APPENDIX 1: DELEGATION OF COMPANY'S REPRESENTATIVE'S FUNCTIONS

The following functions of the Company's Representative are delegated to the following people:

Function	Name	Address
Access Arrangements	Greg Hulbert Mobile Number: 07484 676619	16 Lamson Road, Rainham, Essex, RM13 9YY
Contract Support	Greg Hulbert Mobile Number: 07484 676619	16 Lamson Road, Rainham, Essex, RM13 9YY
Emergency Call-Out – out of working hours	Steve Pearce Telephone Number: 01708 528770	16 Lamson Road, Rainham, Essex, RM13 9YY
Emergency Call-Out – working hours	Steve Pearce Telephone Number: 01708 528770	16 Lamson Road, Rainham, Essex, RM13 9YY

APPENDIX 2: CONTRACTUAL DOCUMENTATION AND MEETINGS

1. Supplier's Plans

1.1 The Supplier shall provide the agreed initial versions of the Supplier's Programme (the "First Agreed Programme") which are set out in the Annexes to this Appendix 2 or in the applicable Appendices of Schedule 14 (Obligations on Handover), Schedule 16 (Strategic Labour Needs and Training) and Schedule 17 (Mobilisation Requirements). The Supplier shall provide drafts of the First Agreed Programme to the Company no more than twenty (20) days from the Contract Commencement date during the mobilisation period. The Company shall provide to the Supplier the Company's comments on the draft First Agreed Programme within ten (10) days of the Company's receipt of the First Agreed Programme. The Supplier shall incorporate the comments and suggestions of the Company and shall issue the First Agreed Programme to the Company within seven (7) days of receipt of the Company's comments.

1.2 The Company may from time to time notify the Supplier of a need for the Supplier to revise the Programme to accommodate planned projects that may cause the closure of part of the Underground Network. The Supplier shall revise the Programme and submit the revised Programme to the Company for approval.

1.3 The Supplier shall regularly review the Programme and may make proposals to the Company to amend the Programme if the Supplier considers that this may lead to improvements in delivery of the Services. No change to the Programme, or to any other of the Supplier's plans, may be made without the prior written approval of the Company's Representative in accordance with the Contract.

Type	Initial Submissions	Frequency Required
Programme	• Draft submitted at ITT • First Agreed Programme annexed to Contract at Contract award – Schedule 4 • Finalised during Mobilisation Period	Annually on each anniversary of the Contract Commencement Date
Contract Plan	• First Agreed Plan annexed to Contract at Contract award – Annex 1 to this Appendix 2 of Schedule 1 • Finalised during Mobilisation Period	Annually on each anniversary of the Contract Commencement Date
Quality Plan	• Draft submitted at ITT • First Agreed Plan annexed to Contract at Contract award –	Annually on each anniversary of the Contract Commencement Date

	Annex 1 to this Appendix 2 of Schedule 1 • Finalised during Mobilisation Period	
Environmental Management Plan	• Draft submitted at ITT • First Agreed Plan annexed to Contract at Contract award – Annex 1 to this Appendix 2 of Schedule 1 • Finalised during Mobilisation Period	Annually on each anniversary of the Contract Commencement Date
Health & Safety Plan	• Draft submitted at ITT • First Agreed Plan annexed to Contract at Contract Award – Annex 1 to this Appendix 2 of Schedule 1 • Finalised during Mobilisation Period	Annually on each anniversary of the Services Commencement Date
Risk Management Plan	• Draft submitted at ITT • First Agreed Plan annexed to Contract at Contract Award • Finalised during Mobilisation Period	Annually on each anniversary of the Contract Commencement Date
Strategic Labour Needs and Training	• Draft submitted at ITT • First Agreed Plan annexed to Contract at Contract Award – Appendix 3 to Schedule 16 (Strategic Labour Needs and Training)	Annually on each anniversary of the Contract Commencement Date and in accordance with Clause 39.9 and Schedule 16 (Strategic Labour Needs and Training)
Contract Mobilisation and Transition Plan	• First Agreed Plan annexed to Contract at Contract Award -	N/A

	Appendix 1 to Schedule 17 (Mobilisation Requirements)	
Business Continuity Plan	• First Agreed Plan annexed to Contract at Contract Award - Appendix 2 to Schedule 17 (Mobilisation Requirements)	Annually on each anniversary of the Contract Commencement Date and in accordance with the requirements of Schedule 17 (Mobilisation Requirements)
Demobilisation Plan	• Draft submitted at ITT • First Agreed Plan annexed to Contract at Contract Award – Appendix 1 to Schedule 14 (Obligations on Handover) • Finalised during Mobilisation Period	Annually on each anniversary of the Contract Commencement Date and in accordance with Schedule 14 (Obligations on Handover)

1.4 The Supplier's plans shall include but not be limited to:

1.4.1 Programme

A detailed plan for the delivery of Planned Services in accordance with Schedule 3 (Specification). This shall incorporate the Planned Preventative Maintenance plan.

1.4.2 Contract Plan

The approach to the delivery of each element of the Planned Services, Reactive Services and Support Services (as set out in Schedule 3 (Specification)). This shall include but not be limited to the Supplier's specific management and operational organisation / structure for the Contract, details of resourcing, skills and competencies of the Supplier's Personnel and reporting processes.

1.4.3 Quality Plan

The Quality Plan shall be in accordance with the requirements of the QUENSH Manual (as set out in Schedule 7 or as notified by the Company).

1.4.4 Environmental Plan

The Environmental Management Plan shall be in accordance with the requirements of the policies in the Environment Contract Specification [Appendix 4 of the ITT].

1.4.5 Health & Safety Plan

The Health & Safety Plan shall be in accordance with the requirements of the QUENSH Manual (as set out in Schedule 7 or as notified by the Company).

1.4.6 Risk Management Plan

A plan setting out the Supplier's approach to managing the operational and commercial risk and incorporating a contract specific risk register.

1.4.7 Strategic Labour Needs and Training Plan

A plan to demonstrate how the Supplier will meet the minimum strategic labour needs and training outputs for itself and its supply chain in accordance with the requirements of Clause 39.9 and Schedule 16 (Strategic Labour Needs and Training).

1.4.8 Contract Mobilisation and Transition Plan

A plan to satisfy the requirements of Schedule 17 (Mobilisation Requirements).

1.4.9 Business Continuity Plan

A plan to satisfy the requirements of Schedule 17 (Mobilisation Requirements).

1.4.10 Demobilisation Plan

A plan to satisfy the requirements of Schedule 14 (Obligations on Handover).

2. Reporting

2.1 The Company uses an Asset Management System being Ellipse or such other system notified from time to time by the Company to collect all Asset information. The Supplier shall make itself fully familiar with the Asset Management System and shall provide data to the Company in a form that can be loaded into the Asset Management System with no rework. The reporting format to be used and content will be confirmed by the Company prior to the Contract Commencement Date.

2.2 The following table sets out the reports that the Supplier is required to submit and their frequency.

Report	Content	Frequency
KPI and SDI Performance Report	Periodic performance report to planned performance against KPIs and SDIs. Issue of recovery plans as required.	Periodically
Maintenance upload report for upload to the Asset	Report showing all Planned, Reactive and	Weekly

Management System	Support Services tasks (plan vs actual achievement dates).	
KPI & SDI Performance Report Remedial Action Report	Weekly progress on performance against KPIs and SDIs. Key events affecting delivery of plan and remedial actions for non-achievement and fault closure, including but not limited to access planning and no defect found events.	Weekly
Daily Fault Reports	Individual fault closure reports and overall backlog status, where applicable, and actions to rectify including access planning and concern resolution.	Daily
Risk Assessment	Confirmation that risk assessments are on plan. Confirm actions and mitigations are in place, robust and effective. Confirmation that no new risks have been identified.	Periodically
Strategic Labour Needs and Training Plan	Monitoring report in the format set out in schedule 16 (Strategic Labour Needs and Training).	Periodically and in accordance with the requirements of Clause 39.9 and schedule 16

2.3 Reports will confirm actual progress against planned activities and the impact on delivery due to exceptions, key resource changes and any envisaged delivery constraints. The Supplier shall deliver reports by the due date and validate assertions with evidence.

3. Governance and Meetings

3.1 The Supplier shall:

3.1.1 maintain ongoing day-to-day management arrangements to ensure the effective delivery of the Services.

3.1.2 maintain suitable governance structures and systems that are able to deliver the Services and ensure that the Company's governance, relationship

management and service management requirements are dealt with at an appropriate level comprising appropriate operational managers, including:

(i) management of the Services;

(ii) financial management; and

(iii) performance and quality management; and

3.1.3 with the Company, set up and implement the three governance levels shown in the table below and described in paragraphs 4.1 to 4.3 to meet at the specified intervals during the term of the Contract.

3.2 The Supplier shall ensure that its representatives at all meetings have delegated power and authority to act on behalf of the Supplier.

Contract Performance Governance – Key Meetings Schedule			
No	**Governance Group**	**Attendees**	**Frequency**
1	Director Level	Head of Infrastructure Head of Commercial Procurement – Maintenance – LUL Supplier Equivalent/s	Annually or as required
2	Senior Manager Level	Structural Maintenance Manager – LUL Structural Maintenance Procurement Manager – LUL Supplier Equivalent/s	Periodically
3	Service Manager Level	Structures Delivery Manager – LUL Maintenance Manager Drainage - LUL Company's Representative – LUL	Weekly

		Supplier Equivalent/s	

4. Governance Groups

4.1 Director Level Governance Group

4.1.1 The Supplier shall, with the Company, set up and implement a governance group (the "Director Level Governance Group"). The members of the Director Level Governance Group shall comprise senior board level staff from the Supplier and broadly equivalent nominated representatives of the Company, as outlined below:

Company	**Supplier**
Position	**Position**
Head of Infrastructure	Supplier Equivalent/s
Head of Commercial Procurement – Maintenance	Supplier Equivalent/s

4.1.2 The Director Level Governance Group shall meet at the Company's offices or as otherwise agreed between the Company and the Supplier:

a) periodically during the Mobilisation Period; and

b) quarterly, at dates to be agreed, after the Contract Commencement Date.

4.1.3 Meetings of the Director Level Governance Group will have the following aims:

a) to ensure that arrangements are in place to achieve the Company's Services objectives;

b) to review and assess the success of the Contract;

c) to review and assess the success of the relationship between the Parties;

d) to undertake a quarterly review of the Contract and associated Supplier performance;

e) to review developments in the Company's and the Supplier's businesses and in the marketplace generally, and assess the implications (if any) for the Services and the Contract in general;

f) to ensure that both Parties are implementing the necessary skills and capabilities to meet their respective obligations under the Contract;

g) to review and enhance the cost effectiveness of the Contract by examining significant business cases which demonstrate creative and innovative ideas; and

h) review the adequacy and effectiveness of the governance arrangements in the light of any relevant management, operational and audit report.

4.1.4 A summary report shall document the business of the meetings, prepared by the Company with input as required by the Supplier. The report will include:

a) progress on issues identified at the previous meeting; and

b) issues of concern for the future operation of the Contract that have been identified since the previous meeting.

4.2 Senior Manager Level Governance Group

4.2.1 The Supplier shall, with the Company, set up and implement an intermediate level governance group (the "Senior Manager Level Governance Group"). The members of the Senior Manager Level Governance Group shall comprise senior management of the Supplier and broadly equivalent nominated representatives of staff from the Company, who are responsible for the delivery of relationships below Director Governance Group level, as outlined below:

Company	**Supplier**
Position	**Position**
Maintenance Manager Drainage	Supplier Equivalent/s
Drainage Maintenance Procurement Manager	Supplier Equivalent/s

4.2.2 The Supplier shall ensure that such representatives from the principal Sub-Contractors as the Company may request, attend meetings of the Senior Management Level Governance Group.

4.2.3 The Senior Management Level Governance Group shall meet at the Company's offices or as otherwise agreed between the Company and the Supplier:

a) at two (2) weekly intervals during the Mobilisation Period; and

b) once in each Accounting Period after the Contract Commencement Date.

4.2.4 Meetings of the Senior Management Level Governance Group will have the following aims:

a) review delivery of the Services according to the Supplier's plans and authorise change;

b) review the operation of the Contract, identify risks and issues arising, commission work to address these, ensure that such work is completed in a timely fashion and to adequate standards, and follow up recommendations arising from that work;

c) review the progress of any variations, according to the Contract Variation Procedure;

d) evaluate each Party's skills and resource requirements in relation to the delivery of the Services;

e) review and approve financial deductions applicable to the Supplier;

f) discuss business cases that demonstrate creative and innovative ideas to further enhance the cost effectiveness of the Contract;

g) to operate 0 (Dispute Resolution Procedure), as may be required;

h) to monitor and review health, safety and environmental reports and issues arising, including but not limited to:

- accidents at work/incident management;
- quality inspections results and matters arising;
- Supplier compliance with drugs and alcohol testing;
- Safety critical licensing;
- COSHH/safety/data storage;
- environmental inspections and matters arising; and
- safety alerts;

i) QUENSH issues;

j) training and training requirements;

k) performance for the previous Accounting Period; and

l) Applications for Payment.

4.2.5 A summary report shall document the business of the meetings, prepared by the Company with input as required from the Supplier. The report will include:

a) progress on issues identified at the previous meeting; and

b) issues of concern for the future operation of the Contract that have been identified since the previous meeting.

4.3 Service Manager Level Governance Group

4.3.1 The Supplier shall, with the Company, set up and implement a service level governance group (the "Service Manager Level Governance Group"). The members of the Service Manager Level Governance Group shall comprise management staff of the Supplier, and broadly equivalent nominated representatives of staff from the Company, who are responsible for the day-to-day delivery of the Services and who have a thorough understanding of the Services, as outlined below. The Service Level Governance Group shall comprise meetings between the Parties' respective management teams, as well as whatever direct daily contact is necessary to manage the Contract.

Company	Supplier
Position	**Position**
Maintenance Manager Drainage	Supplier Equivalent/s
Company's Representative	Supplier Equivalent/s

4.3.2 The Supplier shall ensure that such representatives from the principal Sub-Contractors as the Company may request, attend meetings of the Service Level Governance Group.

4.3.3 The Service Level Governance Group shall meet at the Company's office or as otherwise agreed between the Company and the Supplier at weekly intervals after the Contract Commencement Date.

4.3.4 The Service Manager Level Governance Group will have the following aims, to monitor and review:

a) the operational delivery of the Services according to the Supplier's plans and recommend changes to the Supplier's plans;

b) Site instructions, work requests and variations;

c) access issues;

d) operational planning issues;

e) operational performance during the previous week; and

f) any contractual or performance issues between the Parties and seek to resolve them in accordance with this Contract.

4.3.5 A summary report shall document the business of the meetings, prepared by the Company with input as required from the Supplier. The report will include:

a) progress on issues identified at the previous meeting; and

b) issues of concern for the future operation of the Contract that have been identified since the previous meeting.

ANNEX 1 TO APPENDIX 2: FIRST AGREED PLANS

Pursuant to paragraph 1 of Appendix 2, the following Supplier's First Agreed Plans are set out in this Annex.

1. Activity Plan
2. Contract Plan
3. Quality Plan
4. Environment Plan
5. Health & Safety Plan
6. Risk Management Plan

[To insert the above Supplier's First Agreed Plans before Contract award noting that the Contract Mobilisation and Transition Plan and Business Continuity Plan should be inserted in Schedule 17, the SLNT Plan should be inserted in Schedule 16 and the Demobilisation Plan should be inserted in Schedule 15.]

APPENDIX 3: SUPPLIER'S KEY PERSONNEL

The name and address of the Key Personnel representing the Supplier with whom the Company shall deal in respect of the Contract are as follows:

Name	Address	Area of Responsibility
Matthew Todd	16 Lamson Road, Rainham, Essex, RM13 9YY	Commercial
Greg Hulbert	16 Lamson Road, Rainham, Essex, RM13 9YY	Operations
Don Leggatt	16 Lamson Road, Rainham, Essex, RM13 9YY	Health & Safety

LOT 2 - TRACK DRAINAGE

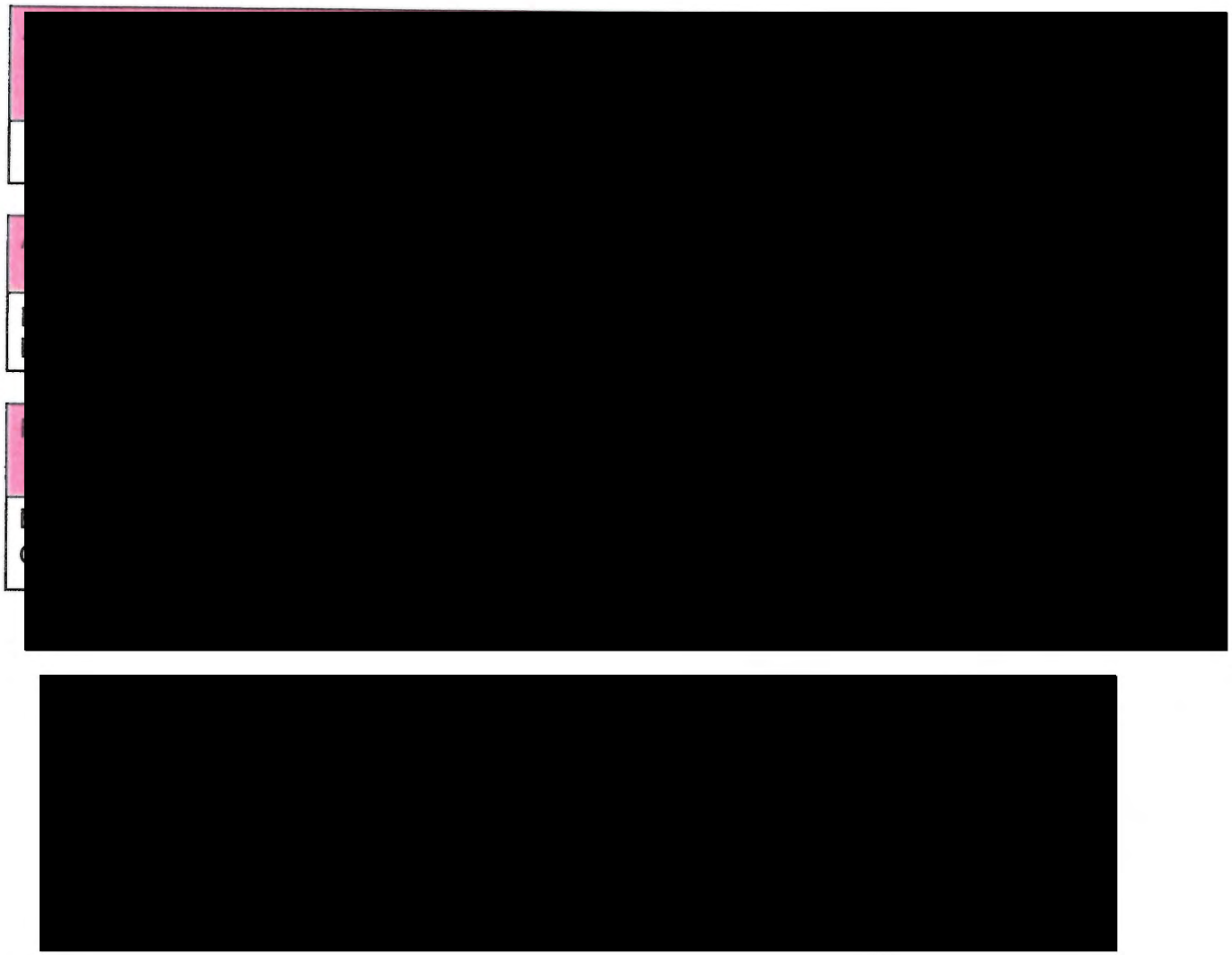
01708 528 770	
1	Lanes 24 Hour Reactive Services will receive and log the emergency or Fault
2	The fault desk will then be emailed to all management staff involved.
3	The manager on duty will assign the resources required, and update all parties involved.
3	On completion of all work, the report will be forwarded to all parties involved.
4	Lanes 24 Hour Reactive Services will liaise with the fault centre and provide the information required to close out the fault.

CONTACT DETAILS		
6AM to 6PM	trevor.osborne@lanesgroup.co.uk	07872 144 0055
6PM to 6AM	keith.osborne@lanesgroup.co.uk	07883 843 590
6AM to 6PM	greg.hulbert@lanesgroup.co.uk	07484 676 619
6AM to 6PM	steve.pearce@lanesgroup.co.uk	01708 528 770
6AM to 6PM	matt.todd@lanesgroup.co.uk	01708 528 770
24 HOUR	Lanes Reactive	01708 528 770

Contract Plan Summary

Transport for London Structural Maintenance Contract

Lot 2: Drainage Maintenance



Contents

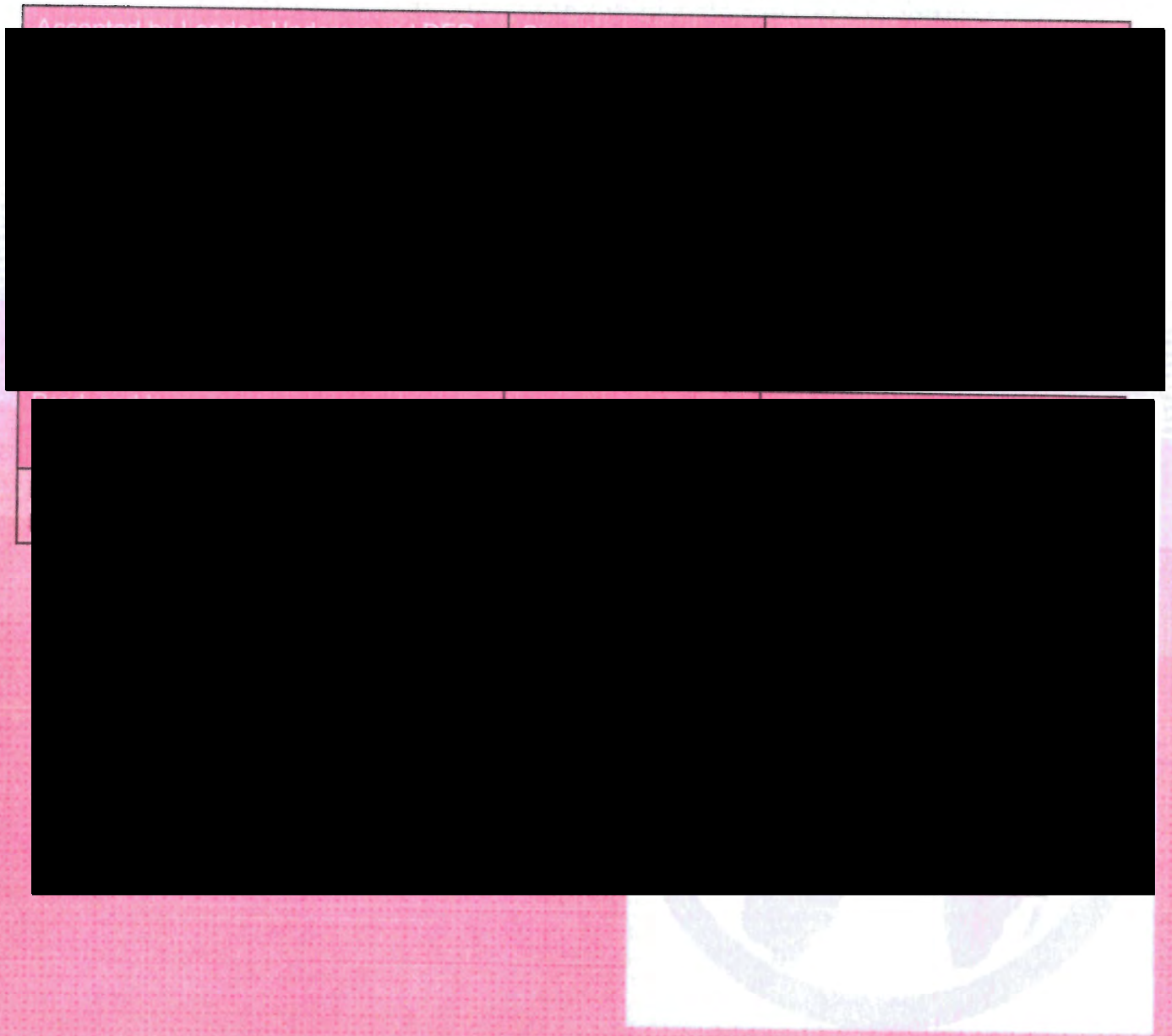
1. Contract Plan Summary
2. Business Continuity Plan
3. Demobilisation Plan
4. Environmental Management Plan
5. Health & Safety Management Plan
6. Method Statement
7. Mobilisation and Transition Plan
8. Quality Management Plan
9. Risk Assessment and Safe Systems of Work
10. Training Plan

Document Summary Table

All documents form Appendixes to this Contract Plan Summary, and should be referred to individually. The table below details the current version of each document, and the review date.

	Details of Revisions	Ref	Current Issue	Date	RevisonDue
01	Contract Plan Summary	CPS	CI 1.0	03/03/2017	20/02/2018
02	Business Continuity Plan	CMP	CI 1.0	21/02/2017	20/02/2018
03	Demobilisation Plan	DMP	CI 1.0	21/02/2017	20/01/2021
04	Environmental Plan	EMP	CI 1.0	21/02/2017	20/02/2018
05	Health & Safety Management Plan	H&SMP	CI 1.0	03/03/2017	02/03/2018
06	Method Statement	MSLot2	CI 1.0	03/03/2017	02/03/2018
07	Mobilisation & Transition Plan	MTP	CI 1.0	25/02/2017	N/A
08	Quality Management Plan	QMP	CI 1.0	21/02/2017	20/02/2018
09	Risk Assessment & Safe System of Work	SP101	01	21/02/2017	20/02/2018
10	Training, awareness & competence Plan	MP007	01	21/02/2017	20/02/2018

Environmental Plan

Transport for London Structural Maintenance Contract

Lot 2: Drainage Maintenance