

Articles of Agreement

Trivallis.

Reference: TRIV2025-08 Office Cleaning Services

DRAFT

DOCUMENT REF: TRIV2025-08 OFFICE CLEANING SERVICES

THIS AGREEMENT is made on the **TBC** day of **January 2026**

BETWEEN

TRIVALLIS LTD (the ***Client***)

Of Ty Pennant,
Mill Street,
Pontypridd,
CF37 2SW

And

Successful Bidding organisation (Company Number : TBC) (the ***Contractor***)

Of Successful bidding organisation address

WHEREAS the *Client* wishes to have provided the following Services: .

- **OFFICE CLEANING SERVICES**

Contents

The documents forming part of this agreement are:

- Annex 1 – Articles of Agreement (this document)**
- Annex 2 – Address List**
- Annex 3 – Contractor Information**
- Annex 4 – Cleaning and Associated Services Specification**
- Annex 5 – TUPE Information**
- Annex 6 – Key Performance Indicators**
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- Annex 10 – Form of Tender & Confirmations Document**
- Annex 11 – Social Value & Wellbeing Impact Document**
- Annex 12 – Successful Contractor – Commercial Pricing Response**
- Annex 13 – Successful Tender Documentation**

NOW IT IS AGREED THAT:

1. The *Contractor* will provide the *contract services* in accordance with the Standard terms and *conditions of contract (Annex 7)*
2. The *Client* will pay the *Contractor* the amount due in accordance with the Trivallis Standard Terms & Conditions Services
3. **UPDATE IN LINE WITH TENDER DOCUMENTS** The contract will commence on the **(indicative date – to be updated upon contract award)**
4. **UPDATE IN LINE WITH TENDER DOCUMENTS** The contract duration will be for **UPDATE IN LINE WITH TENDER DOCUMENTS** .
5. Trivallis Ltd reserve the right to exit the contractual agreement at any time by giving no less than 90 days' notice.
6. Prices are fixed for the first year of the contract. For the subsequent years an allowance will be made for CPI adjustment capped at 3%. If CPI (confirmed the month before the anniversary of the contract) is less than 3%, then the lesser percentage will be applied to the contract. Trivallis is not obliged to accept any other price increases for the duration of the contract.
7. Representatives of contractor are listed within Annex 3. Any changes to this information must be communicated to Trivallis Ltd at the earliest opportunity.
8. The contractual agreement will be subject to Quarterly contractor performance reviews in line with Annex 6.
9. The contractual agreement will be subject to monthly meetings to ensure contract progress and deliverables.

EXECUTED AS A DEED BY THE *Client*

Trivallis Ltd (the *Client*)

by affixing his common seal in the presence of

Authorised signatory
(Signature of Director 1) (Signature of Director 2)

.....
(Name of Director 1) (Name of Director 2)

AND AS A DEED BY THE *Contractor*

Successful Bidding Organisation (the *Contractor*)

by affixing his common seal in the presence of

Authorised signatory
(Signature of Director or Company Secretary)

.....
(Name of Director or Company Secretary)

Annex 2 – Address List

Ty Pennant Head Office, Mill street, Pontypridd CF372SW

Unit 1, Tycon House Cwmbach Industrial Estate, Cwmbach, Aberdare CF44 0AE

Units 1 & 2 Ely Industrial Estate, Williamstown, Tonypandy CF40 1RA

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Annex 3 – Contractor Information

General

The *Contractor* is

Name: [to be completed]

Address for communications: [to be completed]

Address for electronic communications: [to be completed]

The *service area* is stated within Annex 1 – Specification

The *key persons* are:

(1) Name: [to be completed]
Job: [to be completed]
Responsibilities: [to be completed]
Qualifications: [to be completed]
Experience: [to be completed]

(2) Name: [to be completed]
Job: [to be completed]
Responsibilities: [to be completed]
Qualifications: [to be completed]
Experience: [to be completed]

Resolving and avoiding disputes

The *Senior Representatives* of the *Contractor* are:

Name (1): [to be completed]

Address for communications: [to be completed]

Address for electronic communications: [to be completed]

Name (2): [to be completed]

Address for communications: [to be completed]

Address for electronic communications: [to be completed]

CLEANING MONITORING AND SUPERVISION PROCEDURE

Trivallis.

Document Control		Applicable To:	(A) Ty Pennant Head Office, Mill street, Pontypridd CF372SW (B) Unit 1, Tycon House Cwmbach Industrial Estate, Cwmbach, Aberdare CF44 0AE (C) Units 1 & 2 Ely Industrial Estate, Williamstown, Tonypany CF40 1RA
Version Number:	3.0	Previous Version No.:	2.0
Date Drafted:	October 2025	Date Drafted:	October 2025
Responsible Officer:	Geraint Allen	Next Review Date:	
Approved by Board (if relevant):			

Cleaning Monitoring and Supervision

Purpose

To ensure that all staff are fully aware of their responsibilities, it is essential that everyone understands the standards required for maintaining a clean and hygienic environment across all areas of Trivallis.

All team members must:

- Be familiar with the cleaning schedule and service specification.
- Fully trained in all aspects of the duties involved
- Understand their individual duties and how they contribute to the overall cleanliness of the premises.
- Work collaboratively to ensure that all areas are cleaned to a consistently high standard.
- Take ownership of their tasks and report any issues or additional cleaning needs promptly to the facilities team
- Follow all health and safety procedures, including the correct use of PPE, signage, and cleaning materials.

Clear communication, accountability, and adherence to these standards are key to delivering a safe, clean, and welcoming environment for all building users.

The Cleaners Duties

The Cleaner is responsible for maintaining the highest standard of cleanliness (with the correct due skill and care) throughout the building, in accordance with the agreed cleaning schedule and service specification.

Key duties include:

- Follow the cleaning schedule diligently, ensuring all areas are cleaned to a high professional standard.
- A copy of the cleaning schedule must be kept in the cleaner's cupboard at Ty Pennant.
- Dispose of all waste appropriately into the designated refuse bins and bin store area, within the Welsh government framework and guidelines.
- Ensure the cleaning cupboard is kept locked at all times when not in use.
- Identify and report any additional cleaning needs to the facilities team that arise occasionally, such as the removal of cobwebs around external entrance and exit doors.
- Accept deliveries of cleaning supplies and ensure they are stored safely and securely in the cleaning cupboard.

Health & Safety Compliance – Cleaning Operations

Cleaners must always adhere to health and safety regulations while carrying out their duties. This includes the correct use of equipment, chemicals, and personal protective equipment (PPE), as outlined below:

Control of Substances Hazardous to Health (COSHH)

- A current COSHH file must be maintained for all cleaning products used on-site.
- This file must be stored securely in the cleaning cupboard and always be accessible for reference.

Personal Protective Equipment (PPE)

- Marigold-style gloves must be worn when performing wet work.
- Cleaners with allergies must use approved disposable gloves as an alternative.

Signage and Hazard Awareness

- Wet floor signs or appropriate hazard signage must be clearly displayed during cleaning tasks to prevent slips, trips, and falls.
- Signs should be positioned visibly and removed once the area is safe.

Cross-Contamination Prevention

- Colour-coded cloths and mops must be used for different areas (e.g., toilets, kitchens, general areas) to prevent cross-contamination.
- Staff must be trained in the correct use and storage of colour-coded equipment.

Equipment Use

- For staircases, backpack-style vacuum cleaners are recommended by Trivallis to ensure safe and effective cleaning.

External window cleaning

- Ensuring that health & safety legislation are complied with at all times. This will include the use of appropriate machinery such as cherry pickers to clean the external windows, and enforcing road closures in order to carry this out in safely.

Cleaning Materials & Equipment Standards

Supply of Materials

- Trivallis will supply all the consumables i.e. cleaning products, toilet tissue, and hand soap/wash.
- The contractor will be responsible for supplying all the equipment needed to carry out their duties i.e. mops, buckets, cloths, vacuum cleaners etc.

Storage & Safety

- All cleaning materials will be always stored securely in the designated the lockable cleaning cupboards.
- The contractor will be required to keep the cleaning cupboards clean, tidy and safe at all times.
- Trivallis will be responsible for providing the COSHH data sheets, the contractor will ensure that the products will be clearly labelled, and stored safely, and used in accordance with COSHH regulations.

Equipment Maintenance

- The contractor is responsible for the maintenance and repair of all cleaning equipment.
- All electrical equipment (e.g., vacuum cleaners) must be PAT tested annually and kept in safe working order.

Cleaning staff management by contractor

- Staff working hours should be recorded by the contractor and provided to us in a verifiable format on a weekly basis. The use of electronic methods would be desirable and a web portal to view.
- Additional ad-hoc work/hours would need to be priced and agreed upon with the Facilities Manager before it takes place.
- Monthly reviews to be arranged by the contractor and completed each month with the facilities manager or facilities team, where an issues log will be maintained and minutes completed
- Absenteeism should be managed by the contractor and resilience built in to ensure KPI's are meet and maintained. KPI's can be found in annex 4.
- A clear complaints escalation process should be defined and agreed by both parties before the contract start date. This includes the timeline for responses.

End User Facility Manager Duties

- Working with the Cleaner to identify any work that needs to be carried out urgently and prioritising this.
- It must be acknowledged that additional work undertaken by the cleaner, will affect the time that they must carry out their normal duties and consideration must be given to this.

A - Cleaning Specification Ty Pennant (Head Office)

Reception Area Ty Pennant– Daily Duties

Area/Item	Task Description	Details & Guidelines
Entrance steps, ramps, doormats & wells	Maintain in a clean condition	Sweep debris using stiff broom; vacuum mats; wash with mild detergent if stained. Ensure surfaces are dry to prevent slips.
Entrance glass	Clean to remove all marks and smears	Use ammonia-free glass cleaner and microfiber cloth. Remove fingerprints, dust, and water spots. Polish for a streak-free finish.
Hard floors	Sweep, wash and remove rubbish to disposal points	Use dust mop followed by wet mop with neutral pH floor cleaner. Ensure rubbish is bagged and taken to designated disposal area.
Recycling Waste	Empty and remove to disposal point (Bin Store)	Follow Welsh Government recycling guidelines. Separate black bags and recycling bags. Wear gloves and sanitise hands after handling.
Door furniture	Clean and remove all marks	Wipe with disinfectant spray and cloth. Focus on handles and push plates. Polish metal surfaces if applicable.
Carpets	Vacuum clean, paying special attention to edges and under desks	Use HEPA-filter vacuum. Move chairs and light furniture to access edges. Check for stains and spot clean if needed.
Desks, office furniture, fittings, ledges, sills and skirtings	Sanitise / Wipe clean	Use antibacterial wipes or spray. Avoid soaking electrical items. Dust first, then wipe. Ensure no residue is left behind.

Conference Centre Ty Pennant– Lounge, Kitchen, and Meeting Rooms – Daily Duties

Area/Item	Task Description	Details & Guidelines
Tables	Sanitise / Wipe clean	Use disinfectant spray and microfiber cloth. Ensure surfaces are dry and free of smears.
Worktop and splash backs	Sanitise / Wipe clean	Clean with degreaser and disinfectant. Wipe dry to prevent streaks.

Waste bins	Empty and remove to disposal point	Replace liners with contractor-supplied bags. Disinfect bin interiors weekly.
Sinks	Thoroughly clean / Sanitise	Scrub with non-abrasive cleaner. Rinse and dry. Polish taps.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly and allow to dry.
Carpets	Vacuum clean	Use commercial vacuum. Pay attention to corners and under furniture.

Shower Area Ty Pennant – Daily Duties

Area/Item	Task Description	Details & Guidelines
Shower cubicles	Clean, sanitise and dry buff	Use anti-mildew cleaner. Rinse and dry surfaces. Polish mirrors.
Hard floors	Sweep, wash, degrease and sanitise	Use anti-slip floor cleaner. Mop thoroughly and dry.

Office Areas Ty Pennant – Daily Duties

Area/Item	Task Description	Details & Guidelines
Recycling Waste	Empty and remove to disposal point	Follow recycling protocols. Use gloves and sanitise hands.
Door furniture and glass partitions	Clean to remove all marks and smears	Use glass cleaner and disinfectant. Polish metal handles.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth. Avoid wetting electrical items.
Carpets	Vacuum clean	Use HEPA vacuum. Spot clean stains.

Tea Point Areas / Kitchens Ty Pennant – Daily Duties

Area/Item	Task Description	Details & Guidelines
Worktop and splash backs	Sanitise / Wipe clean	Use food-safe disinfectant. Wipe dry.
Waste bins and recycling	Empty and remove to disposal point	Separate waste per guidelines. Replace liners.
Drawer and cupboard fronts	Sanitise / Wipe clean	Use disinfectant spray. Wipe dry.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing cleaner. Mop and dry.
Microwaves & Fridges	Thoroughly clean	Wipe interior and exterior with disinfectant. Remove expired items.

Dish washer	Fill and empty crockery and cutlery as required and switch on each night	Ensure dishwasher is loaded properly. Use provided tablets on an economical wash.
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Toilets / Staircases – Daily Duties

Area/Item	Task Description	Details & Guidelines
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe dry.
Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry.
Basins, taps, mirrors, and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish surfaces.
Towel cabinets, cisterns, and lower pipework	Wipe clean	Use damp cloth and disinfectant.
Walls, partitions, and doors	Spot clean	Use disinfectant wipes on visible marks.
Hard floors	Sweep and wash clean	Use mop and disinfectant. Dry thoroughly.
Toilet paper, soap, and towels	Supplied by contractor	Check and restock daily.
Hand Dryers	Wipe clean and drain	Clean exterior and empty reservoir.
Soap dispensers	Wipe clean and restock	Clean nozzle and refill.
Air fresheners	Wipe clean and restock	Replace cartridge as needed.
Entrance doormats & stairwells	Maintain in a clean condition	Vacuum and sweep. Remove debris.
Entrance glass	Clean to remove all marks	Use glass cleaner. Polish.
Hard floors	Sweep, wash and remove rubbish to disposal point	Use mop and disinfectant. Remove waste.
Door furniture	Clean and Remove finger marks	Disinfect handles and polish.
Fittings, ledges, sills and skirtings	Dust or damp wipe down	Use microfiber cloth.
Lifts	Wipe clean, sanitise and buff, removing finger marks	Clean walls, buttons, and handrails.
Toilet refresh and kitchen refresh 12:00 - 14:00 Daily	Midday refresh	Recheck and clean high-traffic areas.

External Areas – Daily Duties

Area/Item	Task Description	Details & Guidelines
Clean the main external walkways and steps	Clean / sweep and remove any rubbish, Wash areas if required	Use outdoor broom and pressure washer if needed. Remove litter.

Monthly Requirements

Area/Item	Task Description	Details & Guidelines
Low level Windows / Doors	Clean / wash all external low-level windows and doors	Use window cleaning solution and squeegee. Ensure no streaks.
Low level signage	Clean / wash all external low-level signage	Use mild detergent and soft cloth. Avoid abrasive materials.

- ## Annual Requirements

Area/Item	Task Description	Details & Guidelines
Carpets and Upholstery	Deep cleaned annually	Use professional carpet/upholstery cleaning service.
Cooker / main kitchen area	Deep clean annually	Degrease and sanitise all surfaces and appliances.
External and Internal windows	Cleaned annually ensuring there are no drip marks	Use professional window cleaning service. Arrange footpath/road closures if needed. Provide any safety equipment required.

Additional requirements

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.

Kitchen – Daily Duties

Area/Item	Task Description	Details & Guidelines
Worktop and splash backs	Wipe / sanitise clean	Use food-safe disinfectant spray and microfiber cloth. Remove crumbs, spills, and grease. Dry thoroughly to prevent streaks.
Waste Bins and Recycling	Empty and remove to disposal point	Separate black bags and recycling per Welsh gov regulations. Replace liners. Disinfect bin interiors weekly.
Drawer and cupboard fronts	Thoroughly clean	Use degreaser or disinfectant spray. Wipe handles and edges. Dry to prevent residue.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps. Remove limescale if present.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly. Ensure floor is dry to prevent slips.
Microwave & Fridge	Thoroughly clean	Remove contents. Clean interior and exterior with disinfectant. Dispose of expired items. Dry all surfaces.

Toilets – Daily Duties

Area/Item	Task Description	Details & Guidelines
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe thoroughly and dry. Ensure no residue or odour.
Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry. Remove stains and odours.
Basins, taps, mirrors and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish taps and mirrors. Remove water spots.
Towel cabinets, cisterns and lower pipework	Wipe clean	Use damp cloth and disinfectant. Remove dust and grime.
Walls, partitions and doors	Spot clean	Use disinfectant wipes or spray. Focus on high-touch areas.
Hard floors	Sweep and wash clean	Mop with disinfectant. Dry thoroughly. Remove debris.
Toilet paper, soap and towels	Supplied by contractor	Check stock levels daily. Refill as needed. Ensure dispensers are functional.
Hand Dryers	Wipe clean and drain	Clean exterior and air vents. Empty water reservoir if applicable.

Soap dispensers	Wipe clean and restock	Clean nozzle and casing. Refill with appropriate soap.
Air fresheners	Wipe clean and restock	Clean unit exterior. Replace cartridge or refill as needed.

Offices / Work Areas (Cwmbach) – Daily Duties

Area/Item	Task Description	Details & Guidelines
Entrance ramps, doormats & wells	Maintain in a clean condition	Sweep debris. Vacuum mats. Wash with mild detergent if stained. Ensure dry surfaces.
Entrance glass	Clean/sanitise	Use glass cleaner and microfiber cloth. Remove fingerprints and smears. Polish for clarity.
Hard floors	Sweep, wash and remove rubbish	Use dust mop and wet mop with neutral cleaner. Remove waste to disposal point.
General and Recycling Waste	Empty and remove to disposal point	Follow Welsh gov recycling rules. Separate black and recycling bags. Wear gloves.
Door furniture	Clean/sanitise	Disinfect handles and push plates. Polish metal surfaces.
Carpets	Vacuum clean paying special attention to edges and under desks	Use HEPA vacuum. Move chairs and light furniture. Spot clean stains.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth or damp wipe. Avoid wetting electrical items. Remove dust and grime.

Additional Requirements

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.

Kitchen – Daily Duties

Area/Item	Task Description	Details & Guidelines
Worktop and splash backs	Wipe / sanitise clean	Use food-safe disinfectant spray and microfiber cloth. Remove crumbs, spills, and grease. Dry thoroughly to prevent streaks.
Waste Bins and Recycling	Empty and remove to disposal point	Separate black bags and recycling per Welsh gov regulations. Replace liners. Disinfect bin interiors weekly.
Drawer and cupboard fronts	Thoroughly clean	Use degreaser or disinfectant spray. Wipe handles and edges. Dry to prevent residue.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps. Remove limescale if present.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly. Ensure floor is dry to prevent slips.
Microwave & Fridge	Thoroughly clean	Remove contents. Clean interior and exterior with disinfectant. Dispose of expired items. Dry all surfaces.

Toilets – Daily Duties

Area/Item	Task Description	Details & Guidelines
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe thoroughly and dry. Ensure no residue or odour.
Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry. Remove stains and odours.
Basins, taps, mirrors and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish taps and mirrors. Remove water spots.
Towel cabinets, cisterns and lower pipework	Wipe clean	Use damp cloth and disinfectant. Remove dust and grime.
Walls, partitions and doors	Spot clean	Use disinfectant wipes or spray. Focus on high-touch areas.
Hard floors	Sweep and wash clean	Mop with disinfectant. Dry thoroughly. Remove debris.
Toilet paper, soap and towels	Supplied by contractor	Check stock levels daily. Refill as needed. Ensure dispensers are functional.
Hand Dryers	Wipe clean and drain	Clean exterior and air vents. Empty water reservoir if applicable.

Soap dispensers	Wipe clean and restock	Clean nozzle and casing. Refill with appropriate soap.
Air fresheners	Wipe clean and restock	Clean unit exterior. Replace cartridge or refill as needed.

Offices / Work Areas (Cwmbach) – Daily Duties

Area/Item	Task Description	Details & Guidelines
Entrance ramps, doormats & wells	Maintain in a clean condition	Sweep debris. Vacuum mats. Wash with mild detergent if stained. Ensure dry surfaces.
Entrance glass	Clean/sanitise	Use glass cleaner and microfiber cloth. Remove fingerprints and smears. Polish for clarity.
Hard floors	Sweep, wash and remove rubbish	Use dust mop and wet mop with neutral cleaner. Remove waste to disposal point.
General and Recycling Waste	Empty and remove to disposal point	Follow Welsh gov recycling rules. Separate black and recycling bags. Wear gloves.
Door furniture	Clean/sanitise	Disinfect handles and push plates. Polish metal surfaces.
Carpets	Vacuum clean paying special attention to edges and under desks	Use HEPA vacuum. Move chairs and light furniture. Spot clean stains.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth or damp wipe. Avoid wetting electrical items. Remove dust and grime.

Additional Requirements

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.

Annex 4 – TUPE Information

Full Name	Date of Birth	Position	Permanent/Temporary/ Fixed Term	Home Address	Telephone Number	AR Start Date	Continuous employment date	Hours Worked Per Week
EMPLOYEE A	**	Commercial Cleaner	Permanent	**	**	01/04/2023	10/01/2022	10
EMPLOYEE B	**	Commercial Cleaner	Permanent	**	**	03/04/2023	01/04/2015	20
EMPLOYEE C	**	Commercial Cleaner	Permanent	**	**	01/10/2024		10
EMPLOYEE D	**	Commercial Cleaner	Permanent	**	**	16/07/2025		10
EMPLOYEE E	**	Commercial Cleaner	Permanent	**	**	26/04/2025		10
EMPLOYEE F	**	Commercial Cleaner	Permanent	**	**	26/06/2023		10

Full Name	Monday Hours	Tuesday Hours	Wednesday Hours	Thursday Hours	Friday Hours	Hourly Rate of pay	Frequency of payment
EMPLOYEE A	6am-8am	6am-8am	6am-8am	6am-8am	6am-8am	£12.21	Monthly
EMPLOYEE B	7am - 11am	7am - 11am	7am - 11am	7am - 11am	7am - 11am	£12.21	Monthly
EMPLOYEE C	4pm-6pm	4pm-6pm	4pm-6pm	4pm-6pm	4pm-6pm	£12.21	Monthly
EMPLOYEE D	4.30pm-6.30pm	4.30pm-6.30pm	4.30pm-6.30pm	4.30pm-6.30pm	4pm-6pm	£12.21	Monthly
EMPLOYEE E	4pm-6pm	4pm-6pm	4pm-6pm	4pm-6pm	4pm-6pm	£12.21	Monthly
EMPLOYEE F	3pm-5pm	3pm-5pm	3pm-5pm	3pm-5pm	3pm-5pm	£12.21	Monthly

Full Name	Payment Date	Annual Holiday Entitlement for 2025	Annual Holiday Year Dates	Leave Taken	Dates of Future Annual	Sick Pay Entitlement	Currently on sick leave?
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					Leave Booked		
EMPLOYEE A	28th	28	Jan - Dec	20	Unknown	SSP	No
EMPLOYEE B	28th	28	Jan - Dec	18	Unknown	SSP	Yes
EMPLOYEE C	28th	28	Jan - Dec	13	Unknown	SSP	No
EMPLOYEE D	28th	13	Jan - Dec	8	Unknown	SSP	No
EMPLOYEE E	28th	19	Jan - Dec	5	Unknown	SSP	No
EMPLOYEE F	28th	28	Jan - Dec	18.5	Unknown	SSP	No

Full Name	Documents received as proof of sickness	Length of sickness absence	Pension Scheme	Employee Contribution Rate	Employer Contribution Rate	Any disciplinary procedure taken against, or grievance procedure taken by the employee in the last two years	Employee Notice Period
EMPLOYEE A	N/A	N/A	None	N/A	N/A		2 weeks
EMPLOYEE B	Yes	26/08/25-07/10/25	Now Pensions	5%	3%		2 weeks
EMPLOYEE C	N/A	N/A	None	N/A	N/A		2 weeks
EMPLOYEE D	N/A	N/A	None	N/A	N/A		2 weeks
EMPLOYEE E	N/A	N/A	None	N/A	N/A		2 weeks
EMPLOYEE F	N/A	N/A	Now Pensions	5%	3%		2 weeks

Annex 5 – Key Performance Indicators

KPI	Name	Purpose	Definition	Method	Calculation	Period	Supplier Performance Expected
1	Client Satisfaction Surveys	To determine the overall level of client satisfaction with the service received from the Contractor	How satisfied the client was with the overall service	The contractor will provide a client satisfaction form, covering the services that have been completed in the properties. The response to the form received within the month are collected by the Contractor. Only the response to the specific question is considered for this KPI.	Calculations will be taken from the Facilities teams review for, the months performance.	Monthly	>95%
2	Contract Hours Completed	To determine if the Contractor has met all the requirements for the provision of services and electronic data records of cleaner hours worked to Trivallis (Data to be provided by the contractor)	Determines if the Contractor has as a minimum: Provided detailed electronic evidence of cleaner hours worked to Trivallis on time (weekly). The contractors staff will need to show they have worked all the contracted hours (clocking in/out).	Trivallis will assess on a monthly basis whether the contractor has met the criteria.	Yes / No	Monthly	100%
3	Contractor Audits	The contractor will audit their own cleaners work to ensure maintenance of standards	Audit reports to be submitted to Trivallis (monthly). Expected supplier performance is an audit result of above 95% Audits dates/times should be random.	Trivallis will assess monthly, whether the contractor has met the criteria.	Calculations will be taken from the Facilities teams review for, the months performance.	Monthly	>95%

4	Trivallis Inspection	To determine the ability of the Contractor to complete services correctly first time	Facilities team will periodically inspect the cleaners work, to ensure standards are maintained.	Services are inspected at completion by the Facilities Manager or the Facilities Team. Any Defects are reported to the contractor for their remediation. The format for feedback to be agreed by both parties. Any reports or complaints submitted by Trivallis will be collated by the supplier, and details of counter measures fed back to Trivallis. An escalation process with specific person will need to be provided.	Calculations will be taken from the Facilities teams review for, the months performance.	Monthly	>95%
5	Monthly Meetings	The contractor will arrange monthly meetings with the Facilities Manager/Facilities Team in Trivallis Head Office (Ty Pennant)	This will be to assess the performance in the past month and discuss any issues for the next month.	Meetings will be arranged by the contractor on the first Tuesday of every month via an outlook calendar invitation.	Yes/No	Monthly	100%
6	KPI Data	KPI data must be recorded and fed back on a monthly basis	The KPI data in this table, is to be collated, recorded and provided promptly to Trivallis the week following the previous months results.	A KPI report to be supplied by the contractor	Yes/No	Monthly	100%

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22. **EMPLOYMENT EXIT PROVISIONS**

DEFINITIONS

"Authority" means Trivallis and where the context permits, reference to Trivallis in these Terms and Conditions shall include reference to an employee of Trivallis.

'Exit Management Plan' means that plan that will be used to manage the transfer of the service to another supplier should the Contractor no longer be able to provide the service either due to submitting an unsuccessful tenderer or the company ceases to trade.

"Price" means the price or rate for the Services given in the Purchase Order.

"Key Personnel" means any person named on the Purchase Order as key personnel or any person who Trivallis notifies the Contractor is to be regarded as key personnel during the course of the Services.

"Services" means the services described in the Purchase Order.

"Order Number" means the unique number that appears on the Purchase Order.

"Parties" means Trivallis and the Contractor.

"Premises" means any land or building where the Services are to be performed specified in the Purchase Order.

"Purchase Order" means an order for services served by Trivallis on the Contractor which includes a description of the services, the price or rate applicable to the services and any particular terms applying to the services which are additional to these Terms and Conditions.

"Contractor" means the person, firm or company whose name appears as the addressee in the Purchase Order.

"Terms and Conditions" means these terms and conditions for the supply of Services.

"TUPE" means the Transfer of Undertakings Protection of Employment Regulations 2006 (as amended).

Replacement Contractor: any third-party supplier of Services appointed by Trivallis from time to time

Transferring Employees: those employees whose contract of employment will be transferred to a Replacement Contractor pursuant to TUPE on expiry or termination of this agreement.

Service Transfer means the transfer of the Services from the Contractor to a Replacement Contractor

Contractor's Final Staff List means list of all the Contractor's employees engaged in or wholly or mainly assigned to the provision of the Services or any part of the Services at the date of the Service Transfer.

Contractor's Provisional Staff List means a list prepared and updated by the Contractor of all the Contractor's employees engaged in, or wholly or mainly assigned to, the provision of the Services or any part of the Services at the date of preparation of the list.

Staffing Information: in relation to all persons detailed on the Contractor's Provisional Staff List, such information as the Customer may reasonably request (subject to the Data Protection Legislation), but including in an anonymised format:

- (a) their ages, dates of commencement of employment or engagement and gender;
- (b) details of whether they are employees, workers, self-employed, contractors or consultants, agency workers or otherwise;
- (c) the identity of their employer or relevant contracting party;

- (d) their relevant notice periods and any other terms relating to termination of employment or engagement, including any redundancy procedures and contractual redundancy payment schemes;
- (e) the current wages, salaries, profit sharing, incentive and bonus arrangements applicable to them;
- (f) details of other employment-related benefits including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and customer car schemes applicable to them;
- (g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
- (h) details of any such individuals on long-term sickness absence, maternity or other statutory leave or otherwise absent from work; and

copies of all relevant documents and materials relating to such information including copies of relevant contracts of employment or engagement (or relevant standard contracts if applied generally in respect of such individuals).

2. GENERAL

- 2.1 These Terms and Conditions together with the relevant Purchase Order and any other document, plan or specification referred to in the Purchase Order constitute the contract between the Parties for the Services ("the Contract").
- 2.2 In the event of any conflict between a clause in these Terms and Conditions and a term of the Purchase Order, the term of the Purchase Order shall prevail.
- 2.3 The Contract constitutes the entire agreement between the parties relating to the Services and replaces all previous negotiations, agreements, understandings and representations whether oral or in writing. However, nothing in the Contract shall limit or exclude any liability for fraud.
- 2.4 Nothing in this Contract shall have the effect of making the Contractor an agent, servant or employee of Trivallis.

3. THE SERVICES

- 3.1 The Contractor shall provide the Services set out in the Purchase Order.
- 3.2 The Contractor shall perform the Services:
 - a. with reasonable care and diligence;
 - b. in accordance with industry best practice and using the best available techniques and standards;
 - c. using staff who have appropriate skills, qualifications and experience;
 - d. using the appropriate number of staff; and
 - e. to the reasonable satisfaction of Trivallis's Representative.
- 3.3 The Contractor shall provide all plant, equipment and materials necessary for the performance of the Services except as otherwise agreed with Trivallis. All plant; equipment and materials shall be at the Contractor's risk. The Price shall include the costs of haulage of plant, equipment and material to Trivallis's Premises and their removal after the Services are complete.
- 3.4 The Contractor shall not place or cause to be placed any orders with third parties or otherwise incur any liabilities to third parties in the name of Trivallis without the prior written consent of Trivallis's Representative.

4. TIME OF PERFORMANCE

- 4.1 The Contractor shall carry out the Services for the period and/or in accordance with the timescales set out in the Purchase Order. In the event that the Purchase Order does not specify any timescales, the Contractor shall comply with any reasonable timescales notified by Trivallis.
- 4.2 Trivallis may by written notice require the Contractor to execute the Services in such order as Trivallis may reasonably decide. In the absence of such notice the Contractor shall submit such detailed programmes of work and progress reports as Trivallis may from time to time require.
- 4.3 The Contractor shall notify Trivallis immediately if it becomes aware of any event that it believes is likely to delay or impede the performance of the Services.
- 4.4 In the event that the Contractor fails to meet a date or dates set out in the Purchase Order it shall, on the request of Trivallis, and without prejudice to Trivallis's other rights and remedies, arrange to provide all such additional resources as are necessary to fulfil its obligations at no additional cost to Trivallis.

5. REJECTION OF SERVICES

- 5.1 Trivallis may at any time reject the Services or anything delivered as part of the Services which in the reasonable view of Trivallis does not comply with the Purchase Order or these Terms and Conditions in any material way.
- 5.2 If Trivallis rejects all or part of the Services under Condition 5.1 above, it shall serve a notice on the Contractor stating the reasons for such rejection.
- 5.3 Following receipt of a notice of rejection of the Services, the Contractor shall have 5 (five) working days (or such other period as the Parties may agree in writing) during which the Contractor shall correct the faults which caused the notice of rejection to be issued.
- 5.4 If the Contractor fails to correct the faults which caused the notice of rejection to be issued to the reasonable satisfaction of Trivallis within 5 (five) working days, Trivallis shall be entitled to terminate this Contract or any part of the Services.
- 5.5 The Contractor shall remove and/or re-execute (at the choice of Trivallis) any work that has been rejected by Trivallis.
- 5.6 Trivallis may require the immediate removal from its premises of anything delivered by the Contractor which, in the reasonable view of Trivallis, is hazardous or noxious. The Contractor shall comply with any such request at its own expense.

6. CONTRACTOR'S PERSONNEL

- 6.1 The Contractor shall make Key Personnel available for the purposes of the Services and shall not make any changes in the Key Personnel without the prior written approval of Trivallis.
- 6.2 If and when requested by Trivallis, the Contractor shall provide Trivallis with a list of the names and addresses of any person being used in the Services specifying, in each case, the capacities in which they are involved and giving such other particulars and evidence of identity and other supporting evidence as Trivallis may reasonably require.
- 6.3 The Contractor shall comply with any notice reasonably given by Trivallis stating that a person named in the notice is not to be involved any further in the

provision of the Services. The Contractor shall replace any such person with someone of equivalent skills and qualifications.

- 6.4 The Contractor shall not unlawfully discriminate within the meaning and scope of the provisions of any act of Parliament relating to discrimination in employment. The Contractor shall take all reasonable steps to secure the observance of these provisions by all servants, sub-contractors or agents of the Contractor.

7. SECURITY AND USE OF AUTHORITY'S PREMISES

- 7.1 Where the Services is being carried out at Premises owned or occupied by Trivallis:
- a) The Contractor shall comply and shall ensure that its staff, sub-contractors and agents comply with any rules or regulations applied by Trivallis in relation to security at its premises;
 - b) The Contractor shall comply with any notice given by Trivallis stating that a person named in the notice is to be removed from the Premises and/or not deployed any further in the provision of the Services. The Contractor shall ensure that the person is replaced by someone of at least equivalent skills and qualifications. The decision of Trivallis on whether someone may be admitted to its Premises is final. The Contractor shall bear the cost of complying with such a notice.
 - c) The Contractor shall keep the Premises reasonably clean and tidy while the Services are being performed and shall leave them clean and tidy on completion.
 - d) The Contractor shall pay the costs of making good any damage to the Premises (and any fixtures and fittings of the Premises) done by its employees, agents or sub-contractors other than fair wear and tear.
 - e) The Contractor shall occupy the Premises as a licensee.
 - f) The Contractor shall co-operate with any other person, firm or company which is providing services to Trivallis at the same time as the Contractor.

8. PAYMENT

- 8.1 In consideration of the carrying out of the Services by the Contractor Trivallis shall pay the Contractor the Price.
- 8.2 The Contractor shall submit an invoice for the Services to Trivallis's address for invoices given in the Purchase Order. The invoice shall contain the Order Number and a description of the Services carried out and the Price payable.
- 8.3 Trivallis shall pay the Contractor within 30 days of receipt and agreement of invoices, submitted monthly in arrears, for work completed to the satisfaction of Trivallis.
- 8.4 In addition to the Price, Trivallis shall pay the Contractor a sum equivalent to any Value Added Tax chargeable in respect of the Services. Value Added Tax shall be shown as a separate item on the Contractor's invoice.
- 8.5 The Contractor shall implement any legislative requirement to account for goods and services in Euro instead of or as well as Sterling at no cost to Trivallis. Trivallis shall provide all reasonable assistance to facilitate any such requirement.

9. RECOVERY OF SUMS DUE

- 9.1 If any sum is recoverable from or payable by the Contractor under the Contract, that sum may be deducted from any sum then due or which at a later date

becomes due to the Contractor under the Contract or under any other agreement with Trivallis.

10. AUDIT

10.1 The Contractor shall keep and maintain until two years after the Contract has been completed records to the satisfaction of Trivallis of all expenditures that are reimbursable by Trivallis. These records shall include records of the hours worked and costs incurred by the Contractor or any employees of the Contractor in connection with the Services. The Contractor shall on request afford Trivallis or any person reasonably specified by Trivallis such access to those records as may be required by Trivallis in connection with the Contract.

11. INTELLECTUAL PROPERTY

- 11.1 The intellectual property rights (including the copyright) in any reports, documentation or materials produced as part of the Services are hereby assigned to and shall vest in Trivallis. This condition shall survive the termination of this Contract.
- 11.2 Save where the Services uses documentation and materials supplied by Trivallis, the Contractor warrants that none of the documentation and materials used or created as part of the Services shall infringe any patent, trademark, registered design, copyright or other rights in industrial property of any third party.
- 11.3 The Contractor shall indemnify Trivallis against all actions, demands, charges, expenses and costs (including legal costs on a solicitor and Authority basis) which Trivallis may incur as a result of or in connection with any breach of clause 11.2.

12. HEALTH AND SAFETY

- 12.1 The Contractor shall notify Trivallis of any health and safety hazards which may arise in connection with the performance of this Contract.
- 12.2 Where the Services are being carried out at land or premises owned or occupied by Trivallis, Trivallis shall notify the Contractor of any health and safety hazards which may exist or arise at its premises, and which may affect the Contractor. The Contractor shall draw these hazards to the attention of any of its employees, subcontractors or agents who may be affected by them and instruct such persons in connection with any necessary safety measures.

13. CONFIDENTIALITY

- 13.1 The Contractor undertakes to keep secret and not to disclose and to procure that its employees, sub-contractors and agents keep secret and do not disclose any information of a confidential nature which it has obtained by reason of this Contract. Nothing in this clause applies to information which is already in the public domain or the possession of the Contractor other than by reason of breach of this clause.
- 13.2 The provisions of this Condition shall survive the termination of this Contract however that occurs.

14. INDEMNITY AND INSURANCE

- 14.1 Without prejudice to any rights or remedies of Trivallis the Contractor shall indemnify Trivallis against all actions, demands, losses, expenses and costs (including legal costs on a solicitor and client basis) which Trivallis may suffer or incur as a result of or in connection with any damage to property or any injury (whether fatal or otherwise) to any person which may result directly or indirectly from any defect in the Services or any negligence or breach of this Contract by the Contractor.
- 14.2 The Contractor warrants that it has in place with a reputable insurance company a policy or policies of insurance covering all the indemnities under this Contract. At the request of Trivallis the Contractor shall produce the relevant policy of insurance together with evidence of payment of its latest premium.

15. CHANGE CONTROL

- 15.1 This Contract may not be varied or amended unless the variation or amendment is in writing and agreed by both Trivallis and the Contractor.
- 15.2 The price for any variation (if applicable) shall be the fair and reasonable price taking into account the market price available to Trivallis for similar services. The Contractor shall supply Trivallis with all information necessary to allow Trivallis to ascertain whether the price is fair and reasonable.
- 15.3 If any change is agreed to anything included on the Purchase Order Trivallis reserves the right to issue a replacement Purchase Order. These terms and conditions shall apply to any replacement purchase order as if it were the original Purchase Order.

16. ASSIGNMENT OR SUB-CONTRACTING

- 16.1 The Contractor shall not assign or sub-contract any part of the Services without the written consent of Trivallis.
- 16.2 No sub-contracting of this Contract shall in any way relieve the Contractor of its obligations under the Contract.
- 16.3 Where the Contractor enters a sub-contract for the purpose of performing this Contract it shall ensure that the sub-contract has a term requiring the Contractor to pay the sub-contractor within 30 days of receipt of a valid invoice.

17. RIGHTS OF THIRD PARTIES

- 17.1 This Contract shall not create any rights which are enforceable by anyone other than the Parties.

18. TERMINATION

- 18.1 The Contractor shall notify Trivallis in writing immediately upon the occurrence of any of the following events:
- a) (where the Contractor is an individual) if a petition is presented for the Contractor's bankruptcy or a criminal bankruptcy order is made against the Contractor, or the Contractor makes any composition or arrangement with or for the benefit of creditors, or makes any conveyance or assignment for the benefit of creditors, or if an administrator is appointed to manage his affairs;
 - b) (where the Contractor is a firm; or a number of persons acting together in any capacity) if any event in (a) or (c) of this Condition occurs in respect of any partner in the firm or any of those persons or a petition is presented for the Contractor to be wound up as an unregistered company; or
 - c) where the Contractor is a company, if the company passes a resolution for winding-up or the court makes an administration order or a winding-up order,

or the company makes a composition or arrangement with its creditors, or an administrative receiver, receiver or manager is appointed by a creditor or by the court, or possession is taken of any of its property under the terms of a floating charge.

18.2 Trivallis shall be entitled to terminate this Contract by notice to the Contractor with immediate effect if:

- a) any of the events described in Condition 18.1 occurs;
- b) the Contractor has committed a material breach of this Contract and (if such breach is capable of remedy) has failed to remedy such breach within thirty days of being required by Trivallis in writing to do so; or
- c) (where the Contractor is an individual), if he shall die or be adjudged Incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983.

18.3 Trivallis shall be entitled to terminate this Contract at any time by giving to the Contractor not less than ninety (90) days' notice to that effect.

19. NOTICES

19.1 Any notice or other communication given under or pursuant to this Contract must be given in writing and must be delivered in person or sent by post. Communications must be sent to the address for communications given in the Purchase Order (which may be altered at any time by the altering Party giving the other Party 15 days notice of a changed address). Communications to Trivallis must be sent to its address given for the buyer contact on the Purchase Order and not its address for invoices.

19.2 A notice or communication shall be deemed to have been received 2 working days after posting in the case of first-class delivery and 4 working days after posting in the case of second-class delivery unless the receiving party proves otherwise.

20. DISPUTES AND MEDIATION

20.1 Before resorting to litigation, the Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with this Contract.

20.2 If the Parties are unable to resolve the dispute, either party may, at any time, refer the dispute to mediation by a neutral advisor or mediator ("the Mediator").

20.3 If the Parties are unable to agree on a Mediator within 7 days of the request by one party to refer the dispute to mediation, they shall apply to the Centre for Dispute Resolution ("CEDR") to appoint a Mediator.

20.4 The Parties shall seek to agree directions for how the mediation is conducted and, failing agreement, they shall seek directions from the Mediator.

20.5 If the Parties reach agreement on the resolution of their dispute the agreement shall be reduced to writing and shall be binding.

21. GOVERNING LAW

21.1 Unless the Purchase Order specifies otherwise, this Contract shall be governed by and construed in accordance with the law of England and Wales and shall be subject to the exclusive jurisdiction of the courts of England and Wales.

22. EMPLOYMENT EXIT PROVISIONS

22.1 This Contract envisages that subsequent to the commencement of this Contract, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination of this Contract, or part, or otherwise) resulting in a **Service Transfer**. If a Service Transfer is a relevant transfer for the purposes of TUPE, then, in such event, the Trivallis or a Replacement Contractor would inherit liabilities in respect of the Transferring Employees. Accordingly, if TUPE applies on a Service Transfer the provisions in clause 22.5 to clause 22.9 of apply. For the avoidance of doubt, all other provisions in this cause 22 shall apply to all Service Transfers, whether or not the TUPE apply.

22.2 The Contractor agrees that subject to compliance with the Data Protection Legislation:

22.2.1 within 20 days of the earliest of:

22.2.1.1 receipt of a notification from Trivallis of a Service Transfer or intended Service Transfer;

22.2.1.2 receipt of the giving of notice of early termination of this agreement or any part thereof; or

22.2.1.3 the date which is 12 months before the expiry of the Initial Term or any renewal term,

and, in any event, on receipt of a written request of Trivallis at any time, it shall provide the Contractor's Provisional Staff List and the Staffing Information to Trivallis or, at the direction of Trivallis, to a Replacement Contractor and it shall provide an updated Contractor's Provisional Staff List when reasonably requested by Trivallis or any Replacement Contractor;

22.2.2. at least 28 days before the Date of the Service Transfer, the Contractor shall prepare and provide to Trivallis and/or, at the direction of Trivallis, to the Replacement Contractor, the Contractor's Final Staff List, which shall be complete and accurate in all material respects. The Contractor's Final Staff List shall identify which of the Contractor's Personnel named are Transferring Employees;

22.2.3 Trivallis shall be permitted to use and disclose the Contractor's Provisional Staff List, the Contractor's Final Staff List and the Staffing Information for informing any tenderer or other prospective Replacement Contractor for any services which are substantially the same type of services (or any part thereof) as the Services; and

22.2.4 on reasonable request by Trivallis the Contractor shall provide Trivallis or at the request of Trivallis, the Replacement Contractor, with access (on reasonable notice and during normal working hours) to such employment records (and provide copies) as Trivallis reasonably requests.

22.3 From the date of the earliest event referred to in clause 22.2 the Contractor agrees that it shall not without the prior written consent of Trivallis, assign any person to the provision of the Services (or the relevant part) which is the subject of a Service Transfer who is not listed in the Contractor's Provisional Staff List and shall not without the prior written consent of Trivallis (such consent not to be unreasonably withheld or delayed):

22.3.1 recruit any employees to deliver the Services or increase the total number of employees listed on the Contractor's Provisional Staff List;

- 22.3.2 make, propose or permit any changes to the terms and conditions of employment of any employees listed on the Contractor's Provisional Staff List;
- 22.3.3 increase the proportion of working time spent on the Services (or the relevant part) by any of the Contractor's Personnel save for fulfilling assignments and projects previously scheduled and agreed with Trivallis ;
- 22.3.4 introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Contractor's Provisional Staff List; and
- 22.3.5 replace any of the Contractor's Personnel listed on the Contractor's Provisional Staff List or deploy any other person to perform the Services (or the relevant part) or increase the number of employees or terminate or give notice to terminate the employment or contracts of any persons on the Contractor's Provisional Staff List.

The Contractor will promptly notify Trivallis or, at the direction of Trivallis , the Replacement Contractor of any notice to terminate employment received from any persons listed on the Contractor's Provisional Staff List regardless of when such notice takes effect.

- 22.4 At least 28 days before the expected date of the Service Transfer, the Contractor shall provide to Trivallis or any Replacement Contractor, in respect of each person (subject to compliance with Data Protection Legislation) on the Contractor's Final Staff List who is a Transferring Employee, their:

- 22.4.1. pay slip data for the most recent month;
- 22.4.2 cumulative pay for tax and pension purposes;
- 22.4.3 cumulative tax paid;
- 22.4.4 tax code;
- 22.4.5 voluntary deductions from pay; and
- 22.4.6 bank or building society account details for payroll purposes.

- 22.5 In connection with a relevant transfer to which the TUPE apply, the parties agree that:

- 22.5.1 the Contractor shall perform and discharge all its obligations in respect of all the Transferring Employees and their representatives for its own account up to and including the date of the Service Transfer. The Contractor shall indemnify Trivallis and any Replacement Contractor in full for and against all claims, costs, expenses or liabilities whatsoever and howsoever arising, incurred or suffered by Trivallis or any Replacement Contractor including without limitation all legal expenses and other professional fees (together with any VAT thereon) in relation to:

- 22.5.1.1 the Contractor's failure to perform and discharge any such obligation;
- 22.5.1.2 any act or omission by the Contractor on or before the Date of the Service Transfer or any other matter, event or circumstance occurring before the date of the Service Transfer;
- 22.5.1.3 all and any claims in respect of all emoluments and outgoings in relation to the Transferring Employees (including without limitation all wages, bonuses, PAYE, National Insurance contributions, pension contributions and otherwise) payable in respect of any period on or before the date of the Service Transfer;

- 22.5.1.4 any claim arising out of the provision of, or proposal by the Contractor to offer any change to any benefit, term or condition or working condition of any Transferring Employee arising on or before the date of the Service Transfer;
- 22.5.1.5 any claim made by or in respect of any person employed or formerly employed by the Contractor other than a Transferring Employee for which it is alleged Trivallis, or any Replacement Contractor may be liable by virtue of this agreement and/or TUPE;
- 22.5.1.6 any act or omission of the Contractor in relation to its obligations under regulation 11 of TUPE, or in respect of an award of compensation under regulation 12 of TUPE except to the extent that the liability arises from Trivallis or Replacement Contractor's failure to comply with regulation 11 of TUPE; and
- 22.5.1.7 any statement communicated to, or action done by the Contractor or in respect of any Transferring Employee on or before the date of the Service Transfer regarding the Service Transfer which has not been agreed in advance with Trivallis in writing.
- 22.6 The Contractor shall indemnify Trivallis and any Replacement Contractor in respect of any claims arising from any act or omission of the Contractor in relation to any other Contractor's Personnel who is not a Transferring Employee during any period whether before, on or after the date of the Service Transfer.
- 22.7 The parties shall co-operate to ensure that any requirement to inform and consult employee representatives in relation to any relevant transfer as a consequence of a Service Transfer will be fulfilled.
- 22.9 All amounts payable in relation to the Transferring Employees by the Contractor including but not limited to all wages and salaries, holiday pay in respect of holiday accrued due but not yet taken, bonuses, commissions, PAYE, national insurance contributions (employers' and employees') contributions to retirement benefit schemes, re-imbursement of all expenses incurred by the Transferring Employees otherwise due or payable up to and until the close of business on the date of the Service Transfer shall be apportioned on a time basis so that such part of the relevant amounts attributable to the period ending on the date of the Service Transfer Date shall be borne by the Contractor and such part of the relevant amounts attributable to the period commencing on the day immediately following the date of the Service Transfer Date shall be borne by the Replacement Contractor. Each party shall indemnify the other against any costs claims, demands, liabilities and expenses arising out of or in connection with any and all such amounts, including legal expenses on an indemnity basis. All necessary apportionments shall be made to give effect to this paragraph 22.9
- 22.10 The parties agree that the Contracts (Rights of Third Parties) Act 1999 shall apply to clause 22.2 to paragraph 22.9 to the extent necessary to ensure that any Replacement Contractor shall have the right to enforce the obligations owed to, and indemnities given to, the Replacement Contractor by the Contractor or Trivallis to the Contractor under clause 22.2 to 22.9 in its own right pursuant to section 1(1) of the Contracts (Rights of Third Parties) Act 1999.

Annex 8 - Trivallis Payment Guidance

1. The supplier payment guidance has been created to outline specific requirements and expectations for suppliers in the payment process in an effort to minimise delays due to invoice discrepancies. Understanding and following the requirements in this guide will help ensure accurate and timely payments. Trivallis is focused on continually improving the payment process in an effort to consistently pay suppliers within the payment terms and increase productivity in both organisations. Only in partnership with our suppliers can we accomplish these goals.

Invoice Delivery Methods and Formats

Invoices should be addressed to the relevant Company i.e. Trivallis Ltd. Our preferred method of receipt will be via e-mail to Trivallis Limited – AccountsPayable1@trivallis.co.uk

Suppliers should submit either an electronic invoice or a paper invoice not both, if you cannot send an invoice electronically please use the postal addresses below:

Trivallis Limited – Accounts Payable, Finance, Ty Pennant, Mill Street, Pontypridd, CF37 2SW.

2. Mandatory Information

It is mandatory to quote the following information on each invoice and credit note submitted . Failure to do so will mean that the invoice or credit note cannot be processed for payment and will therefore be returned to you with a request for the missing information to be included. Invoices and credit notes must contain certain information to help us process them quickly and efficiently:

- a) Supplier name and address, including a full postcode
- b) The invoicing address as described in the above addressed to the correct Company.
- c) A valid purchase order number.
- d) Invoice number
- e) Invoice date
- f) Telephone number and/or e-mail address for queries
- g) A full, detailed description of the goods or services supplied
- h) Invoice value
- i) VAT registration number (if the supplier is VAT registered)
- j) VAT allocation and rates (if the supplier is VAT registered)
- k) In addition, credit notes must quote the invoice numbers to which they relate

Invoices which do not contain all of these mandatory criteria will be returned unpaid. It would also be helpful if the supplier's bank details could be provided on each invoice.

Under no circumstances are invoices to be sent directly to staff members of Trivallis Ltd. Addressing an invoice to an individual staff member provides no trail for Finance to answer any of your payment queries and could therefore result in a payment delay.

All invoices Must quote the official order number failure to do so will result in the invoice being returned to you and you will be asked to include the order number and resubmit the invoice. If you

have not received an order number, please speak to your Trivallis contact who will supply you with an order number.

The Payments Team at Trivallis will check the invoice and match to the order and receipt details.

We are committed to making supplier payments as promptly as possible and the below guidance has been produced to assist suppliers in achieving this.

3. Purchase Orders

All goods, services or works requested by a designated Trivallis Officer should carry an official purchase order number.

To aid effective payment times to suppliers it is essential that official purchase order numbers are quoted on all correspondence if absent this could result in a delay in payment and return of the document.

You should not accept verbal orders from any staff member.

The preferred method for delivery of our Purchase Orders is via email to a generic mailbox to minimise the problem with access to someone's account who may be absent from work or left the organisation. Please provide details on the New Supplier Request form.

On receipt of the order the supplier is to check the details and any queries relating to prices, delivery times etc should be directed to the officer whose contact details will be included on the order.

4. Goods Receipting

All delivery notes accompanying the goods/service supplied must quote the official order number. Any price, quality or quantity discrepancies compared to the order or invoice may result in a delay in payment.

5. Payment

Payments will be made by Bank Automated Credit System (BACS), and it is preferable to include your Bank Details on any invoices.

If there is to be a change of bank details please provide this on letter headed paper and send to AccountsPayable1@trivallis.co.uk or to the postal address outlined above the Trivallis Payment Team will then verify these details.

6. Remittances

Remittance advices will be sent to you via email, or post if you cannot receive them electronically, the Accounts Payable Team will be contacting you for email addresses if you have not already got an address currently configured.

If there are any problems in supplying the requested information, please use the contact details below to speak to one of the Payments Team.

7. Statements

Timely and accurate statements are of benefit to both parties in determining the status of your account with Trivallis. We ask that you supply monthly statements and would appreciate receipt of the information via email, fax or post within five working days of calendar month end. If there is a

zero balance on the account could you please send a brief email to confirm this to the email address supplied (AccountsPayable1@trivallis.co.uk).

If this correspondence address is not the correct one could you please inform us of the correct address via email to AccountsPayable1@trivallis.co.uk or alternatively pass this letter on to the correct location/recipient within your organisation.

If you have any questions/comments, please speak to a member of the Payments Team whose contact details are included below.

Trivallis Ltd.

Trivallis Team Contact Details

Tel: 01443 494430 / 494419

Email: as outlined above

Fax: 01443 401835

Annex 9 - Data Protection Terms for Data Processor Contracts

The UK General Data Protection Regulation (GDPR) becomes effective in the UK on 1 January 2021. As of this date, all data control and processing that takes place in the UK must be compliant with the provisions of the GDPR. The GDPR requirements include an obligation on controllers to ensure that their data is not processed by third parties unless there is a written contract in place containing clauses compliant with the GDPR. There is also an obligation on processors not to process third party data without the written authority of the controller.

For any contract where the provisions of the Data Protection Legislation apply to personal data processed in relation to the performance of the contract, the following conditions supplement the conditions of the contract

1. DEFINITIONS

- 1.1 **Applicable Laws:** means laws relating to the processing of Personal Data in the UK and applicable to the Contractor.
- 1.2 **Data Protection Legislation:** means (i) unless and until the UK GDPR is no longer directly applicable in the UK, the UK GDPR, the Data Protection Act 2018 and any other national implementing laws, regulations and secondary legislation, as amended from time to time, in the UK and then (ii) any successor legislation to the UK GDPR or the Data Protection Act 2018.
- 1.3 **Personal Data:** means personal data as defined in the Data Protection Legislation.

2. DATA PROTECTION

- 2.1 Both Parties shall comply with all applicable requirements of the Data Protection Legislation. This clause 2 is in addition to, and does not relieve, remove or replace, a Party's obligations under the Data Protection Legislation.
- 2.2 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Contractor is the processor, and the Authority is the controller (where controller and processor have the meanings as defined in the Data Protection Legislation). Schedule 1 sets out the scope, nature and purpose of processing by the processor, the duration of the processing and the types of Personal Data and categories of data subject.
- 2.3 Without prejudice to the generality of clause 2.1, the controller will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the processor for the duration and purposes of this Contract.
- 2.4 Without prejudice to the generality of clause 2.1, the processor shall, in relation to any Personal Data processed in connection with the performance of its obligations under this Contract:
 - 2.4.1 process that Personal Data only on the written instructions of the controller, including with regard to transfers of personal data to a third country or an international organisation, unless the processor is required by the Applicable Laws to process Personal Data. Where the processor is relying on the Applicable Laws as the basis for processing Personal Data, the processor shall promptly notify the

controller of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the processor from so notifying the controller;

- 2.4.2 ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;
- 2.4.3 ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the controller, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);
- 2.4.4 not transfer any Personal Data outside of the UK unless the prior written consent of the controller has been obtained and the following conditions are fulfilled:
 - (a) the controller or the processor has provided appropriate safeguards in relation to the transfer;
 - (b) the data subject has enforceable rights and effective legal remedies;
 - (c) the processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
 - (d) the processor complies with reasonable instructions notified to it in advance by the controller with respect to the processing of the Personal Data;
- 2.4.5 assist the controller in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with

- respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- 2.4.6 notify the controller without undue delay on becoming aware of a Personal Data breach;
 - 2.4.7 at the written direction of the controller, delete or return all Personal Data and copies thereof to the controller on termination of the Contract unless required by the Applicable Laws to store the Personal Data;
 - 2.4.8 maintain complete and accurate records and information to demonstrate its compliance with this clause 2 and allow for audits by the controller or the controller's designated auditor; and
 - 2.4.9 immediately inform the controller if, in its opinion, an instruction infringes the Applicable Laws.
- 2.5 The controller consents to the processor appointing third-party processors of Personal Data under this Contract. As between the controller and the processor, the processor shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this clause 2.5. The processor confirms that:
- 2.5.1 it will notify the controller of the identity of any proposed third-party processor prior to its appointment and will not appoint the third-party processor if the controller objects in writing to the appointment; and
 - 2.5.2 it will enter with the third-party processors into written agreements incorporating terms which are substantially similar to those set out in this clause 2.
- 2.6 The controller may, at any time on not less than 30 days' notice, revise this clause 2 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to this Contract).
- 2.7 The provisions of this condition shall apply for the duration of the Contract and indefinitely after its expiry or termination.

SCHEDULE 1

THE PROCESSING OF PERSONAL DATA

This schedule sets out the scope, nature and purpose of the processing of Personal Data by the processor on behalf of the controller and constitutes the written instructions of the controller referred to in clause 2.4.1. The processor may only process Personal Data on behalf of the controller in accordance with the requirements of clause 2 and this schedule.

1. THE SCOPE, NATURE AND PURPOSE OF PROCESSING

- 1.1 The processor may process Personal Data in order to [set out how the processor may process Personal Data, the purpose of that processing and any limitations on the processing that may be undertaken]

2. THE DURATION OF PROCESSING

- 2.1 The processor may process Personal Data for the duration of the Contract.

3. THE TYPES OF PERSONAL DATA

- 3.1 The processor may process Personal Data of the following types:

- (a) [personal details]
- (b) [family, lifestyle and social circumstances]
- (c) [financial details]
- (d) [employment and education details]
- (e) [goods or services provided]

- 3.2 The processor [may not process sensitive Personal Data] [may process sensitive Personal Data of the following types:

- (a) [physical or mental health details]
- (b) [racial or ethnic origin]
- (c) [religious or philosophical beliefs]

- (d) [trade union membership]
- (e) [political opinions]
- (f) [genetic data]
- (g) [biometric data]
- (h) [sex life and sexual orientation]]

4. **THE CATEGORIES OF DATA SUBJECT**

4.1 The processor may process Personal Data relating to the controllers:

- (a) [employees]
- (b) [customers and clients]
- (c) [suppliers and service providers]
- (d) [advisors, consultants and other professional experts]
- (e) [complainants and enquirers]

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Trivallis.

Social Value & Wellbeing Impact:

Delivering Community Benefits throughout our communities

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1. Legislation in Wales

- 1.1 In December 2021, CWMPAS, formerly the Wales Co-operative Centre (a development agency working for positive change, in Wales and across the UK), were commissioned by the Welsh Government to engage with the Welsh public sector. The aim was to undertake a review into social value in Wales. As part of the report, Cwmpas concluded that there was much confusion in the sector with regards to terminology and reported that the terms 'community benefits' and 'social value' are used interchangeably. One recommendation made was to remove both terms and to replace with 'Wellbeing Impacts' or 'Wellbeing Values' to align with The Wellbeing of Future Generations Act 2015.
- 1.2 Therefore, where reference is made within this document and supporting documents, to the term 'Wellbeing Impacts' this is to be treated in the same way as 'community benefits' and 'social value'.

2. Wellbeing impacts: Delivering Community Benefits

- 2.1 At Trivallis we provide homes for thousands of families in South Wales. We offer support to help people sustain their tenancies, we invest in communities to make them more attractive, and we work hard to create training, volunteering, and employment opportunities for local people.
- 2.2 Being a responsible business is integral to the day-to-day running of Trivallis. This means the way we do business is not just about providing good quality housing. We aim to regenerate the communities we serve and improve the lives of those living there whilst creating long term economic, environmental, and social value.
- 2.3 We recognise that as a large housing provider in South Wales, we have a vital role to play in supporting the Foundation Economy and raising aspirations within our local communities attracting inward investment to those areas that most need it.
- 2.4 Our Vision and Purpose is driven by a strong understanding of the key social issues affecting our customers and communities and ensures that we are best placed to make a real difference. We are prioritising the support for our tenants to help them through the high cost of living crisis, and we can do this with you, our contracted partner, with your support through this partnership.
- 2.5 Through the procurement process, we aim to work with the successful contractor to agree outputs and timescales for Wellbeing impact delivery across our communities.

3. Working with you.

- 3.1 As part of the contract delivery, our contracted partners must provide a Wellbeing impact contribution. Contributions can be implemented in two different ways:

1 - As a direct donation into the Wellbeing investment fund (See the table in section 6 for further information).

or

2 - Contractors may choose to deliver Wellbeing initiatives by support a Trivallis community project. The financial value of the community project initiative to be delivered must meet the contribution value listed against the contract value band as noted in 3.5.

- 3.2 To assist our contracted partners in determining the required wellbeing impact contribution please refer to the table below. The Wellbeing impact contribution will be utilised on a sliding scale dependent on the contract value. This scale is detailed in the below table and is subject to VAT.
- 3.3 Contributions made to the Trivallis Wellbeing investment fund may be eligible for tax deductions. By participating in our wellbeing impact initiatives, your company can not only enhance tenant welfare but also enjoy potential tax benefits.
- 3.4 We recommend consulting with your tax advisor or financial professionals to understand the specific tax implications for your company based on UK tax regulations.

3.5

Contract Value Band (per annum)	Estimated Contract Value Per Annum (excluding VAT)	% of Spend	Wellbeing impact contribution required
£10k to £249,999K	£10,000	2.00%	£200.00

£10k to £249,999K	£20,000	2.00%	£400.00
£10k to £249,999K	£40,000	2.00%	£800.00
£10k to £249,999K	£50,000	2.00%	£1,000.00
£10k to £249,999K	£100,000	2.00%	£2,000.00
£10K to £249,999K	£250,000	2.00%	£5,000.00
£250k to £499,999k	£500,000	1.50%	£7,499.98
£500K to £749,999K	£749,999	1.35%	£10,124.98
£750K to £999,999	£999,999	1.25%	£12,499.98
£1m to £1,999,999	£1,999,999	1.00%	£19,999.99
£2m to £4,999,999	£4,999,999	0.75%	£37,499.99
£5m to £10m	£10,000,000	0.50%	£50,000.00

4. Applying the Wellbeing initiatives.

- 4.1 If the agreed-upon contractual obligation involves a project or activity initiated by the contractor for the wellbeing initiative and the contractor fails to deliver, Trivallis will seek financial remuneration equal to the value of the project or activity.

- 4.2 Notwithstanding any other provision of the contract, in the event that the Contractor has not paid the financial contribution, Trivallis will offset any value owed against any monies due.

5. Wellbeing Impact Menu

- 5.1 To align with the Trivallis commitment to wellbeing impact and community benefits, we have developed a **Wellbeing Impact Menu**.
- 5.2 The wellbeing menu of options is designed to support Trivallis in achieving our goals in delivering wellbeing impact values, in accordance with the requirements outlined in our business contracts.
- 5.3 As part of our tender process, we invite bidders to **choose one or more options** from the Wellbeing Impact Menu that they will intend to deliver as part of the wellbeing impact initiative.
- 5.4 These options represent the wellbeing initiatives that your organisation intends to pursue and accomplish as part of fulfilling the Trivallis contract requirements.
- 5.5 Please note that the wellbeing option selected by your organisation will be a condition of contract and will have associated Key performance indicators to ensure effective delivery.
- 5.6 For each year of the contract, on the anniversary date, the successful contractor is required to review and choose **an option (or options)** from the menu to deliver in that specific year once again.
- 5.7 It is crucial to note that failure to select an option will render the tender bid non-compliant, resulting in exclusion from the tender process.
- 5.8 The Community Involvement Team, together with your Contract Manager at Trivallis, will work with you to oversee progress made and measure what has been achieved through community benefit and the impact it has made.
- 5.9 **When bidding for contracts, we would encourage you to make contact during the tender stage to discuss your community benefits response with our Community Involvement Team. We will work with you to develop your own Wellbeing Impact Plan linked to your vision and values and agree a way forward.**

6. Wellbeing Impact Menu of Options (Contracted).

Ref	Option	Explanation	Method of delivery
1	Wellbeing Investment fund	<p>A financial contribution of the contract value invested into the Trivallis' Wellbeing Investment Fund.</p> <p>This fund will be used to support organisations and groups in the community to offer vital support to our tenants and residents</p>	<p>The Contractor is required to contribute to the wellbeing investment fund at an agreed upon timeframe.</p> <p>Contributions can either be:</p> <p>1 - Submitted on a monthly basis.</p> <p>or</p> <p>2 - Submitted on a quarterly basis.</p> <p>Contractors must note that contributions are to be paid on receipt of an invoice from Trivallis and kept separate to the invoices raised for works to Trivallis.</p> <p>On receipt of the Contractor invoice by Trivallis, a contribution invoice will be raised to the contractor one month in arrears.</p>
2		<p>Donation of time, skills and or materials to a Trivallis chosen community project, this could be a Time for Change project,</p>	<p>Community projects can be delivered in the annual contract period to which the initiative is to be delivered.</p>

	Community Project	or another initiative identified by Trivallis	Our partnerships team will work with your organisation to select a community project to support, and to ensure that the contribution meets the wellbeing impact contribution noted against contractual value.
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7. Additional Wellbeing Impact initiatives

7.1 In addition to the contracted wellbeing initiatives, we encourage and welcome the involvement of contractor partners in our other community workstreams.

7.2 Please note that these additional Wellbeing impact options are optional for our contracted partners and can be undertaken at their discretion.

Ref	Option	Explanation	Method of delivery
1	School and College Engagement	Supporting of initiatives with a local school/s and or college/s. This could contain activities such as: <ul style="list-style-type: none"> • Supporting with mock interviews • Offering job opportunities / taster days / assemblies • Offering shadow days / placements • Attending career days • Offering training sessions i.e. health and safety (this could also be run for community members) 	The contractor could support with the delivery of activities which support the introduction of 'the world of work' to young people. This may mean involvement such as being part of a pool of volunteers support mocking interviews or holding a stall at a career's day.
2	Support Trivallis' Charity Partner Fundraising events	<ul style="list-style-type: none"> • Donate towards one of Trivallis' charity partner fundraising events and / or • Take part in the event i.e. sports game, fitness challenge 	<ul style="list-style-type: none"> • A cash or other donation (e.g. raffle prizes) could be made to support fundraising activities organised by Trivallis. • In addition to any donations made contractors could take part in activities, e.g. a football match or competition
3	Targeted Recruitment and Training (TR&T)	Employment and skills opportunities for the local community and / or tenants	The contractor could deliver a training session or recruit tenants from the local community as part of the contract

4	Targeted Work placements	Offer at least a 1-week placement for a community member to gain general knowledge of the contractor partner	The contract could offer a local community member a 1-week placement in which they shadow a paid employee to learn about the role.
5	Targeted Apprenticeship/Trainee scheme	Offer disadvantaged community members an apprenticeship/trainee place.	Offer of a placement to a community member

8. Our Wellbeing Impact Programme

8.1 Trivallis has a Wellbeing Impact programme which seeks to contribute to the social regeneration of local communities; helping tackle challenges that are affecting our tenants and the wider community and society, particularly the high cost of living crisis.

8.2 The opportunities to support our communities may be through:

Health and Wellbeing – Building stronger, more resilient, and prosperous communities.

Cost of Living Crisis – Help to reduce the impact for our customers through this crisis is a priority for Trivallis.

Digital Inclusion – Helping our customers and communities to get the most out of technology.

Employment Opportunities – Supporting our communities with apprenticeship and job opportunities.

Education, Training and Skills – Support our communities to achieve their potential to upskill with opportunities of work experience and educational site visits.

Employee Volunteering – *Time for Change* is an initiative run by Trivallis where employees and volunteers from partner organisations give up their time and skills to make real changes to the lives of people across our communities. Through our Trivallis Time for Change initiative, our employees and supply chain partners can give something back to local communities. We often require support from partners in the form of materials, donations and in-kind labour to deliver tangible improvements for our estates and communities.

Trivallis hosts case studies for our community benefits programme, and we invite suppliers to visit our website to learn more -

9. Get in touch:

9.1 **We are looking forward to working in partnership with you as our contracted partner to deliver our Wellbeing Impact programme.**

9.2 To find out more about our approach to responsible business or discuss your ideas for delivering extra value to our local communities, please contact:

Sarah Protheroe - Procurement Manager

Email: sarah.protheroe@trivallis.co.uk

Lisa Roberts - Community Benefits Partner

Email: Lisa.Roberts@trivallis.co.uk

Telephone: 07799132237

Jen O'Hara Jakeway - Head of Community Involvement

Email: Jen.OHaraJakeway@trivallis.co.uk

Telephone: 07766984578

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