



Ministry  
of Defence



# LOCATOR In-Service Support (ISS)

## Annex A - STATEMENT OF WORK

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# **1 GENERAL DESCRIPTION**

## **1.1 Aim**

The Contractor shall undertake the contract in accordance with this Statement of Work.

## **1.2 Scope**

In summary the Contractor shall:

- Provide off-site support for annual inspections, maintenance, repairs major repairs and calibration at the Contractor's facilities.
- Provide support to Project Management / Review Meetings / Reports and Ad-hoc Meetings.
- Provide Technical Support to the Authority as required.
- Attend Safety Meetings if requested by the Authority. Meetings to be held at either MOD Abbey Wood or the Contractor's facility.
- Attend Project Safety and Environmental Panel (PSEP) meeting at least Annually and/or as determined by the Authority.
- Annually review and support updating AESPs in accordance with MOD Policy.
- Provide Obsolescence Management and Risk Management.
- Provide periodic refresher training support for Instructors.
- Provide support for equipment disposal.

Full details of the requirements are provided below.

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## 2 STATEMENT OF WORK

### 2.2 IN-SERVICE CORE SUPPORT

Ref	Work Category	Statement of Work	Contract Deliverables
<b>Core Activities: In-Service</b>			
SoW01	Project Management / Meetings / Reports and Ad-hoc Meetings	<p>1. The Contractor shall attend quarterly performance review meetings these will be alternating Face to Face meetings at the Contractor's premises and Microsoft Teams Meetings.</p> <p>2. The Contractor shall provide to the Authority written auditable minutes from the quarterly meetings.</p> <p>3. It is envisaged that the quarterly meetings will cover, as a minimum, each of the following areas:</p> <ul style="list-style-type: none"> <li>a. Government Furnished Equipment (GFE) &amp; Spares.</li> <li>b. Inspections, repairs, calibration, and servicing activities during the reporting period, including No Fault Found (NFF).</li> <li>c. Data Reporting and Corrective Action System (DRACAS) status including defect sentencing and liability issues.</li> <li>d. Obsolescence status.</li> <li>e. AESP activities during the reporting period, including the Configuration status of the system.</li> <li>f. Safety Case / Environmental Plan.</li> <li>g. Disposal of spares and assets.</li> <li>h. Financial Status.</li> <li>i. Ad hoc Support status</li> </ul>	<p>Minutes to be despatched to the Authority within 3 working days of the meeting.</p> <p>Other meetings and frequency:</p> <ul style="list-style-type: none"> <li>a. Hazard Working Groups (HWG) - As required (anticipated 1 per year)</li> <li>b. Project Safety &amp; Environmental Panel (PSEP) - As required (anticipated 1 per year)</li> <li>c. Security Working Group Meetings (SWG) - As required (anticipated 1 per year)</li> <li>d. Task specific - As required (anticipated as max 2 per year)</li> <li>e. Quarterly Performance Review – Quarterly</li> <li>f. Non-Formal Ad-Hoc - As required</li> </ul>

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		<p>j. Joint Risk Register update.</p> <p>k. Quality Assurance Matters.</p> <p>l. Contract Performance (Key Performance Indicators)</p> <p>m. Work Register</p> <p>4. The Contractor shall nominate a LOCATOR Manager, and in their absence a deputy, who shall be the primary Point of Contact (POC) during Business Days.</p> <p>5. The Contractor shall Asset Track Authority LOCATOR Systems in their possession.</p> <p>6. Attendance at Ad hoc Face to Face meetings will be tasked via Tasking Authorisation Form (TAF) detailed at Annex E.</p>	
SoW02	Technical Support	<p>1. The Contractor is to provide Technical Support covering the equipment under the contract to provide expert advice and resolve issues.</p> <p>2. The Contractor shall provide telephone and e-mail technical support to the Operations Manager appertaining to equipment covered by the contract.</p>	<p>During the working day the Contractor shall be contactable by telephone and/or email facility to provide Subject Matter Expert (SME) Technical Support and guidance to the Authority representatives during the duration of this contract.</p> <p>Responses to be provided to the Operations Manager within 2 working days of first contact.</p>
SoW03	The Authority's Safety Case, Hazard Log and Environmental Plan	<p>Where Safety or the Safety Case (SC) may or will be affected as a result of any service or requirement conducted in accordance with any other element of this specification, the Safety Case shall be updated.</p> <p>1. The Contractor, if requested, shall support one Project Safety and Environmental Panel (PSEP)/ Safety and Environmental Case Report (SECR) meeting a year for the duration of the Contract to enable review of current Safety Case, Hazard Log and Environmental Plan.</p> <p>2. The Contractor shall provide information to support the Authority's Operations Manager in the updating of Safety documentation.</p> <p>3. The Contractor shall notify the Authority of any 'Hazardous' materials and these materials shall be supported by Material Safety Data Sheets (MSDS) used in the equipment.</p>	<p>Following a need for a Safety documentation review, any required document amendments in support of Safety Case, Environmental Plan or Hazard Log should be submitted to the Authority within 10 working days of the review.</p> <p>This will be reviewed by the Authority's Operations Manager. Feedback will be provided within 5 working days.</p>

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		<p>4. If required, the Contractor shall review the LOCATOR Hazard Log to incorporate any changes as necessary throughout the duration of the Contract and highlight the need for any amendments along with supporting documentation to the Authority's Operations Manager.</p>	
SoW04	Risk Management	<p>The Contractor shall provide a Risk and Opportunity Management Plan (ROMP) detailing how risks will be identified, recorded and managed.</p> <p>The Contractor shall identify and report all risks (including supportability risks) associated with the project.</p> <p>The report shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"><li>• Risk Description including impact and potential trigger date</li><li>• Pre-Mitigation Probability and Impact Pre-Mitigation Impact (Cost, Time &amp; Performance)</li><li>• Proposed Mitigations</li><li>• Estimated Completion Date of Mitigation Activity</li><li>• Post Mitigation Probability</li><li>• Post Mitigation Impact (Cost, Time and Performance)</li><li>• Proposed fall back plans</li></ul> <p>The ROMP will detail as a minimum how risks will be identified, recorded, managed, and reported; the rights of visibility and access that the Authority will have to the risk register and the reliance of the Contractors risk management processes on the Authority or its staff.</p> <p>The Contractor shall ensure that the risk report is maintained throughout the project and presented as part of monthly progress report.</p> <p>The Contractor Point of Contact (POC) and Authority POC shall ensure that the combined register is maintained throughout the Contract.</p>	<p>Within 10 working days of contract start, the Contractor shall provide a Risk and Opportunities Management Plan (ROMP) along with a draft Risk Register identifying the key risks to the project. The risk detail should include; a description of the risk, it's impact on cost, schedule and scope, the probability of the risk occurring, the timescale in which the risk may occur, their recommended treatment approach, risk owner, and contingency plan.</p> <p>The risk register shall be a living document that evolves with project progress and shall be reviewed and updated during each monthly progress meeting. Or any other ad-hoc project or risk related meetings.</p>
SoW05	Documentation (Army Equipment Support Publications - AESP)	<p>The Contractor is to annually review and, if required, provide updates to AESPs in accordance with MOD Policy, Defence Standard 00-601 Part 4.</p> <ol style="list-style-type: none"><li>1. The updates to the AESPs are to include modifications and/or amendments resulting from changes to the Configuration status of the system and any changes resulting from Obsolescence/PDS activity.</li><li>2. Updates to AESPs are to be provided in WORD format.</li><li>3. Annual updates up to a maximum of 60 pages per AESP.</li></ol>	<p>Following annual review of AESP, The Contractor is to provide updates, if changes are required within 10 working days. These will be reviewed by the Authority's Operations Manager within 5 Working days.</p>

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		4. Any additional requests for AESP reviews will be through the TAF process detailed at Clause 47.2.	
SoW06	Obsolescence	<p>The Contractor shall provide an Obsolescence Plan.</p> <p>The Contractor shall be responsible for managing obsolescence over the entire period of the contract and, notwithstanding any Obsolescence Issues or problems; the Contractor remains responsible for meeting all performance and other requirements of this contract.</p> <p>The Contractor shall provide the Authority with obsolescence status briefs, as part of monthly progress meetings and reporting.</p> <p>Contractor shall be liable for all costs incurred in identifying and implementing a Form Fit Function (Equivalent) replacement to resolve the Obsolescence Concern or Obsolescence Issue. The costs for which the Contractor is responsible include, but are not limited to, the costs of investigating part availability, locating suitable part replacement, vendor interface, engineering efforts, testing and qualification requirements, documentation changes.</p> <p>The Authority shall be responsible for all other costs associated with:</p> <ol style="list-style-type: none"><li>1. The mitigation of Obsolescence Concerns (limited to planned system upgrades and risk mitigation buys)</li><li>2. The resolution of Obsolescence Issues excluding Form Fit Function</li></ol> <p>No work other than that agreed as part of the contract shall take place in association with Obsolescence unless otherwise agreed as part of a TAF.</p>	Any known obsolescence concerns should be emailed as soon as it is identified to the Authority. This should be followed up in more detail as part of the next obsolescence status brief.
SoW07	Availability Reliability & Maintainability	Where Availability, Reliability and Maintainability may or will be affected as a result of any service or repair conducted in accordance with any other element of this specification, the Contractor shall notify the Authority immediately.	As soon as an Availability, Reliability or Maintainability concern has been identified, initial details of the concern should be emailed immediately to the Authority. This should be followed up within 5 working days with a proposed plan of action.

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SoW08	Configuration Control	<ol style="list-style-type: none"><li>1. The Contractor shall ensure Configuration Control of LOCATOR is in accordance with Defence Standard 05-057 Issue 8 "Configuration Management of Defence Materiel".<ol style="list-style-type: none"><li>a) Configuration Control (CC) shall be applied to ensure tracking of the status of all units.</li><li>b) It shall be conducted in accordance with Defence Standard 05-057.</li><li>c) If the Configuration status of the System has changed, the Contractor shall agree (via the TAF process) what changes can be made to the overall fleet of the system to maintain availability for the Users.</li><li>d) Work will be tasked by the Authority Operations Manager (OM) who shall prioritise the work to be undertaken.</li><li>e) The Contractor shall, with the agreement of the Authority, establish a Joint Asset Register to track systems in the repair loop to ensure that the Users retains the maximum availability.</li></ol></li></ol>	The system configuration management will be reviewed as an agenda item at every quarterly progress meeting.
SoW09	Acceptance	<ol style="list-style-type: none"><li>1. The Contractor shall provide a 'Certificate of Conformity' (CoC) confirming that any equipment complies to the procurement specification and with all current UK legislation (as applicable) to the equipment following each repair and/ or service in accordance with Condition 26 and JSP940 MOD Policy for Conformity.</li></ol>	Following delivery of articles and all equipment service or repair, a separate CoC is to be supplied for each serial line. Two copies of the CoC shall be supplied, one hard copy left at site and one soft copy to Authority's nominated Ops Manager within 5 working days.
SoW10	Training	<ol style="list-style-type: none"><li>1. The Contractor shall be required to periodically provide Refresher Training for Instructors (DEMS training staff at the DEMS training Regt).</li><li>2. The Training Course must be DSAT compliant in accordance with the requirements of JSP 822 and agreed with the Authority prior to delivery.</li></ol> <p>DSAT Compliant in accordance with JSP 822 Defence Systems Approach to Training.</p>	<p>Every 3 years, The Contractor shall provide Refresher Training for Instructors (DEMS training staff) for up to a maximum of 10 people at the DEMS training Regt.</p> <p>If there have been any course changes, updated copies of training material (both electronic and paper) should be provided to the DEMs training school at least 5 working days before any refresher training.</p> <p>Notification from DEMs on successful completion of training.</p>
SoW11	Quality Management	<ol style="list-style-type: none"><li>1. The Contractor shall maintain a Quality Management system in accordance with ISO9001:2015 (or suitable alternative) throughout the duration of this Contract, with an</li></ol>	The system Quality management will be reviewed as an agenda item at every quarterly progress meeting.

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		<p>appropriate scope to meet the contract deliverables, this shall be certificated by an UKAS accredited certification body or equivalent IAF member. This shall be at no additional cost to the Authority.</p> <p>2. For the purposes of the Contract AQAP2110 Edition D entitled "NATO Quality Assurance Requirements for Design, Development and Production" shall apply where the Contractors Quality Management System meets the requirements of ISO 9001:2015. Certificate of Conformity shall be provided in accordance with DEFCON 627.</p> <p>3. For the purpose of the Contract, Concessions shall be managed in accordance with Defence Standard 05-061 Part 1 entitled "Quality Assurance Procedural Requirements - Concessions Issue 7".</p> <p>4. For the purposes of the contract, Counterfeit Avoidance Management shall be managed in accordance with Defence Standard 05-135 entitled "Avoidance of Counterfeit Materiel Issue 2".</p> <p>5. For Guidance on the application and interpretation Please use the appropriate AQAP Standard Related document (SRD). Where Government Quality Assurance is performed against this Contract, it will be in accordance with AQAP 2070 Edition B.</p> <p>6. All Reference to the GQAR in the documents which form part of this Contract shall be read as referring to the Authority specified in Box 7 of the DEFFORM 111.</p>	<p>The Contractor shall provide the ISO9001 Certificate within 10 working days of contract start.</p>
SoW12	Disposal Management	<p>The Contractor shall provide a disposal plan for the LOCATOR equipment and the additional Borehole Equipment that conforms to Authorities template that will be provided.</p>	<p>Within 60 working days of contract start, The Contractor will provide a Disposal Plan to the Authority for acceptance.</p>
SoW13	5 Yearly Servicing	<p>Servicing of LOCATOR Analogue Positioning Indicator (API)</p> <p>a) The Contractor shall conduct servicing of the full LOCATOR fleet (qty 200) once every 5 years. The first service will be conducted in Contract Year 1.</p> <p>b) The LOCATOR systems will be sent to the Contractor using MOD transport. And will be returned I.A.W SoW16.</p> <p>c) The Servicing will be carried out in batches of 10 within the agreed timescales</p>	<p>Servicing of equipment to be carried out at the Contractors site.</p> <p>Followed by issuing of Servicing Certificate stating the manufacturers life span, as well as any repair recommendations in the format of Annex O, within 5 working days for review by Authority's Operations Manager.</p> <p>Repairs and replacements required following the servicing will be I.A.W. the process outlined in SOW Line Item 16 and 18.</p>

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			The prices for servicing will be in line with the prices stated in the contract at Schedule 2 Line Item 2.
SoW14	Initial Servicing/Replacement of Borehole Kit	<p>Servicing of qty 20 Borehole Kit (FEREX 4.032 for FEREX Con 650 Probe) used in conjunction with the LOCATOR.</p> <ul style="list-style-type: none"> <li>a) The contractor shall inspect and service the whole fleet of Borehole Kits within the first year of the contract.</li> <li>b) The Borehole Kits will be sent to the Contractor using MOD transport. And will be returned I.A.W SoW16.</li> <li>c) Where the Borehole Kits are past recommended shelf life the Contractor will replace the Borehole Kit in I.A.W the prices detailed at Annex C.</li> </ul>	<p>Servicing of equipment to be carried out at the Contractors site.</p> <p>Followed by issuing of Servicing Certificate, stating the life span of the cable, as well as any repair recommendations in the format of Annex O, within 5 working days for review by Authority's Operations Manager.</p> <p>Repairs and replacements required following the servicing will be I.A.W. the process outlined in SOW Line Item 16 and 18.</p> <p>The prices for servicing will be in line with the prices stated in the contract at Schedule 2 Line Item 3.</p>
SoW15	Codification	<p><u>NATO Codification:</u> All LOCATOR Spares that enter the MOD Supply Chain must be NATO codified. The Contractor shall be prepared to hold the item until notified. This will give the Authority time to complete the Codification process.</p> <p><u>NATO Codification:</u></p> <ol style="list-style-type: none"> <li>1. All System items that enter the Defence Supply Chain must be NATO codified.</li> <li>2. The Contractor shall be prepared to hold the item until notified.</li> <li>3. This will give the Authority time to confirm or update the codification data on the stores computer system, Stores System 3 (SS3), of expected deliveries.</li> </ol> <p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>a) Ensure that the DEFCON 117 information is provided for all uncoded articles within scope of this Contract to allow the Authority to complete the Codification Process.</li> </ul>	<p>For any new spares not previously codified, the Contractor shall store the items until such time that the Authority is able to complete the Codification process, enabling the spares to be issued to Authority stores for control and management.</p> <p>All items stored will be subject to DEFCON 611 – Issued Property.</p> <p>The Contractor shall store the uncoded items at its cost until the Authority can complete the Codification process.</p>

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## 2.3 IN-SERVICE NON-CORE SUPPORT

The following will be contracted through the Tasking Authorisation Form

Ref	Work Category	Statement of Requirement	Contract Deliverables and Performance Indicators
SoW16	Repairs	<p>Repair of LOCATOR at the Contractor's Premises</p> <p>The Authority shall issue the articles to the Contractor's premises and shall raise an Order for completion of a Survey. The Purchase Order shall constitute the Authority's approval to proceed with the Survey. The Contractor shall acknowledge the Purchase order within 5 business days.</p> <p>Articles issued for repair/modification shall be issued to the Contractor as Contract Works Items in accordance with DEFCON 611 and must be recorded by the Contractor accordingly.</p> <p>On completion of the Survey the Contractor shall submit a Survey Report in the format of Annex O to the Authority's Operations Manager. The Survey Report shall provide a firm price quotation for the work, showing a comprehensive breakdown of the elements of the quotation including:</p> <ul style="list-style-type: none"><li>(i) Materials</li><li>(ii) Labour Hours and contractually agreed labour rates</li><li>(iii) Task commencement and completion dates</li></ul> <p>Pricing provided in the Survey Report shall be subject to DEFCON 643 (SC2) (Edn 12/21) – Price Fixing (Non-Qualifying Contracts).</p> <p>The Contractor shall identify any items as Beyond Economic Repair (BER) (as defined in the glossary). The Contractor shall notify the Authority's Project Manager of any BER items for instructions. Any disposal actions shall be undertaken in accordance with DEFCON 601 – Redundant Material.</p> <p>All LOCATOR Systems are expected to be retuned A1 standard (as defined in the glossary) upon completion of repairs.</p> <p>Acceptance of the firm price quotation for the repair shall be made through the issuing of a Purchase Order. The Contractor shall accept the Tasking Form within 3 business days and proceed with the repair.</p>	Repairs to be completed within the agreed turn-around-time as stated in the Survey Report at Annex O and agreed through the process outlined in this line item.

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Ref	Work Category	Statement of Requirement	Contract Deliverables and Performance Indicators
		<p>The Contractor shall complete the repair within the agreed timescales and notify the Authority's Project Manager once the repair has completed so that collection can be arranged. The Contractor shall deliver all items Ex-Works in accordance with SOW 17 unless otherwise agreed through the Purchase Order.</p> <p>The Contractor shall ensure that all repaired articles are be fit for purpose and certified for use with provision of a CoC.</p> <p>Payment shall be made upon delivery and acceptance by the Authority.</p>	
SoW17	Transportation	<p>Delivery/Collection of LOCATOR equipment.</p> <p>All equipment shall be delivered Ex-Works and the Authority shall be responsible for transport in accordance with DEFCON 621A – Transport. All equipment transported to the Contractor shall be accompanied by a hazardous material exposure form (Annex N).</p> <p>1. The Contractor shall be responsible for setting up a transport account on the RAMP system. This will enable them to arrange collection / delivery of equipment back Depot referencing the Dues In Identification Number (DIIN), provided by the authority.</p> <p>The Contractor shall notify the Authority's Operations Manager once any articles are ready for collection from the Contractor's premises.</p>	All collections/deliveries must adhere to Store System 3 procedures as part of the RAMP process.
SoW18	Spares	<p>A Purchase Order, issued to the Contractor by the Authority's Project Manager, will constitute the Authority's approval to proceed with the manufacture and supply of the items listed at Annex C. The Contractor shall acknowledge receipt of the Purchase order within 3 business days. The Contractor shall then proceed with the manufacture and supply of the spares order.</p> <p>If the Contractor is unable to accept the demand order whether wholly or in part, they shall notify the Authority's issuing branch giving the reasons and where appropriate recommendations for amendment.</p> <p>The Contractor shall deliver the articles Ex-Works against the timescales listed against each item at Annex C. The Contractor shall endeavour to collate collections into batches whenever possible. Once the items are ready for dispatch, the Contractor</p>	The prices for spares and their lead times will be detailed in the contract detailed at Annex C.

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Ref	Work Category	Statement of Requirement	Contract Deliverables and Performance Indicators
		<p>I.W.A SoW17 will notify the Authority the items are ready for collection via MOD transport. The Contractor will use the Dues In Identification Number (DIIN) provided by the Authority.</p> <p>Payment shall be made on delivery and acceptance by the Authority.</p>	
SoW19	Ad-hoc Tasking	<p>Support via TAF process.</p> <p>Ad-hoc taking could include but not be limited to:</p> <ul style="list-style-type: none"> <li>a) General ad-hoc meetings</li> <li>b) Work outside core services as a result of Safety &amp; Environmental Management.</li> <li>c) Investigation and reporting on equipment failure.</li> <li>d) Monitor issues that result from equipment failure.</li> <li>e) Attendance and Support at Safety meetings (expected one safety meeting at Abbey Wood annually)</li> <li>f) Provision of design services for non-core tasks.</li> <li>g) Supply of Modification Kits.</li> <li>h) Provision of source data for codification of modification kits.</li> <li>i) Fitting Modification Kits.</li> <li>j) Provision of training for fitting modification kits.</li> <li>k) Capability Improvements.</li> <li>l) Urgent Operational Requirements.</li> <li>m) Subcontract Work.</li> <li>n) Any other advice, data and documentation for the purpose of writing and maintaining the Through Life Management Plan (TLMP).</li> </ul>	<p>Completed Ad-hoc TAF with information relevant to the task.</p> <p>Task carried out within agreed timescale and cost as defined in the associated TAF.</p>

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### 3 ACRONYMS AND ABBREVIATIONS

Term	Definition
AESP	Army Equipment Support Publication
AIS	Automatic Identification System
AQAP	Allied Quality Assurance Publication
BER	Beyond Economical Repair
CC	Configuration Control
CES	Complete Equipment Schedule
CoC	Certificate of Conformity
DE&S	Defence Equipment & Support
DLOD	Defence Lines of Development
DRACAS	Data Reporting and Corrective Action System
DSAT	Defence Systems Approach to Training
Dstl	Defence Science and Technology Laboratory
EOD&S	Explosive Ordnance Disposal & Search
ESPD	Equipment Support Policy Directive
EVVRM	Equipment Verification and Validation Requirement Matrix
FOC	Full Operating Capability – defined within ITEAP
LoL	Limit of Liability

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Term	Definition
MSDS	Material Safety Data Sheets
MOD	Ministry of Defence
NATO	North Atlantic Treaty Organisation
NFF	No Fault Found
OM	Operations Manager
PIA	Power Interface Assembly
POC	Point of Contact
PSEC	Project Safety & Environmental Committee
PSEP	Project Safety and Environmental Panel
RTP	Reusable Training Pack
RTRT	Return Turn Round Time
SC	Safety Case
SECR	Safety and Environmental Case Report
SEEC	Specialist EOD&S, Exploitation and Countermeasures
SQEP	Suitably Qualified and Experienced Personnel
TAF	Task Authorisation Form
TLMP	Through Life Management Plan

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## 4 GLOSSARY

A1	The annotation A1 is to be applied where an item of equipment is fully fit for immediate use and capable of performing its designed function including all accessories. Applies to items newly manufactured or returned from repair by the manufacturer or an industrial contractor.
A2	The annotation A2 is to be applied where the item has been used, however, deemed fit for use and capable of performing its designed function.
E0	The annotation E0 is to be applied where the item is unserviceable and is pending further investigation and categorisation.
Beyond Economic Repair	Where a repair would be impracticable or uneconomical. For the purposes of this Contract an item is considered BER when the cost of repair is >75% of the price of a replacement