

Supplier Standards & Working Practices Policy

Effective: July 2024

Statement

Tecknuovo engages with its professional network of professional service providers to support Tecknuovo in the delivery of agreed contracted or outsourced services to Tecknuovo in support of the business requirements and strategic needs of Tecknuovo.

To ensure the successful delivery of Tecknuovo projects for its customers, it is imperative that the services required, the way the services will be delivered, and the expectations of the professional partnership between Tecknuovo and its professional service provider (Supplier) are understood and clearly defined to avoid uncertainty and risk to either party in the provision of and receipt of the Supplier's contracted services.

Purpose

This policy confirms the operating standards and practices expected (i) to ensure Supplier contracted services are delivered in accordance with the SOW, on time, and at the price quoted and (ii) to build and promote a sustainable and collaborative ecosystem of suppliers to support on wider social value and environmental initiatives.

Standards & Working Practices

Services	Supplier will perform sub-contracted services for Tecknuovo (who is Supplier’s client) under a statement of work (SOW) which typically form part of a larger project for the delivery of outsourced services by Tecknuovo to its end customer (Customer). Supplier will only undertake the services contracted under the SOW. Supplier will not accept any instruction or request from the Customer or any third party including but not limited to the performance of additional services not contracted under the SOW. No changes to the SOW will be valid unless agreed in writing between Supplier and Tecknuovo in writing by way of change order to the SOW. Tecknuovo is responsible for the review of and approval of the sub-contracted services and deliverables at the agreed milestones or end of sprints (as applicable). Supplier will provide all information required by Tecknuovo to determine whether services and deliverables have been delivered as required.						
Service Reporting and Escalation	Supplier will deliver project updates and service reports to Tecknuovo’s Delivery Manager or Delivery Lead (as applicable) at the intervals agreed with Tecknuovo and shall provide all information reasonably required by Tecknuovo to meet its service reporting contractual requirements to the Customer. All complaints, concerns, issues, and or queries regarding the SOW, services, and/or progress of the project should be addressed to the Tecknuovo Delivery Manager or Delivery Lead only. The Supplier shall not discuss or otherwise escalate any query, concern issue, or complaint to the Customer and shall ensure Supplier Representatives always adhere to this. The Supplier will not discuss or otherwise negotiate with the Customer (whether directly or indirectly) for any reason whether in connection with the SOW or otherwise. The Supplier shall only be entitled to payments pursuant to the SOW.						
Temporary Cessation	Suppliers must provide adequate and advance written notice (prior to start of SOW where known) of any periods during which Supplier capacity, velocity and/or quality may decrease (e.g. if Supplier Representatives take service breaks or leave the Supplier). Service breaks are not expected to be taken during the first 6 weeks of a project. For short term, fixed price contracts, Supplier must maintain the same level of sub-contracted service capacity, quality, and velocity until completion (as identified in a SOW). For all other SOWs, the following minimum periods of written notice must be provided to Tecknuovo (to allow adequate management of the delivery timetable): <table><tr><th>SOW Term</th><th>Length of Temporary Service Break (working days)</th><th>Minimum Notice Required</th></tr><tr><td>Up to 12 weeks</td><td>Up to and including 3 Over 3</td><td>4 weeks 6 weeks</td></tr></table>	SOW Term	Length of Temporary Service Break (working days)	Minimum Notice Required	Up to 12 weeks	Up to and including 3 Over 3	4 weeks 6 weeks
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	Over 13 weeks	Up to and including 5 Over 5 Over 10	2 weeks 6 weeks 12 weeks
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Location	Supplier shall deliver the sub-contracted services remotely from its own offices within the UK only. No services may be delivered outside of the UK, without the express prior written consent of Tecknuovo. Supplier may be requested to attend physical meetings with other suppliers at Tecknuovo and/or Customer offices as may be necessary to facilitate the successful completion of the Customer project. Supplier shall use all reasonable endeavours to ensure that it participates in such meetings.
Business Continuity and Disaster Recovery (BCDR) Plan	Supplier shall ensure that it has and maintains a BCDR Plan with respect to its services and business operations, and which must include (but not be limited to) alternative facilities for delivery of its services where its own offices become unavailable for any reason, maintaining compliance with Tecknuovo's IT policies, and which may include use of Tecknuovo and/or the Customer offices. Supplier shall provide all BCDR information requested by Tecknuovo to ensure that suitable BCDR arrangements are in place for the duration of the Statement of Work.
Expenses	Supplier's day rate includes all expenses incurred in the delivery of the sub-contracted services, including attendance at offsite meetings within the UK, unless otherwise expressly stated in a SOW. Any expenses permitted under a SOW, will be subject to the terms and limitations of the Tecknuovo Supplier Expense Policy.
Corporate Governance	Supplier will ensure Supplier Representatives receive adequate guidance and training in the following areas of compliance: workplace health and safety, data protection, cyber security, anti-bribery and corruption, anti-discrimination, and modern slavery. Supplier shall provide evidence of such training and guidance provided on written request. If not deemed adequate by Tecknuovo, Supplier shall require Supplier Representatives attend any additional governance training required by Tecknuovo, at the cost of the Supplier. Supplier shall ensure that no Supplier Representatives accept any gifts or hospitality from a Customer, and which includes but is not limited to any offer of corporate or social hospitality, access to Customer corporate events, or accept any over benefit from a Customer which the Supplier and Supplier Representatives would not ordinarily be entitled to as an independent supplier delivering services to Tecknuovo. Supplier will ensure that it (and Supplier Representatives) comply with all IT, data protection, security, environmental, and such other corporate governance policies as may be published and notified to Supplier from time to time. Tecknuovo may require Supplier ensure that Supplier Representatives attend additional supply chain governance training as may be required for any SOW to allow Tecknuovo and/or the Customer to meet their respective legal, compliance, regulatory, ISO, SOC, and external accreditation obligations, at the cost of the Supplier.
Professional Standards	All Suppliers in Tecknuovo's supply chain must adhere to the high standards of professional behaviour and conduct required under the Supplier Code of Conduct, Supplier policies, Supplier contractual commitments in the SOW, as published and notified to Suppliers from time to time. Tecknuovo may require the immediate removal of any Supplier Representatives who fail to meet these standards and who in Tecknuovo's absolute opinion pose a risk to the delivery of the project, Tecknuovo's relationship with a Customer, and/or which may impact the good standing and reputation of Tecknuovo and/or a Customer.
Supplier Commitments	Supplier will use best efforts to participate in and support Tecknuovo supply chain initiatives to reduce its impact and that of its supply chain on the environment, to promote inclusion and diversity across the supply chain, and to support social value initiatives for the wider community.