

DATED THISDAY OF20....

[TO BE COMPLETED BY MEDCO ON SIGNING THIS AGREEMENT]

This pre-registration audit agreement ("Agreement") is a legally binding agreement between you (the Medical Reporting Organisation)("MRO") and MedCo Registration Solutions (Company Number 09295557) whose registered office is at Linford Wood House, 6-12 Capital Drive, Linford Wood, Milton Keynes, MK14 6XT ("MedCo").

RECITALS

- (A) MedCo operates the Database (as defined below) containing certain details of medical experts and medical examination information. That Database is populated with data supplied by MRO. MedCo operates in accordance with policy decisions made by the Government and is required by the Government to enforce compliance with the Qualifying Criteria as set by the Government.
- (B) The MRO is seeking permission to access and contribute data to the Database. However, in order to satisfy MedCo that the MRO meets the minimum requirements of the Qualifying Criteria, the MRO will be subject to a pre-registration audit.
- (C) Board authority will be required by any MRO seeking to enter into this agreement where they have either failed a pre-registration audit within 6 months of the date of seeking to enter into this agreement, or where any previous agreement between the Parties was terminated, or during a period of suspension as previously notified to the MRO by MedCo.

Upon completion of the pre-registration audit the MRO may be granted permission to access and contribute data to the Database, if MedCo considers the MRO to be sufficiently compliant with the Moj's Qualifying Criteria in accordance with the new MRO registration process as set out in the MedCo audit guide. If the MRO is deemed sufficiently compliant, it will be required to register with MedCo and enter in to an MRO User Agreement before it can be made operational on the MedCo system.

OPERATIVE PROVISIONS

1. INTERPRETATION

- 1.1 In this Agreement the following expressions shall, unless the context otherwise requires, have the following meanings:

"Accredited" Means has passed all of the accreditation modules as required by MedCo and has been accredited by MedCo.

"Applicable Law" means all applicable statutory rules, regulations, instruments and provisions in force from time to time including the rules, codes of practice, practice requirements and accreditation terms stipulated by any Regulatory Body to which each Party is subject from time to time including but not limited to those set out in Schedule 2 of this Agreement.

"Authorised User" all individuals and organisations authorised by MedCo from time to time to access and use the Database and obtain and use the Database Data;

"Business Hours" the period from 9.00 am to 5.00 pm on any Working Day

"Change of Control" a controlling interest in the MRO, or in an entity which directly or indirectly has a controlling interest in the MRO, is transferred to any party. As used in this Clause 1.1, "controlling interest" means, with respect to any form of

	entity, sufficient power to control the decisions of such entity;
"Charges"	means the charges as set out in the MedCo Charging Policy;
"the Commencement Date"	the date shown at the top of the first page of this Agreement
"Confidential Information"	means information in whatever form (including, without limitation, in written, oral, visual or electronic form or on any magnetic or optical disk or other memory device and wherever located) relating to the business, clients, customers, products, affairs and finances of either party or any member of its Group for the time being confidential to that party or any of that party's Group and trade secrets including, without limitation, technical data and know-how relating to the business of that party or any of its or its suppliers, clients, customers, agents, distributors, shareholders or management.
"Contributors"	the organisations and individuals approved by MedCo to contribute and have access to and use of the Database and Database Data;
"the Database"	the database of Database Data developed and operated by, or on behalf of MedCo from time to time;
"Database Data"	the data provided by the Contributors and other data as determined by MedCo from time to time;
"Data Protection Legislation"	<p>means all applicable data protection and privacy legislation, regulations and guidance including:</p> <p>(i) prior to 25 May 2018, the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (each as amended, updated or re-enacted from time to time) and any guidance or codes of practice issued by the Information Commissioner from time to time (all as amended, updated or re-enacted from time to time); and</p> <p>(ii) from 25 May 2018 onwards, Regulation (EU) 2016/679 (the "General Data Protection Regulation" or the "GDPR") and Data Protection Act 2018 (or, in the event that the UK leaves the European Union, all legislation enacted in the UK in respect of the protection of personal data) and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and any applicable guidance or codes of practice issued by any Data Protection Regulator from time to time (all as amended, updated or re-enacted from time to time)</p>
"Data Protection Regulator"	means the Information Commissioner's Office, the Article 29 Working Party and from 25 May 2018 the European Data Protection Board and in each case any successor body from time to time any successor body to either regulator from time to time and any other regulator or supervisory authority with jurisdiction over either party;
"Data Subject(s)"	Shall have the meaning set out in the Data Protection Legislation

"Ethics Policy"	the MedCo Ethics Policy as attached at Schedule 1 of this Agreement as amended from time to time by MedCo.
"Fair Processing Notice"	shall mean the notice containing the information required to be provided to a Data Subject by the Data Protection Legislation
"Group"	any subsidiary or holding company (as defined in section 1159 Companies Act 2006) of MedCo from time to time;
"MedCo Audit Guide"	audit guide published by MedCo on their website at www.medco.org.uk as amended by MedCo from time to time.
"MedCo Charging Policy"	MedCo's charges set out at www.medco.org.uk (as amended by MedCo from time to time);
MedCo Rules	Rules made by the MedCo Board from time to time and notified to the MRO on reasonable notice in accordance with their powers as defined by the MedCo Articles of Association.
"MRO "	a Medical Reporting Organisation that meets the definition of an MRO and the other minimum qualifying criteria as outlined in the "Qualifying Criteria for Medical Reporting Organisations" document published by the Ministry of Justice ("Moj") on www.medco.org.uk (or as otherwise stipulated by Moj from time to time);
"Organisation"	will include a partnership, an LLP, a company, group of companies, unincorporated organisation and an individual/sole proprietor;
"Personnel"	all persons employed by or on behalf of MedCo or the MRO (as appropriate) to perform its obligations under this Agreement together with MedCo's or the MRO's (as appropriate) servants, representatives, agents, and suppliers and approved sub-contractors used in the performance of its obligations under this Agreement (including without limitation the Authorised Users);
"Personal Data"	shall have the meaning set out in the Data Protection Legislation;
"Processing"	shall have the meaning set out in the Data Protection Legislation;
"Qualifying Criteria"	the criteria set by the Ministry of Justice (as amended from time to time) to be met by all MRO's, with additional criteria specified as required to be met by High Volume National MROs.
"Regulatory Body"	means any competent governmental, statutory, regulatory or enforcement authority or regulator concerned with the activities carried on by any party or any part, division or element thereof in respect of the activities carried out pursuant to this Agreement including the General Medical Council, Health and Care Professions Council, the

Information Commissioner and HM Revenue and Customs and their relevant successors (for the avoidance of doubt, this does not include any regulator whose authority arises pursuant to any voluntary code of conduct);

“Sensitive Personal Data”

shall from 25 May 2018 mean Special Category Data and shall have the meaning set out in the Data Protection Legislation;

“User”

any individual authorised by a MRO to access the Database on its behalf;

"Working Day"

any day save for Saturday, Sunday and public holidays in England and Wales.

1.2 In this Agreement:-

- (a) any reference to a statutory provision includes a reference to any modification or re-enactment of it from time to time;
- (b) references to clauses and to Schedules are to clauses of and the Schedules to this Agreement;
- (c) reference to any gender includes any other gender and the singular includes the plural and vice versa;
- (d) the headings are for ease of reference only and shall not affect the construction of this Agreement;
- (e) references to the parties are (unless otherwise stated) to the parties to this Agreement; and
- (f) the words 'include', 'includes', 'including' and 'included' will be construed without limitation unless inconsistent with the context.

1.3 The Schedules form part of this Agreement and will have the same force and effect as if expressly set out in the body of this Agreement.

2. Commencement and Duration

2.1 This Agreement shall commence on the Commencement Date and continue, subject to earlier termination in accordance with Clause 10 of this Agreement, until the date the MRO is notified, in writing, of the outcome of the pre-registration audit, subject to clause 2.2.

2.2 The parties may agree to extend the term of this Agreement until such time as agreed by the parties.

2.3 This Agreement shall not be binding upon MedCo if the MRO has in the last six months been notified by MedCo that they were unsuccessful in its pre-registration audit, unless, prior to this Agreement being entered in to by the Parties, the Board has agreed, in writing, that the MRO can make a new application for a pre-registration audit.

2.4 If this application for a pre-registration audit follows the termination of any previous Agreement between the Parties, this Agreement shall not be binding on MedCo unless, prior to this Agreement being entered in to by the Parties, the Board has agreed, in writing, that the MRO can make a new application,

2.5 If this application for a pre-registration audit follows a suspension of access to the MedCo database under a previous agreement between the Parties, this Agreement

will not take effect until the expiry of any period stipulated by MedCo before re-audit can be undertaken.

2.5 This clause shall survive the termination or expiry of this agreement.

3. Obligations

3.1 MedCo's obligations

3.1.1 MedCo shall undertake a pre-registration audit of the MRO in accordance with the MedCo Audit Guide

3.2 The MRO's obligations

3.2.1 The MRO shall:

- (a) pay the Charges in accordance with Clause 6, prior to a pre-registration audit being undertaken;
- (b) act in accordance with any MedCo Rules and the Ethics Policy;
- (c) comply with any relevant decision made by MedCo; and
- (d) act with reasonable skill and care in performing its obligations under this Agreement and in compliance with all Applicable Law.

4. Warranties

4.1 The MRO warrants and undertakes to MedCo that:

- (a) On the Commencement Date it has read and understood the Qualifying Criteria and that it is in a position to demonstrate, upon audit, how it intends to meet those Qualifying Criteria once operational.
- (b) it has the right and authority to enter into this Agreement and to perform the actions and undertake the obligations contemplated hereunder.

5. Intellectual Property

5.1 Nothing in this Agreement grants the MRO the right to use the MedCo logo.

6. Charges

6.1 The MRO shall pay to MedCo an audit charge (the "Charges"), in accordance with the MedCo Charging Policy, for an audit under Clause 7.

6.2 The MRO shall pay the invoice (which shall include VAT and all other applicable taxes and duties (where appropriate), submitted to it by MedCo in full and in cleared funds, within 30 days of receipt, to a bank account nominated in writing by MedCo. A pre-registration audit shall not be undertaken until such payment has been received.

6.3 In the event that the MRO fails to pay MedCo the Charges by the due date, the Agreement shall be terminated unless an extension has been agreed by MedCo in accordance with clause 10.

6.4 All amounts payable by the MRO under this Agreement are exclusive of amounts in respect of value added tax chargeable for the time being ("VAT"). Where any taxable supply for VAT purposes is made under this Agreement by MedCo to the MRO, the MRO shall pay to MedCo such additional amounts in respect of VAT as are chargeable on the audit at the same time as payment is due for the audit.

6.5 The MRO confirms that the Charges paid to MedCo are non-refundable unless otherwise stated in the MedCo Charging Policy.

7. Audits

7.1 During the term of this Agreement MedCo shall conduct a pre-registration audit in accordance with the MedCo Audit Guide. MedCo shall not be in breach of its obligation to conduct such an audit if it is prevented from doing so by the MRO's failure to co-operate with MedCo's personnel. Such audit may include (but shall not be limited to) reviewing the MRO's:

- (a) compliance with the Qualifying Criteria
- (b) compliance with Applicable Law

The Audit Guide sets out a summary of the pre-registration audit process.

7.2 MedCo shall use its reasonable endeavours to ensure that the conduct of the audit does not unreasonably disrupt the MRO or its relevant Personnel.

7.3 Subject to MedCo's obligations of confidentiality, the MRO and its Personnel shall on demand provide, to MedCo or its Personnel and any relevant Regulatory Body (or their agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:

- (a) all information reasonably requested by the above persons within the permitted scope of the audit;
- (b) reasonable access to any sites controlled by the MRO, or the MRO's Personnel (as appropriate) and to any equipment used (whether exclusively or non-exclusively) in relation to this Agreement; and
- (c) access to the relevant MRO Personnel.

7.4 MedCo shall schedule the pre-registration audit at the earliest opportunity, once it is in receipt of the Charges as set out in clause 6.

7.5 Upon completion of the final report by the audit team, the MedCo audit committee will consider the report and decide whether the MRO may be granted permission to access and contribute data to the Database.

8. Liability and Indemnities

8.1 The MRO shall indemnify MedCo against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses) suffered or incurred by MedCo arising out of or in connection with:

- (a) any breach by the MRO of the warranties contained in clause 4;
- (b) any claim made against MedCo for actual or alleged infringement of a third party's intellectual property rights.;

8.2 The maximum aggregate liability of MedCo under or in connection with this Agreement in respect of all claims by the MRO against MedCo giving rise to the liability of MedCo whether for breach of contract, negligence or other tort or breach of statutory duty or otherwise shall not exceed 100% of Charges paid by the MRO to MedCo pursuant to this Agreement.

8.3 With the exception of liability under an indemnity, which shall be unlimited, neither party shall be liable to the other party under this Agreement for any loss of profit or for any indirect special or consequential loss or damage of any kind (including without limitation, any loss or damage to profit, revenue, contracts, anticipated

savings, goodwill or business opportunities whether direct or indirect) howsoever arising and whether caused by negligence, breach of contract or otherwise.

8.4 Nothing in this Agreement shall limit the liability of any party for death or personal injury caused by the negligence of that party, its servants or agents; fraud or fraudulent misrepresentation; any matter of which liability cannot be excluded by law; or any claim for payment under an indemnity contained in this Agreement.

8.5 Unless expressly stated to the contrary, each party shall ensure that its Personnel comply with the terms and conditions set out in this Agreement (as appropriate). Each party shall be liable for the actions or omissions of its Personnel as if they were actions or omissions of the relevant party.

9. Dispute Resolution Procedure

9.1 If the MRO considers the MedCo audit committee's decision is erroneous or defective (the 'Dispute'), the MRO may make written representations to the MedCo Board within 14 days of receiving the pre-registration audit decision. The written representations will be considered by a member of the Board who was not involved in the audit committee's decision. The MRO will be notified upon receipt of the Dispute Notice of the date by which the Dispute Notice will be considered. A written response ('the Response') will be sent to the MRO within 14 days of the consideration.

9.2 No party may commence any court proceedings in relation to the whole or part of the Dispute until the Response has been served, provided that the right to issue proceedings is not prejudiced by a delay.

9.3 If the Dispute is not resolved by the Response, the Dispute shall be finally resolved by the courts of England and Wales in accordance with clause 16 of this Agreement.

9.4 The provisions of clause 9 shall survive the termination or expiry of this agreement.

10. Termination

10.1 MedCo or the MRO shall be entitled to terminate this Agreement at any time by service of 14 days prior written notice on the other party.

10.2 This Agreement will terminate forthwith if the MRO fails to pay the Charge within 30 days of receiving the invoice from MedCo, unless MedCo has agreed an extension, in writing, prior to the 30 days elapsing.

11. Confidentiality

11.1 Each party shall ensure that all Confidential Information of the other party is kept confidential and shall apply the same security measures and degree of care to the Confidential Information it applies to its own Confidential Information. Neither party shall make or cause or permit to be made or caused any use or disclosure of any Confidential Information except to the extent permitted under this Agreement.

11.2 Each party shall be permitted to disclose Confidential Information of the other party to the extent that it is required to do so by any Applicable Law or regulations or by any public, governmental, supervisory or regulatory authority or by any legally binding order of any court or tribunal provided in any such case that:

(a) the disclosure or use is limited strictly to those parts of the Confidential Information of the other party which are required to be disclosed pursuant to this Clause 11; and

(b) each party shall use reasonable endeavours to ensure the recipient of such Confidential Information is made aware that such information is confidential.

11.3 The obligations contained in Clauses 11.1 to 11.2 shall not apply to any Confidential Information of either party:

- (a) to the extent that such Confidential Information was publicly available or generally known to the public or lawfully in the possession of the other party at the time of the disclosure except as a result of any breach by that other party of its obligations hereunder; or
 - (b) to the extent that the other party acquires or has acquired such Confidential Information free from any obligation of confidentiality from a third party who is not in breach of any obligation as to confidentiality.
- 11.4 Either party may disclose Confidential Information to its Personnel, officers, insurers or reinsurers who require such Confidential Information for the purpose of carrying out the party's obligations under this Agreement. Each party shall ensure that all of its Personnel or officers to which Confidential Information is disclosed are aware prior to receiving the Confidential Information in question of the confidential nature of the Confidential Information and of the relevant party's obligations pursuant to this Clause 11.
- 11.5 Neither party shall make any announcement in relation to the matters contemplated in this clause, in each case, save with the prior written consent of the other party.
- 11.6 Each party may, provided that the other party has reasonable grounds to believe that the other party is involved in activity that may constitute a criminal offence under the Bribery Act 2010, disclose Confidential Information to the Serious Fraud Office without first notifying the other party of such disclosure.
- 11.7 Upon termination of this Agreement, at the request of MedCo, the MRO shall destroy or return to MedCo all documents and materials (and any copies) containing, reflecting, incorporating or based on MedCo's Confidential Information and certify in writing to MedCo that it has complied with this clause;
- 11.8 Each party acknowledges that damages alone would not be an adequate remedy for the breach of this Clause 11, accordingly, without prejudice to any other rights and remedies it may have, each party shall be entitled to the granting of equitable relief (including without limitation injunctive relief) concerning any threatened or actual breach of this Clause 11.
- 11.9 The provisions of clause 11 shall survive the termination or expiry of this agreement.

12. Change of Control

- 12.1 Without prejudice to any other right or remedy available to MedCo, in the event of a Change of Control of the MRO, the MRO shall not be entitled to exercise its rights under this Agreement until it has notified MedCo of the Change of Control and obtained MedCo's consent in writing to such Change of Control (which shall not be unreasonably withheld, delayed or conditioned).

13. Force Majeure

- 13.1 None of the parties shall be liable to the other for any failure or delay in performing its obligations under this Agreement which is due to any cause beyond that party's reasonable control ('**force majeure**') that party having used all its reasonable endeavours to remove or avoid such force majeure with all reasonable despatch.
- 13.2 If any party is rendered unable wholly or in part by force majeure to carry out its obligations under this Agreement for a period in excess of 30 days then the non-defaulting party shall be entitled to terminate this Agreement forthwith on written notice to the other. Subject to the obligations pursuant to clause 10 neither party shall have any liability to the other in respect of the termination of this Agreement pursuant to this clause 13.

14. Assignment and Sub-Contracting

- 14.1 This Agreement and all rights under it may not be assigned or transferred by the MRO.
- 14.2 MedCo may at any time assign, transfer, mortgage, charge, declare a trust over or deal in any other manner with any or all of its rights under this Agreement, and may subcontract or delegate in any manner any or all of its obligations under this Agreement to any third party.
- 14.3 To the extent either party is permitted to sub-contract their rights or obligations under this Agreement in accordance with this clause 14, it should
- (a) enter into a written agreement with its sub-contractors which contain terms no less onerous than in this Agreement, which should include, for the avoidance of doubt, the provisions contained in Schedule 2; and
 - (b) remain liable to the other party for the acts and omissions of any of its sub-contractors.

15 Entire Agreement

- 15.1 This Agreement (which includes the contents of the Schedules to this Agreement) constitutes the entire agreement between the parties in respect of the subject matter covered by it and supersedes all previous communications, negotiations, understandings or representations whether oral or written between the parties. For the avoidance of doubt, in the event of any inconsistency or conflict between the terms of this Agreement and any prior agreements in relation to this subject matter (which the parties hereby acknowledge and agree has been lawfully terminated) the provisions of this Agreement shall prevail.

16. Proper Law and Jurisdiction

- 16.1 This Agreement shall be governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the English courts.

17. Notices

- 17.1 Any notice to be given to a party under or in connection with this Agreement shall be in writing and shall be:
- (a) delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office or its principal place of business (in any other case) or such other address as that party may have specified to the other party in writing; or
 - (b) sent by email to the email address provided by the MRO .
- 17.2 Any notice shall be deemed to have been received:
- (a) if delivered by hand at the time the notice is left at the proper address; or
 - (b) if sent by pre-paid first-class post, at the expiration of two clear days after the time of posting; or
 - (c) if sent by email, at the time of transmission, or, if this time falls outside Business Hours, it shall be deferred until Business Hours resume.

18. Variations

- 18.1 MedCo may, subject to Board approval, make reasonable changes to this Agreement on 30 days prior written notice.

19. Severability

- 19.1 If any provision of this Agreement is or becomes illegal, void or invalid, that shall not affect the legality and validity of the other provisions.

20. Waiver

- 20.1 Failure or delay by any of the parties in exercising any right or remedy of that party under this Agreement shall not in any circumstances operate as a waiver of it nor shall any single or partial exercise of any right or remedy in any circumstances preclude any other or further exercise of it or the exercise of any other right or remedy.
- 20.2 Any waiver of a breach of, or default under, any of the terms of this Agreement shall not be deemed a waiver of any subsequent breach of default and shall in no way affect the other terms of this Agreement.

21 Parties

- 21.1 A person who is not a party to this Agreement has no right under the Contracts (Right of Third Parties) Act 1999 to enforce any term of this Agreement but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

This Agreement takes effect on the Commencement Date

Signed by *(Name of Director)*.....
for and on behalf of *(Name of company)*:

.....
Authorised signatory

Signed by *(Name of director)*.....
for and on behalf of MedCo Registration Solutions

.....
Authorised signatory

Schedule 1

Ethics Policy

This policy is for the Authorised Users of and MROs to the Service and MedCo Accredited Experts ("Accredited Experts"), which sets out the standards of conduct, and professional behaviours that you must adhere to.

All Authorised Users, MROs and Accredited Experts should at all times conduct themselves in accordance with their own professional regulator's standards. This policy is intended to complement those professional standards. If in the unlikely event you consider that there is any conflict between the provisions of this policy and your own regulator's professional standards then those standards should prevail. Any such conflict must be advised to MedCo immediately.

Authorised Users, MROs and Accredited Experts not adhering to the standards set out in this document will be acting in breach of the Agreement. MedCo reserves the right to conduct investigations which may lead to suspension or termination of the Agreement. Referrals may also be made to other regulatory agencies including but not limited to the Financial Conduct Authority (FCA), General Medical Council (GMC) and Health and Care Professions Council (HCPC).

The Standards

As an Authorised User or MRO of MedCo, or an Accredited Expert the standards of conduct, performance and ethics that you must keep to are to:

1. Act in the best interests of the Claimant;
2. Respect the confidentiality of the Claimant;
3. Keep high standards of personal and professional conduct;
4. Provide to Medco any important information about your conduct and competence;
5. Keep your professional skills and knowledge up to date;
6. Keep accurate records;
7. Behave with integrity;
8. Comply with the relevant Civil Procedure Rules, Practice Directions and Protocols;
9. Comply with the Agreement.

Applying the Standards

As an Authorised User, MRO, or Accredited Expert you must make sure that you are familiar with the standards and that you keep to them. If concerns are raised about you as an Authorised User, MRO, or Accredited Expert, MedCo may consider such factors as it at its own

discretion considers necessary (including without limitation the factors set out in this policy) when deciding whether it needs to take any action.

The standards are written in broad terms and are designed to apply to all Authorised Users, MROs and Accredited Experts as far as possible. MedCo acknowledge that some of the standards may not apply to all Authorised Users, MROs, or Accredited Experts.

MedCo aims to ensure that a high standard of professional conduct is maintained by Authorised Users, MROs and Accredited Experts. This is so that the general public and all Authorised Users, MROs and Accredited Experts can have confidence in the MedCo Service and all other Authorised Users, MROs and Accredited Experts. The standards are to be considered objectively and there are no hard and fast rules as to how the standards are to be met. Authorised Users, MROs and Accredited Experts, as autonomous and accountable professionals, will need to make reasonable decisions about their practice and how best to meet the standards. MedCo have however set out general guidelines to provide a little more detail as to what is expected of you. If you have any queries, please contact enquiries@medco.org.uk.

The Standards of Conduct and Ethics

1. Act in the best interests of the Claimant

Each case involves an injured Claimant. The Claimant must be kept at the centre of all decisions made when acting as an Authorised User or MRO of MedCo or an Accredited Expert. Each Authorised User, MRO and Accredited Expert involved in the process is responsible for promoting the Claimant's best interests. You must respect that those interests will vary when providing a service as an Authorised User or MRO of MedCo or an Accredited Expert.

You must not allow your views about a Claimant's sex, age, colour, race, disability, sexuality, social or economic status, lifestyle, culture, religion or beliefs to impact on the way that you deal with each individual Claimant.

You must maintain and uphold your professional standards at all times when dealing with the Claimant.

2. Respect the confidentiality of the Claimant

You must treat information about the Claimant as confidential and use it only for the purposes for which they have provided it. You must not knowingly release any personal or confidential information to anyone who is not entitled to it, and you should check that people who ask for the information are entitled to it.

You must keep to the conditions of the Data Protection Legislation and always follow and keep up to date with best practice for handling confidential information.

3. Keep high standards of personal and professional conduct

You must maintain high standards of both personal and professional conduct so as to ensure that the general public and all other Authorised Users, MROs and Accredited Experts will have confidence in you as an Authorised User or MRO of MedCo or as an Accredited Expert and

your actions should not undermine confidence in the MedCo Service. MROs are expected to co-operate with MedCo and its Personnel in a professional manner. Unacceptable behaviour towards MedCo Personnel will not be tolerated.

4. Provide to us any important information about your conduct and competence

You must inform MedCo immediately if you have important information about your conduct or competence, or about the conduct and competence of any other MedCo Authorised User or MRO or Accredited Expert which comes to your attention. In particular you must advise MedCo immediately if you are:

- Convicted of a criminal offence, receive a conditional discharge for an offence or accept a police caution;
- Disciplined by your professional regulator;
- Suspended or placed under a practice restriction because of concerns about your conduct or competence;
- If you have been declared bankrupt, entered into any individual voluntary arrangements or had a County Court judgment issued against you.

MedCo will investigate the circumstances of any report into conduct and competence in light of this policy, the Agreement, the terms of your qualifying criteria or your accreditation and will take action, which may include removing your Authorised User or MRO access to the MedCo Database or your MedCo Accreditation should that be considered necessary and reporting you to your regulatory body.

5. Keep your professional skills and knowledge up to date

You must make sure that your professional skills, knowledge and performance are of good quality, up to date, and relevant to your scope of practice.

Medical experts will in any event be accredited by MedCo and will be required to undertake appropriate levels of training, targeted at provision of reports in soft tissue injury cases. All Authorised Users and MROs will be required to ensure that they maintain up to date knowledge on data protection issues.

6. Keep accurate records

Accurate records should be maintained of all engagement with the Claimant and on all aspects relating to use of the MedCo Service.

MedCo have a right of audit and may wish to examine your records should this prove necessary.

7. Behave with integrity

All Authorised Users, MROs and Accredited Experts will be expected to behave with integrity at all times. This covers their dealings with Claimants, MedCo and other Authorised Users, MROs and Accredited Experts.

This will include (but is not limited to):

Making full and frank disclosure of any Direct Financial Link that one Authorised User may have with a MRO or Direct Medical Expert (or vice versa) and keeping that disclosure updated if there are any changes;

Ensuring that referral fees are not requested, paid or received in breach of the Legal Aid Sentencing and Provision of Offenders Act 2012;

Not providing any misleading information in their dealings with MedCo;

Not engaging in any other practice that would undermine the public confidence in MedCo, the Service, Authorised Users or MROs or Accredited Experts.

8. Comply with the relevant Civil Procedure Rules, Practice Directions and Protocols

Authorised Users and MROs should ensure that they are up to date with all relevant provisions and that the provisions are adhered to. This should include making the relevant fraud checks required by the RTA protocol.

9. Comply with the MedCo Rules and the Agreement

Authorised Users, MROs and Accredited Experts should ensure that they are familiar with the terms of their relevant agreement and the MedCo Rules and ensure that these are adhered to. Any revisions will be published and Authorised Users, MROs and Accredited Experts should familiarise themselves with any updated versions. MedCo has also published Guidance as to how it will interpret the Qualifying Criteria. Such Guidance will form the basis of audit of MROs all MROs should familiarise themselves with and act in accordance with that Guidance as updated from time to time.

Schedule 2

Without limitation to the obligation in Clause 3.2.1 to comply with all Applicable Law, the Parties agree to comply with the specific laws and regulations set out in this Schedule 2.

1. Legal Aid, Sentencing and Punishment of Offenders Act 2012.

The MRO hereby confirms and agrees that it shall not request, receive or pay referral fees in contravention of Legal Aid, Sentencing and Punishment of Offenders Act 2012.

2. Data Protection Requirements

2.1 The MRO shall comply with the Data Protection Act and General Data Protection Regulation 2016 or other relevant data protection legislation or regulatory provisions at all times and shall procure that no action or inaction of the MRO shall put MedCo in breach of the DPA when processing data in connection with this Agreement including:

- (a) processing any Personal Data contained within the Database fairly and lawfully including providing Data Subjects with appropriate notices of their inclusion on the Database and giving effect to the rights of Data Subjects;
- (b) taking appropriate technical and organisational measures against unauthorised or unlawful Processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data.
- (c) creating any database from the data provided by MedCo or derived from the data
- (d) retaining any part of the Personal Data any longer than wholly necessary for the Permitted Purpose or regulatory compliance requirements or by operation of law;
- (e) not using the Personal Data for marketing purposes;
- (f) not transferring any Personal Data outside the European Economic Area, unless such transfer fully complies at all times with the provisions of the DPA and other applicable law.

2.2 In the event of a Personal Data breach relating to connected with or processed by MedCo, the MRO shall immediately notify MedCo of the breach and the steps it has taken to remedy the breach. The MRO will provide MedCo with such information regarding the breach as is required by the Information Commissioner.

3. Anti-Bribery

- 3.1 Each party shall ensure that it and persons associated with it or other persons who are performing services in connection with this Agreement shall:
- (a) comply with all applicable laws, statutes, regulations relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 ("Relevant Requirements");
 - (b) not engage in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK;
 - (c) not do, or omit to do, any act that will cause or lead MedCo to be in breach of any of the Relevant Requirements or Relevant Policies.
 - (d) immediately report to MedCo any request or demand for any undue financial or other advantage of any kind received by the MRO in connection with the performance of this Agreement;
 - (e) have and shall maintain in place throughout the term of this Agreement its own policies and procedures, including but not limited to adequate procedures under the Bribery Act 2010 ("the Relevant Policies"), to ensure compliance with the Relevant Requirements, the Relevant Policies and schedule 2 clause 3.1(b), and will enforce them where appropriate.
- 3.2 The MRO if requested, shall provide MedCo with any reasonable assistance, at the MRO's reasonable cost, to enable MedCo to perform any activity required by any relevant government or agency in any jurisdiction for the purpose of compliance with any of the Relevant Requirements
- 3.3 The MRO shall immediately notify MedCo if, at any time during the term of this Agreement, its circumstances, knowledge or awareness changes such that it would not be able to warrant its compliance with the obligations in clause 2.1 at the relevant time.
- 3.4 For the purpose of schedule 2 clause 3, the meaning of adequate procedures and foreign public official and whether a person is associated with another person shall be determined in accordance with section 7(2) of the Bribery Act 2010 (and any guidance issued under section 9 of that Act), sections 6(5) and 6(6) of that Act and section 8 of that Act respectively.
- 3.5 Regardless of any other provision in this Agreement, MedCo shall not be obliged to, or omit to do any act which would, in its reasonable opinion put it in breach of any of the Relevant Requirements.