



Ref: LAHC 2023/323
27 June 2024

Chris Osborne
Crystal Fire Services Pty Ltd
Suite 214/117 Old Pitt Water Road, Brookvale NSW 2100

Subject: SFSS Contract SUI Interim Arrangements

Dear Chris,

1. Background and Application of the SUI Interim Side Agreement

- (a) The Principal and the Contractor have entered into, or propose to enter into, a Specialised Fire Safety Services Contract (**SFSS Contract**) for the provision of Maintenance Works in respect of Properties owned and managed by the Principal.
- (b) Under the provisions of the SFSS Contract, the Principal is required to make the SUI available to the Contractor on and from the Maintenance Works Commencement Date.
- (c) The parties acknowledge and agree that, as at the Date of Contract, the SUI is still under development by the Principal and will not be available on the Maintenance Works Commencement Date as had been intended (and as is set out in the SFSS Contract).
- (d) Accordingly, the Principal and the Contractor have agreed that, with effect on and from the Date of Contract, and strictly for the duration of the SUIISA Term only, the SFSS Contract will apply (subject to the valid execution of the SFSS Contract by the Principal and the Contractor), as amended by the provisions of this SUIISA.
- (e) On expiry or earlier termination of the SUIISA Term, this SUIISA will (subject to paragraph 8(a)) terminate immediately and the provisions of the SFSS Contract will apply as set out in the SFSS Contract (without, for the avoidance of doubt, the amendments in paragraph 6 of this SUIISA).

2. Definitions and Interpretation

- (a) Except as otherwise defined in this SUIISA, capitalised terms used in this SUIISA have the meaning given to them in the SFSS Contract.

(b) For the purposes of this SUIISA:

Appointment Impacted Issue	means an issue that the Contractor experiences which has an impact on the Contractor's appointment with a Tenant for the Contractor to attend the relevant Property;
Contractor Portal	means the Principal's web portal, which forms the part of the SUI that is being developed, and which is made available to the Contractor for the purpose of providing the Principal with information in relation to Works Orders and Maintenance Works during the SUIISA Term.
Contractor Systems	the Contractor's internal IT information management systems which relate to the provision of the Maintenance Works (and for the avoidance of doubt will include the Contractor's "Uptick" instance).
Data Transfer	has the meaning prescribed in section 2(a) of Schedule A.
Date of SUI Availability Notice	means the date on which the Principal provides the Contractor with the SUI Availability Notice pursuant to paragraph 4(a).
Interim SFSS Contract Processes	has the meaning prescribed in paragraph 6(a)(i).
Maintenance Works Data	means any SFSS Contract content, and includes all data (expressly including the actual date and time of Completion of each Work Order), information, documents, records relating to Work Orders and the associated Maintenance Works (and for the avoidance of doubt includes video, photographs and other evidence related to the performance of the Maintenance Works).
Manual Contractor Update	has the meaning prescribed in section 3(a) of Schedule A.
Monthly Interim Management Fee	means a monthly fee of [REDACTED] being the additional monthly amount incurred by the Contractor as a result of the requirement for the Contractor to:

(a) comply with its obligations under this SUIISA; and

- (b) perform the Maintenance Works during the SUIISA Term in accordance with the interim arrangements set out in paragraph 6 of this SUIISA.

Non-Priority Type 2 Supplementary Works Request

has the meaning prescribed in section 8(a) of Schedule A.

Non-Urgent Work Order

means any Work Order that is not an Urgent Work Order.

Priority Type 2 Supplementary Works Request

has the meaning prescribed in section 7(b)(i) of Schedule A.

Property Access Issue

means an issue that the Contractor experiences when accessing a Property for the purposes of performing Maintenance Works.

SFSS Contract

has the meaning prescribed in paragraph 1(a).

SFSS Contract Amendments

has the meaning prescribed in paragraph 6(a)(ii).

SFTP

means secure file transfer protocol.

SUI Availability Notice

has the meaning prescribed in paragraph 4(a).

SUI Integration

means the integration between the Contractor's IT system(s) and the SUI in accordance with the SUI Integration Requirements.

SUI Integration Completion

has the meaning prescribed in paragraph 4(f).

SUI Integration Completion Date

means the date that is one day after the Principal has provided its written sign-off to the Contractor pursuant to paragraph 4(f).

SUI Integration Requirements

means the Principal's specifications and requirements that the SUI Integration must meet, which will be notified by the Principal to the Contractor in writing prior to the Principal making the SUI available to Contractor for integration in accordance with this SUIISA.

SUI Interim Side Agreement or SUIISA	means this interim side letter agreement to the SFSS Contract.
SUI Terms and Conditions of Use	means the terms and conditions applicable to the access and use of the SUI by the Contractor and the Contractor's Personnel.
SUI Testing	means the testing of the SUI Integration by the Principal.
SUIISA Expiry Date	means the date that is three (3) months after the Date of SUI Availability Notice.
SUIISA Term	has the meaning prescribed in paragraph 3(a).
Supplementary Works Request Report	has the meaning prescribed in section 4(a) of Schedule A.
Urgent Action Item	has the meaning prescribed in section 5(d) of Schedule A.
Urgent Work Order	has the meaning prescribed in section 5(a) of Schedule A.
Work Order EOT Request	means any request made by the Contractor for an extension of time in respect of a Work Order, whether due to a Property Access Issue, an Appointment Impacted Issue, or otherwise.

3. SUI Interim Side Agreement Term

- (a) This SUI Interim Side Agreement comes into effect on the Date of Contract and will remain in full force and effect until the SUIISA Expiry Date, at which point it will terminate immediately without notice (**SUIISA Term**), subject to the Principal's right to extend the SUIISA Term in accordance with paragraph 3(b).
- (b) The Principal may, at its sole discretion, extend the SUIISA Term at any time prior to the SUIISA Expiry Date by providing the Contractor with written notice. The Principal's notice will specify the length of the extension to the SUIISA Term.
- (c) In the event that the Principal exercises its right to extend the SUIISA Term pursuant to paragraph 3(b), the Contractor agrees that the Principal will have the right at any time to terminate this SUI Interim Side Agreement for convenience immediately on notice to the Contractor, provided that such right will not arise until after the original SUIISA Expiry Date.

4. SUI Integration

- (a) At any time after the Date of Contract, the Principal may give the Contractor written notice that the SUI is available for integration by the Contractor (**SUI Availability Notice**).
- (b) The Contractor will have until the SUIISA Expiry Date to:
 - (i) complete the SUI Integration in accordance with this SUIISA; and
 - (ii) achieve SUI Integration Completion.
- (c) The Contractor warrants that it will complete the SUI Integration in accordance with Good Industry Practices and the SUI Integration Requirements.
- (d) Upon completion of the SUI Integration, the Contractor will notify the Principal in writing that the SUI Integration is available for the Principal to commence SUI Testing.
- (e) As part of the SUI Testing by the Principal, and promptly upon the Principal's request, the Contractor will:
 - (i) demonstrate to the Principal's reasonable satisfaction that the SUI Integration complies with the SUI Integration Requirements; and
 - (ii) provide all necessary assistance that may be required by the Principal in relation to the SUI Testing.
- (f) The Principal will provide the Contractor with notice in writing confirming the Principal's sign-off of the SUI Integration once the SUI Integration has successfully completed SUI Testing (**SUI Integration Completion**).
- (g) The Contractor warrants that, from the SUI Integration Completion Date, the Contractor (and the Contractor's IT systems) will continue to comply with the SUI Integration Requirements and any other requirements the Principal considers necessary to ensure the ongoing effectiveness of the SUI Integration (subject to the terms of the SFSS Contract).

5. SUI Terms of Use

The Contractor will comply (and will be responsible for ensuring that its Personnel comply) with the SUI Terms and Conditions of Use in relation to each of their access and use of the SUI (including, for the avoidance of doubt, the Contractor Portal).

6. Interim SFSS Contract Processes and SFSS Contract Amendments

- (a) With effect on and from the Date of Contract, and strictly for the duration of the SUIISA Term only:
 - (i) the interim SFSS Contract processes set out in Schedule A to this SUIISA will apply (**Interim SFSS Contract Processes**); and
 - (ii) the SFSS Contract is amended as set out in Schedule B to this SUIISA in order to give effect to the Interim SFSS Contract Processes (**SFSS Contract Amendments**).
- (b) To the extent there is any ambiguity, discrepancy or inconsistency between the SFSS Contract and this SUIISA that arises during the SUIISA Term, which is not addressed by the SFSS Contract Amendments, the parties agree to work together in good faith to resolve the relevant ambiguity, discrepancy or inconsistency. In the event that the parties cannot resolve the relevant ambiguity, discrepancy or inconsistency, the Principal (in its absolute discretion) will determine the interpretation and issue a direction to the Contractor as to the interpretation to be followed by the Contractor. The Contractor will have no Claim arising out of or in connection with the Principal's determination or associated direction.

7. Monthly Interim Management Fee

- (a) Subject to:
 - (i) clause 11.1 of the General Terms of the SFSS Contract;
 - (ii) the Contractor's performance of its obligations under this SUIISA in accordance with the provisions of this SUIISA; and
 - (iii) the remaining provisions of this paragraph 7,

the Principal and Contractor agree that, unless the Principal is issuing an RCTI for the Monthly Interim Management Fee, the Contractor will be entitled to issue a Contractor Invoice to the Principal in accordance with clause 11.3 of the General Terms of the SFSS Contract for the Monthly Interim Management Fee on the last Business Day of each month during the SUIISA Term.
- (b) The Contractor warrants, acknowledges and agrees that the Monthly Interim Management Fee does not include any amounts that the Contractor has already accounted for and/or intends to recover (or has already recovered) as part of the Transition In Payment or Fee (including in particular but without limitation, the Management Fee) under the SFSS Contract.

- (c) Any Invoice issued pursuant to this paragraph 7 will be payable by the Principal in accordance with, and subject to, the relevant payment provisions of the SFSS Contract (including, in particular but without limitation, clause 11 of the General Terms of the SFSS Contract).
- (d) Other than the Monthly Interim Management Fee (and applicable Fee under the SFSS Contract for Maintenance Works performed in accordance with the SFSS Contract), the Contractor will have no other Claim against the Principal in relation to the Contractor's obligations under this SUIISA or any delay by the Principal in making the SUI available.

8. General and Next Steps

- (a) Paragraphs 4(g), 5 and 7 will survive expiry and/or termination of this SUI Interim Side Agreement.
- (b) Except as amended by the terms of this SUIISA during the SUIISA Term, the parties acknowledge and agree that the terms of the SFSS Contract (subject to the valid execution of the SFSS Contract by the Principal and the Contractor) will remain in full force and effect.
- (c) In the event of any questions or if further clarification is required, the Contractor should reach out to Rajesh-Kumar Pancholi (Director, Upgrade and Programmed Works, Portfolio Management (Assets) at Rajesh-Kumar.Pancholi@homes.nsw.gov.au or 0438 658 871.

Sincerely,

Mark Byrne
Head of Portfolio Management
NSW Land and Housing Corporation

Dated:

Crystal Fire Services Pty Ltd (ABN 44 631 585 772) acknowledges receipt of this SUI Interim Side Agreement and accepts the terms and conditions of this SUI Interim Side Agreement.



Signed sealed and delivered as a deed poll by
Crystal Fire Services Pty Ltd (ABN 44 631 585
772) in accordance with section 127 of the
Corporations Act 2001 (Cth):

▲ _____
Director

▲ _____
Director/Secretary

▲ _____
Full name of Director

▲ _____
Full name of Director/Secretary

Dated:

Schedule A – Interim SFSS Contract Processes

1. Contractor Portal

- (a) The Principal will provide the Contractor, and relevant members of the Contractor's Personnel (as authorised by the Principal from time to time), with access to the Contractor Portal for the duration of the SUIISA Term.
- (b) The parties acknowledge and agree that the Contractor Portal forms part of the SUI and, as such, will continue to be available to the Contractor following the SUIISA Term in accordance with the terms of the SFSS Contract.

2. Data Transfer

- (a) At 5.00pm on each calendar day (and/or at any other time and/or interval as may be determined by the Principal), as applicable, the Principal will transfer data via SFTP (in such format as the Principal may determine) from the Principal to the Contractor (each transfer being a **Data Transfer**).
- (b) The data provided as part of a Data Transfer will relate to:
 - (i) new Work Orders;
 - (ii) new Work Order lines (the reference to lines being to any new SoR Item detail within the relevant Work Order);
 - (iii) updated Work Orders; and
 - (iv) updated Work Order lines (the reference to lines being to any updated SoR Item detail within the relevant Work Order),

which, in each case, have arisen since the immediately previous Data Transfer occurred. For the avoidance of doubt and notwithstanding the Data Transfer, Work Orders will still be issued by the Principal to the Contractor on the Contractor Portal throughout the course of the day as they are raised by the Principal. The Data Transfer is merely intended to provide a collation of such Work Orders in one location for the Contractor to have access to.

3. Manual Contractor Update

- (a) For the duration of the SUIISA Term, the Contractor will be required to manually update the Contractor Portal in relation to all Work Orders (including all Work Order fields) and Maintenance Works in accordance with this section 3 of Schedule A (each such update being a **Manual Contractor Update**).
- (b) As part of any Manual Contractor Update, the Contractor must ensure that:

- (i) status (or other) updates to all existing Work Orders are recorded in the Contractor Portal (including in relation to any Property Access Issue, Appointment Impacted Issue or Work Order EOT Request); and
- (ii) all Maintenance Works Data in relation to all Work Orders is uploaded into the Contractor Portal,

which, in each case, has arisen since the immediately previous Manual Contractor Update.

- (c) The Contractor Portal must be updated by way of a Manual Contractor Update in respect of all Work Orders:

- (i) subject to section 3(d) below (in relation to Non-Urgent Work Orders only), on the same day on which the Maintenance Works, to which the relevant Manual Contractor Update relates, were performed;
- (ii) notwithstanding section 3(d) below (in relation to Non-Urgent Work Orders only), prior to the expiration of any timeframes prescribed in the relevant Work Order (and, in any event, the Contractor must always ensure that the Contractor Portal is fully updated with all detail and evidence required under the SFSS Contract prior to the Date for Works Completion of the relevant Work Order); and

- (iii) in relation to any:

- (1) Non-Urgent Work Order, the Contractor must make the required Manual Contractor Updates on a daily basis but may make them:

- (A) progressively throughout the day for each Work Order (as may be required depending on the relevant Work Order);
- (B) in bulk for all Work Orders between the hours of 2pm and 5pm; and/or
- (C) using a combination of the methods described in sections 3(c)(iii)(1)(A) and 3(c)(iii)(1)(B) above; and

- (2) Urgent Work Order, the Contractor must make the required Manual Contractor Updates in real time immediately upon the applicable update relevant to that Manual Contractor Update occurring.

- (d) The parties agree that for Non-Urgent Work Orders only, where an update to the Maintenance Works occurs after 2pm (and such update falls within the scope of a Manual Contractor Update), the Contractor will have 24 hours from the relevant update occurring to make the required Manual Contractor Update in the Contractor Portal provided that:
 - (i) the Contractor must exercise all reasonable efforts to make the relevant Manual Contractor Update on the same day as which the relevant update occurred in accordance with section 3(c)(i); and
 - (ii) this section 3(d) is without prejudice to the Contractor's obligation to ensure that all Manual Contractor Updates are made prior to the expiration of any timeframes prescribed in the relevant Non-Urgent Work Order in accordance with section 3(c)(ii) above.

By way of example only, in the event that an update to a Non-Urgent Work Order occurs at 3pm on 1 October 2024 (and such update falls within the scope of a Manual Contractor Update), and the Date for Works Completion of that Non-Urgent Work Order is 1 October 2024, then the Contractor must ensure that all Manual Contractor Updates in respect of that Non-Urgent Work Order are completed on or before 1 October 2024, notwithstanding this section 3(d) of this Schedule A.

4. Supplementary Works Request Report

- (a) The Contractor must, on a daily basis and whenever requested by the Principal and in accordance with the instructions of the Principal, provide the Principal with a report setting out any necessary changes to SoR Items or SoR Codes (including any addition, removal or addition and removal of an SoR Item or SoR Code) that are:
 - (i) caused by, or related to, the need for or performance of Type 1 Supplementary Works; or
 - (ii) required for the performance of Type 2 Supplementary Works that are related to any Non-Priority Type 2 Supplementary Works Request,

(the **Supplementary Works Request Report**). The Supplementary Works Request Report must be provided by the Contractor via email to the Principal's nominated email address(es) in such format as may be directed by the Principal from time to time. Without prejudice to the Contractor's obligations under this SUIISA (including in relation to the provision of Manual Contractor Updates), the Principal will use the Supplementary Works Request Report where required to manually update the Contractor Portal in relation to any Work Orders affected by the Supplementary Works Request Report.

- (b) The Principal may from time to time require that the Contractor provide additional reports to the Supplementary Works Request Report. The content, format and associated cost of any such additional reports will (where applicable) be agreed by the parties at the relevant time (acting reasonably).
- (c) The Contractor acknowledges and agrees that the Principal may use a robotic process automation tool to scrape:
 - (i) the Supplementary Works Request Report; and
 - (ii) any other report to be provided by the Contractor pursuant to section 4(b) of this Schedule A,

in each case, for the purpose of extracting and uploading relevant Maintenance Works Data from those files into the SUI and such other purpose as the Principal may reasonably determine.

5. Urgent Work Orders and Urgent Action Items

- (a) The interim processes set out in this section 5 of Schedule A will only apply in relation to a Work Order that has a 4H or 24H Work Priority Code (an **Urgent Work Order**).
- (b) The Principal will issue an Urgent Work Order, and/or provide information, data, documents or records in relation to an Urgent Work Order, via the Contractor Portal. In such circumstances:
 - (i) the Principal will telephone the Contractor to confirm that the Contractor can view the Urgent Work Order, or relevant information, data, documents or records relating to an Urgent Work Order (as the case may be), in the Contractor Portal; and
 - (ii) the Contractor must provide the relevant Manual Contractor Updates for such Urgent Work Order in accordance with section 3 of this Schedule A.
- (c) The Contractor acknowledges that an Urgent Work Order, and information, data, documents or records relating to an Urgent Work Order, may also be transferred to the Contractor as part of a Data Transfer. The Contractor must ensure that no duplicate Urgent Work Orders (or duplicate information, data, documents or records relating to Urgent Work Orders) are recorded in the Contractor Portal (and, in any event, ensure that any such duplicates are addressed appropriately).
- (d) In relation to any other issue (whether part of an Urgent Work Order or otherwise) that the Contractor identifies at a Property or as a part of a Work Order and which

the Contractor considers (acting reasonably) requires urgent attention or actioning (an **Urgent Action Item**), the Contractor must:

- (i) telephone the Principal's representative using the telephone number listed on the relevant Work Order in order to inform the Principal of the Urgent Action Item;
- (ii) comply with any further direction from the Principal in relation to that Urgent Action Item; and
- (iii) record all relevant information, data, documents and records relating to an Urgent Action Item in the Contractor Portal.

6. Type 1 Supplementary Works

- (a) For the duration of the SUIISA Term:
 - (i) the Type 1 Supplementary Works Threshold will be increased from:
 - (1) \$650 (including GST) for Urgent Work Orders; and
 - (2) \$450 (including GST) for Non-Urgent Work Orders,
to \$1,000 (excluding GST) for both Urgent Work Orders and Non-Urgent Work Orders (unless otherwise amended by the Principal in its sole discretion); and
 - (ii) the definition of Type 1 Supplementary Works will be expanded such that it will:
 - (1) include all Maintenance Works (irrespective of whether they are Responsive Maintenance Works or Programmed Maintenance Works); and
 - (2) apply regardless of the Work Priority Code of the relevant Work Order in respect of which the Type 1 Supplementary Works relate.
- (b) The Contractor will utilise the Contractor Portal to manage all Type 1 Supplementary Works and make the required Manual Contractor Updates in accordance with section 3 of this Schedule A, provided that the Principal will also use the Supplementary Works Request Report where required to manually correct the relevant Work Orders in the Contractor Portal in accordance with section 4(a) of this Schedule A. In such circumstances, the Principal will provide confirmation to the Contractor that the relevant Work Orders have been updated within five (5) days of receipt of the Supplementary Works Request Report by the Principal from the Contractor.

7. Priority Type 2 Supplementary Works Request

- (a) For the duration of the SUIISA Term the definition of Type 2 Supplementary Works will be expanded such that it will:
 - (i) include all Maintenance Works (irrespective of whether they are Responsive Maintenance Works or Programmed Maintenance Works); and
 - (ii) apply regardless of the Work Priority Code of the relevant Work Order in respect of which the Type 2 Supplementary Works relate.
- (b) For any Urgent Work Order in respect of which the Contractor considers that Type 2 Supplementary Works are required to make safe a Site, Property, LGC Site or CS Site (as the case may be), the Contractor agrees that it will:
 - (i) raise a request for such Type 2 Supplementary Works in the Contractor Portal (**Priority Type 2 Supplementary Works Request**); and
 - (ii) upload any required documentary evidence in support of the Priority Type 2 Supplementary Works Request into the Contractor Portal at the same time as the Priority Type 2 Supplementary Works Request is raised by the Contractor.

Except for Priority Type 2 Supplementary Works Requests, all other requests for Type 2 Supplementary Works will be made by the Contractor in accordance with section 8 of this Schedule A below.

- (c) Once a Priority Type 2 Supplementary Works Request has been raised (and the relevant supporting documentary evidence uploaded) in the Contractor Portal in accordance with section 7(b)(ii) above, the Contractor must telephone the Principal's representative using the telephone number listed on the relevant Work Order, in order to inform the Principal of the need for the Priority Type 2 Supplementary Works Request to be reviewed by the Principal.
- (d) Following the Contractor's telephone call pursuant to section 7(c) above, the Principal will:
 - (i) review the Priority Type 2 Supplementary Works Request (including the documentary evidence in relation to that Priority Type 2 Supplementary Works Request uploaded by the Contractor to the Contractor Portal);
 - (ii) issue a direction as to whether or not it approves the Priority Type 2 Supplementary Works Request (such approval to be provided via the Contractor Portal); and

- (iii) remove or replace any SOR Items or SOR Codes in the Contractor Portal as may be necessary to enable the provision of any Maintenance Works the subject of an approved Priority Type 2 Supplementary Works Request by the Contactor.

8. Type 2 Supplementary Works

- (a) Any request for Type 2 Supplementary Works that does not relate to a Priority Type 2 Supplementary Works Request (which are instead notified to the Principal in accordance with section 7 above) will be raised by the Contractor using the Supplementary Works Request Report that is to be provided to the Principal in accordance with the process described in section 4 of this Schedule A (each such request being a **Non-Priority Type 2 Supplementary Works Request**).
- (b) Where the Contractor raises a Non-Priority Type 2 Supplementary Works Request, it must (pending a direction from the Principal in relation to that Non-Priority Type 2 Supplementary Works Request) exercise its best professional judgment in relation to the relevant Work Order and either:
 - (i) perform only some or all of the SoR Items allocated to the Work Order; or
 - (ii) not perform or complete the SoR Items allocated to the Work Order,and then make safe the Site and demobilise.
- (c) Following receipt of a Non-Priority Type 2 Supplementary Works Request, the Principal will:
 - (i) review the Non-Priority Type 2 Supplementary Works Request (including the documentary evidence in relation to that Non-Priority Type 2 Supplementary Works Request uploaded by the Contractor to the Contractor Portal);
 - (ii) issue a direction as to whether or not it approves the Non-Priority Type 2 Supplementary Works Request (such approval to be provided via the Contractor Portal or a Data Transfer at the Principal's discretion); and
 - (iii) remove or replace any SOR Items or SOR Codes in the Contractor Portal as may be necessary to enable the provision of any Maintenance Works the subject of an approved Non-Priority Type 2 Supplementary Works Request by the Contactor.

9. Property Access Issues, Appointment Impacted Issues and Work Order EOT Requests

- (a) The Contractor will only be required to telephone the Principal in relation to urgent Property Access Issues, Appointment Impacted Issues and Work Order EOT Requests.
- (b) In relation to any Property Access Issues, Appointment Impacted Issues or Work Order EOT Requests that are not urgent, the Contractor will provide the relevant details as part of the next Manual Contractor Update to be provided pursuant to section 3 of this Schedule A.
- (c) The Contractor will provide the Principal with any necessary evidence required by the SFSS Contract in relation to any Property Access Issue, Appointment Impacted Issue or Work Order EOT Request in accordance with the Principal's instructions (and will otherwise upload the evidence to the Contractor Portal in accordance with section 3 of this Schedule A).
- (d) The Contractor will act reasonably and in good faith, taking into account all of the relevant circumstances, in assessing the urgency of any Property Access Issue, Appointment Impacted Issue or Work Order EOT Request (as the case may be) under section 9(a) or 9(b) above.
- (e) In relation to any Property Access Issue or Appointment Impacted Issue that is notified to the Principal by the Contractor, the Principal will review any evidence relating to the Property Access Issue or Appointment Impacted Issue in the Contractor Portal, before deciding whether to issue a direction to the Contractor in relation to the Work Order in respect of which the relevant Property Access Issue or Appointment Impacted Issue has occurred. Any direction of the Principal will be communicated to the Contractor via:
 - (i) telephone to the Contractor's representative telephone number where the direction relates to an urgent Property Access Issue or Appointment Impacted Issue; or
 - (ii) the Contractor Portal or as part of the next Data Transfer (at the Principal's discretion) where the direction relates to a non-urgent Property Access Issue or Appointment Impacted Issue,and the Contractor agrees that it will comply with any such direction by the Principal.
- (f) In relation to any Work Order EOT Request, the Principal will review any evidence relating to the Work Order EOT Request in the Contractor Portal (including in respect of any Property Access Issue or Appointment Impacted Issue to which a Work Order EOT Request may relate), before deciding whether to:
 - (i) approve or reject the Work Order EOT Request in the Contractor Portal; or

- (ii) cancel the Work Order in respect of which the Work Order EOT Request has been received.

Any approval or rejection of the Work Order EOT Request, or cancellation of the Work Order, will then be communicated to the Contractor via:

- (iii) telephone to the Contractor's representative telephone number immediately following such decision being made where it is an urgent Work Order EOT Request; or
- (iv) the Contractor Portal or as part of the next Data Transfer (at the Principal's discretion) immediately following such decision being made where it is a non-urgent Work Order EOT Request,

and the Contractor agrees that it will comply with any such approval, rejection or cancellation by the Principal, and any direction to the Contractor in relation to the Work Order EOT Request.

- (g) Notwithstanding section 9(f) of this Schedule A, the Contractor will be entitled to an automatic extension of time in relation to any Work Order the subject of a Work Order EOT Request which is rejected by the Principal that is equal to the time taken for the Principal to consider the relevant Work Order EOT Request and communicate its rejection. Such automatic (equal) extension of time will be calculated by reference to the time at which the Contractor raises the Work Order EOT Request, and the time at which the Principal's rejection of that Work Order EOT Request is provided in the Contractor Portal or communicated to the Contractor as part of a Data Transfer (as the case may be).
- (h) In the event that the Principal considers (acting reasonably) that the Contractor is abusing or taking advantage of the process set out in this section 9 of Schedule A, the Principal may (in its absolute discretion) direct that the Contractor telephone the Principal in relation to all Property Access Issues, Appointment Impacted Issues and Work Order EOT Requests. The Contractor will bear all additional costs incurred by the Contractor as a result of such direction by the Principal.

10. Evidence Collection

- (a) For the avoidance of doubt, the Contractor must ensure, at all times, that it:
 - (i) provides (by way of Manual Contractor Updates); and
 - (ii) stores and retains on the Contractor Systems,

all documentary evidence required to be provided by the Contractor to the Principal under the SFSS Contract (including, without limitation, evidence of Works Completion for all Work Orders). In circumstances where the Principal, acting reasonably, considers that there is insufficient documentary evidence within the Contractor Portal, the Principal may request that the Contractor provide additional evidence (which may include evidence in relation to the actual date and time of any Work Order status or milestone update (such as the actual date and time of Maintenance Works commencement, Works Completion or payment claim)) and the Contractor will provide the additional evidence promptly following receipt of such request from the Principal.

- (b) For the avoidance of doubt, the parties acknowledge and agree that section 5.2 (Documentation) of Schedule 3 (Operational Requirements) of the Agreement will apply both during and after the SUIISA Term.

11. Notices

- (a) Any notices (including any updates to notices) that may be provided by the Principal under the SFSS Contract (including, without limitation, Defect Notices, Follow Up Notices, Non-Conformance Notices and Observation Notices) will be provided by the Principal to the Contractor through the Contractor Portal.
- (b) Where the Contractor is required to action any notice (or update to a notice) within 24 hours of it being issued or updated on the Contractor Portal, the Principal will also telephone the Contractor to inform it accordingly.
- (c) Notwithstanding section 11(b) above, the Contractor must review the Contractor Portal on a regular (and at least daily) basis to identify any notices (or updates to notices) provided by the Principal to the Contractor pursuant to section 11(a) above.

12. KPIs

- (a) The Contractor's obligations under the SFSS Contract in relation to KPIs will remain unamended throughout the duration of the SUIISA Term.
- (b) The source of data to be used by the Principal to calculate and measure the Contractor's performance against the KPIs will be the Contractor Portal (subject to, in relation to KPI 1 and/or KPI 2 (being those KPIs that address "timeliness"), the Contractor's right in section 12(c) below).
- (c) Where the Contractor has a reasonable and bona fide belief that the Principal's calculation and measurement of the Contractor's performance against KPI 1 and/or KPI 2 is incorrect because of the source of data the Principal used for such calculations and measurements, the Contractor may notify the Principal in writing

of such belief and the parties agree to meet and discuss the matter. As part of any such discussion and otherwise upon the Principal's request, the Contractor will provide the Principal with the data and other information in the Contractor Systems upon which the Contractor has based its belief. In the event that the parties are unable to resolve the matter, either party can escalate the matter to a Dispute for resolution in accordance with clause 36 of the General Terms of the SFSS Contract.

13. Audit

The Principal reserves the right to audit the Contractor at any time for the purposes of:

- (a) verifying the information in the Contractor Portal;
- (b) ensuring that the appropriate documentary evidence is being maintained by the Contractor and uploaded to the Contractor Portal; and
- (c) verifying the Contractor's compliance with its obligations under this SUIISA and the SFSS Contract,

in accordance with clause 13.3(a) of the General Terms.

Schedule B – SFSS Contract Amendments

SFSS Contract Reference	Amendment to SFSS Contract (where applicable)
General Terms	
1.1 (Transition Activities definition)	<p>Paragraph (c) of the definition of Transition Activities in clause 1.1 (Definitions) of the General Terms, does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>... (c) <i>information technology;</i></p>
1.1 (Type 1 Supplementary Works definition)	<p>The definition of Type 1 Supplementary Works in clause 1.1 (Definitions) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>Type 1 Supplementary Works means, in respect of a Work Order, Maintenance Works (irrespective of whether they are Responsive Maintenance Works or Programmed Maintenance Works) that:</p> <ul style="list-style-type: none"> (a) are not expressly included in a Work Order issued by the Principal; (b) relate to Maintenance Works that are included in a Work Order issued by the Principal in relation to any Work Priority Code and are required to adequately address the need for Maintenance Works; (c) either: <ul style="list-style-type: none"> (i) are required to be carried out (or, for practical reasons, should be carried out) before the Maintenance Works included in the Work Order are carried out; or (ii) are (or will be) required as a direct result of carrying out the Maintenance Works included in the Work Order; and (d) have a total value equal to or less than the Type 1 Supplementary Works Threshold.
1.1 (Type 1 Supplementary Works Threshold definition)	<p>The definition of Type 1 Supplementary Works Threshold in clause 1.1 (Definitions) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>Type 1 Supplementary Works Threshold means the sum of \$1,000 (excluding GST), as may be amended at any time and from time to time by the Principal in its sole discretion.</p>
1.1 (Type 2 Supplementary Works definition)	<p>The definition of Type 2 Supplementary Works in clause 1.1 (Definitions) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>Type 2 Supplementary Works means, in respect of a Work Order, Maintenance Works (irrespective of whether they are Responsive Maintenance Works or Programmed Maintenance Works) that:</p> <ul style="list-style-type: none"> (a) are not expressly included in a Work Order issued by the Principal; (b) relate to Maintenance Works that are included in a Work Order issued by the Principal in relation to any Work Priority Code and are required to adequately address the need for Maintenance Works; (c) either:

	<p><i>(i) are required to be carried out (or, for practical reasons, should be carried out) before the Maintenance Works included in the Work Order are carried out;</i></p> <p><i>(ii) are (or will be) required as a direct result of carrying out the Maintenance Works included in the Work Order; or</i></p> <p><i>(iii) are required to adequately address the need for Maintenance Works; and</i></p> <p><i>(e) have a total value that exceeds the Type 1 Supplementary Works Threshold.</i></p>
1.2 (General)	<p>Clause 1.2 (General) of the General Terms is amended, during the SUIISA Term, by adding a new subclause (t) as follows:</p> <p>...</p> <p><i>(t) reference to 'SUI' in this Contract is a reference to 'Contractor Portal'.</i></p>
4.1(a) (SUI Interim Side Agreement)	<p>Clause 4.1(a) (SUI Interim Side Agreement) of the General Terms does not apply, during the SUIISA Term, and is replaced as follows:</p> <p><i>(a) In circumstances where an SUI Interim Side Agreement applies, the parties agree to fully comply with (i) the Interim SFSS Contract Processes set out therein, and (ii) the terms of this Contract as amended by the SUI Interim Side Agreement, until such time as the SUI Interim Side Agreement expires or is terminated in accordance with the provisions of that SUI Interim Side Agreement.</i></p>
4.1(c) (SUI Interim Side Agreement)	<p>A new subclause (c) is added to clause 4.1 (SUI Interim Side Agreement), during the SUIISA Term, as follows:</p> <p><i>(c) Capitalised terms used in this Contract that are defined in the SUI Interim Side Agreement, will have the definition prescribed to them in the SUI Interim Side Agreement where applicable. This includes without limitation the following terms: "Appointment Impacted Issue", "Contractor Portal", "Data Transfer", "Interim SFSS Contract Processes", "Non-Priority Type 2 Supplementary Works Request", "Priority Type 2 Supplementary Works Request", "Property Access Issue", "SUIISA Term", "Supplementary Works Request Report", "Urgent Action Item", and "Urgent Work Order".</i></p>
8.2(b) (Issuing Work Orders)	<p>Clause 8.2(b) (Issuing Work Orders) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p><i>(b) The Contractor acknowledges and agrees that:</i></p> <p><i>(i) the Principal will issue Work Orders via the Contractor Portal (subject to the provisions of this clause 8.2) in accordance with the Interim SFSS Contract Processes;</i></p> <p><i>(ii) all communication between the Contractor and the Principal in relation to the Maintenance Works will be governed by clause 9 and the Operational Requirements; and</i></p> <p><i>(iii) if the Contractor Portal becomes unavailable for any reason:</i></p> <p><i>(A) the Principal may direct that communication in relation to all or part of the Maintenance Works will occur by email, in which case: (1) the Principal will issue Work Orders via a Data Transfer in accordance with the Interim SFSS Contract Processes, or by email to the email address set out in Item 19 of Schedule 1 (Contract Details); (2) the Principal will issue communications to the email addresses set out in Item 19 of Schedule 1 (Contract Details); and (3) the Contractor must send all communications to the Principal to any email address(es) notified by the Principal; and</i></p> <p><i>(B) the Contractor must otherwise comply with all directions from the Principal regarding communication and the giving of notices under or in connection with the Contract.</i></p>

8.4(a)(iv) (Work Order Extension)	<p>Clause 8.4(a)(iv) (Work Order Extension) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>... (iv) <i>as soon as practicable after becoming aware that the Contractor is or will be prevented by a Relief Event from achieving Works Completion by the Date for Works Completion (and in any event, no later than the Date for Works Completion), provides to the Principal a written Claim for an extension of the Date for Works Completion in accordance with the Interim SFSS Contract Processes described at section 9 of Schedule A of the SUI Interim Side Agreement, including all appropriate written substantiation and evidence of each of the matters set out in clause 8.4(a)(i) to 8.4(a)(iii) (inclusive), ...</i></p>
8.4(c) (Work Order Extension)	<p>Clause 8.4(c) (Work Order Extension) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(c) <i>If the Principal determines to extend the time for Works Completion of a Work Order, the Principal will provide notification to the Contractor and will extend the date and time for Works Completion of the Work Order by the period so determined, in each case in accordance with the Interim SFSS Contract Processes described at section 9 of Schedule A of the SUI Interim Side Agreement.</i></p>
8.8(f) (Amendment of SoR)	<p>Clause 8.8(f) (Amendment of SoR) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(f) <i>For the avoidance of doubt, but subject to the Contractor's obligation to perform any Supplementary Works or Additional Maintenance Works in accordance with the terms of this Contract or the SUI Interim Side Agreement, the Contractor will not otherwise be liable to perform any Maintenance Works that are not included in the SoR Items until such time as they are included in the SoR Items.</i></p>
9.1(b) (Single User Interface (SUI) and IT Requirements)	<p>Clause 9.1(b) (Single User Interface (SUI) and IT Requirements) of the General Terms does not apply during the SUIISA Term.</p>
9.2(b) (Communication)	<p>Clause 9.2(b) (Communication) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(b) <i>All notices will be issued in accordance with Schedule 11 (Communication Requirements) such that, for any given notice, where in Schedule 11 (Communication Requirements):</i> (i) <i>'SUI / Contractor Portal' is selected, the notice must be issued on the Contractor Portal in accordance with the relevant requirements of the SUI Interim Side Agreement;</i> (ii) <i>'email' is selected, the notice must be sent by email to the email address(es) set out at Item 18 of Schedule 1 (Contract Details), or any other email addresses notified by the Principal from time to time;</i> (iii) <i>both 'SUI / Contractor Portal' and 'email' are selected, the notice must be issued on the Contractor Portal in accordance with the relevant requirements of the SUI Interim Side Agreement, and sent by email to the prescribed email address(es) set out at Item 18 of Schedule 1 (Contract Details), or any other email addresses notified by the Principal from time to time; or</i> (iii) <i>the 'other' column specifies any process through which notices must be issued, the notice must be issued in accordance with that process.</i></p>
9.2(c) (Communication)	<p>Clause 9.2(c) (Communication) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(c) <i>Where a:</i> (i) <i>notice is required to be issued on the Contractor Portal; or</i> (ii) <i>a document is required to be issued on the Contractor Portal; and</i></p>

	<p>(iii) the means of submitting the relevant notice or document requires the Contractor to update the Contractor Portal by inputting data (for example, into a webform with date and text fields),</p> <p>the Contractor will have discharged its obligation to notify the Principal when:</p> <p>(iv) it has completed the relevant means of identifying the update to the Principal (e.g. by clicking 'submit'); or</p> <p>(v) it has otherwise accurately inputted all of the required data into the Contractor Portal,</p> <p>provided always that the Contractor must have also complied with any other obligation in respect of such notification to the Principal set out in the Interim SFSS Contract Processes.</p>
9.3 (When taken to be received)	<p>Clause 9.3 (When taken to be received) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p><i>A notice is taken to be received:</i></p> <p>(a) if issued on the Contractor Portal, the time recorded in the Contractor Portal as the time at which the notice was issued (subject to the Interim SFSS Contract Processes);</p> <p>(b) if sent by email, at the time the email is received by the recipient's email server (as recorded on the recipient's server); and</p> <p>(c) if both issued on the Contractor Portal and sent by email, the time recorded in the Contractor Portal as the time at which the notice was issued.</p>
14.1(a) (Non-conformance notices)	<p>Clause 14.1(a) (Non-conformance notices) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(a) Without limiting any other provision of this Contract (including the Principal's rights under any other provision of this Contract), the Principal may issue a notice to the Contractor requiring the Contractor to remedy any non-conformance or non-compliance with any requirement of this Contract (Non-conformance Notice or NCN). NCNs will be issued by the Principal in accordance with the process further described in section 11 of Schedule A of the SUI Interim Side Agreement.</p>
14.3(a) (Audits)	<p>Clause 14.3(a) (Audits) of the General Terms is amended, during the SUIISA Term, by adding a new subclause (x) as follows:</p> <p>...</p> <p>(x) the Contractor's compliance or non-compliance with any of its obligations under the SUI Interim Side Agreement.</p>
14.5(b) (Contractor's records)	<p>Clause 14.5(b) (Contractor's records) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(b) The Contractor must ensure full and unfettered access to all such records, data, documents and accounts for the purposes of any audit conducted by or on behalf of the Principal, and otherwise as set out in the SUI Interim Side Agreement.</p>
21.1(b) (Contractor to rectify)	<p>Clause 21.1(b) (Contractor to rectify) of the General Terms does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(b) The Principal may direct the Contractor in writing to rectify a Defect (Defect Notice). Defect Notices will be issued by the Principal in accordance with the process further described in section 11 of Schedule A of the SUI Interim Side Agreement.</p>
Schedule 3 (Operational Requirements)	

1.1(d)(ii)(B) (Performance and Specified Steps)	<p>Section 1.1(d)(ii)(B) (Performance and Specified Steps) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>...</p> <p><i>(B) promptly (and in any event on the same day the appointment is arranged and otherwise in accordance with the Interim SFSS Contract Processes):</i></p> <p><i>(I) provide to the Principal all of the information required to be included in the relevant Confirmation Notification; and</i></p> <p><i>(II) prepare and issue a Confirmation Notification to the relevant Tenant; or</i></p>
1.1(d)(iii)(B) (Performance and Specified Steps)	<p>Section 1.1(d)(iii)(B) (Performance and Specified Steps) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>...</p> <p><i>(B) notify the Principal, either by telephone or as part of a Manual Contractor Update (in accordance with the Interim SFSS Contract Processes); and ...</i></p>
1.1(f)(v) (Performance and Specified Steps)	<p>Section 1.1(f)(v) (Performance and Specified Steps) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>...</p> <p><i>(v) notify the Principal, either by telephone or as part of a Manual Contractor Update (in accordance with the Interim SFSS Contract Processes); and ...</i></p>
1.1(h)(iii) (Performance and Specified Steps)	<p>Section 1.1(h)(iii) (Performance and Specified Steps) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>...</p> <p><i>(iii) notify the Principal once it has satisfied paragraphs (a) – (e) (inclusive) in the definition of "Works Completion" in the General Terms in accordance with the required timeframes and processes specified in the Interim SFSS Contract Processes (and it must ensure that in relation to Type 2 Supplementary Works, that it also complies with the approval process for Type 2 Supplementary Works further described in section 7 and 8 of Schedule A of the SUI Interim Side Agreement)</i></p>
1.1(h)(v) (Performance and Specified Steps)	<p>Section 1.1(h)(v) (Performance and Specified Steps) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>...</p> <p><i>(v) provide to the Principal (unless otherwise directed or set out in the Interim SFSS Contract Processes, via the Contractor Portal) the evidence required by section 5.2 within:</i></p> <p><i>(i) the time period in column 5 of Attachment A which corresponds to the Work Priority Code for that Work Order; or</i></p> <p><i>(ii) if no Work Priority Code is included on the Work Order, within 9 days of the date upon which Works Completion is achieved; and ...</i></p>
1.5 (Attendance)	<p>Section 1.5 (Attendance) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p>

	<p>1.5 The Contractor must not attend an Occupied SOU unless an appointment has been made with the relevant Tenant in accordance with section 1.1, except where:</p> <p>(a) the relevant Work Order is an Urgent Work Order; or</p> <p>(b) the Contractor is attempting to make an appointment with a Tenant in accordance with its obligations under this Schedule.</p>
1.10(d) (Type 1 Supplementary Works Procedure)	<p>Section 1.10(d) (Type 1 Supplementary Works Procedure) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>...</p> <p>(d) include such evidence in its documentation submitted to the Principal under section 1.1(h)(v) and provide the Principal with the Supplementary Works Request Report. ...</p>
1.11 (Type 2 Supplementary Works Procedure)	<p>Section 1.11 (Type 2 Supplementary Works Procedure) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>Where the Contractor identifies that Type 2 Supplementary Works are required, it must:</p> <p>(a) document and evidence the need for Type 2 Supplementary Works and send such evidence to the Principal on the Contractor Portal, and otherwise provide the Principal with the Supplementary Works Request Report in accordance with section 4 of the Interim SFSS Contract Processes;</p> <p>(b) in relation to any Priority Type 2 Supplementary Works Request, raise the Priority Type 2 Supplementary Works Request in the Contractor Portal at the same time as which the evidence under section 1.11(a) is submitted and then contact the Principal via telephone to inform the Principal of the need for the Priority Type 2 Supplementary Works Request to be reviewed by the Principal in accordance with section 7 of Schedule A of the SUI Interim Side Agreement; and in relation to any Non-Priority Type 2 Supplementary Works Request, notify the Principal through the Supplementary Works Request Report in accordance with sections 4 and 8 of Schedule A of the SUI Interim Side Agreement; and provide any further evidence in relation to the Type 2 Supplementary Works that may be requested by the Principal (whether in respect of a Priority Type 2 Supplementary Works Request or a Non-Priority Type 2 Supplementary Works Request);</p> <p>(c) perform additional SoR Items to satisfy the requirement for Type 2 Supplementary Works included in any revised Work Order issued by the Principal;</p> <p>(d) comply with any directions given by the Principal to: (i) perform only some or all of the SoR Items included in the Work Order and to make safe the Site and demobilise; or (ii) not perform or complete the SoR Items allocated to the Work Order and to make safe the Site and demobilise;</p> <p>(e) document and evidence the performance of the additional SoR Items (if any) which were included in a revised Work Order as Type 2 Supplementary Works; and</p> <p>(f) include evidence of such performance in its documentation submitted to the Principal under section 1.1(h)(v).</p>
1.14(b)(ii) (Identifying other Maintenance Works (other than Supplementary Works))	<p>Section 1.14(b)(ii) (Identifying other Maintenance Works (other than Supplementary Works)) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>...</p> <p>(ii) as soon as reasonably practicable, inform the Principal (whether through an Urgent Action Item or otherwise) and provide relevant evidence and documentation, provided that in relation to any Urgent Work Order the Contractor must inform the Principal and provide the relevant</p>

	<i>evidence and documentation in real time in accordance with the Interim SFSS Contract Processes. ...</i>
1.14(c) (Identifying other Maintenance Works (other than Supplementary Works))	1.14(c) (Identifying other Maintenance Works (other than Supplementary Works)) of Schedule 3 (Operational Requirements) does not apply during the SUIISA Term.
1.15 (Practical Examples of Supplementary Works and 'other' Maintenance Works)	Section 1.15 (Practical Examples of Supplementary Works and 'other' Maintenance Works) of Schedule 3 (Operational Requirements) does not apply during the SUIISA Term.
3.11(a) (Identification of other issues)	<p>Section 3.11(a) (Identification of other issues) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(a) <i>If, while on Site, the Contractor identifies or has reason to suspect anything which should be brought to the attention of the Principal, the Contractor must:</i></p> <p>(i) <i>where practicable document such aspects, including (if appropriate) through photographs;</i></p> <p>(ii) <i>as soon as reasonably practicable, inform the Principal and provide relevant evidence and documentation; and</i></p> <p>(iii) <i>where applicable, comply with the Interim SFSS Contract Processes, including in particular but without limitation section 5 of Schedule A of the SUI Interim Side Agreement in relation to Urgent Action Items.</i></p>
1.11 (Identification of other issues)	The worked example described in section 1.11 (Identification of other issues) of Schedule 3 (Operational Requirements) does not apply during the SUIISA Term.
4.1(a) (Notification)	<p>Section 4.1 (Notification) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>(a) <i>In addition to the Contractor's obligations in relation to any Urgent Action Item, Property Access Issue or Appointment Impacted Issue, the Contractor must also promptly, and in any event within 1 hour of its Personnel becoming aware, notify the Principal of any:</i></p> <p>(i) <i>circumstance, occurrence, event, incident or altercation which may: (A) lead to a complaint from a Tenant; (B) require reporting to or investigation by any Responsible Authority, industry body or law enforcement agency; or (C) otherwise require investigation by the Contractor or the Principal; or</i></p> <p>(ii) <i>complaint (of any kind) which it or its Personnel receive from a Tenant.</i></p>
5.4 (SUI)	<p>Section 5.4 (SUI) of Schedule 3 (Operational Requirements) does not apply during the SUIISA Term, and is replaced with the following, during the SUIISA Term:</p> <p>5.4 Contractor Portal</p> <p><i>All information recorded by the Contractor must be:</i></p> <p>(a) <i>provided to the Principal in accordance with clause 9 of the General Terms and the Interim SFSS Contract Processes described in Schedule A of the SUI Interim Side Agreement; and</i></p> <p>(b) <i>with respect to photographs (i) taken digitally, (ii) taken using a camera which is capable of recording the GPS coordinates at the time the image was captured, such that the location data is recorded and stored as part of the metadata for the image, (iii) dated and time-stamped when the photograph is taken, in a form that is not capable of being altered; and (iv) taken at a minimum 5MP resolution.</i></p>

6.3 (Observation Notices)	<p>A new paragraph (c) is added to section 6.3 (Observation Notices) of Schedule 3 (Operational Requirements), that will apply during the SUIISA Term, as follows:</p> <p>(c) <i>Observation Notices will be issued by the Principal in accordance with the process further described in section 11 of Schedule A of the SUI Interim Side Agreement.</i></p>
7.1(c)(iv) (Performance)	<p>Section 7.1(c)(iv) (Performance) of Schedule 3 (Operational Requirements) does not apply, and is replaced with the following, during the SUIISA Term:</p> <p>... (iv) <i>provide to the Principal the evidence required by section 5.2 on the Contractor Portal promptly upon completion of the Maintenance Work the subject of the Defect Notice or Follow Up Notice, but always in accordance with the Interim SFSS Contract Processes further described in Schedule A of the SUI Interim Side Agreement.</i></p>
7 (Defects Procedure)	<p>A new section 7.3 (Issuance) of Schedule 3 (Operational Requirements) is added, that will apply during the SUIISA Term, as follows:</p> <p>7.3 Issuance <i>Defect Notices and Follow Up Notices will be issued by the Principal in accordance with the process further described in section 11 of Schedule A of the SUI Interim Side Agreement.</i></p>
Schedule 4 (Servicing Requirements)	
1.2.1 (Australian Standard Inspection Activities)	<p>In relation to section 1.2.1 (Australian Standard Inspection Activities) of Schedule 4 (Servicing Requirements), any request for Supplementary Works will be made by the Contractor in accordance with the Interim SFSS Contract Processes (whether through the Supplementary Works Request Report or otherwise).</p>
Schedule 11 (Fee and Payment)	
Schedule 14 (Communication Requirements)	
Schedule 11 (Communication Requirements)	<p>Schedule 11 (Communication Requirements) does not apply, and is replaced with Attachment A to this Schedule B of the SUIISA, during the SUIISA Term.</p>

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
Continuous Improvement	Continuous Improvement	General Terms	2.2	Written report of continuous improvement activities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Transition-In	Transition In Period	General Terms	3.1	Draft Transition In Plan and subsequent exchanges between the parties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Access Keys	General Terms	3.2(a)	Principal’s provision of key registers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	3.2(c)	Contractor’s notice of missing keys	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Building Inspections	General Terms	3.3(a)	Contractor’s program of inspections and subsequent exchanges between the parties regarding the same	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	3.3(d)	Contractor’s request to inspect one or more SOUs during the Transition In Period, and subsequent exchanges between the parties regarding appointment details and or directions to make notations in draft documents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Component Register, Fire Safety Schedules and Programmed Works Plan	General Terms	3.4	Contractor’s draft Programmed Works Plan and draft Component Register, and subsequent exchanges between the parties regarding the same (including any Fire Safety Schedule).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	3.4(d)	Contractor’s notification that the number of SOUs in a Property does not match the Contract Area Property List	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Transition In Period	General Terms	3.1	Weekly progress reports detailing progress of Transition Activities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Failure to comply with the Transition In Plan	General Terms	3.6	Principal's notice of termination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Contract Extension	Extension to Term	General Terms	5.3	Notice from the Principal of extension of Contract Term	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Contract Areas	Removal or Addition of Properties	General Terms	3.4(d) and 7.6	Principal's issuance of an updated Contract Area Property List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Updates to Component Register	General Terms	6.3	Contractor's update of the Component Register	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Annual Update to Programmed Works Plan	General Terms	6.5	Contractor's annual submission of the Programmed Works Plan, and subsequent exchanges between the parties in relation to the same	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Update to Fire Safety Schedule	General Terms	6.6	Principal's request for submission by the Contractor of a Fire Safety Schedule, and subsequent exchanges between the parties in relation to the same	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Fire Safety Statement, Fire Safety Statement Work Orders and Interactions with Responsible Authority	General Terms	6.7, 6.8 and 6.9	Submission by the Contractor of a Fire Safety Statement, and subsequent exchanges between the parties in relation to the same	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The Contractor will provide both through the Contractor Portal and via email where any interactions required with Responsible Authority.
		General Terms	6.9	Contractor's notification to the Principal of potential delay to the completion of a Fire Safety Schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	6.8	Contractor's notification that it has not received a Work Order for the	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
				preparation of a Fire Safety Statement			
	Recovery of cost	General Terms	6.10	Recovery by the Principal of costs incurred in connection with a Fire Safety Statement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Changes to Contract Area Property List	General Terms	6.11(a)	Principal's direction to Contractor to inspect Property and provide updated draft Component Register or Programmed Works Plan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Removal or Addition of Properties	General Terms	7.6	Principal's notice of addition or removal of one or more Properties from any Contract Area	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Rectification of defective or incomplete works	General Terms	7.5	Direction to the Contractor to rectify a defect or incomplete works in an Alternative Contract Area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Step-in to Alternative Contract Areas	General Terms	7.7	Direction for the Contractor to step-in to an Alternative Contract Area on 6 months' notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Work Orders	Monthly Walkthrough	General Terms	6.2(a)(ii)	Contractor's identification and notification of aspects of Property that may require Maintenance Works not already included in Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Issuing Work Orders	General Terms	8.2(a), 8.2(b)	Issuance by the Principal of a Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		General Terms	8.2(f)	The Principal cancelling or varying any aspect of a Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
Time	Work Order Extension	General Terms	8.4(a)	Contractor's notice of delay and extension of time claim	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Provided that where it relates to an Urgent Work Order, an Urgent Action Item or an urgent Work Order EOT Request, the Contractor will be required to telephone the Principal in accordance with the Interim SFSS Contract Processes.
		General Terms	8.4(c)	The Principal's determination of, and exercise of discretion to, an extension of time claim for a Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		General Terms	8.4(c)	The Principal exercising its discretion to extend time for a Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Late completion of Work Order or rectification work	General Terms	8.5	The Principal's demand for the payment of liquidated damages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Supplementary Works	Type 1 Supplementary Works Threshold	General Terms	8.6	The Principal's notice amending the Type 1 Supplementary Works Threshold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Type 1 Supplementary Works Procedure	Schedule 3 (Operational Requirements)	S 1.10	Contractor's documentation evidencing the need for, and execution of, Type 1 Supplementary Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Type 2 Supplementary Works Procedure	Schedule 3 (Operational Requirements)	S 1.11	Contractor's documentation evidencing the need for, and execution of, Type 2 Supplementary Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Provided that where it relates to a Priority Type 2 Supplementary Works Request the Contractor will be required to also telephone the Principal in relation to that Priority Type 2 Supplementary Works Requested in accordance with section 7 of Schedule A of the SUI Interim Side Agreement.

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
SoR	Amendment of SoR	General Terms	8.8(a)	Contractor's notice that Maintenance Works are required, but not covered in any SoR Item	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	8.8(c)	The Principal's notice that it wishes to add a SoR Item	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Additional Maintenance Works	Additional Maintenance Works	General Terms	8.9(a)	The Principal's request to the Contractor to provide a quotation to perform Additional Maintenance Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		General Terms	8.9(b)	Contractor's quotation to perform Additional Maintenance Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Principal Plans, Policies and Procedures	Amendment of Principal Plans, Policies and Procedures	General Terms	8.10(a)	Principal's notice of amendment to Principal Plans, Policies and Procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	8.10(b)(ii)	Contractor's notice of material increase in cost due to amendment to Principal Plans, Policies and Procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Communication and Information Technology Requirements	Single User Interface (SUI) and IT Requirements	General Terms	9.1(c)	Contractor's notice of change in IT configuration option, and subsequent exchanges between the parties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Communication	General Terms	9.2	Notice by the Principal of a change to Schedule 11 (Communication Requirements)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Payment Process	Invoicing Methodology	General Terms	11.2(c)	Principal's notice of invoicing methodology selection change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Contractor Invoices	General Terms	11.3(a)	Contractor Invoices for Work Orders, the Management Fee or the Transition In Payment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
		General Terms	11.3(c)	Request by the Principal for further information regarding any Contractor Invoice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	In certain circumstances and depending on the urgency, the Principal may also telephone the Contractor to request the further information regarding any Contractor Invoice.
		General Terms	11.3(c)	Provision of further information by the Contractor in response to a request by the Principal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Payment of Contractor Invoices	General Terms	11.4(a)	The Principal's rejection of Contractor Invoices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		General Terms	11.4(b)	Contractor's resubmission of a previously rejected invoice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	RCTIs	General Terms	11.5(a), 11.5(b)	Contractor's provision of information to enable Principal to raise RCTI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	11.5(b)	Principal's request for further information in relation to RCTI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	11.5(d)	Principal's issuance of RCTI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Payment on Account	General Terms	11.7(c)	Principal's notice to recover amounts from Contractor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Set off	General Terms	11.8	Notice of set off	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Security of Payment Act	General Terms	11.9	Contractor providing a copy of any notice it receives from a Subcontractor under the Security of Payment Act	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Statutory Declaration	General Terms	11.10	Contractor's statutory declaration (provided once per month)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Bank Guarantee Replacement	General Terms	12.3	The Contractor's notification regarding a replacement bank guarantee	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Principal GST warranties	General Terms	34.5(a), 34.5(d)	Principal's notification that it is no longer Registered, or if it is of the view that requirements of GST Law, the Determination, or the Ruling have not been complied with	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Non-conformance Notices	Non-conformance Notices	General Terms	14.1(a)	The Principal issuing a Non-conformance Notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	14.1(c)	Contractor's notification that it has remedied an NCN and Contractor's notice demonstrating how Contractor will comply with an NCN and ensure that the Contractor will not commit the same non-conformance moving forward	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Audits and Investigations	Audits	General Terms	14.3	The Principal's notice requiring an audit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	14.3(b)(vii)	Provision by the Contractor of a cure plan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Other investigations	General Terms	14.4	The Principal's notice requiring the Contractor to assist with or provide information relevant to an investigation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	14.4	Provision by the Contractor of documents and information relevant to an investigation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Records Retention	General Terms	14.6	Principal's notice for Contractor to dispose of or hand over documents/records	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Plans, Reports and Meetings	Organisation	General Terms	15.1(d)	Principal's direction regarding meetings of the Contract Governance Committee	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Meetings	General Terms	15.3	Provision by the Contractor of minutes of the Contract Governance Committee Meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	16.6(a)	Principal's direction to attend ad hoc or regular meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	General	General Terms	16.1(a)	Provision by the Contractor of Deliverables and other plans and reports requested	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Reports	General Terms	16.2	Contractor's provision of regular reports (as directed by the Principal)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Contractor Plans, Policies and Procedures	General Terms	16.3	Contractor's Plans, Policies and Procedures (including ongoing updated whenever such documents are revised and updated)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Subcontractors and Personnel	Subcontractors	General Terms	17.3	Contractor's evidence that a Subcontractor holds appropriate and required licences and accreditations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Contractor's Representative	General Terms	18.1(g)	Notification of substitute Contractor's Representative by Contractor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Organisation and Personnel	General Terms	19.2	Contractor's organisational chart for the Principal's approval and notices from the Contractor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
				seeking approval for amendments to the organisational chart			
	Key Personnel	General Terms	19.4	Contractor's notice, and Principal response, in relation to the proposed removal of any Key Personnel	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Replacement of persons	General Terms	19.5	The Principal's direction to remove any person engaged in the performance of the Maintenance Works	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Warranties and standards of Maintenance Works	Disclosure	General Terms	20.3	Contractor's notice that it is aware of an event or circumstances which is inconsistent with any warranties provided	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Warranty of Equipment and Workmanship	General Terms	20.6	Contractor's provision of warranties in relation to the Maintenance Works and any Equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Interface with Tenants	General Terms	20.7	Contractor's notice of breach of potential breach of Tenant interface requirements in clause 20.7(a)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Defects	Contractor to rectify	General Terms	21.1	The Principal's Defect Notice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Performance	Schedule 3 (Operational Requirements)	S 7.1	Contractor's notice of completion of Maintenance Works following receipt of a Defect Notice or Follow Up Notice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Indemnities and Insurance	Indemnification procedures	General Terms	23.3(a)	The Principal's notice of enforcement of an indemnity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Obligation on Contractor	General Terms	24.3(b)	Contractor's provision of evidence of currency of required insurances and clause 24 compliance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	General Obligations	General Terms	24.7(a)(iii)	Contractor's notice to Principal of any event that may prejudice any insurance the Principal has taken out	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	24.7(b)(v)	Contractor's notice to Principal of any event that may result in Contractor's insurance lapsing or being cancelled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Force Majeure and Suspension	Notification of Event of Force Majeure	General Terms	25.2	Either party's notice that it is affected by an Event of Force Majeure	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Suspension by the Principal	General Terms	26.1(a)	The Principal's notice of suspension	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Resumption of Maintenance Works	General Terms	26.2(a)	The Principal's notice of resumption of Maintenance Works following a suspension	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Privacy, publicity and GIPA	Publicity and media release	General Terms	28.3	Contractor's draft media release and publicity communication	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	General Privacy Obligations	General Terms	29.2(e)	Contractor's notification regarding Personal Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	29.2(f), 29.2(g)	The Principal's directions regarding collection and use of Personal Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Consents	General Terms	29.3(b)(ii)	Contractor's provision of its privacy policy and associated collection statements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Access to Information	General Terms	30.2(a)	The Principal's direction requiring access to Contractor's information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Consultation	General Terms	30.3(b)	Contractor's provision of any objection to disclosure under the GIPA Act	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	30.3(e)	Principal's notice of its decision to release information and of the Contractor's right to review the decision	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Statutory Requirements	Permits	General Terms	31.2(a)(iv)	Contractor's notice of non-compliance with a Permit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Change in Law	General Terms	31.3(b)	Contractor's notice of a Qualifying Change in Law	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	31.3(c)	The Principal's notice of agreement to a change in Fee due to Qualifying Change in Law	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		General Terms	31.3(d)	The Principal's direction regarding Qualifying Change in Law	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Industrial Relations	General Terms	31.4(b)	Contractor's notification of its awareness of Industrial Matter and any corresponding Principal direction in relation to that Industrial Matter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Work, health, safety and the Environment	General Terms	31.5	Contractor's notification of an incident, Contractor's provision of information in relation to an incident, and the Principal's directions in relation to an incident	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Hazardous Substances	General Terms	31.7	Contractor's notification in connection with any event relating to the Environment (including incidents and potential breaches)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Notification	General Terms	31.8	Contractor's notification of any breach, infringement or event	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
				regarding Work Health and Safety Requirements			
	Conflicts of Interest	General Terms	31.10(b)	Contractor's notification regarding potential conflict of interest and Principal's direction in relation to such conflict of interest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Social Obligations	Social Obligations Plan	General Terms	32.5	Contractor's provision of its Social Obligations Plan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Changes to Targets	General Terms	32.8	Principal's notice of change in any targets regarding Contractor's social obligations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Termination and Show Cause	Termination	General Terms	35	<ul style="list-style-type: none"> The Principal's termination notices (whether for breach or for convenience) The Principal's notice removing a Contact Area (whether for breach or convenience) The Principal's 'show cause' notice Contractor's response to a show cause notice Contractor's termination notice (for the Principal's breach) 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Transition Out	Transition Out	General Terms	35.13	<ul style="list-style-type: none"> The Principal's direction for the Contractor to provide a Transition Out Plan Contractor's provision of the Transition Out Plan 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Work Order Procedure and Specified Steps	Performance	Schedule 3 (Operational Requirements)	S 7.1(a)	Contractor's confirmation of Tenant appointment time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Performance and Specified Steps	Schedule 3 (Operational Requirements)	S 1.1 (d)(ii)(B)	Contractor's Confirmation Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.1(d)(iii)	Contractor's notification that it has not been able to make an appointment with the Tenant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.1(h)(iii)	Contractor's notice that Works Completion has been achieved	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.1(h)(v)	Submission by the Contractor of the documentation and evidence of its completion of the Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Expertise	Schedule 3 (Operational Requirements)	S 1.3	Contractor's notification that the relevant Maintenance Works could contravene regulation, codes, or Good Industry Practices	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.3	Contractor's notification that the Maintenance Works or that additional Maintenance works could produce a better off overall outcome	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	SoR Item Quantities	Schedule 3 (Operational Requirements)	S 1.4	Contractor's notification that the quantities of the SoR Items included in a Work Order are greater than those required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The Contractor will provide the Supplementary Works Request Report. The Contractor must also ensure that it complies with the Interim SFSS Contract Processes in relation to Type 1 Supplementary Works and Type 2 Supplementary Works, which includes telephoning the Principal to notify it of any Priority Type 2 Supplementary Works Requests.

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Utility Outages	Schedule 3 (Operational Requirements)	S 1.16(a)	Contractor's notification that the Maintenance Works will require disconnection of power, gas, sewerage or water	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.16(c)	Contractor's notification of intention to disconnect a Properties fire system	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.16(a)(iv)	Contractor's notification of the objection of a Tenant to the disconnection of any power, gas, sewerage or water	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.16(d)	The Principal's direction for the Contractor to provide temporary facilities to one or Tenants or a Property	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The direction of the Principal will be provided in the first instance via email followed by a Work Order through the Contractor Portal where necessary.
	Contractor's Equipment	Schedule 3 (Operational Requirements)	S 1.18(b)(i)	Contractor's provision of work methodologies describing how specialist equipment will be used	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.18(b)(ii)	Contractor's provision of a risk assessment and any associated documentation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.18(b)(iii)	Contractor's provision of SWMS and SWIs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.18(b)(iv)	Contractor's provision of operator licences and qualifications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Schedule 3 (Operational Requirements)	S 1.18(b)(v)	Contractor's notification of other requirements under SafeWork NSW	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Replacement	Schedule 3 (Operational Requirements)	S 1.19	Provision by the Contractor of a beyond economic repair report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Message Cards	Schedule 3 (Operational Requirements)	S 3.1	Provision by the Contractor of an attempted visit (including evidence of Message Cards)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Unattended SOU	Schedule 3 (Operational Requirements)	S 3.2	Contractor's notification to the Principal that the Contractor has departed the Site due to the Tenant departing the Property during the performance of Maintenance Works	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	No Obstruction	Schedule 3 (Operational Requirements)	S 3.9	Contractor's notification that it cannot perform the Maintenance Works without blocking property access for Tenants or vehicles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Cause of Maintenance Works	Schedule 3 (Operational Requirements)	S 3.10	Contractor's notification to the Principal that the underlying cause of Maintenance Works may be attributable to a third party	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Additional Work Order Information	Schedule 3 (Operational Requirements)	S 2.2	Provision by the Principal of additional information in connection with a Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Modifications	Work Order Modification	Schedule 3 (Operational Requirements)	S 1.8	The Principal's notice of variation, amendment or cancellation of a Work Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Any notice of variation will be provided via email in the first instance. Any notice of amendment or cancellation will be issued through an updated Work Order or notice (as the case may be) on the Contractor Portal and otherwise through the Data Transfer.
	Work Priority Code Modification	Schedule 3 (Operational Requirements)	S 1.9	The Principal's notice of addition, amendment, variation or omission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
				of Work Priority Codes from Attachment A			
	Type 2 Supplementary Works Procedure	Schedule 3 (Operational Requirements)	S 1.11	The provision of documents, photos, videos and other media evidencing the need for Type 2 Supplementary Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Identifying other Maintenance Works (other than Supplementary Works)	Schedule 3 (Operational Requirements)	S 1.14	Provision of information by the Contractor regarding the need for additional Maintenance Works on a Property	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Custom or Specialised components	Schedule 3 (Operational Requirements)	S 1.17	Notice by the Contractor that it is unable to source certain components	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Identification of other issues	Schedule 3 (Operational Requirements)	S 3.11	Provision of information by the Contractor regarding other issues at the Property	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Notification	Schedule 3 (Operational Requirements)	S 4.1	Notification by the Contractor of any incident at a Site and provision of subsequent documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Provided that the Contractor will telephone the Principal in relation to any Urgent Action Item, urgent Property Access Issue or urgent Appointment Impacted Issue in accordance with the relevant Interim SFSS Contract Process.
	Investigation	Schedule 3 (Operational Requirements)	S 4.2(d)	Contractor's provision of documents produced during an investigation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Record of Interactions	Schedule 3 (Operational Requirements)	S 5.1	Notification and provision of information by the Contractor following any contact or attempted contact with a Tenant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Provided that where the Principal requests additional evidence from the Contractor, such additional evidence will be provided to the Principal by the Contractor via email.

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
	Observation Notice	Schedule 3 (Operational Requirements)	S 6.3	Principal's Observation Notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Participation during Principal's Inspections	Schedule 3 (Operational Requirements)	S 6.4	Direction by the Principal to attend an inspection of a Property	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Topic	Clause Name	Contract Document	Clause / Section	Type of Communication	SUI / Contractor Portal**	Email**	Other – SUI Interim Side Agreement Arrangements*
Other	General	NA	NA	All other notices not specifically referred to above	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

* Where applicable, the SUI Interim Side Agreement Arrangements set out in the table above are as further described in the Interim SFSS Contract Processes set out in Schedule A of the SUIISA

** Without prejudice to the Principal's rights in clause 9 of the General Terms, the Contractor agrees that if for whatever reason the Contractor Portal is not allowing for the communication described above, then the Principal may direct that email communication (or such other reasonable method of communication as the Principal may determine in its discretion) is to apply instead.