

**This is Document “Schedule 5 Part 4” referred to in this Contract**

**SCOTTISH MINISTERS’ REQUIREMENTS**

**SCHEDULE 5 PART 4**

**OPERATING COMPANY CORE MANAGEMENT TEAM KEY STAFF OFFICES  
AND DEPOTS AND THE LIKE**

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## SCOTTISH MINISTERS' REQUIREMENTS

### SCHEDULE 5 PART 4

#### OPERATING COMPANY CORE MANAGEMENT TEAM KEY STAFF OFFICES AND DEPOTS AND THE LIKE

#### 1 CORE MANAGEMENT TEAM AND KEY STAFF

##### 1.1 Core Management Team

1.1.1 The Operating Company shall appoint an Operating Company's Representative and a Core Management Team who shall be full-time permanent staff employed by and solely for the Operating Company and who shall act independently of individual companies or local authorities who may have an interest in the Operating Company.

The Operating Company's Representative and the Core Management Team shall be located in the Central Office.

1.1.2 The resources identified in this Part 4 of this Schedule 5 shall be deemed to be the minimum provision and shall not be construed as being all the resources required by the Operating Company to fulfil its obligations under this Contract.

1.1.3 The Operating Company Representative shall be the prime contact with the Director and shall be responsible for delivering all the Operations required under this Contract.

1.1.4 The Operating Company's Representative under this Contract shall be the person named in Annex 5.4/A to this Part 4 of this Schedule 5.

1.1.5 The Operating Company shall appoint a Core Management Team who shall be full time permanent staff employed by and solely for the Operating Company who shall support the Operating Company Representative in delivering all the Operations required under this Contract.

##### 1.2 Key Staff

1.2.1 The Operating Company shall identify the key staff roles which shall be required to fulfil the Operating Company's obligations under this Contract.

1.2.2 Without prejudice to the provisions of paragraph 1.2.1 of this Part 4 of this Schedule 5 the Operating Company's key staff roles shall include but not be limited to the following in accordance with the provisions of this Contract

Role	Schedule Reference to Contract Provisions	Paragraph Reference to Contract Provisions
Abnormal Load Routeing Manager	Schedule 8 Part 1	1.1.4, 1.2.2
	Schedule 1	1.1.1
Bridges Manager	Schedule 7 Part 7	3.2.1.2(ii), 5.1.4.3, 5.2.1, 2.1.1, 2.1.2, 3.2.1.2 (i)
	Schedule 1	1.1.1
Budgetary Expenditure and Control Manager	Schedule 1	1.1.1
	Schedule 4 Part 1	3.1.1
	Schedule 4 Part 2	3.1.1

Chartered Landscape Architect	Schedule 7 Part 5	1.1.6, 1.1.8
	Schedule 1	1.1.1
Checker	Schedule 1	2.3.1(ii), 2.5.3.3(iii), 3.1.1.2, 4.1.3.2, 13.1.2.2, 1.1.1
	Schedule 4 Part 3	2.2.1 (iii)
	Schedule 6 Part 1	2.1.3, 5.2.2, 5.2.3, 5.2.5, 5.2.9, 5.3.1, 5.11.1, Annex 6.1/D
	Schedule 7 Part 7	6.3.2, 6.33, 6.3.4, Annex 7.7/C
Contract Control and Management Systems Manager	Schedule 1	1.1.1
	Schedule 4 Part 2	4.5.2.1, 4.5.3.1, 3.1.2
Contract Quality Management System Manager	Schedule 1	1.1.1, 13.1.12.3, 2.3.1(iv), 13.1.12.3
Designer	Schedule 1	2.3.1, 2.5.3.3, 3.1.1.2, 4.1.3.2, 4.1.5, 13.1.2.2, 1.1.1
	Schedule 6 Part 1	2.1.3, 5.2.2, 5.2.3, 5.2.5, 5.2.9, 5.3.1, 5.5.1, 5.11.1, Annex 6.1/D, 5.6.1
	Schedule 6 Part 2	1.2.1, 1.2.4
	Schedule 7 Part 7	8.1.6
	Schedule 4 Part 3	2.2.1 (iii)
Emergency Liaison Officer	Schedule 1	1.1.1
	Schedule 7 Part 3	3.2.5, 2.2.2
	Schedule 3 Part 7	1.1.5, 1.2.4
Gantry Manager	Schedule 7 Part 7	2.1.2, 8.1.4.2
	Schedule 1	1.1.1
Ministerial Commitments Officer	Schedule 3 Part 6	1.1.4, Annex 3.6/C
	Schedule 1	1.1.1
Network Liaison Officer	Schedule 3 Part 4	2.1.1, 2.2.1
	Schedule 1	1.1.1
Operating Company's Media Officer	Schedule 3 Part 7	1.2.11
	Schedule 3 Part 6	1.2.2, Annex 3.6/A
	Schedule 1	1.1.1
Planning Application Officer	Schedule 8 Part 2	1.3.1
	Schedule 1	1.1.1
Road Safety Auditor	Schedule 1	2.5.3.3, 3.1.1.2, 13.1.2.3, 2.3.1, 1.1.1
	Schedule 4 Part 3	2.2.1
	Schedule 6 Part 3	3.4.3, 2.2.2, 2.2.4, 2.2.5, 3.4.5
Road Safety Manager	Schedule 6 Part 3	1.2.2
	Schedule 8 Part 3	1.14
	Schedule 1	1.1.1

Roads Structural Pavement Maintenance Manager	Schedule 4 Part 1	2.5.2
Scottish Executive Media Officer	Schedule 3 Part 6	Annex 3.6/A
Site Traffic Liaison Officer	Schedule 3 Part 8	4.4.1, 4.4.2, 4.4.3, 4.5.1, 4.6.1, 4.7.1
	Schedule 1	1.1.1
Traffic Counting Liaison Officer	Schedule 8 Part 4	1.2.4
Traffic Officer	Schedule 3 Part 8	2.1.2
	Schedule 7 Part 4	1.1.1, 1.2.1, 1.3.1
	Schedule 3 Part 7	1.2.10
	Schedule 1	1.1.1
Winter Service Duty Manager	Schedule 7 Part 2	1.2.1, 2.1.1, 2.3.1, 2.4.1, 2.4.3, 2.6.2, 3.4.1, 7.2/A
	Schedule 1	1.1.1
Winter Service Manager	Schedule 7 Part 2	1.1.2, 7.2/A
	Schedule 1	1.1.1

### 1.3 Resource management arrangements

#### 1.3.1 Details of

- (i) the Operating Company's Representative
  - (ii) the Core Management Team
  - (iii) key staff
  - (iv) other professional staff including but not limited to those responsible for
    - (a) information technology
    - (b) communications technology
    - (c) administration
    - (d) dealing with claims for damage to Crown property and third party claims
  - (v) administrative staff
  - (vi) labour resources
  - (vii) the staffing arrangements including reporting lines to the Operating Company's head office and
  - (viii) locations at which the staff and labour resources shall be deployed
- shall be as referred to in Annex 5.4/A of this Part 4 of this Schedule 5.

#### 1.3.2 The Operating Company's resources organogram detailing management arrangements and responsibilities shall be as referred to in Annex 5.4/A of this Part 4 of this Schedule 5.

In respect of those staff referred to in paragraphs 1.3.1 (i) to (iii) inclusive of this Part 4 of this Schedule 5 the organogram and associated information shall detail

- (i) the names of the staff together with their experience
- (ii) whether the staff shall be full-time or part-time
- (iii) whether the roles shall be undertaken on a full-time or part-time basis by the identified staff.

1.3.3 Any changes to the Operating Company's resources organogram or the staff referred to in paragraphs 1.3.1 (i) to (iii) inclusive of this Part 4 of this Schedule 5 shall be subject to the written consent of the Director.

## **2 OPERATING COMPANY OFFICES AND DEPOTS**

### **2.1 Operating Company Central Office**

2.1.1 The Central Office shall be located where referred to in Annex 5.4/B of this Part 4 of this Schedule 5.

2.1.2 Details of the Central Office shall be as referred to in Annex 5.4/B of this Part 4 of this Schedule 5.

2.1.3 The Operating Company shall require written consent from the Director for any change in location of the Central Office.

2.1.4 The Operating Company shall provide within its Central Office a room exclusively for the use of the Director's and the Performance Audit Group's staff. The room shall be available during all normal working hours and be accessible through the normal office reception area.

2.1.5 The room shall

- (i) be of a size to comfortably accommodate four desks and the equipment listed herein
- (ii) have a lock with four sets of keys exclusively for the use of the Director's and Performance Audit Group nominated staff
- (iii) be maintained by the Operating Company including but not limited to all
  - (a) cleaning on a daily basis
  - (b) heating
  - (c) lighting and
- (iv) have a minimum of twelve power supply points.

2.1.6 The room exclusively for the use of the Director's and the Performance Audit Group's staff shall be furnished by the Operating Company with the following which shall be maintained and replenished by the Operating Company as necessary to the satisfaction of the Director throughout the Contract Period

- (i) four desks with lockable drawers
- (ii) four chairs compliant with the EC directions for working at computers
- (iii) 2 lockable filing cabinets
- (iv) two sets of keys for each desk and each filing cabinet
- (v) a suitable desk for a printer

- (vi) an always on broadband connection to the internet that runs at not less than 2Mb/sec. The contention on this line shall be no greater than 20:1. There shall be no download or upload limits on this broadband connection.
  - (vii) A Netgear 832 ADSL modem router or equivalent connected to the broadband connection. The Director shall be entitled to modify the settings on the modem router as required.
  - (viii) a black and white printer capable of printing A4 and A3 sheets with connections suitable for a laptop computer and
  - (ix) a supply of A4 and A3 paper for the printer.
- 2.1.7 The Operating Company shall within the car park for the Central Office provide four parking spaces for the exclusive use of the Director's and the Performance Audit Group's staff.
- 2.1.8 Within the Central Office the Operating Company shall ensure that the Director's and Performance Audit Group's staff shall have access to
  - (i) welfare facilities including but not limited to toilet and fresh water facilities
  - (ii) a fax machine and
  - (iii) an A4/A3 black and white photocopier including paper.
- 2.1.9 Details of the Operating Company's computer system shall be as referred to in Annex 5.4/B of this Part 4 of this Schedule 5.
- 2.2 Sub-Offices Depots and the like**
- 2.2.1 The Operating Company's sub-offices and depots shall be as referred to in Annex 5.4/C of this Part 4 of this Schedule 5.
- 2.2.2 Details of the Operating Company's sub-offices and depots and the like shall be as referred to in Annex 5.4/C of this Part 5 of this Schedule 5 including but not limited to
  - (i) the location of each
    - (a) sub-office and
    - (b) depot
  - (ii) the Operations to be executed from each
    - (a) sub-office and
    - (b) depot
  - (iii) including but not limited to
    - (a) fleet management and maintenance
    - (b) Winter Service delivery and
    - (c) Emergency response service
- 2.2.3 The Operating Company shall require written consent from the Director for any change in the
  - (i) location of and
  - (ii) Operations to be executed from any
    - (a) sub-offices and

(b) depots.

**2.3 Minimum Equipment to be held at each Sub-Office Depot and the like**

2.3.1 Details of the Operating Company's Winter Constructional Plant and equipment to be held at each sub-office depot and the like including but not limited to the plant and equipment required to execute

- (i) fleet management and maintenance
- (ii) the Winter Service as referred to in Part 2 of Schedule 7 and
- (iii) the Emergency response service

shall be as referred to in Annex 5.4/D of this Part 4 of this Schedule 5.

**2.4 Material Stocks**

**2.4.1 General**

2.4.1.1 The Operating Company shall take all reasonable precautions to safeguard the materials in one or more depots.

2.4.1.2 The Operating Company shall maintain

- (i) records of the material stocks held at each depot and
- (ii) at the Central Office a monthly statement of the quantities of stocks held for the Unit.

2.4.1.3 Following receipt of Orders from the Scottish Ministers requiring the use of materials in the Operations which shall be held in stock the Operating Company shall either deliver new materials to Site or draw from the stocks.

If materials shall be drawn from stocks the Operating Company shall order replacement materials so that stock levels do not fall to a level where they shall prejudice response times or programmes for Operations.

**2.4.2 Electrical**

2.4.2.1 The Operating Company shall maintain stock levels sufficient to ensure compliance for the replacement of equipment during maintenance Operations to comply with Clause 1471AR of Part 1 of Schedule 9.

2.4.2.2 The Operating Company shall include in its stock adequate numbers of columns with paint system as referred to in Appendix 19/3 of Part 1 of Schedule 9.

2.4.2.3 The Operating Company shall ensure all columns and lanterns replaced shall be of a similar and equivalent type to those of existing equipment and shall be of similar visual appearance.

2.4.2.4 The Operating Company shall store all faulty columns and lanterns removed from the Unit for 4 weeks to allow inspection by the Director and the Performance Audit Group.

Records of faulty equipment shall be held within the Operating Company's Quality Management System including Quality Plan and shall be available for inspection by the Director and the Performance Audit Group at any time.

2.4.2.5 When the Operating Company replaces any faulty component the new component shall be either the same as that being replaced or an equivalent.



## **2.5 Communication Systems**

2.5.1 The Operating Company's communication systems shall ensure that communications links between the various parts of the Operating Company within the Unit shall be maintained throughout all the Annual Periods such that the Operating Company shall be able to comply with its obligations contained under this Contract.

The communication systems shall provide communications with and between the

- (i) Central Office sub offices depots and the like
- (ii) Core Management Team
- (iii) Key staff
- (iv) Operating Company's vehicles including direct contact with the personnel in charge of the vehicle including but not limited to communications between the
  - (a) Traffic Officer's vehicle the Site Traffic Liaison Officer's vehicle and all vehicles involved with establishment and maintenance of traffic management
  - (b) Winter Service Manager's vehicle the Winter Service Duty Officers vehicles and all Winter Constructional Plant providing Winter Service
  - (c) vehicles of supervisory and inspection personnel including but not limited to those staff nominated to supervise Operations and Works Contracts
  - (d) other key personnel involved in the Operations including all persons nominated from time to time to be on call 24 hours on every day for emergency call out.

2.5.2 The Operating Company shall prepare update and implement a fully detailed contingency and back up plan to deal with any failure of any communications system arising from any cause. The contingency and back up plan shall include but not be limited to

- (i) details of the communication systems
- (ii) the temporary communication system to be used in the event of failure of the communications system and
- (iii) arrangements for ensuring that the requirements of paragraph 2.5.3 of this Part 4 of this Schedule 5 shall be met.

The detailed contingency and back up plan shall be submitted in writing to the Director for consideration by the Director 8 weeks prior to the commencement of the First Annual Period.

If the Director does not give his consent to the Operating Company's proposed contingency and back up plan the Operating Company shall revise the contingency and back up plan and re-submit it in writing to the Director within 2 weeks of the Director having not consented to the Operating Company's contingency and back up plan.

2.5.3 Irrespective of the use of a temporary communications system where the communication system or any part thereof shall be inoperative for any reason whatsoever the Operating Company shall take all reasonable measures to effect a

repair or a replacement to the inoperative communications system or a part of the system within 24 hours of the communication system failure.

## **2.6 Access to Operating Company Central Office Sub-offices Depots and the like**

2.6.1 Notwithstanding any other provisions of this Contract the

(i) Director and

(ii) Performance Audit Group

shall at all times have access to all Operating Company's

(iii) Central Office

(iv) offices

(v) sub-offices

(vi) depots and the like

(vii) other places where Operations shall be being executed

(viii) personnel documentation and

(ix) records involved in or in connection with the Operations

and the Operating Company shall afford every facility for and every assistance in or in obtaining the right for such access.

2.6.2 Normally prior to an audit or a visit being carried out the

(i) Director or

(ii) Performance Audit Group

shall subject to the other provisions of this Contract give notice of such an

(iii) audit or

(iv) visit

as referred to in Part 5 of Schedule 5.

The Operating Company shall make arrangements to ensure that appropriate staff and records shall be available to the Director and the Performance Audit Group.

Notwithstanding any other provisions of this Contract the Director retains the right to make or for the Performance Audit Group to make unannounced visits to any Operating Company

(v) office

(vi) sub-office

(vii) depot and the like and

(viii) other places where Operations shall be being executed.

## **2.7 Access to Works**

2.7.1 The Director and the Performance Audit Group shall at all times have access to visit locations of Works or Works Contractor's premises.

Such visits shall normally be unannounced.

The Operating Company shall provide all assistance necessary to ensure that access for such visits shall be available to the Director and the Performance Audit Group.

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## **SCOTTISH MINISTERS' REQUIREMENTS**

### **SCHEDULE 5 PART 4**

#### **OPERATING COMPANY CORE MANAGEMENT TEAM KEY STAFF OFFICES AND DEPOTS AND THE LIKE**

##### **ANNEX 5.4/A – The Operating Company's Representative Core Management Team and Key Staff**

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**SCOTTISH MINISTERS' REQUIREMENTS**

**SCHEDULE 5 PART 4**

**OPERATING COMPANY CORE MANAGEMENT TEAM KEY STAFF OFFICES  
AND DEPOTS AND THE LIKE**

**ANNEX 5.4/B – Details of the Operating Company's Central Office and Computer  
Systems**

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**SCOTTISH MINISTERS' REQUIREMENTS**

**SCHEDULE 5 PART 4**

**OPERATING COMPANY CORE MANAGEMENT TEAM KEY STAFF OFFICES  
AND DEPOTS AND THE LIKE**

**ANNEX 5.4/C – Details of the Operating Company's Sub-Offices Depots and the like**

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**SCOTTISH MINISTERS' REQUIREMENTS**

**SCHEDULE 5 PART 4**

**OPERATING COMPANY CORE MANAGEMENT TEAM KEY STAFF OFFICES  
AND DEPOTS AND THE LIKE**

**ANNEX 5.4/D – Details of the Operating Company's Minimum Plant and Equipment to  
be held at each Sub-Office Depot and the like**

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