

SOR Line Item number	SOR Line Item requirement	09/01/2015	12/01/2015	03/01/2016	06/01/2016	09/01/2016	12/01/2016	03/01/2017	06/01/2017	09/01/2017	12/01/2017	03/01/2018	06/01/2018	09/01/2018
2.2.1.2 (ii)	Remedial action Notify the Authority within 24 hours of any remedial action required to rectify non-conforming receipt except those that are Priority Dues Out If and when authorised to do so by the Authority, carry out the remedial action within the timescale agreed with the Authority.	90.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%
2.2.1.2 (iii)	On Request provide to the Authority within 1 BD a quotation for undertaking remedial action for non-conforming receipts.	90.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%
2.2.1.3 (i) and (ii)	Inspect Returns including: (i) inspecting all returned AMM and Commodities to assess condition (ii) managing non-conforming Returns in accordance with the relevant Codes and Standards	90.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%
2.2.1.3 (iii)	notifying military unit of non-conforming Returns (other than Priority Dues Out) within 5 BDs.	90.00%	90.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
2.2.1.3 (iv)	notifying military unit of non-conforming Returns (Priority Dues Out) within 1 hour	90.00%	90.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
2.2.2.1 (i)	Store stock of AMM at required readiness in accordance with the Authority's Operational Plans, in appropriate storage conditions and under the correct controls; including: – ensuring supplied Special to Type Containers (STC) are used wherever mandated in the Product Specification – applying the management arrangements for Trident Low Stock equipment as specified in the relevant Codes and Standards – ensuring on all occasions of transfer of custody that light weapons comply with the relevant weapon safety procedures as defined in the weapons technical manual – responsibility for ensuring that the most up to date versions for media and paper-based stocks are maintained, including a limited printing responsibility	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.2.1 (ii)	Store stock of AMM at required readiness in accordance with the Authority's Operational Plans, in appropriate storage conditions and under the correct controls; including: – notification to the Authority 3 months prior to the end of shelf life for each product. – storing and managing Specialised Materiel in accordance with the Product Specifications.	80%	80%	80%	80%	98.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	100.00%
2.2.2.2 (i) and (ii)	Maintain integrity of all AMM and Commodities at all times, including: (i) ensuring the care and condition monitoring of stock, including testing of bulk stocks of fuel, lubricants (if held) and gases in accordance with the Product Specification and the Codes & Standards (ii) providing management by serial number or UID in accordance with the Product Specification	80%	80%	80%	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.2.2 (iii) and (iv)	(iii) ensuring that the whereabouts of all items of AMM and Commodities in the care, custody or control of the DP is known at all times and that each item is at all times protected from damage and deterioration, and undertaking and completing further investigations in relation to AMM and Commodities losses as directed by the Authority (iv) ensuring that the quantities and Status of all AMM and Commodities items are accurately known at all times	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100.00%	100.00%
2.2.2.2 (v)	Provide a perpetual Inventory Management process which as a minimum provides verification of AMM and Commodities in accordance with HM Treasury requirements set out in the Codes and Standards.	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.2.2 (vi)	(vi) notifying the Authority within 1 hour of any stock losses or discrepancies relating to Controlled Drugs and Pharmaceuticals, weapons, PMM, ITAR, ACTO and any items identified in the Authority Product Master File as being Mission Essential.	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.2.2 (vii)	(vii) notifying all other losses to the Authority within 1 BD of discovery of the loss.	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.3.1	Inspect all AMM and Commodities in accordance with the schedules, specifications and standards set out in the relevant Product Specifications and maintain up to date records of all inspections, in accordance with the Service Delivery Plan. Ensure that there are no instances of failure to inspect as required by the schedules, specifications and standards in the relevant Product Specifications. Report any discovery of a failure to inspect to the Authority within 1 BD.	90.00%	90.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	100.00%
2.2.3.2	Provide access for the Authority to inspect AMM and Commodities where the Authority gives the DP 2 BDs' notice.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.4.1 (i)	Provide technical services: carry out maintenance, repair and calibration as specified in the Product Specification for AMM and Commodities.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.4.1 (ii), (iii)	Provide technical services: (ii) ensure that there are no instances of failure to comply with the maintenance and calibration schedules and/or technical instructions. (iii) ensure that all repairs are completed in accordance with the technical instructions.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.4.1 (iv)	provide an on Request manufacturing service.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.5.1 (i)	Segregate at all times AMM and Commodities due to: – batch numbering – shelf life – environmental constraints – non-conformance – awaiting repair – awaiting life extension – awaiting survey – awaiting disposal – the Authority's direction. Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100%, subject to the provisions of Clause 81.13	100.00%	100.00%

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2.2.5.1 (ii)	Segregate at all times AMM and Commodities due to HAZMAT Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.5.1 (iii)	Segregate at all times AMM and Commodities due to incorporation into Contingent Stock Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.5.1 (iv)	Segregate at all times AMM and Commodities due to requirement for immediate onward delivery Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.5.2	Store AMM and Commodities in such a way as to ensure that there are no instances of single point vulnerabilities, in accordance with the Codes and Standards	80%	80%	80%	80%	90.00%	91.14%	93.02%	94.63%	96.03%	98.14%	98.88%	99.54%	99.54%
2.2.5.3	Quarantine all AMM and Commodity items that are suspected of being non-conforming, including for stock defects (following incident report). Ensure that AMM and Commodities are Quarantine within 1 hour and that there are no instances of issue of Quarantine AMM and Commodities.	98.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%
2.2.5.4 (i)	Ensure that there are no instances of failure to hold securely and no instances of issue of Quarantined Defence Materiel	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.5.4 (ii)	Quarantine Defence Materiel that is required for custody of evidence purposes to a secure storage area within 1 hour.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.2.5.5	Provide the Authority with access to Quarantined Defence Materiel as required by the Authority.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.3.1.1	Manage Demands for all AMM and Commodities including adhering to Authority derived constraints in accordance with the Product Specification Manage Demands for all AMM and Commodities including enabling Authorised Demanders to Demand AMM and Commodities via all Specified Media Manage Demands for all AMM and Commodities including ensuring that there are no instances of unauthorised Demands being actioned Manage Demands for all AMM and Commodities including ensuring that there are no instances of unauthorised issue of stock designated for a particular purpose Manage Demands for all AMM and Commodities including managing Authority directed issues of AMM and Commodities including to vessels in upkeep.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.3.2.1	Pick AMM and Commodities in accordance with the relevant Product Specification.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.3.3.1	Assemble and integrate AMM and Commodities in accordance with the relevant Product Specification.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.3.3.2	Assemble Contingent Stock to required readiness state in accordance with the Authority's Operational Plans.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.3.4.1	On Request manufacture packaging for AMM and Commodities as and when directed by the Authority to the specification and timescale specified by the Authority. On Request manufacture STCs for AMM as and when directed by the Authority to the specification and timescale specified by the Authority.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.3.5.1	Package and label all Demands according to type of transportation and in accordance with the Codes and Standards Ensure that each individual AMM and Commodity item comprised within a Demand is labelled correctly and is readily identifiable, and that there are no instances of loss, damage or rejection from distribution as a result of incorrect packaging. Where several Demands are included in a multi-pack, ensure that the accompanying documentation clearly describes each Demand included in the multi-pack for easy identification by the Authorised Demander, including ensuring that: – each multi-pack is clearly labelled with details of the individual items; – where items are packed into a multi-item bag, box or container, each multi-item bag, box or container includes the relevant documentation; and – where a group of multi-item bags, boxes or containers are packed into a larger container, each multi-item bag, box or container is clearly identifiable against an overarching list of container contents.	95.00%	95.00%	95.00%	95.00%	95.00%	95.57%	96.51%	97.31%	98.02%	99.07%	99.44%	99.77%	99.77%
2.3.5.2	Provide a jerrican filling service including: – managing of jerrican stocks, including receiving, inspecting, cleaning and replacing as necessary; – filling of jerricans; – ensuring contents meet the required Codes and Standards up to and including time of issue.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.3.6.1	Issue AMM and Commodities (except Contingent Stock) to satisfy Demands, including: • complying with all shelf life, segregation and other stock handling constraints in accordance with the relevant Product Specification; • Issuing materiel by serial number/UID where requested by the Authority; • ensuring that all issues are accompanied by relevant documentation; • providing delivery dates and agreeing delivery slots with the Authorised Demander; • undertaking issues in accordance with special instructions where they exist.	95.00%	95.00%	95.00%	95.00%	95.00%	95.57%	96.51%	97.31%	98.02%	99.07%	99.44%	99.77%	99.77%

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