

The following terms of business apply to all engagements accepted by Beever and Struthers. All work is carried out under these terms except where changes are expressly agreed in writing.

## 1.0 Definitions

- 1.1 Beever and Struthers is a firm of Chartered Accountants and Business Advisors operating as a partnership and is referred to in these Terms of Business as “the Firm”, “us”, “we” or “our” and includes our staff members. References in these Terms of Business to “you” or “your” are the persons or entities who are our clients for the Engagement.
- 1.2 “Engagement Letter” means the letter and enclosures (including these terms of business) sent to you which set out the basis of our contract with you.
- 1.3 “Engagement” means the services which we provide pursuant to the Engagement Letter.
- 1.4 “Services” means the professional services delivered to you that are the subject of the engagement letter.
- 1.5 “Staff members” means personnel directly or indirectly assigned to the engagement.
- 1.6 Unless otherwise specifically agreed in the Engagement Letter, the Engagement Letter replaces any previous agreements between us in relation to or in contemplation of the Engagement and shall apply to any future engagement we carry out on your behalf unless varied or replaced. The Engagement Letter (which includes these Terms of Business) constitutes the entire agreement between us. In entering into this Engagement Letter you acknowledge that you have not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty (whether made negligently or innocently) other than as expressly set out in the Engagement Letter.

## 2.0 Applicable Law

- 2.1 Our engagement letter, which includes the schedules of services and our general terms of business are governed by and should be construed in accordance with English law. Each party agrees that the Courts of England will have exclusive jurisdiction in relation to any claim, dispute or difference concerning this engagement letter and any matter arising from it on any basis. Each party irrevocably waives any right to object to any action being brought in those Courts, to claim that the action has been brought in an inappropriate forum, or to claim that those Courts do not have jurisdiction.
- 2.2 We will not accept responsibility if you act on advice previously given by us without first confirming with us that the advice is still valid in light of any change in the law or in your circumstances. We will accept no liability for losses arising from changes in the law, or the interpretation thereof, that occur after the date on which the advice is given.

## 3.0 Client Identification

- 3.1 As with other professional services firms, we are required to identify our clients for the purposes of the UK anti-money laundering legislation. We may request from you, and retain, such information and documentation as we require for these purposes and/or make searches of appropriate databases. If we are not able to obtain satisfactory evidence of your identity, we will not be able to proceed with the engagement.

## 4.0 Quality of Service

- 4.1 We are committed to providing you with a high-quality service that is both efficient and effective. If at any point you would like to discuss with us how our service to you could be improved, or if you are dissatisfied with the service you are receiving, please let us know by contacting Caroline Monk at our Manchester office. We undertake to look into any complaint carefully and promptly, and to do all we can to explain the position to you. If we do not answer your complaint to your satisfaction, you may, of course, take up the matter with our professional body, the Institute of Chartered Accountants in England and Wales.

## 5.0 Confidentiality

- 5.1 Unless we are authorised by you to disclose information on your behalf, we confirm that if you give us confidential information we will, at all times during and after this engagement, keep it confidential, except as required by law, or as provided for in regulatory, ethical, or other professional pronouncements applicable to us or our engagement.
- 5.2 You agree that, if we act for other clients who are or who become your competitors, to comply with our duty of confidentiality it will be sufficient for us to take such steps as we think appropriate to preserve the confidentiality of information given to us by you, both during and after this engagement. These may include taking the same or similar steps as we take in respect of the confidentiality of our own information.

## 5.0 Confidentiality (continued)

- 5.3 In addition, if we act for other clients whose interests are or may be adverse to yours, we will manage the conflict by implementing additional safeguards to preserve confidentiality. Safeguards may include measures such as separate teams, physical separation of teams, and separate arrangements for storage of and access to information.
- 5.4 You agree that the effective implementation of such steps or safeguards as described above will provide adequate measures to avoid any real risk of confidentiality being impaired.
- 5.5 We may, on occasions, subcontract work on your affairs to other tax or accounting professionals. The subcontractors will be bound by our client confidentiality terms.
- 5.6 If we use external or cloud-based systems, we will ensure confidentiality of your information is maintained.
- 5.7 This applies in addition to our obligations on data protection in section 7.0.
- 5.8 We reserve the right, for the purpose of promotional activity, training or for other business purpose, to mention that you are a client. As stated above we will not disclose any confidential information.

## 6.0 Conflicts of interest

- 6.1 We will inform you if we become aware of any conflict of interest in our relationship with you or in our relationship with you and another client unless we are unable to do so because of our confidentiality obligations. We have safeguards that can be implemented to protect the interests of different clients if a conflict arises. Where conflicts are identified which cannot be managed in a way that protects your interests then we regret that we will be unable to provide further services.
- 6.2 If there is a conflict of interest that is capable of being addressed successfully by the adoption of suitable safeguards to protect your interests then we will adopt those safeguards. In resolving the conflict, we would be guided by the Institute of Chartered Accountants in England and Wales' Code of Ethics, which can be viewed at [icaew.com/en/membership/regulations-standards-and-guidance/ethics](http://icaew.com/en/membership/regulations-standards-and-guidance/ethics). During and after our engagement, you agree that we reserve the right to act for other clients whose interests are or may compete with or be adverse to yours, subject, of course, to our obligations of confidentiality and the safeguards set out in the paragraph on confidentiality above.

## 7.0 Data protection

- 7.1 In this clause, the following definitions shall apply:

'client personal data' means any personal data provided to us by you, or on your behalf, for the purpose of providing our services to you, pursuant to our engagement letter with you;

'data protection legislation' means all applicable privacy and data protection legislation and regulations including PECR, the UK GDPR and any applicable national laws, regulations and secondary legislation in the UK relating to the processing of personal data and the privacy of electronic communications, as amended, replaced or amended from time to time;

'controller', 'data subject', 'personal data', and 'process' shall have the meanings given to them in the data protection legislation;

'UK GDPR' means the Data Protection Act 2018 as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 which merge the previous requirements of the Data Protection Act with the requirement of the General Data Protections Regulations (EU) 2016/679; and

'PECR' means the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003).

- 7.2 We shall each be considered an independent data controller in relation to the client personal data. Each of us will comply with all requirements and obligations applicable to us under the data protection legislation in respect of the client personal data.

**7.0 Data protection (continued)**

7.3 You shall only disclose client personal data to us where:

- (i) you have provided the necessary information to the relevant data subjects regarding its use (and you may use or refer to our privacy notice available at <http://www.beeverstruthers.co.uk/page/PrivacyPolicy> for this purpose);
- (ii) you have a lawful basis upon which to do so, which, in the absence of any other lawful basis, shall be with the relevant data subject's consent; and
- (iii) you have complied with the necessary requirements under the data protection legislation to enable you to do so.

You agree to indemnify us in relation to any loss arising in respect of any failure by you to provide the necessary information to the relevant data subjects in relation to (i) to (iii) above.

7.4 Should you require any further details regarding our treatment of personal data, please contact our Head of Data Protection.

7.5 We shall only process the client personal data:

- (i) in order to provide our services to you and perform any other obligations in accordance with our engagement with you;
- (ii) in order to comply with our legal or regulatory obligations; and
- (iii) where it is necessary for the purposes of our legitimate interests and those interests are not overridden by the data subjects' own privacy rights. Our privacy notice (available at <http://www.beeverstruthers.co.uk/page/PrivacyPolicy>) contains further details as to how we may process client personal data.

7.6 For the purpose of providing our services to you, pursuant to our engagement letter, we may disclose the client personal data to members of our firm's network, our regulatory bodies or other third parties (for example, our professional advisors or service providers). The third parties to whom we disclose such personal data may be located outside of the United Kingdom. We will only disclose client personal data to a third party (including a third party outside of the United Kingdom) provided that the transfer is undertaken in compliance with the data protection legislation.

7.7 We may disclose the client personal data to other third parties in the context of a possible sale, merger, restructuring or financing of or investment in our business. In this event we will take appropriate measures to ensure that the security of the client personal data continues to be ensured in accordance with data protection legislation. If a change happens to our business, then the new owners may use our client personal data in the same way as set out in these terms.

7.8 We shall maintain commercially reasonable and appropriate security measures, including administrative, physical and technical safeguards, to protect against unauthorised or unlawful processing of the client personal data and against accidental loss or destruction of, or damage to, the client personal data.

7.9 In respect of the client personal data, provided that we are legally permitted to do so, we shall promptly notify you in the event that:

- (a) we receive a request, complaint or any adverse correspondence from or on behalf of a relevant data subject, to exercise their data subject rights under the data protection legislation or in respect of our processing of their personal data;
- (b) we are served with an information, enforcement or assessment notice (or any similar notices), or receive any other material communication in respect of our processing of the client personal data from a supervisory authority as defined in the data protection legislation (for example in the UK, the Information Commissioner's Officer); or
- (c) we reasonably believe that there has been any incident which resulted in the accidental or unauthorised access to, or destruction, loss, unauthorised disclosure or alteration of, the client personal data.

**7.0 Data protection (continued)**

7.10 Upon the reasonable request of the other, we shall each co-operate with the other and take such reasonable commercial steps or provide such information as is necessary to enable each of us to comply with the data protection legislation in respect of the services provided to you in accordance with our engagement letter with you in relation to those services.

**8.0 Disengagement**

8.1 Should we resign or are asked to resign we will normally issue a disengagement letter to ensure that our respective responsibilities are clear. For non – audit clients, if we have no contact with you for a period of 12 months or more, we may issue to your last known address a disengagement letter and hence cease to act.

**9.0 Electronic and other communication**

9.1 Unless you instruct us otherwise, we may, if appropriate, communicate with you and with third parties via email or by other electronic means including data rooms or equivalent arrangements for data sharing. You are responsible for assigning appropriate access rights and access controls in relation to information accessed by your staff via a data room or equivalent arrangement. We will ensure that appropriate access rights and controls are in place in relation to our staff accessing information via a data room or equivalent arrangement. In relation to email or other electronic communication, the recipient is responsible for virus checking emails and any attachments.

9.2 With electronic communication there is a risk of non-receipt, delayed receipt, inadvertent misdirection or interception by third parties. We use virus-scanning software to reduce the risk of viruses and similar damaging items being transmitted in emails or by electronic storage devices. Nevertheless, electronic communication is not totally secure and we cannot be held responsible for damage or loss caused by viruses or for communications which are corrupted or altered after despatch. Nor can we accept any liability for problems or accidental errors relating to this means of communication, especially in relation to commercially sensitive material. These are risks you must bear in return for greater efficiency and lower costs. If you do not wish to accept these risks, please let us know and we will communicate by paper mail, other than where electronic submission is mandatory.

9.3 Any communication by us, with you, sent through the postal system is deemed to arrive at your postal address between two and four working days after the day that the document was sent.

**10.0 Fees and payment terms**

10.1 Unless otherwise arranged, our fees will be agreed with you at the start of the engagement. Our fees may depend not only upon the time spent on your affairs but also on the level of skill and responsibility and the importance and value of the advice that we provide, as well as the level of risk.

10.2 If we provide you with an estimate of our fees for any specific work, then the estimate will not be contractually binding unless we explicitly state that this will be the case.

10.3 If requested, we may indicate a fixed fee for the provision of specific services or an indicative range of fees for a particular assignment. It is not our practice to identify fixed fees for more than a year ahead, as such fee quotes need to be reviewed in the light of events. If it becomes apparent to us, due to unforeseen circumstances, that a fee quote is inadequate, we reserve the right to notify you of a revised figure or range and to seek your agreement thereto.

10.4 In some cases, you may be entitled to assistance with your professional fees, particularly in relation to any investigation into your tax affairs by HM Revenue and Customs (HMRC). Assistance may be provided through insurance policies you hold or via membership of a professional or trade body. Other than where such insurance was arranged through us, you will need to advise us of any such insurance cover that you have. You will remain liable for our fees regardless of whether all or part are liable to be paid by your insurers.

10.5 Our fees will be billed at appropriate intervals during the year and will be due on presentation. Our fees are exclusive of VAT which will be added where it is chargeable. Any disbursements we incur on your behalf and expenses incurred in the course of carrying out our work for you will be added to our invoices where appropriate.

10.6 Unless otherwise agreed to the contrary our fees do not include the costs of any third party, counsel or other professional fees. Should these costs be incurred to fulfil our engagement, then such necessary additional charges may be payable by you.

**10.0 Fees and payment terms (continued)**

- 10.7 For certain engagements it is our normal practice to ask clients to pay by monthly direct debit and periodically to adjust the monthly payment by reference to actual billings.
- 10.8 We reserve the right to charge interest on late paid invoices at the rate of 5% above bank base rates under the Late Payment of Commercial Debts (Interest) Act 1998. We also reserve the right to suspend our services or to cease to act for you, having given written notice, if payment of any fees is unduly delayed. We intend to exercise these rights only where it is fair and reasonable to do so.
- 10.9 If you do not accept that an invoiced fee is fair and reasonable you must notify us within 21 days of receipt, failing which you will be deemed to have accepted that payment is due.
- 10.10 If a client company, trust or other entity is unable or unwilling to settle our fees we reserve the right to seek payment from the individual (or parent company) giving us instructions on behalf of the client and we shall be entitled to enforce any sums due against the Group Company or individual nominated to act for you.
- 10.11 Where it is necessary for us to perform work outside the responsibilities set out in our engagement letter, may we remind you that this will involve additional time being spent on your affairs and will therefore involve higher fees. Whilst we are happy to assist you in any way we can, we feel that you may wish to take particular care to ensure that your work has been correctly completed to a stage where we can begin to provide a service for you.
- 10.12 It has been expressly agreed that, at any time when fees invoiced to you have become overdue for payment, we may give you notice in writing of our intention to suspend our professional duty towards you, and we shall not be liable for any loss you may suffer as a result of our failure to carry out, during the period of suspension, any of the services we have agreed to perform.
- 10.13 If, for whatever reason, you or we choose to terminate our contract prior to the period of engagement agreed in the engagement letter, we will invoice you for the work performed to date at the appropriate hourly principal and staff charge out rates.

**11.0 Implementation**

- 11.1 We will only assist with implementation of our advice if specifically instructed and agreed in writing.

**12.0 Intellectual property rights and use of our name**

- 12.1 We will retain all intellectual property rights in any document prepared by us during the course of carrying out the engagement except where the law specifically states otherwise.
- 12.2 You are not permitted to use our name in any statement or document you may use unless our prior written consent has been obtained. The only exception to this restriction would be statements or documents that, in accordance with applicable law, are to be made public.

**13.0 Interpretation**

- 13.1 If any provision of our engagement letter or terms of business is held to be void, that provision will be deemed not to form part of this contract. In the event of any conflict between these terms of business and the engagement letter or appendices, the relevant provision in the engagement letter or schedules will take precedence.

**14.0 Internal disputes within a client**

- 14.1 If we become aware of a dispute between the parties who own the business or are in some way involved in its ownership and management, it should be noted that our client is the business and we would not provide information or services to one party without the express knowledge and permission of all parties. Unless otherwise agreed by all parties we will continue to supply information to either the registered office or normal place of business for the attention of the directors or proprietors. If conflicting advice, information, or instructions are received from different directors or principals in the business we will refer the matter back to the board of directors/partnership and take no further action until the board/partnership has agreed the action to be taken.

**15.0 Investment advice (including insurance mediation services) and referrals to a Permitted Third Party**

15.1 We are licensed for a limited range of investment business activities by the Institute of Chartered Accountants in England and Wales (ICAEW), which is a Designated Professional Body (DPB) under the Financial Services and Markets Act 2000. However, if during the provision of professional services to you, you need advice on investments, we may have to refer you to someone who is authorised by the Financial Conduct Authority (FCA), as we are not.

15.2 In order to simplify the conduct of investment business, it is the policy of this firm to refer all matters relating to investment business products and financial services as defined below, to Pareto Financial Planning Limited ("Pareto"). Pareto is regulated by the Financial Conduct Authority (FCA) with regard to its conduct of investment business under the Financial Services and Markets Act 2000. It is the policy of our firm to refer all matters relating to advice on the following to Pareto:

- i. Pension products;
- ii. Life assurance and related contracts;
- iii. Investment and savings products; and
- iv. Personal financial planning.

15.3 The satisfactory performance of the investment business services listed above will be the responsibility of Pareto who will require you to sign a client's agreement setting out the terms on which business will be conducted. Pareto will be fully responsible for any such advice and will inform you in writing of the full amount of any fees and commissions receivable in connection with any such transactions arranged on your behalf.

15.4 Although we are not authorised by the FCA to conduct investment business we are licenced by the ICAEW to provide certain limited investment services where these are complimentary to, or arise out of, the professional services we are providing to you.

15.5 In particular, we may:

- Advise you on investments generally but not recommend a particular investment or type of investment;
- Refer you to a Permitted Third Party (PTP) (an independent firm authorised by the FCA), assist you and the PTP during the course of any advice given by that party and comment on, or explain, the advice received (but not make alternative recommendations). The PTP will issue you with its own terms and conditions agreement, will be remunerated separately for its services and will take full responsibility for compliance with the requirements of the Financial Services and Markets Act 2000. For the avoidance of doubt, it is the PTP only who will offer the advice not this firm. See also 15.2 -15.3;
- Advise you in connection with the disposal of an investment, other than your rights in a pension policy or scheme;
- Advise and assist you in transactions concerning shares or other securities not quoted on a recognised exchange;
- Assist you in arrangements for transactions in investments in certain circumstances; and
- Manage investments or act as trustee (or donee of a power of attorney) where decisions to invest are taken on the advice of an authorised person,

The following paragraph (15.6) applies to corporate clients only.

15.6 We may also, on the understanding that the shares or other securities of the company are not publicly traded:

- Advise the company, existing or prospective shareholders in relation to exercising rights, taking benefits or share options, valuations and methods of such valuations;
- Arrange any agreements in connection with the issue, sale or transfer of the company's shares or other securities;
- Arrange for the issue of new shares; and
- Act as the addressees to receive confirmation of acceptance of offer documents etc.

15.7 The firm may receive commission from any introduction to a PTP in connection to the above in which case you will be fully informed of the expected size and nature of such commission at the time we are aware of the quantum and terms of such commission.

**15.0 Investment advice (including insurance mediation services) and referrals to a Permitted Third Party (continued)**

- 15.8 Such commission from a PTP will be held in our clients' account until we receive instructions from you as to how it should be treated.
- 15.9 On each occasion we receive a commission or benefit from an introduction to a PTP we will seek your instruction as to how the receipt shall be dealt. We will seek your written authority on an ongoing basis to retain all or some of such commissions ongoing for the introduction to the PTP and for the support services we offer you generally and/or in relation to the introduction to the PTP.
- 15.10 In the event we cannot reach agreement with you on the quantum of retention we may use such monies against any fees that have been outstanding for 30 days or more and which you are not in dispute with us.
- 15.11 We are not authorised by the FCA. However, we are included on the register maintained by the FCA so that we can carry on insurance mediation activity, which is broadly the advising on, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by the ICAEW. The register can be accessed from the FCA's website at [www.fca.org.uk/register](http://www.fca.org.uk/register).
- 15.12 If you are dissatisfied in any way about our services described in this section, you should follow the procedures set out in the 'Quality of Service' section of these terms, and in the unlikely event that we cannot meet our liabilities to you in respect of exempt regulated activities undertaken, you may be able to claim compensation under the Chartered Accountants' Compensation Scheme.
- 15.13 To enable us to provide you with an appropriate service, there may be occasions when we will need to contact you without your express permission concerning investment business matters. For example, it may be in your interests to sell a particular investment and we would wish to inform you of this. We may, therefore, contact you in such circumstances, but would only do so in our normal office hours of business. We shall, of course, comply with any restrictions you may wish to impose which you notify to us in writing.

**16.0 Non DPB-regulated Commissions or other benefits**

- 16.1 In some circumstances, commissions and benefits may become payable to us in respect of non DPB-regulated activities such as introductions to other professionals or in respect of transactions we arrange for you, in which case you will be notified in writing of the amount and terms of payment. Fees that would otherwise be payable to us for any services we provide directly to you will not be abated by the receipt and retention of such commissions or benefits. By agreeing our engagement terms, including these standard terms of business you consent to all such commissions and benefits being retained by us without our being liable to account to you for any such amounts. The retention of such commission and benefits helps us to offset, but not necessarily fully recover our time cost under recoveries generally across the firm.
- 16.2 An example of the likely commission that may be received and the likely amounts are given below. This is only an illustration and may not cover all receipts in the future. As stated above, you will be advised on the first receipt of any such commissions or benefits and you consent to such commissions and benefits being retained by us either on an individual transaction basis or on a continuing basis whichever is agreed with you in writing without our being liable to account to you for such amounts.

**Example:** We introduce you to advisors on your behalf and have a fee/commission rebate agreement with them of (say) 25% of such fees/commissions. If an advisor with whom we have such an ongoing arrangement provides advice to you on an ad hoc or continuing basis then we will receive the agreed percentage fee/commission rebate for the introduction and support provided to them on each occasion a fee/commission is charged to you. If the rebate arrangement is 25% then for each £1,000 fee/commission charged by them to you, we would receive £250 of the fee/commission.

**17.0 Lien**

- 17.1 Insofar as we are permitted to do so by law or by professional guidelines, we reserve the right to exercise a lien over all funds, documents and records in our possession relating to all engagements for you until all outstanding fees and disbursements are paid in full.

**18.0 Limitation of third-party rights**

18.1 The advice and information we provide to you as part of our service is for your sole use, and not for any third party to whom you may communicate it, unless we have expressly agreed in the engagement letter that a specified third party may rely on our work. We accept no responsibility to third parties, including any group company to whom the engagement letter is not addressed, for any advice, information or material produced as part of our work for you which you make available to them. A party to this agreement is the only person who has the right to enforce any of its terms and no rights or benefits are conferred on any third party under the Contracts (Rights of Third Parties) Act 1999.

**19.0 Period of engagement and termination**

19.1 Unless otherwise agreed in our engagement letter, our work will begin when we receive implicit or explicit acceptance of that letter. Except as stated in that letter we will not be responsible for periods before that date.

19.2 Each of us may terminate our agreement by giving not less than 21 days' notice in writing to the other party except if you fail to cooperate with us or we have reason to believe that you have provided us or HMRC with misleading information, in which case we may terminate this agreement immediately. Termination will be without prejudice to any rights that may have accrued to either of us prior to termination.

19.3 We reserve the right to terminate the engagement between us with immediate effect in the event of: your insolvency, bankruptcy or other arrangement being reached with creditors; an independence issue or change in the law which means we can no longer act; failure to pay our fees by the due dates; or either party being in breach of their obligations if this is not corrected within 30 days of being asked to do so.

19.4 In the event of termination of our contract, we will endeavour to agree with you the arrangements for the completion of work in progress at that time, unless we are required for legal or regulatory reasons to cease work immediately. In that event, we shall not be required to carry out further work and shall not be responsible or liable for any consequences arising from termination.

**20.0 Quality control**

20.1 As part of our on-going commitment to providing a quality service, our files are periodically reviewed by an independent regulatory or quality control body. These reviewers are highly experienced and professional people and, of course, are bound by the same rules for confidentiality as our principals and staff.

20.2 When dealing with HMRC on your behalf we are required to be honest and to take reasonable care to ensure that your returns are correct. To enable us to do this, you are required to be honest with us and to provide us with all necessary information in a timely manner. For more information about "Your Charter" for your dealings with HMRC, visit [www.gov.uk/government/publications/your-charter](http://www.gov.uk/government/publications/your-charter). To the best of our abilities, we will ensure that HMRC meet their side of the Charter in their dealings with you.

**21.0 Reliance on advice**

21.1 We will endeavour to record all advice on important matters in writing. Advice given orally is not intended to be relied upon unless confirmed in writing. Therefore, if we provide oral advice (for example during the course of a meeting or a telephone conversation) and you wish to be able to rely on that advice, you must ask for the advice to be confirmed by us in writing. Advice is valid as at the date it was given.

**22.0 Retention of papers**

22.1 You have a legal responsibility to retain documents and records relevant to your financial affairs. During the course of our work we may collect information from you and others relevant to your tax and financial affairs. We will return any original documents to you if requested and may charge a reasonable cost for doing so. Documents and records relevant to your tax affairs are required by law to be retained as follows:

## 22.0 Retention of papers (continued)

- **Individuals, trustees and partnerships:**  
with trading or rental income: five years and 10 months after the end of the tax year.  
otherwise: 22 months after the end of the tax year.
- **Companies, Limited liability Partnerships, and other corporate entities:**  
six years from the end of the accounting period.

22.2 Whilst certain documents may legally belong to you, we may destroy correspondence and other papers that we store electronically or otherwise that are more than six years old, except documents we think may be of continuing significance. You must tell us if you wish us to keep any document for any longer period. We reserve the right to destroy documents after a shorter period if our policy changes.

## 23.0 The Provision of Services Regulations 2009

- 23.1 We are registered to carry on audit work in the UK by the Institute of Chartered Accountants in England and Wales. Details of our audit registration can be viewed at [www.auditregister.org.uk](http://www.auditregister.org.uk) for the UK, under reference number C005386251.
- 23.2 Our professional indemnity insurer is Royal Sun Alliance, of 1 Plantation Place, 30 Fenchurch Street, London, EC3M 3BD. The territorial coverage is worldwide excluding professional business carried out from an office in the United States of America or Canada and excludes any action for a claim brought in any court in the United States or Canada.

## 24.0 HLB International

- 24.1 The firm is a member of HLB UK, itself a member of HLB International (HLBI), a world-wide network of independent accounting firms and business advisers.
- 24.2 The HLBI network comprises independent member firms in many countries, many of which use HLBI as part of their business name. All member firms are associated with HLBI by reason of their membership but are separate legal entities.
- 24.3 No member firm or other contact has authority to enter into any legal obligations on behalf of HLB UK, HLBI or any other member, nor is any member firm or contact an agent of, or in partnership with HLB UK, HLBI or any other member firm. Neither HLB UK nor HLBI accept any liability for work, which the firm carries out on your behalf and you must make your own contractual arrangements directly with the firm.
- 24.4 You agree, as the client, that each firm you appoint has sole liability for the work covered by their engagement. You undertake not to bring any proceedings or make any claim whatsoever against any other member of HLBI or against HLBI itself, in relation to the work covered by each agreement.

## 25.0 Client money

- 25.1 We may, from time to time, hold money on your behalf. The money will be held in trust in a client bank account, which is segregated from the firm's funds. The account will be operated, and all funds dealt with, in accordance with the Institute of Chartered Accountants in England and Wales 'Clients' Money Regulations.
- 25.2 If the total sum of money held on your behalf is enough to give rise to interest in excess of £25 or is likely to do so, we will put the money in a designated interest-bearing client bank account and pay the interest to you. Subject to any tax legislation, interest will be paid gross.
- 25.3 We will return monies held on your behalf promptly as soon as there is no longer any reason to retain those funds. If any funds remain in our client account that are unclaimed and the client to which they relate has remained untraced for five years, or we as a firm cease to practise, then we may pay those monies to a registered charity.

**26.0 Professional rules and statutory obligations**

26.1 We will observe and act in accordance with the Bye-laws, regulations and Code of Ethics of the Institute of Chartered Accountants in England and Wales including Professional Conduct in Relation to Taxation and will accept instructions to act for you on this basis. In particular you give us the authority to correct errors made by HMRC if we become aware of them. We will not be liable for any loss, damage or cost arising from our compliance with statutory or regulatory obligations. You can see copies of these requirements in our offices. The requirements are also available online at [www.icaew.com/en/members/regulations-standards-and-guidance](http://www.icaew.com/en/members/regulations-standards-and-guidance).

26.2 We confirm that we are statutory auditors eligible to conduct audits under the Companies Act 2006. When conducting audit work we are required to comply with the Ethical and Auditing Standards issued by the FRC, which can be accessed online at <https://www.frc.org.uk/auditors/audit-assurance/standards-and-guidance>. We are also required to comply with the Audit Regulations and Guidance which can be accessed at <https://www.icaew.com/technical/audit-and-assurance/regulation-and-working-in-audit/working-in-the-regulated-area-of-audit/audit-regulations-for-uk-and-ireland-2020>.

**27.0 Timing of our services**

27.1 If you provide us with all information and explanations on a timely basis in accordance with our requirements, we will plan to undertake the work within a reasonable period of time to meet any regulatory deadlines. However, failure to complete our services prior to any such regulatory deadline would not, of itself, mean that we are liable for any penalty or additional costs arising.