



THE FA FIVES 2021 – Service Level Agreement (SLA)

Between: FA FIVES Event Host and LimeLight Sports Ltd. (on behalf of The FA)

Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between [LimeLight Sports Ltd.](#) and a [FA FIVES Event Host](#) for the provisioning of tournament management for THE FA FIVES 2020 (“**FA FIVES**”).

This Agreement remains valid to the end of THE FA FIVES 2021 campaign (28 June 2021), unless superseded by a revised agreement mutually endorsed by all stakeholders.

This Agreement outlines the parameters of all services covered as they are mutually understood by the stakeholders.

1. Objective & Goals

The objective of this Agreement is to ensure that the required elements and commitments are in place to provide consistent delivery of THE FA FIVES across all stakeholder venues.

The goals of this Agreement are to:

- Provide clear reference to roles and/or responsibilities for each FA FIVES Event Host
- Present a clear, concise and measurable description of service provision to the customer.

2. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the stakeholders associated with this SLA:

Service Provider(s): [FA FIVES Event Host](#) (“Provider”)

Customer(s): [LimeLight Sports Ltd.](#) (“Customer”)

3. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.



3.1. Service Scope Overview

The following Services are covered by this Agreement;

- Provision of venues, pitches, facilities and equipment for THE FA FIVES
- Provision of suitably briefed staff (administrators and FA qualified referees where possible) for THE FA FIVES, assuming necessary briefing webinars and guides are provided prior to the Round One event by the Customer
- Organisation and set up of a FA FIVES Round One event that encourages a fun and friendly event celebrating UEFA EURO 2020
- Tournament management services for Round One of THE FA FIVES
- Submission of results through The FA's Events Platform on the day the tournament is held
- All FA FIVES EVENT HOSTS to adhere to [The FA's Covid-19 Guidance](#) on restarting grassroots football when delivering events in May 2021 (if The FA still specifies this is required for delivery) along with all Government (Local and National) Covid-19 requirements and guidance.

3.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Organising with The FA the payment for costs as per the financial agreement
- Provision of branding packs for FA FIVES Event Hosts
- Provision of digital materials and training to improve venue delivery standards (webinars and guides)
- Management of venue communications
- Availability of customer representative(s) when resolving a service-related incident or request. All enquiries to be responded to within two working days.

3.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Agree to promote involvement in THE FA FIVES generally, encouraging and maximising the sign-up of participants using promotion tips as detailed in webinars and using the marketing toolkit available on Playing Surface (and in line with brand guidelines provided)
- THE FA FIVES Event Host must attend (where possible) all key webinars hosted by the Customer throughout the campaign (approximately 4)
- Ensure that the venue complies with all relevant health and safety laws and The [FA's Covid-19 Guidance](#) (as detailed but not limited to the provisions in Section 3.4)
- Ensure that the venue and all staff/volunteers comply with FA Safeguarding Regulations, Safeguarding Policies and Procedures and FA Event Safeguarding SLA between [FA FIVES Event Host](#) and [LimeLight Sports Ltd. \(on behalf of The FA\)](#)



- Plan, and local safeguarding arrangements, including the reporting of all Safeguarding concerns arising from an FA FIVES event.
- Ensure all staff/management are aware of the events ahead of Round One and that all THE FA FIVES sessions are booked out using internal systems and procedures
 - Submission of full venue capacity (teams) and forecasts across categories during the venue application phase
 - Provision of a dedicated FA FIVES Event Director (lead organiser)
 - All welcome desk staff members to be fully briefed using tools provided by The FA through The FA's 'Playing Surface' digital platform and able to deal with THE FA FIVES specific queries both pre and on event day
 - All branding provided is to be displayed prominently around the vicinity of each venue on the tournament dates so that participants can see that the centre is a FA FIVES host venue
 - All referees will be FA qualified (where possible) and be briefed to officiate the specific categories under their control in line with category-specific requirements as outlined by The FA prior to Round One. If required County FA Referee Development Officer (RDO) contact details will be shared with venues ahead of Round One by the Customer
 - All referees will be in consistent apparel across a venue, where possible
 - All results (for all sessions taking place at the Host Venue), will be submitted on the day of the tournament
 - To ensure that the excitement of UEFA EURO 2020 is felt through reasonable endeavours to generate an atmosphere for all attendees, both players and non-players

3.4. Service Provider Health & Safety and Safeguarding

By accepting this Service Level Agreement, you are confirming that your venue will, and throughout its use in connection with THE FA FIVES, comply with all legal and statutory requirements and with good industry practice in relation to its operation and use including without limitation by participants and accompanying visitors. More specifically and without limitation, you confirm that for and throughout the period during which your venues are used in connection with THE FA FIVES through the following aspects, whereby the following advisories are at the venue's discretion:

- The venues will provide suitable and sufficient facilities that are fit for purpose, infrastructure and other arrangements necessary to accommodate the needs of participants and visitors (e.g. Disabled teams), the minimum and maximum number of participants and accompanying visitors and will comply with all health and safety legislation and any and all other legislation, guidance and good industry practice, as deemed suitable by the venue
 - The venues appointed must have suitable and sufficient policies, procedures and arrangements in place to accommodate the activity and its participants, guests and other venue users in line with industry standard regulations and advisories
- SLA between [FA FIVES Event Host](#) and [LimeLight Sports Ltd. \(on behalf of The FA\)](#)



- The venues appointed must have suitable completed Risk Assessments and comprehensive plans in place in line with [The FA's Covid-19 guidance](#) for a return to grassroots football (if The FA still specifies this is required for delivery). These must be provided to The FA upon request.
- The venues appointed must identify an appropriate Covid-19 officer (this can be the FA FIVES Event Director).
- The venues appointed must have a suitable completed Safeguarding Risk Assessment in accordance with [FA Covid-19 Guidance](#). These must be provided to The FA upon request.
- The venues appointed must identify a lead member of staff to take responsibility for Safeguarding, this person will be identified as a Venue/Event Safeguarding Officer, who will be operationally available throughout the event (this can be Event Host).
- The venues appointed must ensure that all venue staff and volunteers appointed to work or volunteer at an FA FIVES event must as a minimum have completed The FA 'Safeguarding For All' free online workshop.
<https://www.thefa.com/bootroom/learning/qualifications/safeguarding-courses>
- Event Host (plus those responsible for Safeguarding if applicable) must attend online FA safeguarding briefings (The FA will provide further details relating to the briefings). Venues must maintain records of compliance with training and make these available to The FA upon request.
- The venues appointed must ensure that all staff and volunteers appointed to work in Regulated Activity with Children (U18s) and/or with Adults at Risk are recruited safely and have been suitably vetted by the employer including the use of Enhanced DBS checks (where applicable). Venues must provide details to The FA upon request, evidencing compliance.
- The venues must assist in ensuring that all participants taking part in THE FA FIVES are registered to the event online. Teams can register up until 22 April 2021, with participants still being able to join existing teams beyond this date up until Round One and this must be adhered to in order to align with THE FA FIVES H&S requirements. Venues must have access to The FA's Events Platform on the day to register participants – if this is not possible, they should be advised to print registration lists ahead of their event and register attendance on the day of the event
- The venues will provide a suitable and sufficient number of competent staff required for the tournament, dependent on the number of teams registered and at the venue's discretion, in all areas to accommodate the minimum and SLA between [FA FIVES Event Host](#) and [LimeLight Sports Ltd. \(on behalf of The FA\)](#)



maximum number of participants and accompanying visitors and will comply with all health and safety legislation and any and all other legislation, guidance and good industry practice

- The venues, in line with your relevant local authority's criteria and where relevant, other Governing Bodies requirements, adhere, at all times, to your safeguarding policies and procedures and all applicable safeguarding policy, procedures and regulations of The FA and will provide your policies upon request to The FA.
- Suitable and sufficient Risk Assessments must be undertaken by the venue in line with their H&S practices to assess the venue facilities and the proposed activities, the risks and associated hazards should be evaluated and where required appropriate control measures should be implemented to reduce these risks to a suitable level.
- Suitable and sufficient Emergency Procedures (in line with the venue specific requirements) should be in place to ensure that all person's present are able to evacuate the venue in a safe manner should the need arise
- Suitable and sufficient first aid cover must be in place for the event as deemed suitable by the venue in line with number of competitors, needs and requirements of the competitors and Best Practice guidance. This should be detailed within Risk Assessments for the event.
- Suitable and sufficient Employers Liability and Public Liability Insurances must be in place to cover the venue and associated activities. This documentation must be available to be reviewed at any time if requested

3.5. Service Provider Data Protection

- Venues will only contact participants for functional messaging such as the planning/cancellation/postponement of an event and this will be actioned via The FA's Events Platform. Venues will not be given access directly to participant data
- Venues shall not use data provided to contact participants for promotions/events external to THE FA FIVES
- Venues understand and agree that the Customer and The FA may share the contact details of venues and venue staff to key partners and suppliers. The following data concerning your venues will be shared:
 - Name of venue
 - Address of venue
 - FA FIVES Event Host First Name & Surname
 - Email address of FA FIVES Event Host

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- Phone number of FA FIVES Event Host
- Category event information

4. Commercials

The commercial agreement between The FA and the service provider mentioned here sits outside the SLA. The FA acknowledges that they are responsible for delivering all payments. The financial agreement is detailed between The FA and the Service Provider, and therein the Customer are not responsible for any payments and will be unable to enter into any correspondence in this regard. All payments are the responsibility of The FA directly and should be managed as such.

5. Other

Save for the use of THE FA FIVES branding (in accordance with the terms of this agreement), you shall have no right to utilise any of The Football Association's ("The FA") or UEFA's intellectual property rights for example, but not limited to, The FA's or UEFA's trademarks without prior written consent.

The Customer or The FA reserve the right to guidance the Service Level Agreement if the required Service Provider, Health and Safety and/or Safeguarding requirements are not adhered to.

Save in relation to The FA, the Contract (Rights of Third Parties) Act 1999 shall not apply to this Agreement. Other than The FA a person who is not a party to this Agreement shall not be entitled to enforce any term of this Agreement which expressly or by implication confers a benefit on that person without the express prior agreement in writing of the parties. Any such agreement by the parties must refer to this paragraph.

You acknowledge that the Customer is entering into this Agreement for the benefit of The FA as well as for the benefit of the Customer, and that all of your obligations and representations, warranties and undertakings under this Agreement are for the benefit of the Customer as well as for the benefit of The FA.