

SERVICE STANDARD 7

Winter Maintenance Service Operations

1. REQUIRED OUTCOMES

1.1 The Service Provider shall undertake Winter Maintenance Service Operations:

1.1.1 to ensure that the Project Network is maintained in accordance with Section 41(1A) of the Highways Act;

1.1.2 to prevent the formation of ice and frost on the Priority Network by undertaking Precautionary Treatments;

1.1.3 to minimise the effects of snow (including Heavy Snow) by:

1.1.3.1 undertaking Precautionary Treatments to prevent snow settling on the Priority Network, and:

1.1.3.2 where this is not successful, using all reasonable endeavours to clear the surface of the Project Network to the extent that safe passage of highway users is achieved, by removing snow from the Priority Network as soon as possible, and by removing snow from the remainder of the Project Network, on a priority basis, once the Priority Network is clear (provided that the liability to use all such reasonable endeavours shall, in the case of Heavy Snow, be limited by Performance Requirement 7.28(b));

1.1.4 to remove reported imminent danger caused by winter conditions on parts of the Project Network that are not on the Priority Network; and

1.1.5 in such a way as to minimise the adverse effects of Winter Maintenance Service Operations on the Project Network including, for the avoidance of doubt, minimisation of the use of anti-icing products on the Project Network.

1.2 The Service Provider shall carry out Winter Maintenance Service Operations on the Project Network with due regard to the interests of users of other roads connecting to the Project Network and owners or occupiers of land not forming part of the Project Network.

1.3 The Service Provider shall deliver an efficient and effective service for the Priority Carriageway Routes and the Priority Pedestrian Routes on the Project Network, which, so far as is reasonably practicable, shall enable the safe movement of vehicular and pedestrian traffic with a minimum of delay throughout the Winter Maintenance Period, whilst limiting the environmental impact of the Winter Maintenance Service Operations.

2. PERFORMANCE REQUIREMENTS

The Service Provider shall perform the Winter Maintenance Service Operations in accordance with the Performance Requirements set out in Table 7.

TABLE 7

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.1	Management Arrangements	The Service Provider shall prepare and, following the first Contract Year, update the Annual Winter Maintenance Service Operational Plan, in accordance with Annexure 1 to this Service Standard 7, 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 August in each Contract Year pursuant to the Review Procedure.	N/A	7 days		N/A	Inspect
7.2	Management Arrangements	During the Winter Maintenance Period, the Service Provider shall ensure that a member of staff experienced in the conduct of the Winter Maintenance Service is available at all times and is responsible for the Winter Maintenance Service, including without limitation monitoring surface conditions of the Project Network and reacting to those conditions.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.3	Forecasting	The Service Provider shall have an Ice Early Warning System in operation at all times during the Winter Maintenance Period	1 day	1 day		2 months	Inspect
7.4	Forecasting	The Service Provider shall ensure that the Ice Early Warning System correctly represents the relevant climatic conditions on the Priority Network at all times during the Winter Maintenance Period.	1 day	1 day		2 months	Inspect
7.5	Forecasting	The Service Provider shall ensure that the Ice Early Warning System operates during unseasonal cold weather spells which occur outside of the Winter Maintenance Period.	1 day	1 day		2 months	Inspect
7.6	Liaison and Communications	The Service Provider shall ensure that information from the Ice Early Warning System is accessible to adjacent Highway Authorities and weather forecasting services at all times during the Winter Maintenance Period and during unseasonal cold weather spells which occur outside the Winter Maintenance Period.	4 hours	1 day		2 months	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.7	Forecasting	The Service Provider shall ensure that the Weather Forecasting Service is provided in accordance with the Annual Winter Maintenance Services Operational Plan and is in operation at all times during the Winter Maintenance Period.	N/A	7 days		N/A	Inspect
7.8	Forecasting	The Service Provider shall ensure that information from both the Ice Early Warning System and the Weather Forecasting Service are used at all times during the Winter Maintenance Period to determine the need for Winter Maintenance Service Operations.	N/A	1 day		2 months	Inspect
7.9	Forecasting	The Service Provider shall ensure that the Ice Early Warning System and the Weather Forecasting Service is accessible by the Authority on-line at all times on the basis of twenty four (24) hours a day and three hundred and sixty five days (365) (or, in the case of a leap year, three hundred and sixty-six (366) days a year) unless Authority Approval is obtained for a period of inaccessibility by the Authority.	4 hours	1 day		2 Months	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.10 (a)	Daily Action List	By 16:00 on each day of the Winter Maintenance Period and on each day of any unseasonal cold weather spells which occur outside of the Winter Maintenance Period, the Service Provider shall produce a list (the "Daily Proposed Actions List") of all proposed Winter Maintenance Service Operations to be implemented in the following twenty four (24) hours together with the Treatment Commencement Time detailing when the Service Provider is to undertake each of the Winter Maintenance Service Operations taking into account the Annual Winter Maintenance Service Operational Plan and the obligations set out in Performance Requirement 7.12.	N/A	1 hour		N/A	Inspect
7.10 (b)	Liaison and Communications	By 16:00 on each day of the Winter Maintenance Period and on each day of any unseasonal cold weather spells which occur outside of the Winter Maintenance Period, the Service Provider shall electronically issue the Daily Proposed Actions List to the Authority, other adjacent Highway Authorities and South Yorkshire Police.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.10 (c)	Liaison and Communications	By 09:00, 12:00 and 15:00 on each day during the Winter Maintenance Period when there is disruption to the Project Network as a result of the weather conditions, the Service Provider shall electronically issue a Winter Maintenance Media Update, in accordance with Annexure 4 to this Service Standard 7, to the Authority.	N/A	1 hour		N/A	Inspect
7.11	Daily Action List	The Service Provider shall continually review the weather forecast and surface conditions on the Project Network and update the Daily Proposed Actions List (the “Updated Daily Proposed Actions List”) produced in accordance with Performance Requirement 7.10 (a) to reflect any changes to such Winter Maintenance Service Operations that are necessary as a result of changes in weather conditions taking into account the Annual Winter Maintenance Service Operational Plan and the obligations set out in Performance Requirement 7.12.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.12	Daily Action List	The Service Provider shall include in the Daily Proposed Actions List or Updated Daily Proposed Actions List (as the case may be) those operations as the Service Provider deems necessary (acting reasonably) to ensure that the outcomes as set out in paragraph 1.1, 1.2 and 1.3 of the Service Standard 7 are met.	N/A	N/A		N/A	Inspect
7.13	Daily Action List	The Service Provider shall electronically issue an Updated Daily Proposed Action List to those parties who were or who should have been informed of the original Daily Proposed Actions List (in accordance with Performance Requirement 7.10 (b)) within one (1) hour of the Service Provider's decision to make any change to the Daily Proposed Actions List.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.14	Daily Action List	The Service Provider shall ensure that any Precautionary Treatments on Priority Carriageway Routes only take place outside of the hours of 06:30 to 10:00 and 15:00 to 19:00 other than when an unpredictable change in the weather forecast/conditions necessitates Precautionary Treatments during these times to facilitate safe passage for users of the Project Network.	N/A	N/A		N/A	Inspect
7.15	Daily Action List - Precautionary Treatments on Carriageways	The Service Provider shall Commence Precautionary Treatments on each day of the Winter Maintenance Period by the Treatment Commencement Time specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be).	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.16	Daily Action List - Precautionary Treatments on Carriageways	The Service Provider shall ensure that Precautionary Treatments on all Priority 1 Carriageway Routes are completed within three (3) hours of the Treatment Commencement Time specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be).	N/A	1 hour		N/A	Inspect
7.17	Daily Action List - Precautionary Treatments on Carriageways	The Service Provider shall ensure that Precautionary Treatments on all Priority 2 Carriageway Routes are completed within five and a half (5.5) hours of the Treatment Commencement Time specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be) provided that such treatments shall be completed before 06:30 other than when a change in the weather forecast/conditions which the Service Provider could not have foreseen (acting reasonably) necessitates Precautionary Treatments after this time to facilitate safe passage for users of the Project Network.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.18	Daily Action List - Precautionary Treatments on Carriageways	Where the Service Provider has set out in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be) that it is to carry out Precautionary Treatment on parts of the Priority Carriageway Routes only, the Service Provider shall complete such Precautionary Treatments within four (4) hours of the Treatment Commencement Time for parts of the Priority Carriageway Routes specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be).	N/A	1 hour		N/A	Inspect
7.19 (a)							
Not Used							
7.19 (b)							
Not Used							

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.20	Daily Action List - Reactive Gritting Operations	On each day of the Winter Maintenance Period, the Service Provider shall Commence Reactive Gritting Operations set out in the Updated Daily Proposed Actions List on all or part of the Priority Carriageway Routes within one (1) hour of the decision to update the Daily Proposed Action List or the Updated Daily Proposed Action List (as the case may be).	N/A	1 hour		N/A	Inspect
7.21	Daily Action List - Reactive Gritting Operations	Pursuant to Performance Requirement 7.20, where the Service Provider is to undertake Reactive Gritting Operations on all Priority 1 Carriageway Routes the Service Provider shall complete all such Reactive Gritting Operations on all Priority 1 Carriageway Routes within three (3) hours of the Treatment Commencement Time.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.22	Daily Action List - Reactive Gritting Operations	Pursuant to Performance Requirement 7.20, where the Service Provider is to undertake Reactive Gritting Operations on all Priority 2 Carriageway Routes the Service Provider shall complete all such Reactive Gritting Operations on all Priority 2 Carriageway Routes within five and a half within (5.5) hours of the Treatment Commencement Time.	N/A	1 hour		N/A	Inspect
7.23	Daily Action List - Reactive Gritting Operations	Pursuant to Performance Requirement 7.20, where the Service Provider is to undertake Reactive Gritting Operations on parts of Priority Carriageway Routes only the Service Provider shall complete such Reactive Gritting within four (4) hours of the Treatment Commencement Time.	N/A	1 hour		N/A	Inspect
7.24	Daily Action List - Snow Clearing Operations	The Service Provider shall Commence Snow Clearing Operations by the Snow Clearing Treatment Commencement Time set out in the Daily Proposed Actions List or Updated Daily Proposed Actions List (as the case may be).	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.25	Daily Action List - Snow Clearing Operations	The Service Provider shall complete Snow Clearing Operations on Priority 1 Carriageway Routes within three (3) hours of the Snow Clearing Treatment Commencement Time specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be).	N/A	1 hour		N/A	Inspect
7.26	Daily Action List - Snow Clearing Operations	The Service Provider shall complete Snow Clearing Operations on Priority 2 Carriageway Routes within eight (8) hours of the Snow Clearing Treatment Commencement Time specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be).	N/A	1 hour		N/A	Inspect
7.27	Daily Action List - Snow Clearing Operations	The Service Provider shall complete Snow Clearing Operations on Carriageways not on the Priority Network within five (5) days of the Snow Clearing Treatment Commencement Time specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be).	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.28 (a)	Daily Action List - Heavy Snow Clearing Operations	The Service Provider shall establish a Snow Desk within one (1) hour of Heavy Snow conditions being confirmed.	N/A	1 hour		N/A	Inspect
7.28 (b)	Daily Action List - Heavy Snow Clearing Operations	The Service Provider shall Commence the deployment of Heavy Snow Resources specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be) and in any event within one (1) hour of Heavy Snow conditions being confirmed.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.28 (c)	Daily Action List - Heavy Snow Clearing Operations	The Service Provider shall Commence Heavy Snow Clearing Operations Priority Carriageway Routes by the Heavy Snow Treatment Commencement Time specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be) and in any event within one (1) hour of Heavy Snow conditions being confirmed.	N/A	1 hour		N/A	Inspect
7.29	Daily Action List - Heavy Snow Clearing Operations	The Service Provider shall complete Heavy Snow Clearing Operations on Priority 1 Carriageway Routes within six (6) hours of the Heavy Snow Treatment Commencement Time.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.30	Daily Action List - Heavy Snow Clearing Operations	The Service Provider shall complete Heavy Snow Clearing Operations on Priority 2 Carriageway Routes within x hours of the Heavy Snow Treatment Commencement Time where x equals: thirty (30) when there is less than 150mm of lying snow, fifty-four (54) when there is between 150mm and 250mm of lying snow and seventy-eight (78) when there is more than 250mm of lying snow on any of the Agreed Measurement Points at the Heavy Snow Treatment Commencement Time.	N/A	2 hours		N/A	Inspect
7.31 (a)	Daily Action List - Heavy Snow Clearing Operations	The Service Provider shall Commence Heavy Snow Clearing Operations on Carriageways not on the Priority Network as specified in the relevant Daily Proposed Actions List or an Updated Daily Proposed Actions List (as the case may be) and in any event within one (1) day of Heavy Snow conditions being confirmed.	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.31(b)	Daily Action List - Heavy Snow Clearing Operations	The Service Provider shall complete Heavy Snow Clearing Operations on Carriageways not on the Priority Network within five (5) day of the time at which the temperature has not fallen below one (1) degrees Celsius for a continuous period of 24 hours at any one of the Agreed Measurement Points.	N/A	1 day		N/A	Inspect
7.32	Daily Action List - Residual Snow Clearing Operations	The Service Provider shall Commence Residual Snow Clearing Operations within two (2) hours of the time at which Heavy Snow Clearing Operations or Snow Clearing Operations have been completed pursuant to each of Performance Requirements 7.25, 7.26, 7.27, 7.29, 7.30 and 7.31.	N/A	1 hour		N/A	Inspect
7.33	Daily Action List - Residual Snow Clearing Operations	The Service Provider shall complete Residual Snow Clearing Operations on Priority Carriageway Routes within two (2) days of the commencement of Residual Snow Clearing Operations on Priority Carriageway Routes pursuant to Performance Requirement 7.32.	N/A	2 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.34 (not used)							
7.35	Daily Action List - Reactive Treatments on Pedestrian Routes	The Service Provider shall Commence Reactive Treatments as set out in an Updated Daily Proposed Actions List on Pedestrian Routes within 1 hour of the decision to update the Daily Proposed Action List or Updated Daily Proposed Action List.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.36 (a)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 1a Pedestrian Routes where such treatment is Reactive Gritting Operations, within three (3)hours of the Pedestrian Routes Treatment Commencement Time provided that such treatments shall be completed before 08:00 other than when a change in the weather forecast/conditions which the Service Provider could not have foreseen (acting reasonably) necessitates Reactive Treatments after this time to facilitate safe passage for users of the Project Network.	N/A	1hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.36 (b)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 1b Pedestrian Routes where such treatment is Reactive Gritting Operations, within five (5) hours of the Pedestrian Routes Treatment Commencement Time provided that such treatments shall be completed before 10:00 other than when a change in the weather forecast/conditions which the Service Provider could not have foreseen (acting reasonably) necessitates Reactive Treatments after this time to facilitate safe passage for users of the Project Network..	N/A	2 hours		N/A	Inspect
7.37 (a)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 1 Pedestrian Routes where such treatment is Snow Clearing Operations within twelve (12) hours of the Pedestrian Routes Snow Clearing Treatment Commencement Time.	N/A	12 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.37 (b)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 2 Pedestrian Routes where such treatment is Snow Clearing Operations within one (1) day of the Pedestrian Routes Snow Clearing Treatment Commencement Time.	N/A	1 day		N/A	Inspect
7.37 (c)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 3 Pedestrian Routes where such treatment is Snow Clearing Operations within three (3) days of the Pedestrian Routes Snow Clearing Treatment Commencement Time.	N/A	1 day		N/A	Inspect
7.37 (d)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Pedestrian Routes not on the Priority Network where such treatment is Snow Clearing Operations within ten (10 days) of the Pedestrian Routes Snow Clearing Treatment Commencement Time.	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.38 (a)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 1 Pedestrian Routes where such treatment is Heavy Snow Clearing Operations within twenty-four (24) hours of the Pedestrian Routes Heavy Snow Treatment Commencement Time.	N/A	1 day		N/A	Inspect
7.38 (b)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 2 Pedestrian Routes where such treatment is Heavy Snow Clearing Operations within two (2) days of Pedestrian Routes Heavy Snow Treatment Commencement Time.	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.38 (c)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Priority 3 Pedestrian Routes where such treatment is Heavy Snow Clearing Operations within seven (7) days of the Pedestrian Routes Heavy Snow Treatment Commencement Time.	N/A	1 day		N/A	Inspect
7.38 (d)	Daily Action List - Reactive Treatments on Pedestrian Routes	Pursuant to Performance Requirement 7.35, the Service Provider shall complete Reactive Treatments on Pedestrian Routes not on the Priority Network where such treatment is Heavy Snow Clearing Operations within five (5) days of the time at which the temperature has not fallen below one (1) degrees Celsius for a continuous period of 24 hours at any one of the Agreed Measurement Points..	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.39	Daily Action List - Urgent Reactive Treatments	Notwithstanding any other provision of this Service Standard 7, where the Service Provider is notified by the Emergency Services, bus operators, the public and/or the Authority Representative that there is an imminent danger, as determined by the Service Provider acting reasonably, on the Project Network caused by prevalent winter weather conditions then the Service Provider shall complete any required Reactive Treatment in order to remove such imminent danger.	2 hours	1 hour		N/A	Inspect
7.40	Grit Bins	The Service Provider shall ensure that each Grit Bin is filled to capacity by 1 st October in any year of the Term.	N/A	1 Business Day		N/A	Inspect
7.41	Grit Bins	The Service Provider shall repair/replace each Grit Bin as necessary prior to 1 st October in any year of the Term.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.42	Grit Bins	The Service Provider shall repair or replace, as necessary, any Grit Bin damaged during the Winter Maintenance Period to ensure that it is fit for purpose throughout the Winter Maintenance Period within one (1) Business Day of the time at which the Service Provider becomes aware or should have become of the damage.	N/A	5 Business Days		N/A	Inspect
7.43	Grit Bins	The Service Provider shall refill each Grit Bin as necessary, within one (1) Business Day so that no Grit Bin is less than 30% full at all times during the Winter Maintenance Period except where snow has fallen on the Project Network to such an extent as to make this timescale impractical (acting reasonably) in which case such Grit Bins shall be refilled within three (3) Business Days.	N/A	1 Business Day		N/A	Inspect
7.44	Grit Bins	The Service Provider shall ensure each Grit Bin is in an upright position.	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
7.45							
Not Used							
7.46							
Not used							
7.47	Grit Bins	If the Authority notifies the Service Provider in writing that it requires an existing Grit Bin to be re-deployed to a new location then the Service Provider shall re-deploy such Grit Bin, within ten (10) Business Days of notification by the Authority, up to a maximum of twenty-five (25) in any Contract Year (excluding the first Contract Year).	N/A	1 day		N/A	Inspect
7.48	Performance Monitoring -Daily Actions Report	The Service Provider shall submit to the Authority by 08:00 on each day during the Winter Maintenance Period a report (the "Daily Actions Report").	N/A	2 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.49	Performance Monitoring - Annual Winter Maintenance Service Operational Report	The Service Provider shall prepare the Annual Winter Maintenance Service Operational Report, in accordance with Annexure 2 to this Service Standard 7, and submit the same to the Authority no more than fifteen (15) Business Days after the end of the Winter Maintenance Period in any year of the Term pursuant to the Review Procedure.	N/A	7 days		N/A	Inspect
7.50	Performance Monitoring, Liaison and Communications - Annual Winter Maintenance Service Review	The Service Provider shall undertake, by the last Business Day in May in each Contract Year, a review of the Winter Maintenance Service provided in the previous Winter Maintenance Period (the "Annual Winter Maintenance Service Review") in accordance with Annexure 3 to this Service Standard 7.	N/A	7 days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.51	Performance Monitoring - Annual Winter Maintenance Service Review	The Service Provider shall prepare a report summarising the results of the Annual Winter Maintenance Service Review (the Annual Winter Maintenance Service Review Report), in accordance with Annexure 3 to this Service Standard 7, and submit the same to the Authority by 15 th June in each Contract Year pursuant to the Review Procedure.	N/A	7 Days		N/A	Inspect
7.52	Health and Safety	The Service Provider shall ensure that the Winter Maintenance 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
7.53 (Not Used)							
7.54 (Not Used)							

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
7.55 (Not Used)							
7.56 (Not Used)							
7.57 (Not Used)							

ANNEXURE 1 TO SERVICE STANDARD 7

The Annual Winter Maintenance Service Operational Plan

The Annual Winter Maintenance Service Operational Plan shall comply with the requirements of the Authority's Winter Maintenance Policy and with national standards that are current and applicable at that time and shall include (without limitation):

1. an introduction and the Service Provider's policy statement;
2. all details of management arrangements and operational structures at all times including during and out of normal working hours with roles and responsibilities of all relevant Personnel;
3. recommendations arising from liaison undertaken with other Highway Authorities and/or their maintaining agents adjacent to Sheffield, the Emergency Services, public transport providers, Supertram Operator and the Traffic Manager indicating where comments from such other parties have been taken into account in the relevant Annual Winter Maintenance Service Operational Plan;
4. proposed liaison to be undertaken with all relevant stakeholders including other Highway Authorities and/or their maintaining agents adjacent to Sheffield, the Emergency Services, public transport providers, Supertram Operator and Traffic Manager.
5. subject to the provisions of clause 103, all details of contact arrangements with and communications and arrangements for informing the media and public about the Winter Maintenance Service including the production and distribution of public information leaflets;
6. all details of attendance at meetings on behalf of the Authority;
7. identification of the Weather Forecasting Service provider to be used and the information that will be provided;
8. all details of the ice prediction and detection system proposals including its maintenance, calibration and development;

9. all details of the decision making processes, including roles and responsibilities of all relevant Personnel, procedures for use of the Weather Forecasting Service provider, arrangements for continuous monitoring of forecasts and use of CCTV facilities to monitor weather conditions;
10. all details associated with the intended use of salt (and other anti-icing products) spread rates for carriageways and footways etc to deal with ice, snow and severe weather conditions;
11. all details of Precautionary Treatment Routes on both carriageways and footways, patrol routes and protocols for resource availability during hours of darkness and inclement weather;
12. all details of proposals for snow clearing including resources to be made available and prolonged snowfall treatment strategy including treatment proposals for carriageways other than on the Precautionary Treatment Network, Footways, Footpaths, Cycleways and Cycle paths;
13. all details of the strategy for emergency actions, such as handling requests from the Emergency Services regarding hazardous locations and additional service requests from the public;
14. all details of storage and management arrangements for anti-icing products including a comprehensive salt management strategy;
15. all details of arrangements for procurement of additional resources (including, but not limited to, Personnel, anti-icing and other products, vehicles, plant and equipment) in Heavy Snow conditions, the response times for the deployment of all available resources ("Heavy Snow Resources") and the approach to the prioritisation of how and where these resources will be deployed;
16. all details of Personnel available to carry out the Winter Maintenance Service, the training and qualifications of such Personnel and call out procedures;
17. all details of vehicles, plant and equipment to be used in the Winter Maintenance Service including availability, calibration, GPS functionality and communication equipment.
18. descriptions and locations of depots and storage facilities to be used in the Winter Maintenance Service;

19. all details of measures to minimise damage or pollution arising from the use of anti-icing products, through any over salting or leaching/run off from salt stocks;
20. all details of areas identified for dumping snow;
21. all details of record keeping including archives of data, decision making logs, weekly summary reports, salt usage and spread rates, Ice Early Warning System data
22. all details of Grit Bin strategy including locations, additional locations, proposed relocations and proposed removals, damage limitation (vandalism) & fixing methods, general maintenance/repair/replacement, filling and refilling, and response to incidents;
23. all details of locations for special treatment including structures where the use of salt is not permitted, frost susceptible areas and areas with known surface run-off problems;
24. all details of the Winter Maintenance Service Operational Plan's relationship with the Highway Emergency Plan;
25. the period over which Winter Maintenance Service Operations shall take place (the "Winter Maintenance Period") and proposals for operation outside this period.

ANNEXURE 2 TO SERVICE STANDARD 7

Annual Winter Maintenance Operational Report

This shall include without limitation:

- a) how many daily zero / non zero road surface temperatures and gritting call outs relating to these temperatures have been undertaken;
- b) details of anti-icing product usage;
- c) details of all Precautionary Treatments undertaken;
- d) details of all actions undertaken in relation to Reactive Treatments;
- e) details of any snow clearance undertaken;
- f) any actions taken in relation to grit bins;
- g) plant availability;
- h) call-out times and response times; and
- i) any service improvements implemented.

ANNEXURE 3 TO SERVICE STANDARD 7

Annual Winter Maintenance Service Review and Report

The Service Provider shall review the efficiency of the Winter Maintenance Service each year to discuss and analyse recommendations for Winter Maintenance Service improvements and facilitate the exchange of best practice.

The review should have a form of workshop/ meeting and should be attended by representatives of parties involved in provision and co-ordination of the Winter Maintenance Service. The outcomes/recommendations from this meeting should be included in Annual Winter Maintenance Service Operational Plan.

The Review (and the Report of the Review) should cover all aspects of the winter service including (but not be limited to):

- a) Management, co-ordination and delivery of the service;
- b) Routes Planning assessment and potential for further optimisation;
- c) Vehicles, plant and equipment;
- d) Salt supply and usage;
- e) Drivers' rotas;
- f) Incidents;
- g) Communications;
- h) Claims;
- i) Compliance with Performance Requirements;
- j) Effectiveness of Service;
- k) Environmental Issues;
- l) Lessons learned;
- m) Ideas and recommendation for improving service and its performance
- n) recommendations relating to changes to the Precautionary Treatment Network and location of Grit Bins; and
- o) Innovations that could be beneficial to the service.

ANNEXURE 4 TO SERVICE STANDARD 7

Winter Maintenance Media Update

The Winter Maintenance Media Update shall include (without limitation) details of the following:

- a) The state of network eg in terms of availability and travelling conditions;
- b) Actions taken by the Service Provider over the past 24 hours;
- c) Actions to be taken by the Service provider over the next 24 hours; and
- d) Advice for Highway users.