**•** **Senior management support for the ProCure 22 Scheme.** The Client senior responsible officer will have authority to make decisions quickly. They will be part of the project team, have a firm commitment to this Charter and the principles and processes of ProCure22. Ideally they will be able to represent the ProCure22 Scheme at board level.

**•** **Effective administration.** The Client will ensure that decisions are made quickly and efficiently.

**• Prompt payment.** The Client will ensure that all suppliers in the Supply Chain are paid on time.

**• Compliance with procurement regulations and guidance.** The Client will follow the ProCure22 PSCP Selection Process for Clients and will engage with their ProCure22 Implementation Advisor at the outset of any selection process.

**• Clear and realistic objectives.** The Client will provide clear objectives and agree with the PSCP how to deliver the outcomes identified. The Client will be realistic in their expectations of their team, Supply Chain capabilities, programme and budget.

**• Follow ProCure22 processes.** The Client will follow ProCure22 process provided for in the ProCure22 National Framework Agreement and as set out in this Charter or other ProCure22 documentation.

**• Sign contracts before chargeable work commences.** The Client will ensure that the contract documentation is prepared and signed before any chargeable work is undertaken by a PSCP. They will then administer the contract effectively and in line with the time-scales set out within it. They will understand the risks of not doing so.

**• Appropriate resourcing.** The Client will ensure the Scheme is appropriately staffed with staff with suitable experience.

**• Professional Advisors appointed by Clients.** The Client will ensure that Professional Advisors (including Project Managers, Cost Advisors, Supervisors or others) appointed by them are aware of the requirements of this Client Charter and comply with them.

**• Training.** The Client will promote participation in training required to support the delivery of a successful ProCure22 Scheme. (All those involved in a Scheme will be experienced or have had training in ProCure22 or NEC3 ECC option C contract).

**• Engage with the ProCure22 Implementation Advisor.** The Client commits to engage with the ProCure22 IA throughout the lifecycle of the Scheme.

**• User involvement.** The Client will ensure that end-users are consulted and engaged in the Scheme development process. This includes managing their expectations and ensuring that they are involved in the evaluation of the Scheme after delivery.

**• Performance review.** The Client will collaborate with the PSCP in providing ProCure22 with the KPI and benchmarking information. The Client commits to participate in a 360 degree review of performance on Schemes and provide feedback to those involved.

**• Sharing information.** The Client will collaborate with the PSCP to provide best practice information to assist other ProCure22 Clients and suppliers.

**• Standardisation.** The Client will adopt the ProCure22 repeatable initiatives of Repeatable Rooms and ProjectShare, plus also the Standard Components initiative. All are available through the ProCure22 National Framework Agreement, and will help reduce time and cost without derogating quality or HTM/HBN compliance.

**• Building Information Management (BIM).** The Client will commit to achieving Level 2 (or whatever the Governments current requirement of public sector spending is at the time) BIM implementation on all projects.

**• Government Soft Landings.** The Client will commit to the government’s GSL policy, with a view to improving performance of asset delivery and operation. This will include a GSL lead for the project plus Post Occupancy Evaluations (at months 12, 24 and 36 after completion) to measure and optimize asset performance and embed lessons learnt

**• Post Project Evaluation.** The Client will commit to evaluate the completed project within 6 months of completion, with a view to illuminating best practice and identifying areas for improvement. PPE’s are to be shared via ProjectShare (they can be anonymised if you wish) so that lessons from your project can be used to benefit future projects.

**• Measuring outcomes.** The Client will measure the outcomes for end-users and the benefits that have been achieved by delivering the Scheme and using the ProCure22 process.

**• Sustainable construction.** The Client will commit to manage their Scheme sustainably, and place an expectation on their Supply Chain to do the same. Where possible they must employ green technologies and innovation in the design of a Scheme.