



# **Brighton & Hove City Council**

DATED the            day of            2015

## **AGREEMENT FOR OFF STREET CAR PARKING ENFORCEMENT ON HOUSING LAND**

**BETWEEN**

**BRIGHTON & HOVE CITY COUNCIL**

**-and-**

**ETHICAL PARKING LTD**

THIS CONTRACT is made and entered into this       day of       2015

**BETWEEN**

(1) **BRIGHTON & HOVE CITY COUNCIL** of King's House, Grand Avenue, Hove BN3 2LS (hereinafter called "the Employer"); and

(2) **ETHICAL PARKING MANAGEMENT LIMITED** whose registered office is situated at 95 Arundel Road, Worthing, West Sussex, BN13 3EU (hereinafter called "the Contractor")

**IT IS AGREED** as follows :-

1. The Contract Period is a period of two (2) years from 1 December 2015 to 30 November 2017 plus any extension period that will be up to a maximum of one (1) year.
2. During the Contract Period the specification and all of the the terms of the Contract shall apply as set out in the Schedule hereto.
3. 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 or for having done or forborne to do any action in relation to the obtaining or execution of this contract or any other contract with the Employer or for showing or forbearing to show favour or disfavour to any person in relation to this contract or any other contract with the Employer or if the like acts shall have been done by any person employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) or if in relation to any contract with the Employer the Contractor or any person employed by him or acting on his behalf shall have committed any offence under the Bribery Act 2010, the Prevention of Corruption Acts 1889 to 1916 or shall have given any fee or reward the receipt of which is an offence under sub-sections (2) and (3) of section 117 of the Local Government Act, 1972, then and in any such cases the Employer shall be entitled to cancel this contract and to recover from the Contractor the amount of any loss resulting from such cancellation

**Signed for and on behalf of  
BRIGHTON & HOVE  
CITY COUNCIL** by:

Authorised Officer: N. M. Hibberd

**Signed for and on behalf of  
ETHICAL PARKING MANAGEMENT LTD** by:

Director: M. LYNCH

Print Name: M. LYNCH

## **SCHEDULE**

### **Specification**

#### **COMPANY OBLIGATIONS**

##### **1.1 The Service**

This service is to control the occurrence of unauthorised or illegal parking in the Areas set out in Appendix A in accordance with the Code. The Company will be required to:

- a) Maintain communication links with the Council;
- b) Undertake a minimum two patrols per day of all Areas;
- c) Place a Penalty Charge Notice (PCN) on all vehicles parked without authorisation;
- d) Receive payment of Penalty Charge;
- e) Maintain records of all payments received;
- f) Pay the Council a figure equivalent to 13% of income generated from paid tickets every three (3) months;
- g) Erect and maintain warning signs;
- h) Handle all complaints in the first instance and refer complaints to POPLA, where appropriate.
- i) Attend progress meetings with the Council no less than once in every two months as well as making themselves available for other relevant meetings on the Council's reasonable instruction.

All in accordance with the details of this Contract, Good Industry Practice and legislation prevailing at the time.

The aim of this contract is to ensure that the owners / drivers of vehicles charged for unauthorised parking in accordance with this contract will not be penalised through excessive charges, low quality service, vehicle damage, or poor response times.

This contract shall expire on 30<sup>th</sup> November 2017 unless the contract is extended by up to period of one year. The Contractor will remove all signage erected by them within 28 days after the end of the contract or at an earlier determination in accordance with the terms and conditions hereunder.

##### **1.2 The Sites**

The sites together with all estate roads are the property of Brighton & Hove City Council and are managed by several different departments within the Council. A list of sites is attached in Appendix A.

##### **1.3 Requirements for Agreements**

A written agreement between each site manager (or authorised agent), the Contractor and any other interested parties shall be put in place before the

initial commencement of enforcement. This agreement shall state that the Contractor will operate in accordance with this contract and shall also cover:

- a) the definition of the land by name and location and other particulars where necessary on which the Contractor may operate;
- b) any conditions or restrictions on operations, or types of vehicles that may or may not be penalised;
- c) responsibility for the planning, erection and maintenance of signage

#### **1.4 Working Hours, Patrol Times and Response Times**

- a) The Service will operate 24 hours a day, 7 days a week.
- b) The Areas will be patrolled by at least two visits in any 24 hour period. Vehicles will either be identified as parked without authorisation at this point or from a callout by the Council or a resident of the area. All vehicles parked in the Areas should have permits checked during a patrol. Those vehicles identified as being parked without authorisation will issued with a Penalty charge Notice confirming the amount to be paid in respect of the unauthorised parking.
- c) The Company will respond to requests from the Council or from the general public to inspect a vehicle reported as illegally parked on a defined area. Upon receipt of such a request the Company will visit the site within two hours.
- d) The Company will not receive any payment by the Council for responding to a request to visit a vehicle which has been reported as illegally parked nor for responding to a callout where subsequent inspection proves that the offending vehicle has been removed from the Area.
- e) Before responding to a request from a member of the general public, the Company must record the name and contact details of the person making the request. Should a member of the public refuse to give the required information, then the Company is not required to carry out the inspection relating to that request.
- f) The Company may be required to monitor time restrictions imposed on visitor bays and enforce those restrictions if instructed to do so by the Council.

#### **1.5 Notices, Signs and Sign Maintenance**

- 1.5.1 The Contractor will be responsible for providing and erecting their own signs at each identified site. During the term of the contract the Contractor will be responsible for replacing any signs that have either become defective, defaced or have been illegally removed, within a timeframe to be agreed with the Authorised Officer.
- 1.5.2 The Company will provide and affix notices visible from any controlled parking area comprised and encompassed in the Area which will state in clear and unambiguous terms the consequences of parking without authority. The Company will also provide notices or stickers warning the driver of any offending vehicle that their vehicle has been penalised and the method of paying the penalty and the forms of payment accepted. Where parking is restricted to certain Areas or conditions, warning notices will be affixed to

state that the Area is restricted and specific conditions apply, all in accordance with the Code.

**1.5.3 The following specification for signage shall apply:**

- a) All signs shall be manufactured to a minimum of 3mm thick aluminium or polystyrene.
- b) Each sign shall carry a guarantee life for colourfastness of at least one year.
- c) All signs must be a minimum size of 457mm x 457mm. An adequate number of signs for each site shall be erected to ensure that drivers are aware of penalties for unauthorised parking from all areas of the car park.
- d) All signs shall be placed 2 metres above ground level, facing onto the car park and shall be fixed using sign rails with 13mm banding. Signs will be clearly visible with no obstructions in view. Identification numbers of lamp posts must not be obscured.
- e) Where a sign cannot be placed 2 metres above ground level, the Contractor shall contact the Car Park and Garages team for agreement before placing the sign anywhere else.

**1.5.4 The signs shall display the following information:**

- a) that the land is property of Brighton & Hove City Council;
- b) that if a vehicle is parked without authorisation or has contravened conditions a penalty will be payable;
- c) a landline telephone number and a name and address where enquiries or complaints may be made, as well as operating hours.

The signs should also indicate that the owner of a vehicle will be traced to secure payment of a PCN.

**1.5.5 All signs must be fixed in a safe manner to avoid accidents to the general public.**

**1.5.6 The Contractor must be a member of the British Parking Association (BPA) and to display the BPA Clamping / Removal Logo on all sites and in all literature. This will help the public to identify the legitimacy of all licensed Contractors and publicise the bona fide nature of the operations at each site.**

**1.5.7 Where the site can be closed with gates, such information signs must also be visible from outside the site.**

**1.6 Illegal Parking in the Area**

**1.6.8 Unauthorised vehicles not displaying a valid parking permit for the Area will be issued with a penalty charge notice (PCN) by a licensed employee of the Company.**

**1.6.9 A vehicle should be defined as illegally parked providing the following criteria are met:**

Two or more wheels of the vehicle are on a defined area where parking is not permitted;

- (a) Two or more wheels of the vehicle are on a defined area where parking is not permitted;
- (b) The vehicle has been left unattended for the agreed amount of time for that Area;
- (c) The vehicle is not displaying a current valid permit allowing it to park on that defined area, including visitor parking areas;
- (d) A sign indicating that parking is not permitted on that defined area is clearly visible from the position of the parked car; and
- (e) There are no emergency circumstances, which require a vehicle to be parked on the defined area.

#### **1.7 Penalty Charge Notices (PCNs)**

- 1.7.1 A patrol officer will attend the site and check that all vehicles have the correct permits and are parked appropriately. A photograph will be then taken of any unauthorised vehicle and the registration will be logged with the control room desk.
- 1.7.2 The patrol officer will then leave the site and return after the grace period has expired. If the unauthorised vehicle is still there then a PCN should be placed on the vehicle. Photographs shall again be taken

#### **1.8 Photographs**

- 1.8.1 The Council requests that a timed and dated photograph be taken at the point where the vehicle is first identified by the operative as being illegally parked as well as when it is issued with a PCN to ensure that a 15 or 30 minute grace period has been allowed. During the interim 15/30 minutes the operative must leave the site and then return to issue to the PCN. In the event that a complaint is made with regard to the grace period, the Contractor must be able to provide photographic evidence to the Authorised Officer on request.
- 1.8.2 Digital photographs are required, and shall be emailed to the Car Park and Garages team if required. All photographs shall be taken to show that the sign was clearly visible to the offending driver when they chose to park illegally.

#### **1.9 Discretion to Remove Offending Vehicles**

- 1.9.1 The Services are intended as a deterrent to those people parking illegally on the marked roads within the Areas. There may be a requirement for the removal of vehicles on some occasions. The Company will only remove vehicles on written instruction from an Authorised Officer of the Council. A suitable recovery vehicle, specific for that purpose, must be used in the removal of vehicles.

1.9.2 A photograph must be taken of each vehicle prior to removal. The photograph must clearly show the vehicle's position in respect of the signage indicating that offending vehicles will be clamped.

1.9.3 All vehicles must carry livery indicating the nature of the service to be provided.

#### **1.10 Relocation of Vehicles causing an Obstruction**

1.10.1 Vehicles that are judged to cause an obstruction may be moved by means of suitable removal equipment. They shall be repositioned in the nearest, safest parking space practicable within the site. The Contractor has a duty of care to ensure that damage is not negligently caused to vehicles being relocated.

1.10.2 A photograph should be taken of each vehicle at the time of relocating, clearly showing the vehicle's position in relation to the signage indicating that offending vehicles will be penalised.

1.10.3 The procedure for dealing with penalised vehicles must be complied with in the event of relocated vehicles being subsequently issued with a PCN.

#### **1.11 Emergency Circumstances**

1.11.1 In certain circumstances vehicles may not be penalised. If the Contractor has doubts whether to issue a PCN it must contact the Car Park and Garages team before issuing the PCN.

1.11.2 The following vehicles shall not be penalised in any circumstances:

- (a) Vehicles displaying a valid disabled person's badge from any country / electric mobility scooters;
- (b) Diplomatic vehicles displaying a 'D' or an 'X' plate;
- (c) Funeral procession vehicles;
- (d) Livery vehicles used for official fire, ambulance or police services;
- (e) Vehicles used by a doctor on call and displaying a BMA badge or Health Emergency badge with the address showing and away from his / her normal place of work;
- (f) Vehicles where the driver is present with the engine running;
- (g) Vehicles clearly displaying a valid parking permit in the windscreen of the vehicle;
- (h) Vehicles parked in a specially reserved parking area;
- (i) Vehicles where the driver has returned to the car and is about to move it;
- (j) Vehicles displaying a Red Cross Badge;
- (k) Vehicles displaying a valid dispensation form issued by the Council; or
- (l) Vehicles displaying a professional carer's badge.

In cases of emergency vehicles are permitted to park for a minimum period to perform their immediate duty. If for whatever reason a vehicle is penalised whilst on emergency call, then the PCN shall be withdrawn.

## **1.12 Education and Training**

- 1.12.1 All of the Contractor's operatives shall be properly trained in all skills necessary to achieve competence. In the case of licensed operatives they will have undertaken an approved training course in order to achieve licensing and will need to keep up to date with changes to legal requirements, in order to maintain their competence. The Contractor shall be responsible for the provision of training to all staff relating to general, legal (e.g. Health & Safety) and 'on the job' training and development in Equal Opportunities, Lone Working and Conflict and Aggression Management.

## **1.13 Customer Service and Complaints**

- 1.13.1 A landline telephone number must be available for enquiries / complaints and included on the signage, however the call may be diverted to a mobile telephone.
- 1.13.2 Any complaints arising out of any vehicle being penalised by the Company will be dealt with by the Company in the first instance.
- 1.13.3 Complainants may appeal in the first instance to the Company in accordance with the Code. If the complainant remains unhappy with the decision they may complain in the second instance to POPLA. The Company will be required to cooperate with the Council in relation to investigating complaints.
- 1.13.4 The Company will treat the vehicle owner / driver and all other members of the public with respect at all times.
- 1.13.5 Should a vehicle owner / driver or a member of the public wish to make a complaint about the service provided, they should be invited to put their complaint in writing to the Company's Head Office. The Enforcement Officer should be prepared to:
- (a) Explain the operation of the parking enforcement, and why a vehicle has been penalised; and
  - (b) Give the name and telephone number of a manager who should be capable of answering queries during normal office working hours; and
  - (c) The details of any regulatory body which the complainant can approach for assistance.
- 1.13.6 The Company will respond to all letters of complaint within seven working days. The Company will forward a copy of any correspondence with a vehicle owner / driver together with the Company's response to the Council, and the item will be discussed at the next review meeting.



1.13.7 All the Company's vehicles used for enforcement shall be marked clearly as enforcement vehicles with the name of the company and the address and telephone number. All enforcement vehicles should be taxed, insured, roadworthy, clean and tidy. The use of decoy vehicles is unacceptable under any circumstances.

1.13.8 All enforcement staff shall be smartly dressed in an identifiable uniform and shall have an identification card clipped to the uniform. Enforcement staff must allow drivers of penalised vehicles to inspect this identification card upon request. The identification card shall include a photograph of the holder, a name and / or identification number and the name, address and telephone number of the Company. All enforcement staff should be properly trained in all skills necessary to perform this contract.

#### **1.14 Disputes**

1.14.1 Where a driver disputes the issue of a PCN, the Contractor should be prepared to explain immediately on request why a PCN was issued in order to avoid a confrontation. The operator should not, however, enter into a dialogue with an aggrieved party. If possible written supporting evidence such as conditions of use should also be available.

1.14.2 Where the driver continues to challenge the operator, he / she should be invited to send in a written complaint to the Contractor.

1.14.3 The Contractor must provide reasonable evidence that a vehicle has been penalised because of a breach of parking restrictions within the site. Photographs are to be used to support this evidence. All employees or agents of the Contractor should be provided with a leaflet giving details of the complaints procedure, which will be issued to any driver disputing the PCN.

1.14.4 Where the Contractor receives a written complaint, an appropriate manager should respond to the complaint, in writing, within 21 days. If a refund of any penalty paid is due, such a response must include that refund. The Contractor must keep documentary evidence of any complaints received and the action taken to resolve them. To avoid one person making an autonomous decision the successful Contractor should have a panel of people who examine all appeals and decide whether a vehicle was penalised correctly or not.

#### **1.15 Provision of Information**

The Company will provide the Council with information regarding vehicle registration numbers, descriptions and locations of vehicles without valid tax discs in all of the Areas on request. The details of how and when this information will be provided will be agreed separately in writing between the Council and the Company.

#### **1.16 Waiver**

The Company and the Council reserve the right in some extreme cases to waive the penalty fee. In these instances the Council will discuss the situation with the Company and will ensure that confirmation of the requirement is sent by e mail the same day.

#### **1.17 Communications**

1.17.1 The Company shall provide a telephone contact number, email address and a fax number, which shall be available 24 hours a day, 7 days a week.

1.17.2 During the period 0900 hrs – 1700 hrs the phone line must be continuously manned, in all other periods calls can be answering service or recorded on an answerphone, providing messages are picked up at sufficient intervals to allow the Company to meet the required response times.

1.17.3 The Company's telephone answering process is provided the Company must give clear instructions to callers allowing them to identify the nature of their call, their name and a contact phone number.

1.17.4 The Company shall return all calls left on the answerphone the next working day to let the caller know what action is being taken and an estimated time when that action will be taken.

#### **1.18 Records**

The Company will maintain of all vehicles penalised. These records must be available for inspection by the Council, if required. The following information must be maintained for each vehicle penalised:

- (a) Vehicle type, model, registration number and colour;
- (b) Site and location of the vehicle;
- (c) Whether the vehicle was penalised following a routine patrol or as a result of a call from Council or a member of the public;
- (d) Date and time that the vehicle was reported, if applicable;
- (e) Date and time that the vehicle was issued with a PCN;
- (f) Issuing Officer;
- (g) Date and method of payment of PCN;
- (h) Amount paid;
- (i) A timed and dated photograph of the vehicle with PCN showing the position of the nearest warning sign. Digital photographs are acceptable; and
- (j) Copy any receipt issued.

A summary of the above information should be sent to the Council every three months.

## **1.19 Law**

- 1.19.1 The Company will operate in accordance with the laws of trespass and any other applicable laws including but not limited to the Private Security Act 2001, the Road Traffic Regulation Act 1984, the Road Traffic Act 1991, the Health & Safety at Work Act 1974, the Income and Corporation Taxes Act 1988, the Finance Act 1975, the Employment Protection (Consolidation) Act 1978 or any application of the Transfer of Undertakings (Protection of Employment) Regulations 1981, the Acquired Rights Directive (EEC/77/187), the Data Protection Act 1998, the Freedom of Information Act 2000 and the Protection of Freedoms Act 2012.
- 1.19.2 This contract shall be operated in line with the British Parking Association's Code of Practice in respect of parking enforcement on private property.
- 1.19.3 This contract shall also be operated in line with the Security Industry Authority regulations.

## **1.20 Fines, Fees and Charges**

- 1.20.1 The Company will administer the collection of all monies, fines and charges for unauthorised or illegal parking from the owners, agents or otherwise of the penalised vehicles. The Council will not collect any monies whatsoever from the aforementioned and will not be responsible to the Company for any such fines or charges. Such fines and charges will be reviewed annually by agreement between the Council and the Company.
- 1.20.2 The charge for the PCN will be no more than £100. In the event that it is not paid at all then the Contractor will be responsible for pursuing the payment through the small claims court. If the offender were to return to the site they could be issued with another PCN once 24 hours have elapsed.
- 1.20.3 The Company will only be able to charge owners / drivers the set financial penalty, which will be clearly displayed on all signs.
- 1.20.4 A receipt must be given to the offender at the time of payment. The receipt must indicate the Contractor's business address and VAT registration number. Where payment is arranged by telephone a receipt must be posted or handed to the offender. The receipt must display the SIA licence number of the operative who issued the PCN to show that they are legally empowered to do so. The operative must also wear and clearly show their identification card showing their photograph and SIA number.
- 1.20.5 Any increase in the charges or fines will be by agreement with the Council and by signed written amendment to this Contract. The following conditions must be met:

- (a) All signs are updated, at the Company's own expense, to show the new penalty fee. A sticker placed securely over the old prices will be acceptable;
- (b) The new fee does not exceed the maximum fee recommended by ABC and / or the Security Industry Authority at the time that the new fee is set; and
- (c) The same penalty fee is applicable for each defined area.

#### **1.21 Staff**

- 1.21.1 The contractor's employees shall be easily identifiable by members of the public and must wear a uniform that identifies the company. Staff must also wear photographic identification badges, with their name and SIA number included. The cost for uniforms and identification badges will be borne by the Contractor.
- 1.21.2 The Contractor's employees shall not have any pets or other animals with them in vehicles owned by the Contractor.

#### **1.22 Payment**

- 1.22.1 The Contractor shall pay the Council a sum equivalent to 13% of the charges or fines collected over a three month period, every three months.
- 1.22.2 As part of the reporting detailed in "Records" above, the Contractor shall every three months provide a breakdown of fines issued and collected and clearly indicate the figure that is to be paid to Council. The Council will then invoice the Contractor for this amount.

### **THE COUNCIL'S OBLIGATIONS**

- 1.23 The Council shall from the date hereof until this Contract terminated as provided in the terms and conditions, give sole rights to the Company to warn by notice, and issue PCN's to unauthorised or illegally parked vehicles in the Area by means provided for in the terms of this Contract.
- 1.24 The Council will provide administrative support in that it will manage the letting of the private spaces in the Area and issue private permits for each Area.
- 1.25 The Council will issue 'Visitor Permits' to residents using the Area. No other authority shall issue permits.
- 1.26 The Council will ensure that all permits are valid and administer the reissue of any permits required.
- 1.27 The Council will ensure that the Company holds copies of and is familiar with the valid permit designs being used in the Area.

## Appendix A – Site List

Ardingly Court	BN2 1ST
Ardingly Street	BN2 1SS
Balchin Court	BN2 3BS
Bowring Way (in front of garages)	BN2 5DG
Chates Farm Court	BN2 9JS
Clarke Court	BN3 4FW
Conway Court	BN3 3WR
Courtlands	BN2 9QQ
Devonshire Place	BN2 1QA
Dinapore House	BN2 9PL
Dudeney Lodge	BN1 7GT
Ellen House	BN3 3WX
Essex Place	BN2 1LB, BN2 1JS, BN2 1JY
Garnet House	BN2 1EU
Goldstone House	BN3 3WY
Graham Avenue	BN41 2WN
Grove Bank	BN2 9NF
Hampshire Court	BN2 1LN
Hereford Court	BN2 1LF
Highleigh	BN2 9NL
Ivory Place	BN2 9QR
Johnson Bank	BN2 3AY
Kebbell Lodge visitors bays	BN2 1SU
Kingswood Flats	BN2 9QH
Lavender St Housing Office	BN2 1JU
Leach Court	BN2 0DE, BN2 0DJ, BN2 0DG, BN2 0DD
Lennox Street	BN2 0GS
Livingstone House	BN3 3WZ
Mayflower Square	BN1 4GN
Milner Flats	BN2 9QG
Morley Lodge	BN2 3BF
Nettleton Court	BN1 7GS
Newhaven Street	BN2 2NR
Park Royal	BN1 3BL
Philip Court	BN3 3EY
Pilot House	BN2 0HL
Rose Hill	BN1 4HT
Saxonbury	BN2 9QP
St Johns Mount	BN2 0JP
Theobald House	BN1 4FE
Thornsedale	BN2 9NN
Tyson Place	BN2 0JQ
Wellington Road	BN2 3BD
Westmount	BN2 9WE
Wiltshire House	BN2 1LE
Land at Upper Rock Gardens/St James Street	
Land outside the Co-op Whitehawk Road Chapel Street	
New Dorset Street	
Preston Barracks	
Rear of 75-77 Grand Parade	

## Terms & Conditions

### INTERPRETATION

1.1 In this Agreement unless the context otherwise requires, the following words and expressions shall have the following meanings:-

<b>Areas</b>	means the areas of private land to be controlled, which is owned by the Council as set out in Appendix A
<b>Authorised Officer(s)</b>	the person(s) named as such in the Schedule or such replacement as is advised from time to time by the Council
<b>Charges</b>	means all or any of the charges mentioned in this Agreement. All charges are exclusive of VAT unless otherwise stated
<b>Code</b>	means the Code of Practice for the clamping and removal of vehicles on private land and in private car parks accessible to the public, issued by the British Parking Association ('BPA').
<b>Commencement Date</b>	<b>1<sup>st</sup> December 2015</b>
<b>Commercially Sensitive Information</b>	means information that constitutes a trade secret which is genuinely confidential and which may be exempted from disclosure under the <i>Freedom of Information Act 2000</i>
<b>Confidential Information</b>	means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information which relates to the business, affairs, properties, assets, trading practices, Services, developments, trade secrets, Intellectual Property Rights, know-how, personnel, customers and suppliers of either Party, all personal data and sensitive personal data within the meaning of the <i>Data Protection Act 1998</i> and the Commercially Sensitive Information;
<b>Costs and Losses</b>	all costs, losses, charges, damages expenses, claims, demands, liabilities, actions and proceedings (including the costs and expenses of such proceedings and the staff costs expended in requiring the discharge of an indemnity or the payment of damages) whatsoever and whether sustained directly or indirectly from the relevant act or omission.
<b>Environmental Information Regulations</b>	means the <i>Environmental Information Regulations 2004</i> ;
<b>Establishments</b>	any Council owned or controller establishments set out in Appendix A

<b>FOIA</b>	means the <i>Freedom of Information Act 2000</i> and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner in relation to such legislation
<b>Good Industry Practice</b>	the exercise of that degree of skill, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced Company or Supplier of the Services seeking in good faith to comply with its contractual obligations, complying with all applicable laws and engaged in the same type of undertaking and under the same or similar circumstances and conditions. The Company will also have regard to the BPA's Code of Practice in supplying the Services and also
<b>Information</b>	has the meaning given under section 84 of the <i>Freedom of Information Act 2000</i> ;
<b>Intellectual Property</b>	all current and future legal and/or equitable interests in trade marks, service marks, utility marks, trade or business names, copyrights, database rights, patents, design rights, semiconductor topography rights, unauthorised extraction and/or re-utilisation rights, inventions, confidential information, know-how or other intellectual property rights (and in each case other similar rights or obligations and whether registered, registrable or not in any country (including but not limited to the United Kingdom)) and applications for any of the foregoing
<b>Notice</b>	notice complying with the terms of Clause 7
<b>Personal Data</b>	means personal data as defined in the Data Protection Act 1998 which is supplied to the Company by the Council or obtained by the Company in the course of performing the Services
<b>Services</b>	Means the services set out in the Specification
<b>Term</b>	From the Commencement Date to 30 <sup>th</sup> November 2017 not including any extension

- 1.2 Words denoting an obligation on a party to do any act matter or thing include an obligation to procure that it be done and words placing a party under a restriction include an obligation not to cause permit or allow infringement of the restriction.
- 1.3 Unless the context otherwise requires reference to any recital condition, sub-condition, schedule paragraph or annexure it is a reference to a recital condition, sub-condition, schedule paragraph or annexure of or to this Contract.

- 1.4 Any reference to any Contract, document or other instrument includes a reference to that contract, document or instrument as amended, supplemented, novated or assigned.
- 1.5 Any references to any statute or statutory provisions (including any subordinate legislation) shall include references to any statute or statutory provision which amends, extends, consolidates or replaces the same or which has been extended, consolidated or replaced by the same (whether in either case before on or after the date of this Contract), and shall include any orders, regulations, codes of practice, instruments, plans, permissions, directions or other subordinate legislation for the time being made issued or given thereunder or deriving validity therefrom.
- 1.6 Any definition in this Contract shall apply also to all verbal forms of the defined term.
- 1.7 Where a document is incorporated into the contract whether by reference, annexure or otherwise the provisions of this Contract and the Schedules contained within this document shall take precedence over such document in the event of conflict.
- 1.8 As between this Contract and the Schedules this Contract shall take precedence.

## 2 SCOPE

- 2.1 The Company shall operate the Services to control unauthorised parking or illegal parking in the Areas stated in this Agreement and defined for each of the Council's directorates in Appendix A.
- 2.2 The Council has agreed to give the Company rights to control unauthorised parking or illegal parking in the Areas stated in this Contract subject to the terms and conditions hereinafter appearing.
- 2.3 The operation of the concession is to be at no cost to the Council and the Company is required to finance the services from the income derived from the issue of PCN's.
- 2.4 The Company is a member of the BPA and operates within the terms and conditions of the Code (amended 1 January 2002).
- 2.5 The Company, in accordance with the Code, the Private Security Industry Act 2001 and any other applicable laws, and the developing policies and regulations of the Security Industries Authority ('SIA'), employs trained officers to carry out the enforcement service.
- 2.6 The Company shall provide copies of its Health & Safety Policy, Equal Opportunities Policy, Lone Working Procedure and Insurances prior to commencement of the Service and upon execution of the Contract they shall be deemed part of the same.
- 2.7 Failure to visit the Areas prior to signing this Contract will not be deemed a suitable reason for any omissions, errors or any additions in cost.



2.8 If by agreement of either the Company or the Council any part of this Contract should be adjudged to be unenforceable or void, that part shall be treated as if it had not been included in this Contract and the remainder of this Contract shall remain unaffected.

2.9 The headings in this Contract are for reference only and shall not be deemed to be any indication of the meaning of the clause to which they relate.

### 3. Liability and Indemnity

3.1 The Company shall be liable for and shall indemnify the Council, its officers, servants, employees and agents against all and any liability, loss, claim, damages or proceedings whatsoever arising under any statute or at common law in respect of:

(a) any damage to or destruction of property, real or personal, including any infringement of third party patents, copyrights and registered designs, consequential loss; and

(b) any injury, illness or disease to persons, fatal or otherwise arising out of or in the course of or in connection with or in consequence of the provision of the Services or the use by the Company or its employees of the Council's premises and equipment. Except, insofar as and to the extent that such liability, loss, claim or damages shall be due to any act or neglect of the Council or of any person for whom the Council is responsible.

3.2 The Council shall not in any event be liable to the Company for any indirect or consequential loss whatsoever and howsoever caused.

3.3 The Company shall indemnify and shall keep indemnified the Council against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Company of the Conditions of this Contract.

3.4 The Company shall forthwith notify the Council of any accident, which occurs on the Council's premises involving and/or witnessed by any of the Company's employees, agents and any sub-contractor's, during the operation of the Contract.

### 4. Insurances

4.1 The Company shall maintain the following insurances throughout the duration of the Contract:

4.2 Public Liability insurance in a sum not less than £10,000,000.00 (ten million pounds) in respect of any one act or occurrence or series of occurrences arising from one cause; and

4.3 Employer's Liability Insurance to comply with statutory requirements with a minimum limit of £10,000,000.00 (ten million pounds).

4.4 The Company shall, prior to the commencement of the Services and thereafter on the renewal date of each individual policy of insurance or on any

change in the cover provided by such insurances, as and when such occurs, and at such other times as the Council may reasonably require:

- (a) Supply confirmation from the Company's that the insurance obtained is fully compliant with the obligations of this Agreement and is effective.
- (b) Supply copies of all relevant cover notes and premium receipts to the Council.

4.5 Nothing in this clause shall be construed as placing any liability on the Council in consequence of the Company or its sub-contractors placing or failing to place insurance in accordance with this Contract.

4.6 The insurance and its limits referred to above shall not limit or be construed as limiting the Company's liability to the Council or any third party nor the indemnity given by the Company elsewhere in this Contract.

## 5 TERMINATION OF CONTRACT

5.1 If the Company is found to have -

- (a) fixed or adjusted the amount of his tender by or in accordance with any Contract or arrangement with any other person; or
- (b) communicated to any person other than the Council the amount or approximate amount of his proposed tender for this Contract except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance or a contract guarantee bond; or
- (c) entered into any agreement or arrangement with any other person that he should refrain from tendering or as to the amount of any tender to be submitted; or
- (d) in relation to this Contract or any other with the Council committed or attempted to commit any offence under or any act of bribery or corruption (and in particular those set out in the Prevention of Corruption Acts 1889 to 1916) or the Bribery Act 2010 or if any employee director or agent of the Company has done any of the foregoing (whether or not with the knowledge of the Company)

the Council shall (without prejudice to any criminal liability which such conduct by a Company may attract) be entitled to terminate the Contract and to recover from the Company the amount of any loss resulting from such termination.

5.2 If the Company:

- (a) fails to comply with any of the provisions of this Contract and (in the case of a failure capable of being remedied) does not rectify such non-compliance within fourteen working days of written notice of it from the other party;

- (b) becomes bankrupt, or makes a composition or arrangement with his creditors or has a proposal in respect of his company for the voluntary arrangements for a composition of debts, or scheme or arrangement approved in accordance with the Insolvency Act 1986;
- (c) has an application made under the Insolvency Act 1986 in respect of his company to the Court for the appointment of an administrative receiver;
- (d) has a winding-up order made, or (except for the purposes of amalgamation or reconstruction) a resolution for voluntary winding-up passed;
- (e) has a provisional liquidator, receiver, or manager of his business or undertaking duly appointed;
- (f) has an administrative receiver, as defined in the Insolvency Act 1986, appointed;
- (g) has possession taken, by or on behalf of the holders of any debentures secured by a floating charge, of any property comprised in, or subject to, the floating charge;
- (h) is in circumstances which entitle the Court or a creditor to appoint, or have appointed, a receiver, a manager, or administrative receiver, or which entitle the Court to make a winding-up order;
- (h) has abandoned the Contract; or
- (i) without reasonable explanation has failed to provide the Services or has suspended the supply and/or provision of the same after in either case receiving from the Authorised Officer notice to proceed

then in any such circumstances the Council may, without prejudice to any accrued rights or remedies under the Contract, terminate the Company's engagement under the Contract by notice having immediate effect.

**5.3 If the Company's engagement is terminated as provided in Condition 5.2 then the Council shall:**

- (a) cease to be under any obligation to make further payment until the costs, loss and/or damage resulting from or arising out of the termination of the Company's engagement shall have been calculated and provided such calculation shows a sum or sums due to the Company;
- (b) be entitled to repossess any of its materials, clothing, equipment, vehicles or other goods made available to the Company and to exercise a lien over any of the materials, clothing, equipment, vehicles or other goods belonging to the Company for any sum due hereunder or otherwise from the Company to the Council;

- (c) be entitled to employ and pay other persons to provide and complete supply and/or provision of the Services or any part thereof and to use all such Company's materials, clothing, equipment, vehicles or other goods for the purposes thereof;
- (d) be entitled to deduct from any sum or sums which would but for Condition 5.3.1 have been due from the Council to the Company under this Contract or any other contract, or be entitled to recover the same from the Company as a debt, any costs, loss and/or damage resulting from or arising out of the termination of the Company's engagement.
- (e) when the total costs, loss and/or damage resulting from or arising out of the termination of the Company's engagement has been calculated and deducted so far as practicable from any sum or sums which would but for Condition 5.3.1 have been due to the Company, any balance shown as due to the Council shall be recoverable as a debt, or, if there is no balance shown as due to the Council, the Council shall pay to the Company any balance of the said sum or sums.
- (f) If the Council shall dispose of or close all or a substantial number of the Establishments, the Council may, at its sole discretion, terminate the Company's engagement by not less than six months notice and repossess its materials, clothing, equipment, vehicles or other goods made available to the Company. If the Company's engagement is terminated under this Condition 5.4, neither the Council nor the Company shall have claims against the other in respect of any loss or damage resulting from or arising out of the termination of the Company's engagement. The Company shall be entitled to receive any sum or sums due in respect of any Services performed up to the time of termination of the Company's engagement.
- (g) The Company may, but not unreasonably or vexatiously, terminate this agreement by giving three months notice to the Council if the Council persistently fails to make any due payment in accordance with the Contract, or if the Council or any person for which the Council is responsible persistently interferes with or obstructs the supply and/or provision of the Services, provided such action has been previously recorded and submitted to the Council in writing.

**Comment [TB1]:** We could just say 6 months' notice for us in whatever circumstance (not just if closing a number of establishments) to give us more flexibility.

## 6 POST TERMINATION

- 6.1 Termination of the engagement of the Company hereunder shall be without prejudice to any other rights or remedies then accrued or accruing to any party whether directly or pursuant to any guarantee, indemnity or bond.

- 6.2 Except for any obligation fully performed at the date of termination of the contract, each of the contracts, covenants, obligations, warranties, indemnities and undertakings contained in the contract shall continue in full force and effect notwithstanding termination.

## 7 NOTICES

- 7.1 Any notice to be served upon the Council under this Contract shall be valid and effective if it is sent by Recorded Delivery post or delivered by hand to the named office or principal place of business, or is delivered by hand to the Authorised Officer.
- 7.2 Any notice to be served upon the Company under this Contract shall be valid and effective if it is sent by Recorded Delivery post or delivered by hand to the Registered Office, principal place of business, or is delivered by hand to a Director or other appropriate member of the Company's staff.
- 7.3 The parties undertake to give notice to the other of any change of address or other contact arrangements at the earliest opportunity.

## 8. ENFORCEMENT

- 8.1 All rights and remedies granted to either of the parties shall be cumulative and concurrent and may be exercised successively in respect of any given default.
- 8.2 No exercise by either of the parties of any right or remedy hereunder shall restrict or prejudice the exercise of any other right or remedy hereby granted or otherwise available to it or prejudice any rights or obligations of either party then accrued or accruing.
- 8.3 Neither party is required to exercise any right or remedy hereunder as a condition precedent to the exercise of any other right or remedy.
- 8.4 Failure by either party at any time or for any period of time to enforce any one or more of the provisions of the contract or to require performance by the other of any of the provisions of the contract or any delay or accommodation in time for performance shall not be construed as a permanent waiver or revision of any such provision or creating an estoppel in regard thereto and shall not affect the validity of the contract or any guarantee or bond related thereto or any part thereof or the right of either party to enforce any provision in accordance with its terms and no waiver of any default in the performance of any of the provisions of the contract shall operate or be construed as a waiver of any other or further default or defaults whether of a like or different nature thereof or the right of the Council to enforce any provision in accordance with its terms.

## 9 FORBEARANCE / WAIVER

No forbearance, indulgence or relaxation on the part of the Council under this Contract shall in any way affect, restrict or diminish its respective rights and powers under the Contract or operate as, or be deemed, a waiver of any breach of contract.

## 10 AGENCY

- 10.1 The Company is not and shall in no circumstances hold itself out as being the servant or agent of the Council for any purpose other than those expressly conferred by this Contract.
- 10.2 The Company is not and shall in no circumstances hold itself out as being authorised to enter into any contract on behalf of the Council or in any other way to bind the Council to the performance, variation, release or discharge of any obligation, other than as may be expressly provided for in the specification.
- 10.3 The Company's staff nor any other person used by the Company in connection with the Services are not and shall not hold themselves out as being, nor shall they be held out by the Company as being, servants or agents of the Council for any purposes other than those expressly conferred by this Agreement.

## 11 OBSERVANCE OF STATUTORY REQUIREMENTS

The Company shall comply with all relevant legal provisions, whether in the form of Orders, Regulations, Statutes, Statutory Instruments, Codes of Practice, Bylaws, Directives or the like, to be observed and performed in connection with the Services to be provided under this Contract.

## 12 ADVERTISING

- 12.1 No static advertisement nor any materials, equipment or consumables carrying advertisement of any description will be allowed in or to be fixed on the Area without the prior written consent of the Council, which shall not be unreasonably withheld. Any advertisement, which is placed on the Council's premises without consent, shall be promptly removed.
- 12.2 Signage, notice, materials, equipment and vehicles carrying the logo and contact details of the Company are permissible in the Areas by the Council while this Contract is in effect. the Council reserve the right to remove these items following termination of this Contract as set out in Clause 5.

## 13 GRATUITIES

The Company shall not, whether itself or by any agent of the Company engaged in the provision of the Service, solicit or accept any gratuity, tip or any other form of money taking or reward, collection or charge for any part of the Service other than those charges properly approved by the Council in accordance with the provisions of this Contract.

#### 14 ENVIRONMENT

The Company shall ensure that in its performance of the Service it employs working methods, equipment, materials and consumables, which minimise environmental damage. In particular, the Company shall ensure that it complies with the environmental obligations laid down in the Councils Environment Strategy so far as applicable to the Services that it and its staff are familiar with the Councils Environment Strategy.

#### 15 CONFIDENTIALITY

##### 15.1 Each Party:-

- (a) shall treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and
- (b) shall not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the Contract or except where disclosure is otherwise expressly permitted by the provisions of this Contract.

##### 15.2 The Company shall take all necessary precautions to ensure that all Confidential Information obtained from the Council under or in connection with the Contract:-

- (a) is given only to such of its employees and professional advisors or consultants engaged to advise it in connection with the Contract as is strictly necessary for the performance of the Contract and only to the extent necessary for the performance of the Contract;
- (b) is treated as confidential and not disclosed (without prior approval) or used by any employees or such professional advisors or consultants otherwise than for the purposes of the Contract.

##### 15.3 Where it is considered necessary in the opinion of the Council, the Company shall ensure that the Company's employees, agents, professional advisors or sub-contractors are aware of the Company's Confidentiality obligations under this Contract. The Company will ensure that any sub-contract entered into that is necessary for carrying out its functions under the contract have a similar confidentiality clause that in no way denigrates the liabilities, obligations of the Company or sub-contractor or the true intention of this Condition.

15.4 The Company shall not use any Confidential Information it receives from the Council other than for the purposes of the Contract.

15.5 The provisions of Clauses 15.1 to 15.4 shall not apply to any Confidential Information received by one party from the other:-

- (a) which is or becomes public knowledge (otherwise than by breach of this Clause);
- (b) which was in the possession of the receiving party, without restriction as to its disclosure, before receiving it from the disclosing party;
- (c) which is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;
- (d) is independently developed without access to the Confidential Information; or
- (e) which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA or the Environmental Information Regulations pursuant to Clause 16 (Freedom of Information).

15.6 Nothing in this Clause shall prevent the Council:-

15.6.1 disclosing any Confidential Information for the purpose of:-

- (a) the examination and certification of the Council's accounts; or
- (b) any examination pursuant to Section 6 of the Audit Commission Act 1998 of the economy, efficiency and effectiveness with which the Council has used its resources; or
- (c) Disclosing any Confidential Information obtained from the Company to any person engaged in providing any services to the Council for any purpose relating to or ancillary to the Contract provided that in disclosing information under this subparagraph the Council discloses only the information which is necessary for the purpose concerned and requires that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.

15.7 Nothing in this Condition shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business, to the extent that this does not result in a disclosure of Confidential Information or an infringement of Intellectual Property Rights.



- 15.8 In the event that the Company fails to comply with this Clause, the Council reserves the right to terminate the Contract by notice in writing with immediate effect.

## 16 FREEDOM OF INFORMATION

- 16.1 The Company acknowledges that the Council is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and co-operate with the Council (at the Company's expense) to enable the Council to comply with these Information disclosure requirements.

- 16.2 The Company shall and shall procure that its sub-contractors shall:

- (a) transfer the Request for Information to the Council as soon as practicable after receipt and in any event within two working days of receiving a Request for Information.
- (b) provide the Council with a copy of all Information in its possession or power in the form that the Council requires within five working days (or other such period as the Council may specify) of the Council's requesting that Information; and
- (c) provide all necessary assistance as reasonably requested by the Council to enable the Council to respond to a Request for Information within the time for compliance set out in section 10 of the FOIA (or regulation 5 of the Environmental Information Regulations).

- 16.3 The Council shall be responsible for determining at its absolute discretion whether the Commercially Sensitive Information and/or any other Information:

- (a) is exempt from disclosure in accordance with the FOIA or the Environmental Information Regulations.
- (b) is to be disclosed in response to a Request for Information, and in no event shall the Company respond directly to a Request for Information unless expressly authorised to do so by the Council.

- 16.4 The Company acknowledges that the Council may, acting in accordance with the Secretary of State's Code of Practice on the Discharge of Functions of Public Authorities under Part 1 of the FOIA, be obliged under the FOIA or the Environmental Information Regulations to disclose Information:-

- (a) without consulting with the Company, or
- (b) following consultation with the Company and having taken its views into account.

- 16.5 The Company shall ensure that all information produced in the course of the Contract or relating to the Contract is retained for disclosure and shall permit the Council to inspect such records as requested from time to time.

- 16.6 The Company acknowledges that any lists or schedules provided by it outlining Confidential Information are of indicative value only and that the Council may nevertheless be obliged to disclose Confidential Information in accordance with Clause 16.4.

## 17 DATA PROTECTION

- 17.1 In relation to all Personal Data the Company shall at all times comply with all applicable legislation including the Data Protection Act 1998 as a data controller if necessary, including maintaining a valid and up to date registration or notification under the Data Protection Act 1998 covering the data processing to be performed in connection with the Services.
- 17.2 The Company shall only undertake processing of Personal Data reasonably required in connection with the Services and shall not transfer any Personal Data to any country or territory outside the geographic area of the European Union.
- 17.3 The Company shall not disclose Personal Data to any third parties other than:
- (a) to employees and sub-contractors to whom such disclosure is reasonably necessary in order for the Company to carry out the Services; or
  - (b) to the extent required under a court order or by virtue of a legal requirement

provided that disclosure under Clause 17.3.1 is made subject to written terms substantially the same as, and no less stringent than, the terms contained in Clauses 17.1-17.5 and that the Company shall give notice in writing to the Council of any disclosure of Personal Data it or a sub-contractor is required to make under Clause 17.3.1 immediately it becomes aware of such a requirement.

- 17.4 The Company shall bring into effect and maintain all technical and organisational measures to prevent unauthorised or unlawful processing of Personal Data and accidental loss or destruction of, or damage to, Personal Data including but not limited to taking reasonable steps to ensure the reliability of staff having access to the personal data.
- 17.5 The Council may, at reasonable intervals, request a written description of the technical and organisational methods employed by the Company in order to comply with its obligations under Clause 17.4. Within 30 days of such a request the Company shall supply written particulars of all such measures detailed to a reasonable level such that the Council can determine whether or not it is compliant with the Data Protection Act 1998.

## 18 EQUALITIES

- 18.1 The Company shall not treat one group of people less favourably than others because of their colour, race, nationality or ethnic origin sex or sexual orientation, marital status, religion or belief or disability and otherwise as provided in the future by law in relation to decisions to recruit, train or promote employees or everyday dealings or provision of the Services to all sections of the community and shall comply with all relevant statutes and statutory instruments.
- 18.2 In performing the service the Company shall not discriminate against any service user on the grounds of race, colour, ethnic and national origins, sex, disability, marital status, domestic circumstances, sexual orientation, age or ethical beliefs and in particular shall not unlawfully discriminate against any person within the meaning of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000, the Employment Equality (Sexual Orientation) Regulations 2003, the Employment Equality (Religion or Belief) Regulations 2003, the Gender Recognition Act 2004, the Employment Equality (Sex Discrimination) Regulations 2005, the Employment Equality (Age) Regulations 2006 and any other similar legislation as and when it becomes effective.
- 18.3 In the event of any finding of such unlawful discrimination being made against the Company in the last three years by any Court or Employment Tribunal, or of an adverse finding in any formal investigation by any relevant statutory body over the same period, the Company shall take appropriate steps to prevent repetition of the unlawful discrimination.
- 18.4 The Company shall, on request, provide the Council with details of any steps taken under Clause 18.2 above.
- 18.5 The Company shall set out its policy on matters referred to above:
- (i) in instructions to those concerned with recruitment, training promotion and everyday dealings;
  - (ii) in documents available to employees, recognised trade unions or other representative groups of employees;
  - (iii) in recruitment advertisements or other literature; and
  - (iv) in the provision of the Services.
- 18.6 The Company shall, on request, provide the Council with examples of the instructions and other documents, recruitment advertisements or other literature.
- 18.7 The Company shall observe as far as possible all relevant Codes of Practice statutory or otherwise in relation to its employees and the provision of the Services including under the Race Relations (Amendment) Act 2000.

- 18.8 The Company shall provide such information as the Council may reasonably request for the purpose of assessing the Company's compliance with Conditions 18.1 and 18.6 so far as relevant.
- 18.9 When required by the Authorised Officer, the Company shall co-operate with the Council's initiatives aimed at improving the provision of the Services to different groups.

## 19 HEALTH AND SAFETY

- 19.1 The Company shall at all times comply with the requirements of the Health & Safety at Work Act 1974, The Management of Health & Safety at Work Regulations 1992, The IEE Regulations (16<sup>th</sup> Edition BS 7671) 1992 and any other legal provisions or amendments to the above pertaining to the Health & Safety of its own staff, the Council's employees and others who may be affected by its performance of the Services.
- 19.2 The Company shall provide its statement of Health & Safety Policy and its Lone Working Policy to the Council and upon execution of the Agreement they shall be deemed to be part of the same.
- 19.3 The Company shall ensure that its safety policy is kept up to date and has been drawn to the attention of all its employees and that all members of management and those working in a supervisory capacity have a detailed knowledge of this policy and that they will observe the policy and require the Company's staff to comply fully with its provisions.
- 19.4 The Company must whenever appropriate comply with the Council's Health & Safety and supplementary policies and codes of practice as the Council may adopt from time to time.
- 19.5 Smoking is not permitted by any employee of the Company or agent thereof while undertaking duties in the provision of the Service while in the Areas.
- 19.6 The Company has agreed to apply for CHAS accreditation as a condition of this Contract. The Company will seek such accreditation and do all things necessary to achieve such accreditation within a reasonable time of the commencement of this Contract. The Company agrees to provide the Council with information regarding its accreditation promptly and in full whenever such information is requested. Failure on the part of the Company to comply with this clause may result in the Contract being terminated forthwith.

## 20 THIRD PARTY RIGHTS

The parties do not intend any part of this Contract to be enforceable by a third party and for the avoidance of doubt the provision of the Contracts (Rights of Third Parties) Act 1999 are hereby expressly excluded.

## 21 ASSIGNMENT AND SUB CONTRACTING

- 21.1 The Council shall be entitled to assign the benefit of this Contracts or any part of it to any other body. The Council shall give reasonable notice of its intentions in this regard to the Company unless the assignment takes effect by operation of law.
- 21.2 Notwithstanding any such sub contracting the Company at all times retains the obligation to provide the Service in accordance with this Contract.

## 22 DISPUTES, ESCALATION AND RESOLUTION

- 22.1 The parties shall attempt to resolve all disputes under this contract and shall use all reasonable endeavours to prepare within one month of the Commencement Date appropriate internal escalation procedures for disputes.
- 22.2 In the event that a dispute remains unresolved despite good faith efforts of the parties, the dispute will be referred to the Centre for Dispute Resolution ("CEDR"), 100, Fetter Lane, London EC4A 1DP to appoint a neutral advisor. The neutral advisor will have experience with and knowledge of the Services.
- 22.3 All negotiations connected with the dispute shall be conducted in confidence and without prejudice to the rights of the parties in any future proceedings.
- 22.4 If the parties accept the neutral adviser's recommendations or otherwise reach agreement on the resolution of the dispute, such agreement shall be set out in writing and, once it is signed by their duly authorised representatives, shall be binding on the parties. Such agreement shall be implemented in full within fourteen days of signature failing which it shall be rendered null and void (and may not be referred to in any subsequent legal proceedings) unless legal proceedings have been initiated to enforce it by either party within a further fourteen days.
- 22.5 Either party, before or during any dispute resolution proceedings, may apply to a court having jurisdiction for a temporary restraining order or preliminary injunction where such relief is necessary to protect its interests pending completion of the dispute resolution proceedings. The dispute resolution procedure will not be required for actions for recovery of specific property, for collection of uncontested amounts or for breach of confidentiality or enforcement of intellectual property rights and the parties may bring such actions in any relevant court.
- 22.6 If the parties fail to reach agreement in the structured negotiations within sixty days of the neutral adviser being appointed then any dispute or difference between them may be referred to the courts unless the parties agree to refer the matter to arbitration before an arbitrator whose method of appointment is agreed between them.

- 22.7 Before starting legal proceedings, the aggrieved party will give the other party written notice describing the claim and amount as to which it intends action and the prior effort it has made under this Clause 22 to resolve the dispute.

## 23 ASSISTANCE IN LEGAL AND OTHER PROCEEDINGS

- 23.1 If requested to do so by the Council the Company shall co-operate fully (including but not limited to the provision of documentation and statements from staff) in the connection with any legal proceedings, arbitration procedure as set out in Clause 2, Ombudsman Enquiries by the Local Government Ombudsman Service, inquiry, tribunal or court proceedings in which the Council may become involved, or any relevant disciplinary hearing internal to the Council, arising out of or in connection with the provision of the Service or the Company's presence on the Council premises and the Company shall give evidence in such inquiries, arbitration, proceedings and hearings.
- 23.2 Where the Company or any of its staff become aware of any incident, maladministration, accident, criminal offence or other matter which may give rise to a Ombudsman Enquiry, claim or legal proceedings in respect of the provision or failure to provide the Service, it shall notify the Council immediately by telephone and in writing (e-mail and facsimile message are acceptable forms of communication). Such notification shall include for all relevant information to enable the matter to be fully investigated.
- 23.3 Such information provided or assistance in whatever form shall be at no cost to the Council.
- 23.4 The Company shall fully co-operate with and provide assistance and relevant information to the Council and the Ombudsman in enquiries or investigations carried out by or on behalf of the Ombudsman in matters of alleged maladministration or injustice or any other matter arising in connection with or touching upon the provision of Service under this Contract.
- 23.5 If, as a result of an enquiry or investigation, the Ombudsman makes a finding against the Council of maladministration or injustice or other finding and if that finding is found to be attributable wholly or in part to the actions or omissions of the Company or any of its staff, the Council shall be entitled to recover from the Company such proportion of the award made to the complainant and related costs as are attributable to those actions or omissions of the Company or its staff.
- 23.6 In the event of a dispute as to the proportion of the award and costs payable by the Council and the Company then both parties shall be entitled to refer the matter to an independent arbitrator in accordance with Clause 22 of this Contract whose decision shall be final.
- 23.7 Any liability that the Council incurs as a result of failure by the Company shall be recoverable from the Company.

## 23 VARIATION OF AGREEMENT

Notwithstanding any other of these Conditions but subject to the Condition next following, no deletion from, addition to, or variation of the Conditions shall be valid or have any effect unless agreed in writing and signed by the parties.

## 25 VARIATION OF SERVICES

25.1 The Authorised Officer shall be entitled to issue to the Company from time to time instructions by a minimum of one month's notice requiring the Company to do all or any of the following:

- (a) to omit or to cease to provide any part of the Services whether permanently or for such period or periods as the Authorised Officer may determine;
- (b) to provide such Services additional as the Authorised Officer may reasonably require, provided that such additional Services shall be the same as or similar to the then existing Services;
- (c) to provide the Services or any part thereof in such manner as the Authorised Officer may reasonably require;
- (d) to permanently vary the Services to be provided at the Establishments; and/or
- (e) to continue to provide the Services or any part thereof under the terms and conditions of the contract for such period or periods beyond the Term as the Authorised Officer may from time to time require provided that the Term plus such extensions shall together not exceed the maximum contract period permitted under the tendering legislation then applicable to the Council.

## 26 ENTIRE AGREEMENT

This Contract sets forth the entire agreement between the parties with respect to the subject matter covered by it and supersedes and replaces all prior communications, representations, warranties, stipulations, undertakings and agreements whether oral or written between the parties.

## 27 LAW

The Contract shall be governed by and construed in accordance with English law and be subject to exclusive jurisdiction of English Courts.

Contract No:0752

DATED

2015

BRIGHTON & HOVE CITY COUNCIL

and

ETHICAL PARKING LTD

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**C O N T R A C T**

**relating to: OFF STREET PARKING  
ENFORCEMENT**

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Abraham Ghebre-Ghiorghis  
Head of Legal & Democratic Services  
Brighton & Hove City Council  
King's House  
Grand Avenue  
HOVE BN3 2LS