

Adrian Waite (Independent Consultancy Services) Limited

Proposed Terms & Conditions

Conduct

We shall endeavour to both advise you and promote your interests as professionally and efficiently as we can when working with you.

Responsibility for the conduct of business with you will usually remain with the consultant who is identified as the lead consultant at the start of the project. However, we have continuity arrangements in place should unforeseen circumstances (for example, sickness) prevent the lead consultant from carrying out this role.

We shall keep you regularly informed as to the progress on any project in which you have instructed us, and we ask you in turn to respond promptly to our own communications with you.

We will act in accordance with the professional requirements of the Chartered Institute of Public Finance & Accountancy, Chartered Institute of Housing and Institute of Leadership & Management.

Equality and Diversity

'AWICS' is committed to promoting equality and diversity with our customers, staff and suppliers. This includes:

- Equality in how we behave towards staff
- Equality in how we behave towards suppliers
- Equality in service delivery

'AWICS' accepts all statutory responsibilities regarding equality and diversity.

'AWICS' is an equal opportunity employer. We will ensure that no applicant or employee will receive less favourable treatment on the grounds of sex, disability, religious belief, marital status, colour, race, ethnic origins or other protected status. No employee will be disadvantaged by conditions or requirements that cannot be shown justifiable.

'AWICS' will take all steps within its power, and within the resources that can generally be made available from time to time, to meet this responsibility. In particular:

- (a) Job advertisements will include a general declaration to the effect that 'AWICS' is an equal opportunities employer.
- (b) Records will be maintained as a means of monitoring 'AWICS' policy, and as a means of identifying possible areas of inequality.

PO Box 17, Appleby in Westmorland, Cumbria. CA16 6YL. Telephone: 017683-51498. Mobile: 07502-142658.

E-Mail: Adrian.waite@awics.co.uk. Website: www.awics.co.uk

Managing Director: Adrian Waite MA CPFA CIHM FInstLM.

Registered Address: c/o Butterworths Solicitors, 3 Walker Terrace, Gateshead, Tyne & Wear. NE8 1EB.

Company Number: 3713554. VAT Registration Number: 721 9669 13

- (c) The operation of this policy will be regularly reviewed.
- (d) Selection, recruitment, training and promotion practices and procedures will be reviewed to ensure that individuals are treated based on their relevant merits and abilities.
- (e) All employees of 'AWICS' are made aware of their responsibilities towards this policy.

The same principles will apply in the selection of suppliers. We will also expect suppliers to comply with legislation and good practice on equality and diversity.

'AWICS' is committed to promoting equality and diversity with our customers. We understand our customers have very diverse needs. The 'one-size-fits-all' approach to provision of services does not work for diverse communities with diverse needs. We therefore aim to tailor our services to meet individual need.

Health and Safety

'AWICS' will observe the 'Health and Safety at Work etc Act 1974' and the 'Management of Health and Safety at Work Regulations 1992'.

The Managing Director will ensure, so far as is reasonably practicable, the health, safety and welfare of employees while at work.

The Managing Director will ensure, as far as is reasonably practicable, that all 'AWICS' undertakings are carried out in a way that ensures that people other than employees are not exposed to risks to their health or safety.

The Managing Director will assess the risks to employees and anyone else who may be affected by the work activities being undertaken. Because of this assessment, appropriate preventative and protective measures will be taken to reduce the risks identified if they are not being adequately controlled in other ways.

Environment

'AWICS' has adopted this environmental policy that defines the aims and principles to which we are working to ensure that 'AWICS' is an environmentally sustainable business and that we play our part in creating a better environment.

- We intend, wherever possible, to make continual, measurable progress in our environmental performance and to reduce our environmental impact, while maintaining our economic viability.
- We do not use environmentally damaging products where an alternative product or method is available.
- We minimise the purchasing of new products by cutting down on waste and repairing or reusing existing products. We use Information Technology as a means of reducing our use of paper.

- Whenever possible, we use products that are made from recycled materials; can be recycled or reused; can be operated in an energy efficient manner; and cause minimal damage to the environment in their production, distribution, use and disposal, so long as the requirements of value for money and quality are met. We recycle waste paper, cardboard and plastics whenever possible.
- We travel by public transport whenever practicable and use vehicles with low carbon emissions as appropriate.
- We aim to provide environmental training for all employees.
- We ensure that all operations and activities carried out comply with or exceed all statutory environmental requirements.

Limited Liability

We provide our professional services with reasonable care and skill. However, we will not be held responsible for any losses arising from the supply by you or others of incorrect or incomplete information, or your or others' failure to supply any appropriate information or your failure to act on our advice or respond promptly to communications from us or other relevant authorities.

You agree to hold harmless and indemnify us against any misrepresentation, whether intentional or unintentional, supplied to us orally or in writing in connection with this agreement.

You have agreed that you will not bring any claim in connection with services provided to you by the firm against any of our employees on a personal basis.

Insurance

Details of our Professional Indemnity Insurance, Public Liability and Employers Liability Insurance can be found at request at the head office; AWICS LTD, PO Box 17, Appleby-in-Westmorland, Cumbria, CA16 6YL.

Our professional indemnity insurance is for £2,000,000. This is based on a risk assessment that takes account of matters including our turnover of management consultancy work.

Fees

Our fees are calculated on the basis of time spent on your affairs and on the levels of skill and responsibility involved. Expenses represent travel, accommodation and other expenses incurred in dealing with your affairs. These fees are all calculated by the lead Consultant.

Payment of fees will be due within 28 days of the date of the payment request. Payment is usually requested by the requisition of an invoice to the client.

Invoices are either submitted at the satisfactory completion of a project or, in the case of larger projects, on a monthly basis.

Complaints

We are committed to high quality Consultancy advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact Company Secretary Mrs Elaine Waite at Elaine.waite@awics.co.uk or write to us at AWICS LTD, PO Box 17, Appleby-in-Westmorland, Cumbria, CA16 6YL. We will investigate your complaint; provide you with a full response and offer an appropriate remedy if we find the complaint to be justified.

Details of professional indemnity insurance

Insurance Company: CFC Underwriting Limited, 85 Gracechurch Street, London. EC3V 0AA.

Policy Number: MAO-PNG-134-217

Expiry date: 30th March 2018

Business activities: Business Consultant & Training Company.

Limit of liability: £2million.