Service Definition

G-Cloud 14

Lot 3

Colt Programme and Project Management

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Contents

1. Service Overview

This service provides a person, or persons, including suitable supporting resources, processes, methodologies, toolsets, experience, accreditations and security clearance to Programme or Project management the successful delivery of services or deliverables agreed upon.

The Project Management (PM) service (Programme or Project Management) is used to manage project lifecycles of complex Customer engagements (Including non-standard and large-scale projects) which require a high degree of coordination and require more client interaction and reporting.

It can also include resources and services related to the following additional items:

- Project Management Office (PMO) – Consultation, Support and Co-ordination
- Quality Management - Consultation, Design, Planning and Provision
- Test – Consultation, Design, Management and Provision

The overall service is defined in consultation with the customer and then a Statement of Works (SoW) is produced capturing the scope, deliverables, requirements of each party and the associated charges. The SoW forms a defined package of deliverables with agreed assignments to be completed subject to the terms included.

Ad-hoc Project Management services can also be provided on a case-by-case basis, tailored to customer requirements.

The service is applicable to the following:

- Project delivery – small, medium or large (Cloud, WAN, LAN, Security, UCC & Voice)
- Transition management
- Migration management
- Transformation management

The team delivers an experienced and practiced team of Project and Programme Directors and Managers supported by an Enterprise Project Management Office (PMO). This team is experienced in both local and global projects, within all sectors, across the spectrum of IT projects and outsourcing and has extensive experience in Government projects.

The team is affiliated to most major international Professional Project Management bodies and holds qualifications that include but are not limited to, PRINCE2, Project Management Professional (PMP/PMI), Managing Successful Programmes (MSP) as well as ITIL.

1.1. Project Manager Service

These services provide the Customer with a full-time project management service, equivalent to a single Full Time Equivalent within working hours, to deliver relevant Colt projects.

This may comprise of a primary dedicated resource with necessary backfill resources as required, or subject to the nature of the projects within the client portfolio, where agreed with the client, multiple resources across project/ programme initiatives.

A project management engagement will be discussed and agreed with the Customer during the pre-engagement phase (prior to an order being placed), which will confirm the scope of the Colt PM engagement.

The Colt PM package can cover the provision of a combination of Programme Management, Project Management and general project support, or just a single Project Manager, depending on the Customer's requirements and the scope of the Statement of Work.

The Colt Project Manager will work with the Customer as a single point of contact for the project throughout the project lifecycle and is responsible for overseeing the Colt delivery, which could include coordinating a number of Colt project management engagements and interaction with Client's project manager, to coordinate actions, the Customer needs to perform to facilitate successful delivery.

Colt's approach to Programme & Project Management includes concepts based upon HMG Office of Government Commerce's 'Managing Successful Programmes' and PRINCE2 methodologies.

Colt's standard methodologies and processes cover all the key elements of programme and project management including:

- document management.
- scheduling, planning.
- risk and issue management.
- reporting and tracking.
- communication.
- management of change.
- quality and governance.

The Colt methodology is used for all Colt projects and programmes and may be extended to incorporate non-Colt project elements and requirements if required.

All programme and project management deliverables and products will be based on the Colt standard product set, unless agreed otherwise in the Statement of Work.

A standard PM engagement would include the following Project Management approach:

Business Requirements Definition and interaction with a Colt Pre-Sales contact.

- Project Initiation and Mobilisation
- Project Planning
- Proactive Risk and Issue Management.
- Scope and Change Management.
- Dependency Management • Project Tracking and Control.
- Resource and Dependency Management
- Project, Portfolio and Programme Level Reporting as mutually agreed with the client, that may include Weekly highlight & Ad-hoc reporting.

Where required, as part of mobilising and managing the project, the PM will also leverage support, from the Colt Project Management Office (PMO), Test Management & Quality Management whose services are documented within the respective guides. It will be the responsibility of the Project Management resource to define and manage their activities along with other areas of the business such as Procurement, Operations and Finance. The Project Manager will continue to be subject to and liaise with Colt with respect to all human resources requirements and obligations.

The Colt Project Management package will be managed and governed via a SOW and charged accordingly.

1.2. Colt Project Delivery Process

Colt has taken the principles of recognised structured frameworks and methods and adapted them to suit its own specific environment for an optimal outcome for its customers.

As such it uses a number of control gates throughout the lifecycle of the Project, where the Project will only move into the next phase, once it has delivered the required products/deliverables for that phase (see Fig 1 – Project Delivery Process.).
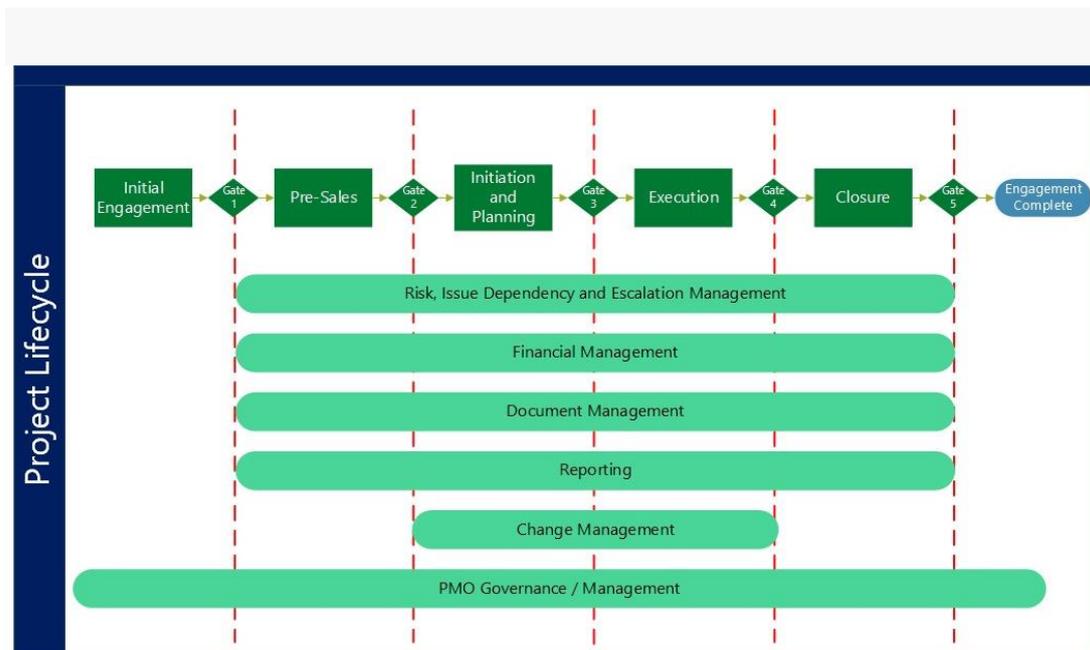
Figure 1 – Project Delivery Process

Colt's standard method and processes cover all the key elements of programme and project management such as planning, scheduling, risk and issue management, reporting and tracking, communication, management of change, quality assurance, testing, configuration management, document management and governance.

Colt uses a combination of a shared services deployment resource model for delivery of its solutions and also when required, a dedicated team or individual specialists.

The sections below describes the alignment of the project activities and deliverables against the Initiation, Execution and Closure phases.

For the avoidance of doubt, the Initial Engagement and Presales activities are not included within the scope of this section. Supplementary information about the Project Manager's involvement within these phases can be provided upon the customer's request.

2. Standard Project Support Tasks

The following project package task and activities are included with the service.

The Customer and Colt may mutually agree in writing to alter the task or activities by mutual agreement via the Change Request process.

Key	Phase
Initiation and planning	
P1_PM1	Assign the Project Manager (Programme Manager / Project Director)
P1_PM2	Project mobilisation for all parties
P1_PM3	Hold the internal kick off meeting
P1_PM4	Hold the external customer kick off meeting
P1_PM5	Create the project initiation document
P1_PM6	Define the acceptance criteria
P1_PM7	Produce a project plan / Gantt chart
P1_PM8	Develop and manage the cost model [internal]
P1_PM9	Define governance and reporting
P1_PM10	Roles and responsibilities defined and agreed
P1_PM11	Processes defined and agreed: - Change Control - Escalation
P1_PM12	Established the risks, assumptions, issues and dependencies [RAID] log
P1_PM13	Defined testing approach
P1_PM14	Define quality plan
P1_PM15	Engage project management office PMO [where applicable]
P1_PM16	Engage procurement [where applicable] establish lessons learned log
P1_PM17	Establish Lessons learned log
P1_PM18	Establish billing/ financials [project and BAU] artefacts
P1_PM19	Send the Outreach introduction communication

Execution and handover	
PE-PM1	Build and test
PE-PM2	Service management readiness
PE-PM3	Complete burning

Execution and handover	
PE-PM4	Obtain acceptance approval
PE-PM5	Actions assigned
PE-PM6	Billing activated
Closure	
PC-PM1	Create & off closure report
PC-PM2	Hold the lessons learned meeting
PC-PM3	Complete & off project artefact
PC-PM4	Request the customer survey

2.1. Standard Project Management Tasks

Working hours = 9am until 5pm (local time) during business hours Monday to Friday

Out of hours work including bank Holidays is excluded, however if deemed to be required this will be priced and managed on a case-by-case basis.

PM = Project Manager and PMO = Project Management Office

Key	Phase
	Initiation and planning
P1-PM1	**Assign the Project Manager (PM):** The PM will be a single point of contact for the customer throughout this engagement, responsible for the day to day management, progress and reporting of the project both internally and into the customer. The PM will be responsible for the delivery of the following activities within this guide.
P1-PM2	**Project mobilisation for all parties:** the PM will engage with the Colt business to mobilise the project delivery resource is an third parties [where required]. The PM will also work with in collaboration with the customer to define the resource requirements from their organisations required to support the project. It must be noted that the Colt PM typically does not have the authority of the customers resource is and it is therefore the customer responsibility to mobilise the required resources from their organisation. The resource is mobilised upon contract signature.

Key	Phase
P1-PM3	**Hold the internal kick off meeting:** The Colt PM will hold an internal kick off meeting with the Colt project delivery staff and Colt third parties. This kick off is to establish and communicate the scope, approach, governance, timings, assumptions, dependencies (RAID) along with any other customer specific requirements. This meeting will also be held in preparation for the external kick off meeting.
P1-PM4	**Hold the external [customer] kick off meeting:** Colt PM will hold an external kick off meeting with the customer and the customer suppliers / incumbent's [where required]. This kick off is to establish and communicate the scope, approach, governance, timings, assumptions, dependencies, (RAID) along with any other customer specific requirements.
P1-PM5	**Create the project initiation document [PID]:** the Colt PM will work in collaboration with the customer PM to populate and jointly sign off the project initiation document [in Microsoft Word]. This document will define [and is not limited to]: the scope, schedule, dependencies, deliverables, acceptance criteria, governance, roles and responsibilities, constraints, risks and assumptions. The sign off for the PID reflects the meeting of minds on the project between the organisation and is typically a deliverable that is associated to a key milestone which will enable the progression of the project into delivery.
P1-PM6	**Define the acceptance criteria:** the definition of the acceptance criteria for the project along with the appointment of the sign off authorities is an important requirement which would form part of the PID. This step helps ensure that there is clarity for all parties on what is to be delivered.
P1-PM7	**Produce a project plan / Gant chart:** The Colt PM will work in collaboration with the customer PM [and other project parties as required] to define the tasks, durations, dependencies and owners. The schedule of activity will be in the format of Microsoft project and will be signed off as a part of the PID. The Colt PM shall maintain the project plan throughout the delivery and informed the customer of any changes that will impact the delivery date.
P1-PM8	**Develop and manage the cost model [internal]:** The Colt PM will manage the internal cost performance for the project. This will not include the cost management of customer resources or third parties and is for Colt internal consumption only.
P1-PM9	**Define governance and reporting:** The Colt PM will work in collaboration with the customer PM and stakeholders to communicate the governance structure, reporting and timings. The Colt PM shall participate with the customer in weekly project progress meetings provide written weekly report project reports which includes project highlight, risks, issues and escalations in Colt standard format, and respond to change management requests and requests for information as reasonably requested by the customer in writing from time to time in accordance with the agreement.

Key	Phase
P1-PM10	**Roles and responsibilities defined and agreed:** The Colt PM will define the roles and responsibilities of the project resource is and will include this within the PID.
P1-PM11	**Process defined and agreed:** - change control: Colt shall ensure that the project scope and the changes are documented, and a change register is maintained in relation to the Colt project activities escalation: Colt shall ensure the escalation process is are documented and agreed between the agreed parties and managed in accordance to the process.
P1-PM12	**Establish the risks, assumptions, issues and dependencies [RAID] log:** Action/ risk log/ issue log/ dependency management - The Colt PM shall provide ongoing management of project risks, maintaining issues log and manage dependencies related to the mitigation activities.
P1-PM13	**Define testing approach** where applicable the testing approach will be defined as per standard Colt build and QA work practises. For complex orders these may be defined in conjunction with the customer as required.
P1-PM14	**Define Quality Plan** A quality management tool will be produced for project delivery. For technical products the standard Colt QA methods and process is will apply unless mutually agreed between the customer and Colt.
P1-PM15	**Engage project management office [PMO] where applicable:** Colt has a PMO shared service. This function will be used to support internal Colt governance functions on project quality.
P1-PM16	**Engage procurement [where applicable]:** Colt PM will, on occasion, utilise the assistance of the procurement team for project related acquisitions.
P1-PM17	**Established lessons learned log:** the Colt PM will establish and maintain a lessons learned log from the outset of the project which will be jointly reviewed as part of the project closure.
P1-PM18	**Establish billing/ financials [project and business as usual closed bracket:** Colt PM will implement the payment regime and manage payment milestones, informing the customer any changes.

Key	Phase
P1-PM19	**Send the outreach introduction communications:** The Colt PM will send a communication to the agreed customers stakeholders introducing themselves and their management team to the project**.**
	Execution and Handover
PE-PM1	**Build and test:** The Colt PM will work with the Colt solution engineering, solution consulting, build and QA resource to ensure that project products are ready for customer delivery prior to the commencement of burn-in.
PE-PM2	**Service management readiness:** The Colt PM will work with Colt operations to ensure that they are operationally ready to deliver the service back to the customer.
PE-PM3	**Complete burn in:** The PM will work with Colt operations and the customer to validate the solution has been built to specification and that backups are operative.
PE-PM4	**Obtain acceptance approval:** The Colt PM will manage the process and obtain written project acceptance approval from both Colt operations and the customer.
PE-PM5	**Actions assigned:** Should there be any actions that need fulfilling post project closure, and it will be the responsibility of the Colt PM to ensure that they have been delegated and that the owners have been communicated back to the customer.
PE-PM6	**Billing activated:** The PM will work with the customer service partner or CSM to verify and generate billing artefacts.
	Closure
PC-PM1	**Hold the lessons learned meeting:** As part of the formal project management governance, it is the PM's responsibility to ensure that there is a formal joint lessons learned review. This is where the opportunity is taken to recognise areas of the delivery that went well, whilst noting any issues that

Key	Phase
PC-PM2	**Complete & sign off project artefacts:** As part of the formal joint lessons learned process, it is the PM's responsibility to ensure that all projects artefacts are appropriately recorded and version control. Governance deliverables are to be completed and stored as necessary: project repositories are cleaned and archived.
PC-PM3	**Create & off closure report:** As part of the formal project management process, it is the PM's responsibility to ensure that the project is formally closed down and signed off with the Colt business and the customer.
PC-PM4	**Request the customer survey:** The PM will trigger the customer survey for their completion and return this information will be used to constructively capture both positive experiences and address any concerns or recommendations.

2.2.   Complex/Large Project Management

As part of a complex/large project, the standard activities described in the section below will be provided but may be accompanied by the following where mutually deemed necessary and charged accordingly.

2.2.1. Large Deal Project Support Tasks

Key	Phase
	Initiation and planning
P1-PGM1	Assign the PGM
P1-PGM2	Establish the steering board
P1-PGM3	Define global/ regional programme governance and reporting
P1-PGM4	Produce programme Gantt

Key	Phase
P1-PGM5	Create the communication plan
P1-PGM6	Establish the programme management office [where applicable]
P1-PGM7	Mobilise testing
P1-PGM8	Mobilise quality management
P1-PGM9	Mobilise resource management
P1-PGM10	Conduct due diligence
P1-PGM11	Establish global / regional financials [project and BAU]
Execution and handover	
PE-PGM1	Management of the tranches
PE-PGM2	Dependency management steering committee and stakeholder management
PE-PGM3	Change management
PE-PGM4	Resource management
PE-PGM5	Obtain acceptance approval and regional sign off
Closure	
PC-PGM1	Programme Closure

2.2.2. Standard Project Management Tasks

Working hours = 9am until 5pm (local time) during business hours Monday to Friday

Out of hours work including bank Holidays is excluded, however if deemed to be required this will be priced and managed on a case-by-case basis.

PGM = Programme Manager and SRO = Senior Responsible Owner

Key	Phase
	Initiation and planning
P1-PGM1	**Assign the PGM:** The assignment of an experienced Colt Programme Manager (PGM) will be undertaken to manage the PM and/or PM'S and various workstreams.
P1-PGM2	**Establishing the steering board:** The programme manager will work with the customer programme manager to agree the attendees, inputs and outputs and timings of the steering board meetings. It is the intention of the steering board for the PGM to provide updates from the programme board, along with agreements where needed from the senior stakeholders.
P1-PGM3	**Define global/ regional programme governance and reporting:** The Colt programme manager will work on collaboration with the customer programme manager and Colt and customer regional stakeholders to ensure that there is clarity and agreement for the programme's governance and reporting period.
P1-PGM4	**Produce programme Gantt:** The programme manager will provide an overarching programme plan that captures at an agreed level of detail the various supporting projects activities.
P1-PGM5	**Create the communications plan:** The Colt programme manager will work in collaboration with the customers programme manager to define a communication plan for agreed stakeholders.
P1-PGM6	**Establish the programme management office [front office]:** got manager will mobilise the Colt pianos alignment with the customers PM oh.
P1-PGM7	**Mobilise testing** The Colt programme manager will manage and coordinate testing approaches: plans and activity with the customer programme manager to meet programme deliverables as agreed between customer and Colt.
P1-PGM8	**Mobilise quality management** Colt programme manager will coordinate quality management activities across the programme and address in dependencies an impact across tranches. Working with the customer project manager to ensure that programme quality objectives are met.
P1-PGM9	**Mobilise resource management** The Colt programme manager will work in collaboration project managers to resource profile across related tranches and address resource is which site address resource conflicts where appropriate.
P1-PGM10	**Conduct due diligence** If agreed cover essentially programme and project manager will size and manage along with the customer PGM, the mobilisation and management of any agreed due diligence activities.

Key	Phase
P1-PGM11	**Established global/ regional financials- project and business as usual [BAU].** The Colt programme manager and finance Leeds will work with the customer nominated representatives to agree the process and establish the mechanisms for both project and BAU reporting and billing.
	Execution and handover knew line management of the tranches
PE-PGM1	**Management of the tranches** The Colt programme manager will have an overarching responsibility for management of the tranches within the programme.
PE-PGM2	**Dependency management** The Colt programme manager will have overarching response for dependency management between projects within the programme. The Colt programme manager will have an overarching responsibility for sharing and coordinating steering committee and stakeholder management and communications.
PE-PGM3	**Steering committee and stakeholder management** The Colt programme manager will have an overarching responsibility for sharing and coordinating steering committee and stakeholder management and communications
PE-PGM4	**Change management** The Colt PGM will have overall responsible management of all programme change.
PE-PGM5	**Resource management** The Colt programme manager will have overarching responsibility for programme level resource management, including shared resource prioritisation and escalations related thereto.
PE-PGM6	**Obtain acceptance approval and regional sign off:** As part of the formal project management process, it is the PGM's responsibility to ensure that the programme obtains formal approval of all project products by stakeholders and programme board.
	Closure
PC-PGM1	**Programme closure** As part of the formal project management process, it is the PGM's responsibility to ensure the programme is formally closed and signed off with the central link business and the customer for all regions.

3. Onboarding and Offboarding Support

Onboarding of the Project and Programme management commences at the time the SoW is signed and returned to Colt (or if agreed a pre-engagement can be arranged subject to agreement between both parties).

Offboarding of the Project Management or Programme Management occurs at the stage the project is formally closed.

4. Implementation Plan

The diagram below defines the key stages followed by Colt whilst delivering Project Management and Programme Delivery services for Customers.

Standard Project Implementation Stages

Start Up
- Due Diligence – Orders and project plan validated
- Assumptions shared and project risks captured by CenturyLink
- Project Team appointed and introduced

Initiate
- Project Initiation Document (PID) completed and signed off by the customer
- Project Kick Off meetings held
- Technical Workshops held

Plan
- Project Workbook created
- Order Plan created
- Quality plan, Communication plan and risk register created
- Workshop to capture the Service and User Acceptance Testing required at each site

Execute
- CenturyLink will manage the whole implementation
- Handover to operations individual sites
- On-boarding

Close
- Snagging list
- Closure Report
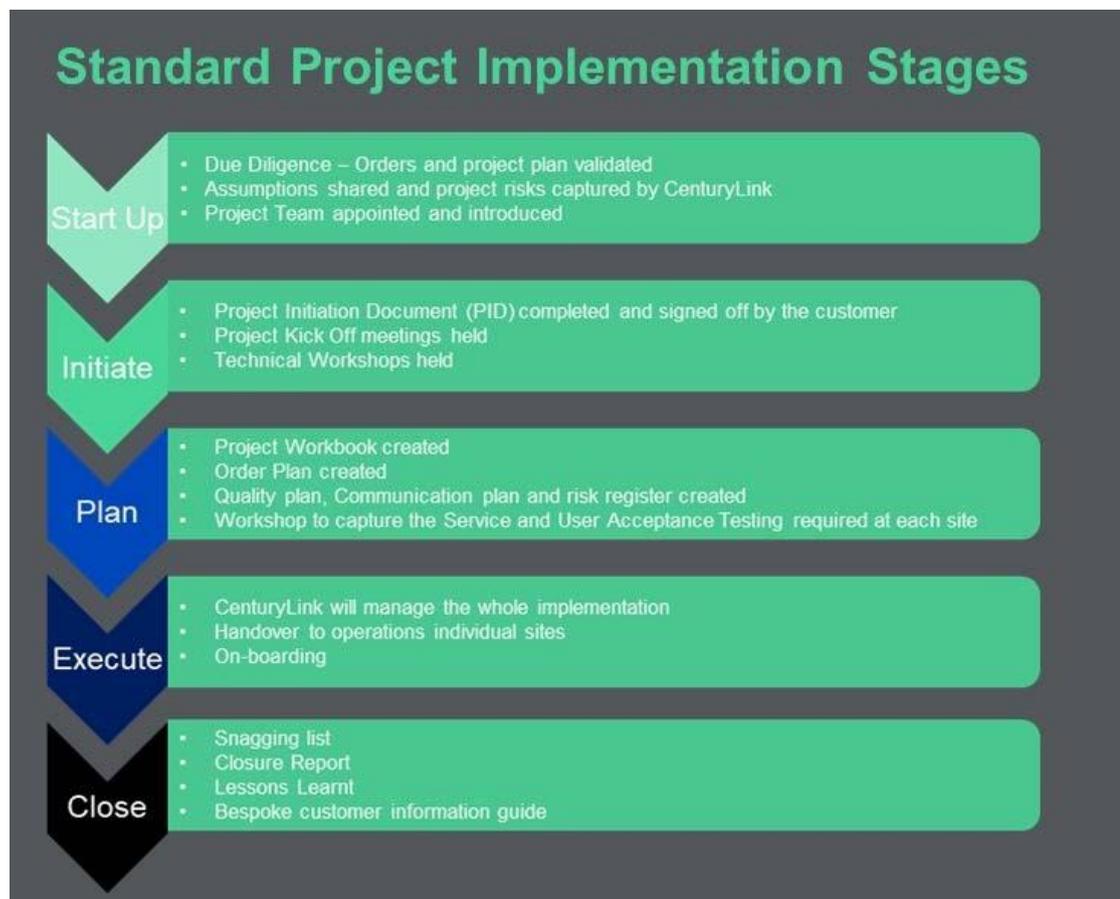- Lessons Learnt
- Bespoke customer information guide

Figure 1- Project Implementation Stages

5. Pricing Overview

The table below provides the roles and rates for Colt Programme and Project Management and Office roles.

They are based upon a day rate and assume the work is to be carried out predominantly at a Colt offices location in the UK between the hours Monday to Friday 9am until 5pm excluding UK Public Holidays.

Meetings can be held via the telephone, electronic means or in person at the Customer premise.

If required, the works can be carried out entirely on the Customer's premise if agreed in advance between both parties which may include an additional charge.

Role	Security Clearance Level	Business Hours Day Rate (GBP)	Saturday Day Rate (GBP)	Sunday Day Rate (GBP)
Programme Manager	BPSS, SC or DV	£1,060	£1,590	£2,120
Principal Project Manager	BPSS, SC or DV	£802	£1203	£1604
Project Manager	BPSS, SC or DV	£702	£1053	£1404

Table 1- Project Management Resources

Any work required to be done Out of Business Hours will be agreed beforehand in writing and additionally charged on the basis of the rate specified as below. Colt cannot guarantee availability of resources Out of Business Hours but will use reasonable endeavours to provide such resources.

Rates beyond contracted hours

- Out of Business hours Monday to Friday 9.00am to 5.00pm chargeable at 1.5 x Business working day rate .
- Saturday till midnight chargeable at 1.5 x Business working day rate.
- Sunday and Public holidays at 2x Business working day rate.

6. Service Constraints

During holiday periods the roles engaged in delivering this service will from time to time take holidays or may be unavoidably away from work. In these circumstances advance notice will be provided as much as possible and back-up cover will assume the role temporarily to ensure the momentum and continuity of the project is sustained.

In the event that the Customer's project relies on a specific security cleared person with intimate knowledge of the project or security clearance (e.g. DV) then alternative plans and actions will be discussed and agreed between both parties.

6.1.   Customisation at Initiation Stage

Colt's service is highly customisable at the initiation stage and can accommodate a large variety of scenario's including, but not limited to:

- On and off-site services and teams
- Client-side services
- Multi-supplier services
- Project leadership, collaborator, supporter, participant roles
- Complex project organisation make-up
- Change communications
- PMO services
- Project recovery services

6.2.   Customisation within Project Planning and Execution stages

If the project has started but the parameters need to change then customisation and adaptation is still possible using our highly agile and adaptable change control processes.

The Customer raises the change request with us, and we then conduct change review process working with the Customer to assess the best way to deliver the required outcome and the options to achieve this.

Once this is agreed upon then the appropriate method is agreed to implement it without affecting the project delivery.

This is achieved through the application of best practice change control to assess and accommodate change in a controlled and risk-averse manner.

7. Service Levels

7.1. Performance, Availability and Support Hours

The services and supporting roles proposed are based upon a standard day rate and assume the work is to be carried out predominantly at a Colt offices location in the UK between the hours Monday to Friday 9am until 5pm excluding UK Public Holidays.

Meetings can be held via the telephone, electronic means or in person at the Customer premise. If required, the works can be carried out entirely on the Customer's premise if agreed in advance.

If works are scheduled outside of these hours if required relevant personnel or functions will be available to support the tasks being carried out subject to agreement between all parties. Out of hours works will be charged at the standard rates with multipliers applied shown in the pricing table within this document.

7.2. Compensation

Any specific dependencies or responsibilities relevant to the service above will be covered by the standard terms and conditions, or if different specified in any Statement of Work provided to the Customer. Any service or project specific dependencies or responsibilities will be described within a formal proposal or contract.

Please see the Terms and Conditions provided with this service.

8. Ordering and Invoicing Process

Colt's Professional Services team will be engaged upon request.

Following consultation with the person requesting the service a document will be prepared describing the service required and any influencing factors and considerations along with the charges and payment schedule for the service (This is called a Statement of Work – SoW).

If the person requesting the service decides to accept the statement of works (SoW) proposal by placing an order or an electronic instruction to proceed the works will be scheduled by one of Colt's expert client engagement managers and the works will commence.

The service will be delivered and then invoiced in accordance with the payment schedule set out in the statement of work for the service and in accordance with Colt's standard invoicing and accounts payable policies.

Invoices may include three types of payments:

 i Non-recurring charges – e.g. For items or expenses required to carry out the works

 ii Recurring charges e.g. Monthly recurring charges that may be agreed upon

 iii Milestone related charges – e.g. Specific previously agreed deliverables achieved that trigger specific invoices.

9. Contractual Obligations

- Customer will specifically identify and provide Colt with access to all relevant Customer-controlled information, systems, resources and locations required to complete the Services.

- Customer will provide Colt with contact information (name, phone, email) for all Customer team members with whom Colt will interface. In addition to the Primary Contact, Customer will provide an executive-level person within its organisation who has authority to make final decisions and resolve disputes regarding the Services and related matters.

- Neither Customer nor its representatives shall attempt in any way to circumvent or otherwise interfere with any security precautions or measures of Colt relating to the Service or any other Colt equipment.

- Colt is responsible for the hardware, software licenses, and vendor maintenance support for any devices not listed within service in scope

- While performing the Services, if Colt encounters (i) any concealed or unknown condition, (ii) a Customer responsibility contained in this scope which is not met, or (iii) a delay caused by Customer, then the scope, schedule and / or fees for this scope may be equitably adjusted as necessary via the change management process and execution of a change order. If the parties cannot agree to the change order, Colt shall not be obligated to deliver the affected Services.

- Customer will if so required, provide suitable workspace for Colt resources working at the Customer's facility with closed door rooms, including adequate environmental controls, lighting, telephones and network access including Virtual Private Network ("VPN") access via the internet.

- Customer acknowledges that its input is required for the tasks identified within the SoW and will make available such subject matter experts ("SME") as required by Colt.

- Customer will ensure that any relevant third parties identified during Project kickoff or thereafter, will attend any workshops which Colt and Customer may reasonably consider are required for the provision of information at such workshops.

- Customer will ensure that any third-party service providers have signed confidentiality agreements pertaining to the Services.

- It is Customer's responsibility to engage and manage their existing third parties including but not limited to the application vendors.

10. After Sales Support

Once the project is closed the project artefacts are stored as agreed at the initiation stage of the project.

After the project is closed any historic enquiries relating to the project can be made by sending an email to the Colt Project Practice, your Account Director or via the contact details provided for this service.

Any relevant data created and used to deliver this service which is subject to and regulated by GDPR regulation will be treated accordingly.

11. Any Technical Requirements

All technical requirements required for the successful delivery of the service will be specified and agreed between both parties at the project specification stage or if within the project timeline via change control.

Typically, (Unless this is specified and agreed between both parties), we will only require commercially off the shelf tool sets to be able to provide our service, to collaborate, to produce reports and then to communicate these with our customers which include:

1. Colt provided Laptops.
2. Colt provided software including:

   i   Microsoft Word
   ii   Microsoft Excel
   iii Microsoft PowerPoint
   iv   Microsoft Project
   v   Microsoft Visio
   vi   Microsoft Teams
   vii Microsoft Exchange
   viii Microsoft Web Browser Applications.

In regards of GDPR Colt is both a controller (employer) and processor (service provider) of personal data.

Therefore, as a controller, Colt's obligations focus data collection practices such as notices, consent, rights to access, rights to be forgotten, and limitations on use and sharing of personal data.

As a processor, Colt's obligations include the security measures necessary to protect such data, including subcontractor obligations.

12. Business Continuity and Disaster Recovery Plans

Colt is committed to ensuring business resiliency and survivability during an incident or business disruption.

Our Corporate Business Continuity Management program ("Program") supports an environment of prevention, collaboration, communication, response, and recovery, ultimately ensuring our ability to serve customers, shareholders and employees in the face of disruptive events.

Within this document we summarise Colt's BCM program and its resiliency and preparedness capabilities.

12.1. Program Goals

Colt's vision, strategy, and corporate objectives prescribes to the following goals. Annually:

- Evaluate the purpose and operations of every business unit in the company, identifying threats, hazards, and potential impacts to critical business priorities.
- Develop strategies for mitigation, continuity, and recovery.
- Maintain uninterrupted service whenever possible, and when necessary, coordinate recovery from business disruptions safely and quickly.
- Enable continuous improvement by periodically reviewing Program strategy and performance.

End of Document