

DEFINITIONS:

RM – Relocations Manager

Consultants – You or any member of your company interacting with our clients / assignees

To ensure an excellent customer experience and to protect our client relationships and future sustainability of our company we ask that all consultants providing services for Bournes Relocation Solutions at all times comply with the following standards of service as a minimum.

1. Code of Conduct

- 1.1. Always act in the best interests of Bournes, its clients and their assignees.
- 1.2. Uphold Bournes reputation for personal service, responsiveness and meticulous attention to detail.
- 1.3. Professional business attire to be worn meeting with assignees.
- 1.4. Conform at all times with the Bournes [Code of Conduct](#). We particularly draw your attention to your obligations under our Data Protection and Anti Bribery and Corruption policies. Compliance is not only the responsibility of your company but the individuals involved in delivering services, including any third parties you may use. Non-compliance can involve serious consequences for all parties so it is important that your employees and your partners understand their obligations in these areas.

2. Customer Service

- 2.1. Consultants should ensure that any requirements the client has listed that you do not believe are realistic are explained and expectations re-set where possible. Inform Bournes Relocation Manager (RM) immediately prior to re-setting expectations.

3. Licenses and Insurances

- 3.1. You must hold the required licenses and insurances for the services that you provide in the region in which you operate and should provide copies of relevant certificates for us to keep on file.
- 3.2. Public Liability insurance is required by all consultants.
- 3.3. When transporting Bournes clients in your own vehicle we will require a copy of your vehicle insurance certificate indicating appropriate cover is in place.

4. Branding

- 4.1. Please remove your own company branding from any documents or emails sent to Bournes assignees unless otherwise agreed. We find that our assignees are faced with so many different service providers throughout their relocation that having lots of different companies involved in service delivery can become confusing and stressful when they aren't sure who is who. To keep this simple and clear that Bournes are their service provider for relocation we respectfully ask you to remove your own branding to assist.

5. Communications

- 5.1. Your Bournes contact should be copied into all email communication (unless otherwise specified this should be Marianne Walsh marianne@bournesmoves.com).
- 5.2. Please use Bournes standard templates for emails and attached documents where they have been provided. This helps us ensure consistency for our clients and their assignees with information easy to locate quickly and provides a failsafe to ensure that we meet all of our contract obligations.
- 5.3. All supporting documentation should be sent to the Relocations Manager before a file can be closed and we can process your invoice.
 - 5.3.1. Home Searches
 - 5.3.1.1. Tenancy Deposit Scheme Certificate
 - 5.3.1.2. Lease
 - 5.3.1.3. Offer letter / lease terms sheet

6. Invoicing and finance

- 6.1. No invoice will be approved for work (either in full or in part) that has not been authorised in advance by us. Should an assignee of one of our accounts contact you directly for assistance please seek authorisation from us immediately before undertaking any work.
- 6.2. Due to the invoicing terms we typically have with our clients we cannot approve any vendor invoice for payment until the service has been completed. Any invoice received before a service is complete will be placed on hold and this may mean we are unable to pay within your standard payment terms, therefore please avoid invoicing until the service has been completed to reduce the admin arising from late payments on both sides.
- 6.3. Unless specifically agreed Bournes will not facilitate any payments on behalf of a client e.g. for holding deposit. This will be an extreme exception unless our client has an expense management arrangement with us

7. Misc.

- 7.1. If an assignee of one of our clients comes to you directly please forward the communication to Bournes and discuss with the Relocations Manager prior to undertaking any work or engaging directly with the company so that we can follow up and ensure service delivery in line with our client agreements.
- 7.2. You will conform to all legal regulations regarding your business operations including declaring all income. If you hold any part time employment in addition to the services you provide for us on a self-employed basis you are responsible for ensuring that you meet your contract obligations with any employer.
- 7.3. If a consultant is taken ill or unable to continue to provide services for any other reason whilst they have files open with Bournes please inform the RM immediately so that we can make alternative arrangements either with your company or an alternative provider for service delivery and can effectively communicate this with the client and assignee.

8. Additional requirements for Home Search providers:

- 8.1. The Itinerary for viewings should be sent to Bournes for review 24 hours before the search. Where this is not possible for short notice viewings this should be sent as soon as possible.
- 8.2. The Offer letter / Lease Terms Sheet should be completed by you and sent to the assignee for confirmation prior to making any offer. This document once approved should also be sent to the estate agent to accompany any offer made.

- 8.3. You will only work with regulated agents and inform RM immediately should an assignee wish to view a property with an unregulated agent.

9. Health and Safety

- 9.1. You must comply with local health and safety regulations and ensure all staff are regularly trained.

10. Data Protection

- 10.1. Bournes are committed to the protection of our customers, employees and their third parties' personal data. By providing services on behalf of Bournes you are acting as a "data processor" and may have access to data either we provide to you directly, our clients provide to you directly or that we enable you to have access to through our systems.

- 10.2. As a data processor you need to comply with the requirements in Article 28 of the GDPR. According to article 28 you must ensure that you comply with all of the below requirements when processing data on behalf of Bournes:

- 10.3. Instructions

You may only process Bournes data on documented instruction from Bournes or as otherwise required by law, for services relating to either the movement of Household goods and/or Destination Services. Where it is necessary to process data in accordance to law and without explicated consent from Bournes, you must inform us of these regulations in writing prior to processing taking place.

The duration for data processing must be in accordance to this agreement or according to your own legal requirements. Where processing of data is required outside of the above restrictions you must notify Bournes of the legal requirement prior to processing.

Bournes will share with you, personal data of its customers, employees and their third parties. Which might include, names, addresses, passport details, insurance evaluations etc. We expect all data to remain protected as detailed in article 28 and in accordance to the below clauses.

- 10.4. Personnel

All staff, contractors, sub processors and visitors ("your people") must work under written obligation of confidentiality when processing Bournes data. Further these people must be trustworthy, reliable and adequately trained to ensure that all data processed is done so in accordance to the law. All personnel should be under a contractual obligation to understand, acknowledge and work in accordance to your policies and procedures. Failure to do so should result in disciplinary proceedings.

- 10.5. Security

Security should be implemented to ensure all necessary technical and organisational measures have been taken to provide and protect accessibility, confidentiality and integrity of data. Upon request you should be able to provide the following;

- A description of your security measures
- Answers to questions relating to security measures

- Details of measure in place to restrict access, including but not limited to Firewalls, Intrusion detection, Perimeter security and/or incident protection.
- A process map to detail all actions to be taken in the case of and suspected or actual personal data breach and any other security incidents or interruptions to data processing.

10.6. Subject Rights

Should you be requested at any time to delete data, to port data, to stop processing data or any other requests or complaints including any approach by a regulator, law enforcement body or other third party, where Bournes was the controller of said data, you must have the appropriate processes in place to inform us immediately, before any action is taken.

- 10.7. Stringent processes must also be in place to assist Bournes to comply with its legal obligations to its data subjects, including requests for right of access, right of rectification, right of erasure, right to restrict processing, right of data portability, right to object and right not to be subject to automated decision making including profiling.

10.8. Sub-Processors

No sub-processors or sub-contractors are permitted to be engaged to handle Bournes data or to help deliver any of your contractual liabilities, without the primary consent of Bournes in advance. Bournes will review in line with article 28 and the processes you have in place and will act reasonable in accordance. We would expect you to be able to demonstrate that all obligations within this Service Level Agreement are part of the contractual agreements with your sub-contracts and sub-processors and further that you have carried out sufficient checks to ensure your sub-contractors and sub-processors have the ability to comply with these obligations. Until this data has been reasonable evaluated, and our acceptance placed in writing to you no Sub-contracting and/or sub processing may take place.

10.9. Inspections

It may be necessary to assist Bournes with inspections and/or audits that Bournes is required to carry out to demonstrate GDPR compliance. These audits and/or inspections may be carried out by Bournes or an external auditor and may require access to your facilities, systems and documents.

- 10.10. Further to the above Bournes must be informed with immediate effect in writing if you as the data processor are asked to do anything which infringes the GDPR regulations or any other data protection law of the EU or member state.

11. Your commitment to the agreement

- 11.1. In accepting a booking from Bournes to perform services on our behalf you indicate your understanding, agreement and intention to comply with the standards set out in this agreement. This includes communicating the requirements with your staff involved in delivering the service and with any service providers within your supply-chain. If you have any questions or concerns, you should discuss them with your point of contact at Bournes prior to accepting a booking.

11.2. This agreement shall be effective as of the date of issue and shall continue until terminated or superseded with written notice by either party.

DECLARATION

I/we agree to perform the services on behalf of Bournes Relocation Solutions in line with this agreement.

Signed: _____

Print name: _____

Company name: _____

Date: _____