



ADDENDUM TO TERMS & CONDITIONS

28 July 2026

This Addendum forms part of the Terms & Conditions between Grafters Group Limited t/a Catering Services International ("CSI") and its Clients. Effective 01 August 2026 The following amendments have been made to the Terms & Conditions previously issued

Modernisation of Terminology

Throughout the document terminology has been updated for clarity and consistency. Examples include:

- "Worker" and "Candidate" are now used consistently depending upon whether the services relate to permanent recruitment or temporary labour supply.
- References to "Flexi-Worker" have been simplified to "Worker" where appropriate.
- References to CSI have been standardised throughout the document.

These amendments do not alter the commercial intent of the agreement.

Direct Engagement of Temporary Workers Section B, Clause 5 has been clarified and strengthened. The revised clause now expressly confirms that where a Client:

- directly or indirectly engages a Worker;
- engages a Worker in any capacity;
- fails to notify CSI; or
- fails to provide remuneration details,

CSI reserves the right to charge a transfer fee of 20% of the estimated annual remuneration plus VAT, calculated using the Worker's highest hourly rate where remuneration details are unavailable. This amendment clarifies the calculation methodology and removes ambiguity surrounding indirect engagements.

Client Responsibilities Towards Workers

Section B, Clause 6 has been expanded to include additional obligations upon Clients. Clients are now expressly required to:

- treat all Workers with dignity and respect;
- provide a working environment free from:
 - harassment;
 - bullying;
 - victimisation;
 - discrimination; and
 - other inappropriate conduct;
- ensure such conduct does not arise from employees, contractors, customers or any third party;
- comply with all applicable equality legislation, including the Equality Act 2010; and
- promptly investigate and address any complaint raised by a Worker.

These provisions reinforce existing legal obligations and reflect CSI's commitment to maintaining safe, respectful and inclusive workplaces.

Existing Terms

Except as amended by this Addendum, all other Terms & Conditions remain unchanged and continue in full force and effect.

Acceptance

Receipt of this Addendum and the Client's continued instruction of, or acceptance of services from, Catering Services International after the effective date shall constitute acceptance of these amended Terms & Conditions, which shall supersede all previous versions.



catering services international

Registered office: Kingston House, Pierrepont St, Bath BA1 1LA
Company Reg No 3180316 · VAT reg No 681787681



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