3. Communications

Lanes Group Plc will be the main point of control for the duration of the Contract Delivery, which includes all locations of the London Underground Environment, both within the London area and external to the London Area.

All communications will be handled in the first instance by Lanes Group Plc and Lanes will therefore be the first point of contact when dealing with all delivery and programme issues.

Lanes London Rail Division will set out clear Communications Pathways and will ensure that all Operative understand the correct communications methodologies associated with this contract.

All communications systems and methodologies associated with the delivery of this contract will be assessed by Lanes London Rail Division prior to being authorised on the contract. This will include the following;

- Electronic Platforms
- Hand Held Devices
- Telephone Systems
- Communications Software
- Software Protection

4. Transportation

London Operating Centre will ensure that all transportation is undertaken by Lanes Group Fleet Vehicles, and all vehicles will be properly maintained and legally licensed to operate on the highways. Lanes will ensure complete compliance with the Lanes Group Fleet Transport Policy and will ensure that auditing is carried out into all aspects of the Policy for the duration of the Contract.

London Operating Centre will ensure that all Operatives have the means to transport the necessary men and materials to the point of works as and when called upon to do so. Lanes will also ensure that all Operatives are operating their arrangements in compliance with statutory transportation requirements and will include the transport requirements aspects as part of the internal audit process.

Lanes will ensure that all Policies are adopted by our partners and that they fully understand the concepts of good vehicle governance and the benefits that may benefit themselves and the contract generally.

5. Control

Perhaps one of the most important aspects of the Risk Strategy, and the one single aspect which may have the most profound effects if failure occurs, both in commercial terms and Legally. For the purposes of this contract, Controls will take many forms such as;

- Health, Safety and Welfare Arrangements
- Quality Arrangements
- Environmental Arrangements
- Communications Arrangements
- Transport Arrangements
- Compliance Controls
- Contractual Arrangements (KPI's SDI's)

This list is not exhaustive and will encompass many more aspects should the delivery programme widen.

Lanes Management will ensure that all the stated arrangements have been adequately set in place prior to commencement of the contract to ensure that all the controls necessary for the safe delivery of the contract have been cascaded throughout the Lanes Delivery team.

Lanes will set out the standards which must be met in order to ensure continuity of quality control measures across the contract generally.

The Risk Strategy in the respect of control will be as follows:

1. All Lanes Systems and Procedures will be aligned to National Standards and or Statutory Requirements

2. Lanes Rail Division will be the first point of contact for the client in any control issue for the contract and will develop and operate a cascade mechanism for the dissemination of requirements throughout the contract.

3. London Rail Division will develop and maintain an escalation process for the escalation of matters arising from control issues within the contract. The escalation process will encompass matters of internal and external nature and will have the aim of prevention of recurrence at the forefront.

4. London Rail Division will set out clear control parameters to Operatives engaged on this contract and will set in place such Audits and inspections as is necessary to ensure compliance with those standards.

5. London Rail Division will make appropriate arrangements for the review of all controls within the contract and any subsequent arrangements for the alteration or changing of current standards.

6. Lanes propose to include Business Continuity in the agenda for review meetings should it be relevant or required.

6. Acts of God

It is clear that Great Britain is becoming more and more subject to freak events which are beyond the ability of man to control. These instances are recognised as being:

- Major Flood Events
- Fire
- Lightning Strike
- Adverse Weather Conditions (freezing)
- Pandemic / biological
- Random Theory Events

Lanes will co-ordinate the response effort in the event of any such Act of God and will assist the Drainage Team as required during any such incident.

Lanes Rail Division will hand over all such matters to the Lanes Reactive Management Team and they will be assembled and will co-ordinate the movement of personnel and materials during such an incident.

In the event that any of the above stated Acts of God manifest themselves, the Lanes Group Management Team will be initiated and will take control of all communications / resources and allocation of operational teams.

7. Industrial Relations

In any operation which requires a human aspect, there will be a need to ensure that the goals of the individuals are aligned with the goals of the organisation. It is fundamental to the delivery of the contract that we maintain a workforce who are respected and are remunerated in a fair and disciplined manner.

Lanes will ensure that structures are set in place for the regular consultation with personnel. These structures will be for both the contract and working nature of the contract and the Health, Safety and Environmental aspects of the contract. The structures will be formal and minuted. Where required, Action Plans will be developed at the time of the meetings with agreed close out times and or dates. Copies of the minutes and the Action Plans will be cascaded throughout the contract network in order that transparency may be clearly demonstrated.

The strategy will therefore be to improve on our Industrial Relations by speaking to our personnel and those of the Drainage Delivery Team to actively promote good working relations.

8. Human Aspects

With all activities, there will be a human aspect to the operation. Where this is known, it must be considered as being a risk and it is this risk which must be addressed in contract terms.

Lanes will therefore set out a requirement for the training of all personnel involved in the Delivery of this Contract. It will be necessary to assure both the client and ourselves that the individuals delivering the contract at the point of works are competent to do so.

Where possible, we will encourage the employment of personnel who may readily access the work place without imposing unrealistic expectations upon them, and will deploy reasonable working conditions for them.

9. Terrorism

It is foreseeable that may be a risk of terrorism at an event of mass transient population assembling around a relatively small area in the central districts of London. This has been experienced by London in the past and the aftermath of the terrorist incident has been well documented. For this reason, Lanes Group Plc have formulated the following strategy:

1. All personnel will be accounted for on a daily basis and attendance records will be maintained daily. In the event of a Terrorist Incident, the Lanes Group Management at Rainham Operating Centre will form the Incident Control management team and will be the main point of contact between the Drainage Delivery Team and the Emergency Services.

2. Lanes Rail Division will then co-ordinate all operations with the Emergency Services and will; assist in any way appropriate by initiating the Lanes Group Crisis Management Team. This will then allow access to the resources of the Lanes Group Generally. The Crisis Management Team will then take control of the overall response to the Police and Emergency Services using the communications method outlined earlier in this document.

3. All Lanes Regional Offices will be placed on immediate standby and all personnel will be placed in a state of readiness.