

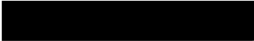





SERVICE LEVEL AGREEMENT

Between

London Legacy Development Corporation C/O GVA (on behalf of) 3 Mills Studios
&
Southern Court Securities Limited

TYPE OF SERVICE AGREEMENT:	Security Services
SERVICE COMMISSIONED:	Static Guard Duties @ 3 Mills Studios, 3 Mills Lane, London E3 3DU
PERIOD OF AGREEMENT:	1 st April 2012 – 31st March 2013 (Reviewed Annually)
PURCHASERS:	London Legacy Development Corporation C/O GVA Facilities Management (For 3 Mills Studios) Level 10, 1 Stratford Place Monfitchet Stratford, London E20 1EJ
CONTACT:	 Operations Manager
CONTACT NUMBERS:	
PROVIDER:	Southern Court Securities Limited 119 George Lane South Woodford London E18 1AN
CONTACT:	 Contracts Manager
CONTACT NUMBERS:	

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1 DESCRIPTION OF PARTIES:

- 1.1 This service agreement is made between **London Legacy Development Corporation C/O GVA FM (for 3 Mills Studios)** (identified within this agreement as the Commissioner) and **Southern Court Securities Ltd** acting as Service Provider (identified within this agreement as the 'Provider').
The authorised officer empowered to act on behalf of LLDC C/O GVA FM (for 3 Mills Studios) is Operations Manager; Keith Broome.

2 DEFINITIONS AND INTERPRETATION

'Agreement'	This is an independent Service Level Agreement inclusive of its Schedules and appendices
'Commencement Date'	1 st April 2012
'Services'	The services as set out in Schedule B Service Specification and provided by the Provider pursuant to and in accordance with this Agreement.
'SIA'	Security Industry Authority.
'ACS'	Approved Contractor Scheme.
'KPI (s)'	Key Performance Indicator (s)

3 GENERAL TERMS AND CONDITIONS

- 3.1 This Agreement is a public document open to scrutiny. It represents a commitment by both parties to provide best possible service within a framework of minimum bureaucracy, cost efficiency and minimum time achievable. This will be reviewed annually.
- 3.2 The objective of this Service Level Agreement (SLA) is to facilitate the engagement of Southern Court Securities Ltd to supply Static Guard Security Services to 3 Mills Studios. The SLA sets an agreed price for the following activity.
- a) **Activity:**
Payment for the Static Guard Security Services provided to 3 Mills Studios will be [REDACTED] per hour (or part thereof) reviewable annually. The Static Guard service will cover the 3 Mills Studios site (see **Schedule B** for outlined duties).

- 3.3 Changes to the Service Agreement must be acknowledged in writing. A record of such changes, including the effective date and authorisation by both parties, will be made on **Schedule A** of this agreement.
- 3.4 The Provider will manage, inform and negotiate with the Commissioner (including any contingencies to be made and the probable duration) and any inability to provide the service outlined in this agreement.

4 GOVERNANCE – QUALITY OF SERVICES

- 4.1 Quality standards will govern all areas of the service when appropriate, including monitoring arrangements agreed by both parties for the engagement of service within this of this agreement.
- 4.2 The provider will adhere to Quality Management System BS ISO 9001:2008 and screening to BS 7858 and Code of Conduct BS 7960 as stipulated by the British Standards Institution.
- 4.3 Services will be carried out in adherence to current legislation.
- 4.4 The Provider will ensure uninterrupted service at the times specified by the Commissioner. This cover will be carried out 365 days per year.
- 4.5 The Provider ensures a Security Insurance Scheme for all Guards. This insurance is supplied by ZURICH.
- 4.6 Services will in addition be carried out as set out in the SIA's ACS (see definitions) of which Southern Court Securities Limited is an accredited member.

5 BILLING AND PAYMENT

- 5.1 The provider will receive payment within 30 days from date of invoice
- 5.2 Payment will be subject to satisfied completion of the service
- 5.3 Payment will be made on invoice raised by the provider on a **Monthly Basis** and all payments will be made by the commissioner will be to HSBC Invoice Finance (UK) Ltd (and be made payable to the same), [REDACTED] BACS payments can be sent to Sort Code: [REDACTED] Account Number: [REDACTED]

6 TERMINATION OF AGREEMENT

- 6.1 Either party may terminate the agreement at any time giving a minimum of 1 month's notice.
- 6.2 Any extra services not covered within this SLA require 48 hours notice to the Provider.

7 DURATION AND RE-NEGOTIATION

- 7.1 This agreement will run from 1st April 2012 to 31st March 2013. Activity will be monitored weekly/monthly and will be reviewed in a formal meeting between Provider and Commissioner every 3 months as a minimum or sooner as the Commissioner requires.

8 DISPUTE

- 8.1 In the event of a dispute evidenced in writing, both parties will meet to discuss the problem within SEVEN days. If a compromise cannot be reached, the matter will be referred to the relevant authority for arbitration dependent upon the matter. However, each party to this Service Agreement will endeavour to avoid the need for arbitration through regular and constructive dialogue.
- 8.2 For the avoidance of doubt, both parties in signing this Agreement are intending to create legal relations and therefore this Agreement shall be treated as a legally binding Agreement.

9 STATUTORY REQUIREMENTS

- 9.1 The 'Provider' will be responsible and liable for the professional practice(s) of its entire staff involved in the delivery of this service.
- 9.2 The service will be culturally sensitive (whether in relation to race, gender, disability, religion or otherwise) to the needs of users and offer equal access on the basis of need.
- 9.3 Where appropriate, the 'Provider' will carry out risk assessments, site surveys and amend its policies and procedures in accordance with the results.
- 9.4 The 'Provider' will, in accordance with the Management of Health & Safety at Work Regulations 1999, co-operate with the Commissioners, Safety, Fire and Security requirements.
- 9.5 The 'Provider' undertakes to comply with the relevant requirements of the Health & Safety at Work Act 1974, as well as all subordinate legislation.

10. AUTHORISATION

**SIGNED FOR AND ON BEHALF OF London Legacy Development Corporation c/o GVA Ltd
(for 3 Mills Studios):**

Authorised Signature ...

DATE: 1/4/12

Print Name

for k on behalf of GVA as managing
agents for LDC

SIGNED FOR AND ON BEHALF OF Southern Court Securities Limited

Authorised Signature

DATE: 01/04/12

Print Name

SCHEDULE A:

11 CHANGES TO THE SERVICE AGREEMENT:

Change to be made	Date provider notified in writing	Effective Date of required change



SCHEDULE B

SERVICE SPECIFICATION OUTLINE

(See Assignment Instructions for full and specific duties)

- Security Guard cover is for 365 days a year including all bank Holidays. Double time allocated for Christmas Day, Boxing Day & New Years Day.