

MARKETING NON-EXCLUSIVE AGENCY AGREEMENT CONTRACT DETAILS

DATE: [DATE]

Supplier:	[COMPANY NAME] LIMITED registered in England and Wales with
	Company Number: 16041069 whose registered office is at [OR]
	[FULL NAME OF INDIVIDUAL IF NOT A COMPANY] of [HOME ADDRESS]
Agent:	YorEnergy LIMITED registered in England and Wales with Company
	Number: [COMPANY NUMBER ACCORDING TO COMPANIES HOUSE]
	whose registered office is at 1A Low Ousegate, York, YO1 7QU
Effective	[DATE]
Date:	
Services:	Those services set out in Schedule 2
Territory:	[Yorkshire / North Yorkshire / York / England and Wales]
Initial Term:	From the Effective date to 31st October 2025
Commission:	£1.00
Schedules:	Schedule 1
	List of Mandatory Policies
	Schedule 2
	Services

- A. This Contract is made up of the following:
 - (a) The Contract Details.
 - (b) The Conditions.
 - (c) The Mandatory Polices.
 - (d) The Schedules specified in the Contract Details.
- B. If there is any conflict or ambiguity between the terms of the documents listed in paragraph 1 (a), (b) and (c) and a term contained in (d), the terms in (a), (b) and (c) listed in paragraph A. above shall prevail.



This Contract has been made on the date stated at the beginning of it.

Signed by []	
for and on behalf of [NAME OF SUPPLIER]	Director
Signed by [NAME]	
In the presence of:	
(Witness Signature)	
Witness Name:	
Witness Address:	
Witness Occupation:	
Signed by for and on behalf of [COMPANY NAME ONCE	
INCORPORATED]	Director
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CONDITIONS

- 1. Interpretation
- 1.1 **Definitions:**

Business Day: a day other than a Saturday, Sunday or public

holiday in England, when banks in London are

open for business.



Business Hours: the period from 9.00 am to 5.00 pm on any

Business Day.

Conditions: these terms and conditions set out in 1 to 13

(inclusive).

Contract: this contract under which the Supplier appoints the

Agent, in accordance with the Contract Details, the Mandatory Polices, these Conditions and any

Schedules.

Control: shall be as defined in section 1124 of the

Corporation Tax Act 2010, and the expression change of Control shall be construed accordingly.

Customers: those persons or entities referred to the Supplier

pursuant to this agreement

Data Protection Legislation: all applicable data protection and privacy legislation

in force from time to time in the UK.

Effective Date: the date the Contract takes effect, as set out in the

Contract Details and 9.1.

Initial Term: the initial term of the contract, as set out in the

Contract Details and 9.1.

Intellectual Property: all intellectual property rights owned or used by the

Agent in connection with the supply of Customers to the Supplier (including trade marks, service marks, business names, goodwill and the right to sue for passing off, domain names, and rights in confidential information) in each case whether



registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Mandatory Polices:

the mandatory policies and procedures listed in Schedule 1, as amended by notification of no less than 14 days by either party to the other from time to time.

Net Revenue:

in relation to any Service, the price actually charged to the customer less any value added or other sales tax thereon included in the price.

Services:

the services of the type and specification supplied by the Supplier and described in the Contract Details by the Supplier and which the Supplier by this agreement permits the Agent to promote and market in the Territory but excluding any services which the Supplier ceases to supply provided that 1 months' written notice of any such cessation has been delivered to the Agent.

Services Intellectual Property:

all intellectual property rights owned or used by the Supplier in connection with the supply of the Services (including trade marks, service marks, business names, goodwill and the right to sue for passing off, domain names, and rights in confidential information) in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of such rights and all similar



or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Quarter: each period of three calendar months the first of

which shall be on the three month anniversary of

the Effective Date of this Agreement.

Territory: the areas or market sectors specified in the

Contract Details.

Year: the period of 12 months from the Effective Date and

each consecutive period of 12 months thereafter

during the period of this Contract.

- 1.2 A reference to legislation or a legislative provision:
 - (a) is a reference to it as it is in force as at the date of agreement;
 - (b) shall include all subordinate legislation made as at the date of this agreement under that legislation or legislative provision.
- 1.3 Any words following the terms including, include, in particular, for example or any similar expression shall be interpreted as illustrative and shall not limit the sense of the words preceding those terms.
- 1.4 A reference to writing or written includes email.

2. **Appointment**

2.2 The Supplier appoints the Agent as its non-exclusive marketing agent to promote the sale of the Services by the Supplier to customers in the Territory on the terms of this Contract and the Agent accepts the appointment on those terms. Nothing in this Contract



or otherwise shall make the Agent or any of the Agent's employees an employee of the Supplier.

- 2.3 The Agent shall not, outside the Territory, actively market the Services nor solicit any orders for the Services.
- 2.4 Non-exclusive appointment.
 - (a) The Supplier shall be free to appoint any other person as its agent, distributor, reseller or franchisee for to promote the sale of the Services in the Territory other than Customers first introduced by the Agent, and the Agent shall not be entitled to any commission on the value of sales achieved via these channels.
 - (b) The Supplier shall be entitled to market and sell the Services directly to customers in the Territory other than customers first introduced by the Agent, and the Agent shall not be entitled to any commission on the value of such sales.

3. Agent's obligations

- 3.2 Consistent with its general compliance obligations under 11, the Agent shall comply with all the applicable obligations imposed on agents by common law and statute.
- 3.3 Except as authorised by the Supplier in this Agreement, the Agent shall not act in a way that will incur any liabilities on behalf of the Supplier nor to pledge the credit of the Supplier.
- 3.4 The Agent shall be responsible for the advertising and promotion of the Services in the Territory.
- 3.5 The Agent shall not incur:
 - (a) Any liabilities imposed on the Supplier as a result of the Agent breaching any law from time to time in force in the Territory.
 - (b) Any liabilities on the Supplier's behalf which are not authorised under this Contract.



This 3.5 shall survive termination of the Contract.

4. Prices and supply terms and conditions

- 4.1 The Agent shall ensure that Customers have notice that all sales of the Services by the Supplier shall be:
 - (a) Between the Supplier and the Customer.
 - (b) On the Supplier's own contractual agreement/s or standard terms and conditions. The Supplier will ensure that any contractual agreement/s or standard terms and conditions have been signed by both the Supplier and Customer prior to the commencement of any programme of goods, works or services to be provided to the Customer by the Supplier. The Supplier will make available to the Agent, within 48 hours of written request by the Agent to the Supplier, a copy of any signed contractual agreement/s or terms and conditions.

The Supplier shall give the Agent 3 months' notice of any changes to its Supplier Contract or standard terms and conditions.

4.2 The Agent shall not make any representation about the Services.

5. Supplier's obligations

- 5.1 The Supplier shall supply such samples, sales literature and other documentation and information and such technical, market and other support as the Agent may require for the purposes of promoting the sale of the Services by the Supplier and to enable it to discharge its duties under this Contract.
- 5.2 The Supplier reserves the right to advertise and promote the Services in the Territory independently of the Agent. The Supplier shall provide the Agent with information on its advertising and promotion activities in the Territory.



6. Commission

- 6.1 The Supplier shall pay to the Agent the Commission in consideration of the Agent marketing the Suppliers Services pursuant to this agreement.
- 6.2 If at any time Services sold by the Supplier to a Customer introduced by the Agent are not, because of the Supplier's fault, delivered to the Customer, the Agent's right to Commission shall apply in relation to the sale of those Services as if they had been duly supplied and paid for on the due date for payment of the price under the relevant contract.
- 6.3 In consideration of the Agent marketing the Suppliers services, the Supplier agrees to, within 14 days of the end of each Quarter, provide the Agent with:
 - (a) Receipts of the net sums payable by Customers to the Supplier during that Quarter;
 - (b) a statement recording the aggregate net revenue for each category of Services sold by the Supplier during that Quarter;
 - (c) a statement recording the net revenue for all Services sold by the Supplier to the Customers during that Quarter;
- 6.4 Each party shall keep separate accounts and records giving correct and adequate details of all enquiries received and introductions made by the Agent and separate files of vouchers, invoices and/or receipts relevant to this Contract, and shall permit the duly appointed representatives of the other party at all reasonable times to inspect all such accounts and records and to take copies thereof. For the avoidance of doubt, all rights in such records (including database rights and copyright) shall belong to the Agent.
- 6.5 All sums payable under this Contract are exclusive of amounts in respect of value added tax (VAT), which shall be payable at the prevailing rate (if applicable). A VAT invoice shall be provided against any payment.



- 6.6 If the Supplier fails to make any payment due to the Agent under this Contract by the due date for payment, then the Supplier shall pay interest on the overdue amount at the rate of 4% per annum above [FULL NAME OF BANK]'s base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Supplier shall pay the interest together with the overdue amount.
- 6.7 The provisions of clauses 8.1 shall survive termination of this Contract in relation to all sales of the Services that have been concluded before the date of termination.

7. Intellectual property

7.1 The Supplier acknowledges that the Intellectual Property belongs to the Agent.

7.2 The Supplier accepts that:

- (a) It is only permitted to use the Intellectual Property for the purposes of and during the term of this Contract and only as authorised by the Agent in writing;
- (b) Save as provided in 7.2(a), it has and shall have no right to use or to allow others to use the Intellectual Property or any part of it. It shall not seek to register any Intellectual Property on behalf of the Agent without the Agent's express consent;
- (c) It shall not use any trade marks, trade names or get-up which resemble the Intellectual Property and which would therefore be likely to confuse or mislead the public or any section of the public;
- (d) It shall not delete, alter or otherwise tamper with any trademarks, trade names, logos, numbers or other means of identification used in connection with the Agents introduction of the Customers to the Supplier, and shall not use any trade mark or trade name of its own when promoting and marketing the Services or on any materials used in connection therewith;



- (e) It shall not do or omit to do, or authorise any third party to do or to omit to do, anything which could invalidate or be inconsistent with the Agents ownership of or the validity and enforceability of the Intellectual Property; and
- (f) It shall make a statement in any advertising material and promotional literature produced by or for it in connection with the Services as to the ownership of any relevant Intellectual Property used or referred to therein.
- 7.3 The Supplier shall monitor the use of trademarks and other types of intellectual property by third parties in the Territory whose services are in the same sector as those of the Agent and shall notify the Agent of:
 - (a) Any actual, threatened or suspected infringement in the Territory of any Intellectual Property of which the Supplier becomes aware.
 - (b) Any claim by any third party of which it becomes aware that the supply of the Customers to the Supplier or the use of Intellectual Property within the Territory infringes any rights of any other person.
- 7.4 The Supplier shall, at the Agent's written request and expense and on a full indemnity basis take all such steps during the term of this Contract as the Agent may reasonably require to assist the Agent in maintaining the Intellectual Property as valid and effective, and to take or defend any court or other dispute proceedings concerning intellectual property matters.
- 7.5 The Agent acknowledges that the Services Intellectual Property belongs to the Supplier.
- 7.6 The Agent accepts that:
 - (a) It is only permitted to use the Services Intellectual Property for the purposes of this Contract.
 - (b) Save as provided in 7.6(a), it has and shall have no right to use or to allow others to use the Services Intellectual Property or any part of it. It shall not seek



to register any Services Intellectual Property on behalf of the Supplier without the Supplier's express consent.

- (c) It shall not use any trade marks, trade names or get-up which resemble the Services Intellectual Property and which would therefore be likely to confuse or mislead the public or any section of the public.
- (d) It shall not delete, alter or otherwise tamper with any trade marks, trade names, logos, numbers or other means of identification used in connection with the Services.
- (e) It shall not do or omit to do or authorise any third party to do or to omit to do, anything which could invalidate or be inconsistent with the Supplier's ownership of or the validity and enforceability of the Services Intellectual Property.

8. Liability for defective Services and insurance

- 8.1 The Supplier shall indemnify the Agent against any liability incurred by the Agent in respect of damage to property, death or personal injury arising from any failure of or defect in the Services and any reasonable costs, claims, demands and expenses arising out of or in connection with that liability.
- 8.2 The Supplier shall maintain professional liability insurance for the duration of this Contract of not less than Two Millions Pounds (£2,000,000.00) per annum with a reputable insurer and shall provide a copy of the insurance to the Agent on request.
- 8.3 The Agent shall, as soon as it becomes aware of any actual, threatened or suspected claim by a Customer in respect of the Services, give notice to the Supplier.
- 8.4 The Agent shall, at the Supplier's cost, give such assistance as the Supplier may reasonably require for the purpose of rectifying as a matter of urgency any defective supply of Services.



9. Duration and termination

- 9.1 This agreement shall, unless terminated earlier in accordance with law or its terms, continue for the Initial Term and thereafter, until one party gives the other party written notice to terminate in accordance with 9.2 (b) to expire on or after the expiry date of the Initial Term.
- 9.2 For the purposes of 9.1, the notice period shall be not less than:
 - (a) One (1) month during the Initial Term; and
 - (b) Fourteen (14) days upon the expiry of the Initial Term.

Notice may be given and end on any day of a calendar month.

- 9.3 Without affecting any other right or remedy available to it, the Supplier may terminate this Contract with immediate effect by giving written notice to the Agent if:
 - (a) The Agent commits a material breach of any term of this Contract which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so.
 - (b) The Agent repeatedly breaches any of the terms of this Contract in such a manner as to reasonably justify the opinion that the Agent's conduct is inconsistent with the Agent having the intention or ability to give effect to the terms of this Contract.
 - (c) The Agent takes or has taken against it any step or action in connection with its entering into administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business.
 - (e) The Supplier ceases generally to supply the Services.



- 9.4 Without affecting any other right or remedy available to it, the Agent may terminate this Contract with immediate effect by giving written notice to the Supplier if:
 - (a) The Supplier commits a material breach of any term of this Contract which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 14 days after being notified in writing to do so. For the avoidance of doubt a material breach includes the suppliers breach of the obligations set out in clause 11.2, or a breach that has a serious effect on the benefit the Agent would otherwise derive from this agreement.
 - (b) The Supplier repeatedly breaches any of the terms of this Contract in such a manner as to reasonably justify the opinion that the Supplier's conduct is inconsistent with the Supplier having the intention or ability to give effect to the terms of this Contract.
 - (c) There is a change of Control of the Supplier.
 - (d) The Agent ceases generally to be involved in the supply of Customers.
 - (e) The Supplier takes or has taken against it any step or action in connection with its entering into administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business.
 - (f) The Supplier takes any step or action in connection with the Agent being made bankrupt, entering any composition or arrangement with its creditors, having a receiver appointed to any of its assets, or ceasing to carry on business.
 - (g) If the Supplier (being an individual) dies, or by reason of incapacity or illness (whether mental or physical) is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.



(h) The Supplier fails to discharge its compliance obligations under 11.

10. Consequences of termination

10.1 Termination of this Contract shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.

10.2 On termination of this Contract:

- (a) Upon the termination of this Contract, the Supplier shall have no claim against the Agent for indemnification or compensation, whether for loss of income, loss of rights, loss of goodwill or any analogous loss, without prejudice to any claim for damages in accordance with common law if and to the extent that the termination was a breach of contract by the Agent.
- (b) The Agent shall cease to promote, market, advertise or sell the Services.
- (c) The Supplier shall immediately cease to describe itself as a service provider of the Agent and cease to use the Intellectual Property Rights.
- (d) The Agent shall immediately cease to describe itself as an agent of the Supplier and cease to use the Servives Intellectual Property Rights.
- (e) The Supplier shall at its own expense within 30 days of termination return to the Agent all advertising, promotional or sales materials relating to the Services then in the possession of the Supplier (whether in digital format or otherwise), or else dispose of the same as the Agent may instruct.
- 10.3 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination shall remain in full force and effect.



11. Compliance

- 11.1 Each party shall at its own expense comply with and assist the other party to comply with all laws and regulations relating to its activities under this Contract, and with all and any conditions binding on it in any applicable licenses, registrations, permits, approvals, grants and subsidies. Such laws shall include the Data Protection Legislation, the Bribery Act 2010, the Criminal Finances Act 2017 and the Modern Slavery Act 2015.
- 11.2 The Supplier shall comply with the Mandatory Polices as set out at Schedule 1, as the Agent or the relevant industry body may update them from time to time;

12. Limitation of liability

- 12.1 Nothing in this Contract shall limit or exclude the liability of either party for:
 - (a) Death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable).
 - (b) Fraud or fraudulent misrepresentation.
 - (c) The indemnities contained in 3.5 and 8.1.
 - (d) Any matter in respect of which it would be unlawful to exclude or restrict liability.

12.2 Subject to 12.1:

- (a) Neither party shall under any circumstances whatever be liable to the other, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for:
 - (i) any loss of profit, revenue, or anticipated savings; or
 - (ii) any loss that is an indirect or secondary consequence of any act or omission of the party in question.



- (b) The total liability of either party for damage to property caused by the negligence of its employees in connection with this Contract shall be limited to Commission for any one event or series of connected events.
- (c) The total liability of either party to the other in respect of all loss or damage which does not fall within 12.2(b) arising under or in connection with this Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, including, any sums paid or payable under 10.2(a), shall in no circumstances exceed £1.00 for the entire term of this Contract.

13. **General**

- 13.1 Neither party shall be liable for any delay or failure in the performance of its obligations for so long as and to the extent that such delay or failure results from events, circumstances or causes beyond its reasonable control. If the period of delay or non-performance continues for 90 days, the party not affected may terminate this agreement by giving 90 days written notice to the affected party.
- 13.2 The Supplier may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under this Contract.

14. Confidentiality

- 14.1 The Supplier undertakes that it shall not at any time disclose to any person any confidential information concerning the business, assets, affairs, Customers, clients or suppliers of the Agent, except as permitted by 14.2.
- 14.2 Each party may disclose the other party's confidential information:
 - (a) to its employees, officers, representatives, contractors, subcontractors or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under or in connection with this Contract. Each party shall ensure that its employees, officers, representatives,



contractors, subcontractors or advisers to whom it discloses the other party's confidential information comply with clause 14.1; and

- (b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- (c) No party may use any other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with this agreement.

15. Announcements

15.1 The Supplier shall not make, or permit any person to make, any public announcement concerning the existence, subject matter or terms of this agreement, the wider transactions contemplated by it, or the relationship between the parties, without the prior written consent of the Agent (such consent not to be unreasonably withheld or delayed), except as required by law, any governmental or regulatory authority (including, without limitation, any relevant securities exchange), any court or other authority of competent jurisdiction.

16. Entire agreement

- 16.1 This Contract constitutes the entire agreement between the parties.
- 16.2 Each party acknowledges that in entering into this Contract it does not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Contract. Each party agrees that it has no claim for innocent or negligent misrepresentation based on any statement in this Contract.

17. Variation

17.1 The Agent may vary this Contract and such variation shall be effective provided 14 days' written notice is provided to the Supplier.



18. Waiver

- 18.1 A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy.
- 18.2 A delay or failure to exercise, or the single or partial exercise of, any right or remedy does not waive that or any other right or remedy, nor does it prevent or restrict the further exercise of that or any other right or remedy.

19. Severance

- 19.1 If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this Contract.
- 19.2 If any provision or part-provision of this Contract is deemed deleted under 13.8(a) the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

20. Notices

- 20.1 Any notice given to a party under or in connection with this Contract shall be in writing and shall be:
 - (a) sent by email to the following addresses (or an address substituted in writing by the party to be served):
 - (b) Any notice shall be deemed to have been received at the time of transmission, or, if this time falls outside Business Hours in the place of receipt, when Business Hours resume.
 - (c) This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.



21. Third party rights

- 21.1 This agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement.
- 21.2 The rights of the parties to rescind or vary this agreement are not subject to the consent of any other person.

22. Governing law

22.1 This Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with the law of England and Wales.

23. Jurisdiction

- 23.1 Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Contract or its subject matter or formation.
 - 24. contractual agreement/s or standard terms and conditions that has been signed by both the Supplier and Customer detailed the agreed programme of goods, works or services to be provided to the Customer by the Supplier. The Supplier will make available to the Agent, within 48 hours, a copy of any signed contractual agreement/s or terms and conditions upon written request to the Supplier by the Agent.
 - 25. contractual agreement/s or standard terms and conditions that has been signed by both the Supplier and Customer detailed the agreed programme of goods, works or services to be provided to the Customer by the Supplier. The Supplier will make available to the Agent, within 48 hours, a copy of any signed contractual agreement/s or terms and conditions upon written request to the Supplier by the Agent.



Schedule 1: YorEnergy Mandatory Policy List

The Supplier shall have in place the following policies:

1. Legal and Regulatory Compliance Policies

- Privacy Policy: Outlines how the supplier collects, uses, stores, and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- Anti-Bribery and Corruption Policy: Ensures compliance with the Bribery Act 2010 by detailing measures to prevent bribery and corruption within the organisation.
- Equality, Diversity, and Inclusion Policy: Sets out the supplier's commitment to providing equal opportunities and promoting a diverse and inclusive workplace.

2. Health and Safety Policies

- **Health and Safety Policy**: A core document outlining how the company ensures the safety of employees, subcontractors, and clients, in line with the Health and Safety at Work Act 1974.
- Risk Assessment Policy: Details the process for identifying, evaluating, and managing risks on projects.
- Incident Reporting and Investigation Policy: Specifies the procedure for reporting and investigating accidents, near misses, or dangerous occurrences.
- Personal Protective Equipment (PPE) Policy: Covers the provision and mandatory use of PPE for employees and contractors.



 Asbestos Management Policy: Where relevant, details how the company manages asbestos risks in accordance with the Control of Asbestos Regulations 2012.

3. Environmental and Sustainability Policies

- **Environmental Policy**: Sets out the company's commitment to reducing environmental impact, complying with environmental regulations, and promoting sustainability.
- Waste Management Policy: Describes procedures for reducing, recycling, and disposing of waste responsibly, in line with the Environmental Protection Act 1990.

4. Quality Assurance Policies

- Quality Management Policy: Covers processes to maintain high-quality work.
- Complaints and Feedback Policy: Describes how customer complaints and feedback are managed to ensure continuous improvement.

5. Employment and Contractor Policies

- Code of Conduct for Employees and Subcontractors: Specifies expected behaviours and standards.
- Modern Slavery Policy: Details steps to prevent modern slavery and human trafficking in the supply chain, in line with the Modern Slavery Act 2015.
- Training and Development Policy: Outlines the company's approach to ensuring staff have the necessary skills and certifications.



6. Operational Policies

- **Supply Chain Management Policy**: Outlines expectations and standards for suppliers and subcontractors.
- Project Management Policy: Describes processes for planning, executing, and monitoring projects to meet customer requirements.

7. Insurance and Certification

Although not policies, suppliers should also maintain and provide evidence of:

- **Employer's Liability Insurance**: Mandatory under UK law if the supplier has employees.
- **Public Liability Insurance**: Protects against claims from third parties for injury or property damage.
- Professional Indemnity Insurance: Covers against claims of negligence in design or advice.
- Product Warranties and Guarantees: Where applicable, ensuring customer confidence in installed products.



Schedule 2: Services to be provided

Full details of the services to be provided can be found in the following documents:

- General Specification:
 https://www.yorenergy.co.uk/ files/ugd/c46274 eb1a460a57e84d848531d1dc6ae dbd2f.pdf



Schedule 1 Services