

RealiseMe(ReMe): CLIENT TERMS OF BUSINESS FOR THE SUPPLY OF DIRECT PLATFORM WORKERS AND WORKERS

Applicable from 6 April 2016

1. DEFINITIONS AND INTERPRETATION

1.1. In these Terms the following definitions apply:

“Platform Worker” means the individual who is found and Introduced by the platform (ReMe) directly to the Hirer to provide services to the Hirer;

“Worker” means the individual who is Introduced by the Platform or Employment Business to provide services to the Hirer;

“Workers Regulations” means the Workers Regulations 2010;

“Assignment” means assignment services to be performed by the or Platform Worker for the Hirer for a period of time during which the Worker is supplied by the Platform or Employment Business to work temporarily for and under the supervision and direction of the Hirer;

“Assignment Confirmation” means written/text/email confirmation of the assignment details agreed with the Hirer prior to commencement of the Assignment;

“AWR Claim” means any complaint or claim to a tribunal or court made by or on behalf of the Worker against the Hirer and/or the Platform or Employment Business for any breach of the Workers Regulations;

“Calendar Week” means any period of seven days starting with the same day as the first day of the First Assignment;

“Charges” means the hourly charges of the Platform or Employment Business calculated in accordance with clause 6.1 and as may be varied from time to time in accordance with these Terms;

“Comparable Employee” means as defined in Schedule 1 to these Terms;

“Conduct Regulations” means the Conduct of Platform or employmentAgencies and Platform or Employment Businesses Regulations 2003 as amended;

“Confidential Information” means any and all confidential commercial, financial, marketing, technical or other information or data of whatever nature relating to the Hirer or Platform or Employment Business or their business or affairs (including but not limited to these Terms, data, records, reports, agreements, software, programs, specifications, know- how, trade secrets and other information concerning the Assignment) in any form or medium whether disclosed or granted access to whether in writing, orally or by any other means, provided to the Worker or any third party in relation to the Assignment by the Hirer or the Platform or Employment Business or by a third party on behalf of the Hirer whether before or after the date of these Terms together with any reproductions of such information in any form or medium or any part(s) of such information;

“Control” means (a) the legal or beneficial ownership, directly or indirectly, of more than 50% of the issued share capital or similar right of ownership; or (b) the power to direct or cause the direction of the affairs and/or general management of the company, partnership, statutory body or other entity in question, whether through the ownership of voting capital, by contract or otherwise, and “Controls” and “Controlled” shall be construed accordingly;

“Data Protection Laws” means the Data Protection Act 1998, any applicable statutory or regulatory provisions and all European Directives and regulations in force from time to time relating to the protection and transfer of personal data;

“Platform Business” RealiseMe, Co no: 09742186, registered office Roebuck House, Fallow End, Welwyn, Hertfordshire, AL6 9ST.

“Platform or Employment Business” means the Platform or Employment Business located by the hirer on the platform to provide employments services under the terms agreed with the hirer

“Engagement” means the engagement, Platform or employmentor use of the Candidate by the Client or by any third party to whom the Candidate has been introduced by the Client, on a permanent or temporary basis, whether under a contract of service or for services; under an , licence, franchise or partnership agreement; or any other engagement; or through a limited company of which the Candidate is an officer, employee or other representative; and “Engage”, “Engages” and “Engaged” shall be construed accordingly;

“First Assignment” means:

- . (a) the relevant Assignment; or
- . (b) if, prior to the relevant Assignment:
 - . (i) the Worker has worked in any assignment in the same role with the relevant Hirer as the role in which the Worker works in the relevant Assignment; and
 - . (ii) the relevant Qualifying Period commenced in any such assignment,
- . that assignment (an assignment being (for the purpose of this defined term) a period of time during which the Worker is supplied by one or more Temporary Work Agencies to the relevant Hirer to work temporarily for and under the supervision and direction of the relevant Hirer);

“Hirer” means the person, firm or corporate body together with any subsidiary or associated person, firm or corporate body (as the case may be) to whom the Worker is Introduced;

“Hirer's Group” means (a) any individual, company, partnership, statutory body or other entity which from time to time Controls the Hirer, including (but not limited to) as a holding company as defined in section 1159 of the Companies Act 2006 and a local authority or council; and (b) any company, partnership, statutory body or other entity which from time to time is Controlled by or is under common Control with the Hirer, including (but not limited to) as a subsidiary or holding company as defined in section 1159 of the Companies Act 2006 and a local authority or council;

“Introduction” means (i) the passing to the Client of a curriculum vitae or information which identifies the Candidate or (ii) the Client's interview of a Candidate (in person, by telephone or by any other means), following the Client's instruction to the to search for a Candidate; and, in either case, which leads to an Engagement of the Candidate; and “Introduces” and “Introduced” shall be construed accordingly;

“Losses” means all losses, liabilities, damages, costs, expenses whether direct, indirect, special or consequential (including, without limitation, any economic loss or other loss of profits, business or goodwill, management time and reasonable legal fees) and charges, including such items arising out of or resulting from actions, proceedings, claims and demands;

“Period of Extended Hire” means any additional period that the Hirer wishes the Worker to be supplied for beyond the duration of the original Assignment or series of Assignments as an alternative to paying a transfer fee

“Qualifying Period” means 12 continuous Calendar Weeks during the whole or part of which the Worker is supplied by one or more Temporary Work Agencies to the relevant Hirer to work temporarily for and under the supervision and direction of the relevant Hirer in the same role, and as further defined in Schedule 1 to these Terms;

“Relevant Period” means whichever of the following periods ends later: (a) the period of 8 weeks commencing on the day after the last day on which the Worker worked for the Hirer having been supplied by the Platform or Employment Business; or (b) the period of 14 weeks commencing on the first day on which the Worker worked for the Hirer having been supplied by the Platform or Employment Business or 14 weeks from the first day of the most recent Assignment where there has been a break of more than 6 weeks (42 days) since any previous assignment;

“Relevant Terms and Conditions” means terms and conditions relating to:

- . (a) pay;
- . (b) the duration of working time;
- . (c) night work;
- . (d) rest periods;
- . (e) rest breaks; and
- . (f) annual leave

that are ordinarily included in the contracts of employees or workers (as appropriate) of the Hirer whether by collective agreement or otherwise and including (for the avoidance of doubt and without limitation) such terms and conditions that have become contractual by virtue of custom and practice, including copies of all relevant documentation

“Remuneration” includes gross base salary or fees, guaranteed and/or anticipated bonus and commission earnings, allowances, inducement payments, the benefit of a company car and all other payments and taxable (and, where applicable, non-taxable) emoluments payable to or receivable by the Worker or platform Worker for services provided to or on behalf of **the Hirer or any third party.**;

“Temporary Work” means as defined in Schedule 1 to these Terms;

“Terms” means these terms of business (including the attached schedules) together with any applicable Assignment Confirmation;

“Transfer Fee” means the fee payable in accordance with clause 8 of these Terms and Regulation 10 of the Conduct Regulations;

“Vulnerable Person” means any person who by reason of age, infirmity, illness, disability or any other circumstance is in need of care or attention, and includes any person under the age of eighteen; and

“Working Time Regulations” means the Working Time Regulations 1998.

- . 1.2. Unless the context otherwise requires, references to the singular include the plural and references to the masculine include the feminine and vice versa.
- . 1.3. The headings contained in these Terms are for convenience only and do not affect their interpretation.
- . 1.4. Any reference, express or implied, to an enactment includes a reference to that enactment as from time to time amended, modified, extended, re-enacted, replaced or applied by or under any other enactment (whether before or after the date of these Terms) and all subordinate legislation made (before or after these Terms) under it from time to time.

2. THE CONTRACT

- . 2.1. These Terms constitute the contract between the Platform business and an agreed Platform or Employment Business and the Hirer for the supply of the Platform or Worker’s services by the Platform or agreed Platform or Employment Business to the Hirer and are deemed to be accepted by the Hirer by virtue of its request for, interview with or Engagement of the Platform or Worker, or the passing of any information by the Hirer about a Platform or Worker to any third party following an Introduction.
- . 2.2. These Terms contain the entire agreement between the parties and unless otherwise agreed in writing by the Platform or Employment Business, these

Terms prevail over any terms of business or purchase conditions (or similar) put forward by the Hirer.

- . 2.3. Subject to clause 6.2, no variation or alteration to these Terms shall be valid unless the details of such variation are agreed between the Platform or Employment Business and the Hirer and are set out in writing and a copy of the varied Terms is given to the Hirer stating the date on or after which such varied Terms shall apply.
- 2.4. The Platform or Employment Business shall act as an Platform or Employment Business (as defined in Section 13(3) of the employment Agencies Act 1973) when Introducing Workers for Assignments with the Hirer.

3. HIRER OBLIGATIONS

- . 3.1. To enable the Platform and Platform or Employment Business to comply with its obligations under the Conduct Regulations the Hirer undertakes to provide to the Platform or Employment Business details of the position which the Hirer seeks to fill, including the following:
 - . 3.1.1. the type of work that the Worker would be required to do;
 - . 3.1.2. the location and hours of work;
 - . 3.1.3. the experience, training, qualifications and any authorisation which the Hirer considers necessary or which are required by law or any professional body for the Worker to possess in order to work in the position;
 - . 3.1.4. any risks to health or safety known to the Hirer and what steps the Hirer has taken to prevent or control such risks;
 - . 3.1.5. the date the Hirer requires the Platform or Worker to commence the Assignment;
 - . 3.1.6. the duration or likely duration of the Assignment.
 - . 3.1.7 to agree cost to pay full costs and charges for assignment of worker
- . 3.2. The Hirer will assist the Platform or Employment Business in complying with the Platform or Employment Business' duties under the Working Time Regulations by supplying any relevant information about the Assignment

requested by the Platform or Employment Business and the Hirer will not do anything to cause the Platform or Employment Business to be in breach of its obligations under these Regulations. If the Hirer requires the services of a Platform or Worker for more than 48 hours in any week during the course of an Assignment, the Hirer must notify the Platform or Employment Business of this requirement before the commencement of the Assignment or at the very latest, where this is not reasonably practicable, before the commencement of the week in which the Hirer requires the Platform or Worker to work in excess of 48 hours.

- . 3.3. The Hirer will comply with its obligations under Regulation 12 (Rights of workers in relation to access to collective facilities and amenities) and 13 (Rights of workers in relation to access to employment) of the Workers Regulations.
- . 3.4. To enable the Platform and Platform or Employment Business to comply with its obligations under the all Regulations, the Hirer undertakes as soon as possible prior to the commencement of each Assignment and during each Assignment (as appropriate) and at any time at the Platform or Employment Business' request:
 - . 3.4.1. to inform the Platform or Employment Business of any Calendar Weeks since 1 October 2011 in which the relevant Worker has worked in the same or a similar role with the Hirer via any third party prior to the date of commencement of the relevant Assignment and/or during the relevant Assignment which count or may count towards the Qualifying Period;
 - . 3.4.2. if, since 1 October 2011, the Platform or Worker has worked in the same or a similar role with the Hirer via any third party prior to the date of commencement of the relevant Assignment and/or works in the same or a similar role with the Hirer via any third party during the relevant Assignment, to provide the Platform or Employment Business with all the details of such work, including (without limitation) details of where, when and the period(s) during which such work was undertaken and any other details requested by the Platform or Employment Business;
 - . 3.4.3. to inform the Platform or Employment Business if, since 1 October 2011, the Worker has prior to the date of commencement of the relevant Assignment and/or

during the relevant Assignment:

- 3.4.3.1. completed two or more assignments with the Hirer;
- 3.4.3.2. completed at least one assignment with the Hirer and one or more earlier assignments with any member of the Hirer's Group; and/or
- 3.4.3.3. worked in more than two roles during an assignment with the Hirer and on at least two occasions worked in a role that was not the same role as the previous role;
- 3.4.4. save where the Worker will not complete the Qualifying Period during the term of the Assignment, to:
 - 3.4.4.1. provide the Platform or Employment Business with written details of the basic working and employment conditions the Worker would be entitled to for doing the same job if the Worker had been recruited directly by the Hirer as an employee or worker at the time the Qualifying Period commenced or with those of a Comparable Employee, such basic working and employment conditions being the Relevant Terms and Conditions;
 - 3.4.4.2. inform the Platform or Employment Business in writing whether the Relevant Terms and Conditions provided are those of a hypothetical directly recruited employee or worker or those of a Comparable Employee;
 - 3.4.4.3. if the Relevant Terms and Conditions provided are those of a Comparable Employee, provide the Platform or Employment Business with a written explanation of the basis on which the Hirer considers that the relevant individual is a Comparable Employee; and
 - 3.4.4.4. inform the Platform or Employment Business in writing of any variations in the Relevant Terms and Conditions made at any time during the relevant Assignment after the Qualifying Period commenced; and
- 3.4.5. save where the Worker will not complete the Qualifying Period during the term of the Assignment, to provide the Platform or Employment Business with written details of its pay and benefits structures and appraisal processes and any variations of the same.
- 3.5. In addition, for the purpose of awarding any bonus to which the Worker may be entitled under the Workers Regulations, the Hirer will:

- . 3.5.1. integrate the Worker into its relevant performance appraisal system;
- . 3.5.2. assess the Worker's performance;
- . 3.5.3. provide the Platform or Employment Business with copies of all documentation relating to any appraisal of the Worker, including without limitation written details of the outcome of any appraisal and the amount of any bonus awarded; and

3.5.4. provide the Platform or Employment Business with all other assistance the Platform or Employment Business may request in connection with the assessment of the Worker's performance for the purpose of awarding any bonus.

- . 3.6. The Hirer will comply with all the Platform or Employment Business' requests for information and any other requirements to enable the Platform or Employment Business to comply with the Workers Regulations.
- . 3.7. The Hirer warrants that:
 - . 3.7.1. all information and documentation supplied to the Platform or Employment Business in accordance with clauses 3.4, 3.5 and 3.6 is complete, accurate and up-to-date; and
 - . 3.7.2. it will, during the term of the relevant Assignment, immediately inform the Platform or Employment Business in writing of any subsequent change in any information or documentation provided in accordance with clauses 3.4, 3.5 and 3.6;
- . 3.8. Without prejudice to clauses 14.7 and 14.8, the Hirer shall inform the Platform or Employment Business in writing of any:
 - . 3.8.1. oral or written complaint the Worker makes to the Hirer which is or may be a complaint connected with rights under the Workers Regulations; and
 - . 3.8.2. written request for information relating to the Relevant Terms and Conditions that the Hirer receives from the Worker
- . as soon as possible but no later than 7 calendar days from the day on which any such oral complaint is made to or written complaint or request is received by the Hirer and the Hirer will take such action and give such information

and assistance as the Platform or Employment Business may request, and within any timeframe requested by the Platform or Employment Business, in order to resolve any such complaint or to provide any such information in a written statement to the Worker within 28 days of the Hirer's receipt of such a request in accordance with Regulation 16 of the Workers Regulations and the Hirer will provide the Platform or Employment Business with a copy of any such written statement.

- . 3.9. The Hirer undertakes that it knows of no reason why it would be detrimental to the interests of the Worker for the Worker to fill the Assignment.

4. INFORMATION TO BE PROVIDED BY THE PLATFORM OR EMPLOYMENT BUSINESS TO THE HIRER

- . 4.1. When Introducing a Worker to the Hirer the Platform or Employment Business shall inform the Hirer:
 - . 4.1.1. of the identity of the Worker;
 - . 4.1.2. that the Worker has the necessary or required experience, training, qualifications and any authorisation required by law or a professional body to work in the Assignment;
 - . 4.1.3. that the Worker is willing to work in the Assignment; and
 - . 4.1.4. the Charges.
- . 4.2. Where such information is not given in paper form or by electronic means it shall be confirmed by such means by the end of the third business day (excluding Saturday, Sunday and any Public or Bank Holiday) following, save where the Worker is

Introduced for an Assignment in the same position as one in which the Worker had previously been supplied within the previous 5 business days and such information has already been given to the Hirer, unless the Hirer requests that the information be resubmitted.

5. TIMESHEETS

- . 5.1. At the end of each week of an Assignment (or at the end of the Assignment where it is for a period of 1 week or less) the Hirer shall approve the Platform or Employment Business' timesheet on its e-timesheeting system, verifying the number of hours / days worked by the Worker during that week.
- . 5.2. Approval of the timesheet by the Hirer (either by signing a paper timesheet or authorising a timesheet on the e-timesheeting, timesheet SMS, confirmed as booked and authorised when direct on the platform) is confirmation of the number of days / hours worked. If the Hirer is unable to sign / authorise a timesheet produced for authentication by the Worker because the Hirer disputes the hours claimed, the Hirer shall inform the Platform or Employment Business as soon as is reasonably practicable either via the e-timesheeting system or direct with the helpline or intercom and shall co-operate fully and in a timely fashion with the Platform or Employment Business to enable the Platform or Employment Business to establish what hours, if any, were worked by the Worker. Failure to sign / authorise the timesheet does not absolve the Hirer of its obligation to pay the Charges in respect of the hours worked.
- . 5.3. The Hirer shall not be entitled to decline to sign a timesheet on the basis that it is dissatisfied with the work performed by the Worker. In the event that the Hirer is dissatisfied with the Worker the provisions of clause 10.1 below shall apply. Unless the worker has been booked and confirmed directly through the platform.

6. CHARGES

6.1.

The Hirer agrees contractually to pay the Charges as notified to and agreed with the Hirer or set by the hirer on the platform prior to assignment start date. The Charges are calculated according to the number of hours/days/weeks worked by the Worker (to the nearest hour or half day, dependent on agreed booking) and comprise the following:

- . 6.1.1. the Worker's hourly or day rate of pay;
- . 6.1.2. an amount equal to any paid holiday leave to which the Worker is entitled under the Working Time Regulations and, where applicable, the Workers

Regulations and which is accrued during the course of an Assignment;

- . 6.1.3. any other amounts to which the Worker is entitled under the Workers Regulations, where applicable;
- . 6.1.4. employer's National Insurance contributions;
- . 6.1.5. any travel, hotel or other expenses as may have been agreed with the Hirer or, if there is no such agreement, such expenses as are reasonable; and
- . 6.1.6. the Platform or Employment Business' commission, which is calculated as a percentage of the Worker's hourly rate.

6.2. The Platform or Employment Business reserves the right to vary the Charges agreed with the Hirer, by giving written notice to the Hirer:

6.2.1. in order to comply with any additional liability imposed by statute or other legal requirement or entitlement, including but not limited to the Workers Regulations; and/or

6.2.2. if there is any variation in the Relevant Terms and Conditions.

- . 6.3. The Charges are invoiced to the Hirer on a weekly basis and are payable within 7 days.
- . 6.4. In addition to the Charges, the Hirer will pay the Platform or Employment Business an amount equal to any bonus that the Hirer awards to the Worker in accordance with clause 3.5 immediately following any such award and the Platform or Employment Business will pay any such bonus to the Worker. For the avoidance of doubt, the Hirer will also pay any employer's National Insurance Contributions and the Platform or Employment Business' commission on the bonus (calculated using the same percentage rate as that used under clause 6.1.6) in addition to any bonus payable to the Worker.
- . 6.5. VAT is payable at the applicable rate on the entirety of the Charges and all sums payable under clause 6.4.
- . 6.6. The Platform or Employment Business reserves the right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998 on invoiced amounts unpaid by the due date at the rate of 8% per annum above the base rate from time to time of the Bank of England from the due

date until the date of payment.

- . 6.7. No refunds are payable in respect of the Charges of the Platform or Employment Business.
- . 6.8. The Hirer's obligations under this clause 6 shall be performed without any right of the Hirer to invoke set-off, deductions, withholdings or other similar rights.

7. PAYMENT OF THE WORKER

The Platform or Employment Business assumes responsibility for paying the Worker and where appropriate, for the deduction and payment of National Insurance Contributions and PAYE Income Tax applicable to the Worker pursuant to sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003.

8. TRANSFER FEES

- . 8.1. The Hirer shall be liable to pay a Transfer Fee if the Hirer Engages an Worker Introduced by the Platform or Employment Business other than via the Platform or Employment Business or introduces the Worker to a third party and such introduction results in an Engagement of the Worker by the third party other than via the Platform or Employment Business and:
 - . 8.1.1. where the Worker has been supplied by the Platform or Employment Business, such Engagement takes place during the Assignment or within the Relevant Period; or
 - . 8.1.2. where the Worker has not been supplied, such Engagement takes place within 8 months from the date of the Introduction to the Hirer.

The Transfer Fee will be calculated in accordance with Schedule 2.

- . 8.2. If the Hirer wishes to Engage the Worker other than via the Platform or Employment Business without liability to pay a Transfer Fee, the Hirer may, on giving one week's written notice to the Platform or Employment Business, engage the Worker for the Period of Extended Hire specified in Schedule 2.

- . 8.3. During such Period of Extended Hire the Platform or Employment Business shall supply the Worker on the same terms on which s/he has or would have been supplied during the Assignment and in any case on terms no less favourable than those terms which applied immediately before the Platform or Employment Business received the notice in clause 8.2; and the Hirer shall continue to pay the Charges set out in clause 6. If the Platform or Employment Business is unable to supply the Worker for any reason outside its control for the whole or any part of the Period of Extended Hire; or the Hirer does not wish to hire the Worker on the same terms as the Assignment; but the Worker is Engaged by the Hirer, the Hirer shall pay the Transfer Fee, reduced pro-rata to reflect any Charges paid by the Hirer during any part of the Period of Extended Hire worked by the Worker before being Engaged by the Hirer. If the Hirer fails to give notice of its intention to Engage the Worker other than via the Platform or Employment Business before such Engagement commences, the parties agree that the Transfer Fee shall be due in full.
- . 8.4. Where prior to the commencement of the Hirer's Engagement other than via the Platform or Employment Business the Platform or Employment Business and the Hirer agree that such Engagement will be on the basis of a fixed term of less than 12 months, the Platform or Employment Business may, in its absolute discretion, reduce the Transfer Fee as calculated in accordance with Schedule 2 pro-rata. Such reduction is subject to the Hirer Engaging the Worker for the agreed fixed term. Should the Hirer extend the Worker's Engagement or re-Engage the Worker within 12 months from the commencement of the initial Engagement the Platform or Employment Business reserves the right to recover the balance of the Transfer Fee.
- . 8.5. No refund of the Transfer Fee will be paid in the event that the Engagement of the Worker other than via the Platform or Employment Business by the Hirer or by a third party to which the Hirer introduces the Worker terminates or terminates before the end of the fixed term referred to in clause 8.4.

- . 8.6. VAT is payable in addition to any Transfer Fee due.

9. SUITABILITY CHECKS AND INFORMATION TO BE PROVIDED IN SPECIAL SITUATIONS

- . 9.1. Where:

- .
 - . 9.1.1. the Worker is required by law, or any professional body to have any qualifications or authorisations to work on the Assignment, the Platform or Employment Business will take all reasonably practicable steps to obtain and offer to provide to the Hirer copies of any relevant qualifications or authorisations of the Worker; and
 - . 9.1.2. in addition, where the Assignment involves working with, caring for or attending one or more Vulnerable Persons, the Platform or Employment Business will take all reasonably practicable steps to obtain and offer to provide copies to the Hirer of two references from persons who are not relatives of the Worker and who have agreed that the references they provide may be disclosed to the Hirer;
 - . and such other reasonably practicable steps as are required to confirm that the Worker is suitable for the Assignment. If the Platform or Employment Business has taken all reasonably practicable steps to obtain the information above and has been unable to do so fully it shall inform the Hirer of the steps it has taken to obtain this information in any event.
- . 9.2. The Hirer shall advise the Platform or Employment Business at the time of instructing the Platform or Employment Business to supply an Worker whether during the course of the Assignment, the Worker will be required to work with, care for or attend one or more Vulnerable Persons or engage in activity or otherwise be working in a position covered by the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007 as applicable.
- . 9.3. The Hirer shall assist the Platform or Employment Business by providing any information required to allow the Platform or Employment Business to comply with its statutory obligations under the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007

as applicable and to allow the Platform or Employment Business to select a suitable Worker for the Assignment.

- 9.4. In particular in the event that the Hirer removes an Worker from an Assignment in circumstances which would require the Platform or Employment Business to provide information to the Independent Safeguarding Authority (or the equivalent authority) under the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007, the Hirer will provide sufficient information to the Platform or Employment Business to allow it to discharge its statutory obligations.

10. UNSUITABILITY OF THE WORKER

- . 10.1. The Hirer undertakes to supervise the Worker sufficiently to ensure the Hirer's satisfaction with the Worker's standards of work. If the Hirer reasonably considers that the services of the Worker are unsatisfactory, the Hirer may terminate the Assignment either by instructing the Worker to leave the Assignment immediately, or by directing the Platform or Employment Business to remove the Worker. The Platform or Employment Business may, in its absolute discretion, in such circumstances, reduce or cancel the Charges for the time worked by that Worker, provided that the Hirer has notified the Platform or Employment Business immediately that they have asked the Worker to leave the Assignment or the Assignment terminates:
 - . 10.1.1. within 4 hours of the Worker commencing the Assignment where the Assignment is for more than 7 hours; or
 - . 10.1.2. within 2 hours for Assignments of 7 hours or less;
- . and provided that notification of the unsuitability of the Worker is confirmed in writing to the Platform or Employment Business within 48 hours of the termination of the Assignment.
- . 10.2. The Platform or Employment Business shall notify the Hirer immediately if it receives or otherwise obtains information which gives the Platform or Employment Business reasonable grounds to believe that any Worker supplied to the Hirer is unsuitable for the Assignment and shall be entitled to terminate the Assignment forthwith without prior notice and without liability.

Notwithstanding, the Hirer shall remain liable for all Charges incurred prior to the termination of the Assignment.

- . 10.3. The Hirer shall notify the Platform or Employment Business immediately and without delay and in any event within 1 hour if the Worker fails to attend work or has notified the Hirer that they are unable to attend work for any reason.

11. TERMINATION OF THE ASSIGNMENT

- . 11.1. Any of the Hirer, the Platform or Employment Business or the Worker may terminate an Assignment at any time without prior notice and without liability (except in the case of termination by the Hirer, who shall be liable for any Charges due under clause 6 above and clause 11.2 below).
- . 11.2. In the event that a Client's premises or business is closed in full or in part for a period of time (the "Affected Period") as a result of any adverse events including (but not limited to) adverse weather conditions (including snow and flooding), failure in the Client's heating/plumbing or electricity systems, issues affecting the provision of utility services to the Client (including electricity, gas and water), or issues affecting the Client's personnel (including any lock-out, strike or other industrial action), the charges applicable to any Temporary Worker booked in advance by the Client must be paid for in full for the duration of the Affected Period whether or not the Temporary Worker has been utilised by the Client during the Affected Period. For the purposes of Clause 3.1, the Temporary Worker shall be deemed to have worked on each day during the Affected Period that the Temporary Worker would have worked had the Affected Period not occurred.

12. CONFIDENTIALITY AND DATA PROTECTION

- . 12.1. All information relating to an Worker is confidential and subject to the Data Protection Laws and is provided solely for the purpose of providing work-finding services to the Hirer. Such information must not be used for any other purpose nor divulged to any third party and the Hirer undertakes to abide by the provisions of the Data Protection Laws in receiving and processing the data at all times.

- . 12.2. The Platform or Employment Business undertakes to keep confidential all Relevant Terms and Conditions that the Hirer discloses to the Platform or Employment Business and not to use such information except for the purposes of compliance with the Workers Regulations (including, for the avoidance of doubt and without limitation, when dealing with any request for information or complaint made by any Worker or any AWR Claim).
- . 12.3. Information relating to the Platform or Employment Business' business which is capable of being confidential must be kept confidential and not divulged to any third party, except information, which is in the public domain.

13. INTELLECTUAL PROPERTY RIGHTS

All copyright, trademarks, patents and other intellectual property rights deriving from the Assignment shall belong to the Hirer. Accordingly the Platform or Employment Business shall use its reasonable endeavours to ensure that the Worker shall execute all such documents and do all such acts in order to give effect to the Hirer's rights pursuant to this clause.

14. LIABILITY

- . 14.1. Whilst reasonable efforts are made by the Platform or Employment Business to give satisfaction to the Hirer by ensuring reasonable standards of skill, integrity and reliability from the Worker and to provide the same in accordance with the Assignment details as provided by the Hirer, no liability is accepted by the Platform or Employment Business for any loss, expense, damage or delay arising from any failure to provide any Worker for all or part of the Assignment or from the negligence, dishonesty, misconduct or lack of skill of the Worker or if the Worker terminates the Assignment for any reason. For the avoidance of doubt, the Platform or Employment Business does not exclude liability for death or personal injury arising from its own negligence or for any other loss which it is not permitted to exclude under law.
- . 14.2. Workers supplied by the Platform or Employment Business pursuant to these Terms are engaged under contracts for services. They are not the employees of the Platform or Employment Business but are deemed to be under the supervision and direction of the Hirer from the time they report to take up duties and for the duration of the Assignment. The Hirer agrees to be responsible for all acts, errors or omissions of the Worker, whether willful, negligent or otherwise as though the Worker was on the payroll of

the Hirer.

- . 14.3. The Hirer shall advise the Platform or Employment Business of any special health and safety matters about which the Platform or Employment Business is required to inform the Worker and about any requirements imposed by law or by any professional body, which must be satisfied if the Worker is to fill the Assignment.
- . 14.4. The Hirer will also comply in all respects with all statutory provisions as are in force from time to time including, for the avoidance of doubt, but not limited to the Working Time Regulations, Health and Safety At Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, by-laws, codes of practice and legal requirements to which the Hirer is ordinarily subject in respect of the Hirer's own staff (excluding the matters specifically mentioned in clause 7 above), including in particular the provision of adequate Employer's and Public Liability Insurance cover for the Worker during all Assignments.
- . 14.5. The Hirer undertakes not to request the supply of an Worker to perform the duties normally performed by a worker who is taking part in official industrial action or duties normally performed by a worker who has been transferred by the Hirer to perform the duties of a person on strike or taking official industrial action.
- . 14.6. The Hirer shall indemnify and keep indemnified the Platform or Employment Business against any Losses incurred by the Platform or Employment Business arising out of any Assignment or arising out of any non-compliance with, and/or as a result of any breach of, these Terms by the Hirer.
- . 14.7. The Hirer shall inform the Platform or Employment Business in writing of any AWR Claim which comes to the notice of the Hirer as soon possible but no later than 7 calendar days from the day on which any such AWR Claim comes to the notice of the Hirer.
- . 14.8. If the Worker brings, or threatens to bring, any AWR Claim, the Hirer undertakes to take such action and give such information and assistance as the Platform or Employment Business may request, and within any timeframe requested by the Platform or Employment Business and at the Hirer's own cost, to avoid, dispute, resist, mitigate, compromise or defend any such AWR Claim and to appeal against any judgment given in respect

thereof.

15. NOTICES

All notices which are required to be given in accordance with these Terms shall be in writing and may be delivered personally or by first class prepaid post to the registered office of the party upon whom the notice is to be served or any other address that the party has notified the other party in writing, by email or facsimile transmission. Any such notice shall be deemed to have been served: if by hand when delivered, if by first class post 48 hours following posting and if by email or facsimile transmission, when that email or facsimile is sent.

16. SEVERABILITY

If any of the provisions of these Terms shall be determined by any competent authority to be unenforceable to any extent, such provision shall, to that extent, be severed from the remaining Terms, which shall continue to be valid to the fullest extent permitted by applicable laws.

17. GOVERNING LAW AND JURISDICTION

These Terms are governed by the law of England & Wales/Scotland and are subject to the exclusive jurisdiction of the Courts of England & Wales/Scotland.

SCHEDULE 1: "COMPARABLE EMPLOYEE", "QUALIFYING PERIOD" AND "TEMPORARY WORK"

"Comparable Employee" means as defined in Regulation 5(4) of the Workers Regulations being an employee of the Hirer who:

- . (a) works for and under the supervision of the Hirer and is engaged in the same or broadly similar work as the Worker having regard, where relevant, to whether the employee and the Worker have a similar level of qualification and skill; and
- . (b) works or is based at the same establishment as the Worker or, where there is no comparable employee working or based at that establishment who satisfies the requirements of (a) above, works or is based at a different establishment and satisfies those requirements.

For the purpose of the definition of "Qualifying Period" in clause 1.1 of these Terms, when calculating whether any weeks completed with the Hirer count as continuous towards the Qualifying Period, where:

- . (a) the Worker has started working during an assignment and there is a break, either between assignments or during an assignment, when the Worker is not working;
- . (b) the break is:
 - . (i) for any reason and not more than six Calendar Weeks;
 - . (ii) wholly due to the fact that the Worker is incapable of working in consequence of sickness or injury and the break is 28 Calendar Weeks or less; paragraph (iii) does not apply; and, if required to do so by the Platform or Employment Business, the Worker has provided such written medical evidence as may reasonably be required;
 - . (iii) related to pregnancy, childbirth or maternity and is at a time in a protected period, being a period beginning at the start of the pregnancy and ending at the end of the 26 weeks beginning with childbirth (being the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy) or, if earlier, when the Worker returns to work;
 - . (iv) wholly for the purpose of taking time off or leave, whether statutory or contractual, to which the Worker is otherwise entitled which is:
 - i. ordinary, compulsory or additional maternity leave;
 - ii. ordinary or additional adoption leave;
 - iii. ordinary or additional paternity leave;
 - iv. time off or other leave not listed in paragraphs (iv)i, ii, or iii above; or
 - v. for more than one of the reasons listed in paragraphs (iv)i, ii, iii to iv above;
 - . (v) wholly due to the fact that the Worker is required to attend at any place in pursuance to being summoned for service as a juror and the

break is 28 Calendar Weeks or less;

- . (vi) wholly due to a temporary cessation in the Hirer's requirement for any worker to be present at the establishment and work in a particular role for a pre-determined period of time according to the established custom and practices of the Hirer;
- . (vii) wholly due to a strike, lock-out or other industrial action at the Hirer's establishment; or
- . (viii) wholly due to more than one of the reasons listed in paragraphs (ii), (iii), (iv), (v), (vi) or (vii); and

. (c) the Worker returns to work in the same role with the Hirer,

any weeks during which the Worker worked for the Hirer before the break shall be carried forward and treated as counting towards the Qualifying Period with any weeks during which the Worker works for the Hirer after the break. In addition, when calculating the number of weeks during which the Worker has worked, where the Worker has started working in a role during an Assignment and is unable to continue working for a reason described in paragraph (b)(iii) or (b)(iv)i., ii, or iii., for the period that is covered by one or more such reasons, the Worker shall be deemed to be working in that role with the Hirer for the original intended duration or likely duration of the relevant Assignment, whichever is the longer. For the avoidance of doubt, time spent by the Worker working during an assignment before 1 October 2011 does not count for the purposes of the definition of "Qualifying Period".

"Temporary Work" means as defined in Regulation 4 of the Workers Regulations being a person engaged in the economic activity, public or private, whether or not operating for profit, and whether or not carrying on such activity in conjunction with others, of: (a) supplying individuals to work temporarily for and under the supervision and direction of hirers;

or (b) paying for, or receiving or forwarding payment for, the services of individuals who are

supplied to work temporarily for and under the supervision and direction of hirers. Notwithstanding paragraph (b) of this definition a person is not a Temporary Work if the person is engaged in the economic activity of paying for, or receiving or forwarding payments for, the services of individuals regardless of whether the

individuals are supplied to work for hirers. For the purpose of this definition, a "hirer" means a person engaged in economic activity, public or private, whether or not operating for profit, to whom individuals are supplied, to work temporarily for and under the supervision and direction of that person.

SCHEDULE 2: TRANSFER FEES

- (a) The Transfer Fee referred to in clause 8 for a Platform Worker shall be calculated as follows 10% of the Remuneration payable to the Worker during the first 12 months of the Engagement subject to a minimum fee of £1,000.
- (b) The Transfer Fee referred to in clause 8 for an Employment business Worker shall be calculated as follows the % detailed in their terms, for the Remuneration payable to the Worker during the first 12 months of the Engagement subject to a minimum fee of £3,000.
- (c) The Period of Extended Hire, referred to in clause 8, before the Hirer Engages an Worker shall be 34 weeks.