

April 2020

## **Standard commercial terms and conditions**

- Timing and location

Normally an agreed mix of work carried out via desk analysis/document production at Lyddon Consulting's office, and meetings/workshops at the client's main office, or other offices of the client as further agreed.

Work locations can include offices of the client's business partners or customers.

A working day is taken to be eight hours.

- Inputs from the client's side

This will be identified at the outset but can be supplemented in the course of the assignments as the need arises.

- Potential dislocations to the timetable and/or the quality and completeness of deliverables produced in the allotted time
  1. Holiday period and other absences of stakeholders whose participation is required
  2. Travel, particularly where it requires 2-3 trips to see 5-6 people
  3. Non-availability of inputs and the extent to which Lyddon Consulting needs to spend time collecting them and enriching them, or creating them
  4. Difficulties in accessing any support described in the proposal
- Early warning of delays and/or possible exceeding of allocated time

Lyddon Consulting will of course provide you with early warning of either of the above occurrences.

- Assignment Sponsor

The client should nominate a senior member of management to sponsor the assignment.

- Contact person

The client should nominate a day-to-day contact person in respect of the assignment as well as the assignment sponsor.

- Contracting party and terms

Lyddon Consulting Services Limited is registered for VAT in the UK.

Travel, accommodation, subsistence and reasonable out-of-pocket expenses will be added to invoices where these expenses have been incurred wholly in connection with the carrying out of the assignment.

An itemised listing of expenses will be provided. Copies of original invoices and receipts can be provided where they are available.

Value Added Tax at 20% will be added to all invoices where eligible.

VAT will be added to invoices addressed to UK clients in all cases, whereas VAT can be excluded from invoices addressed to clients elsewhere depending upon the circumstances. Such exclusion can depend upon the supply by the client of their VAT number if they are in the EC.

The standard daily rate for Lyddon Consulting's services is £1.550, plus accommodation, travel, reasonable subsistence and out-of-pocket expenses, plus VAT. If at all possible, it is preferred that hotels and airfares are paid by the client direct. This can moderate the amount of VAT that is invoiced to clients but which they cannot themselves offset.

The standard daily rate for services can be overridden in individual contracts where this is clearly stated.

Payment terms are within 30 days of invoice.

- Confidentiality

We treat all customer business and information as confidential. Whilst confidentiality undertakings normally feature in all contracts, we believe we have an overarching duty of client confidentiality in any case.

- Data Privacy

We do not collect and/or store personal data on our actual or potential customers. We do not send out newsletters or similar online marketing requiring a database. In the normal course of business we come into possession of contact information of actual or potential customers via business cards, emails, telephone, enquiries made to us through our website, and shared membership of LinkedIn. We do not share information with any third-party and will never ask you to consent to this. You can request that we delete any such information and we will do so.

- Administrative Support

It is usually beneficial for there to be access to:

1. Administrative Assistant support to:
  - make travel and hotel arrangements
  - arrange meetings
  - obtain inputs
2. Powerpoint/WP facilities in order to produce deliverables
3. Desk space in work locations as required



R J Lyddon

Director

For and on behalf of

Lyddon Consulting Services Limited