

SERVICE STANDARD 1

General

1. REQUIRED OUTCOMES

The Service Provider shall comply with the provisions of this Service Standard 1 so as to ensure that throughout the Term (except where otherwise indicated in Table 1), the Service Provider shall in relation to the Project Network:

- 1.1 in the event of a Highway Emergency, Urgent Defect or Category 1 Defect, attend at the site of such Highway Emergency, Urgent Defect or Category 1 Defect, make the site safe and ensure that full repairs are made to any part of the Project Network that is damaged as a result of or in relation to any Highway Emergency, Urgent Defect or Category 1 Defect, within the time periods specified in this Section 1 and in accordance with the relevant provisions of this Contract;
- 1.2 ensure that the queuing times of traffic at sites of the Service Provider's works where traffic control measures are in operation on the Project Network, are kept to a minimum;
- 1.3 co-operate with the reasonable requirements of other Highway Authorities and/or the police with the regard to traffic management which may affect or be affected by the carrying out of the Services;
- 1.4 ensure that the Service Provider's works are managed so that lane availability is maximised and disruption and delay to all users of the Project Network are minimised;
- 1.5 submit to the Authority the Monthly Monitoring Report and Annual Service Report;
- 1.6 create and maintain a Management Information System;
- 1.7 establish and maintain an accurate, auditable and efficient system for collecting, maintaining and reporting data;
- 1.8 deal efficiently and courteously with members of the public, the Authority and any other persons or organisations; and

1.9 operate an Abnormal Loads Management System.

2. PERFORMANCE REQUIREMENTS

The Service Provider shall perform the Service in accordance with the Performance Requirements set out in Table 1.

TABLE 1

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.1	Highway Emergencies	The Service Provider shall prepare, (and following the first Contract Year, update) and submit to the Authority the Service Provider's Annual Highway Emergency Plan, in accordance with Annexure 1 to this Service Standard 1, the first of which has been submitted to and agreed with the Authority as at the date of this Contract, and thereafter to be submitted by 1 st April in every Contract Year in accordance with the Review Procedure.	N/A	7 days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.2	Highway Emergencies	Where the Service Provider identifies a Highway Emergency or should have identified a Highway Emergency or is notified of a Highway Emergency on or pertaining to the Project Network by the Authority or the police, the Service Provider shall implement those elements of the Service Provider's Annual Highway Emergency Plan which are relevant to the Highway Emergency within one (1) hour of the time at which the Service Provider identifies or is notified of the Highway Emergency.	N/A	30 minutes		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.3	Highway Emergencies	Where the Service Provider identifies a Highway Emergency or should have identified a Highway Emergency or is notified of a Highway Emergency on or pertaining to the Project Network by the Authority or the police, the Service Provider shall attend at the site of the Highway Emergency within one (1) hour of the time at which the Service Provider identifies or is notified of the Highway Emergency, or, where the site of a Highway Emergency has not been released by the relevant authority and as a result the Service Provider is unable to gain access to such site within such time period, the Service Provider shall attend at the site of the Highway Emergency within one (1) hour of the time at which the site is released by the relevant authority.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.4	Highway Emergencies	Where the Service Provider is notified of a Highway Emergency by a party other than those parties listed in Performance Requirement 1.2, the Service Provider shall within thirty (30) minutes of receiving such notification verify the authenticity of the notification.	N/A	30 minutes		N/A	Inspect
1.5	Highway Emergencies	Pursuant to Performance Requirement 1.4, where the Service Provider is notified of a Highway Emergency by a party other than those parties listed in Performance Requirement 1.2, the Service Provider shall implement those elements of the Service Provider's Annual Highway Emergency Plan which are relevant to the Highway Emergency within one (1) hour of the time at which the Service Provider verifies the authenticity of the notification.	N/A	30 minutes		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.6	Highway Emergencies	Pursuant to Performance Requirement 1.4, where the Service Provider is notified of a Highway Emergency by a party other than those parties listed in Performance Requirement 1.2, the Service Provider shall attend at the site of the Highway Emergency within one (1) hour of the time at which the Service Provider verifies the authenticity of the notification of the Highway Emergency, or, where the site of a Highway Emergency has not been released by the relevant authority and as a result the Service Provider is unable to gain access to such site within such time period, the Service Provider shall attend at the site of the Highway Emergency within one (1) hour of the time at which the site is released by the relevant authority.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.7	Highway Emergencies	Pursuant to Performance Requirements 1.3 and 1.6, the Service Provider shall make safe the site of the Highway Emergency, remove any debris, clean up any spillages and provide any temporary traffic management (as applicable) within one (1) hour of the time the Service Provider attends or should have attended at the site of the Highway Emergency unless Authority Approval to an alternative timescale has been obtained.	N/A	1 hour		N/A	Inspect
1.8	Highway Emergencies	The Service Provider shall temporarily repair any damage to Project Network Parts caused by the Highway Emergency within twenty-four (24) hours of the time at which the Service Provider made safe or should have made safe the site of the Highway Emergency unless Authority Approval to an alternative timescale has been obtained.	N/A	12 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.9	Highway Emergencies	The Service Provider shall fully repair any damage to Project Network Parts caused by the Highway Emergency within twenty-eight (28) days of the time at which the Service Provider made safe or should have made safe the site of the Highway Emergency unless Authority Approval to an alternative timescale has been obtained.	N/A	1 day		N/A	Inspect
1.10 (not used)							
1.11	Urgent Defects	Subject to Performance Requirement 1.14, in the event of an Urgent Defect or a Third Party Urgent Defect, the Service Provider shall attend and make safe the site of the Urgent Defect or the Third Party Urgent Defect, within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of the Urgent Defect or the Third Party Urgent Defect.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.12	Urgent Defects	The Service Provider shall temporarily replace or repair any Project Network Part or Parts affected by the Urgent Defect within four (4) hours of the time at which the Service Provider attends at the site of the Urgent Defect pursuant to Performance Requirement 1.11 unless Authority Approval to an alternative Rectification Period has been obtained provided that where the Service Provider has undertaken a full repair pursuant to Performance Requirement 1.13 within the timescales set out or agreed under this Performance Requirement 1.12, this Performance Requirement shall not apply.	N/A	4 hours		N/A	Inspect
1.13	Urgent Defects	The Service Provider shall fully repair the Urgent Defect within seven (7) days of the time at which the Service Provider becomes aware or should have become aware of the Urgent Defect unless Authority Approval to an alternative Rectification Period has been obtained.	N/A	1 day		N/A	Safety Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.17	Urgent Defects	Pursuant to Performance Requirement 1.11, within 2 hours of the timescale set out in Performance Requirement 1.10, the Service Provider shall notify the Third Party owner, or the Authority if having used reasonable endeavours the Service Provider has been unable to identify the Third Party owner, of the nature of the defect and the action taken by the Service Provider.	N/A	2 hours		N/A	Safety Inspect
1.18	Category 1 Defects	When the Service Provider becomes aware of a Category 1 Defect on the Project Network, the Service Provider shall temporarily repair the Category 1 Defect within twenty-four (24) hours of the time at which the Service Provider becomes aware or should have become aware of the Category 1 Defect.	N/A	1 day		N/A	Safety Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.19	Category 1 Defects	Where the Service Provider has temporarily repaired a Category 1 Defect on the Project Network, the Service Provider shall fully repair the Category 1 Defect within twenty-eight (28) days of the time at which the Service Provider becomes aware or should have become aware of the Category 1 Defect unless Authority Approval to an alternative timescale has been obtained, and save for where works are contained within the Investment Programmes which would have rectified such defect within twelve (12) Months by the Services as contained within the Investment Programmes.	N/A	5 Business days		N/A	Safety Inspect
1.20 (a)	Apparatus	The Service Provider shall remove any Unauthorised Attachment attached to a Project Network Part in accordance with the provisions of Appendix 2 to Schedule 8(Attachments) following determination by the Authority pursuant to paragraph 4.2 of Appendix 2 to Schedule 8.	5 Business Days	5 Business Days		1 month	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.20 (b)	Apparatus	Notwithstanding Performance Requirement 1.20 (a), the Service Provider shall ensure that each Offensive Attachment on a Project Network Part is removed in accordance with the provisions of Paragraph 5 of Appendix 2 to Schedule 8, within one (1) day of the time at which the Service Provider becomes aware or should have become aware of the Offensive Attachment.	N/A	4 hours		N/A	Inspect
1.20 (c)	Apparatus	The Service Provider shall comply with Paragraph 2.2 of Schedule 8 in relation to each Relevant Project Network Part (excluding in relation to the powering of Festive Decorations to which the provisions of Performance Requirement 4.77 shall apply).	5 days	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.21 (a)	Temporary Traffic Management and Control	Where the Service Provider operates a single phase Temporary Traffic Signal installation on the Project Network, the Service Provider shall ensure that the timing of the Temporary Traffic Signal is set and if necessary adjusted so that traffic flow is maximised having regard to the prevailing conditions on the Project Network.	1 hour	1 hour		N/A	Inspect
1.21 (b)	Temporary Traffic Management and Control	Where the Service Provider operates a multi phase Temporary Traffic Signal installation on the Project Network, the Service Provider shall obtain Authority Approval to the timings to be used for the Temporary Traffic Signal installation two (2) Business Days in advance of the implementation of the Temporary Traffic Signal installation.	N/A	4 hours		N/A	Inspect
1.21 (c)	Temporary Traffic Management and Control	Pursuant to Performance Requirement 1.21 (b), the Service Provider shall ensure that the timings of the multi phase Temporary Traffic Signal installation are set in accordance with the approved timings.	30 mins	30 mins		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.22	Temporary Traffic Management and Control	The Service Provider shall record on the Management Information System, an up to date record of the location of all Temporary Traffic Signals installed on the Project Network as operated by the Service Provider.	1 day	1 day		N/A	Inspect
1.23	Temporary Traffic Management and Control	The Service Provider shall operate each Manual Traffic Control Measure in such a way that traffic flow is maximised having regard to the prevailing conditions on the Project Network.	5 minutes	5 minutes		N/A	Inspect
1.24	Temporary Traffic Management and Control	The Service Provider shall record on the Management Information System, up to date record of the location of all Manual Traffic Control Measures that are being operated by the Service Provider on the Project Network.	1 day	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.25	Temporary Traffic Management and Control	At least five (5) Business Days, or such longer period which may be required by the Authority or otherwise by Legislation, prior to the commencement of a Planned Road Closure the Service Provider shall put up Traffic Signs on the relevant areas and parts of the Project Network notifying users of the Project Network of the commencement and duration of the Planned Road Closure, contact details and the reason for the closure.	N/A	1 day		N/A	Inspect
1.26 (a)	Temporary Traffic Management and Control	Where a Planned Road Closure is to be implemented, the Service Provider shall ensure that each Temporary Traffic Sign identifying agreed diversionary routes is put up on the relevant areas and parts of the Project Network by the commencement of the Planned Road Closure.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.26 (b)	Temporary Traffic Management and Control	Pursuant to Performance Requirement 1.26 (a), the Service Provider shall ensure that each Temporary Traffic Sign identifying the agreed diversionary routes is in place, visible and legible during the period of the Planned Road Closure.	1 hour	1 hour		N/A	Inspect
1.27 (a)	Temporary Traffic Management and Control	The Service Provider shall ensure that each Temporary Traffic Sign shall be masked or removed when the area and/or part of the Project Network affected by the Planned Road Closure is re-opened.	4 hours	4 hours		N/A	Inspect
1.27 (b)	Temporary Traffic Management and Control	Pursuant to Performance Requirement 1.27 (a), the Service Provider shall ensure that any masked Temporary Traffic Sign shall be removed when the area and/or part of the Project Network affected by the Planned Road Closure is re-opened.	5 Business Days	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.28	Monitoring and Reporting	The Service Provider shall prepare the Annual Service Report, in accordance with Annexure 3 to this Service Standard 1, and submit the same to the Authority by the 1 st May in each Contract Year pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect
1.29	Monitoring and Reporting	The Service Provider shall submit the Monthly Monitoring Report to the Authority in accordance with paragraph 3.1 of Schedule 12 (<i>Monitoring and Reporting</i>).	N/A	1 Business Day		N/A	Inspect
1.30	Monitoring and Reporting	The Service Provider shall prepare and submit to the Authority by 07:00 on Thursday of each week the Authority Weekly Briefing Report, in accordance with Annexure 2 to this Service Standard 1.	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.31	Monitoring and Reporting	Where, a result of any action or inaction of the Authority or any third party, the Service Provider becomes aware that it is or may be unable to deliver all or part of the Services, the Service Provider shall notify the Authority as soon as reasonably practicable and in any event within 1 Business Day of the time at which the Service Provider becomes aware of such action or inaction.	N/A	1 Business Day		N/A	Inspect
1.32 (a)	Management Information System	The Service Provider shall ensure that the Management Information System and each Sub-system has an Average MIS Response Time of no more than 5 seconds when accessed by a member of the Authority's client function for the purpose of user initiated enquiries, measured by the Service Provider using a methodology subject to Authority Approval.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.32 (b)	Management Information System	The Service Provider will provide within five (5) Business Days any information held in the Management Information System requested by the Authority in a format chosen by the Authority, which may be either an electronic format or hard copy.	N/A	1 Business Day		N/A	Inspect
1.32 (c)	Management Information System	The Service Provider will provide within five (5) Business Days any information held in the Performance Requirements Monitoring System requested by the Authority in a format chosen by the Authority, which may be either an electronic format or hard copy.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.32 (d)	Management Information System	The Service Provider shall ensure that the Management Information System and each Sub-system has an Average MIS Response Time of 1 second for enquiries initiated by the Authority hosted systems outlined in Annexure 4 to this Service Standard 1, measured by the Service Provider using a methodology subject to Authority Approval.	N/A	N/A		N/A	Inspect
1.32(e)	Management Information System	The Service Provider shall ensure that the Collaborative Working Platform and Performance Requirements Monitoring System have an Average System Response Time of no more than 5.0 seconds when accessed by a member of the Authority's client function for the purpose of user initiated enquiries, measured by the Service Provider using a methodology subject to Authority Approval.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.33 (a)	Management Information System	The Service Provider shall ensure that the Management Information System and each Sub-system is made up of applications that hold all of the information that the Service Provider requires to deliver the Services.	1 day	1 day		3 Months	Inspect
1.33 (b)	Management Information System	The Service Provider shall ensure that all data generated by the Service Provider during the Term and held in the Management Information System and all Sub-systems (except in relation to the Project Network Inventory) is 99.9% accurate measured over a Month except where such inaccuracy is due to the corruption of the data by the Authority or a Third Party in the transmission of the data.	N/A	N/A		3 Months	Sample Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.33 (c)	Management Information System	The Service Provider shall ensure that all data received from Third Parties and from the Authority and to be held in the Management Information System and all Sub-systems is 99.9% input correctly measured over a Month expect where such inaccuracy is due to the corruption of the data by the Authority or a Third Party in the transmission of data.	N/A	N/A		3 Months	Sample Inspect
1.34 (a)	Management Information System	The Service Provider shall ensure that all sub-systems of the Management Information System are at all times interoperable and capable of interface with one another.	1 Business Day	1 Business Day		N/A	Inspect
1.34 (b)	Management Information System	The Service Provider shall ensure that all sub-systems of the Management Information System shall be capable of exchanging information with the Authority's Integration Hub or where agreed with the Authority by other interfacing methods.	4 hours	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.34 (c)	Management Information System	The Service Provider shall have in place, maintain and support all necessary interfaces with the applications set out in Annexure 4, including the Performance Requirements Monitoring System, such interfaces to reside in the Service Provider's Domain.	4 hours	4 hours		N/A	Inspect
1.34 (d) (not used)							
1.34 (e)	Management Information System	The Service Provider shall provide the Authority with connectivity to the Management Information System electronically, 98% of the time, measured over a Month, via a Presentation Layer agreed by Authority Approval and in a manner which shall not require any Client Software to be installed on the Authority's information technology infrastructure.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.34 (f)	Management Information System	The Service Provider shall provide a fixed telephone solution which will enable the Authority to communicate with the Service Provider.	1 hours	4 hours		N/A	Inspect
1.34 (g) (Not Used)							
1.34 (h) (Not used)							
1.34 (i) (Not Used)							
1.34 (j) (Not Used)							

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.34 (k) (not used)							
1.34 (l)	Management Information System	The Service Provider shall design, develop and implement a secure Collaborative Working Platform which is sized to allow up to 10 Authority employees to undertake secure collaborative working and the sharing of information.	N/A	N/A		N/A	Inspect
1.34 (m)	Management Information System	The Service Provider shall ensure that the Collaborative Working Platform has, at all times, the capability for up to 10 Authority employees to undertake secure collaborative working and the sharing of information.	4 hours	8 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.34 (n)	Management Information System - Performance Requirements Monitoring System	The Service Provider shall design, develop and implement a Performance Requirements Monitoring System with the functionality to produce an analysis of compliance with all Performance Requirements in order to satisfy the requirements of Clause 3.1(c) and (d) of Schedule 12 (Monitoring and Reporting)	N/A	N/A		N/A	Inspect
1.34 (o)	Management Information System	The Service Provider shall ensure that the Performance Requirements Monitoring System is, at all times, capable of producing an analysis of the Service provider's compliance with all Performance Requirements in order to satisfy the requirements of Clause 3.1(c) and (d) of Schedule 12 (Monitoring and Reporting).	4 hours	8 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.34 (p)	Management Information System	The Service Provider shall deliver ensure that the Collaborative Working Platform and Performance Requirements Monitoring System are delivered via a secure VPN solution or the Primary/Secondary Link that is available 95% of the time measured over a Month.	N/A	N/A		N/A	Inspect
1.35 (a)	Management Information System	The Service Provider shall ensure that the Management Information System is Available 99% of the time measured over a Month, with the exception of those periods where the Service Provider has obtained Authority Approval for a maintenance period.	N/A	N/A		N/A	Inspect
1.35 (b)	Management Information System	The Service Provider shall ensure that the Collaborative Working Platform and Performance Requirements Monitoring System is Available 90% of the time measured over a Month, with the exception of those periods where the Service Provider has obtained Authority Approval for a maintenance period.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.36	Management Information System	Where the Management Information System is Available in accordance with Performance Requirement 1.35 (a), the Service Provider shall ensure that the Authority shall have the facility to generate reports in a form acceptable to the Authority (acting reasonably) on any data contained within or any aspect of the Management Information System and/or Performance Requirements Monitoring System.	1 Business Day	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.37 (a)	Management Information System	The Service Provider shall document technical designs detailing the Management Information System, Collaborative Working Platform and Performance Requirements Monitoring System used in the delivery of Services to the Authority in a form, substance and detail reasonably acceptable to the Authority within five (5) Business Days of Service Commencement Date and thereafter within five (5) Business Days of the time at which changes are made to the Management Information System, Collaborative Working Platform or Performance Requirements Monitoring System.	N/A	1 Business Day		N/A	Inspect
1.37 (b)	Management Information System	On request by the Authority, the Service Provider shall provide a copy of such technical designs referred to in Performance Requirement 1.37(a) to the Authority within five (5) Business Days of such request.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.37 (c)	Management Information System	The Service Provider shall ensure that each user of the Management Information System, Collaborative Working Platform and Performance Requirements Monitoring System, whether from the Service Provider, the Authority or the Authority's IT Partner has each software licence necessary (at the Service Provider's cost) to enable such user to use the Management Information System, Collaborative Working Platform and Performance Requirements Monitoring System.	1 month	6 months		N/A	Inspect
1.38	Management Information System	The Service Provider shall ensure that the results of each Survey on each RSL XSP and FSL XSP carried out in accordance with Clause 27 (<i>Independent Surveys and Inspections</i>) of this Contract, is recorded in the Collaborative Working Platform and the appropriate part(s) of the Management Information System by 30th September in each Contract Year.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.39	Management Information System	The Service Provider shall ensure that the results of each Service Provider Inspection carried out in accordance with Clause 28 (<i>Service Provider Surveys & Inspections</i>) of this Contract, are recorded in the appropriate part(s) of the Management Information System within four (4) hours of the completion of each such Service Provider Inspection.	N/A	4 hours		N/A	Inspect
1.40	Management Information System	The Service Provider shall ensure that the results of each Structure Inspection and Structural Assessment carried out in accordance with Clause 27 (<i>Independent Surveys & Inspections</i>) of this Contract are recorded in the Collaborative Working Platform and the appropriate part(s) of the Management Information System by 30th September in each Contract Year.	N/A	5 Business Days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.41(a)	Management Information System	The Service Provider shall ensure that all relevant information, at such level of detail as determined by the Service Provider acting reasonably, regarding the performance of the Services is recorded, within one (1) Business Day, in the appropriate part(s) of the Management Information System to enable the Authority to have visibility of the Service Provider's activities at any time.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.41(b)	Management Information System	The Service Provider shall ensure that the Management Information System and each Sub-system will actively communicate via the Authority's Integration Hub to provide the Authority with all relevant information regarding the performance of the Services as set out in Performance Requirement 1.41(a) (including, the unique job reference number and, where relevant, geospatial data) with an Average MIS Response Time not to exceed 5 seconds for the round trip from the point of which the information is committed into the Management Information System..	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.42 (a)	Management Information System	The Service Provider shall, acting reasonably, provide appropriate training to nominated Authority's client function officers nominated by the Authority's Representative whenever the Management Information System, Collaborative Working Platform or Performance Requirements Monitoring System are upgraded or changed.	5 Business Days	5 Business Days		N/A	Inspect
1.42 (b)	Management Information System	The Service Provider shall ensure that the IT Service Desk is available on each Working Day for the reporting and resolution of IT Incidents, Problems and Changes whether experienced by the Authority, the Service Provider or the Authority's IT Partner.	2 hours	1 hour		N/A	Inspect
1.42 (c)	Management Information System	The Service Provider shall ensure that at least 85% of all calls from the Authority or the Authorities IT Partner to the IT Service Desk are answered within 20 seconds measured over a month.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.42 (d)	Management Information System	The Service Provider shall operate a telephone service (the details of which shall be agreed by Authority Approval) outside Working Hours to allow the Authority or the Authority's IT Partner to place calls relating to IT incidents relating to the delivery of the Services.	1 day	1 day		N/A	Inspect
1.42 (e)	Management Information System	The Service Provider shall comply with the Authority's Information Security Policy.	1 month	1 month		6 months	Inspect
1.43	Management Information System - Project Network Inventory	The Service Provider shall have in operation at all times a Project Network Inventory as part of the Management Information System.	1 hour	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.44	Management Information System - Project Network Inventory	The Service Provider shall submit to the Authority (by the method of electronic interface or electronic transfer set out within Annexure 4 to Service Standard 1) a copy of the Project Network Inventory within three (3) Business Days of a change being made to the Project Network Inventory.	N/A	1 Business Day		N/A	Inspect
1.45	Management Information System - Project Network Inventory	The Service Provider shall ensure that the Project Network Inventory is accurate.	3 Business Days	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.46	Management Information System - Project Network Inventory	The Service Provider shall ensure at all times that it is possible to extract from the Project Network Inventory a Powered Apparatus Inventory which meets the requirements of Appendix A of the UK Lighting Board Well-lit Highways Code of Practice for Highway Lighting Management-and includes all electrical load details for monthly energy returns in accordance with the Balancing and Settlement Code Procedure 520.	3 Business Days	1 Business Day		N/A	Inspect
1.47	Management Information System - Project Network Inventory	The Service Provider shall prepare and submit to the Authority the Annual Powered Apparatus Inventory Report which meets the requirements of Appendix A of the UK Lighting Board Well-lit Highways Code of Practice for Highway Lighting Management by 1 st April in each Contract Year pursuant to the Review Procedure.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.48	Management Information System - Project Network Inventory	The Service Provider shall prepare and submit to the DNO a Monthly Energy Return which sets out all electrical load details in accordance with the Balancing and Settlement Code Procedure 520 in a format specified by the Authority by 10 th of each Month in respect of the previous Month's electrical load details in each Contract Year, and shall provide a copy to the Authority at the same time.	N/A	1 Business Day		N/A	Inspect
1.49 Not Used							
1.50	Management Information System - Project Network Inventory	Where an Accrual or De-Accrual is undertaken in accordance with this Contract, the Service Provider shall ensure that all information relating to such Accrual or De-Accrual is input into the Project Network Inventory at the time of such Accrual or De-Accrual.	3 Business Days	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.51 (a)	Customer Experience	The Service Provider shall provide and operate a Help Desk to support the Customer First Service and such Help Desk shall be capable of accepting all telephone calls, letters and Electronic Communications which have been transferred from the Customer First Service at all times.	N/A	1 Business Day		N/A	Inspect
1.51(b)	Customer Experience	The Service Provider shall ensure that each piece of written information issued to any person other than the Authority by the Service Provider (except in relation to Highway Claims and responses issued to a Media Enquiry) relating to the delivery of the Services contains the telephone number and email address of the Customer First Service (as notified by the Authority to the Service Provider from time to time) and does not contain any other contact details unless Authority Approval has been obtained.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.51(c)	Customer Experience	The Service Provider shall ensure that where the Service Provider or a Service Provider Party is approached by any person other than a Service Provider Party with details of a fault report, complaint or request for information and/or action in relation to the delivery of the Services, that person is provided, in writing, at the time of the approach, with the contact details for the Customer First Service.	N/A	N/A		N/A	Inspect
1.52	Customer Experience	The Service Provider shall provide sufficient and adequately trained staff to operate the Help Desk between 08.00 and 18.00 each Business Day.	N/A	5 minutes		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.53 (a)	Customer Experience	Except where the telephone call relates to a Media Enquiry or Highway Claim previously notified to the Service Provider by the Customer First Service, the Service Provider shall immediately Warm Transfer to the Customer First Service each telephone call received by the Service Provider, which the Service Provider (acting reasonably) believes should have been directed to the Customer First Service in the first instance, within the hours of 08.00 to 18.00 on Business Days.	N/A	15 minutes		N/A	Inspect
1.53 (b)							
Not Used							

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.53 (c)	Customer Experience	Except where the Electronic Communication relates to a Media Enquiry or Highway Claim previously notified to the Service Provider by the Customer First Service, the Service Provider shall forward to the Customer First Service each Electronic Communication received by the Service Provider, which the Service Provider (acting reasonably) believes should have been directed to the Customer First Service in the first instance, within five (5) minutes of receipt of such Electronic Communication.	N/A	15 minutes		N/A	Inspect
1.54	Customer Experience	The Service Provider shall ensure that each telephone call to the Help Desk made between 08.00 and 18.00 on a Business Day is answered within twenty (20) seconds by a person.	N/A	20 seconds		N/A	Inspect
1.55	Customer Experience	The Service Provider shall provide an Out of Hours Emergency Service whereby each telephone call outside of the times specified in Performance Requirement 1.54 is answered within twenty (20) seconds by a person.	N/A	20 seconds		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.56							
Not Used							
1.57							
Not Used							
1.58	Customer Experience	The Service Provider shall, in accordance with the Authority's Out of Hours Policy, Warm Transfer to the appropriate body each telephone call received by the Out of Hours Emergency Service which does not relate to the Service within two (2) minutes of the telephone call being received, subject to the appropriate body operating an out of hours service.	N/A	2 minutes		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.59	Customer Experience	Where a telephone call is received in accordance with Performance Requirement 1.58 and the appropriate body to which the telephone call relates does not operate an out of hours service, the Service Provider shall Warm Transfer the enquiry to the appropriate body by 9.00 on the next day on which the appropriate body is available to receive telephone calls.	N/A	15 minutes		N/A	Inspect
1.60(a)	Customer Experience	Where the Service Provider receives a Warm Transferred telephone call from the Customer First Service, the Service Provider shall, except where the circumstances in Performance Requirement 1.60(b), 1.60(c) or 1.60(d) apply, Fully Respond within the duration of the telephone call to the enquiry raised by the telephone call	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.60(b)	Customer Experience	Where the Service Provider considers (acting reasonably) that, using all reasonable endeavours, it will not be able to Fully Respond to the telephone call received pursuant to Performance Requirement 1.60(a) within the duration of such telephone call, the Service Provider shall immediately inform the person making such telephone call, that it shall Fully Respond within five (5) Business Days (except where the circumstances in Performance requirements 1.60(c) or 1.60(d) apply).	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.60(c)	Customer Experience	Where a telephone call is received pursuant Performance Requirement 1.60(a) and the Service Provider considers (acting reasonably) that, using all reasonable endeavours, it will not be able to Fully Respond to such telephone call within the timescale set out in Performance Requirement 1.60(b) due to the complexity and/or scale of the issues raised in the telephone call, the Service Provider shall advise the person making such telephone call that it shall Fully Respond within twenty (20) Business Days) (except where the circumstances in Performance Requirement 1.60(d) apply)	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.60(d)	Customer Experience	Where the Service Provider considers (acting reasonably) that using all reasonable endeavours, it will not be able to Fully Respond to the telephone call received pursuant to Performance Requirement 1.60(a), within the timescales set out within Performance Requirement 1.60(c) due to the complexity and/or scale of the issue raised in the telephone call, the Service Provider shall advise the person making such telephone call of the date by which the Service Provider considers (acting reasonably) that it shall Fully Respond to the issues raised by such telephone call.	N/A	N/A		N/A	Inspect
1.60(e)	Customer Experience	Pursuant to Performance Requirement 1.60(b), 1.60(c) and 1.60(d), the Service Provider shall Fully Respond to the person making the telephone call which was Warm Transferred by the Customer First Service, by the date advised by the Service Provider in the relevant Performance Requirement as being the date by which a Full Response would be made.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.61(a)	Customer Experience	Subject to Performance Requirement 1.68 (b) or any other requirement of this Contract, the Service Provider shall within five (5) Business Days (or any other timescales specified by the Authority (acting reasonably)) of a request by the Authority for written information in respect of any matter referring to the Project Network or this Contract (which may include, without limitation, written draft responses and briefing material in response to any correspondence received by the Authority in respect of the Project Network or this Contract) comply with such request.	N/A	1 Business Day		N/A	Inspect
1.61(b)	Customer Experience	Subject to any other requirements of this Contract, the Service Provider shall within five (5) Business Days of receipt of a request by the Customer First Service for information (whether verbal or written) in respect of any matter referring to the Project Network or this Contract, comply with such request.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.62	Customer Experience	Where the Service Provider receives a letter (except in relation to a Media Enquiry or a Highway Claim previously notified to the Service Provider by the Customer First Service) from any source other than the Authority, which the Service Provider believes (acting reasonably) should have been directed to the Customer First Service in the first instance, the Service Provider shall forward a copy of the letter electronically to the Customer First Service on the day of receipt if the day of receipt by the Service Provider is a Business Day and if not then on the next Business Day.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.63	Customer Experience	Unless the circumstances in Performance Requirements 1.64, 1.66 and/or 1.67 (a) apply, where the Customer First Service asks the Service Provider to provide a response to any letter or Electronic Communication, the Service Provider shall provide the Authority with a Full Response to the letter or Electronic Communication, for Authority Comment within two (2) Business Days of receipt of the letter or Electronic Communication by the Service Provider stating, in the covering note to the Full Response, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Full Response.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.64	Customer Experience	Where the Service Provider considers (acting reasonably) that, using all reasonable endeavours, it will not be able to Fully Respond to any letter or Electronic Communication received pursuant to Performance Requirement 1.63 within two (2) Business Days of receipt because of the complexity and/or scale of the issue, the Service Provider shall provide the Authority with an Acknowledgement for Authority Comment within two (2) Business Days of receipt of the letter or Electronic Communication by the Service Provider stating, in the covering note to the Acknowledgement, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Acknowledgement.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.65	Customer Experience	Unless the circumstances in Performance Requirements 1.66 and/or 1.67 (a) apply, the Service Provider shall provide the Authority, for Authority Comment, a Full Response to any letter or Electronic Communication to which the Service Provider has provided an Acknowledgement under Performance Requirement 1.64 within fourteen (14) Business Days of receipt of the letter or Electronic Communication stating, in the covering note to the Full Response, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Full Response.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.66	Customer Experience	Where the Service Provider considers (acting reasonably) that, using all reasonable endeavours, the Service Provider will not be able to Fully Respond to any letter or Electronic Communication received pursuant to Performance Requirement 1.63 within fourteen (14) Business Days of receipt by the Service Provider because of the complexity and/or scale of the issue, the Service Provider shall provide the Authority with an Acknowledgement for Authority Comment within two (2) Business Days of receipt by the Service Provider stating, in the covering note to the Acknowledgement, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Acknowledgement.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.67 (a)	Customer Experience	Where the Service Provider has sent an Acknowledgement pursuant to Performance Requirement 1.64 or 1.66 and the Service Provider subsequently considers (acting reasonably) that, using all reasonable endeavours, the Service Provider will not be able to Fully Respond in the relevant timescale stated in the Acknowledgement, the Service Provider shall provide the Authority with a Further Acknowledgement for Authority Comment as soon as is reasonably practicable but in any event no less than five (5) Business Days before the expiry of the relevant timescale stated in the Acknowledgement stating, in the covering note to the Further Acknowledgement, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Further Acknowledgement.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.67 (b)	Customer Experience	Pursuant to Performance Requirement 1.66 or 1.67 (a), the Service Provider shall, in a timescales which allows the Service Provider to meet the Authority's Customer Charter and which takes into account the need for the Service Provider to obtain and take account of Authority Comment, provide the Authority with a Full Response for Authority Comment, stating in the covering note to the Full Response, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Full Response...	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.67 (c)	Customer Experience	Where, pursuant to Performance Requirement 1.63, 1.64, 1.65, 1.66, 1.67(a) or 1.67(b) (as applicable), the Service Provider has provided the Authority with an Acknowledgement, a Further Acknowledgement or a Full Response for Authority Comment, the Service Provider shall, where the Authority has notified the Service Provider that it has no comments, send the said Acknowledgement, Further Acknowledgement or Full Response to the originator of the letter or Electronic Communication within two (2) hours of receiving the Authority's notification.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.67 (d)	Customer Experience	Where, pursuant to Performance Requirement 1.63, 1.64, 1.65, 1.66, 1.67(a) or 1.67(b) as applicable, the Service Provider has provided the Authority with an Acknowledgement, a Further Acknowledgement or a Full Response for Authority Comment, and the Authority has notified the Service Provider that it has comments on such Acknowledgement, Further Acknowledgement or Full Response, the Service Provider shall make such amendments as the Service Provider considers (acting reasonably) are required to take account of such comments and shall send the Acknowledgement, Further Acknowledgement or Full Response to the originator of the letter or Electronic Communication within one (1) Business Day of receiving the Authority's notification.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.68 (a)	Customer Experience	Where the Service Provider receives, directly, any letter or Electronic Communication, in relation to the provision of the Service, from Members of Parliament, Members of the European Parliaments, Members of Regional Assemblies or any Councillor of the Authority and that letter or Electronic Communication is deemed to be a request for service, the Service Provider shall, having first forwarded a copy of the letter or Electronic Communication electronically to the Customer First Service in compliance with Performance Requirement 1.53(c) or Performance Requirement 1.62, within one (1) Business Day of receipt of the letter or Electronic Communication inform the originator of the letter or Electronic Communication in writing that the letter or Electronic Communication has been forwarded to the Customer First Service, with a copy to the Authority.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.68 (b)	Customer Experience	Unless the circumstances in Performance Requirement 1.70 (a) and/or 1.70 (c) apply and subject to Performance Requirement 1.68 (a), where the Service Provider receives any letter or Electronic Communication, in relation to the provision of the Service from Members of Parliament, Members of the European Parliaments, Members of Regional Assemblies or any Councillor of the Authority, either directly or received by the Authority and forwarded on to the Service Provider, the Service Provider shall draft a Full Response and submit for Authority Comment within one (1) Business Day stating, in the covering note to the Full Response, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Full Response.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.69 Not Used	Customer Experience						

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.70(a)	Customer Experience	Where the Service Provider considers (acting reasonably) that, using all reasonable endeavours, it will not be possible to Fully Respond to any letter or Electronic Communication received pursuant to Performance Requirement 1.68 (b) within the timescale referred to in Performance Requirement 1.68 (b) because of the complexity and/or scale of the issue, the Service Provider shall provide the Authority with an Acknowledgement for Authority Comment within one (1) Business Day of receipt of the letter or Electronic Communication by the Service Provider stating, in the covering note to the Acknowledgement, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Acknowledgement.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.70(b)	Customer Experience	Unless the circumstances in Performance Requirements 1.70 (c) and/or 1.70 (d) apply, the Service Provider shall provide to the Authority, for Authority Comment, a Full Response to any letter or Electronic Communication to which the Service Provider has provided an Acknowledgement pursuant to Performance Requirement 1.70 (a) within seven (7) Business Days of receipt of the letter or Electronic Communication by the Service Provider stating, in the covering note to the Full Response, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Full Response.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.70(c)	Customer Experience	Where the Service Provider considers (acting reasonably) that, using all reasonable endeavours, the Service Provider will not be able to Fully Respond to any letter or Electronic Communication received pursuant to Performance Requirement 1.68 (b) within seven (7) Business Days of receipt by the Service Provider because of the complexity and/or scale of the issue, the Service Provider shall provide the Authority with an Acknowledgement for Authority Comment within one (1) Business Days of receipt by the Service Provider stating, in the covering note to the Acknowledgement, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Acknowledgement.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.70 (d)	Customer Experience	Where the Service Provider has sent an Acknowledgement pursuant to Performance Requirement 1.70 (a) or 1.70 (c) and the Service Provider subsequently considers (acting reasonably) that, using all reasonable endeavours, the Service Provider will not be able to Fully Respond in the relevant timescale stated in such Acknowledgement, the Service Provider shall provide the Authority with a Further Acknowledgement for Authority Comment as soon as is reasonably practicable but in any event no less than three (3) Business Days before the expiry of the relevant timescale stated in the Acknowledgement stating, in the covering note to the Further Acknowledgement, the timescales in which the Service Provider, acting reasonably, requires the Authority to return the Authority Comment on such Further Acknowledgement.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.71 (a)	Customer Experience	Pursuant to Performance Requirement 1.70 (a), 1.70 (c) or 1.70 (d) (as applicable) the Service Provider shall provide, in a timescales which allows the Service Provider to meet the Authority's Customer Charter and which takes into account the need for the Service Provider to obtain and take account of Authority Comment, provide the Authority with a Full Response for Authority Comment, stating in the covering note to the Full Response, the timescales in which the Service Provider, acting reasonably, requires the Authority to return to the Authority Comment in such Full Response.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.71 (b)	Customer Experience	Where, pursuant to Performance Requirement 1.68(b), 1.70(a), 1.70(b), 1.70(c), 1.70(d) or 171(a) (as applicable), the Service Provider has provided the Authority with an Acknowledgement, a Further Acknowledgement or a Full Response for Authority Comment, the Service Provider shall, where the Authority has notified the Service Provider that it has no comments, send such Acknowledgement, Further Acknowledgement or Full Response to the originator of the letter or Electronic Communication within the timescales set out in the Authority's Customer Charter and shall also provide a copy to the Authority within the same timescales.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.72	Customer Experience	Where, pursuant to Performance Requirement 1.68(b), 1.70(a), 1.70(b), 1.70(c), 1.70(d) or 171(a), (as applicable) the Service Provider has provided the Authority with an Acknowledgement, a Further Acknowledgement or a Full Response for Authority Comment, and the Authority notifies the Service Provider that it has comments on such Acknowledgement, Further Acknowledgement or Full Response, the Service Provider shall make such amendments as it considers (acting reasonably) are required to take account of such comments and shall send such Acknowledgement, Further Acknowledgement or Full Response to the originator of the letter or Electronic Communication within one (1) Business Day of receiving the Authority's notification and shall also provide a copy to the Authority within the same timescales. .	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.73	Customer Experience	Where the Service Provider receives any telephone call, letter or Electronic Communication from a media organisation, the Service Provider shall forward such telephone call, letter or Electronic Communication, electronically, within thirty (30) minutes of receipt of such telephone call, letter or Electronic Communication to the Authority's Representative.	N/A	1 hour		N/A	Inspect
1.74 (a)	Customer Experience	Pursuant to Performance Requirement 1.73, the Service Provider shall only respond to a Media Enquiry if the Authority requires the Service Provider to do so, within the timescale specified by the Authority, having first obtained Authority Approval to a draft written response if such a draft is required by the Authority pursuant to Clause 103.1.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.74 (b)	Customer Experience	If requested by the Authority, the Service Provider shall provide the Authority with a draft response to any Media Enquiry forwarded to it by the Authority within the timescales specified by the Authority (acting reasonably).	N/A	1 hour		N/A	Inspect
1.74 (c)	Customer Experience	The Service Provider shall only participate in any interview requested by any media organisation within the timescales specified if the Authority requests the Service Provider to do so.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.75	Customer Experience	Where the Service Provider receives, from any source a telephone call, letter or Electronic Communication, in relation to the provision of the Service, regarding any matters that, in the opinion of the Service Provider acting reasonably, are politically sensitive or that relate to policy issues, the Service Provider shall forward such telephone call, letter or Electronic Communication to the Authority within three (3) hours of receiving the telephone call, letter or Electronic Communication if the day of receipt by the Service Provider is a Business Day and if not then by 9.00 on the next Business Day.	N/A	3 hours		N/A	Inspect
1.76	Customer Experience	Pursuant to Performance Requirement 1.75, if requested by the Authority, the Service Provider shall submit, within the timescales specified by the Authority (acting reasonably), a written briefing on the topic to the Authority in order to allow the Authority to develop and issue a suitable response.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.77 (a)							
Not Used							
1.77(b)	Customer Experience	The Service Provider shall comply at all times with the Authority's Customer Charter except to the extent that where the Authority has failed to provide an Authority Comment within a timescales required by the Service Provider (acting reasonably),in a relevant Performance Requirement, the timescales set out in the Authority's Customer Charter shall be deemed to be extended by a time period equivalent to the time period by which the Authority exceeded the time period requested by the Service Provider for Authority Comment in the relevant Performance Requirement..	N/A	7 days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.78	Customer Experience	The Service Provider shall be courteous and considerate in each communication, including for the avoidance of doubt, all oral and written communications.	N/A	N/A		N/A	Inspect
1.79(a)	Customer Experience	The Service Provider shall ensure that each telephone call received by the Service Provider from any source and whether relevant to the delivery of the Service or not, is logged, within the duration of the telephone call, in the Service Providers Customer Care Management Sub-system.	N/A	1 hour		N/A	Inspect
1.79(b)		The Service Provider shall ensure that each letter or Electronic Communication received by the Service Provider from any source and whether relevant to the delivery of the Service or not, is logged in the Service Provider's Customer Care Management Sub-system by 8.00 on the next day on which the Authority's Customer First Service is able to receive telephone calls	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.80(a)	Customer Experience	The Service Provider shall ensure that any action taken, together with any response given, by the Service Provider in respect of any telephone call, letter or Electronic Communication received by the Service Provider from any source is recorded within the Service Provider's Customer Care Management Sub-system within thirty (30) minutes of such action being taken.	N/A	1 hour		N/A	Inspect
1.80(b)	Customer Experience	Pursuant to Performance Requirement 1.79(a), 1.79(b) or 1.80(a) (as applicable), the Service Provider shall, upon the request of the Customer First Service, provide such further information as may be required by the Customer First Service relating to the progress of any action undertaken by the Service Provider in response to any telephone call, letter or Electronic Communication logged in the Service Provider's Customer Care Management System within one (1) Business Day of the request from the Customer First Service	N/A	1 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.81 (a)	Customer Experience	The Service Provider shall ensure that all complaints, compliments and suggestions received from members of the public are dealt with in accordance with the Authority's Customer Complaints Procedure.	N/A	1 Business Day		N/A	Inspect
1.81(b)	Customer Experience	The Service Provider shall provide the Customer First Service with an electronic copy of any complaint being received directly by the Service Provider within two (2) hours of its receipt by the Service Provider if the day of receipt by the Service Provider is a Business Day and if not then by 10.00 hours on the next Business Day.	N/A	2 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.81(c)	Customer Experience	The Service Provider shall ensure that the findings of each investigation carried out in accordance with the Customer Complaints Procedure into any complaint shall, within two (2) hours of completion of the investigation, be provided to the Authority for information and comment together with a draft response to the complainant for Authority Comment stating in the covering note to the draft response the timescales in which the Service Provider, acting reasonably, requires the Authority to provide the Authority Comment on such draft response.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.81 (d)	Customer Experience	Where, pursuant to Performance Requirement 1.81(c), the Service Provider has provided the Authority with a draft response for Authority Comment, the Service Provider shall, in accordance with the timescales sent out in the Customer Complaints Procedure, where the Authority has notified the Service Provider that it has no comments, send such response to the originator within two (2) hours of receiving the Authority's notification..	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.81 (e)	Customer Experience	Where, pursuant to Performance Requirement 1.81(c), the Service Provider has provided the Authority with a draft response for Authority Comment, and the Authority has notified the Service Provider that it has comments on such draft response, the Service Provider shall make such amendment as it considers(acting reasonably) are required to take account of such Authority Comment and, , in accordance with the timescales sent out in the Customer Complaints Procedure, shall send such response to the originator within one (1) Business Day of receiving the Authority's notification.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.82	Customer Experience	Where the Authority has referred a Request for Information under the FOIA or Environmental Information Regulations, to the Service Provider with regard to Information that the Service Provider holds on its behalf and the Authority does not hold itself, the Service Provider shall comply with Clause 90.2 of the Contract, in relation to the provision of such Information, within the time scale specified in Clause 90.2.	N/A	1 Business Day		N/A	Inspect
1.83	Customer Experience	Where the Service Provider has received a Request for Information under the FOIA or Environmental Information Regulations, the Service Provider shall comply with Clause 90.5 of the Contract, in relation to the transfer of such Request for Information to the Authority, within the time scale specified in Clause 90.5.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.84	Customer Experience	Where the Service Provider has been requested by the Authority to provide information pursuant to a Request for Information under the FOIA or Environmental Information Regulations, the Service Provider shall comply with Clause 90.7 of the Contract, in relation to the provision of information to the Authority by the Service Provider of the Service Provider's estimated cost for compliance, within the time scale specified in Clause 90.7.	N/A	4 hours		N/A	Inspect
1.85	Abnormal Loads	The Service Provider shall establish and thereafter maintain a classification system for the Project Network ("Project Network Classification System") to aid the decision process as to whether an Abnormal Load Movement Notification can be accepted, or if there is an inadequacy along the route of which the haulier should be advised.	N/A	10 Business Days		4 Months	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.86	Abnormal Loads	Subject to Performance Requirement 1.87 and 1.89, the Service Provider shall have a fully operational Abnormal Load Management System in place at all times and shall operate the Abnormal Load Management System, in accordance with Annexure 5 to this Service Standard 1.	1 hour	1 Business Day		N/A	Inspect
1.87	Abnormal Loads	The Service Provider shall ensure that the Abnormal Load Management System is in accordance with Section 8 of the Highway Structures Code.	N/A	5 Business Days		1 year	Inspect
1.88	Abnormal Loads	The Service Provider shall ensure that the Abnormal Load Management System is complete, accurate and up to date at all times.	1 Business Day	1 Business Day		1 year	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.89	Abnormal Loads	The Service Provider shall work together with and comply with any requests from the Highway Agency in relation to the creation, development and maintenance of the ESDAL Management System as detailed in Section 8 of the Highway Structures Code.	1 month	1 month		N/A	Inspect
1.90	Inflammable Plants and Materials	The Service Provider shall not light fires on the Project Network.	N/A	N/A		N/A	Inspect
1.91	Street Works	The Service Provider shall serve each relevant notice in relation to each item of Noticeable Work to the Traffic Manager in accordance with the Permit Scheme or Notice Scheme (as appropriate). Works shall not begin: (a) until the relevant notice period has expired; or (b) if the notice period has not yet expired, without agreement from the Traffic Manager.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.92 (a)	Street Works	The Service Provider shall complete each item of Noticeable Work by the completion date approved by the Traffic Manager pursuant to the notice served by the Service Provider under Performance Requirement 1.91 or any extended date agreed with the Traffic Manager.	N/A	1 Business Day		N/A	Inspect
1.92 (b)	Street Works	Pursuant to Performance Requirement 1.92 (a) the Service Provider shall register with the Traffic Manager details of the work undertaken when the works notice is updated to "Works Clear" in accordance with the Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters.	10 Business Days	1 Business Day		N/A	Inspect
1.93	Street Works	The Service Provider shall undertake an Investigatory Inspection on receipt of a report by the police or a member of the public in accordance with paragraph 3.1.1 of the NRSWA Code of Practice for Inspections.	1 Business Day	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.94	Street Works	As a minimum, the Service Provider shall inspect each licensed works by a Licence Holder at each of the stages described in paragraph 2.3.1 of the NRSWA Code of Practice For Inspections.	N/A	N/A		N/A	Inspect
1.95	Street Works	By 30th June in each Contract Year, the Service Provider shall use all reasonable endeavours to seek to agree with each Statutory Undertaker the Target Number of Sample Inspections to be included in the annual Inspection Sample for that Contract Year in accordance with the NRSWA Code of Practice For Inspections.	N/A	5 Business Days		N/A	Inspect
1.96	Street Works	As a minimum, the Service Provider shall undertake the Target Number of Sample Inspections in relation to each Statutory Undertaker in each Contract Year with the inspections being undertaken in accordance with the NRSWA Code of Practice For Inspections.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.97	Street Works	Pursuant to Performance Requirement 1.96, on a quarterly basis, by the end of the Month following the quarter, the Service Provider shall collate the necessary invoice details pertaining to the agreed Inspection Sample for each Statutory Undertaker in a format subject to Authority Approval and pass to the Authority for processing.	N/A	1 Business Day		N/A	Inspect
1.98 (a)	Street Works	Where the Service Provider becomes aware or should have become aware, either as a result of any inspection carried out by the Service Provider in accordance with the NRSWA Code of Practice For Inspections or by other means, of a Reinstatement Defect Causing Danger or Higher Risk Inadequacy relating to a Statutory Undertaker's or Licence Holder's work, the Service Provider shall use all reasonable endeavours to identify and notify the responsible Statutory Undertaker or Licence Holder in accordance with the NRSWA Code of Practice For Inspections.	5 minutes	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.98 (b)	Street Works	Pursuant to Performance Requirement 1.98 (a), the Service Provider shall ensure or procure that the Reinstatement Defect Causing Danger or Higher Risk Inadequacy is made safe within two (2) hours in accordance with the NRSWA Code of Practice For Inspections if the responsible Statutory Undertaker or Licence Holder has been identified or within four (4) hours if not made safe within two (2) hours by the responsible Statutory Undertaker or Licence Holder.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.99 (a)	Street Works	Where the Service Provider becomes aware or should have become aware, either as a result of any inspection carried out in accordance with the NRSWA Code of Practice For Inspections or by other means, of a Non Dangerous Reinstatement Defect relating to the Statutory Undertaker or Licence Holder's work, the Service Provider shall use all reasonable endeavours to confirm the responsibility for the Non Dangerous Reinstatement Defect and shall meet with the relevant Statutory Undertaker or Licence Holder within ten (10) days and in accordance with Stage D/1 of the NRSWA Code of Practice For Inspections.	N/A	1 Business Day		N/A	Inspect
1.99 (b)	Street Works	Pursuant to Performance Requirement 1.99 (a), where the existence of and responsibility for the Non Dangerous Reinstatement Defect has been agreed, the Service Provider shall undertake the inspection requirements set out in NRSWA Code of Practice For Inspections for Stages D/2 and D/3.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.100 (a)	Street Works	Where the Service Provider becomes aware or should have become aware, either as a result of any inspection carried out in accordance with the NRSWA Code of Practice For Inspections or by other means, of a Lower Risk Inadequacy relating to a Statutory Undertaker or Licence Holder's work, the Service Provider shall use all reasonable endeavours to identify and notify the responsible Statutory Undertaker or Licence Holder in accordance with the NRSWA Code of Practice For Inspections.	N/A	1 Business Day		N/A	Inspect
1.100 (b)	Street Works	Pursuant to Performance Requirement 1.100 (a), the Service Provider shall ensure or procure that the Lower Risk Inadequacy is made safe within four (4) hours in accordance with the NRSWA Code of Practice For Inspections if the responsible Statutory Undertaker or Licence Holder has been identified or within eight (8) hours if not made safe within four (4) hours by the responsible Statutory Undertaker or Licence Holder.	N/A	2 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.101	Street Works	Pursuant to Performance Requirements 1.98 (b), 1.99 (b) 1.100 (b), 1.104 (a) and 1.104 (b), on a monthly basis, the Service Provider shall collate for the preceding Month the necessary invoice details pertaining to improvement plan costs or expenses, defect inspections and make safe works, together with the cost of any investigatory inspections or investigatory works which result in a defect for inadequacy being identified, for each Statutory Undertaker or Licence Holder in a format subject to Authority Approval and pass to the Authority for processing pursuant to Clause 11.5.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.102	Street Works	In relation to any inspection undertaken in accordance with the NRSWA Code of Practice For Inspections, the Service Provider shall update the Street Works Management System and send the Works Inspection Report and, where applicable, the associated Defect Notice ; to the relevant Statutory Undertaker or Licence Holder in accordance with the timescales and arrangements for electronic transmission set out in the NRSWA Code of Practice For Inspections.	N/A	2 hours		N/A	Inspect
1.103 (a)	Street Works	On a quarterly basis in each Contract Year of the Term, by the end of the Month following the quarter, the Service Provider shall use all reasonable endeavours to meet with each Principal Statutory Undertaker to discuss their performance and to develop improvement plans (in accordance with the NRSWA Code of Practice For Inspections) where necessary to be agreed with the Authority.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.103 (b)	Street Works	On a six (6) monthly basis in each Contract Year, by the end of the Month following the six (6) Month period, the Service Provider shall use all reasonable endeavours to meet with each Non Principal Statutory Undertaker to discuss their performance and to develop improvement plans (in accordance with the NRSWA Code of Practice For Inspections) where necessary to be agreed with the Authority.	N/A	1 Business Day		N/A	Inspect
1.104 (a)	Street Works	Pursuant to Performance Requirements 1.103 (a) and 1.103 (b), the Service Provider shall undertake each inspection as agreed in the improvement plan.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.104 (b)	Street Works	Pursuant to Performance Requirement 1.104 (a), the Service Provider shall collate and provide the output information from the agreed improvement plan monitoring to the Principal Statutory Undertaker or Non Principal Statutory Undertaker no less than five (5) Business Days before the next regular meeting with the Principal Statutory Undertaker or Non Principal Statutory Undertaker in accordance with NRSWA Code of Practice For Inspections.	N/A	1 Business Day		N/A	Inspect
1.105 (a)	Communication and Consultation	The Service Provider shall prepare and, following the first Contract Year, update an Annual Communication Plan in accordance with Annexure 6 to this Service Standard 1, the first of which has been submitted to and agreed with the Authority as at the date of this Contract, and thereafter to be submitted to the Authority by 1 st April in each Contract Year pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.105 (b)	Communications and Consultation	The Service Provider will review and update the Communication Grid contained within the Annual Communication Plan on a monthly basis and submit the same to the Authority for Authority Approval on the 1 st Business Day of each Month.	N/A	2 days		N/A	Inspect
1.105 (c)	Communication and Consultation	The Service Provider shall implement the Annual Communication Plan or the updated Communication Grid (as applicable).	N/A	5 Business Days		N/A	Inspect
1.105 (d)	Communication and Consultation	As part of the Annual Communication Plan, the Service Provider shall provide and maintain information on the Authority's web site in relation to all of the Service Provider's Programme Maintenance on the Project Network and, when doing so, shall comply with the Authority's Web Accessibility Standard Policy.	N/A	2 Business Days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.105 (e)	Communication and Consultation	The Service Provider shall ensure that each Service Provider Party who will be writing any content for the Authority's web site undertakes, at the Service Provider's cost, a training course provided by the Authority prior to such Service Provider Party being allowed to upload any information onto the Authority's web site.	N/A	3 months		N/A	Inspect
1.106	Communication and Consultation	The Service Provider shall provide to the Authority a draft letter which following Authority Approval shall be distributed to the Group 1 Stakeholders at least two (2) weeks in advance of any works which are likely to affect such Group 1 Stakeholders, such letter to include information about the Services including, but not be limited to, information about the location, nature and extent of the Services; the timing and duration of the Services; access arrangements; and contact details of the Service Provider as well as requesting details of any other requirements of and for the Group 1 Stakeholders whilst the Services are carried out.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.107	Communication and Consultation	The Service Provider shall be required to attend meetings with the Group 2 Stakeholders in order to communicate details about the provision of Service(s) by the Service Provider. The frequency of these meetings to be notified by the Authority and not to exceed [500] in total in any Contract Year.	N/A	N/A		N/A	Inspect
1.108 Not Used							
1.109	Communication and Consultation	The Service Provider shall have nominated throughout the Term a Service Contact Officer, per each Community Assembly Area to act as the main point of contact between the Service Provider and the Community Assembly management team and notify the Authority of each such nomination and also if and when the identity of the Service Contact Officer changes.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.110	Communication and Consultation	The Service Provider shall have nominated throughout the Term specialist officers for each Service Area to support the Service Contact Officer and notify the Authority of each such nomination and also if and when the identity of the Service Contact Officer changes.	N/A	1 Business Day		N/A	Inspect
1.111	Communication and Consultation	The Service Provider shall ensure that each Service Contact Officer, or a suitable substitute if not available, attends when requested by the Authority, up to four (4) Community Assembly Area Meetings, within the Community Assembly Area for which the relevant Service Contact Officer is responsible, per Contract Year, with the date and venue of such meetings to be determined by the Community Assembly management team and notified to the Service Provider.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.112	Communication and Consultation	The Service Provider shall ensure that each Service Contact Officer, or a suitable substitute if not available, attends when requested by the Authority, up to four (4) Community Assembly Partner Panel Meetings and up to four (4) Community Assembly Briefing Meetings per Contract Year with the date and venue of these meetings shall be determined by the Community Assembly management team and notified to the Service Provider.	N/A	N/A		N/A	Inspect
1.113	Communication and Consultation	The Service Provider shall provide any information as may be required either at or in advance of the meetings referred to in Performance Requirements 1.107, 1.111 and 1.112 within any necessary timescales specified as appropriate.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.114	Communication and Consultation	The Service Provider shall ensure that each Service Contact Officer reports on the Annual Investment Programme work scheduled for that Community Assembly Area to one or more of the meetings referred to in Performance Requirements 1.111 and 1.112.	N/A	N/A		N/A	Inspect
1.115	Communication and Consultation	The Service Provider shall ensure that each Service Contact Officer reports on the Services performed during the preceding Contract Year in that Community Assembly Area to one or more of the meetings referred to in Performance Requirements 1.111 and 1.112.	N/A	N/A		N/A	Inspect
1.116 (a)	Customer Experience	For each Service Area, the Service Provider shall ensure that the Authority and the Service Provider's Out of Hours Emergency Service have an up to date Customer First Service Script, at all times subject to Authority Approval, for use by the Customer First Service and the Service Provider's Out of Hours Emergency Service .	N/A	5 Business Days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.116 (b)	Customer Experience	For each Service Area, the Service Provider shall ensure that the Authority and the Service Provider's Out of Hours Emergency Service have a Defined Business Process, at all times subject to Authority Approval, for use by the Customer First Service and the Service Provider's Out of Hours Emergency Service .	N/A	5 Business Days		N/A	Inspect
1.117 (a)	Customer Experience	The Service Provider shall provide to the Authority a Customer First Service Script for Authority Approval each time the Service Provider is due to engage in a Significant Scheme no later than fifteen (15) Business Days before the Significant Scheme is due to commence.	N/A	1 Business Day		N/A	Inspect
1.117 (b)	Customer Experience	The Service Provider shall provide to the Authority a Defined Business Process for Authority Approval each time the Service Provider is due to engage in a Significant Scheme no later than fifteen (15) Business Days before the Significant Scheme is due to commence.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.118 (a)	Customer Experience	Where the Authority has not given Authority Approval pursuant to Performance Requirement 1.117 (a) (or this Performance Requirement 1.118 (a)), the Service Provider shall submit a further Customer First Service Script for Authority Approval no later than two (2) Business Days from the time at which the Service Provider is notified of the Authority's decision.	N/A	4 hours		N/A	Inspect
1.118 (b)	Customer Experience	Where the Authority has not given Authority Approval pursuant to Performance Requirement 1.117 (b) (or this Performance Requirement 1.118 (b)), the Service Provider shall submit a further a Defined Business Process for Authority Approval no later than two (2) Business Days from the time at which the Service Provider is notified of the Authority's decision.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.118 (c)	Customer Experience	Pursuant to Performance Requirement 1.117(a), or Performance Requirement 1.118 (a), following Authority Approval, the Service Provider shall ensure that the approved Customer First Service Script is provided to the Customer First Service and the Service Provider's Out of Hours Emergency Service prior to any letter being distributed to a Group 1 Stakeholder pursuant to Performance Requirement 1.106.	N/A	1 Business Day		N/A	Inspect
1.118 (d)	Customer Experience	Pursuant to Performance Requirement 117 (b) or Performance Requirement 1.118 (b), following Authority Approval, the Service Provider shall ensure that the approved a Defined Business Process is provided to the Customer First Service and the Service Provider's Out of Hours Emergency Service prior to any letter being distributed to a Group 1 Stakeholder pursuant to Performance Requirement 1.106.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.119 (a)	Communication and Consultation	The Service Provider shall provide to the Authority a draft press release for Authority Approval no less than ten (10) Business Days before the Service Provider is due to engage in a Significant Scheme.	N/A	1 Business Day		N/A	Inspect
1.119 (b)	Communication and Consultation	Pursuant to Performance Requirement 1.119 (a), on receipt of Authority Approval, the Service Provider shall issue the press release to the media within one (1) hour of receipt of Authority Approval, should the Authority request this.	N/A	1 hour		N/A	Inspect
1.120	Traffic Management Targets	The Service Provider shall submit, by no later than ten (10) Working Days after the end of each Contract Year, the Actual Traffic Management Calculation for the previous Contract.	N/A	5 Business Days		1 year	Inspect
1.121	Traffic Management Targets	The Service Provider shall not exceed the Traffic Management Targets in respect of any Contract Year.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.122	Method Statements	The Service Provider shall comply with each Method Statement except insofar as such non-compliance is a breach of another Performance Requirement.	N/A	N/A		N/A	Inspect
1.123	Environmental Issues	The Service Provider shall submit, by no later than ten (10) Working Days after the end of each Contract Year, an Actual Populated Carbon Model in respect of the Services carried out in the previous Contract Year.	N/A	5 Business Days		1 year	Inspect
1.124 (a)	Environmental Issues	The Service Provider shall not exceed the Carriageways and Footways Carbon Model Target in respect of any Contract Year.	N/A	N/A		N/A	Inspect
1.124 (b)	Environmental Issues	The Service Provider shall not exceed the Street Lighting Carbon Model in respect of any Contract Year.	N/A	N/A		N/A	Inspect
1.124 (c)	Environmental Issues	The Service Provider shall not exceed the Powered Apparatus Energy Carbon Model Target in respect of any Contract Year.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.125	Environmental Issues	By the end of the first year of the Term, the Service Provider shall have established an Environmental Management System for the Project which conforms with the International Standards ISO 14001 and the European Eco-Management and Audit Scheme (EMAS	N/A	1 month		N/A	Inspect
1.126	Environmental Issues	The Service Provider shall at all times comply with the Environmental Management System.	N/A	N/A		1 year	Inspect
1.127	Environmental Issues	The Service Provider shall prepare (and following the first Contract Year, update) and submit to the Authority the Service Provider's Annual Environmental / Carbon Reduction Plan, the first of which has been submitted to and agreed with the Authority as at the date of this Contract, and thereafter to be submitted by 1 st April in every Contract Year pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
1.128	Environmental Issues	The Service Provider shall prepare and submit to the Authority the findings of its Annual Environment / Climate Change Review pursuant to the Review Procedure, no later than eight (8) Months after the end of each Contract Year.	N/A	1 Business Day		N/A	Inspect
1.129	Health and Safety	The Service Provider shall ensure that the Service is delivered in accordance with Clause 37 and 38 and the Service Provider Health and Safety Manual.	N/A	1 day		N/A	Inspect
1.130	Safety and Service Inspections	The Service Provider shall prepare and submit the Safety Inspection Strategy pursuant to Clause 28.1.2.	N/A	7 days		N/A	Inspect
1.131	Safety and Service Inspections	The Service Provider shall prepare and submit the Service Inspection Strategy pursuant to Clause 28.2.2.	N/A	7 days		N/A	Inspect

ANNEXURE 1 TO SERVICE STANDARD 1

Annual Highway Emergency Plan

The Service Provider's Annual Highway Emergency Plan shall comply with the requirements of the Authority's Emergency Plan and shall include (without limitation) all details of the following:

1. introduction and policy;
 2. management arrangements;
 3. operational structure;
 4. roles and responsibilities;
 5. liaison undertaken and to be undertaken with third parties, including without limitation other Highway Authorities and/or their maintaining agents, the police, other emergency services, Third Party Authorities and owners of structures;
 6. details of how comments from other parties detailed in paragraph 5 above have been taken into account in the relevant Service Provider's Annual Highway Emergency Plan;
 7. responses in relation to Highway Emergencies;
 8. staffing;
 9. nominated senior officer for Highway Emergencies and other emergencies;
 10. mobilisation procedures;
 11. attendance levels at incidents;
 12. communications;
 13. resources;
 14. access to labour, plant, equipment and materials;
 15. reporting, records and liaison;
 16. fatal accidents;
 17. liaison with the Authority relating to additional resources;
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18. link with the Service Provider's Emergency Plan; and
19. mutual aid to adjacent authorities.

ANNEXURE 2 TO SERVICE STANDARD 1

Authority Weekly Briefing Report

The Authority Weekly Briefing Report shall include (without limitation) details of the following to be carried out in the upcoming week:

1. any Programmed Maintenance and Routine Maintenance;
 2. any Special Events;
 3. any Planned Road Closures; and
 4. confirmation that the events set out in the preceding Authority Weekly Briefing have been carried out or an explanation as to why such events have not been carried out.
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ANNEXURE 3 TO SERVICE STANDARD 1

Annual Service Report

The Annual Service Report shall include without limitation:

1. a summary of the Monthly Monitoring Reports;
 2. a graphical representation of NIs and LPIs showing trend analysis over the previous twelve (12) months; health and safety data including written reports of all accidents and incidents involving users of the Project Network;
 3. progress on the Core Investment Period and the Core Investment Period Programme (including progress towards achieving Milestones);
 4. objective comments in succinct prose on crime and fear of crime, road safety and community safety statistics (to be provided by the Authority and then to the Service Provider by others) stating the effect of the Service (if any) on these statistics;
 5. the information obtained from Customer Satisfaction Surveys and other consultation exercises;
 6. details of the actions undertaken by the Service Provider in order to comply with the provisions of the Service Provider Programmes (e.g. Routine Maintenance);
 7. details of any problems or specific unforeseen issues which may have arisen during the course of the preceding Contract Year relating to the provision of the Services together with details of related actions taken by the Service Provider and any details of further related action to be taken by the Service Provider thereafter;
 8. proposals to introduce innovation or continuous improvement;
 9. details of the performance of the Service Provider in relation to the requirements of the Service Improvement Plan;
 10. any other information requested by the Authority; and
 11. meetings attended by the Service Provider in relation to this Project.
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ANNEXURE 4 TO SERVICE STANDARD 1

Management Information System

The Management Information System is an electronic system which in relation to Project Network Parts contains:

- a) Location and Inventory information;
- b) Condition data from Surveys, Structure Inspections and Service Provider Inspections;
- c) Data in relation to the nature of all current and historical faults and details of the steps taken in relation to the repair of such faults and all relevant response times;
- d) All other information which may be of relevance to the Authority having regard to any of its statutory responsibilities and functions (whether as Highway Authority and/or Lighting Authority under the Highways Act 1980, Best Value Authority under the Local Government Act 1999 or otherwise); and
- e) all other information required in accordance with Schedule 2 (Output Specification).

The Management Information System shall have the ability to exchange automated electronic messages, compliant to WS-* (Web Services) standards, with the Authority's Integration Hub (currently Biz Talk). This mechanism will be used to maintain information on internal Authority application systems, including, but not necessarily limited to, the following applications:

- Customer Relationship Management (CRM) System, currently supplied by Lagan
- Corporate system for web content management, currently supplied by Magnolia
- Corporate system for records management, currently supplied by Diagonal
- Corporate system for document scanning and indexing, currently supplied by Kofax

The Management Information System shall also have the ability to exchange information directly (i.e. not vial the Integration Hub, through mechanisms agreed with the Authority) with the Authority's Corporate GIS solution, currently supplied by ESRI and the Authority's Traffic Signal Management System, currently supplied by Envitia Cutlas.

In addition to the above the Management Information System shall interface with the externally hosted Symology Insight system.

Any changes to the list of Authority hosted systems that impact on the format of information exchange with the Management Information System will be dealt with through the change mechanism.

The Management Information System shall comply with the requirements of Output Specification and comprise, as a minimum, of the following sub systems:

- A. Project Network Inventory (including Powered Apparatus Inventory and Underground Inventory);
- B. Routine Maintenance Management System;
- C. Bridge Management System (including other Structures);
- D. Powered Apparatus Management System;
- E. Pavement Management System
- F. Ground Maintenance System (including a Tree Management System); and
- G. Customer Care Management System.

A Project Network Inventory

The Project Network Inventory (including the Powered Apparatus Inventory and the Underground Apparatus Inventory) is an electronic system which shall accurately identify and record the location, type, size, age, and other relevant details (including ownership where relevant) of all of the Project Network Parts (including Powered Apparatus and Underground Apparatus) and all other assets pertaining to the Project Network (whether maintained by the Service Provider or otherwise or owned by the Authority or a Third Party:

1. by use of a simple and unique labelling system;
 2. by use of a geographical information system which shall include digital mapping data from the Ordnance Survey;
 3. by incorporating the relevant street reference from the Street Gazetteer (as defined in BS 7666); and
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4. by incorporating relevant UKPMS referencing.

With regard to Powered Apparatus the Inventory shall also include

- a) full details for each item of Powered Apparatus including, where appropriate, those details required in accordance with Appendix A of the UK Lighting Board Well-lit Highways Code of Practice for Highway Lighting Management;
- b) all electrical load details (including kWh and burn hours) required for Monthly Energy Returns in accordance with BSCP 520; and

With regard to Underground Apparatus the Inventory shall also include:

- a) full details for each item of Underground Apparatus including its location on the Project Network;
- b) details of all electrical testing of Underground Apparatus (whether or not such electrical testing is programmed or of an ad hoc nature);
- c) location and condition of the Authority's Highway Drainage System; and
- d) all other information required in accordance with the Code of Practice for Recording Underground Apparatus in Streets (2002);

This applies to

- (i) new Underground Apparatus placed in the Project Network following the Services Commencement Date;
- (ii) existing Underground Apparatus which has been altered in some way following the Services Commencement Date; and
- (iii) existing Underground Apparatus located by the Service Provider whilst undertaking Services.

B Routine Maintenance Management System

This shall be designed in accordance with the Trunk Roads Maintenance Manual and shall be used for storing information about, and not limited to records of inspections, records of works and so forth;

The Routine Maintenance Management System shall include, without limitation the following information:

- a) All record of inspections, surveys and works carried out and planned;
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- b) Defects details including location, type, and proposed treatment;
- c) Details of works orders including issue dates and completion dates;
- d) Records of Routine and Reactive Maintenance undertaken; and
- e) Historic defects details including location, type, treatment, date of treatment and response time.

The Routine Maintenance Management System shall cover maintenance related information with respect to all assets except from assets separately included in other sub-systems such as Structures, Highway Trees, Street Lighting etc.

C Bridge Management System (including other Structures)

This shall have the functionality required in accordance with section 10 of the Highways Structures Code. It shall include, without limitation, the following information about Structures:

- a) Identifiers - name / number;
 - b) Location including map reference, road name, route number, obstacle crossed etc;
 - c) Elements and components;
 - d) Dimensions;
 - e) Materials;
 - f) Forms of construction;
 - g) Year built and required life;
 - h) Traffic data;
 - i) Load assessment history;
 - j) Assessment and Inspection history including records of current and historical assessments, surveys and Structure Inspections;
 - k) Test history;
 - l) Maintenance history;
 - m) Owner, maintenance agent etc;
 - n) Details of planned work schedules, preventative maintenance carried out etc;
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- o) Details of tests outcomes to determine: load carrying capacity, rate of deterioration, optimisation of maintenance costs, maintenance strategy, prioritisation of maintenance work etc;
- p) Historic data of repairs and time response;
- q) Details of BCI (Bridge Condition Index); and
- r) Reporting tool.

D Powered Apparatus Management System

This shall include, without limitation:

- a) All details of all Powered Apparatus assets and their attributes including: condition, location, electrical load details, age and condition, testing requirements etc;
- b) All details regarding current and historical defects, faults, response times etc;
- c) Lamp replacement programme;
- d) Details about planned dimming and trimming if applicable;
- e) Data in relation to the nature of all current and historical faults and details of the steps taken in relation to the repair of such faults and all relevant response times; and
- f) Details of all electrical testing of Powered Apparatus (whether or not such electrical testing is programmed or of an ad hoc nature);

E Pavement Management System

This shall be compliant with UKPMS and include, without limitation:

- a) Details of asset types (including Carriageways, Footways, Kerbs and Edgings), their attributes and location;
 - b) Unique network labelling system;
 - c) Network condition information including records of surveys, CCI (Carriageway Condition Index), FCI (Footway Condition Index) etc;
 - d) Records of treatments undertaken including date and type; and
 - e) Reporting tool
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- f) Performance Indicator reports

F Grounds Management System (including Tree Management System)

This should include, without limitation:

- a) Grounds Maintenance Inventory, as described in Annexure 1 to Service Standard 6, including details of all asset types (e.g. Grassed Areas, Planters, Boxes, Planted Areas, Highway Trees, Hedges, Shrub Areas, Rose Areas etc) and their attributes such as location, condition, size, age, numbers, species etc;
- b) Unique labelling system;
- c) Records of Service Provider Inspections carried out;
- d) Planned works;
- e) Records of any faults, defects, repair and response times;
- f) Maintenance regimes – routine and non routine; and
- g) Reporting tool

G Customer Care Management System

This shall include, without limitation:

- a) Customer details including name, address, telephone number etc
- b) Details of enquiry including description, location, date and time of enquiry etc;
- c) Person responsible;
- d) Actions taken;
- e) Response times; and
- f) Reporting tool

H Other Electronic Systems

In addition to the Management Information system, two additional electronic systems shall be provided which shall comply with relevant requirements of the Output Specification:

a. Performance Requirements Monitoring System

This shall have the functionality to produce an analysis of compliance with all Performance Requirements of the Output Specification. The analysis shall be incorporated within the Monthly Monitoring Report and shall be sufficiently detailed to satisfy the requirements of Clause 3.1 (c) and (d) of Schedule 12 (Monitoring and Reporting).

b. Collaborative Working Platform

The secure electronic collaborative working platform shall have functionality to allow up to 10 Authority employees to undertake secure collaborative working and the sharing of electronic information with the Service Provider.

ANNEXURE 5 TO SERVICE STANDARD 1
Abnormal Loads Management System

A Abnormal Loads Notification System

The "Abnormal Loads Notification System" shall include without limitation the items below:

- a) the date the notification is received;
- b) the name of the haulier submitting the notification;
- c) the date of the planned Abnormal Load movement;
- d) the date that the Abnormal Load Movement took place;
- e) the expiry date of the Haulier Indemnity;
- f) the key features of the planned Abnormal Load route;
- g) the dimensions of the Abnormal Load including gross weight, axle configuration, spacing and loading, width, length and height; and
- h) details of the acceptance or rejection of the notification including the date of the response and where applicable the reasons for rejection.

B Abnormal Load Movements

Within twenty four (24) hours of receipt of a notification in respect of a movement of a General Order Vehicle or any other Abnormal Load Movement (excluding Special Order Vehicles), the Services Provider shall:

- a) check that the route of the notified Abnormal Load Movement includes a section or sections of the Project Network;
- b) inform the haulier or controlling body when a proposed Abnormal Load Movement uses routes through the Project Network which have situated along them height, weight or width restrictions including specific bridge information that may affect the Abnormal Load; and
- c) use the data available to it from its Project Network Classification System and any other information which it has available to assess whether or not the notified Abnormal Load Movement should be permitted.

Where the Abnormal Load Movement relates to a Special Order Vehicle or VR1 loads and the Service Provider has received notification of the same from the Highways Agency the Service Provider shall:

- a) check that the route of the notified Abnormal Load Movement includes a section or sections of the Project Network;
- b) determine whether or not the proposed Abnormal Load Movement uses routes through the Project Network which have situated along them height, weight or width restrictions including specific bridge information that may affect the Abnormal Load;
- c) use data available to it from its Project Network Classification System and any other information which it has available to assess whether or not the notified Abnormal Load Movement should be permitted;
- d) consult with the Road Space Co-ordinator to ascertain whether the proposed Abnormal Load Movement route has any dimensional restrictions, including those arising as a result of any road or street works planned on the movement date of the Abnormal Load Movement;
- e) the Abnormal Loads Officer shall pass the details of the Abnormal Load Movement to the Structures Advisor who shall confirm the structural adequacy of the route. If the proposed route is adequate, the Structures Advisor shall provide a written record of the decision to the Abnormal Loads Officer who shall initial and date the route and notify the controlling body in writing that the route is acceptable; and
- f) if, in the opinion of the Structures Advisor, the route is inadequate then the Structures Advisor shall contact the Abnormal Loads Officer who shall notify the controlling body in writing and update the Abnormal Loads Notification System with the details of the rejected application.

C Project Network Classification System Review

The Service Provider shall review the Project Network Classification System when necessary and, in any event, not less than once annually for the duration of the Contract Term. As part of the Project Network Classification System Review, the Service Provider shall record the number of permitted Abnormal Load movements including:

- a) the strategic importance of the parts of the Project Network which are most affected by Abnormal Load Movements;
 - b) the known capacities of the Bridges and Structures and the deterioration and/or damage found through any Service Inspections, Principal Inspections, General Inspections, Special Inspections or Structural Assessments;
 - c) the number and size of Abnormal Loads which regularly use the Project Network; and
 - d) the instances of traffic disruption or accidents caused by the movement of certain types of Abnormal Loads within the Project Network.
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ANNEXURE 6 TO SERVICE STANDARD 1

Annual Communication Plan

The Annual Communication Plan shall include (without limitation) details of the following:

- a) Introduction;
- b) Objectives;
- c) Target audience - including all stakeholders and internal and external audiences;
- d) Key messages;
- e) Communications and consultation channels;
- f) Timeline for the update of the Annual Communication Plan;
- g) Research and evaluation - any research, monitoring and evaluation processes that will be put in place;
- h) Spokespeople - who will be the main spokespeople, including both Service Provider and Authority spokespeople; and
- i) Communication Grid.

The Communication Grid shall include (without limitation) details of the following:

- a) Outline of what activity will be taking place;
 - b) Details of the activity taking place, date, venue, who is involved etc.;
 - c) Target audience - who is the activity aiming to target;
 - d) Key messages for this activity;
 - e) Schedule i.e. a timeline of when the activity will take place, when research needs to be conducted and when this needs to be signed off by each party to ensure the final deadline can be met;
 - f) Sign off procedure;
 - g) Who is responsible for conducting the activity;
 - h) Method - the form of communication the activity will cover e.g. press, website etc.; and
 - i) Frequency of the activity throughout the year.
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