

## Schedule 8: BBC Policies and Standards

VERSION CONTROL TABLE		
Version	Description	Date of Issue
2 Dec	Version as at contract signature	05/12/11
v2.0	Updated for V011 – Changes to Schedule 8 Alignment of ISO 27000 and BS25999 Accreditation Dates	29/04/13

### 1 Introduction

1.1 This Schedule sets out:

1.1.1 the BBC Policies; and

1.1.2 the Standards,

to which the Contractor shall adhere in the provision of the Services during the Term.

### 2 BBC Policies

2.1 The BBC Policies are:

2.1.1 BBC Welsh Language Scheme;

2.1.2 TV Licensing Welsh Language Scheme (Contractor to comply with current draft which is expected to be finalised in 2012);

2.1.3 Everyone has a Story: BBC Diversity Strategy 2011-2014;

2.1.4 TV Licensing Diversity Action Plan 2011-2012;

2.1.5 BBC Equal Opportunities Policy;

2.1.6 BBC Information Security Requirements;

2.1.7 BBC Data Protection Checklist;

2.1.8 BBC Data Retention Policy;

2.1.9 The Single Services Framework and the Contractor's responses within it;

2.1.10 TV Licensing Third Party Information Security Policy;

2.1.11 TV Licensing Information Security Breach Process Document;

- 2.1.12 TV Licensing Brand Guidelines;
- 2.1.13 TV Licensing Privacy Policy;
- 2.1.14 TV Licensing Crown Immunity Policy;
- 2.1.15 BBC Fair Trading Guidelines;
- 2.1.16 TV Licensing Licensable Places Policy;
- 2.1.17 TV Licensing No Licence Needed Policy;
- 2.1.18 TV Licensing Withdrawal of the Implied Right of Access (WOIRA) Policy;
- 2.1.19 TV Licensing Policy on the Authorisation and Operation of Detection Equipment under the Regulation Of Investigatory Powers Act 2000;
- 2.1.20 TV Licensing Refund Policy;
- 2.1.21 TV Licensing Licence Duration and Short Dating Policy;
- 2.1.22 TV Licensing Customer ID Policy;
- 2.1.23 TV Licensing Change of Address Policy;
- 2.1.24 BBC Delivering Quality Accessibility and Usability Standards;
- 2.1.25 BBC Future Media Standards and Guidelines;
- 2.1.26 BBC Environmental Management Policy Statement;
- 2.1.27 BBC Ethical Policy;
- 2.1.28 TV Licensing Revocation and Cancellation Policy
- 2.1.29 BBC Anti-Bribery Code of Conduct;
- 2.1.30 BBC Anti-Bribery Policy;
- 2.1.31 BBC Guidance – Facilitation Payments (to be replaced with a BBC TVL specific version during 2012); and
- 2.1.32 all other policies and positioning statements as are notified to the Contractor from time to time relating to the collection, administration and enforcement of the Licence Fee.

### **3 Amendments to BBC Policies**

Any amendments to the above BBC Policies shall be notified in writing to the Contractor from time to time.

**4 Standards****4.1 The Contractor shall:**

- 4.1.1 comply with all parts of the international standard ISO 27000-Series ("ISO27k") and all published standards in this series at the Effective Date, in relation to information security and shall either be accredited or shall satisfy the BBC that it is working towards accreditation and shall be accredited no later than the end of the first year from the Start Date;
- 4.1.2 comply with the international standard ISO 12647 (or equivalent standards) in relation to colour accreditation;
- 4.1.3 comply with the BSI standard BS25999 in relation to business continuity management shall either be accredited or shall satisfy the BBC that it is working towards accreditation and shall be accredited no later than the end of the first year from the Start Date;
- 4.1.4 operate in a manner not inconsistent with ISO 14001 in respect of environmental management;
- 4.1.5 comply with ISO 10002 in respect of complaint management;
- 4.1.6 comply with the international standard 'TickIT' ISO9001; and
- 4.1.7 ensure that the provision of all technology-based elements of the Services shall be managed to the requirements of the IT Infrastructure Library published by the Office of Government Commerce (ITIL).

**5 Conflict between Standards and BBC Policies**

To the extent there is any inconsistency or conflict between the BBC Policies and the external standards set out in this Schedule, the BBC Policies shall prevail.