Information in any way except for the purposes anticipated under the Agreement.

6.2 Notwithstanding clause 6.1, a Party may disclose Confidential Information which it receives from the other Party:

6.2.1 where disclosure is required by applicable law or by a court of competent jurisdiction;

6.2.2 to its auditors or for the purposes of regulatory requirements;

6.2.3 on a confidential basis, to its professional advisers;

6.2.4 to the Serious Fraud Office where the Party has reasonable grounds to believe that the other Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;

6.2.5 where the receiving Party is the Supplier, to the Staff on a need-to-know basis to enable performance of the Supplier's obligations under the Agreement provided that the Supplier shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause 6.2.5 shall observe the Supplier's confidentiality obligations under the Agreement; and

6.2.6 where the receiving Party is the Customer:

(a) on a confidential basis to the employees, agents, consultants, and contractors of the Customer;

(b) to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Customer under this clause 6.

7. Protection of Personal Data and Security of Data

7.1 The Supplier shall, and shall procure that all Staff shall, comply with any notification requirements under GDPR and both Parties shall duly observe all their obligations under GDPR which arise in connection with the Agreement.

7.2 Notwithstanding the general obligation in clause 7.1, where the Supplier is processing Personal Data for the Customer as a data processor (as defined by GDPR) the Supplier shall:

7.2.1 ensure that it has in place appropriate technical and organisational measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the General Data Protection Regulations 2018;

7.2.2 provide the Customer with such information as the Customer may reasonably request to satisfy itself that the Supplier is complying with its obligations under GDPR;

7.2.3 promptly notify the Customer of:

- (a) any breach of the security requirements of the Customer as referred to in clause 7.3; and
- (b) any request for personal data; and

7.2.4 ensure that it does not knowingly or negligently do or omit to do anything which places the Customer in breach of the Customer's obligations under GDPR.

7.3 When handling Customer data (whether or not Personal Data), the Supplier shall ensure the security of the data is maintained in line with the security requirements of the Customer as notified to the Supplier from time to time.

8. Liability

8.1 The Supplier shall not be responsible for any injury, loss, damage, cost, or expense suffered by the Customer if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the

Agreement.

8.2 Subject always to clauses 8.3 and 8.4:

8.2.1 the aggregate liability of the Supplier in respect of all defaults, claims, losses, or damages howsoever caused, whether arising from breach of the Agreement, the supply or failure to supply of the Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed a sum equal to 125% of the Charges paid or payable to the Supplier; and

8.2.2 except in the case of claims arising under clauses 5.3 and 10.3, in no event shall the Supplier be liable to the Customer for any:

- (a) loss of profits;
- (b) loss of business;
- (c) loss of revenue;
- (d) loss of or damage to goodwill;
- (e) loss of savings (whether anticipated or otherwise); and/or
- (f) any indirect, special, or consequential loss or damage.

8.3 Nothing in the Agreement shall be construed to limit or exclude either Party's liability for:

- 8.3.1 death or personal injury caused by its negligence or that of its Staff;
- 8.3.2 fraud or fraudulent misrepresentation by it or that of its Staff; or
- 8.3.3 any other matter which, by law, may not be excluded or limited.

8.4 The Supplier's liability under the indemnity in clause 5.3 shall be unlimited.

9. Force Majeure

Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from circumstances beyond the reasonable control of the Party affected. Each Party shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than two months, either Party may terminate the Agreement by written notice to the other Party.

10. Prevention of Fraud and Corruption

10.1 The Supplier shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Agreement or for showing or refraining from showing favour or disfavour to any person in relation to the Agreement.

10.2 The Supplier shall take all reasonable steps, in accordance with good industry practice, to prevent fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Agreement and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

10.3 If the Supplier or the Staff engages in conduct prohibited by clause 11.1 or commits fraud in relation to the Agreement the Customer may:

10.3.1 terminate the Agreement and recover from the Supplier the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Services and any additional expenditure incurred by the Customer throughout the remainder of the Agreement; or

10.3.2 recover in full off the Supplier any other loss sustained by the Customer

in consequence of any breach of this clause.

11. General

11.1 Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences, and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.

11.2 A person who is not a party to the Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.

11.3 The Agreement cannot be varied except in writing signed by a duly authorised representative of both the Parties.

11.4 The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations, or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.

11.5 Any waiver or relaxation either partly, or wholly of any of the terms and conditions of the Agreement shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Agreement.

11.6 Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of the Agreement (whether under the Agreement, statute, or common law) are cumulative and may be exercised concurrently or separately, and

the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

11.7 If any provision of the Agreement is prohibited by law or judged by a court to be unlawful, void, or unenforceable, the provision shall, to the extent required, be severed from the Agreement, and rendered ineffective as far as possible without modifying the remaining provisions of the Agreement and shall not in any way affect any other circumstances of or the validity or enforcement of the Agreement.

12. Governing Law and Jurisdiction

The validity, construction and performance of the Agreement, and all contractual and non-contractual matters arising out of it, shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.