

Highways England Company Limited

Asset Delivery (AD)

Scope

Annex 30

Client Requirements

Maintenance and Operational (Response) Requirements

CONTENTS AMENDMENT SHEET

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LIST OF CONTENTS

1	INTRODUCTION	4
1.1	Scope of Service	4
1.2	Purpose and Objectives	4
1.3	The Clients Requirements	4
1.4	Responsibilities Tables	4
2	MAINTENANCE REQUIREMENTS	4
2.1	Scope of Service	4
3	OPERATIONAL REQUIREMENTS - NETWORK OCCUPANCY	5
3.1	Scope of Service	5
3.2	Responsibilities Tables	5
4	OPERATIONAL REQUIREMENTS - INCIDENT MANAGEMENT	5
4.1	Scope of Service	5
4.2	Responsibilities Tables	5
5	OPERATIONAL REQUIREMENTS - SEVERE WEATHER.....	6
5.1	Scope of Service	6
5.2	Responsibilities Tables	6
6	INSPECTION REQUIREMENTS.....	6
6.1	Scope of Service	6
	APPENDIX 1: NETWORK OCCUPANCY RESPONSIBILITIES	7
	APPENDIX 2: INCIDENT RESPONSE RESPONSIBILITIES	10
	APPENDIX 3: SEVERE WEATHER RESPONSIBILITIES	12

1 Introduction

1.1 Scope of Service

1.1.1 The Maintenance and Response (M&R) *Contractor* Provides the Service comprising:

Maintenance

- Cyclic Maintenance,
- Repair Maintenance
- Minor Renewals and Improvements

Operational (Response)

- Network Occupancy
- Severe Weather
- Incident Management

1.2 Purpose and Objectives

1.2.1 The purpose and objectives of **Annex 30** are to:

- specify the *Client's* requirements for both the maintenance and operational (response) service and
- assign responsibility for the activities described in the *Client's* Requirements aligned to the Parties for the contract.

1.3 The *Clients* Requirements

1.3.1 The *Client's* Requirements comprise the following documents as listed in **Annex 03**:

Maintenance

- GM 701 - Asset delivery asset maintenance requirements (ADAMr),
- Required Level of Service (RLoS),
- GS 801 - Asset delivery asset inspection requirements,

Operational (Response)

- GM 702 - Operational requirements for network occupancy,
- GM 703 - Operational requirements for incident management,
- GM 704 - Operational requirements for severe weather,
- Severe Weather Plan (AD Appendices),
- Severe Weather Plan.

1.4 Responsibilities Tables

1.4.1 The responsibilities for each activity in the *Client's* Requirements are assigned to the Parties using the “responsibilities tables” in the appendices.

2 Maintenance Requirements

2.1 Scope of Service

2.1.1 The *Contractor* complies with the requirements in GM 701 - Asset delivery asset maintenance requirements and the Required Level of Service (RLoS).

- 2.1.2 GM701, Appendix E/A details the baseline maintenance requirements for motorways and all-purpose trunk roads for the *Client's* assets and sub-assets within the Affected Property, as defined in the Network Information.
- 2.1.3 GM701, Appendix E/B details the Roadside Technology baseline defect categories.
- 2.1.4 The Maintenance Requirements Plan (MRP) is developed, implemented and issued to the *Contractor* by the *Client* and contains the justification for intelligence led maintenance.
- 2.1.5 The Required Level of Service (RLoS) specifies the actual required level of service for the assets and sub-assets in the Affected Property, based on physical sections of the network (chart sections) as detailed in section 1.1.6 of the Network Information.

3 Operational Requirements - Network Occupancy

3.1 Scope of Service

- 3.1.1 The *Contractor* complies with the requirements in GM 702 - Operational requirements for network occupancy.
- 3.1.2 GM702 specifies the planning and delivery requirements to achieve the required outcomes including the development of the network occupancy plan.
- 3.1.3 GM702, Appendix E/A contains the managing network occupancy requirements relaxation application form, where the *Client's* acceptance is required for relaxations to occupancy requirements.

3.2 Responsibilities Tables

- 3.2.1 The activities for the delivery of the network occupancy operational service for the Parties are detailed in **Appendix 1**. The table identifies which party is responsible for each activity, together with those requirements which require a joint and collaborative approach by both Parties.

4 Operational Requirements - Incident Management

4.1 Scope of Service

- 4.1.1 The *Contractor* complies with the requirements in GM 703 - Operational requirements for incident management.
- 4.1.2 GM703 contributes to facilitating a coordinated multi-agency approach to incident management.
- 4.1.3 GM703 includes the planning and delivery requirements to achieve the required outcomes including the development of the incident response plan. Appendix E/A details the essential requirements for the incident response plan.

4.2 Responsibilities Tables

- 4.2.1 The activities for the delivery of the incident management operational service for the Parties are detailed in **Appendix 2**. The table identifies which party is responsible for

each activity, together with those requirements which require a joint and collaborative approach by both Parties.

5 Operational Requirements - Severe Weather

5.1 Scope of Service

- 5.1.1. The *Contractor* complies with the requirements in GM 704 - Operational requirements for severe weather.
- 5.1.2. GM704 contributes to facilitating a coordinated multi-agency approach to mitigate the impact of severe weather.
- 5.1.1 GM704 includes the planning and delivery requirements to achieve the required outcomes including the development of a severe weather plan. GM704, Appendix A details the requirements of the severe weather plan and Appendix B details the operational assessment report structure.

5.2 Responsibilities Tables

- 5.2.1 The activities for the delivery of the severe weather operational service for the Parties are detailed in **Appendix 3**. The table identifies which party is responsible for each activity, together with those requirements which require a joint and collaborative approach by both Parties.

6 Inspection Requirements

6.1 Scope of Service

- 6.1.1 The requirements are defined in the GS 801 - Asset delivery asset inspection requirements.
- 6.1.2 The *Client* undertakes all the inspection activities defined in GS 801.
- 6.1.3 If required, the *Service Manager* may instruct the *Contractor* to provide inspection services to support the *Client*.

Appendix 1: Network Occupancy Responsibilities		
GM Headings and Requirement Number	Responsibility	
	<i>Client</i>	<i>Contractor</i>
Core Document		
Introduction		
Background / Assumptions	✓	✓
1 Scope		
Aspects covered / Implementation / Use of GG 101	✓	✓
England National Application Annex		
Introduction		
Background / Assumptions	✓	✓
Abbreviation		
Table	✓	✓
Terms and Definitions		
Table	✓	✓
E/1 Legislative compliance		
E/1.1 – E/1.3	✓	✓
E/2 Outcomes		
E/2.1 – E/2.3	✓	✓
E/3 Planning		
General		
E/3.1	✓	✓
E/3.2 – E/3.3	✓	
E/3.4		✓
E/3.5	✓	✓
E/3.6	✓	
E/3.7 – E/3.8	✓	✓
E/3.9	✓	

E/3.10 – E/3.11	✓	✓
E/3.12		✓
E/3.13	✓	✓
Network Occupancy Plan		
E/3.14 – E/3.18	✓	
E/4 Delivery		
Network occupancy management system		
E/4.1 – E/4.2	✓	
E/4.3 – E/4.7		✓
E/4.8	✓	
E/4.9	✓	✓
E/4.10		✓
Confirmation of work		
E/4.11 – E/4.15		✓
E/4.16	✓	✓
E/4.17 – E/4.20	✓	
E/4.21	✓	
Programmes		
E/4.22 – E/4.25		✓
E/4.26 – E/4.28	✓	✓
E/4.29		✓
Additional Delay		
E/4.30 – E/4.33		✓
E/4.34	✓	✓
Escalation		
E/4.35	✓	✓
Relaxations		

E/4.36 – E/4.37		✓
E/4.38	✓	
Design Requirements		
E/4.39		✓
E/4.39.1	✓	✓
E/4.40		✓
E/4.41		✓
E/4.42		✓
E/4.42.1		✓
E/4.43		✓
E/4.44		✓
Works Delivery		
E/4.45	✓	✓
E/4.46 – E/4.47	✓	
E/4.48 – E/4.53		✓
E/4.54	✓	✓
Abnormal indivisible loads		
E/4.55	✓	
Management of planned events		
E/4.56 – E/4.59	✓	
Appendix E/A Managing network occupancy requirements relaxation application form		
E/A1 – Application form	✓	✓

Appendix 2: Incident Response Responsibilities		
GM Headings and Requirement Number	Responsibility	
	Client	Contractor
Core Document		
Introduction		
Background / Assumptions	✓	✓
1 Scope		
Aspects covered / Implementation / Use of GG 101	✓	✓
England National Application Annex		
Introduction		
Background / Assumptions	✓	✓
Abbreviation		
Table	✓	✓
Terms and Definitions		
Table	✓	✓
E/1 Outcomes		
E/1.1	✓	✓
E/2 Planning		
General		
E/2.1 – E/2.3	✓	✓
Incident Response Plan		
E/2.4 - E/2.7	✓	✓
E/2.8 – E/2.9	✓	
Resource		
E/2.10 – E/2.11		✓
E/2.12 – E/2.14	✓	✓
Communication		
E/2.15 – E/2.16	✓	✓
E/3 Delivery		

Incident management timeline		
E/3.1	✓	✓
Actions		
E/3.2	✓	✓
Virtual patrolling		
E/3.3	✓	
Initial response		
E/3.4 – E/3.5	✓	✓
E/3.6 – E/3.7	✓	
E/3.8 – E/3.9	✓	✓
E/3.10	✓	
Scene management		
E/3.11 – E/3.21	✓	✓
Recovery to normality		
E/3.22	✓	✓
E/3.23		✓
E/3.24	✓	
E/3.25		✓
Escalation		
E/3.26	✓	✓
Liaison		
E/3.27	✓	
Reporting		
E/3.28 – E/2.29	✓	✓
Performance requirements		
E/3.30	✓	✓
Appendix E/A Incident response plan		
E/A1 - Compiling the Incident response plan	✓	✓

Appendix 3: Severe Weather Responsibilities		
GM Headings and Requirement Number	Responsibility	
	Client	Contractor
Core Document		
Introduction		
Background / Assumptions	✓	✓
Terms and Definitions		
Table	✓	✓
1 Scope		
Aspects covered / Implementation / Use of GG 101	✓	✓
2 General Service		
Planning		
2.1 – 2.2	✓	
2.3	✓	
Vulnerable locations		
2.4 – 2.5	✓	
Strategic locations		
2.6 – 2.7	✓	
Cross boundary agreements		
2.8	✓	
2.9	✓	✓
Resources		
2.10	✓	✓
2.11	✓	
Delivery		
2.12 – 2.13	✓	
2.14 – 2.16	✓	✓
Communication		
2.17	✓	✓

Record keeping		
2.18 – 2.19	✓	
2.20	✓	✓
2.21		✓
England National Application Annex		
Introduction		
Background / Assumptions	✓	✓
Abbreviation		
Table	✓	✓
Terms and Definitions		
Table	✓	✓
E/1 Outcomes		
E/1.1	✓	✓
E/2 Planning		
Severe weather plan		
E/2.1 – E/2.2		✓
E/2.3 – E/2.4	✓	
Resource		
Labour		
E/2.5	✓	✓
E/2.6	✓	
Vehicles, plant and equipment		
E/2.7 – E/2.9		✓
Anti/de-icing material		
E/2.10 – E/2.12	✓	
Communication		
E/2.13	✓	
E/2.14 – E/2.15	✓	✓
E/3 Delivery		
E/3.1	✓	✓

Actions for severe weather conditions		
E/3.2	✓	✓
E/3.3	✓	
E/3.4	✓	✓
E/3.5		✓
E/3.6	✓	✓
E/3.7 – E/3.8		✓
E/3.8	✓	✓
E/3.9	✓	
Escalation		
E/3.10	✓	✓
Reporting		
E/3.11 – E/3.12	✓	
E/3.13 – E/3.15	✓	✓
E/3.16	✓	
Appendix E/A Severe weather plan structure		
Table	✓	✓
Appendix E/B Operational assessment report structure		
Table	✓	✓