



Schedule 2.3 - Standards

CHANGE HISTORY

Version	Description	Author	Document Number
5.0	Execution version	TfL	75251082.11

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1 Standards Compliance

- 1.1 The Concessionaire shall ensure that its provision of the Services and its other activities pursuant to this Agreement complies with the Standards.

2 Changes to Standards

- 2.1 The Standards are categorised as:

- (a) standards and policies identified in this Schedule and Annex 1 (Bespoke and Industry Standards) that are applicable to the Services at the Effective Date, and which comprise:
 - (i) standards and policies that are industry-recognised and which are not specific to TTL or any member of the TfL Group ("**Industry Standard**"); and
 - (ii) bespoke standards and policies developed by TTL or any member of the TfL Group ("**Bespoke Standard**"); and
- (b) any new standards and policies that are applicable to the Services and which are either:
 - (i) developed by TTL or any member of the TfL Group; or
 - (ii) developed by industry and become industry-recognised, during the Term ("**Emergent Standard**").

- 2.2 Subject to Paragraphs 2.3 and 3, if:

- (a) TTL or any member of the TfL Group updates or amends a Bespoke Standard;
- (b) TTL or any member of the TfL Group adopts an Emergent Standard (including where TTL or any member of the TfL Group elects to adopt an Emergent Standard to replace a Bespoke Standard or an Industry Standard (as applicable));
- (c) there is an industry-led update, amendment or replacement of an Industry Standard; or
- (d) an industry-led Emergent Standard becomes applicable to the Services,

the Concessionaire shall comply with such updated, amended, replacement or new Standard.

- 2.3 With the exception of changes to Standards described in Paragraphs 2.2(c) and 2.2(d) above, which shall take effect at a time decided by the Concessionaire in accordance with Good Industry Practice, all changes to the Standards shall take effect from the earlier of:

- (a) the date that the Concessionaire became aware of a change to the Standards;
- (b) the date that TTL or any member of the TfL Group communicates or otherwise generally publicises a change to the Standards, such communication or publication taking the form of whatever the then-current process adopted by TTL or any member of the TfL Group, and which may include a bulletin or update to an online repository; or
- (c) the date that TTL or any member of the TfL Group specifically notifies to the Concessionaire,

and shall not be retrospective unless the change to the Standard relates to or is in connection with health and safety (as determined by TTL or any member of the TfL Group in its sole discretion).

- 2.4 TTL or any member of the TfL Group shall endeavour to consult the Concessionaire prior to making any changes to the Standards.

3 Standards Concession

- 3.1 The Concessionaire may request a waiver in respect of the application of certain aspects of a Standard ("**Standards Concession**") in accordance with the Concession Standard S1641 that is current at the time of request.
- 3.2 The Concessionaire may request a Standards Concession where it reasonably believes that no reasonable resolution can be found, or where it reasonably believes that the part of the Standards requested a waiver against is in error, or inappropriate in context.
- 3.3 Standards Concessions can only be submitted by an authorised nominated person via the TfL Online Concession Tool [\[http://concessions.tfl/\]](http://concessions.tfl/).
- 3.4 Following receipt of the Standards Concession online submission, TTL shall consider the request, determine, at its sole discretion, whether or not to grant the Standards Concession and notify the Concessionaire of the decision electronically via the online tool and Nominated Person.
- 3.5 Where TTL or any member of the TfL Group decides to grant a Standards Concession, such Standards Concession may include conditions and/or restrictions, including, limitations on the scope, duration and applicability of the waiver.
- 3.6 If TTL or any member of the TfL Group decides to grant a Standards Concession, the Concessionaire shall not be treated as being in breach of the relevant Standard only for the duration and to the extent set out in the Standards Concession.

4 Monitoring of Standards

- 4.1 If there is any inconsistency between different Standards:

(a) the Concessionaire shall:

- (i) notify TTL of such inconsistency immediately upon becoming aware of the same;
- (ii) propose to TTL alterations to one (1) or more of the relevant Standards in order to resolve the inconsistency; and
- (iii) consult with TTL in relation to such inconsistency and such proposals,

and any associated update or amendment to or replacement of a Standard shall be implemented in accordance with Paragraphs 2.2 and 2.3.

- 4.2 The Concessionaire shall:

- (a) proactively engage with TTL and the relevant member of the TfL Group on an ongoing basis in order to identify in a timely manner any:
 - (i) planned updates or amendments to the Bespoke Standards; and

- (ii) plans to adopt an Emergent Standard (including where TTL or any member of the TfL Group plans to adopt an Emergent Standard to replace a Bespoke Standard or an Industry Standard (as applicable)); and
- (b) monitor and notify TTL and/or any member of the TfL Group of any new industry-led Emergent Standard or any update or amendment to or replacement of any Industry Standard which could be relevant to the Concessionaire's provision of the Services and/or the receipt of the Services by either TTL, any member of the TfL Group or the Customers.

5 Open Standards and Specifications

- 5.1 The Concessionaire Solution shall use relevant open standards and specifications to support voice and data communication services and the standards and specifications developed by relevant standards development organisations, including:
- (a) 3rd Generation Partnership Project (3GPP);
 - (b) GSM Association (GSMA);
 - (c) International Telecommunication Union (ITU);
 - (d) European Telecommunications Standards Institute (ETSI);
 - (e) Internet Engineering Task Force (IETF); and
 - (f) Institute of Electrical and Electronics Engineers (IEEE).
- 5.2 The Concessionaire Solution shall comply with the basic restrictions (or corresponding reference levels) set by the International Council on Non-Ionizing Radiation Protection (ICNIRP) Guidelines 2010 (low frequency) and 2020 (100 kHz to 300 GHz) for occupational and public exposure to electric and magnetic fields.
- 5.3 The Concessionaire Solution shall comply with the Radio Equipment Regulations 2017 (SI 2017 No.1206¹) and EMC Regulations 2016 SI 2016 No.1091² which cover radio and telecommunications equipment respectively.

6 Security Standards

- 6.1 The Concessionaire shall comply with applicable Law, NCSC and HMG guidelines and requirements, and with Good Industry Practice, in relation to its security obligations. The guidelines and requirements that the Concessionaire shall comply with are set out in Table 7 of Annex 1 (Bespoke and Industry Standards).

7 Environmental Standards

- 7.1 Without prejudice to its obligations under Paragraph 1 in relation to the Health, Safety and Environment Standards set out in Table 4 of Annex 1 (Bespoke and Industry Standards), the Concessionaire shall:
- (a) follow a sound environmental management policy, ensuring that all Telecommunications Infrastructure procured by the Concessionaire is procured,

¹ SI 2017 No. 1206 is the national transposition of the EU Radio Equipment Directive (2014/53/EU) into Secondary Legislation and amended by EU exit regulations SI 2019 No. 696 and SI 2020 No.1112

² SI 2016 No. 1091 is the national transposition of the EU EMC Directive (2014/30/EU) into Secondary Legislation and amended by EU exit regulations SI 2019 No. 696 and SI 2020 No.1112

produced, packaged, delivered, and is capable of being used and ultimately disposed of in ways appropriate to such standard;

- (b) comply with ISO 14001:2015 Environmental Management Systems; and
- (c) comply with the Code of Conduct on Data Centres' Energy Efficiency as set out in Table 4 of Annex 1 (Bespoke and Industry Standards). The Concessionaire shall ensure that any data centre used in delivering the Services are registered as a "Participant" under such Code of Conduct on Data Centres' Energy Efficiency.

8 Waste Electrical and Electronic Equipment Regulations 2006

8.1 Without prejudice to its obligations under Paragraph 1 in relation to the Health, Safety and Environment Standards set out in Table 4 of Annex 1 (Bespoke and Industry Standards), the Concessionaire shall:

- (a) when procuring any electrical and electronic equipment for use in accordance with the Services whether by direct purchase by the Concessionaire, purchase on behalf of TTL, lease or otherwise, in accordance with the WEEE Regulations the Concessionaire shall assume responsibility for financing the costs of the collection, treatment, recovery and environmentally sound disposal of:
 - (i) all WEEE; and
 - (ii) all WEEE arising from Telecommunications Infrastructure placed on the market prior to 13 August 2005 where such Telecommunications Infrastructure is to be replaced by the WEEE and the WEEE is of an equivalent type or is fulfilling the same function as the Telecommunications Infrastructure; and
- (b) indemnify and keep indemnified each Indemnified Party as a result of any Losses which each Indemnified Party (including its respective employees, sub-contractors and agents) incur as a result of any failure on the part of the Concessionaire or the relevant producer to comply with the terms of Paragraph 8.1(a).

Annex 1 - Bespoke and Industry Standards

- 1.1 All capitalised terms used in this Annex 1 that are not defined in Schedule 1 (Definitions) are defined within the relevant Standards.
- 1.2 The LU and TfL Standards are presented by subject group as follows:
- (a) Access;
 - (b) Business Continuity;
 - (c) Design, Installation and Maintenance;
 - (d) Health, Safety and Environment;
 - (e) Human Resources;
 - (f) Information Governance; and
 - (g) Security.
- 1.3 Docklands Light Railway (DLR)
- DLR Standards and Governance are presented in Tables 8, 9 & 10.
- 1.4 London Overground (LO) and Crossrail
- The latest version of the London Overground Rail Standards Catalogue (**LO-MS-103-26-0001_1-18_L**) applies. The governance arrangements in relation to standards (e.g. Derivation) is provided in the Standards Management Procedure **LO-MS-103-01-0004**. Note, the LO standards are additional to the regulations mandated by legislation.
- 1.5 Surface Transport
- The QMS web-site (<https://sharelondon.tfl.gov.uk/st/aii/qms/Pages/QMS.aspx>) provides a set of Standards, Procedures and forms that may be required for works that are undertaken on TfL assets and infrastructure. These standards, processes and forms are additional to the regulatory and national standards that apply (e.g. DfT, BSI and ISO).

TABLE 1: ACCESS POLICIES AND STANDARDS

Title / Description	Document Reference	Version	Category
Station Access Information Pack	N/A	Feb 2017	Bespoke Standard

TABLE 2: BUSINESS CONTINUITY POLICIES AND STANDARDS

Title / Description	Document Reference	Version	Category
Information technology -- Security techniques -- Guidelines for information and communications technology disaster recovery services	ISO/IEC 24762	2008	Industry Standard
Information technology -- Security techniques -- Guidelines for information and communication technology readiness for business continuity	ISO/IEC 27031	2011	Industry Standard

TABLE 3: DESIGN, INSTALLATION AND MAINTENANCE POLICIES AND STANDARDS

Title / Description	Document Reference	Version	Category
Asset management -- Management systems -- Requirements	ISO 55001:2014	1	Industry Standard
Concessions to Standards	S1641	A3	Bespoke Standard
Operational Communications	S1713	A1	Bespoke Standard
Cable Runs	S1800	A3	Bespoke Standard
Civil Engineering - Common Requirements	S1050	A9	Bespoke Standard
Civil Engineering - Cutting, grinding, drilling, fixing to and supporting from existing structures	S1063	A5	Bespoke Standard
Control of Asbestos in London Underground Premises	S1130	A5	Bespoke Standard
Customer-Facing Aspects of Temporary Works at Stations	S1354	A8	Bespoke Standard
Premises - Finishes	S1135	A5	Bespoke Standard

Title / Description	Document Reference	Version	Category
Allocation Of Space On Operational Property	S1472	A2	Bespoke Standard
Design And Installation Of Fire Protection Systems And Compartmentation Measures	1-081	A2	Bespoke Standard
Electromagnetic Compatibility (EMC)	S1222	A3	Bespoke Standard
Electromagnetic Compatibility (EMC) With LU Signalling System Assets	S1193	A4	Bespoke Standard
Guidance on electromagnetic compatibility	G222	A3	Bespoke Standard
Electrical and Mechanical Services Control and Monitoring Systems	S1071	A2	Bespoke Standard
Engineering Staff - Traffic Hours Protection	Rule Book 20	4	Bespoke Standard
Environmental requirements for signalling equipment	T0546	A1	Bespoke Standard
Fire Engineering - Fire Compartmentation	S2102	A1	Bespoke Standard
Fire Safety Classification Of Stations	S1086	A5	Bespoke Standard
Fire safety performance of materials	G085	A5	Bespoke Standard
Fire Safety Performance of Materials - Stations and Tunnel Infrastructure	S1085	A4	Bespoke Standard
Gauging and Clearances	S1156	A10	Bespoke Standard
Earthing And Bonding Of LU Electrical Networks	G0106	A1	Bespoke Standard
Going On The Track in Engineering Hours	Rule Book 16	4	Bespoke Standard
High visibility clothing for going on or near the track	S1483	A3	Bespoke Standard
Information technology equipment - Safety	BS EN 60950-1	2006+A2:2013	Industry Standard
Managing Access To The Track In Engineering Hours	Rule Book 17	4	Bespoke Standard

Title / Description	Document Reference	Version	Category
Managing Changes to Stations Fire Precautions	S1088	A3	Bespoke Standard
Passive fire protection systems	1-083	A2	Bespoke Standard
Pathway Handbook - Construction	H066	None assigned	Bespoke Standard
Personal Safety on The Track	Rule Book 21	Issue 4	Bespoke Standard
Requirements for Electrical Installations. IET Wiring Regulations	BS 7671	2008+A3:2015	Industry Standard
Restriction of Hazardous Substances (RoHS) Regulations 2012 - Government Guidance Notes for ROHS 2	RoHS-EEER-2012	July 2014	Bespoke Standard
LU Procedure for the Management of Asbestos and other Hazardous Materials	PR0436	A1	Bespoke Standard
Standard for the Management of Asbestos and Other Hazardous Materials	TBC	TBC	Bespoke Standard
Good Practice In Human Factors Integration	G217	A4	Bespoke Standard
Assurance	S1538	A16	Bespoke Standard
Product Acceptance and Registration	S1011	A2	Bespoke Standard
Safe Systems of Work on Electrical Equipment	S1114	A2	Bespoke Standard
Telecommunications Philosophy & Principles	S1140	A2	Bespoke Standard
Testing of Portable Electrical Appliances	PR0572	A1	Bespoke Standard
The Application Of Fire Safety Engineering Principles To London Underground Premises	S1080	A3	Bespoke Standard
Application of The Fire Precautions (Sub-Surface Stations) Regulations	S1089	A1	Bespoke Standard
What good looks like COSHH	G3234	A2	Bespoke Standard
Works Near Mains Services and Structures	S1021	A2	Bespoke Standard

Title / Description	Document Reference	Version	Category
<p>Fire Detection isolations smoke to heat detector substitutions</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work on London Underground stations which requires the isolation of fire detectors, in which event the Concessionaire shall comply with all sections of this Standard. In all other instances this Standard shall not apply.</p>	PR0630	A2	Bespoke Standard
<p>Low Voltage Electrical Installations</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work on London Underground stations which requires electrical connection to the London Underground low voltage (sub 600V) supply (e.g. equipment in station equipment rooms or ruggedised equipment outside of these rooms), in which event the Concessionaire shall comply with sections 1, 2, 3.1, 3.2, 3.14, 3.15, 3.16, 3.20, 4.1, 4.2, 4.3, 4.4 and 5 of this Standard. In all other instances this Standard shall not apply.</p>	S1069	A5	Bespoke Standard
<p>Maintenance of Fire Protection Systems And Compartmentation Measures</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work on London Underground stations which requires the Concessionaire to penetrate fire resistant barriers with cable routes, in which event the Concessionaire shall comply with section 3.9.1(n) of this Standard. In all other instances this Standard shall not apply.</p>	1-084	A2	Bespoke Standard
<p>Maintenance of Fire Systems and Fire compartmentation</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work on London Underground stations which requires the Concessionaire to penetrate fire resistant barriers with cable routes, in which event the Concessionaire shall comply with section 3.8 of this Standard. In all other instances this Standard shall not apply.</p>	S2104	A1	Bespoke Standard
<p>Operational information systems</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes installation work on London Underground stations that could cause EM interference to already-installed systems, in which event the Concessionaire shall comply with section 5.3 of this Standard. In all other instances this Standard shall not apply.</p>	1-142	A4	Bespoke Standard
<p>Pathway Handbook – Consents</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work that requires</p>	H063	None assigned	Bespoke Standard

Title / Description	Document Reference	Version	Category
consent for the work to be conducted by the Concessionaire, in which event the Concessionaire shall comply with sections 4 and 6.2 of this Standard. In all other instances this Standard shall not apply.			
Planned General Inspections This Standard shall only apply in the event that the Concessionaire undertakes work in station (or signal) equipment rooms and communications (or central) equipment rooms which requires the Concessionaire to take corrective actions following a planned general inspection to remove or mitigate risks that were discovered during the planned general inspections, in which event the Concessionaire shall comply with sections 3.3 and 5 of this Standard. In all other instances this Standard shall not apply.	S5567	A5	Bespoke Standard
Premises – Finishes This Standard shall only apply in the event that the Concessionaire undertakes work on London Underground stations which requires reinstatement following such works (e.g. cable runs, installation of ruggedised equipment, etc.), in which event the Concessionaire shall comply with section 2, 3.1, 3.3 and 3.5 of this Standard. In all other instances this Standard shall not apply.	S1135	A5	Bespoke Standard
Site Hoarding, Fencing and Barriers This Standard shall only apply in the event that the Concessionaire undertakes work which requires "fencing off", in which event the Concessionaire shall comply with all sections of this Standard. In all other instances this Standard shall not apply.	S1027	A3	Bespoke Standard
Wired Communication Systems This Standard shall only apply in the event that the Concessionaire undertakes work which impacts on the London Underground wired network, in which event the Concessionaire shall comply with sections 3.1, 3.2, 3.3, 3.4, 3.5, 3.7, 3.8, 3.9, 5 and 6 of this Standard. In all other instances this Standard shall not apply.	1-145	A1	Bespoke Standard
Wireless Communication Systems This Standard shall only apply in the event that the Concessionaire undertakes work which impacts on the London Underground wireless network, in which event the Concessionaire shall comply with sections 3.6.7, 3.9 and 6 of this Standard. In all other instances this Standard shall not apply.	1-144	A1	Bespoke Standard
Load Change Application Requirements for Electrical, Compressed Air and other Services	S1100	A5	Bespoke Standard

Title / Description	Document Reference	Version	Category
Requirements for matching electrical loads to Low Voltage supplies	S1909	A1	Bespoke Standard
<p>Mechanical building services, utility provision and energy management</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work on London Underground stations which requires the provision or modification of mechanical building services, such as heating, ventilation, cooling, and domestic water services, in which event the Concessionaire shall comply with the relevant sections of this Standard.</p>	S1068	A5	Bespoke Standard
<p>Tunnel and public area cooling and ventilation</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work involving London Underground stations and premises that are classified as tunnel and public area cooling and/or ventilation spaces. In any instance where this is proposed by the Concessionaire, Clauses 6.3.17, 6.3.18 and 6.3.19 shall be complied with. The use of these spaces for third party services is typically not permitted without detailed review and therefore the TfL Standards Concession process must be followed where appropriate. In all other instances this Standard shall not apply.</p>	S1067	A3	Bespoke Standard
<p>Tunnel and Public Area Ventilation System Isolations and Fault Response</p> <p>This Procedure shall only apply in the event that the Concessionaire undertakes work on London Underground stations and premises which requires the isolation of tunnel and public area ventilation and/or cooling systems, in which event the Concessionaire shall comply with all sections of this Procedure.</p>	PR0164	A2	Bespoke Procedure
<p>Civil Engineering - Pumping Systems</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work that may impact the effective operation of LU pump systems.</p>	S1056	A2	Bespoke Standard
<p>Civil Engineering - Gravity Drainage Systems</p> <p>This Standard shall only apply in the event that the Concessionaire undertakes work that may impact the effective operation of LU drainage systems.</p>	S1052	A4	Bespoke Standard

TABLE 4: HEALTH, SAFETY AND ENVIRONMENT POLICIES AND STANDARDS

Title / Description	Document Reference	Version	Category
Audiometric Standard For Personnel Requiring Safety On The Track Certification	S1603	A7	Bespoke Standard
Code of Conduct Data Centres Energy Efficiency	None assigned	None assigned	Industry Standard
Contract QUENSH conditions	S1552	A18	Bespoke Standard
Corporate Medical Standard For Personnel Requiring Safety On The Track Certification	S1602	A11	Bespoke Standard
Health, Safety and Environment Policy	None assigned	January 2019	Bespoke Standard
Incident Reporting And Investigation	S1556	A14	Bespoke Standard
Management Arrangements To Assure Medical Fitness	S1601	A5	Bespoke Standard
Monitoring Health, Safety And Environmental Performance	S1566	A6	Bespoke Standard
Providers Of Medical Assessment For Track Certification And Other Safety Critical Certification Purposes	S1605	A4	Bespoke Standard
TfL Management System Support Document: Confined Spaces	None assigned	None assigned	Bespoke Standard
The Assessment and Management of Health, Safety and Environmental Risk	S1526	A4	Bespoke Standard
The GLA Group Responsible Procurement Policy	None assigned	7.4	Bespoke Standard
The Waste Electrical and Electronic Equipment (Amendment) Regulations 2007	WEEE-AMEND-REGS	2007 No. 3454	Industry Standard
Vision Standard For Personnel Requiring Safety On The Track Certification	S1604	A8	Bespoke Standard

TABLE 5: HUMAN RESOURCES POLICIES AND STANDARDS

Title / Description	Document Reference	Version	Category
Acceptable use of computer facilities, asset and electronic communication technologies	P049	A3	Bespoke Standard
Anti-fraud and Corruption	P105	A2	Bespoke Standard
Bullying and harassment policy and procedure - Rail for London (Infrastructure) Ltd Bullying and Harassment policy and procedure for Specialist services; Rail and Surface Transport HARASSMENT AND BULLYING POLICY AND CODE OF PRACTICE LU Harassment and bullying procedure	P026 P087 P140 PR1013	A3 A4 A1 A3	Bespoke Standard
Drugs And Work	S1257	A2	Bespoke Standard
Equality and Inclusion policy Equality and inclusion policy RfL (I) Ltd	P092 P029	A2 A1	Bespoke Standard
Refusal To Work On The Grounds Of Health And Safety	S5547	A4	Bespoke Standard

TABLE 6: INFORMATION GOVERNANCE POLICIES AND STANDARDS

Title / Description	Document Reference	Version	Category
Privacy and Data Protection Policy	P023	A2	Bespoke Standard
Information and Records Management Policy	P114	A1	Bespoke Standard
Information Access Policy	P113	A1	Bespoke Standard
Government Security Classifications Policy (May 2018) Information Security Classification	None assigned S1782	1.1 A2	Industry Standard Bespoke Standard
Information Security Policy	P116	A3	Bespoke Standard

TABLE 7: SECURITY POLICIES AND STANDARDS

Title / Description	Document Reference	Version	Category
Information technology -- Security techniques -- Information security management systems -- Requirements	ISO/IEC 27001:2013	2	Industry Standard
INFORMATION TECHNOLOGY - Security techniques – Code of practice for information security controls	ISO/IEC 27002:2013	2	Industry Standard
Cyber Security Incident Management Policy Applies only to InformationTechnology and data owned by TfL or operated and supported by third parties for or on behalf of TfL	P127	A2	Bespoke Standard
HMG Information Security Assurance Standards	See HMG Cyber Security and Information Assurance website	7 August 2015	Industry Standard
Security Logging, Monitoring and Audit Policy Applies only to IT and operational technology and data owned by TfL or operated and supported by third parties for or on behalf of TfL	P129	A2	Bespoke Standard
Security Logging, Monitoring and Audit Standard Applies only to information, IT networks, devices and users that are owned, operated or supported by TfL or on behalf of TfL.	S1738	A2	Bespoke Standard
Security Patching Standard Applies only to InformationTechnology and data owned by TfL or operated and supported by third parties for or on behalf of TfL	S1739	A2	Bespoke Standard
System Access Control Policy Applies only to InformationTechnology and data owned by TfL or operated and supported by third parties for or on behalf of TfL	P126	A2	Bespoke Standard
System Access Control Standard Applies only to InformationTechnology and data owned by TfL or operated and supported by third parties for or on behalf of TfL	S1735	A2	Bespoke Standard
Third Party Cyber Security Policy Applies to third party connections to systems owned, operated or supported by TfL; and Applies to TfL information which has been created, provided by or is stored by a third party.	P132	A2	Bespoke Standard

Title / Description	Document Reference	Version	Category
Operational Technology Cyber Security Applies only to InformationTechnology and data owned by TfL or operated and supported by third parties for or on behalf of TfL	S1744	A1	Bespoke Standard
Authentication secrets Applies only to InformationTechnology and data owned by TfL or operated and supported by third parties for or on behalf of TfL	G2411	A1	Guidance

DOCKLANDS LIGHT RAILWAY

All relevant DLR standards apply, including Tables 8, 9 & 10. The latest versions of these documents can be obtained via the link to the DLR site

<https://transportforlondon.sharepoint.com/sites/doris/Pages/default.aspx> and other important information related to working on the DLR. A number of the bespoke DLR processes additionally require forms to be completed and submitted via DLR mandatory templates.

TABLE 8: DLR CHANGE ASSURANCE PROCESS

Title / Description	Document Reference	Version	Category
Change Assurance Framework	DLR-JMS-PROC-003	Issue 04	Bespoke Standard
Assurance of Non-signalling Asset Changes	DLR-JMS-PROC-014	Issue 04	Bespoke Standard

TABLE 9: DLR ENGINEERING STANDARDS

Title / Description	Document Reference	Version	Category
Vehicle & Structure Gauges - Centre & End Throw Details	CORE-DLR-RSK-ENG_0-DR-K-0254	2	Bespoke Standard
Vehicle & Structure Gauges - Platform location and Minimum Dimensions	CORE-DLR-RSK-ENG_0-DR-K-0258	2	Bespoke Standard
Vehicle & Structure Gauges - Static Vehicle Dimensions	DLR-ENG-DWG-RS253	4C	Bespoke Standard
Vehicle & Structure Gauges - Centre & End Throws on Vertical Curves	DLR-ENG-DWG-RS255	1	Bespoke Standard

Title / Description	Document Reference	Version	Category
Vehicle & Structure Gauges - Lateral cant Allowances	DLR-ENG-DWG-RS256	1	Bespoke Standard
Vehicle & Structure Gauges - Detail of Conductor Rail area	DLR-ENG-DWG-RS257	1	Bespoke Standard
Vehicle & Structure Gauges - Swept Envelope	DLR-ENG-DWG-RS259	1	Bespoke Standard
Vehicle & Structure Gauges - Structure Gauge for Open Track	DLR-ENG-DWG-RS260	1	Bespoke Standard
Vehicle & Structure Gauges - Structure Gauge for Tunnels	DLR-ENG-DWG-RS261	1	Bespoke Standard
Vehicle & Structure Gauges - Variation of Swept Envelope and Structure Gauge dimensions on curves	DLR-ENG-DWG-RS262	1	Bespoke Standard
Noise and Vibration Engineering Standard	DLR-ENG-STD-ES101	1	Bespoke Standard
EMC Standard	DLR-ENG-STD-ES102	B	Bespoke Standard
BIM Standard	DLR-ENG-STD-ES104	2	Bespoke Standard
Communications System Engineering Standard	DLR-ENG-STD-ES201	2	Bespoke Standard
Civil Structural Architectural Landscape Works Engineering Standard	DLR-ENG-STD-ES501	1	Bespoke Standard
Station Areas Engineering Standard	DLR-ENG-STD-ES502	3	Bespoke Standard
Sub Surface Stations	DLR-ENG-STD-ES503	B	Bespoke Standard
Design of Underground Structures Engineering Standard	DLR-ENG-STD-ES504	1	Bespoke Standard
Electrical Power Supplies Engineering Standard	DLR-ENG-STD-ES601	1	Bespoke Standard
Building Other Systems Engineering Standard	DLR-ENG-STD-ES602	3	Bespoke Standard
Tunnel Systems Engineering Standard	DLR-ENG-STD-ES603	1	Bespoke Standard
Earthing Bonding and Corrosion Protection Engineering Standard	DLR-ENG-STD-ES604	1	Bespoke Standard

Title / Description	Document Reference	Version	Category
Electrical Installation Standards Engineering Standard	DLR-ENG-STD-ES605	1	Bespoke Standard

TABLE 9: DLR WORKING ON THE RAILWAY

Title / Description	Document Reference	Version	Category
Introduction, Contents and Definitions	WRM SOP PC 101.pdf	n/a	Bespoke Standard
Application To Carry Out Works on the Docklands Light Railway	WRM SOP PC 201.pdf	n/a	Bespoke Standard
Implementation, Management and Supervision of Worksites within Possessions and Isolations	WRM SOP PC 301.pdf	n/a	Bespoke Standard
Types of Possession and Isolation	WRM SOP PC 302.pdf	n/a	Bespoke Standard
Implementation, Management and Supervision of Live Possessions	WRM SOP PC 303.pdf	n/a	Bespoke Standard
Approval and Use of Manual Track Trolleys on DLR	WRM SOP PC 307.pdf	n/a	Bespoke Standard
Approval and Use of Rail Mounted Plant on the DLR	WRM SOP PC 308.pdf	n/a	Bespoke Standard
Storage of Materials, Plant & Equipment Trackside or on Stations	WRM SOP PC 310.pdf	n/a	Bespoke Standard
Asset Handover & Handback	WRM SOP PC 312.pdf	n/a	Bespoke Standard
Temporary Trackside Protection Barriers	WRM SOP PC 314.pdf	n/a	Bespoke Standard
Special Possessions and Isolations	WRM SOP PC 315.pdf	n/a	Bespoke Standard
Restricted Works	WRM SOP PC 316.pdf	n/a	Bespoke Standard
Application and Removal of Temporary Speed Restrictions	WRM SOP PC 319.pdf	n/a	Bespoke Standard
Use of LUL Maintenance Access Crossing	WRM SOP PC 321.pdf	n/a	Bespoke Standard
Asset Check Certification	WRM SOP PC 324.pdf	n/a	Bespoke Standard

Title / Description	Document Reference	Version	Category
Working in Depots	WRM SOP PC 401.pdf	n/a	Bespoke Standard
Implementation, Management and Supervision of Worksites outside Possessions	WRM SOP PC 402.pdf	n/a	Bespoke Standard
Working in Restricted Areas	WRM SOP PC 404.pdf	n/a	Bespoke Standard
Storage Licence	DLR-IMS-WoRM-LCN-00001.dotx	n/a	Form
Method Statement and Risk Assessment	DLR-IMS-WoRM-ASM-00001.dotx	n/a	Form
Asset Check Certificate	DLR-IMS-WoRM-CER-00001.dotx	n/a	Form
Handover Certificate	DLR-IMS-WoRM-CER-00002.docx	n/a	Form
Handback Certificate	DLR-IMS-WoRM-CER-00003.docx	n/a	Form
Certificate of Final Completion	DLR-IMS-WoRM-CER-00004.docx	n/a	Form
Handback Checklist	DLR-IMS-WoRM-CHK-00001.docx	n/a	Form
Permanent Way Checklist	DLR-IMS-WoRM-CHK-00002.dotx	n/a	Form
Radio Systems Checklist	DLR-IMS-WoRM-CHK-00003.docx	n/a	Form
Rolling Stock Checklist	DLR-IMS-WoRM-CHK-00004.docx	n/a	Form
Justification for Special Isolation and or Possession	DLR-IMS-WoRM-FRM-00001.dotx	n/a	Form
Frustrated Access Form	DLR-IMS-WoRM-FRM-00002.dotx	n/a	Form
Temporary Speed Restriction Request Form	DLR-IMS-WoRM-FRM-00004.dotx	n/a	Form
Temporary Speed Restriction Form	DLR-IMS-WoRM-FRM-00005.dotx	n/a	Form
Late Letter	DLR-IMS-WoRM-LTR-00001.dotx	n/a	Form

Title / Description	Document Reference	Version	Category
Track Trolley Type Approval Notice	DLR-IMS-WoRM-NTC-00001.dotx	n/a	Form
Rail Mounted Plant Type Approval Notice	DLR-IMS-WoRM-NTC-00002.dotx	n/a	Form
Handover/Handback Plan template	DLR-IMS-WoRM-PLN-00001.docx	n/a	Form
Closure request	DLR-IMS-WoRM-REQ-00001.dotx	n/a	Form
Work Request	DLR-IMS-WoRM-REQ-00002.docx	n/a	Form
Method Statement Review Sheet	DLR-IMS-WoRM-REV-00001.dotx	n/a	Form

Annex 2 – Work Related Road Risk

1 Definitions and Interpretation

- 1.1 For the purposes of this Annex 2, the following expressions shall have the following meanings:

"Approved Progressive Driver Training"	An ongoing programme of Drivers' training to ensure they have the appropriate knowledge, skills and attitude to operate safely on urban roads. This includes the training specific for the urban environment (including on-road experience from a cyclist's perspective), which is required to be completed at least once every five (5) years;
"Car-derived Van"	a vehicle based on a car, but with an interior that has been altered for the purpose of carrying larger amounts of goods and/or equipment;
"CLOCS Standard"	means the Construction Logistics and Community Safety standard, which aims to eliminate risk of a collision between heavy goods vehicles servicing the construction sector and vulnerable road users by ensuring effective practice in the management of operations, vehicles, drivers and construction sites. Further information can be found at: www.clocs.org.uk ;
"Category N2 HGV"	means a vehicle designed and constructed for the carriage of goods having a MAM exceeding three thousand five hundred (3,500) kilograms but not exceeding twelve thousand (12,000) kilograms;
"Category N3 HGV"	means a vehicle designed and constructed for the carriage of goods and having a MAM exceeding twelve thousand (12,000) kilograms;
"Collision Report"	a report detailing all collisions during the previous twelve (12) months involving injuries to persons or fatalities;
"Delivery and Servicing Vehicle"	a HGV, a Van or a Car-derived Van;
"Direct Vision Standard" or "DVS"	Direct Vision Standard, a performance based assessment and rating tool, as updated from time to time that measures how much direct vision a Driver has from a Category N3 HGV cab in relation to other road users. Further information can be found at: www.tfl.gov.uk ;
"Driver"	any member of the Concessionaire Personnel who operates Delivery and Servicing Vehicles on behalf of the Concessionaire while delivering the Services;
"DVLA"	Driver and Vehicle Licensing Agency;

"DVS Schedule"	the Heavy Goods Vehicle Direct Vision Standard Schedule appended to this Annex;
"FORS Standard"	the standard setting out the accreditation requirements for the Fleet Operator Recognition Scheme, a copy of which can be found at: www.fors-online.org.uk ;
"FORS"	the Fleet Operator Recognition Scheme, which is an accreditation scheme for businesses operating commercial vehicles including vans, HGV, coaches and P2W. It offers impartial, independent advice and guidance to motivate companies to improve their compliance with relevant laws and their environmental, social and economic performance;
"Gold Accreditation"	the highest level of accreditation within the FORS Standard, the requirements of which are more particularly described at: www.fors-online.org.uk ;
"HGV"	a vehicle with an MAM exceeding three thousand five hundred (3,500) kilograms;
"MAM"	the maximum authorised mass of a vehicle or trailer including the maximum load that can be carried safely while used on the road;
"Silver Accreditation"	the minimum level of accreditation within the FORS Standard acceptable for the contract schedule, the requirements of which are more particularly described at: www.fors-online.org.uk ; and
"Van"	a vehicle with a MAM not exceeding three thousand five hundred (3,500) kilograms.

2 Fleet Operator Recognition Scheme Accreditation

- 2.1 Where the Concessionaire operates Delivery and Servicing Vehicles to provide the Services, it shall within thirty (30) days of the date the Concessionaire first operates Delivery and Servicing Vehicles to provide the Services:
- (a) (unless already registered) register for FORS or a scheme, which in the reasonable opinion of TTL, is an acceptable substitute to FORS (the **"Alternative Scheme"**); and
 - (b) (unless already accredited) have attained the standard of Silver Accreditation (or higher) or the equivalent within the Alternative Scheme and shall maintain the standard of Silver Accreditation (or equivalent standard within the Alternative Scheme) by way of an annual independent audit in accordance with the FORS Standard or take such steps as may be required to maintain the equivalent standard within the Alternative Scheme. Alternatively, where the Concessionaire has attained Gold Accreditation, the maintenance requirements shall be undertaken in accordance with the periods set out in the FORS Standard.

3 Safety Features on HGVS

- 3.1 The Concessionaire shall ensure that every HGV, which it uses to provide the Services, shall be fitted with safety features consistent with the FORS Silver Accreditation.

4 Construction Logistics and Community Safety (CLOCS)

- 4.1 Where applicable,

- (a) the Concessionaire shall comply with the CLOCS Standard;
- (b) the Concessionaire shall ensure that the conditions at all sites and locations where:
 - (i) the Services are being delivered; or
 - (ii) in connection with the performance of the Services, any waste is being disposed of or supplies are being delivered to or from,

are appropriate for each Category N3 HGV being used in the provision of the Services.

5 Direct Vision Standard (DVS)

- 5.1 Where applicable, the Concessionaire shall comply with the DVS Schedule.

- 5.2 The Concessionaire shall ensure that:

- (a) from and including 26 October 2019, all Category N3 HGVs used in the provision of the Services achieve a minimum of a one (1) star Direct Vision Standard rating; and
- (b) from and including 26 October 2023, all Category N3 HGVs used in the provision of the Services achieve a minimum of three (3) star Direct Vision Standard rating.

6 Driver Training

- 6.1 Where the Concessionaire operates Delivery and Servicing Vehicles to provide the Services the Concessionaire shall ensure that each of its Drivers attend the Approved Progressive Driver Training throughout the Term of this Agreement.

7 Collision Reporting

- 7.1 Where the Concessionaire operates Delivery and Servicing Vehicles to deliver the Services, the Concessionaire shall include in the Health and Safety Reports, a Collision Report updated in accordance with Schedule 8.1 (Governance). The Concessionaire shall provide to TTL an updated Collision Report within five (5) Working Days of a written request from the TTL at any time.

8 Self-Certification of Compliance

- 8.1 Where the Concessionaire operates Delivery and Servicing Vehicles to provide the Services, within twenty (20) Working Days of the date the Concessionaire first operates Delivery and Servicing Vehicles to provide the Services, the Concessionaire shall make a written report to TTL detailing its compliance with Paragraphs 2, 3, 4, 5, 6 and 7 of this Annex (the "**WRRR Self-Certification Report**"). The Concessionaire shall provide updates of the WRRR Self-Certification Report to TTL on each six (6) month anniversary of its submission of the initial WRRR Self-Certification Report.

9 Obligations of the Concessionaire regarding Sub-Contractors

9.1 The Concessionaire shall ensure that those of its Sub-contractors who operate Category N2 HGVs, Category N3 HGVs, Vans and/or Car-derived Vans to provide the Services shall comply with the corresponding provisions of this Agreement:

- (a) Paragraphs 2, 6, 7 and 8;
 - (b) for Category N2 HGVs – Paragraph 3; and
 - (c) for Category N3 HGVs – Paragraph 3, and, where applicable Paragraphs 4 and 5,
- as if those Sub-contractors were a party to this Agreement.

Schedule to Annex 2 - Heavy Goods Vehicle Direct Vision Standard Schedule

1 Introduction

- 1.1 For the purposes of this Schedule to Annex 2 (Work Related Road Risk), the following expressions shall have the following meanings:

"Agreed DVS Plan"	means the Initial DVS Plan as updated and approved in accordance with the terms of this Schedule (Heavy Goods Vehicle Direct Vision Standard Schedule);
"Category N3 HGV"	means a vehicle designed and constructed for the carriage of goods and having a MAM exceeding twelve thousand (12,000) kilograms;
"Direct Vision Standard" or "DVS"	means Direct Vision Standard, a performance based assessment and rating tool, as updated from time to time, that measures how much direct vision a driver has from a Category N3 HGV cab in relation to other road users. Further information can be found at: www.tfl.gov.uk ;
"Initial DVS Plan"	means an initial plan which sets out and proposes how the Concessionaire shall ensure that: <ul style="list-style-type: none">(a) from and including 26 October 2019, all Category N3 HGVs used in the delivery of the Services achieve a minimum of a one (1) star Direct Vision Standard rating; and(b) from and including 26 October 2023 all Category N3 HGVs used in the provision of the Services achieve a minimum of three (3) star Direct Vision Standard rating; and
"MAM"	means the Maximum Authorised Mass of a vehicle or trailer including the maximum load that can be carried safely while used on the road.

2 DVS Plan

- 2.1 At least one (1) month prior to the date the Concessionaire first operates a Category N3 HGV to provide the Services, the Concessionaire shall submit the Initial DVS Plan to TTL for approval.
- 2.2 Within fifteen (15) Working Days of the date of receipt of the Initial DVS Plan, TTL shall either:
- (a) confirm that the Initial DVS Plan is approved, in which case such plan shall become the Agreed DVS Plan; or
 - (b) provide the Concessionaire with any comments on and/or amendments to the Initial DVS Plan.
- 2.3 Within thirty (30) Working Days (for the purpose of Paragraph 2.2(b)) or fifteen (15) Working Days (for the purpose of Paragraph 2.4(b)) of receipt of any comments and/or amendments

from TTL in accordance with Paragraph 2.2(b) or Paragraph 2.4(b) (as applicable), the Concessionaire shall:

- (a) develop the Initial DVS Plan to reflect such comments and/or amendments; and
 - (b) submit an updated Initial DVS Plan to TTL for approval.
- 2.4 Within fifteen (15) Working Days of receipt of the updated Initial DVS Plan, TfL shall confirm that either the updated Initial DVS Plan:
- (a) is approved, in which case it shall become the Agreed DVS Plan; or
 - (b) not approved and provide its further comments and/or amendments to the Concessionaire and the Concessionaire shall revise and re-submit the updated Initial DVS Plan for approval in accordance with Paragraph 2.3.
- 2.5 The process set out in this Paragraph 2.4 shall be repeated until the updated Initial DVS Plan is approved by TTL.
- 2.6 Where TTL, acting reasonably, has not approved the updated Initial DVS Plan, the Concessionaire may refer that decision to the Dispute Resolution Procedure.
- 2.7 Without limiting any other provision of this Agreement, the Concessionaire shall, at no additional cost to TTL, and as part of the Services:
- (a) implement, observe and comply with the Agreed DVS Plan; and
 - (b) review and amend the Agreed DVS Plan (as necessary) on each twelve (12) month anniversary of the date of the initial Agreed DVS Plan as approved by TTL in accordance with this Paragraph 2 or earlier if requested by TTL, to reflect:
 - (i) any changes to the nature of the Services; and
 - (ii) any comments and/or amendments made or proposed by TTL.

3 DVS CO-ORDINATOR

- 3.1 The Concessionaire shall nominate in the Initial DVS Plan an employee/member of the Concessionaire Personnel with the necessary experience, competency and authority to:
- (a) be responsible for implementation and compliance with the Agreed DVS Plan; and
 - (b) act as the Concessionaire's authorised representative on all matters concerning the Agreed DVS Plan,
- (the "**DVS Co-ordinator**").

4 SELF CERTIFICATION AND REPORTING

- 4.1 On each twelve (12) month anniversary of the date of the initial Agreed DVS Plan as approved by TTL in accordance with Paragraph 2, the Concessionaire shall submit a report to TTL which sets out the Concessionaire's progress in respect of implementation of the Agreed DVS Plan and confirms (with supporting evidence) that the Concessionaire has complied with the Agreed DVS Plan.