

SPECIALIST QUALITY MARK AUDITING SERVICES AGREEMENT 2022

SCHEDULE 5

PERSONNEL AND CONTRACT MANAGEMENT

1. PERSONNEL

1.1 The Licensee shall employ personnel to fulfil the following roles (which are set out in more detail below):

1.1.1 SQM Contract Manager;

1.1.2 Training Support Manager;

1.1.3 Lead SQM Auditor (to oversee the SQM Auditors); and

1.1.4 SQM Auditors.

2. SQM CONTRACT MANAGER

2.1 The Licensee shall appoint and provide the LAA with the name of the individual who will undertake the role of SQM Contract Manager.

2.2 The SQM Contract Manager will be responsible for the delivery of the Services pursuant to this Agreement and for overseeing the day-to-day management of the Services on behalf of the Licensee. The SQM Contract Manager must be competent and have sufficient experience and authority to deal with issues that might reasonably be expected to arise in connection with the performance of this Agreement. As a minimum the responsibilities of the SQM Contract Manager are as follows:

- (a) to act as the LAA's main point of contact in relation to this Agreement;
- (b) to ensure that the Services are delivered in accordance with the terms of this Agreement;
- (c) to attend contract management meetings with the LAA Contract Manager as and when required by the LAA;
- (d) to provide the LAA Contract Manager with monthly updates evidencing the delivery of the Services within the agreed timescales and to the standards required by this Agreement;
- (e) to provide Management Information reports to the LAA Contract Manager as specified in this Agreement; and
- (f) to ensure that all key roles are filled during the Term of the Agreement (which shall include but not be limited to the roles of Lead SQM Auditor and Training Support Manager) as well as ensuring that sufficient SQM Auditors are available in order to meet demand for the Services.

3. TRAINING SUPPORT MANAGERS

3.1 The Licensee must appoint a Training Support Manager to cascade and deliver training to all SQM Auditors and key personnel involved in delivering the Services throughout the Term. The Training Support Manager will be required as a minimum to undertake the following roles:

- 3.1.1 to attend the SQM training event provided to the Licensee by the LAA;
- 3.1.2 to cascade the SQM training that they have received to all SQM Auditors and key personnel involved in delivering the Services;
- 3.1.3 to provide a record of all training and development undertaken by the SQM Auditors or other relevant Licensee Personnel to the LAA Contract Manager on a bi-annual basis;
- 3.1.4 to ensure that all new staff recruited to undertake the Services are suitably trained and signed off in order to undertake the Services; and
- 3.1.5 to ensure that any SQM Auditors that are not providing Audits to the required standards are re-trained or provided appropriate development to remedy the situation. A development plan and the appropriate remedial steps to be taken shall be recorded and provided to the individual involved and the LAA Contract Manager at the beginning and end of the development period.

4. LEAD SQM AUDITOR

- 4.1 The Licensee shall appoint an individual to be responsible for the day-to-day operational management of the SQM Auditors and for keeping effective records of the Services provided.
- 4.2 The Lead SQM Auditor shall ensure (with the support of the SQM Contract Manager) that the team of SQM Auditors meet the Service Levels and provide the Audits to the required standards set out in this Agreement.
- 4.3 The Lead SQM Auditor will be responsible for quality checking all Audit Reports and confirming all recommendations made by the SQM Auditor before they are sent to the SQM Holder or SQM Applicant (as applicable).
- 4.4 The Licensee shall ensure that the Lead SQM Auditor shall have the following abilities:
 - 4.4.1 a proven ability to lead, motivate and develop a team;
 - 4.4.2 a proven ability to lead a team to achieve service delivery goals;
 - 4.4.3 excellent verbal, written and interpersonal communication skills;
 - 4.4.4 a proven ability to make decisions under demanding conditions; and
 - 4.4.5 excellent organisational ability.

5. SQM AUDITORS

- 5.1 The Licensee shall ensure that SQM Auditors demonstrate the following abilities:
 - 5.1.1 experience of assessing the development and implementation of quality systems, standards and procedures;
 - 5.1.2 a minimum of 6 months full time auditing experience, or 12 months part time auditing experience; and
 - 5.1.3 excellent communication skills with the ability to liaise and work clearly and effectively with a wide-range of organisations and individuals both verbally and in writing.

6. LAA CONTRACT MANAGER

- 6.1 The LAA Contract Manager will be the key point of contact for the Licensee on a day-to-day basis for all matters concerning the delivery of the Services (where LAA input is required).

CONTRACT MANAGEMENT

- 7.1 The Licensee shall ensure that as a minimum, the SQM Contract Manager or, in their absence, a delegated deputy, attends contract management meetings with the LAA Contract Manager as set out in the table at paragraph 7.2 below.
- 7.2 The LAA Contract Manager will be responsible for arranging contract management meetings with the Licensee as required by the LAA and in accordance with the table below. All contract management meetings shall be held, at the LAA's option, at either the LAA's premises or at the Licensee's premises or remotely.

Meeting Type:	Description of meeting aims deliverables:	Frequency:
Service update meeting	During this meeting both the LAA Contract Manager and the SQM Contract Manager will have the opportunity to: Review and discuss the Licensee's day to day delivery of the Services; Identify and resolve any operational issues affecting the delivery of the Services should they arise (outlining corrective action that the Licensee or the LAA intend to take); Ensure that all action points are completed within agreed timescales (no more than 5 Working Days).	Monthly (face to face/ telephone meeting/videoconference).
Performance review meeting	The Licensee must provide the LAA Contract Manager with a detailed review and appraisal of their performance against the requirements of this Agreement; The findings of the LAA Contract Manager following an assessment of the Audit Reports received (including any issues that need to be resolved) and other consistency monitoring checks. Discussion regarding whether improvements need to be made to the Licensee's delivery of the Services.	Bi-annual (face to face or videoconference).
Contract review meeting	To review the Licensee's overall performance in relation to the requirements of the Agreement; Discuss any potential changes needed to the Services or Service Levels and plan the necessary remedies.	Annual (face to face or videoconference).