

TRADER SUPPORT SERVICE






SCHEDULE 9.2

KEY PERSONNEL

Key Personnel

The roles identified below as Key Roles shall only be Key Roles and the individuals set out below shall only be Key Personnel for the purposes of this Agreement (including Clause 14) during the period (as set out in the "Minimum Period in Key Role") column of the table below and during the phase identified in the table below.

KEY ROLE	Name of KEY Personnel	Responsibilities/ Authorities	Phase of the Agreement during which they will be a MEMBER OF Key Personnel	MINIMUM PERIOD in Key Role
Programme Director		Programme Plan Execution Risk & Issue Management	Implementation Phase	During the Implementation Phase
Chief Technical Officer		Solution Ownership and Design	Implementation Phase & Stabilisation Period	From the Effective Date for a period of 1 (one) calendar year
Delivery Executive		Service Delivery	For the Term of the Agreement	For the Term of the Agreement
Delivery Owner		Service Owner	For the Term of the Agreement	For the Term of the Agreement
Stakeholder Engagement Lead		Stakeholder Engagement	Implementation Phase	During the Implementation Phase
Communications Manager		Communications and Branding	For the Term of the Agreement	For the Term of the Agreement
Programme Manager		Systems Lead	Implementation Phase	During the Implementation Phase
Senior Test Manager		Testing	Implementation Phase	During the Implementation Phase

CTO – Trader Journeys		Trader Journeys Lead	Implementation Phase	During the Implementation Phase
Senior Project Manager		Phase 1 Trader Management and Education Launch Lead	Implementation Phase	During the Implementation Phase
Programme Manager		Contact Centre Lead	Implementation Phase	During the Implementation Phase
Programme Manager		Phase 2 Goods Movement Support and Clearance Launch Lead	Implementation Phase	During the Implementation Phase
VP Client Managing Director		Supplier executive governance	Implementation Phase	During the Implementation Phase