



Standard conditions of purchase

1 OFFER AND ACCEPTANCE

The Supplier shall provide all Goods and Services in accordance with the terms and conditions set out herein. 'Purchase Order' means the document entitled as such whereby the Purchaser, Thames Water Utilities Limited, sets out its requirements of the Supplier for providing the Goods and Services. 'Supplier' means the person to whom the Purchase Order is issued. 'Goods' means all goods, materials, products, equipment and to the extent applicable computer software and other intellectual property on any specified media. 'Services' means all activities set out on the Purchase Order or implied as being necessary to complete the provision of Goods in accordance with the requirements stated or referred to herein. A 'Contract' means the contract that shall exist between the parties, in accordance with these Conditions of Purchase, on receipt of an unconditional acceptance from the Supplier or where no acceptance is received on receipt of the Goods by the Purchaser or on commencement of specified Services. 'Data' means all data provided to the Supplier by the Purchaser or collected, generated or otherwise processed by the Supplier as a result of, or in connection with the provision of the Services including without limitation all Personal Data. 'Data Breach' means any security incident leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data. 'Controller' shall have the meaning given in the Data Protection Laws. 'Data Protection Laws' means: (a) prior to 25 May 2018, the Data Protection Act 1998; (b) from 25 May 2018, the General Data Protection Regulation (EU 2016/679) ('GDPR') and any national implementing laws, regulations and legislation which amends, re-enacts or replaces it in England and Wales; (c) the Electronic Communications (EC Directive) Regulations 2003, together with any legislation which replaces it; and (d) at all times, any other data protection laws and regulations applicable in England and Wales. 'Supervisory Authority' means any regulatory, supervisory, governmental or other competent authority with jurisdiction or oversight over the Data Protection Laws. 'Personal Data' means any data relating to an identified or identifiable individual that are within the scope of protection as 'personal data' under the Data Protection Laws, as applicable. 'Representative' means employees, staff, agents, Sub-Processors, service providers and invitees of the Supplier, engaged or due to be engaged in the provision of the Services or required to carry out obligations of the Supplier under this Contract. 'Data Subject' means an individual who is the subject of Personal Data. 'Data Subject Request' means any request from a Data Subject for access to and Data that is his or her Personal Data, or concerning his or her rights to rectification, erasure, restriction or portability or otherwise in respect of it. 'Group' means a party, its parent undertaking and the subsidiary undertakings of its parent undertaking and its associated companies. 'Losses' means claims, demands, actions, awards, judgments, settlements, costs, expenses, liabilities, damages and losses (including all interest, fines, penalties, management time and legal and other professional costs and expenses). 'Supplier Personnel' means employees, agents, subcontractors, suppliers and invitees of the Supplier engaged, or due to be engaged, in the supply of the Goods and/or the provision of the Services or otherwise carrying out, or required to carry out, the Supplier's obligations under the Contract.

2 PROPERTY, RISK & DELIVERY

Property and risk in Goods to be supplied to the Purchaser shall remain with the Supplier until the Goods are delivered at the point(s) specified in the Purchase Order. Every delivery of Goods shall be accompanied by a delivery note in duplicate carrying full particulars of the Goods and the Purchase Order Number. When the Purchaser makes a payment to the Supplier prior to the receipt of the Goods, the property in the Goods shall pass to the Purchaser, but the risk shall remain with the Supplier until delivery is complete. Unless otherwise agreed, time for delivery shall not be of



the essence. Delivery of a consignment of Goods shall be considered to be complete and risk shall pass to the Purchaser only when an appropriate delivery note has been signed by a duly authorised representative of the Purchaser.

3 PRICES & RATES

The prices and rates stated on the Purchase Order shall be inclusive of all costs and shall remain fixed. No increase in any price or rate or any additional sum will apply unless the Purchaser has given its prior written agreement. In particular no price increase shall be applied to any Goods delivered after the agreed delivery date.

4 AUDIT

In order that the Purchaser may audit the Supplier's charges payable under this Contract, the Supplier shall, for up to 36 months from the issue of the Supplier's invoice provide the Purchaser and/or its external auditors, on request, at no additional charge with: (a) reasonable access to and copies of all accounts and records of the Supplier showing the costs incurred by it in providing the services and/or goods in accordance with this Contract; (b) records and supporting documentation detailing Thames Water-related gifts and hospitality costs, together with other non-attributable gifts and hospitality costs; (c) reasonable access to all relevant information, premises, data, IT systems, employees, agents, sub-contractors, suppliers and assets at all locations from which obligations of the Supplier are being carried out; and (d) all reasonable assistance in carrying out the audit.

5 DEFECTIVE GOODS & SERVICES

Notwithstanding the provisions of Clause 2 the Purchaser's signature on a delivery note and the acceptance of Goods on delivery shall not prevent the Purchaser subsequently rejecting the Goods in accordance with this Clause. For a period of 12 months after the delivery of any Goods the Supplier shall be responsible for correcting any Goods found not to be in accordance with the Purchase Order or found to have been defective in any way at the time of delivery, including all costs reasonably incurred by the Purchaser in remedying any such deficiency which is not remedied promptly by the Supplier. The Supplier shall repeat at no additional charge, any Services which are not carried out to the reasonable satisfaction of the Purchaser.

6 DELAYS

The Supplier shall be liable for any loss or expense incurred by the Purchaser arising from delayed or incomplete delivery of Goods or failure to carry out the Services with due diligence and reasonable care and skill in accordance with good industry practice (to be determined at the Purchaser's sole and absolute discretion) and any such loss or expense may be deducted from any monies which may become payable by the Purchaser to the Supplier, without prejudice to the Purchaser's right to recover the full amount of such loss and expense at Law.

7 VARIATIONS TO GOODS & SERVICES

The Supplier shall not substitute alternative Goods or carry out alternative Services, except as directed in writing by a duly authorised representative of the Purchaser.

8 SPECIFICATION

The Goods shall comply with the relevant ISO and British Standards, with all relevant legislation (as amended and updated), and with the Purchaser's requirements, referred to or as detailed on the Purchase Order, and if imported from outside the European Union shall carry the appropriate CE marking.



9 QUALITY & PROTECTED RIGHTS

The Supplier shall ensure that the Goods supplied are free from encumbrances at the time of delivery and are of merchantable quality and satisfactory quality and are fit for the purpose for which, to the knowledge or reasonable belief of the Supplier, they are required. If after delivery the Purchaser is subject to any claim alleging infringement of patent or other intellectual property right arising from the use, resale or copying of the Goods, the Supplier shall indemnify and hold the Purchaser harmless and if so directed by the Purchaser, shall be solely responsible for negotiation and settlement of such claims and for any necessary modification or replacement of affected Goods at the Supplier's own expense.

10 LIABILITY

The Supplier shall be responsible for and indemnify the Purchaser against claims resulting from any damage, loss (including theft) injury or death caused by the Supplier's employees, sub-contractors, servants and agents howsoever arising in connection with this Contract. Any resulting claims and costs shall be reduced proportionately to the extent that the Purchaser has been liable in law for the incident concerned. The Supplier shall at all times hold public liability insurance cover of not less than £5 million against its liabilities to the Purchaser and to third parties and shall produce to the Purchaser on request all relevant insurance policies and evidence of payment of current premiums. Such insurance shall contain an indemnity to principals clause.

11 SECURITY & CONFIDENTIALITY

The Supplier, his sub-contractors, employees, servants and agents shall be required while on the Purchaser's premises to conform with all reasonable requests concerning access, conduct and security and shall be required to maintain in confidence all matters learned in connection with the Purchase Order, the Contract and while on the Purchaser's premises, the disclosure of which could be gainful to the Supplier or a third party or detrimental to the Purchaser.

12 DATA PROTECTION

The Supplier acknowledges that for the purposes of the Data Protection Laws the Purchaser is the Controller and the Supplier is the Processor of any Personal Data comprised in the Data and that this Clause 12 constitutes a data processing agreement to the extent required by the Data Protection Laws.

The Supplier shall comply with all applicable requirements of the Data Protection Laws and shall not do anything, omit to do anything or permit anything to be done which might lead to or cause a breach by the Purchaser or the Supplier of the Data Protection Laws; or a Data Breach.

The Supplier shall obtain and maintain throughout the term all certifications, evidence of compliance with codes of conduct, registrations and notifications that it is obliged to obtain and maintain pursuant to any relevant Data Protection Laws in respect of providing the Goods and Services.

The Supplier shall only process Personal Data to the extent they relate to: (i) the types of Personal Data; (ii) the categories of Data Subject; (iii) the nature and purpose of such processing; (iv) and only for the duration, all as set out in the Purchase Order or otherwise instructed by the Purchaser in writing.

The Supplier shall only process Personal Data in connection with the provision of the Services in accordance with: (i) Purchaser's data protection policy as updated from time to time; and (ii) the Purchaser's written instructions from time to time, unless the Supplier is required to process such Personal Data for other reasons under the laws of England and Wales or of the European Union (or a member state of the EEA) to which the Supplier is subject. If the Supplier is required to process such Personal Data for these other reasons, it shall inform the Purchaser before carrying out the processing, unless prohibited by relevant law.

The Supplier shall immediately inform the Purchaser if it believes that the Purchaser's instructions infringe the Data Protection Laws .



The Supplier shall not engage any third party, including a member of the Supplier's group, to carry out processing of Data in connection with the Services ("Sub-Processor") without the express prior written approval of the Purchaser. The Supplier shall ensure that any Sub-Processor is obliged to comply with terms equivalent to those set out in this Clause 12. The Supplier remains fully liable to Purchaser for any acts or omissions of any Sub-Processor.

The Supplier shall:

- (i) keep full and detailed records of any processing of Personal Data comprised in the Data carried out by the Supplier and its Sub-Processors, and a general description of the security measures used in relation to the Personal Data;
- (ii) deal promptly and properly with all enquiries from the Purchaser relating to the processing of Personal Data comprised in the Data by the Supplier and its Sub-Processors;
- (iii) co-operate with any Supervisory Authority in the course of all of its enquiries and abide by the advice of the any Supervisory Authority with regard to the processing of Personal Data comprised in the Data. The Supplier shall inform the Controller of all its dealings with the Supervisory Authority with respect to the processing of Personal Data comprised in the Data and shall put forward the representations of the Purchaser on behalf of the Purchaser in any such dealings;
- (iv) at the Purchaser's request, provide to the Purchaser a copy of all of or a sub-set of the Data held by the Supplier in the format and on the media reasonably specified by the Purchaser; and
- (v) promptly provide all necessary assistance, at no additional cost to the Purchaser, to allow each Controller to prepare any necessary data protection impact assessment or to undertake any necessary data protection consultations.

The Supplier shall have in place, and shall maintain throughout the term of the Contract, all appropriate technical and organisational security measures to ensure that the Supplier's processing of Personal Data comprised in the Data is in accordance with the requirements of the Data Protection Laws and protects the rights of Data Subjects, including any measures set out in in the Purchase Order or otherwise notified by the Purchaser in writing.

The Supplier shall ensure that access to the Data is limited to those Representatives who need access to the Data to meet the Supplier's obligations under the Contract; and to such part or parts of the Data and to the extent and manner as is strictly necessary for performance of that Representative's duties.

The Supplier shall ensure that all the Representatives who have access to the Data are aware of and have undertaken training in Data Protection Laws relating to handling such Data and all applicable Purchaser policies and procedures and comply with them; are aware of the Supplier's obligations and their personal duties and obligations under such Data Protection Laws and the Contract, including the obligations to keep the Data confidential; and are bound by an obligation of confidentiality.

The Supplier shall not and shall ensure that its Sub-Processors shall not transfer any Personal Data comprised in the Data to a country or territory outside the European Economic Area without the prior written consent of the Purchaser.

Upon receipt of any of the following by the Supplier, the Supplier shall notify the Purchaser immediately in writing, providing all known facts: (i) any enquiry, complaint, notice or other communication, which relates directly or indirectly to the processing of Personal Data comprised in the Data; (ii) any request for disclosure of Personal Data; (iii) any request or notice by a Data Subject to have Personal Data rectified, erased or any request or notice exercising any Data Subject's "right to be forgotten" or "right of "data portability" under the GDPR; (iv) any order, penalty notice, fine or claim or order for suspension, ban on processing threatened or issued against the Supplier in its capacity as processor under the Data Protection Laws; or (v) any Data Subject Request.



The Supplier shall provide the Purchaser with full co-operation and assistance in relation to any request for disclosure of Personal Data comprised in the Data, Data Subject Request, complaint, notice or communication to enable the Purchaser to respond to the same and shall apply appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the Purchaser's obligation to respond to requests for exercising the Data Subject's rights under the Data Protection Laws.

At the request of the Purchaser the Supplier shall submit for audit its data processing facilities and its technical and organizational measures referred to above and details of the technical and organizational measures in place.

In the event of a Data Breach the Supplier shall immediately notify the Purchaser in writing, providing all known facts of the Data Breach including, without limitation, a description of any Personal Data comprised in the Data affected, the cause of the Data Breach and details of any steps the Supplier has taken or is planning to take to mitigate the effects of the Data Breach; provide the Purchaser with full co-operation and assistance in dealing with the Data Breach, in particular in relation to: (i) investigating the cause and effect of the Data Breach and containing and recovering any compromised Personal Data; (ii) resolving any data privacy or security issues involving any Personal Data; (iii) making any authorised notifications to individuals affected by the Data Breach or to any Supervisory Authority or any other applicable regulator; and co-ordinating the management of public relations and public statements relating to a Data Breach. For the avoidance of doubt, the Supplier shall make no public statement in relation to a Data Breach without the prior written approval of the Purchaser; and take all steps necessary to prevent a repeat of the Data Breach.

On the expiry or earlier termination of the Contract the Supplier shall and shall require that all Sub-Processors shall immediately cease processing the Data and, at the Purchaser's option and direction, arrange for the prompt and safe return and/or destruction of all the Data together with all copies in its or its Sub-Processors possession or control and, where requested by the Purchaser, certify (by a director of the Supplier and/or its Sub-Processors (where applicable)) that such destruction and/or return has taken place. The Supplier shall not dispose, re-assign or re-use any equipment or any electronic, magnetic or other medium which is or has been used to store Data that has been generated, obtained, held, used or stored for the purposes of the Contract without first ensuring that such Data has been entirely removed, or otherwise obliterated.

13 HEALTH & SAFETY AT WORK ACT 1974

The Supplier, its sub-contractors, all employees, servants and agents shall in all dealings with the Purchaser comply with all relevant health and safety legislation, regulations and codes of practice.

14 COSHH REGULATIONS, 2002

The Supplier, his sub-contractors, all employees, servants and agents shall observe their specific responsibilities contained in the Control of Substances Hazardous to Health (COSHH) Regulations, 2002 (as amended) which require that suitable and sufficient information is to be provided with appropriate Goods such that an assessment of their hazards can be made (e.g. Hazard Warning Data Sheets).

16 PAYMENT TERMS

When a consignment of Goods is dispatched or Services rendered invoices must be sent to the 'Invoice To' address stated on the Purchase Order. The date of invoice receipt is the date that an invoice is received at the Invoice To address. Non-compliant invoices may be returned to the Supplier. Unless otherwise expressly stated on the Purchase Order, payment is due on the last day of the second month following receipt of the invoice. The Supplier acknowledges that by entering into a Contract in accordance with Clause 1 of these Conditions of Purchase the payment date set out in this Clause 14 or in the Purchase Order shall not be considered grossly unfair to the Supplier and accordingly sub-section 3B of the Late Payment of Commercial Debts (Interest) Act 1998 (as amended) Regulations 2013 shall not apply. Value Added Tax where applicable shall be shown separately. Invoices which qualify for a cash discount for early payment shall be clearly marked with the appropriate details.



16 INTELLECTUAL PROPERTY

Where the Purchase Order requires the provision of specified Services, all copyright, design right, data base rights, patents, trade marks and all other intellectual property rights in original works produced for the Purchaser shall be vested exclusively in the Purchaser.

17 FORCE MAJEURE

If the requirements of the Purchase Order are delayed or prevented by circumstances beyond the reasonable control of either party including but not limited to natural disaster, Government intervention, strike, lockout, delay by sub-contractors (but only where such delays are beyond the control of the sub-contractor concerned), provision of the Goods and/or performance of the Services specified in the Purchase Order shall be suspended. During such suspension the Purchaser shall be at liberty to obtain from any source such Goods or Services as it deems necessary and to cancel the Contract in whole or in part by the like amount without incurring liability. Performance of the Purchase Order requirements will be resumed as soon as the circumstances causing the delay cease, except where the parties otherwise agree, or the Purchaser no longer requires the Goods or Services having sourced similar Goods or Services elsewhere in accordance with this Clause 17. The Purchaser shall pay for such Goods as have been delivered or such a sum as may be equitable in respect of Services performed prior to suspension or cancellation.

18 FRAUD, BRIBERY AND CORRUPTION

The Supplier shall procure that all of its business activities in the UK or elsewhere are conducted in compliance with the Bribery Act 2010 and the Criminal Finances Act 2017 and the laws and requirements of all countries or territories in which the Supplier operates, including all anti-bribery and corruptions laws and laws against the facilitation of tax evasion. The Supplier shall not do or omit to do any act that will cause or lead the Purchaser to be in breach of the Bribery Act 2010 and/or any other applicable anti-bribery and/or anti-corruption laws or regulations, or the Criminal Finances Act 2017 by facilitating the evasion of tax. The Supplier shall not receive or agree to receive from any person or offer to agree to give to any person or procure for any person any gift or consideration of any kind as an inducement or reward for doing or not doing anything, or showing favour or disfavour to any person in relation to this Contract. The Supplier shall not engage in facilitation of tax evasion, nor shall the Supplier conspire with any person to do any of the acts mentioned in this Clause 18. Any breach by the Supplier of this Clause 18 shall entitle the Purchaser to immediately terminate this Contract and recover from the Supplier the amount of any loss resulting from such termination and recover from the Supplier the amount of value of any such gift, consideration or commission. Further, and without prejudice to the foregoing and/or any other remedy it may have, if the Purchaser has reasonable grounds to believe that any of the Supplier's personnel has committed a fraud or malpractice and/or otherwise acted in breach of the Bribery Act 2010 or facilitated the evasion of tax, or failed to have in place reasonable procedures to prevent the facilitation of tax evasion, the Purchaser may, in its sole discretion: (a) suspend the Services; and/or (b) withhold payment of any sums falling due to the Supplier.

The Supplier shall, and shall ensure that each of its sub-contractors shall, comply with the Modern Slavery Act 2015 and shall notify the Purchaser as soon as practicable of any non-compliance. Upon the Purchaser's request the Supplier shall provide the Purchaser with a slavery and human trafficking report setting out the steps the Supplier has taken to ensure slavery and human trafficking is not taking place in any part of the Supplier's business or any part of your supply chain.

Without prejudice to any other right the Purchaser may have to terminate the Contract the Purchaser shall be entitled, at its sole discretion, to withhold any payments due to the Supplier and/or terminate the Contract for any breach by the Supplier of this Clause 18. To the extent permitted by law, the Supplier shall indemnify the Purchaser from and against all damages, losses, costs expenses (including but not limited to legal expenses) or other liabilities, suffered or incurred by the Purchaser arising out of or in connection with any breach by the Supplier of this Clause 18 and all applicable laws, including but not limited to any breach of the Bribery Act 2010, the Modern Slavery Act 2015, or the Criminal Finances Act 2017.



19 TERMINATION & SUSPENSION

Without limiting its other rights or remedies, the Purchaser may terminate the Contract with immediate effect by giving written notice to the Supplier if: (a) the Supplier commits a material or persistent breach of the Contract and (if such a breach is remediable) fails to remedy that breach within 7 days of receipt of notice in writing of the breach; or (b) an order is made or resolution passed for the Supplier to be declared bankrupt or be wound up (as appropriate), or if an administrator, receiver or administrative receiver shall be appointed over the whole or any part of the Supplier's undertakings or assets. Without limiting its other rights or remedies, the Purchaser may terminate the Contract at any time by giving the Supplier one month's written notice. The Purchaser may for his own convenience at any time suspend performance of the Services and subsequently order recommencement at a later date. The Contractor shall be reimbursed all reasonable costs and loss of profit thereby occasioned, limited to the price of the Services.

20 SUPPLIER'S DEFAULT

If the Supplier fails to execute the Services or supply the Goods in accordance with the terms of this Contract, to be determined in the Purchaser's sole and absolute discretion, the Purchaser may give seven days' notice to correct the failure and should the Supplier fail to do so, the Purchaser may thereafter terminate the Contract. the Supplier shall be liable for all additional costs incurred by the Purchaser in having the Services and/or goods completed supplied.

21 PRECEDENCE OF CONDITIONS

The Purchase Order is placed on the understanding that all of the Conditions of Purchase and other information printed hereon or as amended by Clause 21 below, when applicable, are accepted by the Supplier. Any amendments submitted by the Supplier on his acceptance notification shall not apply unless the Purchaser has given prior acceptance to such an amendment.

22 FRAMEWORK AGREEMENT CONDITIONS

If this Purchase Order is issued under a Framework Agreement or Contract then the terms and conditions of the Framework Agreement or Contract (as the case may be) shall also apply to this Purchase Order. In the event of any conflict between the terms of this Purchase Order and the Framework Agreement or Contract, the terms of the Framework Agreement or Contract shall take precedence.

23 ASSIGNMENT

The Supplier shall not assign, transfer, charge, subcontract or deal in any other manner with all or any part of its rights or obligations under the Contract (other than as required by the Purchase Order) without the prior written consent of the Purchaser. The Purchaser may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights under the Contract and may subcontract or delegate in any manner any or all of its obligations under the Contract to any third party or agent.

24 SEVERANCE

If a court or any other competent authority finds that any provision (or part of any provision) of the Contract is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected. If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

25 THIRD PARTY RIGHTS

A person who is not a party to this Contract shall have no rights under the Contracts (Rights of Third Parties) Act, 1999 to enforce any of its terms.

26 LAW & JURISDICTION

These conditions of Purchase shall be subject to English Law and the parties hereto submit to the exclusive jurisdiction of the English Courts.