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(1) The Secretary of State for Transport

(2) West Midlands Trains Limited

WEST MIDLANDS FRANCHISE AGREEMENT

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¹ 29 January 2020 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

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THIS AGREEMENT is dated

2017

BETWEEN:

- (1) **THE SECRETARY OF STATE FOR TRANSPORT**, whose principal address is at 33 Horseferry Road, London SW1P 4DR (the "**Secretary of State**"); and
- (2) ²**WEST MIDLANDS TRAINS LIMITED (Company Number: 09860466)**, whose registered office is at 2nd Floor St Andrew's House, 18-20 St Andrew Street, London EC4A 3AG (the "**Franchisee**").

WHEREAS:

- (A) On 30th August 2016, the Secretary of State invited prospective franchisees who are Passport Holders to submit proposals for the provision of railway services to the West Midlands rail passenger franchise. On the basis of the Franchisee's response to the Invitation to Tender, the Secretary of State selected the Franchisee as its preferred service provider.
- (B) The Secretary of State wishes to appoint a franchisee to provide railway passenger services within the Franchise and expects his franchisee, on the terms of the Franchise Agreement, actively to seek, in all reasonable business ways, greatly improved performance over the Franchise Term from its employees, its Train Fleet and other assets, and from Network Rail and its other suppliers, so as to deliver to the passenger the best railway passenger service that can be obtained from the resources that are available to it.
- (C) The Franchisee wishes to be appointed as the Secretary of State's franchisee for the Franchise and intends, on the terms of this Agreement, actively to seek, in all reasonable business ways, greatly improved performance over the Franchise Term from its employees, its Train Fleet and other assets, and from Network Rail and its other suppliers, so as to deliver to the passenger the best railway passenger service that can be obtained from the resources that are available to it.
- (D) The following provisions of this Agreement are intended to reflect and give effect to the matters referred to in Recitals (B) and (C) inclusive.

² 18 December 2019 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

1. INTERPRETATION

1.1 In the Franchise Agreement, except to the extent the context otherwise requires:

- (a) words and expressions defined in Part I of the Act have the same meanings when used therein provided that, except to the extent expressly stated, **"railway"** shall not have the wider meaning attributed to it by Section 81(2) of the Act;
- (b) words and expressions defined in the Interpretation Act 1978 have the same meanings when used in the Franchise Agreement;
- (c) references to **"Party"** or **"Parties"** shall mean the Secretary of State and the Franchisee;
- (d) the words **"include"**, **"including"** and **"in particular"** are to be construed without limitation;
- (e) references to any **"person"** include its successors, transferees or assignees;
- (f) the words **"subsidiary"**, **"subsidiary undertaking"** and **"parent undertaking"** each have the same meaning in the Franchise Agreement as in Section 1162 of the Companies Act 2006;
- (g) references in any of the agreements comprising the Franchise Agreement to Recitals, clauses, Schedules, Parts of Schedules, paragraphs of Schedules and Appendices to Schedules are to Recitals, clauses, Schedules, Parts of Schedules, paragraphs of Schedules and Appendices to Schedules of that agreement, unless expressly specified to the contrary, and the Schedules and Appendices form part of the agreement in which they appear;
- (h) references in any Schedule in any of the agreements comprising the Franchise Agreement to a Part, paragraph or Appendix are references to a Part, paragraph or Appendix of that Schedule (or the relevant Part of a Schedule), unless expressly specified to the contrary;
- (i) headings and references to headings shall be disregarded in construing the Franchise Agreement;
- (j) references to any enactment include any subordinate legislation made from time to time under such enactment and are to be construed as references to that enactment as for the time being amended or modified or to any enactment for the time being replacing or amending it and references to any subordinate legislation are to be construed as references to that legislation as

for the time being amended or modified or to any legislation for the time being replacing or amending it;

- (k) references to an agreement or any other document shall be construed as referring to that agreement or document as from time to time supplemented, varied, replaced, amended, assigned or novated;
- (l) references to any particular provisions of any agreement or any other document shall be construed to include any other provisions of, or incorporated in, that agreement or other document which the Secretary of State reasonably considers have an equivalent effect or are intended to fulfil the same function;
- (m) amendments to or variations of contracts or arrangements include assignments, novations or other transfers of rights and/or obligations (in whole or in part) under such contracts or arrangements;
- (n) words importing the masculine gender include the feminine and vice-versa, and words in the singular include the plural and vice-versa;
- (o) wherever provision is made for the giving or issuing of any notice, endorsement, consent, approval, waiver, certificate or determination by any person, unless otherwise specified, such notice, endorsement, consent, approval, waiver, certificate or determination shall be in writing and the words **"notify"**, **"endorse"**, **"consent"**, **"approve"**, **"waive"**, **"certify"** or **"determine"** and other cognate expressions shall be construed accordingly;
- (p) references to materials, information, data and other records shall be to materials, information, data and other records whether stored in electronic, written or other form;
- (q) references to the Franchisee bidding for Train Slots or a Timetable shall mean the final action incumbent on the Franchisee under the Network Code to confirm to Network Rail its interests in the Train Slots to which that confirmation relates, and **"bid"** shall be construed accordingly;
- (r) references to the period of validity of any Fare are references to its period of validity excluding any rights of any purchaser thereof to extend such period under the Passenger's Charters, any equivalent document, or the terms and conditions attaching to such Fare (including any applicable conditions of carriage) in the event of the cancellation or delay of any of the railway passenger services for which such Fare is valid;

- (s) references to "**railway passenger services**" are to be construed subject to Section 40 of the Railways Act 2005;
 - (t) references to the "**provision of railway passenger services**" include the organisation of the relevant train movements and making the necessary arrangements with Network Rail or any other relevant Facility Owner;
 - (u) references in lower case letters to terms defined in clause 3 (Definitions) shall be construed, where relevant, as being references to the terms defined as such in a franchise agreement or relevant agreement made under Section 30 of the Act or Section 6 of the Railways Act 2005 with any other Train Operator;
 - (v) references to sums of money being expended by the Franchisee shall be to such sums exclusive of Value Added Tax;
 - (w) the words "**shall not be liable**" are to be construed as meaning that no contravention of the Franchise Agreement and no Event of Default shall arise as a result of the occurrence of the matter to which such words relate;
 - (x) references to a "**contravention of the Franchise Agreement**" or a "**contravention**" (and cognate expressions) are to be construed as meaning a breach of the Franchise Agreement;
 - (y) wherever provision is made for the Franchisee to "**procure**" or "**ensure**" the delivery of an obligation under the Franchise Agreement, unless otherwise specified, that provision shall be construed as a primary obligation on the Franchisee to deliver that obligation;
 - (z) references to "**profit**" shall be construed as meaning profit before corporation tax, determined in accordance with GAAP; and
 - (aa) references to "**process**" or "**processing**" or "**processed**" are to be construed in accordance with the Data Protection Act for the purposes of Schedule 1.5 (Information about Passengers) and paragraph 2.1 of Schedule 14.4 (Designation of Franchise Assets).
- 1.2 Where there is a requirement on the Franchisee to "**fully and effectively co-operate**" with one (1) or more other parties with regard to an objective, that requirement relates to the quality of cooperation to be provided by the Franchisee taking into account and subject to the response of the other parties concerned. It does not indicate an obligation on the Franchisee beyond cooperation, relating to the funding of detailed design and development of an infrastructure project, actual delivery or subsequent operation (including in each case performance cost and revenue effects). It does indicate that the Franchisee shall participate actively in relation to the relevant objective including through the application of management time

and internal resources, correspondence and attendance at meetings, in each case as the Franchisee reasonably considers in all of the circumstances to be an appropriate use of its resources and effective to achieve the relevant objective.

1.3 In the Franchise Agreement, the Secretary of State is acting as part of the Crown.

2. **AGREED DOCUMENTS**

2.1 References to documents "**in the agreed terms**" are references to documents initialled by or on behalf of the Secretary of State and the Franchisee.

2.2 As at the date of this Agreement, the documents "**in the agreed terms**" are as follows:

ABD	Actual Benchmark Data;
BMWC	Base MOIRA (West Coast)
BMWCT	Base MOIRA (West Coast) Timetable;
CSES	Customer & Stakeholder Engagement Strategy;
DL	Depot Lease;
FF	Financial Formats;
FM	Financial Model;
IAD	Infrastructure Assumptions Document;
LCFD	London Commuter Fares Document;
OM	Operational Model;
PCs	Passenger's Charters;
PFD	Protected Fares Document;
POA	Power of Attorney;
PSM	Passenger Survey Methodology;
ROA	Record of Assumptions;
SCDP	Station Social and Commercial Development Plan;
SL	Station Lease;
TP	Train Plan;
TSR	Train Service Requirement;

WMCFD	West Midlands Commuter Fares Document; and
WSPD	Wolverhampton Station Payment Deed.

3. DEFINITIONS

3.1 In the Franchise Agreement, except to the extent the context otherwise requires, the following words and expressions have the following meanings:

"2015 Nominal Ticket Sales"	has the meaning given to it in paragraph 3 of Schedule 5.4 (Regulation of Fares Basket Values);
"2015 Ticket Revenue"	has the meaning given to it in paragraph 4 of Schedule 5.4 (Regulation of Fares Basket Values);
"Acceptable Facility Standard"	means (in respect of a relevant facility) a sufficient standard to achieve a passenger satisfaction percentage equal to or better than the mean average passenger satisfaction percentage for connections with other forms of public transport as given in the National Rail Passenger Survey – Train Operating Company Best in Class Report (as updated from time to time);
"Access Agreement"	has the meaning given to the term "access agreement" in Section 83(1) of the Act;
"ACoRP"	means the Association of Community Rail Partnerships whose principle place of business is The Old Water Tower, Huddersfield Railway Station, St Georges Square, Huddersfield, HD1 1JF or any successor body whose purpose is to support Community Rail Partnerships;
"Act"	means the Railways Act 1993 (as modified, amended or replaced by the Transport Act 2000, the Railways Act 2005 and the Deregulation Act 2015) and any regulations or orders made thereunder;
"Actual Benchmark Data" or "ABD"	means the document in the agreed terms marked ABD ;
"Actual CaSL Performance Level"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

"Actual Consist Data"

means information as to the type of individual vehicles of rolling stock in the Train Fleet which are actually used to form a train on any particular Passenger Service and the manner in which they are configured, which may or may not be the same as the Scheduled Consist Data for the same service;

"Actual Operating Costs"

means:

- (a) the Franchisee's total operating expenses for the period being reviewed as stated in its profit and loss account, including any of the following operating expenses that are payable during that period:
- (i) amounts payable to the Secretary of State and Network Rail;
 - (ii) taxation;
 - (iii) shareholder distributions including dividends;
 - (iv) interest;
 - (v) capital expenditure (net of grants received);
 - (vi) cash lease payments in relation to on-balance sheet leased assets; and
 - (vii) **NOT USED**,
- but excluding any of the following expenses that are payable in that period:
- (A) finance/ interest costs solely relating to on-balance sheet leased assets;
 - (B) depreciation (including in relation to on-balance sheet leased assets);
 - (C) amortisation;
 - (D) bad debt provisions; and
 - (E) **NOT USED**; and
- (b) either:
- (i) plus any reduction in the total amount owing by the Franchisee to creditors over that period; or

- (ii) less any increase in the total amount owing by the Franchisee to creditors over that period,

where creditors:

- (A) include any persons owed amounts by the Franchisee in respect of loans or funding agreements, operating expenses, including the types of expenses set out in paragraphs (a)(i) to (a)(v) above inclusive, provisions and deferred income balances; but
- (B) exclude persons owed amounts by the Franchisee in respect of season ticket liabilities, lease liabilities in relation to on-balance sheet leased assets and liabilities in relation to grants received for the purchase of fixed assets;
- (C) exclude any creditors or other liabilities relating to on-balance sheet leases;

"Actual Passenger Demand"	has the meaning given to it in paragraph 1.1 of Schedule 1.5 (Information about Passengers);
"Actual PPM Performance Level"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Actual Train Mileage"	means the actual train mileage operated during each Reporting Period by each train used in the provision of the Passenger Services (excluding any actual train mileage operated as a result of positioning or other movements of rolling stock vehicles outside the Timetable) and "Actual Train Miles" shall be construed accordingly;
"Actuary"	has the meaning given to it in the Pension Trust;
"Additional Expenditure" or "AD"	has the meaning given to it in paragraph 6.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"Additional Rolling Stock"	means Specified Additional Rolling Stock and Unspecified Additional Rolling Stock;
"Administration Fee"	has the meaning given to it in clause 8.5 (Change of Control and Facilitation Fee);

- "Advance Purchase Train-specific Fares"** has the meaning given to it under the Ticketing and Settlement Agreement;
- "Affected Party"** has the meaning given to it in the definition of Occasion of Tax Non-Compliance;
- "Affiliate"** means, in respect of any person, any person by which that person is Controlled or which is Controlled by that person, or any person which is Controlled by any other Affiliate of that person and for the purpose of this definition Network Rail or NR shall not be construed as being an affiliate of the Secretary of State;
- "AFP"** has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
- "Agreement"** means clauses 1 to 16 and Schedules 1 to 17 including any Appendices and Annexes as varied from time to time;
- "Aggregated Qualifying Change"** means two (2) or more Changes which:

 - (a) are notified or agreed (in the case of a Change which is a Variation pursuant to paragraph 1.1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes)); and/or
 - (b) a Party has become aware of (in the case of any other kind of Change),
 - in a Franchisee Year (the **"Aggregation Year"**) which individually do not exceed the Threshold Amount for the Aggregation Year taken alone but do exceed it when taken together. For the avoidance of doubt, where the Changes arise in different Franchisee Years, for the purposes of determining whether in aggregate they exceed the Threshold Amount:
 - (i) the net present value of the adjustment in Franchise Payments which would result from a Run of the Financial Model (where Schedule 9.1 (Financial and Other Consequences of Change) applies) in respect of each Change shall be calculated in accordance with the process described in the definition of Qualifying Change; and

- (ii) there will be an Aggregated Qualifying Change where the aggregate of the net present values of those Changes exceeds the Threshold Amount for the Aggregation Year;

"Alliance Agreement"	has the meaning given to such term in paragraph 6.4 of Schedule 13.1 (Rail Industry Initiatives);
"Alternative NRPS"	has the meaning given to it in paragraph 2.6 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"Alternative Scheme"	means a Committed Obligation proposed by the Franchisee in place of a Specimen Scheme in accordance with paragraph 7 of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations);
"Ancillary Service"	means any service specified in paragraph 7 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development);
"Annual Audited Accounts"	means the accounts of the Franchisee which: <ul style="list-style-type: none"> (a) comply with paragraph 9.5(b) of Schedule 11.2 (Management Information); and (b) are delivered to the Secretary of State by the Franchisee in accordance with paragraph 9.4(c) of Schedule 11.2 (Management Information) and certified by the Franchisee's auditors as true and fair;
"Annual Benchmark"	means any of the Annual Cancellations Benchmark, the Annual TOC Minute Delay Benchmark or the Annual Short Formation Benchmark;
"Annual Business Plan"	means the plan to be provided by the Franchisee to the Secretary of State in accordance with paragraph 10.2 of Schedule 11.2 (Management Information);
"Annual Cancellations Benchmark"	means for each Franchisee Year, each of the benchmarks specified in the Annual Cancellations Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual Cancellations Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 23.1(a) of Schedule 7.1 (Operational Performance);

"Annual Cancellations Benchmark Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Cancellations Payment Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Cap Performance Level"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual CaSL Measure"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual CaSL Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual CaSL Payment Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Floor Performance Level"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Franchise Payment"	means, in relation to any Franchisee Year, the amount determined in accordance with Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
"Annual Franchise Payment Components"	means the values of FXD, VCRPI, VCAWE, PRPI, ORRPI, PRRPI _{GDP} , PRRPI _{CLE} and PRRPI _{REM} specified for each Franchisee Year in the table set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
"Annual Intermediate Performance Level"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Management Accounts"	means the management accounts of the Franchisee which:

- (a) comply with paragraph 9.5(a) of Schedule 11.2 (Management Information); and
- (b) are delivered to the Secretary of State by the Franchisee in accordance with paragraph 9.4(a) of Schedule 11.2 (Management Information);

"Annual PPM Measure"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual PPM Payment Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual PPM Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Season Ticket"	means a Season Ticket Fare which is valid in Standard Class Accommodation from (and including) the day on which it first comes into effect until (but excluding) the day which falls twelve (12) months after such day;
"Annual Short Formation Benchmark"	means, for each Franchisee Year, each of the benchmarks specified in the Annual Short Formation Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual Short Formation Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 23.1(c) of Schedule 7.1 (Operational Performance);
"Annual Short Formation Benchmark Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Short Formation Payment Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Annual Target Performance Level"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

"Annual TOC Minute Delay Benchmark"

means, for each Franchisee Year, each of the benchmarks specified in the Annual TOC Minute Delay Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual TOC Minute Delay Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 23.1(b) of Schedule 7.1 (Operational Performance);

"Annual TOC Minute Delay Benchmark Table"

has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

"Annual TOC Minute Delay Payment Table"

has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

"Apprenticeship"

means (as the context requires) an individual apprenticeship pursuant to:

- (a) an apprenticeship programme operated by the Franchisee:
 - (i) in connection with an apprenticeships framework listed on the Federation for Industry Sector Skills & Standards' "Frameworks Library" (as located at the date of this Agreement at: <http://www.afo.sscalliance.org/frameworkslibrary/>); and
 - (ii) in compliance with the "Specification of Apprenticeship Standards for England" pursuant to the Apprenticeships, Skills, Children and Learning Act 2009; and/or
- (b) an apprenticeship programme operated by the Franchisee pursuant to (and in accordance with applicable requirements of) such statutory apprenticeships system as may be introduced in replacement of, or in variation or addition to, the apprenticeships frameworks system described in paragraphs (a)(i) and (ii) above,

and references to "**Apprenticeships**" shall be construed accordingly;

"Apprenticeships Requirement"

has the meaning given to it in paragraph 9.3 of Schedule 13.1 (Rail Industry Initiatives);

"Apprenticeships Table"	means the table to be included within the Skills and Leadership Strategy specifying in relation to each Franchisee Year the number of Apprenticeships to be commenced in such Franchisee Year, the number of Apprenticeships at each of level 1 – 8 and the role and skills category within which each Apprenticeship falls as it may be amended or replaced with the prior written consent of the Secretary of State following a review of the Skills and Leadership Strategy pursuant to paragraph 9 of Schedule 13.1 (Rail Industry Initiatives);
"Approved CCIF Scheme"	means a CCIF Scheme approved by the Secretary of State in accordance with paragraph 11.4 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"Approved Enabling Fund Scheme"	means an Enabling Fund Scheme approved by the Secretary of State in accordance with paragraph 10.5 of Schedule 6.1;
"ATOC"	means the Association of Train Operating Companies including any of its successors and assigns;
"Average Weekly Earnings"	means the United Kingdom average weekly earnings measure excluding bonuses as published from time to time by the Office for National Statistics or, if such measure shall cease to be published or if, in the reasonable opinion of the Secretary of State, there is a material change in the basis of such measure, such other alternative index as the Secretary of State may, after consultation with the Franchisee, determine to be appropriate in the circumstances;
"AWE"	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
"Bank"	means a person which has a permission under Part 4A of the Financial Services and Markets Act 2000 to carry on the regulated activity of accepting deposits thereunder and which is reasonably acceptable to the Secretary of State;
"Bank Holiday"	means any day other than a Saturday or Sunday on which banks in the City of London are not open for business;
"Base MOIRA (West Coast)"	means the MOIRA run in relation to the Base MOIRA (West Coast) Timetable in the agreed terms;

- "Base MOIRA (West Coast) Timetable"** means Base MOIRA (West Coast) Timetable in the agreed terms;
- "Benchmark"** means any of the Cancellations Benchmark (West Coast Separable Business Unit), the Cancellations Benchmark (West Midlands Separable Business Unit), the TOC Minute Delay Benchmark, the Short Formation Benchmark (West Coast Separable Business Unit) or the Short Formation Benchmark (West Midlands Separable Business Unit) (as the context may require);
- "Best in Class"** means provision equivalent to or better than that identified as "Best in Class" for connections with other forms of public transport in the National Rail Passenger Survey – Train Operating Company Best in Class Report (as updated from time to time);
- "Bid Profit Stream"** means the estimated total operating profit of the Franchisee from the date that the Change of Control (pursuant to clause 8 (Change of Control and Facilitation Fee)) is to occur until the Expiry Date as shown in the profit and loss forecast in the Initial Business Plan (without taking into account any Annual Business Plan) calculated in real terms as at the date of the Change of Control and applying the prevailing discount rate per annum (in real terms) stated in HM Treasury's **"Green Book Appraisal Guidelines"** (such rate being three point five per cent (3.5%) per annum (in real terms) as at the date of the Franchise Agreement);
- "Bond Provider"** means any person or persons who may provide or be an obligor under a Performance Bond or Season Ticket Bond from time to time and who shall, unless the Secretary of State otherwise agrees, be:
- (a) a Bank; or
 - (b) an insurance company,
- in each case with the Relevant Credit Rating;
- "Bond Year"** means the period beginning on the Start Date and ending on 1 April 2019 and any subsequent period of thirteen (13) Reporting Periods beginning on the day after the end of the preceding Bond Year provided that:
- (a) the Franchisee and the Secretary of State may agree to vary the Reporting Period in which a Bond Year ends from time to time; and

- (b) the last Bond Year shall expire on the expiry of the Franchise Period and may be a period of less than thirteen (13) Reporting Periods;

"Branch Lines"	means the branch lines between Bedford and Bletchley and between St Albans Abbey and Watford Junction;
"Brand Licence"	means a licence between the Secretary of State (or any company wholly owned by the Secretary of State) and the Franchisee in respect of any registered or unregistered trade marks;
"Breach Performance Level"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Breach Reporting Stage"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"British Transport Police"	means the British Transport Police Authority and the British Transport Police Force created pursuant to Section 18 and Section 20 of the Railways and Transport Safety Act 2003 (or any successor or successors to its statutory policing functions);
"Buildings Research Establishment Environmental Assessment Method" or "BREEAM"	means the internationally recognised environmental assessment method and rating system for buildings developed by Building Research Establishment Limited or any other standard which is generally recognised as having replaced it;
"Bus Operation Partners"	means WMBA, West Midlands Combined Authority (and/or Transport for West Midlands acting as the executive body for West Midlands Combined Authority), WMR, relevant local authorities and relevant bus operators;
"Business Action Plan"	means an action plan produced by the Franchisee in relation to the delivery of any aspect of the Franchise Services (including in respect of any outcome anticipated by its Business Plan, in accordance with paragraph 10.2(c) of Schedule 11.2 (Management Information));
"Business Continuity Plan" or "BCP"	means a business continuity and disaster recovery plan (including a Force Majeure Events recovery plan) required to be produced, maintained and implemented by the Franchisee in accordance with the requirements of paragraph 4 of Schedule 10.3 (Force Majeure and Business Continuity);

"Business Plan"	means the Initial Business Plan or any Annual Business Plan, as the context requires, to be delivered in accordance with paragraphs 10.1 and 10.2 of Schedule 11.2 (Management Information);
"Calls"	means calls scheduled to be made by passenger services which originate from, or terminate at, London Euston only.
"Cancellation"	means a Passenger Service: <ul style="list-style-type: none"> (a) which is included in the Enforcement Plan of the Day and which is cancelled for reasons attributed to the Franchisee pursuant to its Track Access Agreement; or (b) which is included in the Enforcement Plan of the Day and which operates less than fifty per cent (50%) of its scheduled mileage (as prescribed in the Enforcement Plan of the Day) for reasons attributed to the Franchisee pursuant to its Track Access Agreement;
"Cancellations Figures"	means the number of: <ul style="list-style-type: none"> (a) Cancellations and Partial Cancellations; and (b) Network Rail Cancellations and Network Rail Partial Cancellations, <p>in each case, relating to the Passenger Services operated in each Reporting Period;</p>
"Cancellations Performance Sum"	means an amount determined in accordance with paragraph 22.3 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year where the provisions of paragraph 29 of Schedule 7.1 (Operational Performance) shall apply) by the Franchisee (as the case may be);
"Capacity Mitigation Plan"	has the meaning given to it in paragraph 15.1 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development);
"Capital Expenditure"	has the meaning given to it in paragraph 3.4 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);

"Cascaded Rolling Stock"	has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
"CaSL" or "Cancellation and Significant Lateness"	means the cancellation and significant lateness measure as produced and/or published by Network Rail;
"CaSL Figures"	means the moving annual average percentage published by Network Rail in respect of CaSL, rounded to one (1) decimal place;
"CaSL Performance Sum"	means an amount determined in accordance with paragraph 22.6 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year where the provisions of paragraph 29 of Schedule 7.1 (Operational Performance) shall apply) by the Franchisee (as the case may be);
"CCIF Amount"	[REDACTED³] (indexed by the Retail Prices Index in the same way as variable costs are indexed in Schedule 8.2 (Profit Share Mechanism) per Franchisee Year within a CCIF Period (reduced pro-rata in respect of any Franchisee Year within a CCIF Period of less than three hundred and sixty five (365) days) as adjusted in accordance with paragraph 11.8(a) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"CCIF Period"	means each of the following periods: <ul style="list-style-type: none"> (a) 1 April 2020 – 31 March 2021; (b) 1 April 2021 – 31 March 2022; (c) 1 April 2022 – 31 March 2023; (d) 1 April 2023 – 1 March 2024; (e) 1 April 2024 – 1 March 2025; and (f) 1 April 2025 – 31 March 2026.

³ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"CCIF Scheme"	has the meaning given in paragraph 11.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"CCIF Scheme Cost"	means in respect of any CCIF Scheme, the total cost to the Franchisee of developing and implementing that CCIF Scheme;
"CCIF Scheme Margin"	means five (5) per cent (%) of the applicable CCIF Scheme Costs;
"CCIF Scheme Revenue"	means in respect of any CCIF Scheme, the revenue earned by the Franchisee from that CCIF Scheme;
"CCIF Scheme Shortfall"	means, in relation to a CCIF Scheme, the amount (if any) by which the CCIF Scheme Revenue is less than the aggregate of the CCIF Scheme Costs and the CCIF Scheme Margin;
"CCIF Underspend"	has the meaning given in paragraph 11.6 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"Central Government Body"	<p>means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:</p> <ul style="list-style-type: none"> (a) Government Department; (b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); (c) Non-Ministerial Department; or (d) Executive Agency;
"Certificate of Commencement"	means the certificate to be issued by the Secretary of State pursuant to the Conditions Precedent Agreement;
"Change"	<p>means if and whenever any of the following occurs:</p> <ul style="list-style-type: none"> (a) an event set out in any Secretary of State Risk Assumptions specified in Schedule 9.4 (Secretary of State Risk Assumptions); (b) a Charge Variation;

- (c) a Change of Law (excluding any Change of Law to the extent that it results in an adjustment to the Franchise Payments pursuant to Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments));
- (d) a change to the **Train Service Requirement** previously in force pursuant to the issue of an amended or new **Train Service Requirement** in accordance with paragraph 16.5 of Schedule 1.1 (Franchise Services and Service Development);
- (e) the Franchisee is required to take any action pursuant to paragraphs 19.1(a) and/or paragraph 19.1(b) of Schedule 1.1 (Franchise Services and Service Development);
- (f) the Secretary of State effects an amendment to a Discount Fare Scheme, introduces a new Discount Fare Scheme or ceases to approve a Discount Fare Scheme for the purposes of Section 28 of the Act;
- (g) the Secretary of State approves an amendment or proposed amendment to an Inter-Operator Scheme, as referred to in paragraph 4.5 of Schedule 2.5 (Transport, Travel and Other Schemes) to the extent and only to the extent that the Franchisee makes a saving as a consequence of such amendment or proposed amendment;
- (h) the imposition, subject to the provisions of paragraph 2.6 of Schedule 4 (Accessibility and Inclusivity), of any increased access charges in respect of EA Requirements at Franchisee Access Stations;
- (i) the Secretary of State exercises his power pursuant to paragraph 5 of Schedule 5.7 (Changes to Fares and Fares Regulation) to alter the obligations of and restrictions on the Franchisee under Schedule 5 (Fares and Smart Ticketing);
- (j) the Franchisee is obliged to charge Value Added Tax on a Fare or there is an increase or decrease in the rate of Value Added Tax which it must charge on such Fare, in either case due to a change in the Value Added Tax treatment of the provision of Passenger Services;

- (k) the exercise by the Secretary of State of his rights pursuant to paragraph 1.12 of Schedule 7.1 (Operational Performance);
- (l) the exercise by the Secretary of State of his rights pursuant to paragraph 15.1(c) of Schedule 11.2 (Management Information);
- (m) **NOT USED;**
- (n) **NOT USED;**
- (o) a Variation to the terms of the Franchise Agreement pursuant to paragraph 1.1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);
- (p) **⁴the Start Date is a date that is later than 02:00 on 10 December 2017 for reasons solely attributable to any act or omission by the Secretary of State including the exercise of his right to amend the Start Date pursuant to clause 5.3 except where:**
 - (i) the Secretary of State exercises his rights pursuant to Clause 4.2 or 4.3 of the Conditions Precedent Agreement to alter such Start Date; or
 - (ii) the relevant acts or omissions of the Secretary of State arise as a result of or in connection with any failure by the Franchisee to satisfy any of the conditions precedent set out in the Conditions Precedent Agreement;
- (q) the Expiry Date is a date that is later than 01:59 on 1 April 2026 in consequence of the Secretary of State exercising his right to amend the Start Date pursuant to clause 5.3;
- (r) the circumstances set out in paragraph 3.2 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases) occur;

⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee

- (s) the circumstances set out in paragraph 25.7 of Part 1 of Schedule 6.2 (The Birmingham/Worcester Proposal);
- (t) the circumstances set out in paragraph 26.7 of Part 1 of Schedule 6.2 (The Walsall/Wolverhampton Proposal);
- (u) the circumstances set out in paragraph 27.7 of Part 1 of Schedule 6.2 (The Coventry Corridor Sunday Services Proposal);
- (v) [REDACTED⁵];
- (w) the Secretary of State exercises his right to vary the provisions of Schedule 7.3 (West Midlands Franchise Service Quality Regime) pursuant to paragraph 11.2 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
- (x) the Secretary of State issues a TDR Amendment pursuant to paragraph 12.7 of Schedule 1.1 (Service Development) but only to the extent that:
 - (i) the Franchisee makes a saving as a consequence of the issue of such TDR Amendment; or
 - (ii) the circumstances contemplated in paragraph 12.7(b) of Schedule 1.1 (Service Development) occur,

5 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

except that a Change shall not occur where a TDR Amendment has been issued by the Secretary of State in consequence of Network Rail exercising the rights referred to in any of paragraphs 12.6(b) or 12.6(c) of Schedule 1.1, or where a Change relates to paragraph 2 of Schedule 9.4;

- (y) any two or more of the foregoing that the Secretary of State groups together in accordance with any procedures issued by him pursuant to paragraph 1.4 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes) occur;

"Change of Control"

has the meaning given to it in clause 8.1 (Change of Control and Facilitation Fee);

"Change of Law"

means the coming into effect after the date of the Franchise Agreement of:

- (a) Legislation; or
- (b) any applicable judgment of a court of Law which changes a binding precedent,

the terms of which apply only to the railway industry, a particular section of the railway industry or the provision of services to the railway industry and not to other transport modes or to industries other than the railway industry, and without limitation:

- (i) excluding any changes in Taxation;
- (ii) excluding any changes which were foreseeable at the date of the Franchise Agreement, and for this purpose, but without limitation, there shall be regarded as foreseeable any Legislation which on the date of the Franchise Agreement has been published:
 - (A) in a draft parliamentary bill as part of a government departmental consultation paper;
 - (B) in a parliamentary bill;
 - (C) in a draft statutory instrument; or

- (D) as a proposal in the Official Journal of the European Union except to the extent that such proposal is intended to apply solely within member states other than the United Kingdom,

to the extent that the same is subsequently enacted in substantially the same form as the form in which it was previously so published. In relation to the application of this sub paragraph (ii), each TSI shall be considered separately.

Change of Law (1) includes any Legislation, which only applies to the railway industry, which is made under the Health and Safety at Work etc. Act 1974 and which is not excluded under (i) and (ii) (a "**Specifically Included Change of Law**"), but (2) excludes any Legislation (other than a Specifically Included Change of Law) which is made with the intention or effect of specifically applying to (or disapplying in relation to) the railway industry any other Legislation which does not apply only to the railway industry;

"Charge Variation"

means a variation:

- (a) to a Relevant Agreement; and
- (b) which is effected as a result of a Charging Review (including any variation in connection with an Incremental Output Statement Charge);

"Charging Review"

means:

- (a) the exercise by the ORR of its powers under:
 - (i) Part 7 of Schedule 7 of the Track Access Agreement to which the Franchisee is a Party on the Start Date or any Replacement Agreement which is or is deemed to be a Relevant Agreement in accordance with the definition of that term;
 - (ii) Condition F11.4 (*Review of Long Term Charge*) of the Station Access Conditions in relation to any station which is not an Independent Station; or

- (iii) Condition F12.4 (*Review of Access Generally*) of the Station Access Conditions in relation to any station which is not an Independent Station;
- (iii) Condition 42.4 (*Review of the Long Term Charge*) of the Independent Station Access Conditions in relation to any station which is an Independent Station or a Station;
- (b) the following by the ORR of the procedure in Schedule 4A of the Act;
- (c) the exercise by the ORR of any of its powers or the following of any other procedure, which, in the Secretary of State's reasonable opinion:
 - (i) has an equivalent effect to; or
 - (ii) is intended to fulfil the same function as,

any of the powers referred to in paragraphs (a) or (b) in relation to any Relevant Agreement provided that, without limitation, the exercise by ORR of any of its approval rights under Condition F12 of the Station Access Conditions shall not be considered to have an equivalent effect to or fulfil the same function as any of the powers referred to in paragraphs (a) or (b). For this purpose, Relevant Agreement includes any Relevant Agreement which is not the subject of any previous Charging Review; or
- (d) any amendment to a Relevant Agreement, or entry into a new Relevant Agreement which is approved by the ORR to the extent that it relates to an Incremental Output Statement Charge or a scheme to which that charge relates;

"Charter Service" means a railway passenger service, whether operated on the same routes as the Passenger Services or not:

- (a) which is not reflected in the Timetable;
- (b) which does not conform to the pattern of railway passenger services normally provided by the Franchisee;

- (c) for which the advance booking or booking arrangements for seats on the relevant service are, in the reasonable opinion of the Secretary of State, materially different from those generally applicable to the Passenger Services;
- (d) for which tickets are available on a restricted basis or on terms and conditions which, in the reasonable opinion of the Secretary of State, are materially different from those generally applicable to the Passenger Services; and/or
- (e) for which the departure time, journey time and calling pattern are, in the reasonable opinion of the Secretary of State, materially different from those of the Passenger Services,

and which, in the opinion of the Secretary of State, is not a railway passenger service provided by the Franchisee as part of the Passenger Services;

"Child Price"	means, in relation to any Fare, the amount charged or chargeable to a person under the age of 16 in respect of such Fare;
"Closed Scheme Employees"	has the meaning given to it in paragraph 3.2 of Schedule 16 (Pensions);
"Closure"	means a discontinuance or closure under Part 4 of the Railways Act 2005 of any of the Passenger Services or of any network on which the Passenger Services may be operated or of any of the Stations or of any part of such network or Station;
"CMA"	means the Competition and Markets Authority;
"Code of Practice"	means the code of practice for protecting the interests of users of railway passenger services or station services who have disabilities, as prepared, revised from time to time (with the approval of the Disabled Persons Transport Advisory Committee) and published by the Secretary of State pursuant to Section 71B of the Act and which is available at https://www.gov.uk/government/publications/accessible-railway-stations-design-standards (or such other applicable web address that is adopted by the Secretary of State from time to time);
"Collaboration Agreement"	means the agreement between the Secretary of State and West Midlands Rail dated 6 April 2017;

"Collateral Agreement"	means an agreement which is required to be entered into by the Franchisee with Network Rail or any other franchisee as a condition to any Access Agreement of which the Franchisee is the beneficiary;
"Commercial Return"	means where the CCIF Scheme Revenue equals or exceeds the aggregate of the CCIF Scheme Costs and the CCIF Scheme Margin;
"Commitment"	has the meaning given to it in clause 15.1(b) (Competition);
"Committed Obligations" or "COs"	means any of the Franchisee's obligations listed in Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations);
"Community Rail Partnership"	means any not for profit organisation of the same name that has an interest in the development of responsive and good quality railway passenger services;
"Community Rail Report"	has the meaning given to it in paragraph 2.6 of Schedule 13.1 (Rail Industry Initiatives);
"Community Rail Route"	means any Route in respect of which the Secretary of State determines that any relevant Community Rail Partnership has an interest;
"Community Rail Strategy"	means the Community Rail Development Strategy (as may be updated from time to time) published in November 2004 and which provides a broad framework within which rural community routes can be put on an improved financial footing;
"Competition Authority"	has the meaning given to it in clause 15.1 (Competition);
"Competition Event"	has the meaning given to it in clause 15.1 (Competition);
"Competition Event Notice"	has the meaning given to it in clause 15.5 (Competition);
"Compulsory Inter-available Flow"	has the meaning given to it in the Ticketing and Settlement Agreement;
"Computer System"	means computer hardware and computer software, including licensed third party software and data protocols;

"Conditions Precedent Agreement"	means the agreement between the Secretary of State and the Franchisee of even date herewith specifying certain conditions to be satisfied or waived by the Secretary of State prior to the issue of a Certificate of Commencement;
"Confidential Information"	has the meaning given to it in paragraph 1 of Schedule 17 (Confidentiality and Freedom of Information);
"Connection"	means a connection (however described) between any of the Passenger Services provided by the Franchisee and any other railway passenger service provided by it or any other Train Operator or any bus, ferry or shipping service and cognate phrases shall be construed accordingly;
"Connection Agreement"	means any agreement entered into by the Franchisee and Network Rail on or before the Start Date relating to the connection of a Depot to the relevant part of the network;
"Contingency Plan"	has the meaning given to it in paragraph 1(a)(iv) of Schedule 10.3 (Force Majeure and Business Continuity);
"Continuation Document"	means any franchise agreement, direct award, interim franchise agreement or other arrangement pursuant to which the Franchisee is required to provide services for the carriage of passengers by railway which is entered into by the Franchisee in respect of some or all of the same Passenger Services by way of direct or indirect continuation of the arrangement currently in place under the Franchise Agreement;
"Contract Manager"	means a person appointed from time to time by the Franchisee to fulfil certain duties including to manage the Franchise Agreement on behalf of the Franchisee and to facilitate the performance by the Franchisee of its obligations under the Franchise Agreement;
"Control"	<p>means, in respect of a person, that another person (whether alone or with others and whether directly or indirectly and whether by the ownership of share capital, the possession of voting power, contract or otherwise):</p> <p>(a) has the power to appoint and/or remove all or the majority of the members of the board of directors or other governing body of that person or of any other person which Controls that person;</p> <p>(b) controls or has the power to control the affairs and policies of that person or of any other person which Controls that person;</p>

- (c) is the parent undertaking of that person or of any other person which Controls that person; or
- (d) possesses or is, or will be at a future date, entitled to acquire:
 - (i) thirty per cent (30%) or more of the share capital or issued share capital of, or of the voting power in, that person or any other person which Controls that person;
 - (ii) such part of the issued share capital of that person or any other person which controls that person as would, if the whole of the income of such person were distributed, entitle him to receive thirty per cent (30%) or more of the amount so distributed; or
 - (iii) such rights as would, in the event of the winding-up of that person or any other person which controls that person or in any other circumstances, entitle him to receive thirty per cent (30%) or more of the assets of such person which would then be available for distribution,

and **"Controlled"** shall be construed accordingly;

"Controlled Emission Toilet" or "CET"

means a toilet fitted on a Rolling Stock Unit and which retains effluent in retention tanks such that effluent is not discharged on the rail tracks;

"Count Equipment"⁶

means any load-weigh, stereoscopic, infrared, CCTV or other type of equipment as may from time to time be installed on any train in the Train Fleet for the purposes of (amongst other things) passenger counting, including that specified in paragraph 3 of Schedule 1.5 (Information about Passengers);

"CPAY"

means an arrangement operated by TfL under which contactless payment cards can be used by passengers to obtain access to the public transport services in London without the requirement for purchase of a separate ticket or permission to travel;

⁶ 25 February 2020 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

"CPAY Agreement"	means an agreement dated 30 July 2014 between Transport Trading Limited and train operators operating in London relating to the acceptance of certain contactless payment cards for "pay as you go" journeys in London;
"Creating"	has the meaning given to it in the Ticketing and Settlement Agreement and cognate expressions shall be construed accordingly;
"CRM Data"	means Personal Data (including any or all of name, address, e-mail address and ticket purchasing history, credit and debit card details) collected by or on behalf of the Franchisee relating to: <ul style="list-style-type: none"> (a) persons travelling on or purchasing tickets for travel on the Passenger Services or other services for the carriage of passengers by railway; or (b) use of the Mobile Communication Services by the persons referred to in limb (a) above;
"CRM Data Processor"	means any Data Processor who, from time to time, is processing or has processed CRM Data on behalf of the Franchisee;
"CRM Obligations"	has the meaning given to it in paragraph 4.4 of Schedule 1.5 (Information about Passengers);
"CRM System"	means any system (whether a Computer System or otherwise) for the collection of CRM Data and/or onto which CRM Data is input, processed and/or held as such system may be amended or altered from time to time;
"CRP Amount"	means the sum [REDACTED ⁷] (indexed by the Retail Prices Index in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments) per Franchisee Year (reduced pro-rata in respect of any Franchisee Year of less than three hundred and sixty five (365) days);
"Current Franchisee Year"	has the meaning given to it in paragraph 2.1 of Schedule 8.2 (Profit Share Mechanism);

⁷ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"Customer and Stakeholder Engagement Strategy" or "CSES"	means the Customer and Stakeholder Engagement Strategy in the agreed terms marked CSES and any replacement Customer and Stakeholder Engagement Strategy revised in accordance with paragraph 9.2 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"Customer Report"	means a report for each Separable Business Unit in the format and providing the information specified in the Customer and Stakeholder Engagement Strategy published in accordance with paragraph 10.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"Customer Service"	means the customer facing systems and procedures;
"Customer Service Quality Inspection"	means an inspection (and provision of reports as specified) of the Franchisee's customer facing systems and procedures against each Service Quality Indicator in the manner specified in the Service Quality Schedules and in accordance with the requirements of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Dataset"	means the data specified in Appendix 1 (Environmental Information) to Schedule 11.2 (Management Information) as the same may be amended from time to time by the Secretary of State (acting reasonably);
"Data Controller"	has the same meaning as in the Data Protection Act;
"Data Processor"	has the same meaning as in the Data Protection Act;
"Data Protection Act"	means the Data Protection Act 1998 and any guidance issued from time to time by the Information Commissioner's Office or a relevant Central Government Body in relation to the Data Protection Act 1998;
"Data Site Information"	has the meaning given to it in paragraph 3.5 of Schedule 15.1 (Reletting Provisions);
"Data Subject"	has the same meaning as in the Data Protection Act;
"Default Performance Level"	means, in relation to a Benchmark for any Reporting Period, the number set out in the relevant Column of the Benchmark Table to Schedule 7.1 (Operational Performance) relating to that Benchmark and in the row of that table for that Reporting Period;

"Delayed Cascade Mitigation Plan"	has the meaning given to it in paragraph 3.5(b) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
"Departure Station"	has the meaning given to it in paragraph 2.2 of Appendix 2 (Accessible Transport Arrangements) to Schedule 4 (Accessibility and Inclusivity);
"Depot"	means a depot in respect of which the Franchisee has entered into a Depot Lease;
"Depot Access Conditions"	has the meaning given to it in the relevant Access Agreement to which it relates;
"Depot Lease" or "DL"	means: <ul style="list-style-type: none"> (a) any lease of a depot to which the Franchisee is a party as at the Start Date; or (b) any other lease of a depot in relation to which the Franchisee becomes the Facility Owner at any time during the Franchise Period;
"Derivative Output"	means Intellectual Property Rights that are derived from or generated by the RPC Database or the Preliminary Database when querying such database (which includes, but is not limited to, the format of all reports and analysis);
"Designated CO Primary Franchise Assets"	has the meaning given to it in paragraph 10.1 of Part 2 (Special Terms) to Schedule 6.2 (Committed Obligations);
"Designated Employer"	has the meaning given to it in the Pension Trust;
"Destination Station"	has the meaning given to it in paragraph 2.2 of Appendix 2 (Accessible Transport Arrangements) to Schedule 4 (Accessibility and Inclusivity);
"Direct Agreement"	means any agreement made, or to be made, from time to time between the Secretary of State and the counterparty of a Key Contract in relation to such Key Contract, including any agreement entered into by the Secretary of State under Schedule 14.3 (Key Contracts);

"Disabled People's Protection Policy"	means the Franchisee's policy for the protection of persons with disabilities which the Franchisee is required to establish and review from time to time in accordance with the conditions of its Licences in respect of the operation of railway passenger services and/or stations;
"Disabled Person"	is a reference to a person who has a disability as defined in the EA;
"Disabled Persons Transport Advisory Committee" or "DPTAC"	means the committee with that name established under Section 125 of the Transport Act 1985 and its statutory successors;
"Discount Card"	has the meaning given to it in the Ticketing and Settlement Agreement;
"Discount Fare Scheme"	has the meaning given to it in paragraph 3 of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);
"Dispute Resolution Rules"	means the procedures for the resolution of disputes known as "The Railway Industry Dispute Resolution Rules", as amended from time to time in accordance with the terms thereof. The rules are available at http://accessdisputesrail.org/RIDR/RIDR%20Rules.pdf (or such other applicable web address that is adopted from time to time);
"Disputed Cancellation"	<p>means a Passenger Service:</p> <p>(a) which is included in the Enforcement Plan of the Day and which is cancelled; or</p> <p>(b) which is included in the Enforcement Plan of the Day and which operates less than fifty per cent (50%) of its scheduled mileage (as prescribed in the Enforcement Plan of the Day),</p> <p>in either case, in circumstances where attribution of responsibility for the same is, at the relevant time, in dispute between Network Rail and the Franchisee pursuant to the Track Access Agreement;</p>

- "Disputed Partial Cancellation"** means a Passenger Service which is included in the Enforcement Plan of the Day and which:
- (a) misses a stop; or
 - (b) completes fifty per cent (50%) or more, but less than one hundred per cent (100%) of its scheduled mileage as prescribed in the Enforcement Plan of the Day,
- in either case, in circumstances where attribution of responsibility for the same is, at the relevant time, in dispute between Network Rail and the Franchisee pursuant to the Track Access Agreement;
- "DOTAS"** has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Covenants and Bonds);
- "DSAW Criteria"** means, in respect of a DSAW Project, that the delivery of such DSAW Project:
- (a) is reasonably necessary:
 - (i) to enable the Franchisee to deliver the Train Service Requirement in accordance with, or otherwise comply with its obligations under, this Agreement; and/or
 - (ii) for the purposes of making provision for additional demand for rail capacity which is reasonably expected to arise in respect of routes served by the Franchise Services prior to the 10th anniversary of the expiry of the Franchise Term; and
 - (b) will result in new or enhanced depot and/or stabling facilities at which Network Rail is (or will become) the Facility Owner or landlord (as applicable);
- "DSAW Fund"** means the Depots, Stabling and Ancillary Works Fund managed as at the date of this Agreement by Network Rail, or such other person fund or organisation as the Secretary of State may notify to the Franchisee for this purpose from time to time;

"DSAW Project" means the following:

	Details of DSAW Project	DSAW Project Milestones (if applicable)
(a)	Duddeston track connection including track renewal, new overhead line equipment and the conversion of passive provision for signalling to an integrated and fully operational signalled connection.	(a) Agreement of detail, scope and programme and assignment of DSAW Fund to Network Rail (b) Signalled track connection complete and available for use

"DSAW Project Milestone" means, in respect of a DSAW Project, any DSAW Project Milestone related to such DSAW Project and set out in column 2 of the table in the definition of "DSAW Project";

"DSAW Saving" means any net saving made by the Franchisee in respect of the expected capital cost to it of a DSAW Project, however arising, including any such saving arising because the actual capital cost to the Franchisee in respect of any DSAW Project is less than:

- (a) the funding received by the Franchisee in respect of that DSAW Project from the DSAW Fund or otherwise (including any Expected Funding Shortfall payment(s) made or procured by the Secretary of State), and the Franchisee is (but for paragraph 21 of Schedule 6.1) entitled to retain that saving; and/or
- (b) the anticipated capital cost to the Franchisee of that DSAW Project provided for in the Record of Assumptions;

"EA" means the Equality Act 2010;

"EA Claim" has the meaning given to it in paragraph 3.1 of Schedule 4 (Accessibility and Inclusivity);

"EA Requirements" means the duties of a provider of services under Sections 20(3), 20(5) and Sections 20(9)(a) and 20(9)(b) in relation to Section 20(4), of the EA;

"EEA state"	has the meaning given to it in clause 14.9 (Non-discrimination);
"EFS Commercial Return"	means where the Enabling Fund Scheme Revenue equals or exceeds the Enabling Fund Scheme Costs;
"Emergency Events"	has the meaning given to it in paragraph 1(e) of Schedule 10.3 (Force Majeure and Business Continuity);
"EMV"	means contactless payment cards that conform to the international standards issued by EMVCo (owned by American Express, Discover, JCB, MasterCard, UnionPay and Visa) which manages, maintains and enhances the EMV1 integrated circuit card specifications;
"Enforcement Plan of the Day"	<p>means the Plan of the Day except for any:</p> <ul style="list-style-type: none"> (a) additions to such Plan of the Day of any railway passenger services which are not included in the Timetable; (b) omissions from such Plan of the Day of any Passenger Services included in the Timetable; and/or (c) rescheduling in such Plan of the Day of any Passenger Services from their scheduling in the Timetable, <p>in each case:</p> <ul style="list-style-type: none"> (i) as proposed by the Franchisee in breach of its obligations in paragraph 4 of Schedule 1.2 (Operating Obligations); or (ii) as agreed by the Franchisee in breach of its obligations in paragraph 3 of Schedule 1.2 (Operating Obligations);
"Environmental Data Collection Plan"	has the meaning given to it in paragraph 15.1(a)(iii) of Schedule 11.2 (Management Information);
"Environmental Impact Monitoring Audit"	has the meaning given to it in paragraph 15.2(b) of Schedule 11.2 (Management Information);

"Environmental Impact Monitoring Report"	has the meaning given to it in paragraph 15.2(a) of Schedule 11.2 (Management Information);
"Environmental Impact Targets"	has the meaning given to it in paragraph 16.1 of Schedule 11.2 (Management Information);
"Environmental Impact Targets Plan"	has the meaning given to it in paragraph 16.2(c) of Schedule 11.2 (Management Information);
"Environmental Information Regulations"	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or any relevant Central Government Body in relation to such Regulations;
"Equivalent Fare"	has the meaning given to it in paragraph 6.1 of Schedule 5.7 (Changes to Fares and Fares Regulation);
"Equivalent Flow"	has the meaning given to it in paragraph 6.1(b) of Schedule 5.7 (Changes to Fares and Fares Regulation);
"ERTMS"	means the European Rail Traffic Management System;
"Escrow Documents"	means those documents and other items referred to in paragraph 1.1 of Schedule 9.2 (Identity of the Financial Model);
"Estimated Profit Stream"	<p>means estimated total operating profit of the Franchisee from the date that the Change of Control pursuant to clause 8 (Change of Control and Facilitation Fee) is to occur until the Expiry Date as reasonably determined by the Secretary of State. In reasonably determining the Estimated Profit Stream the Secretary of State shall:</p> <ul style="list-style-type: none"> (a) take into account all relevant circumstances and have due regard to the Financial Model, the profit and loss forecast in the Initial Business Plan and the most recent Annual Business Plan and the assumptions in the Record of Assumptions; (b) use the accounting policies and standards set out in the Record of Assumptions and applied through the Financial Model; (c) estimate profit: <ul style="list-style-type: none"> (i) before taking into account:

- (A) interest, finance income and finance charges (other than finance items recognised in respect of retirement benefits) and dividends and other distributions of profit;
 - (B) any taxation on profits including corporation tax;
 - (C) shares of the profit of any Affiliate of the Franchisee, except dividends received in cash;
 - (D) non cash entries in respect of the Franchise Section and any other pension schemes to the extent connected with the Franchise, excluding accruals or prepayments of any normal pension contributions due; and
- (ii) after taking into account:
- (A) Franchise Payments;
 - (B) all extraordinary and exceptional items, as defined under GAAP;
 - (C) the Franchisee's normal pension contributions in relation to the Franchise Section and any other pension schemes to the extent connected with the Franchise;
 - (D) any payments to Affiliates of the Franchisee (including management fees and royalty fees) except to the extent that such payments exceed the amount determined in accordance with paragraph 1.2 (a)(v) of Schedule 8.2 (Profit Share Mechanism); and
 - (E) any sums capitalised in relation to maintenance expenditure on rolling stock or other capital equipment; and

(d) calculate amounts in real terms as at the date of the Change of Control and apply the prevailing discount rate per annum (in real terms) stated in HM Treasury's **"Green Book Appraisal Guidelines"** (such rate being as at the date of the Franchise Agreement three point five per cent (3.5%) per annum (in real terms));

"Estimated Revisions"	has the meaning given to it in paragraph 10.3 of Schedule 9.1 (Financial and Other Consequences of Change);
"EU Merger Regulation"	has the meaning given to it in clause 15.2(a) (Competition);
"Euston Major Works"	means the period in which major construction works are being undertaken at London Euston as part of the works required for the HS2 Project and as notified by the Secretary of State to the Franchisee;
"Evening Peak"	means, in relation to any Passenger Service, the period between 1600 and 1859 (inclusive) during a Weekday or such other continuous three hour period between 1200 and 2359 (inclusive) as the Secretary of State may specify from time to time;
"Event of Default"	means any of the events set out in paragraph 1 of Schedule 10.2 (Events of Default and Termination Events);
"Excepted Passenger Services"	has the meaning given to it in paragraph 13.2 of Schedule 6.1 (Franchise Specific Obligations);
"Excluded Data"	has the meaning given to it in paragraph 15.1(a)(i) of Schedule 11.2 (Management Information);
"Existing Expenditure"	has the meaning given to it in paragraph 6.2 (a) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);

"Expected Funding"

means (as the context requires):

- (a) for a DSAW Project as a whole, the level of funding referred to in column 2 of the table below in respect of such DSAW Project; and
- (b) for any DSAW Project Milestone, the amount of funding set out against such DSAW Project Milestone in column 3 of the table below:

DSAW Project	Amount of Expected Funding	Amount of Expected Funding broken down by DSAW Project Milestone(s) (if applicable)
Duddeston track connection including track renewal, new overhead line equipment and the conversion of the passive provision for signalling to an integrated and fully operational signalled connection	[REDACTED ⁸]	To be agreed with Network Rail once a contractor has been selected and project plan further developed

"Expected Funding Shortfall"

means the amount by which the actual funding made available from the DSAW Fund in relation to a DSAW Project (or, as applicable, a DSAW Project Milestone) is less than the Expected Funding;

"Expiry Date"

means the later of:

- (a) 01:59 on 1 April 2026; or

8 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (b) any such later date that is specified by the Secretary of State pursuant to clause 5.3 (Duration of the Franchise Agreement); or
- (c) any such later date to which the Franchise Agreement is continued in accordance with clause 5.2 (Duration of the Franchise Agreement);

"Facilitation Fee" has the meaning given to it in clause 8.4 (Change of Control and Facilitation Fee));

"Facility Owner" has the meaning given to the term facility owner in Section 17(6) of the Act;

"Fare" means:

- (a) the right, exercisable against one or more Train Operators, subject to any applicable rights or restrictions and the payment of the relevant price, to make one or more journeys on the network or to carry on such a journey an item of luggage or an animal (where this right does not arise under the relevant conditions of carriage except on the payment of a fee) and, where applicable, to obtain goods or services from a person; and
- (b) for the purposes only of Schedule 5.3 (Allocation of Fares to Fares Baskets) to Schedule 5.8 (Fares Regulation Information and Monitoring) (inclusive) and the definitions of London Commuter Fare and West Midlands Commuter Fare, Protected Fare, Return Fare, Single Fare, Protected Weekly Season Ticket, Protected Return Fare and paragraph (b) of the definition of Season Ticket Fare, a Fare as defined under paragraph (a) that is:
 - (i) valid for a journey or journeys on the Passenger Services included in the Timetable or other railway passenger services which are required to be included in another relevant Train Operator's passenger timetable by the Secretary of State;
 - (ii) sold under the Travelcard Agreement; or
 - (iii) a Cross London Ticket (as defined in the Through Ticketing (Non Travelcard) Agreement);

- (iv) sold under the Pay As You Go Agreement utilising TTL smart media as defined in such agreement;

"Fare Year"	means the period from 1 January in any year to 31 December in the same year;
"Fares Basket"	means any of the London Commuter Fares Basket, the West Midlands Commuter Fares Basket or the Protected Fares Basket;
"Fares Document"	means any of the London Commuter Fares Document the West Midlands Commuter Fares Document or the Protect Fares Document;
"Fares Setting Round"	has the meaning given to it in the Ticketing and Settlement Agreement;
"Fast Lines"	means the running lines identified as such in the London North Western (South) NESA;
"Final Franchisee Year"	means the Franchisee Year ending on the last day of the Franchise Period;
"Financial Action Plan"	means any action plan produced by the Franchisee pursuant to paragraph 9.2(b)(vi) of Schedule 11.2 (Management Information), where the level of its financial performance specified in the Management Accounts is materially worse than forecast by the Franchisee in its current Business Plan;
"Financial Conduct Authority"	means the UK Financial Conduct Authority of 25 The North Colonnade, Canary Wharf, London E14 5HS and with company registered number 01920623 or such other regulatory body which may succeed or replace it from time to time;
"Financial Formats" or "FF"	means the Franchisee's financial formats in the agreed terms marked FF ;
"Financial Model" or "FM"	means the Franchisee's financial model in the agreed terms marked FM deposited with the Secretary of State on the date of the Franchise Agreement in accordance with Schedule 9.2 (Identity of the Financial Model), as may be subsequently revised in accordance with Schedule 9.2 (Identity of the Financial Model);
"Financial Ratios"	means the financial ratios specified in paragraph 2 of Schedule 12 (Financial Covenants and Bonds);

"First Additional Expenditure Year"	has the meaning given to it in paragraph 6.2 (a) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"First Extension Period"	has the meaning given to it in clause 5.2(a);
"First Profit Share Threshold" or "FPST"	has the meaning given to it in paragraph 1.1 of Schedule 8.2 (Profit Share Mechanism);
"Flow"	has the meaning given to it in the Ticketing and Settlement Agreement;
"Force Majeure Event"	means any of the events described as such in paragraph 1 of Schedule 10.3 (Force Majeure and Business Continuity) where the conditions specified in paragraph 2 of Schedule 10.3 (Force Majeure and Business Continuity) are satisfied;
"Forecast Modified Revenue"	means, in relation to any Reporting Period, the items specified in the definition of Modified Revenue, as most recently forecast for that Reporting Period pursuant to paragraph 9.3(a) of Schedule 11.2 (Management Information);
"Forecast Operating Costs"	means, in relation to any Reporting Period, the items specified in the definition of Actual Operating Costs, as most recently forecast for that Reporting Period pursuant to paragraph 9.3 of Schedule 11.2 (Management Information) adjusted for any movement in creditors arising from deemed PCS Facility borrowing pursuant to Clause 18 of the Funding Deed;
"Forecast Passenger Demand"	<p>means the forecast prepared by the Franchisee pursuant to paragraph 12.2 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development) in respect of:</p> <ul style="list-style-type: none"> (a) the number of passengers travelling in each class of accommodation: <ul style="list-style-type: none"> (i) on each Passenger Service; (ii) on each Route; and/or (iii) at any station or between any stations; and (b) the times of day, week or year at which passengers travel,

for the period in respect of which the next Timetable is to apply;

"Franchise" means the rights tendered by the Secretary of State on 30 August 2016 to operate railway passenger services over the Routes prescribed in paragraph 2.1 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development);

"Franchise Agreement" means this Agreement and the Conditions Precedent Agreement which together constitute a single agreement and which is a **"franchise agreement"** for the purposes of the Act;

"Franchise Assets" means the property, rights and liabilities designated as such pursuant to paragraph 1 of Schedule 14.4 (Designation of Franchise Assets) but excluding such property, rights or liabilities as shall, in accordance with the terms of the Franchise Agreement, cease to be so designated;

"Franchise Documents" means:

- (a) this Agreement;
- (b) the Conditions Precedent Agreement;
- (c) the Funding Deed;
- (d) the Train Service Requirement; and
- (e) any other agreement signed by the Franchisee at the time of the award of the Franchise which is in the possession of the Secretary of State and which is notified by the Secretary of State to the Franchisee as being required for publication;

"Franchise Employee" means:

- (a) any employee of the Franchisee from time to time; and
- (b) any other person who is an employee of any of its Affiliates or is an employee of any party to whom the Franchise Services or services which are in support of or ancillary to the Franchise Services have been subcontracted (at any tier) or delegated by the Franchisee; and

(c) in the case of (a) or (b) whose contract of employment would (subject to the exercise of such person's right to object to the transfer) be transferred to a Successor Operator following the expiry of the Franchise Period by virtue of the operation of Law (including the Transfer of Undertakings (Protection of Employment) Regulations 2006) or in respect of whom liabilities arising from a contract of employment or employment relationship may be so transferred;

"Franchise Manager" means a person appointed from time to time by the Secretary of State to fulfil certain duties including to manage the Franchise Agreement on behalf of the Secretary of State and to monitor the Franchisee's performance of its obligations under the Franchise Agreement;

"Franchise Payment" means, in relation to any Reporting Period, the amount determined in accordance with paragraph 1.1 of Schedule 8.1 (Franchise Payments);

"Franchise Performance Meeting" means a meeting between the Secretary of State and the Franchisee to be held in accordance with paragraph 1 of Schedule 11.1 (Franchise Performance Meetings);

"Franchise Period" means the period commencing on the Start Date and ending on the Expiry Date or, if earlier, the date of termination of the Franchise Agreement pursuant to Clauses 4.2(b) or 4.3(b) of the Conditions Precedent Agreement or Schedule 10 (Remedies, Events of Default and Termination Events);

"Franchise Sections" has the meaning given to it in paragraph 2 of Schedule 16 (Pensions);

"Franchise Section Rules" has the meaning given to it in paragraph 4.2(a) of Schedule 16 (Pensions);

"Franchise Services" means such of the Passenger Services, the Light Maintenance Services, the Station Services and the Ancillary Services as the Franchisee may provide or operate from time to time, including any of such services as the Franchisee may delegate or subcontract or otherwise secure through any other person from time to time in accordance with the Franchise Agreement;

"Franchise Term" means the period commencing on the Start Date and expiring on the Expiry Date;

- "Franchisee Access Station"** means any station at which the Passenger Services call (other than any Station);
- "Franchisee Owned RV Asset"** means each of the assets listed in Column 1 of the table set out in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) which:
- (a) are not annotated in Column 4 of such table as Network Rail Fixture Assets; and
 - (b) are designated as Primary Franchise Assets in accordance with paragraph 2.1(h) of Schedule 14.4 (Designation of Franchise Assets) such that they can be transferred to a Successor Operator at the applicable value specified in Column 2 of the table in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) (as such value may be amended during the Franchise Term in accordance with the provisions of paragraphs 1.4 or 1.6 of Schedule 14.6 (Residual Value Mechanism));
- "Franchisee Year"** means any period of twelve (12) months during the Franchise Period, beginning on 1 April and ending on 31 March, except that the first and last Franchisee Years may be for a period of less than twelve (12) months and the first Franchisee Year shall begin on the Start Date and the last Franchisee Year shall end on the last day of the Franchise Period;
- "Freedom of Information Act"** means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or any relevant Central Government Body in relation to the Freedom of Information Act 2000;
- "Funding Deed"** means the deed made between the Secretary of State, the Franchisee and the Guarantor dated on or about the date of the Franchise Agreement specifying arrangements relating to the funding for the Franchisee by the Parent and giving rights to the Secretary of State in relation to such funding;
- "FXD"** has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

"GAAP"	means generally accepted accounting principles in the United Kingdom, as derived from and including the accounting requirements of the Companies Act 2006, 'Financial Reporting Standards 100, 101 and 102', abstracts issued by the Urgent Issues Task Force of the Accounting Standards Board and, where appropriate, International Financial Reporting Standards and the listing rules of the Financial Conduct Authority, in each case, as amended from time to time;
"General Anti-Abuse Rule"	has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Covenants and Bonds);
"GNWR"	means Great North Western Railway Company;
"Grey Assets"	means any asset or structure on, within or close to the boundary of any Station in relation to which either the Franchisee or Network Rail consider that clarification is needed as to whether or not such asset or structure should properly form part of a relevant Station Lease;
"Grey Assets List" or "GAL"	means the list of the Grey Assets to be identified by the Franchisee and Network Rail pursuant to paragraph 2.1 of Schedule 1.7 (Stations);
"Gross Revenue"	means, in relation to any period and any Fare, the gross revenue to the Franchisee (or any relevant predecessor of the Franchisee) attributable to such Fare over the relevant period, excluding any applicable Value Added Tax, costs, commissions or other expenses which may be paid or incurred in connection with such Fare;
"Guarantor"	has the meaning given to such term under the Funding Deed;
"Halifax Abuse Principle"	means the principle explained in the CJEU Case C-255/02 Halifax and others;
"Handover Package"	means a package containing the information and objects specified in Appendix 1 (Form of Handover Package) to Schedule 15.3 (Handover Package) and such other information and objects as the Secretary of State may reasonably specify from time to time;
"Hot Standby"	means any rolling stock vehicle specified in the Train Plan which: <ul style="list-style-type: none"> (a) is operationally ready to provide the Passenger Services in the Timetable;

- (b) is not already assigned to the delivery of any Passenger Service in the Timetable; and
- (c) will only be used to deliver such Passenger Services if:
 - (i) a rolling stock vehicle scheduled to deliver such Passenger Services is unable to so deliver; and
 - (ii) Actual Passenger Demand could only be met by the deployment in service of such rolling stock vehicle;

"HS2 Operator" means any person who is appointed to provide railway passenger services in relation to the HS2 Project;

"HS2 Project" means the project to construct and develop the proposed high speed railway from London to Birmingham and the north known as **"HS2"** or **"High Speed Two"** and all related infrastructure works (including but not limited to enabling works at London Euston Station); and

"HS2 Services" means the passenger services operated or to be operated by the HS2 Operator;

"Incremental Output Statement Charge" means the charge to which that description is commonly given, first introduced into Relevant Agreements in April 2001;

"Independent Station" has the meaning given to it in paragraph 2.7 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);

"Independent Station Access Conditions" has the meaning given to it in the Access Agreement to which it relates;

"Individual Station Charge Adjustment" has the meaning given to it in paragraph 2.2 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);

"Industrial Action"	means any concerted action taken in connection with the employment of any employees of the Franchisee or of any of the employees of persons listed in paragraphs 1(f)(i) to 1(f)(iii) of Schedule 10.3 (Force Majeure and Business Continuity) (whether or not that action involves any breach of such employees' conditions of employment, and including any action taken in furtherance of a dispute, or with a view to improving the terms of employment of the relevant employees or by way of support for any other person) subject always, in the case of any unofficial industrial action, to the Franchisee being able to demonstrate the occurrence of such unofficial industrial action to the reasonable satisfaction of the Secretary of State;
"Industry Schemes"	has the meaning given to it in paragraph 4 of Schedule 13.1 (Rail Industry Initiatives);
"Information Commissioner"	has the meaning given to it in Section 6 of the Data Protection Act;
"Infrastructure Project"	means any of the infrastructure projects described or referred to in the document in agreed terms marked "IAD" .
"Intervention"	has the meaning given to it in clause 15.1 (Competition);
"Initial Business Plan"	means the business plan to be provided by the Franchisee to the Secretary of State as described in paragraph 10.1 of Schedule 11.2 (Management Information);
"Initial Dataset"	has the meaning given in paragraph 15.1(b) of Schedule 11.2 (Management Information);
"Initial Performance Bond"	means the performance bond issued or to be issued on or prior to the date of this Agreement by a Bond Provider to the Secretary of State which complies with the requirements of paragraph 4.2 of Schedule 12 (Financial Covenants and Bonds);
"Initial Period"	has the meaning given to it in paragraph 7.5 of Schedule 9.1 (Financial and Other Consequences of Change);
"Initial Permanent Fare"	has the meaning given to it in the Ticketing and Settlement Agreement;

"Initial Reporting Stage"⁹	means the Reporting Periods falling within the period from the beginning of the first Reporting Period to the expiry of the seventh Reporting Period of the Franchisee Year;
Initial Start Date Deed of Amendment¹⁰	means the document entitled "Deed of Amendment No.1 (Start Date Amendment) to the Franchise Agreement dated 8 September 2017" dated 11 January 2019 between the Secretary of State and the Franchisee;
"Innovation Strategy" or "IS"	means the innovation strategy as submitted and updated from time to time in accordance with paragraph 1.1 of Schedule 13.2 (Innovation Obligations);
"Institute of Asset Management"	means The Institute of Asset Management, a company limited by guarantee, registered with company number 05056259 with registered office Woodlands Grange, Woodlands Lane, Bradley Stoke, Bristol, BS32 4JY or its successors;
"Intellectual Property Rights"	means all intellectual and industrial property rights of any kind including (without limitation) patents, supplementary protection certificates, rights in Know-How, registered trade marks, registered designs, unregistered design rights, unregistered trade marks, rights to prevent passing off or unfair competition and copyright (whether in drawings, plans, specifications, designs and computer software or otherwise), database rights, topography rights, any rights in any invention, discovery or process, and applications for and rights to apply for any of the foregoing, in each case in the United Kingdom and all other countries in the world and together with all renewals, extensions, continuations, divisions, reissues, re-examinations and substitutions;
"Interest Rate"	means a rate equivalent to two per cent (2%) per annum above the base lending rate published by Royal Bank of Scotland plc (or such other bank as the Secretary of State may, after consultation with the Franchisee, determine from time to time) during any period in which an amount payable under the Franchise Agreement remains unpaid;

⁹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

"Inter-Operator Schemes"	means the list of schemes in paragraph 4 of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);
"International Organisation for Standardisation"	means the international standard setting body known as "ISO" or any such successor body;
[Deleted¹¹]	[Deleted]
[Deleted¹²]	[Deleted]
"Invitation to Tender"	means the Invitation to Tender issued by the Secretary of State on 30 August 2016 as part of the procurement process pursuant to which the Franchise Agreement was entered into;
"ISO14001:2015"	means the standard that is set by the International Organisation for Standardisation which specifies requirements for an environmental management system to enable an organization to develop and implement a policy and objectives which takes into account legal requirements and other requirements to which the organization subscribes, and information about significant environmental aspects or any equivalent standard which is generally recognised as having replaced it;
"ISO50001:2011"	means the standard that is set by the International Organisation for Standardisation which specifies requirements for establishing, implementing, maintaining and improving an energy management system, whose purpose is to enable an organization to follow a systematic approach in achieving continual improvement of energy performance, including energy efficiency, energy use and consumption or any equivalent standard which is generally recognised as having replaced it;
"ISO50001 Energy Review"	means the Energy Review as defined in paragraph 4.4.3 of ISO50001:2011, or any same or similar review from an equivalent standard which is generally recognised as having replaced it;

¹¹ 29 January 2020 (Date of Contract Variation Letter) Contract deletion agreed by the Secretary of State and Franchisee.

¹² 29 January 2020 (Date of Contract Variation Letter) Contract deletion agreed by the Secretary of State and Franchisee.

- "ISO55001:2014"** means the standard that is produced by the International Organisation for Standardisation which specifies requirements for an asset management system within the context of the organisation or any equivalent Standard which is generally recognised as having replaced it;
- "ISO 22301"** means the standard that is set by the International Organisation for Standardisation which specifies requirements for the development, implementation, operation, monitoring, review and maintenance of a business continuity planning process, or any equivalent standard which is generally recognised as having replaced it;
- "ITSO"** means (as the context may require) both:
- (a) the non profit distributing organisation run by its members for the benefit of members and users of smartcards, supported by the Department for Transport ("**DfT**"); and
 - (b) the common specification such non profit distributing organisation has created to enable the use of interoperable smartcards in transport and other areas;
- "ITSO Certified Smartmedia"** means the contactless smartcards, devices or other media designed to hold fare and travel information with the monetary or other value encoded which have been fully certified by ITSO;
- "ITSO Operating Licence"** means the licence granted to operators by ITSO which, among other things, permits them to issue ITSO-compliant cards and issue, sell and accept ITSO products;
- "ITSO Smartmedia Ticketing Scheme"** means a Smart Ticketing Scheme that utilises ITSO Certified Smartmedia;
- "Key Contacts List"** means the list which contains the name, address, home, office and mobile telephone numbers, and a brief description of the person's role and responsibilities in the business in respect of:
- (a) all directors (statutory or otherwise);

- (b) all managers with responsibility for a department/function within the Franchisee's business;
- (c) all managers in the operations, commercial, personnel and public affairs departments or in each case their nearest equivalents;

"Key Contract"

means:

- (a) each agreement and contract listed in Appendix 1 (List of Key Contracts) to Schedule 14.3 (Key Contracts) as at the date of the Franchise Agreement; and
- (b) any other agreement, contract, licence or other arrangement to which the Franchisee is a party or under which the Franchisee is the beneficiary from time to time which is designated as such pursuant to Schedule 14.3 (Key Contracts),

but excluding any such agreement, contract, licence or other arrangement which ceases, in accordance with the terms of the Franchise Agreement, to be designated as a Key Contract;

"Key Personnel"

means those persons identified by the Franchisee in accordance with paragraph 3.1 of Schedule 11.2 (Management Information) and **"Key Person"** shall be construed accordingly;

"Know-How"

means formulae, methods, plans, inventions, discoveries, improvements, processes, performance methodologies, techniques, specifications, technical information, tests, results, reports, component lists, manuals and instructions;

"Law"

includes any enactment, subordinate legislation, rule, regulation, order, directive or other provision, including those of the European Community, and any judicial or administrative interpretation or application thereof, which has, in each case, the force of law in the United Kingdom or any part of it (including the Act, the Transport Act, the Transport Safety Act 2003 and the Railways Act 2005);

"Lead Operator"

has the meaning given to it in the Ticketing and Settlement Agreement;

- "Legislation"** means any enactment or subordinate legislation, rule, regulation, order, directive or other provision including those of the European Community, which has, in each case, the force of Law in the United Kingdom or any part of it, but excluding any order under Section 1 of the Transport and Works Act 1992;
- "Level 2 Station Adoptions"** means a level 2 adoption of a Station by an established community group which is in accordance with:
- (a) the "station adopters scheme" under paragraph 2.10 of Schedule 13.1; and
 - (b) the Association of Community Rail Partnerships Station Adoption guide for the local community 2014 (as amended and/or updated from time to time);
- "Licences"** means such licences and/or statements of national regulatory provisions granted or to be granted under applicable law as the Franchisee may be required from time to time to hold under the Act or under the Railway (Licensing of Railway Undertakings) Regulations 2005 in order to provide or operate the Franchise Services;
- "Light Maintenance Service"** means any service specified in paragraph 6 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development) which may be provided by the Franchisee at the Depots and Stations;
- "Local Authority"** means:
- (a) in England, a county council, a district council, a unitary authority, a passenger transport executive, a London borough council, the common council of the City of London, or a council which is established under the Local Government Act 1992 and which is either an authority responsible for expenditure on public passenger transport services within the meaning of Section 88 of the Transport Act 1985 or a local authority for the purposes of Section 93 of the Transport Act 1985;
 - (b) in Wales, a county council, a district council or a council which is established under the Local Government Act 1972 or the Local Government (Wales) Act 1994;

- (c) in Scotland, the Strathclyde Passenger Transport Executive, or a district council or a unitary authority which is established under the Local Government (Scotland) Act 1973 or the Local Government, etc. (Scotland) Act 1994;
- (d) in London, the Mayor of London and Transport for London established under the Greater London Authority Act 1999;
- (e) a combined authority created pursuant to the Local Democracy, Economic Development and Construction Act 2009;
- (f) any local enterprise partnership;
- (g) any other body or council replacing any of the above from time to time; and
- (h) any other body or instrument of local or regional government specified by the Secretary of State from time to time;

"Lock-up Period" has the meaning given to it in paragraph 3.2 of Schedule 12 (Financial Covenants and Bonds);

"London Commuter Fare" means any:

- (a) Weekly Season Ticket, Monthly Season Ticket, Quarterly Season Ticket and Annual Season Ticket (and their equivalent ITSO products) between each London Station and any other such station or other Suburban Station; and
- (b) unrestricted Single Fare and unrestricted Return Fare (and their equivalent ITSO products) between each London Station; and
- (c) unrestricted Single Fare and unrestricted Return Fare (and their equivalent ITSO products) from each Suburban Station to each London Station (but not in the other direction); and

- (d) PAYG Peak Fare or PAYG Off Peak Fare (and their equivalent ITSO products) between each London Station and any other such station (and the CPAY equivalent fares),

for which the Franchisee is entitled to be allocated all or part of the revenue therefrom pursuant to the Ticketing and Settlement Agreement;

"London Commuter Fares Basket"

means the grouping of London Commuter Fares:

- (a) determined by the Secretary of State pursuant to Schedule 5.3 (Allocation of Fares to Fares Baskets);
- (b) for the purposes of regulating their aggregate Prices, in accordance with Schedule 5.4 (Regulation of Fares Basket Values);
- (c) amended by the Secretary of State from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulations); and
- (d) set out in the London Commuter Fares Document;

"London Commuter Fares Document" or "LCFD"

means the document in the agreed terms marked **LCFD**, as the same may be amended from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulations);

"London Station"

means any station served by the Railway Passenger Services in the Zones and any Zone to or from which a passenger may travel from or to such station;

"Long Term Charge"

shall have the meaning given to it in the Station Access Conditions;

"Maintenance Contract"

means any contract or arrangement to which the Franchisee is a party, which includes the carrying out for the Franchisee of any maintenance work (including light maintenance services) or service provision in respect of rolling stock vehicles used by the Franchisee in the provision of the Passenger Services or for the enforcement of warranties or other rights against a manufacturer in respect of any such rolling stock vehicles;

"Major Flow Operator"

has the meaning given to it in the Ticketing and Settlement Agreement;

"Managed Station"	means any station used in connection with the provision of the Franchise Services where Network Rail is the Facility Owner or becomes the Facility Owner during the Franchise Period;
"Managed Station Area"	means the premises comprising part or parts of a Managed Station to be occupied by the Franchisee on or after the Start Date and to be used for or in connection with the provision of the Franchise Services;
"Management Accounts"	means, in relation to any Reporting Period, the Franchisee's management accounts which: <ul style="list-style-type: none"> (a) comply with paragraph 9.5(a) of Schedule 11.2 (Management Information); and (b) are required to be delivered to the Secretary of State by the Franchisee in accordance with paragraphs 9.2(a) and 9.2(b) of Schedule 11.2 (Management Information);
"Mandatory Modification"	means a modification or addition to any rolling stock vehicle which is required to be made under any applicable Law or any directive of the Rail Safety and Standards Board or any government authority;
"Marks"	means such trade marks as the Franchisee may apply to any Primary Franchise Asset or other asset used by it under a Key Contract, which are applied on the expiry of the Franchise Period and are not the subject of a Brand Licence;
"MCS Contract"	means any contract relating to the provision of Mobile Communication Services;
"Minimum Wi-Fi Service"	has the meaning given in paragraph 12.4 of Schedule 13.1 (Rail Industry Initiatives);
"Minister of the Crown"	has the meaning given to it in Section 8(1) of the Minister of the Crown Act 1975;
"Minor Works"	has the meaning given to it in paragraph 2.7(a) of Schedule 4 (Accessibility and Inclusivity);
"Minor Works' Budget"	means £329,000 for each Franchisee Year allocated by the Franchisee for the purpose of facilitating Minor Works at Stations to improve accessibility of the Stations to persons with disabilities, save that:

- (a) for any Franchisee Year which is shorter than twelve (12) months, the amount shall be reduced pro rata; and
- (b) for each Franchisee Year after the first Franchisee Year, the amount shall be subject to adjustment as follows:

Minor Works' Budget x RPI

Where:

RPI has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

"Minor Works' Programme" means the Franchisee's programme of Minor Works at Stations to improve accessibility of the Stations to persons with disabilities, developed prior to the start of each Franchisee Year pursuant to paragraph 2.7(b) of Schedule 4 (Accessibility and Inclusivity);

"Minutes Delay" means the minutes of delay to the Passenger Services that are attributed to the Franchisee or Network Rail (as the case may be) pursuant to the Track Access Agreement and disregarding any minutes of delay that are imputed to Passenger Services that were cancelled;

"Mobile Communication Services" means the wireless internet service which shall as a minimum provide the Minimum Wi-Fi Service;

"Model Changes" has the meaning given in paragraph 4.3 of Schedule 9.1 (Financial and Other Consequences of Change);

"Modified Revenue" means:

- (a) the sum of:
 - (i) the Franchisee's total revenue for the period being reviewed as stated in its profit and loss account:
 - (A) including any amounts receivable from the Secretary of State, Network Rail and any interest; but

- (B) excluding the proportion of income recognised in the profit and loss account in relation to grants received in respect of capital expenditure; and
- (ii) the opening cash balance for the period being reviewed excluding:
 - (A) any cash held for the exclusive purpose of the provision of the Performance Bond; and
 - (B) the amount equivalent to:
 - (1) any cash that is held pursuant to any restrictive terms under any agreement and that, consequently, cannot be used for general operating purposes;
 - (2) any cash capable of being drawn down but not actually received, including, in both cases, under any loan or funding agreement or arrangements (including the Funding Deed) entered into with an Affiliate of the Franchisee; and
 - (C) the amount of the opening season ticket liabilities which relate to Passenger Services yet to be delivered; and
- (b) either:
 - (i) plus any reduction in total debtors over that period; or
 - (ii) less any increase in total debtors over that period,

"MOIRA"

is the model which comprises the timetable/revenue tool used to provide inputs into the Franchisee's revenue model;

"Monthly Season Ticket"

means a Season Ticket Fare which is valid in Standard Class Accommodation from (and including) the day it first comes into effect until (but excluding) the day which falls one (1) month after such day;

"Morning Peak"	means, in relation to any Passenger Service, the period between 0700 and 0959 (inclusive) during a Weekday or such other continuous three hour period between 0600 and 1159 as the Secretary of State may specify from time to time;
"National Community Rail Steering Group"	means the National Community Rail Steering Group administered by the Department of Transport or such successor organisation;
"National Joint ROSCO Project"	means the joint project between Angel Trains Limited, Eversholt Rail (UK) Limited and Porterbrook Leasing Company Limited funded by Network Rail, for implementing ERTMS first in class designs to existing rolling stock which will operate over the routes where ERTMS will be rolled out;
"National Rail Enquiry Scheme"	means the telephone information scheme run by ATOC, providing information to customers regarding rail journeys throughout the country;
"National Rail Passenger Survey"	means a passenger satisfaction survey in respect of the Franchise Services to be carried out by the Passengers' Council as described in paragraph 2 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme) and shall include any Alternative NRPS as referred to in paragraph 2.6 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"National Rail Timetable"	means the passenger timetable published by Network Rail (currently twice per annum) specifying the timings and stopping patterns of all passenger railway services in Great Britain;
"NESA"	means the National Electronic Sectional Appendix published by Network Rail on its website as amended from time to time;
"Network Change"	has the meaning given to it in the Network Code;
"Network Code"	means the document known as the Network Code and formerly known as the Railtrack Track Access Conditions 1995 (as subsequently replaced or amended from time to time) or any equivalent code or agreement applying to Network Rail or NR;

- "Network Rail"** means in respect of:
- (a) the network or any relevant facility:
 - (i) Network Rail Infrastructure Limited, a company registered in England with registered number 02904587 whose registered office is 1 Eversholt Street, London NW1 2DN; and
 - (ii) any successor in title to the network or any relevant railway facility; or
 - (b) any new or other sections of network or any relevant new or other railway facilities, the owner (if different);
- "Network Rail's Traction Electricity Rules"** means the document entitled "*Traction Electricity Rules*" as published by the ORR;
- "Network Rail Asset Management Policy"** means the policy set by Network Rail for a holistic asset management approach that includes asset capability, asset performance and reporting, sustainability, asset whole-life cost modelling, forecasting and reporting, cost efficient asset management, and asset management to meet customer service requirements;
- "Network Rail Cancellation"** means a Passenger Service:
- (a) which is included in the Enforcement Plan of the Day and which is cancelled; or
 - (b) which is included in the Enforcement Plan of the Day and which operates less than fifty per cent (50%) of its scheduled mileage (as prescribed in the Enforcement Plan of the Day),
- in either case in circumstances where responsibility for the same is attributed to Network Rail pursuant to the Track Access Agreement;
- "Network Rail Data"** means any information, data and materials that may be provided to the Secretary of State by NR that relates to the Franchisee and which the Secretary of State decides (in his absolute discretion) to add to the RPC Database;

"Network Rail ERTMS Implementation Plan" or "ERTMSP"

means Network Rail's plan for the implementation of the ERTMS Programme as more particularly described in the document in the agreed terms marked **ERTMSP**;

"Network Rail Fixture Asset"

means a tangible asset annotated as such in Column 4 of the table in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) which is:

- (a) funded by the Franchisee and affixed to a Station or Depot (as the case may be) such that it is regarded as a fixture to and part of such Station or Depot (as the case may be); and
- (b) designated as a Primary Franchise Assets in accordance with paragraph 2.1 of Schedule 14.4 (Designation of Franchise Assets) such that it can be transferred as the unencumbered property of the Franchisee to a Successor Operator at the applicable value specified in Column 2 of the table in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) (as such value may be amended during the Franchise Term in accordance with the provisions of paragraphs 1.4 or 1.6 of Schedule 14.6 (Residual Value Mechanism));

"Network Rail Partial Cancellation"

means a Passenger Service which is included in the Enforcement Plan of the Day and which:

- (a) misses a stop; or
- (b) completes 50% (fifty per cent) or more, but less than 100% (one hundred per cent) of its scheduled mileage as prescribed in the Enforcement Plan of the Day,

in circumstances where responsibility for the same is attributed to Network Rail pursuant to the Track Access Agreement;

"Network Rail Strategic Business Plan"

means the strategic business plan for England & Wales published by Network Rail from time to time;

"New Insurance Arrangements"

has the meaning given to it in paragraph 2.4(b) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);

- "New Results"** means, in relation to any Change, the following as restated in accordance with Schedule 9.1 (Financial and Other Consequences of Change) following a Run of the Financial Model in relation to that Change:
- (a) the restated values of FXD, VCRPI, VCAWE, PRPI, ORRPI, PRRPI_{GDP}, PRRPI_{CLE} and PRRPI_{REM} to be specified for each Franchisee Year in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments); and
 - (b) the restated values of FPST, SPST and TPST to be specified for each Franchisee Year in paragraphs 1, 2 and 3 (respectively) of Appendix 1 (Profit Share Thresholds) to Schedule 8.2 (Profit Share Mechanism);
- "New Station"** means:
- (a) a station not served by railway passenger services as at February 2003, but which has since that time been, or is subsequently, served by railway passenger services which have been, or are subsequently to be, included in the Timetable or in another relevant Train Operator's timetable; and/or
 - (b) if the Secretary of State requires, a station, other than a Station, at which, with the consent of the Secretary of State (whether by amendment to the Franchise Agreement or otherwise) railway passenger services operated by the Franchisee call;
- "NJRP ROSCOs"** means the rolling stock leasing companies, participating in the National Joint ROSCO Project, being Eversholt Rail (UK) Limited, Porterbrook Leasing Company Limited and Angel Trains Limited;
- "Non Fares Basket Fare"** means a Fare that is designated as such by the Secretary of State pursuant to paragraph 2.1 of Schedule 5.3 (Allocation of Fares to Fares Baskets) and which has not been de-designated as such pursuant to paragraph 1.1 of Schedule 5.7 (Changes to Fares and Fares Regulation);
- "Notified Fault"** shall have the meaning given to such term in paragraph 9.1 of Schedule 1.4 (Passenger Facing Obligations);

"NR"	means Network Rail Limited (company number 04402220), Network Rail Infrastructure Limited (company number 2904587) whose registered offices are both at 1, Eversholt Street, London NW1 2DN or any Affiliate thereof from time to time;
"NRPS Action Plan"	has the meaning given to it in paragraph 5.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"NRPS Benchmark"	means, in respect of a relevant Franchisee Year, the benchmark for each NRPS Measure and for each NRPS Service Group as set out in the NRPS Benchmark Table;
"NRPS Benchmark Table"	means each of tables 1, 2 and 3 in Appendix 1 to Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"NRPS Measure"	means each of the factors more particularly described in the Passenger Survey Methodology and grouped as "Stations (S)", "Trains (T)" and "Customer Service (C)";
"NRPS Service Group"	means each of the service groups set out in the Passenger Survey Methodology and more particularly described as: <ul style="list-style-type: none"> (a) West Midlands; (b) West Coast; and (c) London Commuter;
"Occasion of Tax Non-Compliance"	means, in respect of the Franchisee (including where Franchisee is an unincorporated joint venture or consortium, the members of that unincorporated joint venture or consortium) or the Franchisee (such party being the " Affected Party "): <ul style="list-style-type: none"> (a) any tax return of the Affected Party submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> (i) a Relevant Tax Authority successfully challenging the Affected Party under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;

(ii) the failure of an avoidance scheme which the Affected Party was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or

(b) any tax return of the Affected Party submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion; and

"Off-Peak Passenger Service"

means any Passenger Service that is not a Peak Passenger Service;

"Old Results"

means in relation to any Change, the following as produced in accordance with Schedule 9.1 (Financial and Other Consequences of Change) by or following the Run of the Financial Model in respect of the immediately preceding Change or, in relation to the first Change only, the following as at the date hereof:

(a) the values of FXD, VCRPI, VCAWE, PRPI, ORRPI, PRRPI_{GDP}, PRRPI_{CLE} and PRRPI_{REM} specified for each Franchisee Year in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments); and

(b) the values of FPST, SPST and TPST specified for each Franchisee Year in paragraphs 1, 2 and 3 of Appendix 1 (Profit Share Threshold) to Schedule 8.2 (Project Share Mechanism);

"Operating Assets"

has the meaning given to it in paragraph 1.1 of Schedule 14.2 (Maintenance of Operating Assets);

"Operational Model" or "OM"

means the following models in the agreed terms marked **OM**:

- (a) revenue model;
- (b) the performance model;
- (c) all cost models; and
- (d) any other relevant models that have generated input to the Financial Model;

- "Original Rolling Stock"** has the meaning given to it in paragraph 2.1(a) of Schedule 1.6 (The Rolling Stock);
- "ORR"** means the Office of Rail and Road established by Section 15 of the Railways and Transport Safety Act 2003 and having duties and obligations as set out in the Act;
- "ORRPI"** shall have the meaning given to such term in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
- "Parent"** means:
- (a) NS Groep N.V. (Company No. 30124358) whose registered office address is at Laan van Puntenburg 100, 3511 ER Utrecht;
 - (b) East Japan Railway Company (Tokyo Legal Affairs Bureau reference no. 0110-01-029597) whose registered office address is at 2-2-2, Yoyogi, Shibuya-ku, Tokyo 151-8578, Japan; and
 - (c) Mitsui & Co Ltd (Tokyo Legal Affairs Bureau reference no. 0100-01-008767) whose registered office address is at 1-3, Marunouchi, 1-chome, Chiyoda-ku, Tokyo 100-8631, Japan;
- "Partial Cancellation"** means a Passenger Service (excluding all Passenger Services on the Stourbridge Town Branch) which is included in the Enforcement Plan of the Day and which:
- (a) misses a stop; or
 - (b) completes 50% (fifty per cent) or more, but less than 100% (one hundred per cent) of its scheduled mileage as prescribed in the Enforcement Plan of the Day,
- in each case, for reasons which are attributed to the Franchisee pursuant to its Track Access Agreement;
- "Participating Employer"** has the meaning given to it in the Pension Trust;

"Passenger Assistance"	means the passenger assistance service provided by train operating companies and referred to by the ORR as "Passenger Assist" , as such service may be further described by the ORR from time to time at: http://orr.gov.uk/info-for-passengers/passengers-with-disabilities (or such other applicable web address that is adopted by the ORR for these purposes from time to time);
"Passenger Carrying Capacity"	means, in relation to a Passenger Service, the capacity of the vehicles (as stated in Schedule 1.6 (The Rolling Stock) or determined by the Secretary of State in accordance with paragraph 3.4 of Schedule 1.6 (The Rolling Stock)) from which the Passenger Service is formed;
"Passenger Change Date"	means a date upon which significant changes may be made to the Timetable in accordance with or by virtue of the Network Code;
"Passenger's Charters" or "PCs"	means the Franchisee's service commitments to its passengers for each of the West Midlands Separable Business Unit and the West Coast Separable Business Unit in the agreed terms marked PCs , as amended or replaced from time to time with the prior written consent of the Secretary of State in accordance with paragraph 4 of Schedule 1.4 (Passenger Facing Obligations);
"Passengers' Council"	means the passengers' council established under Section 19 of the Railways Act 2005 (as amended by The Passengers' Council (Non-Railway Functions) Order 2010). The Passengers' Council shall be generally known as "Transport Focus" from 30 March 2015;
"Passenger Services"	means the Franchisee's railway passenger services as specified in any Timetable and/or Plan of the Day including those railway passenger services which the Franchisee may delegate or subcontract or otherwise secure through any other person from time to time in accordance with the Franchise Agreement;
"Passenger Survey Methodology"	has the meaning given to it in paragraph 2.4 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"Passport"	means the confirmation awarded by the Secretary of State to a successful applicant that their application meets the requirements set out in the documentation relating to the OJEU Notice (reference no: 2015/S 189-34364);

"Passport Holder"	means, during the validity period of the relevant Passport, a successful applicant to whom a Passport has been awarded;
"Pay As You Go Agreement"	means an agreement dated 16 October 2009 between Transport Trading Limited and train operators operating in London enabling joint ticketing and the acceptance of each other's tickets using smartmedia technology under the name "Pay as You Go" ;
"PAYG Peak Fare"	means a Fare which is a Permanent Fare and which entitles the purchaser to make a single journey under the Pay As You Go Agreement in Standard Class Accommodation between and within the PAYG Zones for which the fare is valid, at any time;
"PAYG Off-Peak Fare"	means a Fare which is a Permanent Fare and which entitles the purchaser to make a single journey under the Pay As You Go Agreement in Standard Class Accommodation between and within the PAYG Zones for which the fare is valid, at any time on Saturdays and Sundays and at such times as the Franchisee may designate on Mondays to Fridays (where such Fare need not be valid between 6:30am and 9:30am or between 4.00pm and 7.00pm but must be valid at all other times) and which may take into account the different directions of travel;
"PAYG Zone"	means the Stations within the "PAYG Area" (as such is defined in the PAYG Agreement) or otherwise included in part 1 (PAYG Acceptance) of schedule 3 (Operation of PAYG) of the Pay As You Go Agreement (as such is amended from time to time);
"Payment Date"	means the date for the payment of Franchise Payments in accordance with paragraph 2.3 of Schedule 8.1 (Franchise Payments);
"Peak Passenger Service"	means any Passenger Service falling into one or more of the following categories: <ul style="list-style-type: none"> (a) any Passenger Service operating on the branch line between Stourbridge Junction and Stourbridge Town at any time; (b) any Passenger Service which is scheduled to arrive at London Euston between 0700 and 0959 on a Weekday; (c) any Passenger Service which is scheduled to depart from London Euston between 1600 and 1859 on a

Weekday;

- (d) any Passenger Service which is scheduled to arrive at Birmingham New Street between 0700 and 0959, or scheduled to depart from Birmingham New Street between 1600 and 1859, on a Weekday;
- (e) any Passenger Service which is scheduled to arrive at either Birmingham Snow Hill or Birmingham Moor Street (or both), whose first scheduled arrival at either of these stations is between 0700 and 0959 on a Weekday; or
- (f) any Passenger Service which is scheduled to depart from either Birmingham Snow Hill or Birmingham Moor Street (or both), whose last scheduled departure at either of these stations is between 1600 and 1859 on a Weekday;

"Pension Trust"	means the pension trust governing the Railways Pension Scheme;
"Pensions Committee"	has the meaning given to it in the Railways Pension Scheme;
"Percentage Allocation"	has the meaning given to it in the Ticketing and Settlement Agreement;
"Performance Bond"	means the Initial Performance Bond and any Replacement Performance Bond, which in each case, shall comply with the requirements of paragraph 4.2 of Schedule 12 (Financial Covenants and Bonds);
"Performance Strategy Plan"	has the meaning given to it in the Network Code;
"Performance Sum"	means each of the Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and/or PPM Performance Sum determined pursuant to paragraph 22 of Schedule 7.1 (Operational Performance);
"Performance Sum Adjustment Date"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Permanent Fare"	has the meaning given to it in the Ticketing and Settlement Agreement;

"Permitted Aggregate Increase" or "PAI"

has the meaning given to it in paragraph 4.2 of Schedule 5.4 (Regulation of Fares Basket Values);

"Permitted Individual Increase" or "PII"

has the meaning given to it in paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares);

"Personal Data"

has the same meaning as in the Data Protection Act and includes Sensitive Personal Data as defined therein;

"Personal Data Legislation"

has the meaning given to it in paragraph 6.1 of Schedule 1.5 (Information about Passengers);

"Placed in Escrow"

means:

- (a) in respect of the Financial Model, delivery of the Financial Model:
 - (i) dated the date of the Franchise Agreement; and
 - (ii) adjusted to the extent necessary to reflect any time elapsed between the actual Start Date and the date assumed to be the Start Date in the Initial Business Plan; and
 - (iii) where Schedule 9.1 (Financial and Other Consequences of Change) and Schedule 9.2 (Identity of the Financial Model) apply, the inputs to the Financial Model derived therefrom following an audit of a Run of the Financial Model; and;
- (b) in respect of the Operational Model, delivery of:
 - (i) the Operational Model dated the date of the Franchise Agreement;
 - (ii) the Operational Model adjusted to the extent necessary to reflect any time elapsed between the actual Start Date and the date assumed to be the Start Date in the Initial Business Plan; and

- (iii) where Schedule 9.1 (Financial and Other Consequences of Change) and Schedule 9.2 (Identity of the Financial Model) apply, audited following a Run of the Financial Model and updated with any Revised Inputs; and
- (c) **NOT USED;**
- (d) in respect of the Record of Assumptions, delivery thereof,

each in accordance with Schedule 9.2 (Identity of the Financial Model);

"Plan of the Day" means, in relation to each day during the Franchise Term, the Passenger Services scheduled to be operated on that day through specification in the Timetable or as notified to the Franchisee by Network Rail from time to time prior to 2200 on the previous day;

"Planned Delivery Date" shall have the meaning given to such term in paragraph 1.4 of Schedule 14.6 (Residual Value Mechanism);

"Planned Train Mileage" means the aggregate train mileage planned during each Reporting Period by each train used in the provision of the Passenger Services (excluding, any train mileage planned as a result of positioning or other movements of rolling stock vehicles outside the Timetable);

"Power of Attorney" or "POA" means the power of attorney granted by the Franchisee in favour of the Secretary of State in the agreed terms marked **POA**;

"PPM" or "Public Performance Measure" means the public performance measure as produced and/or published by Network Rail;

"PPM Figures" means the moving annual average percentage published by Network Rail in respect of PPM, rounded to one (1) decimal place;

"PPM Performance Sum" means an amount determined in accordance with paragraph 22.7 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year, where the provisions of paragraph 29 shall apply) by the Franchisee (as the case may be);

"Preceding thirteen (13) Reporting Periods"	has the meaning given to it in paragraph 2.1 of Schedule 12 (Financial Covenants and Bonds);
"Preceding Year Ticket Price"	has the meaning given to it in paragraph 2.1 of Schedule 5.5 (Regulation of Individual Fares);
"Preliminary Database"	means such database as may reasonably be put in place by the Secretary of State prior to making any RPC Database available to the Franchisee, as part of the development of the RPC Database;
"Previous Franchise Agreement"	means any franchise agreement under which services equivalent to the Franchise Services (or a material proportion thereof) were provided by a Train Operator on or about the day prior to the Start Date;
"Previous Franchisee"	means London & Birmingham Railway Ltd with company number: 05814584 of 3rd Floor, 41-51 Grey Street, Newcastle-upon-Tyne, NE1 6EE;
"Previous Franchisee ITSO Smartmedia Ticketing Scheme"	means any ITSO Smartmedia Ticketing Scheme (excluding The Key) operated by the Previous Franchisee prior to the Start Date;
"Price"	means, in respect of any Fare, the price of such Fare before the deduction of any applicable discount to which a purchaser may be entitled, as notified to RSP in accordance with Schedule 5 (Fares and Smart Ticketing) to the Ticketing and Settlement Agreement;
"Primary Franchise Assets"	means: <ul style="list-style-type: none"> (a) the property, rights and liabilities of the Franchisee listed in Appendix 1 (List of Primary Franchise Assets) to Schedule 14.4 (Designation of Franchise Assets); and (b) any other property, rights and liabilities of the Franchisee which is or are designated as such pursuant to Schedule 14.4 (Designation of Franchise Assets),

but excluding such property, rights or liabilities as may, in accordance with the terms of the Franchise Agreement, cease to be so designated;

"Principles of Inclusive Design" means planning, designing, building and managing places, while having due regard and a proportionate response to stakeholder views obtained through consultation or otherwise, so that they work better for everybody and reflect the diversity of the people who use them as embodied in the document published by the Commission for Architecture and the Built Environment in 2006 with the title **"The Principles of Inclusive Design"** (as revised from time to time");

"Prior Train Operator" has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);

"PRM TSI" means the EU's Regulation (EU) No 1300/2014 of 18 November 2014 (as amended from time to time) on the technical specifications for interoperability relating to accessibility of the European Union's rail system for persons with disabilities and persons with reduced mobility;

"Profit Share Components" has the meaning ascribed to it in paragraph 1.1(a) of Schedule 9.1 (Financial and Other Consequences of Change);

"Projected Revenue" means the revenue in any Fare Year which is projected to be attributable to any Fare, determined in accordance with paragraph 3 of Schedule 5.4 (Regulation of Fares Basket Values);

"Property Lease" means any Depot Lease, any lease in respect of a Managed Station Area, any lease in respect of Shared Facilities or any Station Lease and any agreement or lease of a similar or equivalent nature (whether in respect of any such facility or otherwise) which the Franchisee may enter into with a person who has an interest in a network or a railway facility which is to be used for or in connection with the provision or operation of the Franchise Services;

"Protected Fare" means a Protected Return Fare or a Protected Weekly Season Ticket;

"Protected Fares Basket" means the grouping of Protected Fares:

(a) determined by the Secretary of State pursuant to Schedule 5.3 (Allocation of Fares to Fares Baskets);

- (b) for the purposes of regulating their aggregate Prices, in accordance with Schedule 5.4 (Regulation of Fares Basket Values);
- (c) amended by the Secretary of State from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulation); and
- (d) set out in the Protected Fares Document;

"Protected Fares Document"

means the document in the agreed terms marked PFD, as the same may be amended from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulation);

"Protected Proposal"

has the meaning given to it in paragraph 2 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);

"Protected Return Fare"

means in respect of a Fare for a Flow:

- (a) for which there was a Saver Return Fare in February 2003, a Return Fare for each such Flow in respect of which the Franchisee is entitled or obliged from time to time to set the Price under the Ticketing and Settlement Agreement, subject to the following additional rights and restrictions:
 - (i) it shall be valid for no less than one (1) month;
 - (ii) it shall be valid all day on a Saturday or Sunday and from no later than 1030 on any other day;
 - (iii) it need not be valid for any journey:
 - (A) beginning between 1500 and 1900 on any day other than a Saturday or Sunday;
 - (B) where such journey begins from a London Station or any station between any London Station and Reading station, Watford station, Luton station, or Stevenage station (inclusively); and

(C) which is in a direction away from London; or

(b) for which there was no Saver Return Fare in February 2003, a Return Fare for each such Flow in respect of which the Franchisee is entitled or obliged from time to time to set the Price or Child Price under the Ticketing and Settlement Agreement,

except in each case to the extent that a Return Fare for any such Flow is a London Commuter Fare or a West Midlands Commuter Fare;

"Protected Weekly Season Ticket"

means a Weekly Season Ticket for any Flow for which there was a weekly season ticket in the fares manuals and systems of the RSP in February 2003 and in respect of which the Franchisee is entitled or obliged, from time to time, to set the Price of under the Ticketing and Settlement Agreement except to the extent that a Weekly Season Ticket for any such Flow is a London Commuter Fare or a West Midlands Commuter Fare;

"PRPI"

shall have the meaning given to such term in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

"PRRPI_{GDP}"

shall have the meaning given to such term in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

"PRRPI_{CLE}"

shall have the meaning given to such term it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

"PRRPI_{REM}"

shall have the meaning given to such term in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

"Public Sector Operator"

means any person (other than a franchisee or franchise operator in relation to the services provided or operated under its franchise agreement) who provides railway passenger services or operates any station or light maintenance depot pursuant to or under Section 30 of the Act or Section 6 of the Railways Act 2005;

"Qualifying Change"

means a Change which:

(a) following a Run of the Financial Model (where Schedule 9.1 (Financial and Other Consequences of

Change) applies) in accordance with Schedule 9 (Changes and Variations) results in adjustments in Franchise Payments over the remaining life of the Franchise Agreement that have a net present value as at the date of the Change in excess of the Threshold Amount for the Franchisee Year during which the relevant Change arises. For the purposes of ascertaining a net present value of the amount of any adjustment in any Franchise Payment, the amount of the adjustment shall be discounted at the prevailing discount rate per annum (in real terms) stated in HM Treasury's **"Green Book Appraisal Guidelines"**, counting back from the date of receipt of that adjusted Franchise Payment to the date of the Change. As at the date of the Franchise Agreement that rate is three point five per cent (3.5%); or

- (b) the Franchise Agreement expressly provides shall be a Qualifying Change;

"Quarterly Season Ticket"

means a Season Ticket Fare which is valid in Standard Class Accommodation from (and including) the day it first comes into effect until (but excluding) the day which falls three (3) months after such day;

"Rail Franchise"

has the meaning given to it in clause 15.1 (Competition);

"Rail Industry Sustainable Development Principles"

means the principles which were published by the Rail Safety and Standards Board in February 2009 as amended from time to time;

"Rail Safety and Standards Board" or "RSSB"

means Rail Safety and Standards Board Limited, a company registered in England with registered number 04655675 whose registered office is at The Helicon, 4th Floor, One South Place, London, EC2M 2RB;

"Rail Safety and Standards Board Sustainable Development Self-Assessment Framework"

means the online self-assessment framework against the Rail Industry Sustainable Development Principles published by the Rail Safety and Standards Board;

"Railway Group"

means the committee responsible for cross industry co-ordination in respect of rail safety legislation and industry safety standards chaired by the Rail Safety and Standards Board;

"Railway Operational Code"	has the meaning given to it in Condition H of the Network Code;
"Railway Passenger Services"	means, for the purposes of Schedule 5 (Fares and Smart Ticketing) only, services for the carriage of passengers by railway which are provided by a person who is bound by the Ticketing and Settlement Agreement, or any part of it, and including the Franchisee and any other Train Operator from time to time;
"Railways Pension Scheme"	means the pension scheme established by the Railways Pension Scheme Order 1994 (No. 1433);
"Reconciliation Amount"	has the meaning given to it in paragraph 10.9 Schedule 9.1 (Financial and Other Consequences of Change);
"Record of Assumptions" or "ROA"	<p>means a document in the agreed terms marked ROA prepared by the Franchisee (and/or, where Schedule 9.1 (Financial and Other Consequences of Change) applies) as may be revised in accordance with Schedule 9 (Changes and Variations) and Placed in Escrow providing:</p> <ul style="list-style-type: none"> (a) detailed assumptions, explanations of assumptions and parameters underlying the Financial Model; (b) details of how Franchise Payments have been calculated (including by reference to a defined annual profit margin); (c) a description of the functionality, operation and structure of the Financial Model; and (d) a description of each input cell, its requirements and its inter-relationship with the Financial Model;
"Redactions"	has the meaning given to it in paragraph 10.1 of Schedule 17 (Confidentiality and Freedom of Information);
"Reference Fare"	has the meaning given to it in paragraph 6.1(a) of Schedule 5.7 (Changes to Fares and Fares Regulation);
"Reference Flow"	has the meaning given to it in paragraph 6.1(a) of Schedule 5.7 (Changes to Fares and Fares Regulation);

- "Reference Revenue"** means the aggregate Gross Revenue recorded by RSP as attributable to sales of all London Commuter Fares, West Midlands Commuter Fares or Protected Fares for the period of twelve (12) months which ended 31 March 2015 or such other reference period as the Secretary of State may require pursuant to paragraph 3.1(a) of Schedule 5.7 (Changes to Fares and Fares Regulation);
- "Regulated Qualifications Framework"** means the national qualification framework for general and vocational qualifications known by such term as regulated by the Office of Qualifications and Examinations Regulation in England;
- "Regulated Value"** means the Value of any Fares Basket that is permitted in any Fare Year, determined in accordance with paragraph 4.1 of Schedule 5.4 (Regulation of Fares Basket Values);
- "Regulations"** has the meaning given to it in paragraph 1.2 of Schedule 2.5 (Transport, Travel and Other Schemes);
- "Relevant Agreement"** means any Property Lease or Access Agreement in relation to any stations or network which may be used from time to time by the Franchisee in connection with the Franchise Services, as replaced or amended from time to time. If and to the extent that:
- (a) following the effective date of any Charge Variation, the Franchisee enters into any Replacement Agreement;
 - (b) the effect of that Charge Variation is reflected in the terms of the Replacement Agreement; and
 - (c) the Secretary of State has consented to such Replacement Agreement being entered into and constituting a Replacement Agreement for the purposes of this definition,
- then the Replacement Agreement shall be deemed to be a Relevant Agreement;
- "Relevant Credit Rating"** means a credit rating of:
- (a) A- (or better) by Standard and Poor's Corporation or Fitch Ratings Limited in respect of long term senior debt; or
 - (b) A3 (or better) by Moody's Investors Service Inc. in respect of long term senior debt; or

(c) if any credit rating specified in paragraph (a) or (b) ceases to be published or made available or there is a material change in the basis of any such credit rating, such other rating or standard as the Secretary of State may, after consultation with the Franchisee, determine to be appropriate in the circumstances;

"Relevant Delay" has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);

"Relevant Profit" has the meaning given to it in paragraph 1.2 of Schedule 8.2 (Profit Share Mechanism);

"Relevant Profit Report" has the meaning given to it in paragraph 3 of Schedule 8.2 (Profit Share Mechanism);

"Relevant Reporting Period" has, for the purposes of paragraph 5.3 of Schedule 12 (Financial Covenants and Bonds) only, the meaning given to it in that paragraph;

"Relevant Rolling Stock" has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);

"Relevant Tax Authority" has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Covenants and Bonds);

"Relevant Term" has the meaning given to it in paragraph 3.1(a) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);

"Relevant Vehicle" means any vehicle that was first introduced into passenger service prior to 31 December 1995 and is operated as part of the Train Fleet;

"Relevant WCML Services" means any passenger services between London Euston and any or all of the stations identified in Tables 1 and 2 in Schedule 9.4 that are operated by:

- the InterCity West Coast franchise operator; or
- Great North Western Railway in accordance with the rights under their Track Access Agreement with Network Rail dated 8th March 2016.

"Remedial Agreement" has the meaning given to it in paragraph 5.1 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);

- "Remedial Plan"** has the meaning given to it in paragraph 3.1(b) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);
- "Remedial Plan Notice"** has the meaning given to it in paragraph 2 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);
- "Replacement Agreement"** means an agreement entered into as a replacement for any Relevant Agreement;
- "Replacement Copy"** has the meaning given to it in paragraph 2.2(b) of Schedule 9.2 (Identity of the Financial Model);
- "Replacement Performance Bond"** means any performance bond issued or to be issued following the issue of the Initial Performance Bond by a Bond Provider to the Secretary of State which complies with the requirements of paragraph 4.2 of Schedule 12 (Financial Covenants and Bonds);
- "Reporting Period"** means:
- (a) for the purposes of the Season Ticket Bond, any consecutive seven (7) day period or any other period, each within a Reporting Period (as defined in paragraph (b)) agreed in accordance with paragraph 5.10 of Schedule 12 (Financial Covenants and Bonds); or
 - (b) for all other purposes, a period of twenty eight (28) days, provided that:
 - (i) the first such period during the Franchise Period shall exclude any days up to but not including the Start Date;
 - (ii) the first and last such period in any Reporting Year may be varied by up to seven (7) days by notice from the Secretary of State to the Franchisee;
 - (iii) each such period shall start on the day following the last day of the preceding such period; and
 - (iv) the last such period during the Franchise Period shall end at the end of the Franchise Period;

"Reporting Year"	means a period normally commencing on 1 April in each calendar year, comprising thirteen (13) consecutive Reporting Periods;
"Request for Information"	means a request for information or an apparent request under the Freedom of Information Act or the Environmental Information Regulations;
"Required Improvement"	means an improvement in the level of customer satisfaction for the relevant NRPS Measure as measured by a National Rail Passenger Survey so that such level is equal to or higher than the related NRPS Benchmark;
"Required Performance Improvement"	has the meaning given to it in paragraph 26.1 of Schedule 7.1 (Operational Performance);
"Retail Prices Index"	means the retail prices index for the whole economy of the United Kingdom and for all items as published from time to time by the Office for National Statistics as "RPI" or, if such index shall cease to be published or there is, in the reasonable opinion of the Secretary of State, a material change in the basis of the index or if, at any relevant time, there is a delay in the publication of the index, such other retail prices index as the Secretary of State may, after consultation with the Franchisee, determine to be appropriate in the circumstances;
"Return Fare"	means a Fare which entitles the purchaser to make, without further restrictions as to the time of day for which the Fare is valid, a journey in each direction in Standard Class Accommodation between the stations and/or the zones for which such Fare is valid and which expires no earlier than 0200 hours on the day after the day of the outward journey or, if later, the time the relevant return journey may be completed if commenced before 0200 hours;
"Review Date"	means: <ul style="list-style-type: none"> (a) 31st August 2017; or (b) such later date as may be notified to the Franchisee by the Secretary of State pursuant to Clause 4.2 or Clause 4.3 of the Conditions Precedent Agreement;
"Revised Inputs"	has the meaning given to it in paragraph 4.2 of Schedule 9.1 (Financial and Other Consequences of Change);

"Revised MOIRA (West Coast)"	means the MOIRA run in relation to the Revised MOIRA (West Coast) Timetable;
"Revised MOIRA (West Coast) Timetable"	means the Base MOIRA (West Coast) Timetable as amended to reflect the difference between the total number of scheduled Calls in Relevant WCML Services and the corresponding number set out in tables 1 and 2 of paragraph 1 of Schedule 9.4 (Secretary of State Risk Assumptions) only;
"Right Time Figures"	means the moving annual average percentage published by Network Rail in respect of the Right Time Measure, rounded to one (1) decimal place;
"Right Time Measure"	means the Right Time Measure as produced and/or published by Network Rail and/or the ORR showing the number of Passenger Services (expressed as a percentage of the number of Passenger Services which are scheduled to be provided under the Plan of the Day) which arrive at their final scheduled destination in the Plan of the Day either early or no more than 59 seconds late;
"Rolling Stock Lease"	means any agreement for the leasing of rolling stock vehicles to which the Franchisee is a party as at the Start Date and any agreement of a similar or equivalent nature (including, any agreement or arrangement for the subleasing, hiring, licensing or other use of rolling stock vehicles) to which the Franchisee is a party from time to time during the Franchise Term whether in addition to, or replacement or substitution for, in whole or in part, any such agreement;
"Rolling Stock Related Contract"	means any Rolling Stock Lease, Maintenance Contract or Technical Support Contract;
"Rolling Stock Unit"	means the smallest number of rolling stock vehicles which are normally comprised in a train used by the Franchisee in the provision of the Passenger Services;
"ROSCO"	means any company leasing rolling stock vehicles to the Franchisee under a Rolling Stock Lease;
"Route"	means any route specified in the Timetable over which the Franchisee has permission to operate the Passenger Services pursuant to any Track Access Agreement;

"Route Efficiency Benefit Share (REBS) Mechanism" or "REBS Mechanism"	means the route level efficiency benefit sharing mechanism introduced by the ORR in its determination for the control period commencing on 1 April 2014 or any similar arrangement under which the benefits of any outperformance (or downsides of failure to achieve efficiency targets) are to be shared between Network Rail and Train Operators at route level;
"RPC Database"	means a database to be provided by the Secretary of State pursuant to and on the terms of paragraph 7.1 of Schedule 1.5 (Information about Passengers) containing rail passenger counts information and providing analytical reporting tools or such other functionality as the Secretary of State may decide from time to time;
"RPI"	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
"RPIX"	has the meaning given to it in paragraph 6.2(a) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
"RSP"	means Rail Settlement Plan Limited;
"RSPS3002"	means the RSP document with reference RSPS3002, version 02.01 re-published on 6 May 2015 which specifies standards for issuing, checking and validating rail products on ITSO Certified Smartmedia and defines the rail specific rules required to ensure interoperability across the rail network;
"Run of the Financial Model"	means a run of the Financial Model with the Revised Inputs which complies with the requirements of Schedule 9.1 (Financial and Other Consequences of Change);
"RV Asset"	means: <ul style="list-style-type: none"> (a) a Franchisee Owned RV Asset; or (b) a Network Rail Fixture Asset;
"Safety Authorisation"	means the authorisation issued by the ORR under the Safety Regulations authorising the Franchisee's safety management system (as defined in those regulations) and the provisions adopted by the Franchisee to meet the requirements that are necessary to ensure safe design, maintenance and operation of the relevant infrastructure on the Routes;

"Safety Certificate"	means the certificate issued by the ORR under the Safety Regulations, certifying its acceptance of the Franchisee's safety management system (as defined in those regulations) and the provisions adopted by the Franchisee to meet the requirements that are necessary to ensure safe operation on the Routes;
"Safety Regulations"	means the Railways and Other Guided Transport Systems (Safety) Regulations 2006 (as amended pursuant to the Railways and Other Guided Transport Systems (Safety) (Amendment) Regulations 2006);
"Saver Return Fare"	means a return fare which is shown as a saver fare in the fares manuals and systems of the RSP as at the date of such manuals;
"Scheduled Consist Data"	means information as to the type of individual vehicles of rolling stock that have been scheduled by the Franchisee to form a train in the Train Fleet for any particular Passenger Service and the manner in which they are scheduled to be configured;
"Season Ticket Bond"	means the season ticket bond to be provided to the Secretary of State in respect of the Franchisee's liabilities under certain Fares and Season Ticket Fares in the form set out in Appendix 2 (Form of Season Ticket Bond) to Schedule 12 (Financial Covenants and Bonds) and such other bond as may replace it from time to time under Schedule 12 (Financial Covenants and Bonds);
"Season Ticket Fare"	means: <ul style="list-style-type: none"> (a) for the purposes of Schedule 12 (Financial Covenants and Bonds) and the definition of Season Ticket Bond only, a Fare which entitles the purchaser to make an unlimited number of journeys in any direction during the period for which, and between the stations and/or the zones for which, such Fare is valid; and (b) for all other purposes, a Fare which entitles the purchaser to make, without further restriction except as to class of accommodation, an unlimited number of journeys in any direction during the period for which, and between the stations and/or the zones for which, such Fare is valid;
"Second Extension Period"	has the meaning given to it in clause 5.2(b);

"Second Profit Share Threshold" or "SPST"	has the meaning given to it in paragraph 1.1(b) of Schedule 8.2 (Profit Share Mechanism);
"Secretary of the Access Disputes Committee"	means the person appointed as the secretary of the Access Disputes Committee from time to time;
"Secretary of State Risk Assumptions"	means those assumptions set out in Schedule 9.4 (Secretary of State Risk Assumptions);
"Secure Car Parks Accreditation"	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);
"Secure Car Parks Scheme"	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);
"Secure Stations Accreditation"	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);
"Secure Stations Scheme"	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);
"Security Breach"	has the meaning given to it in paragraph 6.3(c)(i) of Schedule 1.5 (Information about Passengers);
"Security Interest"	means any mortgage, pledge, lien, hypothecation, security interest or other charge or encumbrance or any other agreement or arrangement having substantially the same economic effect;
"Separable Business Unit" or "SBU"	means WMSBU or WCSBU;
"Service Group"	has the meaning given to it in the Track Access Agreement or as specified by the Secretary of State from time to time;
"Service Option Scheme"	has the meaning given to such term in paragraph 5.3 of schedule 6.1 (Franchise Specific Obligations);
"Service Option Scheme Fund"	has the meaning given to such term in paragraph 5.2 of schedule 6.1 (Franchise Specific Obligations);
"Service Option Scheme Proposal"	has the meaning given to such term in paragraph 5.11 of schedule 6.1 (Franchise Specific Obligations);

"Service Option Scheme Report"	has the meaning given to such term in paragraph 5.2 of schedule 6.1 (Franchise Specific Obligations);
"Service Quality Area"	means each of the service quality areas for stations, trains and customer service as set out in Column 1 of the table in Appendix 2 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Service Quality Indicator"	means each of the indicators for stations and trains comprised in a Service Quality Area as specifically specified in Column 3 of the table in Appendix 2 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Service Quality Inspection"	has the meaning given to such term in paragraph 3.1 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Service Quality Payments"	means the payment to be made by the Franchisee to the Secretary of State as such payment is calculated pursuant to paragraph 9 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Service Quality Re-inspections"	has the meaning given to such term in paragraph 10.1 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Service Quality Schedules"	means each of the service schedules for stations and trains contained in Appendix 1 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Service Quality Year"	<p>means:</p> <ul style="list-style-type: none"> (a) the period of 13 Reporting Periods starting with the first Reporting Period commencing in April 2018; or (b) each subsequent and non-overlapping period of 13 Reporting Periods during the Franchise Period commencing the day after the last day of the preceding Service Quality Year, <p>provided that the final Service Quality Year may be shorter than 13 Reporting Periods;</p>
"Service Recovery Plan"	means, in the event of a prevention or restriction of access to the track or a section of the track (howsoever caused) which results in any Cancellation, Partial Cancellation, and/or any Passenger Service being operated with less Passenger Carrying Capacity than the Passenger Carrying Capacity specified for such Passenger Service in the Train Plan, a plan implemented by the Franchisee:

- (a) to minimise the disruption arising from such prevention or restriction of access by operating, during such period of disruption, the best possible level of service given such disruption, including by:
 - (i) keeping service intervals to reasonable durations;
 - (ii) keeping extended journey times to reasonable durations; and
 - (iii) managing any resulting overcrowding;
- (b) to:
 - (i) return the level of service to that level specified in the Timetable as soon as reasonably practicable; and
 - (ii) prior to the attainment of the level of service specified in paragraph (b)(i) operate any reduced level of service agreed with Network Rail for the purpose of minimising such disruption pursuant to paragraph (a);
- (c) in accordance with the principles of service recovery set out in the ATOC **"Approved Code of Practice: Contingency Planning for Train Service Recovery - Service Recovery 2013"** or any document of a similar or equivalent nature; and
- (d) where the particulars of such plan in relation to the requirements of paragraphs (a) and (b) have been:
 - (i) agreed at an initial and, where required, subsequent telephone conference between the Franchisee, Network Rail and any other affected Train Operator; and
 - (ii) on each occasion, recorded in an official control log by the relevant Region Control Manager of Network Rail,

and prevention or restriction of access to the track or a section of the track shall have the meaning given to that term in paragraph 1(a)(i) of Schedule 10.3 (Force Majeure and Business Continuity);

"Settlement Proposal"

has the meaning given to it in paragraph 3.2 of Schedule 4 (Accessibility and Inclusivity);

"Shared Facilities"	means those facilities in respect of which the Franchisee and Network Rail carry out their respective activities concurrently;
"Short Formation Benchmark (West Coast Separable Business Unit)"	means any of the performance levels in respect of the Passenger Carrying Capacity operated in delivering the West Coast Separable Business Unit Passenger Services as set out in the Short Formation Benchmark Table (West Coast Separable Business Unit);
"Short Formation Benchmark (West Midlands Separable Business Unit)"	means any of the performance levels in respect of the Passenger Carrying Capacity operated in delivering the West Midlands Separable Business Unit Passenger Services as set out in the Short Formation Benchmark Table (West Midlands Separable Business Unit);
"Short Formation Benchmark Table (West Coast Separable Business Unit)"	means the table set out in Part 1A (<i>Short Formation Benchmark Table (West Coast Separable Business Unit)</i>) of Appendix 3 (<i>Short Formation Benchmarks and Annual Short Formation Benchmarks</i>) to Schedule 7.1 (Operational Performance);
"Short Formation Benchmark Table (West Midlands Separable Business Unit)"	means the table set out in Part 1B (<i>Short Formation Benchmark Table (West Midlands Separable Business Unit)</i>) of Appendix 3 (<i>Short Formation Benchmarks and Annual Short Formation Benchmarks</i>) to Schedule 7.1 (Operational Performance);
"Short Formation Figures"	means the number of Passenger Services in any Reporting Period formed with less Passenger Carrying Capacity than specified in the Train Plan;
"Short Formation Performance Sum"	means an amount determined in accordance with paragraph 22.5 of Schedule 7.1 (Operational Performance) which is payable by the Franchisee to the Secretary of State;
"Significant Alterations"	shall, in relation to any proposed new or amended Timetable, include alterations from the then current Timetable which result in, or are likely to result in: <ul style="list-style-type: none"> (a) the addition or removal of railway passenger services; (b) changes to stopping patterns or destinations or origin; (c) changes of timings for first/last trains by more than 10 minutes;

- (d) not used;
- (e) significant changes to journey times and/or key connections at the Stations or at other stations at which relevant railway passenger services call by more than 10 minutes;

"Single Fare" means a Fare which entitles the purchaser to make, without further restrictions as to the time of day for which the Fare is valid, on any one (1) day, one (1) journey in Standard Class Accommodation between the stations and/or the zones for which the Fare is valid;

"SKA Rating Standard" means the recognised environmental assessment tool known as **"SKA Rating"** for sustainable fit outs published by the Royal Institute of Chartered Surveyors;

"Skills and Leadership Strategy" means the skills and leadership strategy of the Franchisee required to be implemented pursuant to paragraph 9 of Schedule 13.1 (Rail Industry Initiatives) as it may be revised pursuant to such paragraph;

"Slow Lines" means all running lines into and out of Euston other than the Fast Lines;

"Small and Medium-sized Enterprises" or "SMEs" means any individual micro, small or medium sized enterprise meeting the requirements set out in EU Recommendation 2003/36 and broadly falling into one of three categories, based on a combination of:

- (a) the number of employees; and
- (b) either its turnover or its balance sheet total;

The three categories are:

Company category	Employees	Turnover	or	Balance sheet total
Medium	<250	≤ €50m		≤ €43m
Small	<50	≤ €10m		≤ €10m
Micro	<10	≤ €2m		≤ €2m

"Smart Ticketing Scheme" means an electronic based system (not including the current "magstripe system") that evidences the purchase of a Fare by a passenger;

"Spares"	means parts and components of rolling stock vehicles which are available for the purpose of carrying out maintenance services on rolling stock vehicles;
"Specifically Included Change of Law"	has the meaning given to it in the definition of Change of Law;
"Specified Additional Rolling Stock"	has the meaning given in paragraph 2.1(b) of Schedule 1.6 (The Rolling Stock);
"Specified Refurbishment"	has the meaning given to it in paragraph 11.1 of Schedule 6.1;
"Specimen Scheme"	means the Committed Obligation set out in paragraph 91 (University Station) of Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations);
"Specimen Scheme Output"	means, for each Specimen Scheme, the output intended to be achieved by that Specimen Scheme, as set out in the relevant paragraph of Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations);
"SQ Fund"	means the ring fenced bank account in the name of the Franchisee;
"SQR Management System"	has the meaning given to such term in paragraph 2.1 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"SQR Register"	means the register of the facilities and services which exist at a Station or on a SQR Train, which register is to be used for carrying out Service Quality Inspections, Independent Service Quality Audits, SoS Audits or SoS Service Inspections, as such register is required pursuant to paragraph 2.4 of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"SQR Station"¹³	means the Stations in the WMSBU excluding Barlaston, Wedgwood, and Norton Bridge; and on the Branch Lines excluding Bletchley, Bedford and Watford Junction;

¹³ 3 May 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

"SQR Train"	means: (a) any train branded with the WMSBU Brand engaged in the provision of Passenger Services; and/or (b) any train engaged in the provision of Passenger Services on the Branch Lines;
"SQR Benchmark"	means any of a SQR Station Benchmark or SQR Train Benchmark (as the context may require);
"SQR Customer Service Benchmark"	means the benchmark for each Service Quality Area relating to Customer Service as set out in Column 2 of the table in Appendix 2 to Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"SQR Station Benchmark"	means the benchmark for each Service Quality Area relating to Stations as set out in Column 2 of the table in Appendix 2 to Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"SQR Train Benchmark"	means, in relation to a SQR Train, the benchmark for each Service Quality Area as set out in Column 2 of the table in Appendix 2 to Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Stakeholder"	means the Passengers' Council and any relevant Local Authority and organisations who can reasonably be considered to have a legitimate and proper interest in the Passenger Services including Community Rail Partnerships representing Community Rail Routes designated as such by the Secretary of State;
"Standard Class Accommodation"	means, in respect of any train or service, accommodation which is available to the purchaser of any Fare which, taking into account any rights or restrictions relating to that Fare (other than restrictions relating to accommodation on that train or service), entitles such purchaser to make a journey on that train or service (provided that any accommodation on such train which may have been reserved by such purchaser shall be deemed to have been made so available if, had it not been so reserved, it would have been available for use by such purchaser);
"Start Date"	means the time and date stated in the Certificate of Commencement as being the time at and date on which the Franchisee is to commence operating the Franchise Services, which shall be the later of:

- (a)¹⁴ **02:00 on 10 December 2017;**
- (b) such time and date as may be notified to the Franchisee by the Secretary of State pursuant to:
 - (i) Clause 4.2 of the Conditions Precedent Agreement; or
 - (ii) Clause 4.3 of the Conditions Precedent Agreement;
- (c) such time and date as may be notified to the Franchisee by the Secretary of State pursuant to clause 5.3 (a) of this Agreement;

"Start Date Transfer Scheme" has the meaning given to it in Clause 6.1 of the Conditions Precedent Agreement;

"Station" means:

- (a) any station in respect of which the Franchisee has entered into a Station Lease; or
- (b) any New Station at which the Franchisee becomes the Facility Owner;

"Station Access Conditions" has the meaning given to it in the relevant Access Agreement to which it relates;

"Station Asset Management Plan Accreditation" means the certification of the Franchisee's station asset management organisation and systems for Stations as complying with the requirements of ISO55001:2014 (or such other reasonably equivalent standard as may be approved in writing by the Secretary of State from time to time in place of ISO55001:2014);

"Station Asset Management Plan Accreditation Certificate" has the meaning given to it in paragraph 1.11(b) of Schedule 1.7 (Stations);

"Station Change" has the meaning given to the term **"Proposal for Change"** under the Station Access Conditions;

¹⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee

"Station Charge Adjustment"	means any adjustment to payments under an Access Agreement determined in accordance with paragraph 2 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);
"Station Lease" or "SL"	means: <ul style="list-style-type: none"> (a) any lease of a station that the Franchisee is a party to as at the Start Date; or (b) a lease of any other station to which the Franchisee becomes the Facility Owner at any time during the Franchise Period;
"Station Service"	means any service specified in paragraph 5 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development) which may be provided by the Franchisee at the Stations;
"Station Service Quality Inspection"	means an inspection of the facilities and services at a station in the manner specified in the Service Quality Schedules and in accordance with the requirements of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Station Social and Commercial Development Plan" or "SCDP"	means the Franchisee's station social and commercial development plan in the agreed terms marked SCDP , as such plan may be updated in accordance with the provisions of paragraph 3 of Schedule 1.7 (Stations);
"Station Sublease"	means a lease or sub lease of premises comprising part or parts of a Station exclusively occupied by another Train Operator;
"Stored Credit Balance"	means any monetary amount held by the Franchisee which a passenger can apply at a future date to the purchase of a Fare (and stored in any medium);
"Strategic Transport Plan"	means a local public transport development plan relevant to the West Midlands area, including WMCA Network Development Plans and the document entitled "Movement for Growth: The West Midlands Strategic Transport Plan", published by West Midlands Combined Authority (as updated or replaced from time to time);
"Subcontractor"	has the meaning given to it in paragraph 7.3 (b) of Schedule 1.5 (Information about Passengers);

"Subsequent Reporting Stage"

has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

"Suburban Station"

means any station which is not a London Station and which is listed below or is closer to London than (and on the same line as) the following stations:

- (a) Shoeburyness
- (b) Southend Victoria
- (c) Southminster
- (d) Marks Tey (excluding Sudbury branch)
- (e) Audley End (but not including Stansted Airport)
- (f) Ashwell & Morden
- (g) Arlesey, Harlington
- (h) Bletchley (excluding Bedford branch)
- (i) Aylesbury
- (j) Haddenham & Thame Parkway
- (k) Twyford (including Henley branch)
- (l) Windsor & Eton Riverside
- (m) Earley
- (n) Fleet
- (o) Alton
- (p) Whitley
- (q) Christ's Hospital, Brighton (excluding Coastway)
- (r) East Grinstead
- (s) Crowborough
- (t) Wadhurst
- (u) Paddock Wood (including the line between Strood and Paddock Wood)
- (v) Maidstone East

(w) Canterbury East

(x) Margate;

"Successor Operator"

means a Train Operator succeeding or intended by the Secretary of State to succeed (and whose identity is notified to the Franchisee by the Secretary of State) the Franchisee in the provision or operation of all or any of the Franchise Services including, where the context so admits, the Franchisee where it is to continue to provide or operate the Franchise Services following termination of the Franchise Agreement;

"Successor Operator Timetable"

has the meaning given to it in paragraph 2.2(a) of Schedule 14.1 (Maintenance of Franchise);

"Supplemental Agreement"

means a supplemental agreement between the Franchisee and a Successor Operator to be entered into pursuant to a Transfer Scheme, being substantially in the form of Appendix 2 (Form of Supplemental Agreement) to Schedule 15.4 (Provisions Applying on and after Termination), but subject to such amendments as the Secretary of State may reasonably make thereto as a result of any change of circumstances (including any Change of Law) affecting such supplemental agreement between the date of the Franchise Agreement and the date on which the relevant Transfer Scheme is made and subject further to paragraph 3.2 of Schedule 15.4 (Provisions Applying on and after Termination);

"Sustainable Development Strategy" or "SDS"

means the Franchisee's strategy for sustainable development for the Franchise as agreed or determined pursuant to paragraph 10.1(b) of Schedule 13.1 (Rail Industry Initiatives) including as a minimum: the matters listed in paragraph 10.1(a) of Schedule 13.1 (Rail Industry Initiatives), key aims, resources, risks and details of how sustainable development will be embedded in the governance of the Franchise and investment decisions (as revised from time to time);

"Target Passenger Demand"

means the higher of Actual Passenger Demand and Forecast Passenger Demand or any other level of passenger demand specified by the Secretary of State not being greater than the higher of Actual Passenger Demand or Forecast Passenger Demand;

"Target Performance Level"

has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

"Taxation"	means any kind of tax, duty, levy or other charge whether or not similar to any in force at the date of the Franchise Agreement and whether imposed by a local, governmental or other competent authority in the United Kingdom or elsewhere;
"TDR Amendment"	has the meaning given to it in paragraph 12.7 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development);
"Technical Support Contract"	means a contract for technical support to which the Franchisee is a party, relating to the rolling stock vehicles used in the provision of the Passenger Services;
"Tendering/ Reletting Process"	means either of the processes described in paragraph 1.1 and 1.2 of Schedule 15.1 (Reletting Provisions);
"Termination Event"	has the meaning given to it in paragraph 2 of Schedule 10.2 (Events of Default and Termination Events);
"Termination Notice"	means a notice from the Secretary of State to the Franchisee terminating the Franchise Agreement following an Event of Default or a Termination Event in accordance with Schedule 10.2 (Events of Default and Termination Events);
"The Key"	means the Smart Ticketing Scheme commonly known as 'the key' operated by the Previous Franchisee prior to the Start Date;
"Third Party Data"	means any information, data and materials that may be provided to the Secretary of State by any third party that relates to the Franchisee and which the Secretary of State decides (in his absolute discretion) to add to the RPC Database;
"Third Profit Share Threshold" or "TPST"	has the meaning given to it in paragraph 1.1(c) of 8.2 (Profit Share Mechanism);
"Threshold Amount"	has the meaning given to it in Appendix 1 (Definition of Threshold Amount) to Schedule 9.1 (Financial and Other Consequences of Change);
"Through Ticketing (Non-Travelcard) Agreement"	means the agreement of that name referred to in paragraph 4.1(e) of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);

"Ticketing and Settlement Agreement"

means the Ticketing and Settlement Agreement dated 23 July 1995 between RSP, the Franchisee and the other Train Operators named therein, as amended from time to time with the approval of the Secretary of State;

"Timetable"

means the timetable which reflects the working timetable issued by Network Rail at the conclusion of its timetable development process, containing the departure and arrival times of:

- (a) all Passenger Services which call at Stations and/or Franchisee Access Stations; and
- (b) principal Connections at those stations and other stations;

"Timetable Development Rights"

means all or any of the rights of the Franchisee under any Track Access Agreement to:

- (a) operate Passenger Services and ancillary movements by virtue of that Track Access Agreement;
- (b) deliver any required notification and/or declaration to Network Rail in respect of its intention to exercise any rights;
- (c) make or refrain from making any bids for Train Slots, in each case before any relevant priority dates provided for in, and in accordance with, the Network Code;
- (d) surrender any Train Slots allocated to the Franchisee by Network Rail in accordance with the Network Code;
- (e) object to, make representations, appeal or withhold consent in respect of any actual or proposed act or omission by Network Rail; and
- (f) seek from Network Rail additional benefits as a condition to granting any consent to any actual or proposed act or omission by Network Rail;

"Timetable Planning Rules"

has the meaning given to it in the Network Code;

"Timetabled Services"	means any particular Passenger Service characterised by the day of the week (including Saturday and Sunday), time of day, origin station and destination and calling pattern which is scheduled to operate (such as the 0930 service from London Euston to Birmingham New Street on a Monday; the 1254 service from London Euston to Birmingham New Street on a Sunday etc.);
"Timetabling and Train Planning Compliance Investigation"	has the meaning set out in paragraph 2.1 of Schedule 1.2 (Operating Obligations);
"TOC Minute Delay Benchmark"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"TOC Minute Delay Benchmark Table"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"TOC Minute Delay Performance Sum"	means an amount determined in accordance with paragraph 22.4 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year, where the provisions of paragraph 29 of Schedule 7.1 (Operational Performance) shall apply) by the Franchisee (as the case may be);
"Total Actual Operating Costs"	means the sum of the Actual Operating Costs for the relevant Reporting Period and each of the twelve (12) preceding Reporting Periods during the Franchise Term (or the sum of the Actual Operating Costs for the relevant Reporting Period and all of the Reporting Periods that have elapsed since the Start Date where insufficient Reporting Periods have elapsed to enable the former calculation to be made);
"Total Forecast Modified Revenue"	means the sum of the Forecast Modified Revenue for each of the thirteen (13) Reporting Periods following the relevant Reporting Period (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, the remaining Reporting Periods);
"Total Forecast Operating Cost"	means the sum of the Forecast Operating Cost for each of the thirteen (13) Reporting Periods following the relevant Reporting Period (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, the remaining Reporting Periods);

"Total Modified Revenue"	means the sum of the Modified Revenue for the relevant Reporting Period and each of the twelve (12) preceding Reporting Periods during the Franchise Term (or the sum of the Modified Revenue for the relevant Reporting Period and all of the Reporting Periods that have elapsed since the Start Date where insufficient Reporting Periods have elapsed to enable the former calculation to be made);
"Track Access Adjustment"	means any adjustment to payments under a Track Access Agreement determined in accordance with paragraph 1 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);
"Track Access Agreement"	means each Access Agreement between Network Rail and the Franchisee which permits the Franchisee to provide the Passenger Services on track operated by Network Rail;
"Train Fleet"	means: <ul style="list-style-type: none"> (a) the rolling stock vehicles described in or required by Schedule 1.6 (The Rolling Stock); and (b) any other rolling stock vehicles the Secretary of State consents to in accordance with paragraph 3 of Schedule 1.6 (The Rolling Stock);
"Train Operator"	means a franchisee or franchise operator, either of which operate railway passenger services pursuant to a franchise agreement or a Public Sector Operator;
"Train Plan" or "TP"	shall have the meaning given to it in paragraph 10 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development);
"Train Service Quality Inspection"	means an inspection of the facilities and services on a vehicle comprised within a SQR Train in the manner specified on the Service Quality Schedules and in accordance with the requirements of Schedule 7.3 (West Midlands Franchise Service Quality Regime);
"Train Service Requirement" or "TSR"	means the train service requirement more particularly described in paragraph 9 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development) as such train service requirement may subsequently be amended or replaced in accordance with Schedule 1.1 (Franchise Services and Service Development);
"Train Slots"	shall have the meaning given to it in the Network Code;

"Transaction"	has the meaning given to it in clause 15.1 (Competition);
"Transfer Scheme"	means a transfer scheme made by the Secretary of State under Section 12 and Schedule 2 of the Railways Act 2005 (or equivalent statutory provision) pursuant to paragraph 3.1 of Schedule 15.4 (Provisions Applying on and after Termination), being substantially in the form of Appendix 1 (Form of Transfer Scheme) to Schedule 15.4 (Provisions Applying on and after Termination), but subject to such amendments as the Secretary of State may make thereto as a result of any change of Law affecting such transfer scheme or other change of circumstances between the date of the Franchise Agreement and the date on which such scheme is made;
"Transport Act"	means the Transport Act 2000;
"Transport for London" or "TfL"	means Transport for London as established under the Greater London Authority Act 1999;
"Travelcard Agreement"	means the agreement of that name referred to in paragraphs 4.1(d) of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);
"Traveline"	means the website available at: http://www.traveline.info (or such other applicable address that is adopted from time to time) which is provided by the partnership of transport companies, local authorities and passenger groups which have come together to bring the information on routes and timers for door to door travel by bus, rail, tube, tram, coach and ferry around Great Britain;
"Trustee"	has the meaning given to it in paragraph 4.1 of Schedule 16 (Pensions);
"TSI"	means any Technical Standard for Interoperability with which the Franchisee is required to comply pursuant to Directives EU 96/48 and EU 2001/16 and related legislation;
"Turnaround Time"	means the time specified in the Train Plan between the completion of a Passenger Service in accordance with the Timetable and the commencement of the next Passenger Service in accordance with the Timetable on the same day using some or all of the same rolling stock vehicles;

"Turnover"	means, in relation to any period, the aggregate revenue (excluding any applicable Value Added Tax) accruing to the Franchisee from the sale of Fares, other revenue and the receipt of Franchise Payments during such period;
"Underspend"	has the meaning given to it in paragraph 2.4 of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations);
"Undisputed Cancellation"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Undisputed Network Rail Cancellation"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Undisputed Network Rail Partial Cancellation"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Undisputed Partial Cancellation"	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
"Unspecified Additional Rolling Stock"	has the meaning given in paragraph 2.3 of Schedule 1.6 (The Rolling Stock);
"User"	shall have the meaning given to it in the Station Access Conditions;
"Value"	means at any time the aggregate of the Projected Revenue of each Fare in a Fares Basket at that time;
"Value Added Tax"	means value added tax as provided for in the Value Added Tax Act 1994;
"Variation"	means a variation to the terms of the Franchise Agreement pursuant to paragraph 1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);
"VCAWE"	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
"VCRPI"	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

"WCSBU Brand" means the brand developed by the Franchisee in respect of the WCSBU;

"WCSBU Brand IP" means all trade mark rights, copyrights, design rights and other Intellectual Property Rights in connection with the WCSBU Brand in:

- (a) the registered trade marks and registered designs agreed between the Franchisee and the Secretary of State prior to the Start Date;
- (b) all trade names, logos, logotypes, fonts, designs, symbols or emblems including or associated with any of the foregoing;
- (c) any document, information, or other material (in whatever form), and any other output (in whatever form),

in each case created by, for or on behalf of the Franchisee in anticipation of, in connection with and/or in the course of the performance or receipt of the Franchise Services (and whether or not registered or capable of registration) and including any updates to any elements of the same made by the Franchisee during the Franchisee Period;

"Weekday" means any day other than a Saturday, a Sunday or a Bank Holiday;

"Weekly Season Ticket" means a Season Ticket Fare which is valid in Standard Class Accommodation from (and including) the day it first comes into effect until (but excluding) the day which falls seven (7) days after such day;

"West Coast Separable Business Unit" or "WCSBU" means the West Coast Separable Business Unit, comprising WCSBU Passenger Services and station services in the remainder of the Franchise excluding the WMSBU, as identified in the Collaboration Agreement;

"West Coast Separable Business Unit Passenger Services" or "WCSBU Passenger Service" means passenger services which are not WMSBU Passenger Services;

"West Midlands Commuter Fare" means any:

- (a) unrestricted Single Fare;

- (b) unrestricted Return Fare;
- (c) Weekly Season Ticket;
- (d) Monthly Season Ticket;
- (e) Quarterly Season Ticket; or
- (f) Annual Season Ticket;

which is valid for use only on railway passenger services and not on any other form of transport, including bus, tram, or light rail for a journey where the origin and destination stations are stations within the West Midlands Ticketing Area;

"West Midlands Commuter Fares Basket"

means the grouping of West Midlands Commuter Fares:

- (a) determined by the Secretary of State pursuant to Schedule 5.3 (Allocation of Fares to Fares Baskets);
- (b) for the purposes of regulating their aggregate Prices in accordance with Schedule 5.4 (Regulation of Fares Basket Values);
- (c) amended by the Secretary of State from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulations); and
- (d) set out in the West Midlands Commuter Fares Document;

"West Midlands Commuter Fares Document" or "WMCFD"

means the document in the agreed terms marked WMCFD, as the same may be amended from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulations);

"West Midlands Geographic Area"

means the area bounded by the stations: Shrewsbury, Stourbridge Town, Hereford, Worcester Shrub Hill, Redditch, Stratford-upon-Avon, Leamington Spa, Coventry, Nuneaton, Litchfield Trent Valley High Level and Rugeley Trent Valley;

"West Midlands Rail" or "WMR"

means West Midlands Rail Limited (No. 08991160) whose registered office is at 16 Summer Lane, Birmingham B19 3SD who are a partnership of local transport authorities that plans to gain greater influence and control over local rail services from 2017, leading to the creation of a fully devolved West Midlands Rail Contract;

"West Midlands Stations"

means any of the following Stations: Acocks Green, Adderley Park, Albrighton, Alvechurch, Aston, Barlaston, Barnt Green, Bearley, Bedworth, Berkswell, Bermuda Park, Bescot Stadium, Bilbrook, Birmingham Snow Hill, Blake Street, Blakedown, Bloxwich, Bloxwich North, Bordesley, Bournville, Bromsgrove, Butlers Lane, Canley, Cannock, Chester Road, Claverdon, Codsall, Coleshill Parkway, Colwall, Coseley, Cosford, Coventry Arena, Cradley Heath, Danzey, Droitwich Spa, Duddeston, Dudley Port, Earlswood, Erdington, Five Ways, Four Oaks, Gravelly Hill, Great Malvern, Hagley, Hall Green, Hampton-in-Arden, Hamstead, Hartlebury, Hednesford, Henley-in-Arden, Jewellery Quarter, Kenilworth, Kidderminster, Kings Norton, Landywood, Langley Green, Lea Hall, Ledbury, Lichfield City, Longbridge, Lye, Malvern Link, Marston Green, Northfield, Norton Bridge, Oakengates, Old Hill, Olton, Penkridge, Perry Barr, Redditch, Rowley Regis, Rugeley Town, Sandwell and Dudley, Selly Oak, Shenstone, Shifnal, Shirley, Small Heath, Smethwick Galton Bridge, Smethwick Rolfe Street, Spring Road, Stechford, Stone, Stourbridge Junction, Stourbridge Town, Stratford-upon-Avon, Stratford-upon-Avon Parkway, Sutton Coldfield, Telford Central, The Hawthorns, The Lakes, Tile Hill, Tipton, Tame Bridge Parkway, Tyseley, University, Walsall, Water Orton, Wedgwood, Wellington, Whitlocks End, Widney Manor, Wilmcote, Wilnecote, Witton, Wolverhampton (from 1 April 2018), Wood End, Wooton Wawen, Worcester Foregate St, Worcester Shrub Hill, Wylde Green, Wythall, Yardley Wood and any other Station allocated to the WMSBU from time to time;

"West Midlands Ticketing Area"

means the stations within the area bounded by Northampton, Leamington Spa, Stratford-upon-Avon, Redditch, Hereford, Shrewsbury and Stafford within which nTrain and nNetwork tickets and their add-ons are available;

"WMBA"

means West Midlands Bus Alliance, a formal partnership of bus service operators providing bus services in the West Midlands metropolitan area, the West Midlands Combined Authority and West Midlands Metropolitan District Councils, intended to enable operators to meet shared objectives and rigorous new standards on key issues;

"WMSBU" or "West Midlands Separable Business Unit"

means the West Midlands Separable Business Unit, comprising WMSBU Passenger Services and station services (including station services at those Stations in the Franchise to the west of the West Coast Main Line) as identified in the Collaboration Agreement;

"WMSBU Brand"	means the brand developed by the Franchisee in collaboration with WMR and using WMR's intellectual property in respect of the WMSBU;
"WMSBU Passenger Service" or "West Midlands Separable Business Unit Passenger Services"	means passenger services which wholly operate within the West Midlands Geographic Area;
"Wolverhampton Station Payment Deed" or "WSPD"	means the agreement to be entered into between the Franchisee and West Midlands Combined Authority pursuant to paragraph 9A.2 of Schedule 6.1 (Franchise Specific Obligations) in the same form as the document in the agreed terms marked "WSPD";
"Yield Management Data"	<p>means data collected by or on behalf of the Franchisee for the purpose of or in connection with managing or setting the prices at which any tickets for travel on the Passenger Services are sold and/or any quotas and/or restrictions applying to such tickets including:</p> <ul style="list-style-type: none"> (a) the number of passengers travelling upon any particular Passenger Service; (b) the ticket types held by such passengers; (c) the prices paid by such passengers for such tickets; and (d) the dates and/or times between which such tickets were made available to purchase at such prices;
"Yield Management System"	means any system (whether a Computer System or otherwise) for the collection of Yield Management Data and/or onto which Yield Management Data is input, processed and/or held as such system may be amended or altered from time to time; and
"Zone"	means a zone set out in the map in Schedule 2 of the Travelcard Agreement on the date such agreement came into effect or as amended by agreement with the Secretary of State.

4. COMMENCEMENT

- 4.1 All the clauses of this Agreement (save for clause 15 (Competition)) and the following Schedules of this Agreement shall take effect and be binding upon each of the Secretary of State and the Franchisee immediately upon signature of this Agreement:
- (a) paragraph 4 (Subcontracting any Passenger Services) of Schedule 1.1 (Franchise Services and Service Development);
 - (b) paragraph 9 (Train Service Requirement Purpose and Responsibility of Schedule 1.1 (Franchise Services and Service Development));
 - (c) paragraph 10 (Train Plan) of Schedule 1.1 (Franchise Services and Service Development);
 - (d) paragraph 14.4 (Finalising the Train Plan) of Schedule 1.1 (Franchise Services and Service Development);
 - (e) paragraph 4.3 (Publishing the Passenger's Charters) of Schedule 1.4 (Passenger Facing Obligations);
 - (f) Schedule 2.1 (Asset Vesting and Transfer);
 - (g) paragraphs 2 (Rolling Stock Related Contracts and Insurance Arrangements) and 3 (Cascaded Rolling Stock and Delayed Cascade Mitigation Plan) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
 - (h) paragraph 1 (Other Franchisees) of Schedule 2.3 (Other Franchisees);
 - (i) paragraph 4.3 (Specific additional obligations relating to people with disabilities) of Schedule 4 (Accessibility and Inclusivity);
 - (j) Schedule 5.1 (Purpose, Structure and Construction);
 - (k) Schedule 5.3 (Allocation of Fares to Fares Baskets);
 - (l) Schedule 5.7 (Changes to Fares and Fares Regulation);
 - (m) paragraph 1.3 (Smart Ticketing) of Schedule 5.9 (Smart Ticketing);
 - (n) paragraphs 53.1, 54.1, 54.2, 56.1 and 57 of Part 1 (Committed Obligations) of Schedule 6.2 and the obligation to provide the mobile technology functionalities listed in paragraph 68.1 of Part 1 (Committed Obligations) of Schedule 6.2 which have their delivery date as the Start Date;
 - (o) paragraph 10.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);

- (p) Schedule 9 (Changes and Variations);
 - (q) Schedule 10 (Remedies, Events of Default and Termination Events);
 - (r) paragraphs 1 (Corporate Information), 3 (Identification of Key Personnel and Provision of Organisation Chart), 5 (Maintenance of Records), 6 (Right to inspect) and 8 (Periodic Update Reports) of Schedule 11.2 (Management Information);
 - (s) paragraph 4 (Performance Bond) of Schedule 12 (Financial Covenants and Bonds);
 - (t) Schedule 14.3 (Key Contracts);
 - (u) Schedule 15.1 (Reletting Provisions);
 - (v) paragraph 1.1 (Handover Package Status) of Schedule 15.3 (Handover Package); and
 - (w) Schedule 17 (Confidentiality and Freedom of Information).
- 4.2 The other provisions of this Agreement (including clause 15 (Competition)) shall take effect and become binding upon the Parties on the Start Date, as stated in the Certificate of Commencement issued pursuant to the Conditions Precedent Agreement.

5. DURATION OF THE FRANCHISE AGREEMENT

- 5.1 This Agreement shall expire on the Expiry Date or on the date of any earlier termination pursuant to Clauses 4.2 (b) or 4.3 (b) of the Conditions Precedent Agreement or pursuant to Schedule 10 (Remedies, Events of Default and Termination Events).

5.2 Additional Reporting Periods

- (a) If the Secretary of State gives notice to the Franchisee not less than three (3) months before the date on which the Franchise Agreement is due to expire in accordance with clause 5.1, the Franchise Agreement shall continue after such date on the terms set out in the Franchise Agreement for (subject to sub-clause 5.2(c)) such number of Reporting Periods as the Secretary of State may stipulate (being not less than one (1) Reporting period) ("**First Extension Period**").
- (b) If the Secretary of State gives notice to the Franchisee not less than three (3) months before the date on which the First Extension Period is due to expire in accordance with clause 5.2(a) the Franchise Agreement shall continue after such date on the terms set out in the Franchise Agreement for (subject to clause 5.2 (c)) such number of Reporting Periods, as the Secretary of

State may stipulate (being not less than one (1) Reporting Period) ("**Second Extension Period**").

- (c) Notwithstanding the provisions of clauses 5.2(a) and (b) above, the maximum aggregate combined duration of the First Extension Period and Second Extension Period shall not exceed twenty six (26) Reporting Periods.
- (d) Where the Secretary of State exercises his rights in accordance with clause 5.3 to amend the Expiry Date by a specified number of Reporting Periods then the maximum number of Reporting Periods by which the Franchise Term can be amended pursuant to clauses 5.2 (a) to (c) shall be reduced by the same number of Reporting Periods.

5.3 Amendment of Start Date/Expiry Date

- (a) ¹⁵**The Secretary of State shall have the right on or before 15 September 2017 to serve notice on the Franchisee that the Start Date shall be a date later than 0200 on 10 December 2017. Such amended Start Date shall be 0200 on the first day of a Reporting Period and the latest such date that the Start Date can be amended to is 0200 on 15 April 2018. The Secretary of State may in such notice also require that the Expiry Date is amended to a later date. Such amended Expiry Date shall be 0200 on the first day of a Reporting Period and the same number of Reporting Periods after the unamended Expiry Date as the number of Reporting Periods that the amended Start Date is after the unamended Start Date.**
- (b) Where the Secretary of State exercises his rights pursuant to clause 5.3(a) to amend the Start Date and/or the Expiry Date, he shall be entitled to make such other amendments to the terms of the Franchise Agreement as are reasonably consequential upon such amendments.

6. GENERAL OBLIGATIONS

- 6.1 The Franchisee shall perform its obligations under the Franchise Agreement in accordance with its terms and with that degree of skill, diligence, prudence and foresight which would be exercised by a skilled and experienced Train Operator of the Franchise.
- 6.2 Any obligation on the part of the Franchisee to use "**all reasonable endeavours**" shall extend to consequent obligations adequately to plan

¹⁵ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

and resource its activities, and to implement those plans and resources, with all due efficiency and economy.

- 6.3 The Franchisee shall co-operate with the Secretary of State and act reasonably and in good faith in and about the performance of its obligations and the exercise of its rights pursuant to the Franchise Agreement.
- 6.4 The Secretary of State shall act reasonably and in good faith in and about the performance of his obligations and the exercise of his rights pursuant to the Franchise Agreement.

7. ASSIGNMENT

- 7.1 The Franchisee shall not without the prior written consent of the Secretary of State assign, hold in trust for any other person, or grant a Security Interest in or over, the Franchise Agreement or any part hereof or any benefit or interest or right herein or hereunder (other than any right of the Franchisee to receive monies under a Supplemental Agreement).

8. CHANGE OF CONTROL AND FACILITATION FEE

- 8.1 A **"Change of Control"** is a change occurring in the identity of any one person, or two or more persons acting by agreement, who may Control the Franchisee on and from the date of the Franchise Agreement and during the Franchise Term, which shall include a person, or two or more persons acting by agreement, ceasing to Control the Franchisee at any time during the Franchise Term, whether or not any other person Controls the Franchisee at the same time and for the purposes of this clause 8, two or more persons shall be deemed to be acting by agreement in relation to the Franchisee if, assuming the Franchisee was a **"target company"** as defined in the Companies Act 2006, such persons would be under an obligation to disclose an interest in shares in such company by virtue of an agreement between such persons.
- 8.2 Otherwise than in accordance with the prior consent of the Secretary of State given pursuant to clause 8.3, a Change of Control shall be constitute an Event of Default pursuant to paragraph 1.3 of Schedule 10.2 (Events of Default and Termination Events)
- 8.3 The Franchisee may, at any time, apply in writing to the Secretary of State for his consent to a Change of Control (as such term is defined pursuant to clause 8.1).
- 8.4 The Secretary of State may require the Franchisee to pay a fee in consideration of the grant of such consent (the **"Facilitation Fee"**).
- 8.5 The Secretary of State may require the Franchisee to pay an additional fee in respect of the staff, professional and other costs incurred by the Secretary of State in connection with the Franchisee's application (the **"Administration Fee"**). The Administration Fee shall be payable whether or not the Secretary of State consents to the proposed Change of Control.

- 8.6 On or after submitting such application to the Secretary of State, the Franchisee will provide, and will procure that the seller and the buyer provide, the Secretary of State with such documentation and information as the Secretary of State may require to assess such application and the amount of the Facilitation Fee. Without limiting clauses 8.11 or 8.12, it shall be deemed to be reasonable for the Secretary of State to delay or withhold consent to the Change of Control where any such documentation is not provided.
- 8.7 The Facilitation Fee shall be a sum equal to the greater of:
- (a) one million pounds (£1,000,000); or
 - (b) where the Estimated Profit Stream is greater than the Bid Profit Stream five per cent (5%) of the difference between the Bid Profit Stream and the Estimated Profit Stream.
- 8.8 The Administration Fee shall be determined by the Secretary of State on the basis of:
- (a) the aggregate time spent by officials within the Secretary of State's Department on matters relating to such application;
 - (b) the Secretary of State's hourly scale rates for such officials, as varied from time to time; and
 - (c) the aggregate costs and disbursements, including where applicable VAT and professional costs, incurred by the Secretary of State in connection with such application.
- 8.9 Any determination by the Secretary of State for the purposes of clauses 8.7 or 8.8 shall in the absence of manifest error be final and binding as between the Secretary of State and the Franchisee (but without prejudice to the requirement of the Secretary of State to reasonably determine the Estimated Profit Stream).
- 8.10 Any consent by the Secretary of State to a Change of Control may be given subject to such conditions as the Secretary of State sees fit and the Franchisee shall, as applicable, comply with, and/or procure that the seller and/or the buyer comply with, any such conditions.
- 8.11 The Secretary of State shall have absolute discretion as to the grant of consent to any Change of Control and may accordingly refuse such consent for any reason he sees fit.
- 8.12 The Secretary of State shall have no liability whatever to the Franchisee in respect of any refusal of consent to a Change of Control, any delay in providing such consent, or any condition of such consent.

9. COMPLIANCE WITH LAWS

The Franchisee shall at all times perform the Franchise Services and all its other obligations under the Franchise Agreement in accordance with all applicable Laws.

10. CUMULATIVE RIGHTS AND REMEDIES

The rights and remedies of the Secretary of State under the Franchise Agreement are cumulative, may be exercised as often as he considers appropriate and are in addition to his rights and remedies under the general Law. The exercise of such rights and remedies shall not limit the Secretary of State's right to make payment adjustments, claim damages in respect of contraventions of the Franchise Agreement or pursue any available remedies under general Law.

11. DISPUTE RESOLUTION PROCEDURE

11.1 Disputes under the Franchise Agreement

- (a) Wherever the Franchise Agreement provides that the Secretary of State may reasonably determine any matter, the Franchisee may, unless the Franchise Agreement expressly provides otherwise, dispute whether a determination made by the Secretary of State is reasonable, but the Secretary of State's determination shall prevail unless and until it is agreed or found to have been unreasonable.
- (b) Where either Party is entitled, pursuant to the terms of the Franchise Agreement, to refer a dispute arising out of or in connection with the Franchise Agreement for resolution or determination in accordance with the Dispute Resolution Rules, then such dispute shall, unless the Parties otherwise agree and subject to any duty of the Secretary of State under Section 55 of the Act, be resolved or determined by arbitration pursuant to the Dispute Resolution Rules.
- (c) Where, in the absence of an express provision in the Franchise Agreement entitling it to do so, either Party wishes to refer a dispute arising out of or in connection with the Franchise Agreement to arbitration pursuant to the Dispute Resolution Rules, the following process shall apply:
 - (i) the Party seeking to refer to arbitration shall serve a written notice upon the other Party stating (i) the nature and circumstances of the dispute, (ii) the relief sought including, to the extent possible, an indication of any amount(s) claimed, and (iii) why it is considered that the dispute should be resolved by way of arbitration rather than litigation;
 - (ii) the other Party shall respond within twenty (20) Weekdays of service of the notice confirming whether or not referral of the dispute to arbitration is agreed. In the absence of any

response, the referral to arbitration shall be deemed not to have been agreed;

- (iii) in the event that the Parties agree to refer the dispute to arbitration then it shall be resolved or determined in accordance with the Dispute Resolution Rules;
 - (iv) in the event that the Parties do not agree to refer the dispute to arbitration then it shall be resolved or determined in accordance with clause 17 (Governing Law and Jurisdiction); and
 - (v) nothing in this clause 11.1 shall preclude either Party from commencing, continuing or otherwise taking any step by way of litigation in pursuit of the resolution or determination of the dispute unless an agreement is reached to refer the dispute to arbitration.
- (d) The arbitrator in any dispute referred for resolution or determination under the Dispute Resolution Rules shall be a suitably qualified person chosen by agreement between the Parties or, in default of agreement, chosen by the Secretary of the Access Disputes Committee from a panel of persons agreed from time to time for such purposes between the Secretary of State and the Franchisee or, in default of agreement as to the arbitrator or as to such panel, selected on the application of any Party by the President of the Law Society or the President of the Institute of Chartered Accountants in England and Wales from time to time (or such other person to whom they may delegate such selection).

11.2 Disputes under other agreements

- (a) The Franchisee shall notify the Secretary of State of any disputes to which it is a party under any Inter-Operator Scheme, Access Agreement, Property Lease or Rolling Stock Related Contract, or under any other agreement in circumstances where the relevant dispute could have an adverse effect on the Franchisee's ability to comply with its obligations under the Franchise Agreement or on the provision of the Franchise Services and which have been submitted for resolution either to the courts or to any other procedure for dispute resolution provided for under such agreements.
- (b) Such notification shall be made both:
 - (i) at the time of such submission (and such notification shall include reasonable details of the nature of the dispute); and
 - (ii) at the time of the resolution of the dispute (whether or not subject to appeal) (and such notification shall include reasonable details of the result of the dispute, any associated award and whether it is subject to appeal).

- (c) The Franchisee shall provide such further details of any dispute referred to in clause 11.1(d) (Disputes under the Franchise Agreement) as the Secretary of State may reasonably request from time to time.

11.3 Disputes under Schedule 8 (Payments) of this Agreement

The Parties shall comply with the terms of paragraph 4 of Schedule 8.1 (Franchise Payments) of this Agreement.

12. NOTICES

12.1 Notices

- (a) Any notice, notification or other communication under or in connection with the matters specified in Schedule 10.2 (Events of Default and Termination Events) or any dispute under or in connection with the Franchise Agreement shall be in writing and shall be delivered by hand or recorded delivery or sent by pre-paid first class post to the relevant Party at the address for service set out below, or to such other address in the United Kingdom as each Party may specify by notice in writing to the other Party:

Name: The Department for Transport

Address: 33 Horseferry Road, London SW1P 4DR

Email: franchise.notices@dft.gsi.gov.uk

Attention: The Manager – West Midlands Franchise

Name: West Midlands Trains Limited

¹⁶Address: **2nd Floor St Andrew's House, 18-20 St Andrew Street, London EC4A 3AG**

Email: notices@wmtrains.co.uk

Attention: Dominic Booth

- (b) Any other notice, notification or other communication under or in connection with the Franchise Agreement shall be in writing and shall be delivered:

- (i) in accordance with clause 12.1(a); or

¹⁶ 18 December 2019 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

(ii) by electronic data transfer,

except that it shall be marked for the attention of the Contract Manager or the Franchise Manager.

12.2 Deemed Receipt

Any such notice or other communication shall be deemed to have been received by the Party to whom it is addressed as follows:

- (a) if sent by hand or recorded delivery, when delivered;
- (b) if sent by pre-paid first class post, from and to any place within the United Kingdom, three (3) Weekdays after posting unless otherwise proven; and
- (c) if sent by electronic data transfer, upon sending, subject to receipt by the sender of a "**delivered**" confirmation (provided that the sender shall not be required to produce a "**read**" confirmation).

13. SET-OFF

13.1 Save as otherwise expressly provided under the Franchise Agreement or required by law, all sums payable under the Franchise Agreement shall be paid in full and without any set-off or any deduction or withholding including on account of any counter-claim.

13.2 Notwithstanding clause 13.1 the Secretary of State shall be entitled to set-off against any amounts payable by him under the Franchise Agreement:

- (a) any amount or liability payable or due to him under or in relation to the Franchise Agreement (whether such amount or liability is present, contingent and/or future, liquidated or unliquidated); and
- (b) any monetary penalty payable under the Act.

13.3 Notwithstanding clause 13.1, the Secretary of State shall be entitled to set off any liability for payment under Schedule 7.1 (Operational Performance) against any sum owed to him by the Franchisee under Schedule 7.1 (Operational Performance).

14. MISCELLANEOUS PROVISIONS

14.1 Waivers

- (a) Any Party may at any time waive any obligation of any other Party owed to it under the Franchise Agreement and the obligations of the Parties hereunder shall be construed accordingly.
- (b) No waiver by any Party of any default by any other Party in the performance of such Party's obligations under the Franchise Agreement shall operate or be construed as a waiver of any other or

further such default, whether of a like or different character. A failure to exercise or delay in exercising a right or remedy under the Franchise Agreement shall not constitute a waiver of any right or remedy or a waiver of any other rights or remedies and no single or partial exercise of any right or remedy under the Franchise Agreement shall prevent any further exercise of such right or remedy or the exercise of any other right or remedy.

- (c) A waiver of any right or remedy under the Franchise Agreement or by law is only effective if given in writing by the Secretary of State.

14.2 Time limits

Where in the Franchise Agreement any obligation of a Party is required to be performed within a specified time limit (including an obligation to use all reasonable endeavours or reasonable endeavours to secure a particular result within such time limit) that obligation shall be deemed to continue after the expiry of such time limit if such Party fails to comply with that obligation (or secure such result, as appropriate) within such time limit.

14.3 Partial invalidity

If any provision in the Franchise Agreement is held to be void, illegal, invalid or unenforceable, in whole or in part, under any enactment or rule of Law, such provision or part shall to that extent be deemed not to form part of the Franchise Agreement but the legality, validity and enforceability of the remainder of the Franchise Agreement shall not be affected.

14.4 Further assurance

Each Party agrees to execute and deliver all such further instruments and do and perform all such further acts and things as shall be necessary or expedient for the carrying out of the provisions of the Franchise Agreement.

14.5 Rights of Third Parties

- (a) A person who is not a Party to the Franchise Agreement shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Franchise Agreement except to the extent set out in this clause 14.5.
- (b) Any Successor Operator or potential Successor Operator nominated by the Secretary of State and notified to the Franchisee and the Franchisee for the purposes of this clause 14.5 may enforce and rely on the provisions of Schedule 15 (Obligations Associated with Termination) to the same extent as if it were a Party but subject to clauses 14.5(c) and 14.5(d).
- (c) The Franchise Agreement may be terminated, and any term may be amended or waived, in each case in accordance with the terms of the

Franchise Agreement, without the consent of any person nominated under clause 14.5(b).

- (d) The person nominated under clause 14.5(b) shall only be entitled to enforce and rely on Schedule 15 (Obligations Associated with Termination) to the extent determined by the Secretary of State (whether at the time of nomination or at any other time) and, to the extent that any such person is entitled to enforce and rely on Schedule 15 (Obligations Associated with Termination), any legal proceedings in relation thereto must be commenced within one (1) year of the expiry of the Franchise Period and any such person shall not be entitled to enforce or rely on Schedule 15 (Obligations Associated with Termination) to the extent that it has consented to any particular act or omission of the Franchisee which may constitute a contravention of Schedule 15 (Obligations Associated with Termination) or has been afforded a reasonable opportunity to indicate to the Franchisee that it is not so consenting and has not so indicated (the extent of such reasonable opportunity to be determined by the Secretary of State unless otherwise agreed).

14.6 Secretary of State's consent or approval

Where any provision of the Franchise Agreement provides for any matter to be subject to the consent or approval of the Secretary of State, then (subject only to the express terms of that provision as to the basis on which that consent or approval may be given or withheld) the Secretary of State shall be entitled to give that consent or approval subject to any condition or conditions as he considers appropriate, which may include the adjustment of any of the terms of the Franchise Agreement.

14.7 Enforcement costs

The Franchisee shall compensate the Secretary of State for all reasonable costs incurred by the Secretary of State as a result of the Franchisee failing to perform its obligations under the Franchise Agreement in accordance with their terms in the exercise of the Secretary of State's rights under Schedule 10 (Remedies, Events of Default and Termination Events).

14.8 Arm's length dealings

The Franchisee shall ensure that every contract or other arrangement or transaction to which it may become a party in connection with the Franchise Agreement with any person is on bona fide arm's length terms.

14.9 Non-discrimination

The Franchisee will not discriminate in seeking offers in relation to, or in awarding, a contract for the purchase or hire of goods on the grounds:

- (a) of nationality, against a person who is a national of and established in an EEA state; or

- (b) that the goods to be supplied under the contract originate in another EEA state.

For the purpose of this clause, "**EEA state**" means any state which is a party to the EEA agreement entered into on 2 May 1992 (as updated from time to time).

15. COMPETITION

15.1 For the purposes of this clause 15:

- (a) "**CMA**" means the Competition and Markets Authority;
- (b) "**Commitment**" means:
- (i) where the Transaction is within the jurisdiction of the CMA undertakings, in lieu of reference for a second phase investigation offered by any of the Parent, the Franchisee or any Affiliate that the CMA is able to accept pursuant to Section 73(2) of the Enterprise Act 2002 in relation to the Transaction; or
 - (ii) where the Transaction is notified to the European Commission under Council Regulation (EC) 139/2004 concerning the control of concentrations between undertakings as amended from time to time the giving by any of the Parent, the Franchisee or any Affiliate to the European Commission of commitments to enable the European Commission to conclude that the concentration arising out of the Transaction would not impede effective competition in the common market or a substantial part of it and declare it compatible with the common market pursuant to Article 6(1)(b) of the EU Merger Regulation;
- (c) "**Competition Authority**" means the European Commission or the CMA;
- (d) "**Competition Event**" means an Intervention by a Competition Authority or any Commitment which could prejudice the ability of:
- (i) the Franchisee to operate the Franchise in accordance with the Franchise Agreement; or
 - (ii) any Affiliate of the Franchisee to continue to operate any other Rail Franchise of which it is the franchisee;
- (e) "**Intervention**" means a determination following the completion of a second phase investigation that the merger resulting from the award of the Franchise to the Franchisee (i) in the case of the CMA has resulted or may be expected to result in a substantial lessening of competition in the UK market or (ii) in the case of the European

Commission would significantly impede effective competition in the internal market and that in either case specified actions are required to be taken for the purposes of remedying those anticipated competition issues;

- (f) **"Rail Franchise"** means any passenger rail franchise awarded pursuant to the Act in respect of which a franchisee or its wholly owned subsidiary provides franchised services; and
- (g) **"Transaction"** means the entry into the Franchise Agreement by the Secretary of State and the Franchisee.

15.2 Without prejudice to the Secretary of State's rights under Clause 5.4 of the Conditions Precedent Agreement, in so far as the Transaction is:

- (a) notified to the European Commission under Council Regulation (EC) 139/2004 concerning the control of concentrations between undertakings as amended from time to time (the **"EU Merger Regulation"**); or
- (b) within the jurisdiction of the CMA in the United Kingdom (including as a result of a referral under Article 4(4) or Article 9 of the EU Merger Regulation),

and the Transaction remains under consideration by a Competition Authority at the Start Date the Franchisee shall use all reasonable endeavours expeditiously to progress the consideration of the Transaction by the relevant Competition Authority.

15.3 Without prejudice to the generality of clause 15.2, the Franchisee shall respond in a timely manner to all requests for information and / or documents made by the Competition Authority, respond to any issues letter, issues statement or statement of objections, provide comments on any working papers on which the Competition Authority invites comments, attend any meeting (including issues meetings, state of play meetings or hearings), respond to any provisional findings and notice of possible remedies, respond to any provisional decision on remedies and attend any remedies hearing.

15.4 The Franchisee shall report to the Secretary of State on at least a weekly basis or as frequently as the Secretary of State shall require on the progress of the consideration of the Transaction by the Competition Authority and immediately concerning any material developments in the case. The Franchisee shall promptly provide to the Secretary of State copies of all material communications with the Competition Authority, including but not limited to requests for information and / or documents made by the Competition Authority, submissions and responses with supporting evidence, as well as hearing transcripts (provided always that the Franchisee may redact from such copies information which is confidential to the Franchisee and which may if disclosed to the Secretary of State prejudicially affect the Franchisee's legitimate business interests).

15.5 If at any time the Secretary of State (acting reasonably) determines that a Competition Event has arisen, the Secretary of State shall have the right to give written notice to the Franchisee informing it that such Competition Event has arisen ("**Competition Event Notice**") and the provisions of paragraph 2.5 of Schedule 10.2 (Events of Default and Termination Events) shall apply.

16. ENTIRE AGREEMENT

16.1 This Agreement and the Conditions Precedent Agreement contain the entire agreement between the Parties in relation to the subject matter of the Franchise Agreement and supersede all prior agreements and arrangements between the Parties other than any confidentiality agreements or undertakings which the Franchisee may have entered into with the Secretary of State in connection with his proposal to secure the provision of the Passenger Services under the Franchise Agreement.

16.2 The Franchisee hereby acknowledges that it is not entering into the Franchise Agreement in reliance on any warranties, representations or undertakings howsoever or to whomsoever made except in so far as such warranties, representations or undertakings are contained in the Franchise Agreement.

16.3 The Franchisee hereby acknowledges and agrees with the Secretary of State (for himself and as trustee for each of the other persons referred to therein) to the disclaimers of liability which are contained in Section 3.2 of the Invitation to Tender and the section entitled "**Important Notice**" contained in any document supplied by or on behalf of the Secretary of State in connection with the Franchise Agreement, the process leading to the entering into of the Franchise Agreement, or the Franchise Services (including any Invitation to Tender issued in connection therewith).

16.4 The Franchisee irrevocably and unconditionally waives any right which it may otherwise have to claim damages in respect of and/or to rescind this Agreement and/or the Conditions Precedent Agreement on the basis of any warranty, representation (whether negligent or otherwise, and whether made prior to and/or in this Agreement or the Conditions Precedent Agreement) or undertaking howsoever or to whomsoever made unless and to the extent that such warranty, representation or undertaking was made fraudulently.

17. GOVERNING LAW AND JURISDICTION

The Franchise Agreement (and any non-contractual obligations arising out of or in connection with it) shall be governed by and construed in accordance with the laws of England and Wales and the Parties irrevocably agree that the courts of England and Wales are to have exclusive jurisdiction to settle any disputes which may arise out of or in connection with the Franchise Agreement, except as expressly set out in the Franchise Agreement.

IN WITNESS whereof the Parties hereto have executed this Agreement the day and year first before written:

SEAL REF No.

THE CORPORATE SEAL OF)
THE SECRETARY OF STATE FOR)
TRANSPORT)
is hereunto affixed:

Authenticated by authority of the
Secretary of State for Transport

SIGNED FOR AND ON BEHALF OF)
WEST MIDLANDS TRAINS LIMITED)

Director:

Director/Secretary:

SCHEDULE 1
Passenger Service Obligations

Schedule 1.1:	Franchise Services and Service Development Part 1 – Franchise Services Part 2 – Service Development
Schedule 1.2:	Operating Obligations
Schedule 1.3:	NOT USED
Schedule 1.4:	Passenger Facing Obligations
Schedule 1.5:	Information about Passengers
Schedule 1.6:	The Rolling Stock
	Appendix 1: The Composition of the Train Fleet
Schedule 1.7:	Stations
	Appendix 1: List of Secure Stations Accreditation and Secure Car Parks Accreditation
	Appendix 2: Information about Station Improvement Measures
	Appendix 3: NOT USED
	Appendix 4: NOT USED

Schedule 1.1
Franchise Services and Service Development

Part 1 - FRANCHISE SERVICES

1. Franchise Services

- 1.1 The Franchisee may at all times during the Franchise Term provide and operate the Franchise Services specified in this Schedule 1.1.
- 1.2 The Franchisee shall not directly or indirectly, without the prior written consent of the Secretary of State, carry on any business or activity other than the provision and operation of the Franchise Services.
- 1.3 Nothing in this Schedule 1.1 shall restrict any Affiliate of the Franchisee from having an interest in or participating in any business or activity.
- 1.4 The Franchisee shall not engage any Franchise Employee in any activity or business which it may not conduct or engage in under this Schedule 1.1.

2. Restrictions relating to Franchise Services

- 2.1 The Franchisee shall not without the prior written consent of the Secretary of State operate Passenger Services other than on the following routes (and, in the event of disruption, any reasonable diversionary route):
- (a) Leamington Spa – Birmingham Snow Hill via Dorridge;
 - (b) Stratford-upon-Avon – Birmingham Snow Hill via Dorridge or via Shirley;
 - (c) Birmingham Snow Hill – Worcester Foregate Street and Worcester Shrub Hill via Kidderminster;
 - (d) Coventry – Leamington Spa;
 - (e) Coventry - Nuneaton;
 - (f) Northampton – Birmingham New Street;
 - (g) Birmingham New Street – Shrewsbury via Sandwell & Dudley;
 - (h) Birmingham New Street – Shrewsbury via Tame Bridge Parkway
 - (i) Birmingham New Street – Stafford;
 - (j) Birmingham New Street – Lichfield Trent Valley;
 - (k) Birmingham New Street – Walsall and Rugeley Trent Valley via Aston;

- (l) Birmingham New Street - Walsall and Rugeley Trent Valley via Soho junctions
- (m) Birmingham New Street – Worcester Foregate Street and Worcester Shrub Hill via University and Bromsgrove;
- (n) Birmingham New Street – Worcester Foregate Street and Worcester Shrub Hill via St Andrews Junction and Bromsgrove;
- (o) Birmingham New Street – Worcester Foregate Street and Worcester Shrub Hill via Galton Junction;
- (p) Barnt Green – Redditch;
- (q) Worcester Shrub Hill and Worcester Foregate Street – Hereford;
- (r) Stourbridge Junction – Stourbridge Town;
- (s) Euston – Northampton via Milton Keynes Central;
- (t) Euston – Crewe via Weedon and Tamworth;
- (u) Euston – Crewe via Northampton and Tamworth;
- (v) Crewe – Liverpool Lime Street via Runcorn;
- (w) Stafford – Crewe via Stoke-on-Trent;
- (x) Watford Junction – St. Albans Abbey;
- (y) Bletchley – Bedford;
- (z) Walsall – Wolverhampton via Darlaston Junction and Pleck Junction;
- (aa) Stratford-upon-Avon to Leamington Spa;
- (bb) Stone – Barlaston – Wedgwood – Stoke-on-Trent (Rail Replacement Bus Service);
- (cc) Stafford – Norton Bridge – Stone (Rail Replacement Bus Service);
- (dd) Worcester Foregate Street – Gloucester;
- (ee) Gloucester – Cardiff Central;
- (ff) Birmingham New Street – Nuneaton – Leicester;
- (gg) Crewe – Manchester Airport;
- (hh) Stourbridge Junction – Round Oak (Canal Street); and
- (ii) Kidderminster – Bewdley (via Severn Valley Railway).

- 2.2 It is acknowledged that a Passenger Service to be operated by the Franchisee on the routes specified above in paragraph 2.1 may be operated throughout the route, on part of the route or any combination of the whole or part of any two or more of the routes specified above.
- 2.3 The Secretary of State may impose such conditions to his consent as he considers appropriate for the purpose of securing the continuity of the provision of the Franchise Services at the end of the Franchise Term.
- 2.4 The Franchisee shall not during the Franchise Term, without the consent of the Secretary of State:
- (a) provide or operate any railway passenger services other than the Passenger Services or Charter Services;
 - (b) operate any stations or light maintenance depots other than the Stations and Depots; or
 - (c) hold shares, participations or any other interest in any other company or body corporate unless such company or body corporate is:
 - (i) Network Rail; or
 - (ii) owned directly or indirectly by another participant in the railway industry and the holding is incidental to the Franchisee's participation in an Inter-Operator Scheme or any other arrangement designed to ensure or facilitate co-operation between such participants or between any such participants and any other person.
- 2.5 Not used.
3. **Restrictions on Closures of Railway Passenger Services or Railway Facilities**
- 3.1 Except to the extent that the Secretary of State agrees otherwise, the Franchisee shall not:
- (a) cease to operate;
 - (b) cease to secure the operation of; or
 - (c) propose to terminate the use of,

any Station (or part of a Station) or any railway passenger service over a Route where such cessation or proposal might result in a Closure.
- 3.2 If any procedures are commenced under Part 4 of the Railways Act 2005 in relation to a Closure, the Franchisee shall, at its own cost and to the extent

so requested by the Secretary of State, take such action as the Secretary of State may require in order to enable the Secretary of State to comply with any duty imposed on him under Part 4 of the Railways Act 2005 in relation to such Closure.

4. **Subcontracting any Passenger Services**

4.1 Subject to paragraph 4.2, the Franchisee may not subcontract or delegate the provision of the Passenger Services without the prior written consent of the Secretary of State.

4.2 The Franchisee may subcontract or delegate the provision of the Passenger Services, provided that:

- (a) the Secretary of State receives prior written notice of any such subcontracting or delegation;
- (b) the Franchisee continues to be party to all Access Agreements and Property Leases necessary to provide such Passenger Services and to enjoy all relevant access and operational rights thereunder;
- (c) the Franchisee continues to specify and control the terms and conditions (subject to the requirements of the Inter-Operator Schemes) on which such Passenger Services are to be provided, including the determination of the Price or Child Price (as the case may be) of any Fares;
- (d) the Planned Train Mileage of the Passenger Services so delegated or subcontracted does not exceed five per cent (5%) of the Planned Train Mileage of the Franchisee in any Reporting Period; and
- (e) the Franchisee continues to perform its obligations under this Schedule 1.1 in respect of any subcontracted or delegated services.

4.3 Any such subcontracting or delegation shall not relieve the Franchisee from any of its obligations under the Franchise Agreement, including its obligations under this paragraph 4 and Schedule 14 (Preservation of Assets).

5. **Station Services**

5.1 The Station Services shall comprise:

- (a) the provision of any services to persons at Stations or to Train Operators whose trains call at such Stations, provided that such services:
 - (i) are made available only or principally to passengers alighting from or joining trains calling at such Stations and to such Train Operators;

- (ii) are provided in connection with the calling of trains at such Stations and are not designed to encourage passengers or other persons to use such Station Services other than in connection with a journey on a train calling at such Stations;
 - (iii) exclude the sale or issue (for a charge) of any goods other than passenger timetables and any items included in the price of a Fare; and
 - (iv) may include the provision of car parking spaces; and
- (b) the provision of access to any person under an Access Agreement at any Station.
- 5.2 The Station Services shall include the provision of any service which the Franchisee may provide, or may be required to provide, under any Access Agreement in effect on the Start Date or as lawfully directed by the ORR from time to time.
- 6. Light Maintenance Services**
- 6.1 Light Maintenance Services shall comprise:
- (a) the provision of access to any other person under an Access Agreement;
 - (b) the carrying out of inspections of rolling stock vehicles;
 - (c) the carrying out of maintenance work on rolling stock vehicles of a kind which is normally carried out at regular intervals of twelve (12) months or less;
 - (d) replacement of failed components and consumables on rolling stock vehicles;
 - (e) the preparation of rolling stock vehicles for service;
 - (f) the stabling or other temporary holding of rolling stock vehicles;
 - (g) the refuelling of rolling stock vehicles;
 - (h) the replenishment of water tanks; and
 - (i) the cleaning of the exterior or the interior of rolling stock vehicles,
- in each case for itself and/or other Train Operators, at any Station or Depot.
- 6.2 Light Maintenance Services shall include the provision of any service which the Franchisee may provide, or may be required to provide, under any Access Agreement in effect on the Start Date or as lawfully directed by the ORR from time to time.

7. Ancillary Services

The Franchisee may carry out the following Ancillary Services:

- (a) the selling, lending or hiring of any goods or rights and the provision of any services (whether for a charge or not) on any train used in the provision of the Passenger Services where such goods or services are sold or provided principally for consumption or use on the relevant train, including the sale of any Fares, meals, light refreshments, newspapers, magazines, books, entertainment materials information or materials targeted at tourists and other leisure passengers (such as maps) or phone cards;
- (b) the provision of any service at any station which, if provided on a train used in the provision of the Passenger Services, would fall within paragraph 7(a) or which, if provided at a Station, would fall within paragraph 5 and which, in each case, is made available only or principally to persons at such stations who either are about to travel or have recently travelled on a train used in the provision of the Passenger Services;
- (c) in any Reporting Period, the subleasing, hiring or licensing of up to ten per cent (10%) of the rolling stock vehicles used in the provision of the Passenger Services (such percentage to be determined by reference to the aggregate period of time for which such rolling stock vehicles are sub-let, hired or licensed and the aggregate period of time for which they are used in the provision of the Passenger Services);
- (d) the lending, seconding, hiring or contracting out during any Reporting Period to another person or persons (whether for a charge or not) of:
 - (i) up to one per cent (1%) of the number of Franchise Employees as at the Start Date, for over ninety per cent (90%) of their normal working hours during such Reporting Period (including on a full-time basis); and
 - (ii) one per cent (1%) of any other Franchise Employees as at the Start Date,

provided that this paragraph shall not apply to any employee lent, seconded, hired or contracted out under any of paragraphs 7(a) to 7(c) inclusive and paragraphs 7(e) to 7(p) inclusive, or engaged in any other activity which is permitted under this Schedule 1.1;

- (e) any heavy maintenance of rolling stock vehicles which does not fall within the Light Maintenance Services, carried out on behalf of any other person at the following Depot(s), subject to the number of persons engaged or employed in such activity not exceeding by

more than ten per cent (10%) the number so engaged or employed on the Start Date:

NOT APPLICABLE

- (f) the selling at any location of any Fare which is valid, in whole or in part, on the Passenger Services and the selling of any other Fare at any location where such Fares may be purchased from the Franchisee on or before the date of the Franchise Agreement or at any other location, provided that the majority of Fares sold at any such other location shall be Fares which are valid, in whole or in part, on the Passenger Services;
- (g) the selling, in conjunction with any Fare, of any other rights which entitle the purchaser thereof to:
 - (i) travel on any other train or light rail service;
 - (ii) travel on any aircraft;
 - (iii) travel on any shipping or ferry service;
 - (iv) travel on any bus; or
 - (v) attend any event or attraction or enter any location;
- (h) the lending, seconding, hiring or contracting out of Franchise Employees to other Train Operators in order to enable such Train Operators to provide services at the Stations to passengers travelling on any such operator's trains;
- (i) the provision of information relating to railway passenger services within Great Britain to passengers through telephone, internet, mobile data services or other appropriate means;
- (j) the supervision, management and training of train crew of other Train Operators provided such activity is necessarily incidental to the provision of the Passenger Services and could not reasonably be carried out by or through an Affiliate of the Franchisee;
- (k) the subleasing, hiring, licensing, lending, selling of any rolling stock vehicles or other assets of the Franchisee or the lending, hiring or contracting out of any employees of the Franchisee or the provision of any other services to Network Rail or any other Train Operator on an emergency basis;
- (l) the licensing or permitting of any other person (including an Affiliate of the Franchisee) to carry out any activity or business, in connection with the provision of the Franchise Services, or otherwise, on any rolling stock vehicle operated by the Franchisee, at any station served by the Passenger Services, at any Depot, or

otherwise (including the letting, leasing or licensing (on an exclusive basis or otherwise) of any part or all of a Station or Depot to such other person);

- (m) such other activity or business as may be reasonably necessary for the purpose of providing any other Franchise Services or complying with the Franchise Agreement, provided that it could not reasonably be carried out by or through an Affiliate of the Franchisee;
- (n) the subleasing to any other person of the following property which is not comprised in a Station or Depot:

NOT APPLICABLE

- (o) the provision or operation of Charter Services, subject to the Planned Train Mileage of such Charter Services not exceeding in any Reporting Period two per cent (2%) of the Planned Train Mileage of Passenger Services provided by the Franchisee in such Reporting Period;
- (p) the provision of consultancy services reasonably ancillary to the provision of the other Franchise Services; and
- (q) any services or activity not falling within paragraphs 5, 6, 7(a) to 7(p) above, subject to the gross value of any such services or activity (excluding any attribution of costs) not exceeding twenty five thousand pounds (£25,000) per annum in each Franchisee Year, per item and in aggregate, two hundred and fifty thousand pounds (£250,000) per annum in each Franchisee Year provided that in the second and each subsequent Franchisee Year, these amounts will be increased by RPI.

8. Royal Train

- 8.1 The Franchisee shall, if and to the extent requested by any person (including DB Schenker Rail (UK) Limited) and subject to the payment by such person of any reasonable costs of the Franchisee, co-operate in the provision by such person of railway passenger services for Her Majesty Queen Elizabeth II or any successor head of state or members of the family or representatives of either of them.
- 8.2 The provision of railway services for Her Majesty Queen Elizabeth II or any successor head of state or members of the family or representatives of either of them may include:
 - (a) running a "**sweeper**" train in front of the royal train;
 - (b) having spare locomotives on standby as rescue traction; and/or

- (c) carrying out security requirements or co-operating with other persons in ensuring that security requirements are carried out prior to calling at any station on the Routes.

Part 2 - SERVICE DEVELOPMENT**9. Train Service Requirement - Purpose and Responsibility**

- 9.1 The Train Service Requirement is the minimum specification of the Passenger Services and capacity to be provided by the Franchisee during the Franchise Term.
- 9.2 The Train Service Requirement as at the date of the Franchise Agreement is in the agreed terms marked as **TSR**
- 9.3 For the purposes of this Schedule 1.1, the Train Service Requirement shall remain in force unless and until amended or replaced pursuant to this Schedule 1.1.
- 9.4 The Train Service Requirement does not in any way limit the Franchisee's obligations pursuant to paragraph 14 of this Schedule 1.1.
- 9.5 The Franchisee is required to seek Train Slots from Network Rail in accordance with the Train Service Requirement with the intention that the working timetable issued by Network Rail is consistent with such Train Service Requirement. With regard to capacity, the Franchisee is required to include in the Train Plan the minimum capacity specified in the Train Service Requirement.
- 9.6 The Train Service Requirement may be expressed in whole or in part at any level of generality or to any level of detail the Secretary of State considers appropriate.
- 9.7 Not Used.

10. Train Plan

- 10.1 Subject to paragraph 10.2, for the purposes of this Agreement, the "**Train Plan**" shall be the plan or diagram (including sub-plans or sub-diagrams) prepared by the Franchisee for the operation of trains and train formations under the Timetable that best matches available capacity to Forecast Passenger Demand as amended from time to time during the Franchise Period in accordance with this Agreement.
- 10.2 For the purposes of Schedule 7 (Performance Benchmarks), references to "**Train Plan**" shall be construed as the latest version of the Train Plan which includes any amendments thereto pursuant to paragraphs 3, 4 and/or 5 of Schedule 1.2 (Operating Obligations):
- (a) where such amendments are required as a consequence of Network Rail exercising its rights pursuant to the Track Access Agreement;
 - (b) where such amendments proposed by the Franchisee have prior approval from the Secretary of State; or

- (c) where such amendments are requested by the Secretary of State.
- 10.3 The Franchisee shall submit to the Secretary of State a Train Plan in respect of each Timetable in accordance with this Schedule 1.1.
- 10.4 In preparing any Train Plan, the Franchisee shall do so by reference to the Timetable that it envisages operating in order to comply with the Train Service Requirement and paragraph 14 of this Schedule 1.1.
- 10.5 Each Train Plan shall set out for each railway passenger service in the Timetable to which it relates:
- (a) its start point and departure time;
 - (b) its terminating point and arrival time;
 - (c) the number and class of rolling stock vehicles allocated to each such railway passenger service;
 - (d) the Passenger Carrying Capacity that each such railway passenger service, as formed, is to have; and
 - (e) its Forecast Passenger Demand and, where this has been requested by the Secretary of State and is capable of calculation, Actual Passenger Demand.
- 10.6 A Train Plan shall be in any format that the Secretary of State may reasonably specify for this purpose.
- 10.7 At the Start Date, Network Rail will have issued the applicable working timetable on which the Timetable is to be based. Accordingly the Franchisee shall confirm to the Secretary of State that it intends:
- (a) to adopt, from the Start Date until the next Passenger Change Date, the Train Plan prepared by the Train Operator under the Previous Franchise Agreement; or
 - (b) to prepare its own Train Plan in accordance with this Schedule 1.1,
- such Train Plan shall become the document in the agreed terms marked **TP** as at the Start Date.
- 11. Consultation on Significant Alterations to the Timetable**
- 11.1 Notwithstanding any consultation the Secretary of State might separately undertake in respect of any amended or new draft Train Service Requirement issued pursuant to paragraph 16, the Franchisee shall where:
- (a) it intends that any future Timetable shall contain Significant Alterations compared to the Timetable then in force; and

- (b) such Significant Alterations are likely to have, in the reasonable opinion of the Franchisee, a materially adverse effect on:
 - (i) the ability of passengers using any station served by the Passenger Services to make journeys relating to work or education at reasonably convenient times; and/or
 - (ii) the trading prospects of commercial enterprises located in any community in which a station served by the Passenger Services is located in consequence of it being more difficult for customers or employees to access such commercial enterprises through travel on the Passenger Services,

consult with Stakeholders who would reasonably be expected to be affected by any such Significant Alterations in relation to such proposed future Timetable.

11.2 Accordingly the Franchisee shall where the circumstances described in paragraph 11.1 apply:

- (a) as soon as reasonably practicable provide to the Secretary of State and all Stakeholders a comprehensive summary of the proposed changes from the Timetable then in force specifying the proposed Timetable changes, the reasons for them and the likely impact on passengers;
- (b) carry out the consultation in relation to such proposed changes using a reasonable range of communication channels (taking into account the scale of the proposed changes) and in a manner that can be reasonably expected to encourage responses from a broad range of affected Stakeholders;
- (c) give consultees such time as is reasonable under all the circumstances to respond (it being agreed that it shall normally be reasonable to give at least twelve (12) weeks to respond in relation to major proposed Timetable changes);
- (d) take due account of the responses of consultees;
- (e) within six (6) weeks of the close of the consultation (or such longer period as the Secretary of State may agree, such agreement not to be unreasonably withheld or delayed) publish a report containing a summary of the main issues raised by respondents (including quantitative analysis of the responses received), the reasoned response of the Franchisee to them and notification of how the Franchisee will now seek to exercise relevant Timetable Development Rights in the context of its obligation to take due account of the results of the consultation;

- (f) ensure that the published report is promptly provided to the Secretary of State and all respondents who submitted written responses to the consultation and published in a widely accessible form; and
- (g) ensure that the relevant Timetable Development Rights to implement the proposed Timetable change are not exercised prior to the publication of the report and exercise such Timetable Development Rights in the manner indicated in the report.

12. **Timetable Development Rights**

- 12.1 The Franchisee shall use all reasonable endeavours to amend and/or enter into such Access Agreements as may be necessary or desirable from time to time to obtain the Timetable Development Rights that it requires to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Requirement and otherwise comply with its obligations under the Franchise Agreement including under paragraph 14 of this Schedule 1.1.
- 12.2 Prior to exercising any Timetable Development Rights to secure a Timetable the Franchisee shall make an informed estimate of Forecast Passenger Demand and in doing so shall make reasonable assumptions based on available evidence (making proper use of recognised railway industry systems and forecasting tools as these may develop over the Franchise Period) with the estimate being in such format and to such level of disaggregation as the Secretary of State may reasonably require.
- 12.3 The Franchisee shall exercise its Timetable Development Rights so as to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Requirement and paragraph 14 of this Schedule 1.1 in accordance with its obligations under paragraph 17 of this Schedule 1.1.
- 12.4 Where the Franchisee proposes to exercise its Timetable Development Rights so that the Timetable in force after the relevant Passenger Change Date contains Significant Alterations to that in force prior to such Passenger Change Date the Franchisee shall, (without prejudice to its obligation to consult pursuant to paragraph 11), act reasonably with the intention of obtaining a Timetable which enables paragraphs 14.1(b) and 14.1(c) of this Schedule 1.1 to be achieved in relation to each Passenger Service in the Timetable to the greatest extent reasonably practicable. It is agreed that in acting reasonably the Franchisee shall take full and proper account of its informed estimate of Forecast Passenger Demand made pursuant to paragraph 12.2 above.
- 12.5 Unless the Secretary of State otherwise directs, the Franchisee shall, for the purposes of securing a Timetable that complies with the Train Service Requirement and paragraph 14 of this Schedule 1.1, exercise its rights under the Track Access Agreement (including the Network Code) to object,

to make representations and to withhold consent in respect of any actual or proposed act or omission by Network Rail in relation to such agreement in respect of its Timetable Development Rights.

12.6 Subject to the Franchisee complying with its obligations under paragraph 12.5 above, it shall not be liable for any failure to secure a Timetable that enables the Franchisee to operate railway passenger services that comply with the Train Service Requirement and paragraph 14 of this Schedule 1.1, to the extent that such failure is caused by:

- (a) the Franchisee's Timetable Development Rights being inadequate to enable it to secure the requisite Train Slots, provided that the Franchisee has exercised and, unless otherwise agreed by the Secretary of State, is continuing to exercise all reasonable endeavours to obtain the requisite Timetable Development Rights in accordance with paragraph 12.3 above;
- (b) Network Rail exercising its flexing rights from time to time under the Track Access Agreement or the Network Code in respect of such Train Slots;
- (c) Network Rail exercising its other rights from time to time under the Track Access Agreement or the Network Code; or
- (d) the exercise by the ORR of its powers pursuant to Section 22C of the Act.

12.7 TDR Amendments

- (a) If and to the extent that the Franchisee is not able to secure a Timetable enabling it to operate railway passenger services that comply with the Train Service Requirement as a result of it not being able to obtain the Timetable Development Rights that it requires for that purpose, then the Secretary of State shall (subject to paragraphs 12.7(b) and 12.7(c) below) issue to the Franchisee such amendments to the Train Service Requirement ("**TDR Amendment**") as the Secretary of State considers necessary such that the Franchisee is able to secure a Timetable in compliance with the Train Service Requirement as amended by the TDR Amendment by exercise of the Timetable Development Rights that the Franchisee does have.
- (b) The Secretary of State shall have an unfettered discretion as to whether or not to issue a TDR Amendment in circumstances where the Franchisee:
 - (i) has failed to exercise all reasonable endeavours to obtain the requisite Timetable Development Rights in accordance with paragraph 12.1 above; and

- (ii) is not relieved by paragraph 12.6 above from liability for such failure to secure a Timetable that enables the Franchisee to operate railway passenger services that comply with the Train Service Requirement.
 - (c) Where the Secretary of State reasonably considers that the failure to secure a Timetable that enables the Franchisee to operate the Train Service Requirement is partly due to the default of the Franchisee in not properly complying with its obligations under the Franchise Agreement in relation to securing Timetable Development Rights any TDR Amendment shall not relieve the Franchisee of the obligation to comply with the Train Service Requirement to the extent that the Secretary of State determines that the failure is due to such default of the Franchisee and the Franchisee may be in contravention of the Franchise Agreement accordingly.
- 12.8 Following issue of any TDR Amendment pursuant to paragraph 12.7 the Franchisee shall, unless otherwise agreed by the Secretary of State, continue to use all reasonable endeavours to amend and/or enter into such Access Agreements as may be necessary or desirable from time to time to obtain the Timetable Development Rights that it requires to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Requirement without such TDR Amendment.
- 12.9 Any TDR Amendment issued pursuant to paragraph 12.7 shall:
 - (a) unless otherwise required by the Secretary of State, cease to have effect on the date (if any) on which the first Timetable comes into effect after the Franchisee has obtained the Timetable Development Rights that it requires to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Requirement without any such TDR Amendment; and
 - (b) amount to a Change but only to the extent that the Franchisee makes a saving as a consequence of such TDR Amendment or unless such TDR Amendment has been issued in consequence of Network Rail exercising the rights referred to in paragraphs 12.6(b) or 12.6(c) in which case there shall be no Change.
- 12.10 With effect from the date on which any TDR Amendment ceases to have effect in accordance with paragraph 12.9:
 - (a) the Train Service Requirement without such TDR Amendment shall thereafter apply; and
 - (b) there shall be a further Change (which for these purposes shall be deemed to be a Qualifying Change) from the date that the TDR Amendment ceases to have effect so as, with effect from such date, to disapply the effect of the Change referred to in paragraph 12.9(b)

from such date to take into account the fact that the Franchisee will have ceased to make a saving.

12.11 Intervals and Journey times

The Franchisee shall exercise its Timetable Development Rights so as to ensure, so far as reasonably practicable that:

- (a) the stopping patterns of Passenger Services are placed at approximately evenly-spaced intervals, taking into account the reasonable needs of passengers; and
- (b) journey times between stations are minimised.

13. Certification and Notification by Franchisee of Exercising Timetable Development Rights

13.1 Before exercising any Timetable Development Right to bid for Train Slots, the Franchisee shall provide a certificate addressed to the Secretary of State and signed by a statutory director of the Franchisee confirming that its proposed exercise of that Timetable Development Right will be compliant with its obligation specified in paragraph 12.3.

13.2 If requested by the Secretary of State, the Franchisee agrees to demonstrate to the reasonable satisfaction of the Secretary of State that the Franchisee's certificate referred to in paragraph 13.1 is a true and accurate confirmation of compliance with its obligation specified in paragraph 12.3.

13.3 The Franchisee shall:

- (a) keep the Secretary of State fully informed of any discussions with Network Rail in relation to the matters referred to in this Schedule 1.1 which may, in the reasonable opinion of the Franchisee, have a material impact on the ability of the Franchisee to deliver the Train Service Requirement or meet the requirements of paragraph 14 of this Schedule 1.1 through the Timetable and shall, if required to do so by the Secretary of State, supply copies of any related correspondence to the Secretary of State; and
- (b) update any notification under this paragraph 13.3 and/or certification under paragraph 13.1 as soon as reasonably practicable, if at any time it elects or is required to modify any aspect of its exercise of its Timetable Development Rights following Network Rail's proposed or actual rejection or modification of its bid or any part of it or for any other reason.

14. Planning to meet Target Passenger Demand

14.1 Capacity and Timetable Planning

- (a) The Franchisee shall, in preparing its Timetable and Train Plan, unless the Secretary of State otherwise agrees, provide for at least the capacity specified in the Train Service Requirement.
- (b) The Franchisee shall use all reasonable endeavours to provide for Passenger Carrying Capacity on each Passenger Service that meets as a minimum the Target Passenger Demand for that Passenger Service.
- (c) The Franchisee shall use all reasonable endeavours to provide passengers with a reasonable expectation of a seat:
 - (i) on boarding any Off-Peak Passenger Service; and
 - (ii) 20 minutes after boarding (or such other time period as the Secretary of State may stipulate) on any Peak Passenger Service

14.2 Allocation of rolling stock where Franchisee unable to meet the capacity requirements

If at the time it prepares its Timetable and/or Train Plan, having exercised all reasonable endeavours, the Franchisee is unable to prepare a Timetable and/or Train Plan having the Passenger Carrying Capacity and/or meeting the reasonable expectations referred to in paragraphs 14.1(b) and 14.1(c), then the Timetable and/or the Train Plan shall specify the best allocation of Passenger Services and rolling stock vehicles to Passenger Services that is reasonably practicable with a view to:

- (a) minimising, so far as is possible, the amount by which Target Passenger Demand exceeds the provision of Passenger Carrying Capacity on the affected Passenger Services;
- (b) ensuring, so far as is possible, that such excess is not unduly concentrated on any particular Route or Passenger Service; and
- (c) minimising, so far as is possible, the extent to which passengers are required to stand:
 - (i) on boarding any Off-Peak Passenger Service; and
 - (ii) 20 minutes after boarding (or such other time period as the Secretary of State may stipulate) on any Peak Passenger Service.

14.3 Preparation of Timetable and Train Plan

- (a) Subject to paragraph 14.3(b), the Franchisee shall in preparing its Timetable and its Train Plan take full and proper account of its calculation of Forecast Passenger Demand and use all reasonable endeavours to ensure that the Train Fleet is deployed in an optimal manner for the purposes of complying with its obligations under paragraphs 14.1 and 14.2 above.
- (b) The Franchisee shall in preparing its Timetable and Train Plan deploy the entire Train Fleet (excluding reasonable planning requirements for the allocation of Hot Standbys or other rolling stock vehicles to be out of service due to maintenance requirements, Mandatory Modifications or any other reason agreed with the Secretary of State (such agreement not to be unreasonably withheld or delayed)) in delivering the Passenger Services:
 - (i) during each Peak; and
 - (ii) at such times during each Off-Peak where such deployment of the entire Train Fleet is reasonably required to meet the Franchisee's obligations pursuant to paragraphs 14.1 and 14.2 above.

14.4 Finalising the Train Plan

- (a) The Franchisee shall submit its proposed Train Plan to the Secretary of State as soon as reasonably practicable after Network Rail has issued the Timetable on which the Train Plan is to be based.
- (b) The Franchisee shall submit its final Train Plan to the Secretary of State prior to the commencement of the Timetable to which it relates.
- (c) The Train Plan shall be certified by a statutory director of the Franchisee as being true and accurate and including the minimum capacity specified in the Train Service Requirement.

15. Capacity Mitigation Plan

- 15.1 Without prejudice to the obligation of the Franchisee to include the capacity specified in the Train Service Requirement in the Train Plan, if at any time the Franchisee is unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 14.1 (regardless of whether the Franchisee has used all reasonable endeavours to do so), the Secretary of State may serve a notice on the Franchisee requiring it to produce a plan to a reasonable specification provided with the notice to remedy or mitigate such inability ("**Capacity Mitigation Plan**").
- 15.2 The Capacity Mitigation Plan may, without limitation, include measures to be implemented by the Franchisee to:

- (a) remedy the circumstances leading to the Franchisee being unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 14.1; and/or
- (b) minimise, so far as is possible, the amount by which Target Passenger Demand exceeds the provision of Passenger Carrying Capacity on the affected Passenger Services;
- (c) ensure, so far as is possible, that such excess is not unduly concentrated on any particular Route or Passenger Service; and
- (d) minimise, so far as is possible, the extent to which passengers are required to stand:
 - (i) on boarding any Off-Peak Passenger Service; and
 - (ii) 20 minutes after boarding (or such other time period as the Secretary of State may stipulate) on any Peak Passenger Service,

in all such cases (unless the Secretary of State specifies to the contrary) taking into account both Actual Passenger Demand and Forecast Passenger Demand.

15.3 Where the Secretary of State reasonably believes that future circumstances may lead to the Franchisee being unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 14.1 at any time within the next four (4) years (including after the end of the Franchise Term) the Secretary of State shall have the right to serve notice on the Franchisee specifying those future circumstances and the date that the Franchisee should assume that they will arise from and requiring it to produce a Capacity Mitigation Plan to remedy or mitigate such future circumstances on the basis of assumptions provided by the Secretary of State.

15.4 The Capacity Mitigation Plan shall (unless the Secretary of State specifies to the contrary) include the Franchisee's informed estimate of Forecast Passenger Demand, in such format and to such level of disaggregation as the Secretary of State may reasonably require. Without limitation such specification may require the Franchisee to present options to address relevant issues through:

- (a) alterations to the Train Service Requirement;
- (b) modification of rolling stock or the acquisition of additional or replacement rolling stock;
- (c) alterations to Fares; and/or
- (d) alterations or enhancements to any track, signalling, station, depot or other relevant railway infrastructure.

- 15.5 The Capacity Mitigation Plan shall provide a comprehensive analysis backed by relevant data and assumptions of:
- (a) all cost and revenue and other financial implications of options contained within it including the potential implications for Franchise Payments;
 - (b) the implications (if any) for the Benchmarks and/or the Annual Benchmarks; and
 - (c) the likely impact of options within it for existing and future passenger journeys and journey opportunities.
- 15.6 The Franchisee shall meet with the Secretary of State to discuss the Capacity Mitigation Plan and provide such further information or analysis and further iterations of the Capacity Mitigation Plan as the Secretary of State shall reasonably require.
16. **New or amended Train Service Requirement by the Secretary of State and Franchisee Informed Opinion**
- 16.1 Prior to issuing any amended or new Train Service Requirement the Secretary of State shall provide to the Franchisee his draft of any proposed amended or new Train Service Requirement stating the date upon which he proposes that such amended or new Train Service Requirement should take effect along with the Secretary of State's view as to the changes (if any) that he proposes to make to the Benchmarks and/or Annual Benchmarks.
- 16.2 On receipt of any proposed amended or new Train Service Requirement from the Secretary of State the Franchisee shall provide (if so requested) its informed opinion:
- (a) with supporting reasons as to the impact of the proposed amended or new Train Service Requirement on the delivery of an optimal range of railway passenger services patterns relative to Target Passenger Demand and compliance with paragraph 14.1;
 - (b) with supporting reasons as to the changes to resources and adjustment to Franchise Payments (if any) which would be required in consequence of the proposed amended or new Train Service Requirement;
 - (c) with supporting reasons as to changes (if any) to the Benchmarks and/or Annual Benchmarks;
 - (d) of the process to be required to implement the proposed amendment to the Train Service Requirement together with a plan for the implementation of the amendment to the Train Service Requirement (including all steps required to ensure that the Franchisee can deliver a Timetable compliant with such amended or new Train Service Requirement) prepared in accordance with

procedural arrangements specified by the Secretary of State pursuant to paragraph 17; and

- (e) with supporting reasons of the likely impact of the proposed amended or new Train Service Requirement on existing and future passenger journeys and journey opportunities.
- 16.3 There may be iterations of drafts of the proposed amended or new Train Service Requirement and the Franchisee shall to the extent required by the Secretary of State have the obligations described in this paragraph 16 in respect of all such iterations.
- 16.4 Processes contained in this paragraph 16 shall take place in accordance with procedural arrangements and timescales stipulated by the Secretary of State pursuant to paragraph 17.2.
- 16.5 The Secretary of State may issue to the Franchisee any amended or new Train Service Requirement that he requires the Franchisee to operate and notice of the amendments (if any) to the Benchmarks and/or Annual Benchmarks. Such amended or new Train Service Requirement will be issued prior to the commencement of the timetable development process of Network Rail for the Timetable in respect of which it is proposed to implement the change to Passenger Services arising from the amended or new Train Service Requirement.
- 16.6 In the absence of the Secretary of State issuing any amended or new Train Service Requirement the existing Train Service Requirement will remain in full force and effect. The degree of variation from any Train Service Requirement specified at the date the Franchise Agreement was entered into in respect of any particular period and brought about by any amended or new Train Service Requirement issued pursuant to this paragraph 16 shall (where relevant) be of a magnitude no greater than that contemplated in the Invitation to Tender.
- 16.7 At the same time as the Secretary of State provides the Franchisee with a draft of any proposed amended or new Train Service Requirement pursuant to paragraph 16.1, the Secretary of State shall also provide to the Franchisee his opinion of any amendments (if any) that are required to the Benchmarks and/or the Annual Benchmarks.

17. **Procedural Arrangements and Timescales**

- 17.1 The Franchisee agrees that the effective operation of the provisions of this Schedule 1.1, and of provisions addressing the same or similar matters in other franchise agreements, will require certain procedural arrangements and timescales to be followed to a common timescale by the Secretary of State, the Franchisee, Network Rail and others.
- 17.2 The Franchisee agrees that the Secretary of State may stipulate any reasonable procedural arrangements and timescales that are to be followed

by the Secretary of State and the Franchisee for these purposes (which shall be consistent with any relevant standard railway industry processes for the development of the Timetable and the resultant Train Plan) and that the Secretary of State may amend any such stipulation from time to time.

- 17.3 The Secretary of State agrees to consult the Franchisee as far as reasonably practicable prior to stipulating or amending any such procedural arrangements and timescales in accordance with paragraph 17.2.
- 17.4 Any stipulation by the Secretary of State pursuant to paragraph 17.2:
- (a) shall be at the reasonable discretion of the Secretary of State;
 - (b) may contain procedural arrangements and timescales to be followed by the Franchisee in relation to other changes to the Franchise Services (pursuant to paragraph 1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes)) in conjunction with the Train Service Requirement; and
 - (c) may provide for iterations of drafts of any amended or new Train Service Requirement, Train Plan or Timetable.
- 17.5 Any procedural arrangements and timescales stipulated by the Secretary of State pursuant to paragraph 17.2 shall have contractual effect between the Franchisee and the Secretary of State in accordance with the terms of such stipulation.

18. **Obligations in relation to other Train Operators**

- 18.1 Subject to the terms of the Licences and any applicable Law, the Franchisee shall co-operate with other Train Operators in respect of their timetable development rights where such other Train Operators provide railway passenger services meeting common or displaced passenger demand, with a view to ensuring that:
- (a) the levels of overcrowding over the Routes or other relevant routes are minimised and not unduly concentrated on particular railway passenger services, Routes or other relevant routes;
 - (b) the stopping patterns of such railway passenger services are placed at approximately evenly-spaced intervals throughout each relevant hour, taking into account the reasonable needs of passengers and the different types of railway passenger services provided by other Train Operators and the Franchisee; and
 - (c) a reasonable pattern of railway passenger service is provided on the relevant route(s) to enable passengers to make Connections (particularly where low frequency railway passenger services are operated or last trains are involved, taking account of seasonal fluctuations in passenger demand and the time needed to make any such Connection).

19. **Provisions relating to Access Agreements and Property Leases**
- 19.1 Where the Secretary of State considers it requisite for the purposes of better securing the delivery of railway passenger services under the Franchise Agreement, or any other franchise agreement, or for the better achievement by him of any of his duties, functions and powers in relation to railways, the Secretary of State may require the Franchisee:
- (a) to exercise or refrain from exercising any or all of its rights under any Access Agreement or any Property Lease, or any related rights under such other agreements as the Secretary of State may specify; and/or
 - (b) subject to the consent of the counterparty thereto, to assign, novate or surrender its rights under any Access Agreement or Property Lease.
- 19.2 Except to the extent that the Secretary of State otherwise indicates from time to time, the Franchisee shall notify the Secretary of State of its intention to enter into or amend any Access Agreement:
- (a) where the approval of the ORR is required under the Act, not less than ten (10) Weekdays before the submission to the ORR; and
 - (b) where no such approval is required, not less than ten (10) Weekdays prior to entering into such amendment or Access Agreement.
- 19.3 The Franchisee shall comply with its obligations under any Access Agreement or any Property Lease to which it is a party from time to time:
- (a) to notify or consult with the Secretary of State on any matter or proposal relating to that Access Agreement or Property Lease; and
 - (b) which are contingent on a particular course of action being taken by the Secretary of State or which are otherwise expressly included in that Access Agreement or Property Lease for the benefit of the Secretary of State.
- 19.4 If and to the extent that:
- (a) the Secretary of State exercises his rights pursuant to paragraph 19.1; and
 - (b) the Franchisee's compliance with the Secretary of State's requirements pursuant to paragraph 19.1 would lead to the unavoidable consequence of the Franchisee contravening any other terms of the Franchise Agreement or the occurrence of an Event of Default; and
 - (c) the Franchisee duly complies with such requirements,

no such contravention of the Franchise Agreement or Event of Default shall have occurred.

20. The Timetable and Network Rail's Working Timetable

20.1 Any specification of Passenger Services in the Train Service Requirement shall (unless the Secretary of State states to the contrary) be regarded as relating to how those Passenger Services are to be provided for in the National Rail Timetable that Network Rail publishes for passengers.

20.2 The Franchisee shall ensure, for each period between two (2) consecutive Passenger Change Dates during the Franchise Term that the Timetable for such period is, in its reasonable opinion, not materially different from the relevant working timetable issued by Network Rail.

Schedule 1.2
Operating Obligations

1. Daily Operating Obligations

The Franchisee agrees to use all reasonable endeavours to operate on each day of the Franchise Term each of its Passenger Services as are set out in the Plan of the Day for that day and with at least the Passenger Carrying Capacity specified in the Train Plan for that Passenger Service. The Franchisee shall notify the Secretary of State as soon as reasonably practicable if it has on any day of the Franchise Term failed to operate to a material extent each of its Passenger Services as are set out in the Plan of the Day for that day and with at least the Passenger Carrying Capacity specified in the Train Plan for that Passenger Service.

2. Timetabling and Train Planning Compliance Investigation

2.1 If the Secretary of State considers that the Franchisee may have breached any of its obligations under any of paragraphs 12.1, 12.3, 12.4, 12.5, 14.1, 14.2 or 14.3 of Schedule 1.1 (Franchise Services and Service Development) and/or paragraph 1 of this Schedule 1.2, he shall (in addition to his right to obtain further information pursuant to paragraph 1.1 of Schedule 1.5 (Information about Passengers) and without prejudice to any other rights of the Secretary of State under the Franchise Agreement or otherwise) have the right, by serving notice on the Franchisee, to instigate an investigation of the Franchisee's compliance with its obligations under paragraphs 12.1, 12.3, 12.4, 12.5, 14.1, 14.2 or 14.3 of Schedule 1.1 (Franchise Services and Service Development) and paragraph 1 of this Schedule 1.2, including any differences between the Forecast Passenger Demand and the Actual Passenger Demand and any unreasonable assumptions about the timetables likely to be operated by other Train Operators made by the Franchisee ("**Timetabling and Train Planning Compliance Investigation**").

2.2 Following the service of such a notice the Franchisee shall:

- (a) provide such information as the Secretary of State may reasonably require for the purposes of determining if the Franchisee has complied with its obligations under paragraphs 12.1, 12.3, 12.4, 12.5, 14.1, 14.2 or 14.3 of Schedule 1.1 (Franchise Services and Service Development) and/or paragraph 1 of this Schedule 1.2 including evidence of:
 - (i) the steps taken by the Franchisee to amend and/or enter into Access Agreements, exercise Timetable Development Rights and exercise its rights under the Track Access Agreement to object, to make representations and to withhold consent in respect of any actual or proposed act or omission by Network Rail in relation to such agreement in respect of its Timetable Development Rights;

- (ii) the extent to which the Franchisee has operated on each day of the relevant Reporting Period each of its Passenger Services as are set out in the Plan of the Day for that day and with at least the Passenger Carrying Capacity specified in the Train Plan for that Passenger Service;
 - (iii) Forecast Passenger Demand and the way that it was calculated including all evidence taken into account and assumptions used (including any divergences from then existing industry modelling standards and the reasons for such divergences); and
 - (iv) any assumptions about the timetables likely to be operated by other Train Operators made by the Franchisee; and
 - (v) the alternative solutions considered by the Franchisee before finalising the Timetable and Train Plan and the reasons why any such alternative solutions were not adopted; and
- (b) permit the Secretary of State to carry out an audit of the extent to which the Timetable and Train Plan enables the Franchisee to operate railway passenger services that comply with the Train Service Requirement and paragraph 14 of Schedule 1.1 (Franchise Services and Service Development) and fully co-operate with and provide all information needed to facilitate such audit.

2.3 **Contravention of the Franchise Agreement**

- (a) The Franchisee shall be in contravention of the Franchise Agreement if following the completion by the Secretary of State of the Timetabling and Train Planning Compliance Investigation he concludes that the Franchisee breached any of its obligations under any of paragraphs 12.1, 12.3, 12.4, 12.5, 14.1, 14.2 or 14.3 of Schedule 1.1 (Franchise Services and Service Development) and/or paragraph 1 of this Schedule 1.2 including where the Franchisee:
- (i) failed to act reasonably in calculating Forecast Passenger Demand because it unreasonably assumed that there would be differences between Forecast Passenger Demand and Actual Passenger Demand at the time that the Forecast Passenger Demand calculation was made; or
 - (ii) made unreasonable assumptions about the timetables likely to be operated by other Train Operators serving some or all of the same stations as the Franchisee.
- (b) Where the Secretary of State does conclude pursuant to paragraph 2.3(a) above that the Franchisee has breached any relevant obligation the Franchisee shall pay to the Secretary of State the costs incurred by him in undertaking any Timetabling and Train

Planning Compliance Investigation (including any audit pursuant to paragraph 2.2(b)).

- (c) The Secretary of State shall notify the Franchisee if he concludes pursuant to paragraph 2.3(a) that the Franchisee is in contravention of the Franchise Agreement and he may at his discretion, and entirely without prejudice to his other rights consequent upon the relevant contravention, serve a Remedial Plan Notice pursuant to paragraph 2 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement).

3. **Timetable changes proposed by Network Rail**

3.1 The Franchisee shall notify the Secretary of State promptly after being notified by Network Rail that Network Rail has decided or proposes to:

- (a) omit from the Plan of the Day Passenger Services that are included in the Timetable; or
- (b) reschedule in the Plan of the Day Passenger Services from their scheduling in the Timetable.

3.2 To the extent that any such decision or proposal may, in the reasonable opinion of the Franchisee, materially (having regard to both duration and scale) prejudice the Franchisee's ability to deliver the Timetable with the Passenger Carrying Capacity stipulated in the Train Plan the Franchisee shall explain in such notification the way in which, in its reasonable opinion, such omission or rescheduling may materially prejudice the Franchisee's ability to deliver the Timetable with the Passenger Carrying Capacity stipulated in the Train Plan.

3.3 The Franchisee agrees to supply to the Secretary of State from time to time, in the format required by the Secretary of State, such details of any actual or proposed omission or rescheduling of Passenger Services by Network Rail as the Secretary of State may reasonably require, including details of the steps which the Franchisee proposes to take pursuant to paragraph 3.4.

3.4 Where the actual or proposed omission or rescheduling of Passenger Services is one which may, in the reasonable opinion of the Secretary of State or the Franchisee, materially prejudice the Franchisee's ability to deliver the Timetable with the Passenger Carrying Capacity stipulated in the Train Plan, the Franchisee agrees (unless the Secretary of State specifically agrees otherwise) to exercise its rights under the Track Access Agreement (including the Network Code) to:

- (a) object (including submitting its objection to any relevant dispute resolution arrangements or procedures and appealing against any

award or determination under such arrangements or procedures, including to the ORR);

- (b) make representations; and
- (c) withhold consent,

in respect of any actual or proposed omission or rescheduling of Passenger Services by Network Rail.

3.5 The provisions of this paragraph 3 shall apply to any actual or proposed omission or rescheduling of Passenger Services that originates from any person other than Network Rail, as those provisions apply to Network Rail.

4. **Timetable changes proposed by the Franchisee**

4.1 The Franchisee agrees, subject to paragraph 4.3, not to propose to Network Rail:

- (a) the addition to the Plan of the Day of any railway passenger services which are not included in the Timetable;
- (b) the omission from the Plan of the Day of any Passenger Services included in the Timetable; or
- (c) the rescheduling in the Plan of the Day of any Passenger Services from their scheduling in the Timetable,

without the Secretary of State's prior consent.

4.2 The Franchisee shall submit to the Secretary of State an amended Train Plan in respect of each Timetable change proposal.

4.3 The Franchisee shall use all reasonable endeavours to operate adequate railway passenger services to or from any special events which are not already provided for in the Plan of the Day to meet the passenger demand that is reasonably likely to arise from such special events. In meeting such demand, the Franchisee shall consider the effects upon the operation of the railway passenger services including through additions to and omissions from the Plan of the Day or rescheduling in the Plan of the Day where appropriate.

5. **Timetable changes requested by the Secretary of State**

5.1 The Franchisee agrees, as and when requested by the Secretary of State, to use all reasonable endeavours to seek and to obtain:

- (a) the addition to the Plan of the Day of any railway passenger services that are not included in the Timetable;

- (b) the omission from the Plan of the Day of any Passenger Services that are included in the Timetable; and/or
 - (c) the rescheduling in the Plan of the Day of any Passenger Services from their scheduling in the Timetable.
- 5.2 The Secretary of State may reasonably request that the Franchisee shall submit to the Secretary of State an amendment to the Train Plan at any time.
6. **Obligations of the Franchisee in the event of disruption to railway passenger services**
- 6.1 In the event of any planned or unplanned disruption to railway passenger services operated on the Routes, or on other parts of the network which are reasonably local to the Routes, the Franchisee shall:
- (a) without prejudice to any other provision of this Schedule 1.2, notify the Secretary of State promptly where such disruption would materially (having regard to both duration and scale) prejudice the Franchisee's ability to deliver the Timetable or deliver the Timetable in accordance with the Train Plan;
 - (b) co-operate with Network Rail and other Train Operators to act in the overall interests of passengers using such railway passenger services, including using all reasonable endeavours to ensure that such disruption is not concentrated on a particular part of the network, except where such concentration either:
 - (i) would be in the overall interests of passengers using such Passenger Services or railway passenger services and would not result in disproportionate inconvenience to any group of passengers; or
 - (ii) is reasonably necessary as a result of the cause or the location of the disruption; and
 - (c) use all reasonable endeavours to provide or secure the provision of alternative transport arrangements in accordance with paragraph 6.2.
- 6.2 The Franchisee shall use all reasonable endeavours to provide or secure the provision of alternative transport arrangements to enable passengers affected by any disruption referred to in paragraph 6.1 to complete their intended journeys in accordance with this paragraph 6.2. In particular, the Franchisee shall use all reasonable endeavours to:
- (a) ensure that such alternative transport arrangements are of reasonable quality, of a reasonably similar frequency to the Passenger Services included in the Timetable which such

arrangements replace and reasonably fit for the purpose of the journey to be undertaken;

- (b) transport passengers to, or as near as reasonably practicable to, the end of their intended journey on such Passenger Services, having particular regard to the needs of any Disabled Persons and, where appropriate, making additional arrangements for such Disabled Persons to complete their intended journey;
- (c) provide adequate and prominent publicity of such alternative transport arrangements in advance, subject, in the case of unplanned disruption, to the Franchisee having sufficient notice of such disruption to enable it to provide such publicity;
- (d) provide sufficient alternative transport capacity for the reasonably foreseeable demand for the disrupted Passenger Services; and
- (e) ensure, if any planned disruption overruns, that there is a reasonable contingency arrangement for such alternative transport arrangements to continue for the duration of such overrun.

7. **Obligation to use all reasonable endeavours under this Schedule 1.2**

7.1 Any obligation in this Schedule 1.2 on the part of the Franchisee to use "**all reasonable endeavours**" shall (with the exception of paragraph 5 of this Schedule 1.2) include an obligation to:

- (a) ensure (so far as it is able to do so) the provision of the Passenger Services as set out in the Plan of the Day in accordance with the Train Plan in ordinary operating conditions;
- (b) take reasonable measures to avoid and/or reduce the impact of any disruption to the Franchise Services having regard to all the circumstances, including the reasonably foreseeable risks arising from the matters referred to in paragraph 7.2; and
- (c) actively manage the performance by Network Rail of its contractual relationship with the Franchisee (and provide appropriate management resources for this purpose) so as to secure the best performance reasonably obtainable from Network Rail by these means (including taking the steps referred to in paragraph 7.4), having regard to all the circumstances.

7.2 The matters to which the Franchisee is to have regard pursuant to paragraph 7.1(b) shall include:

- (a) variations in weather and operating conditions (including Network Rail's infrastructure not being available for any reason), which may in either case include seasonal variations;
- (b) default by, or restrictions imposed by, suppliers to the Franchisee;

- (c) shortages of appropriately skilled or qualified Franchise Employees;
 - (d) disputes with Franchise Employees;
 - (e) the availability of the Train Fleet, having regard to maintenance requirements and any Mandatory Modifications;
 - (f) establishing reasonable Turnaround Time allowances for enabling or disabling (as appropriate) any part of a train, the rostering of any train crew and the servicing or cleaning of any rolling stock vehicles; and
 - (g) failures of rolling stock vehicles in service and contingency arrangements (including Hot Standbys and rescue traction).
- 7.3 For the purpose of taking measures in respect of any disruption to the Franchise Services in accordance with paragraph 7.1(b) and assessing the extent of any risk referred to in paragraph 7.1(b) and any such risk's reasonable foreseeability, regard shall be had both:
- (a) to the historical levels of incidence of disruption in the operation of:
 - (i) the Franchise Services;
 - (ii) similar services both by the Franchisee and/or its predecessors; and
 - (iii) other services of a type similar to the Franchise Services; and
 - (b) to potential changes in circumstances which may affect those levels.
- 7.4 The steps to which paragraph 7.1(c) refers include:
- (a) co-operating with Network Rail in the development, agreement and implementation of:
 - (i) a five (5) year (rolling) Performance Strategy Plan; and
 - (ii) recovery plans in response to failures to achieve the performance levels specified in any Performance Strategy Plan;
 - (b) co-operating with Network Rail in adopting the principles set out in any Service Recovery Plans agreed between Network Rail and the Franchisee from time to time;
 - (c) undertaking regular reviews of:
 - (i) the most common and most detrimental causes of PPM attrition and delay to the Passenger Services; and

- (ii) the causes of the 10 delays to the Passenger Services with the longest duration (to the extent not already reviewed in accordance with paragraph 7.4(c) (i)),

which have occurred during a defined review period (e.g. weekly/four (4) weekly/quarterly) and which have been caused by the Franchisee, any other Train Operator, any other train operator licensed under the Act or Network Rail;

- (d) undertaking with Network Rail a review of the time taken to recover the Passenger Services following the occurrence of any of the events specified in paragraphs 7.4(c)(i) and 7.4(c)(ii) and seeking to identify and implement actions that reduce the delay effect of such events;
- (e) setting up and holding regular and effective performance review meetings with Network Rail, evidenced by meeting minutes and the closure of actions agreed between the Parties;
- (f) regularly monitoring (at least every Reporting Period) the delivery of local output commitments made by Network Rail in the Performance Strategy Plan and derived delivery plans and using reasonable endeavours to specify and develop such delivery plans;
- (g) as and when required by Network Rail, co-operating with Network Rail in improving the accuracy of future timetables by providing access to trains (and data collected from train systems), other facilities and/or information;
- (h) co-operating with Network Rail in other delay management initiatives and ongoing quarterly reviews of the Performance Strategy Plan;
- (i) regularly reviewing (at least every Reporting Period) the imposition and clearance of temporary speed restrictions;
- (j) regularly reviewing (at least every Reporting Period) the timely and efficient handover and hand-back of possessions; and
- (k) where appropriate and where Network Rail fails to perform its obligations under the Track Access Agreement, enforcing the Franchisee's rights under such Track Access Agreement.
- 7.5 The Franchisee undertakes to reasonably co-operate with Network Rail with regard to Network Rail's management of the network, including in relation to the establishment of up to date Timetable Planning Rules.
- 7.6 To the extent not already provided for in the Franchise Agreement, the Franchisee shall use all reasonable endeavours to ensure the performance by Network Rail of its obligations under any relevant agreement including,

where appropriate or where requested by the Secretary of State, enforcing its rights against Network Rail under any such agreement.

- 7.7 When and to the extent reasonably requested by the Secretary of State, the Franchisee shall provide to the Secretary of State evidence of the steps taken by it in order to comply with its obligations under this paragraph 7.

Schedule 1.3
Not Used

Schedule 1.4
Passenger Facing Obligations

1. Publishing the Timetable

1.1 The First Timetable

The Franchisee shall publish on the Start Date:

- (a) the Timetable:
 - (i) at each staffed Station, by making the relevant information available upon request and free of charge in one or more booklets or in other similar form;
 - (ii) at each Station, by displaying the relevant information on information displays;
 - (iii) at each Franchisee Access Station, by providing to the operator of each such station the departure and arrival times of the Passenger Services that call at each such station and the principal Connections to any other transport services relevant to each such station in the same forms as are specified in paragraphs (i) and (ii); and
 - (iv) on the Franchisee's website; and
- (b) the timetables of other Train Operators at Stations, in accordance with paragraph 1.4.

1.2 Timetable Revisions and Alterations

The Franchisee shall publish updates or replacements to the Timetable at the locations specified in paragraph 1.1 to the extent necessary to reflect any changes which come into effect on a Passenger Change Date:

- (a) in the case of booklets, at least four (4) weeks before the changes come into effect;
- (b) in the case of information displays, no later than the day before the changes come into effect;
- (c) in the case of information provided to the operators of Franchisee Access Stations, in sufficient time for such information to be published by such operators within the time limits provided for in this paragraph 1.2; and
- (d) in the case of the Franchisee's website, at least four (4) weeks before the changes come into effect.

1.3 In addition, the Franchisee shall:

- (a) subject to paragraph 1.4, display posters at each Station advising passengers of all Significant Alterations, between any two Passenger Change Dates to railway passenger services calling at that Station, no later than four (4) weeks in advance of the date on which the alterations come into effect; and
- (b) provide posters to the operators of Franchisee Access Stations, advising passengers of all Significant Alterations, between any two (2) Passenger Change Dates to the Passenger Services which call at such Franchisee Access Stations, in sufficient time for such information to be published by such operators within the time limit provided for in paragraph 1.3 (a).

1.4 **Other Train Operators' Timetables**

The Franchisee shall also comply with the requirements of paragraphs 1.1 to 1.3 inclusive by making available booklets and displaying information in information displays and otherwise displaying posters in respect of any other Train Operator's timetable at each Station where the railway passenger services of such other Train Operator are scheduled to call or in respect of which Connections to such other Train Operators railway passenger services can be made from that Station:

- (a) within the time limits specified in paragraphs 1.2 and 1.3 where and to the extent that such other Train Operator delivers to the Franchisee the relevant information and materials in sufficient time for the Franchisee to so publish; and
- (b) as soon as reasonably practicable thereafter where and to the extent that such other Train Operator delivers the relevant information and materials late to the Franchisee.

1.5 **National Rail Timetable and National Rail Enquiry Scheme**

The Franchisee shall use all reasonable endeavours to procure (including by virtue of any arrangements made from time to time between Network Rail and RSP) that the National Rail Timetable (or any replacement), which Network Rail is responsible for publishing from time to time in relation to the Passenger Services, incorporates or is consistent with its Timetable from time to time.

1.6 The Franchisee shall use all reasonable endeavours to procure that information in relation to:

- (a) the Timetable; and
- (b) any Significant Alterations to the Timetable to take effect between any two (2) Passenger Change Dates,

is available to passengers through the National Rail Enquiry Scheme (or any replacement) not less than four (4) weeks prior to coming into effect.

2. **Communicating Late Timetable Changes**

2.1 Save in respect of Significant Alterations, for which the provisions of paragraphs 1.3 and 1.6 shall apply, the Franchisee shall inform passengers, so far as possible on not less than seven (7) days' prior notice, if it will be unable to operate its trains in accordance with the Timetable. Such information shall include any revised Timetable or travelling arrangements.

2.2 Such information shall be provided by:

- (a) revising or adding to the information displays referred to in paragraph 1.1;
- (b) notifying the operators of the Franchisee Access Stations, as appropriate, including by providing such operators with revised posters; and
- (c) updating the Franchisee's website.

2.3 The Franchisee shall revise or add to the information displays at the Stations promptly on receipt of any equivalent information relating to the railway passenger services of other Train Operators whose services call at the Stations.

2.4 Where the Franchisee is unable to provide the information specified in paragraph 2.1 because the relevant revisions are made on an emergency basis, the Franchisee shall notify passengers and publish the relevant revisions by way of the means contemplated by paragraph 2.2 as soon as reasonably practicable.

2.5 The Franchisee shall ensure that, so far as reasonably practicable (including by communication of the relevant information to persons likely to receive enquiries), passengers making enquiries regarding the Passenger Services are informed of the revised Timetable and any revised travel arrangements of the Franchisee as far in advance as is reasonably practicable.

3. **Fares Selling Restrictions**

3.1 **Restrictions on Sales**

The Franchisee shall ensure that the purchaser of any London Commuter Fare, West Midlands Commuter Fare or Protected Fare:

- (a) shall be entitled, without further charge, to such rights of access and egress and other similar rights at the commencement and end of the relevant intended journey or journeys as may be reasonably necessary for such purchaser to travel on the Passenger Services;

- (b) shall not be required to incur any cost or take any action beyond the payment of an amount equal to the Price of such London Commuter Fare, West Midlands Commuter Fare or Protected Fare (as the case may be) and, in relation to the issue of a Season Ticket Fare, the completion of such identity card as the Franchisee may reasonably require; and
- (c) shall not be required to pay an amount in respect of a seat reservation or other similar right which it may be compulsory for such purchaser to have in order to make a journey with such London Commuter Fare, West Midlands Commuter Fare or Protected Fare (as the case may be) on a Passenger Service.

3.2 The Franchisee shall procure that for any:

- (a) Protected Return Fare, Single Fare which is a London Commuter Fare or West Midlands Commuter Fare (as the case may be) or Return Fare which is a London Commuter Fare or West Midlands Commuter Fare (as the case may be), each such Fare shall be offered for sale wherever and whenever any other Fare (not being a Season Ticket Fare) for a journey between the same origin and destination stations is offered for sale; and
- (b) Protected Weekly Season Ticket, or Season Ticket Fare which is a London Commuter Fare or West Midlands Commuter Fare (as the case may be), each such Fare shall be offered for sale at all staffed ticket offices at which Fares for a journey between the same origin and destination stations are sold and otherwise wherever and whenever any Season Ticket Fare is offered for sale,

in each case, either by it or its agents (except persons acting in such capacity by virtue of having been appointed under Parts II to VI of Chapter 9 of the Ticketing and Settlement Agreement or by being party to the Ticketing and Settlement Agreement).

3.3 Where the Franchisee sets a limit on the number of London Commuter Fares, West Midlands Commuter Fares or Protected Fares that may be used on any particular train, such limit shall be the greater of:

- (a) the number of seats in Standard Class Accommodation on such train; and
- (b) the capacity of Standard Class Accommodation of the rolling stock vehicles comprising such train according to the tables set out in Appendix 1 to Schedule 1.6 (The Rolling Stock).

3.4 The Franchisee shall not sell or offer to sell:

- (a) any Fare in respect of which the:
 - (i) Prices are regulated under Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares), at prices that are greater than the Prices set for such Fares from time to time in accordance with Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares); and
 - (ii) Child Prices are regulated under Schedule 5.2 (Franchisee's Obligations to Create Fares) at prices that are greater than the Child Prices set for such Fares from time to time in accordance with Schedule 5.2 (Franchisee's Obligations to Create Fares);
- (b) any Fare or Discount Card which has a validity of thirteen (13) or more months, except to the extent required to do so under the terms of the Ticketing and Settlement Agreement.

3.5 **Agents of the Franchisee**

The Franchisee shall procure that all persons selling or offering to sell Fares on its behalf (whether under the terms of the Ticketing and Settlement Agreement, as its agents or otherwise):

- (a) for Fares in respect of which the:
 - (i) Prices are regulated under Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares), sell or offer to sell at prices no greater than the Prices set for such Fares from time to time in accordance with Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares); and
 - (ii) Child Prices are regulated under Schedule 5.2 (Franchisee's Obligations to Create Fares) at prices no greater than the Child Prices set for such Fares from time to time in accordance with Schedules 5. (Franchisee's Obligations to Create Fares);
- (b) for Fares in respect of which the Child Price has been set pursuant to paragraph 2.1 of Schedule 5.2 (Franchisee's Obligation to Create Fares), sell or offer to sell such Fares to any person under the age of 16 for an amount which is no greater than fifty percent cent (50%) of the Price of the relevant Fare; and
- (c) for all Fares:
 - (i) do not sell or offer to sell any Fare or Discount Card with a validity of thirteen (13) or more months without the consent

of the Secretary of State (such consent not to be unreasonably withheld); and

- (ii) comply with the provisions of paragraph 5 of Schedule 15.2 (Last Twelve (12) or Thirteen (13) months of Franchise Period and other conduct of business provisions) to the extent they apply to the selling of Fares by the Franchisee.

3.6 **Additional Ancillary Services**

The Franchisee shall, subject to this paragraph 3, be entitled to charge a purchaser of any London Commuter Fare, West Midlands Commuter Fare or Protected Fare for any additional services:

- (a) which are ancillary to the railway passenger service for which such London Commuter Fare, West Midlands Commuter Fare or Protected Fare (as the case may be) was purchased (including, charges in respect of car parking or catering services); and
- (b) which such purchaser is not obliged to purchase.

3.7 **Sale of Fares for travel on Bank Holidays**

The Franchisee shall ensure that, for any Fare in respect of travel on a Bank Holiday, it only offers for sale (and shall procure that any person authorised to sell Fares on its behalf only offers for sale) such Fare that has the same rights and restrictions as a Fare which is valid for travel on a Saturday or Sunday.

4. **Passenger's Charters**

4.1 **Content**

The Franchisee shall:

- (a) publish its Passenger's Charters:
 - (i) in substantially the same form as the document in the agreed terms marked PC; and
 - (ii) in accordance with the requirements specified in paragraph 4.3;
- (b) review the need for changes to the Passenger's Charters at least every three (3) years, in consultation with the Passengers' Council, and shall submit a draft of any revisions to the Passenger's Charters that it wishes to propose, together with proof of such consultation, to the Secretary of State; and
- (c) state the date of publication clearly on the front cover of the Passenger's Charters.

4.2 The Franchisee may not change the Passenger's Charters without the Secretary of State's prior written consent (which is not to be unreasonably withheld).

4.3 Publishing the Passenger's Charters

The Franchisee shall publicise its Passenger's Charters by:

- (a) providing copies to the Secretary of State and the Passengers' Council at least seven (7) days before they come into effect;
- (b) providing copies to passengers, free of charge, at each staffed Station and in the case of any revision thereto, providing such copies at least seven (7) days before such revision come into effect;
- (c) sending copies, free of charge, to any person who requests it; and
- (d) displaying them on its website at all times and, in the case of any revision thereto, at least seven (7) days before such revision comes into effect,

save in respect of the Passenger's Charters which are effective on the Start Date, in which case the Franchisee shall publicise such Passenger's Charters in the manner contemplated by this paragraph 4.3 on and from the Start Date.

4.4 The Franchisee shall also provide at each staffed Station the then current passenger's charter of any other Train Operator whose trains call there, subject to the provision of such passenger's charter to the Franchisee by such other Train Operator.

4.5 The Franchisee shall provide copies of its Passenger's Charters to the operators of Franchisee Access Stations to enable such operators to publish them.

4.6 Passenger's Charters Payments and Other Obligations

The Franchisee shall:

- (a) make all payments which passengers may reasonably expect to be made or provided from time to time under the terms of the Passenger's Charters (whether or not the Franchisee is legally obliged to do so);
- (b) use all reasonable endeavours to make passengers aware of their right to claim compensation pursuant to the Passenger's Charters including by:
 - (i) displaying the relevant information on trains and at Stations;

- (ii) making appropriate announcements to passengers on trains and at Stations when the circumstances giving rise to that right occur;
 - (iii) making compensation claim forms readily available to passengers at Stations and on the Franchisee's website; and
 - (iv) any other reasonable means to reflect future advancements in technology proposed in writing either by the Franchisee or the Secretary of State and agreed by both Parties (acting reasonably); and
- (c) use all reasonable endeavours:
- (i) to comply with any other obligations, statements and representations; and
 - (ii) to meet any other standards or targets of performance, as are comprised in its Passenger's Charters from time to time.

5. **End to End Journeys and Cycles**

The Franchisee shall have due regard to the desirability of acting in a manner which facilitates end to end journeys that involve travel by all transport modes (including cycles). The Franchisee shall permit the carriage of folding cycles on all Passenger Services and non-folding cycles wherever reasonably practicable.

6. **Statutory Notices**

If requested by the Secretary of State, the Franchisee shall publish and display at the Stations (and shall use all reasonable endeavours to procure the publication and display at Franchisee Access Stations of) such statutory notices as the Secretary of State may wish to publish from time to time in the exercise of his functions (including in relation to Closures or any enforcement or penalty orders).

7. **Train and Station Cleaning**

The Franchisee shall:

- 7.1 ensure that the nature and frequency of its planned and reactive programme for maintaining a reasonable standard of train presentation is such that all rolling stock used by it in the provision of the Passenger Services is expected to be kept reasonably clean, appropriately stocked with consumables and free from minor defects;
- 7.2 use all reasonable endeavours to ensure that a reasonable standard of train presentation is maintained at all times in respect of all rolling stock used by it in the provision of the Passenger Services;

- 7.3 ensure that the nature and frequency of its planned and reactive programme for maintaining a reasonable standard of Station condition and passenger environment is such that all of the Stations are expected to be clean, free of litter and graffiti, painted to a reasonable standard and free from minor defects; and
- 7.4 use all reasonable endeavours to ensure that all Stations are clean, free of litter and graffiti, painted to a reasonable standard and free from minor defects throughout the Franchise Term.

8. **Publication of Performance Data**

- 8.1 The Franchisee shall in accordance with paragraph 8.2 of this Schedule 1.4 (and in such format as the Secretary of State may reasonably require, including without limitation those requirements set out in paragraph 4.8 of Schedule 6.1) publish on the Franchisee's web site in relation to each Reporting Period during the Franchise Term the performance of the Franchisee by reference to:

- (a) Cancellations Figures;
- (b) PPM Figures;
- (c) Right Time Figures;
- (d) CaSL Figures; and
- (e) Short Formation Figures.

Such data shall be published by the Franchisee within ten (10) Weekdays of it becoming available to the Franchisee.

- 8.2 The Franchisee shall ensure that the data published by it pursuant to paragraph 8.1 shall in each case be shown:
- (a) in relation to all Passenger Services;
 - (b) disaggregated by reference to Service Groups;
 - (c) on a periodic and/or on an average basis (as applicable); and
 - (d) include details of:
 - (i) the number of Passenger Services operated by the Franchisee during each relevant Reporting Period which are late in arriving at their final scheduled destination in the Plan of the Day:
 - (A) by between 30 minutes and 59 minutes;
 - (B) by between 60 minutes and 119 minutes; and
 - (C) by 120 minutes or more,

and the percentage that each such category of delayed Passenger Services represents of the total number of Passenger Services scheduled to be provided in the Plan of the Day during such Reporting Period; and

- (ii) the number of Passenger Services formed with less Passenger Carrying Capacity than specified in the Train Plan during such Reporting Period and the percentage that this represents of all Passenger Services scheduled in the Train Plan to be operated in that Reporting Period.

8.3 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 10.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme), the Franchisee shall publish (in such format as the Secretary of State may reasonably require, including without limitation those requirements set out in paragraph 4.8 of Schedule 6.1):

- (a) the mean average of each of the Cancellations Figures and the Short Formation Figures for the Reporting Periods that have elapsed since the last Reporting Period reported on in the previous Customer Report (or, in the case of the first (1st) Customer Report, since the Start Date);
- (b) the latest PPM Figures, CaSL Figures and Right Time Figures for the last Reporting Period before publication of the relevant Customer Report;
- (c) from the third (3rd) Customer Report onwards, a summary comparison of the statistics produced pursuant to paragraphs 8.3 (a) and 8.3 (b) as against the equivalent statistics provided for the same Reporting Period(s) in the previous Franchisee Year;
- (d) an update on the key activities undertaken by the Franchisee to improve its performance in relation to the measures referred to in paragraphs 8.3 (a) and 8.3 (b); and
- (e) a summary of the key activities planned to be undertaken by the Franchisee in the period in relation to which the next Customer Report will report to improve its performance in relation to the measures referred to in paragraphs 8.3 (a) and 8.3 (b).

9. **Publication of Complaints and Faults Handling Data**

9.1 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 10.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme), the Franchisee shall publish (in such format as the Secretary of State may reasonably require, including without limitation those requirements set out in paragraph 4.8 of Schedule 6.1) in relation to the Reporting Periods that have elapsed since the last Reporting Period reported on in the previous Customer Report or, in the case of the first (1st) Customer Report, since the Start Date):

- (a) a summary of the data published by the ORR from time to time in relation to the handling of passenger complaints regarding the Franchisee's operation of the Passenger Services;
- (b) details of the number of faults notified to the Franchisee by passengers or station users through specified channels including the website of the Franchisee (each a **"Notified Fault"**) in each case identifying the total numbers of Notified Faults (by reference to whether such Notified Faults relate to rolling stock or stations), with such numbers further disaggregated by Service Group and broken down into relevant sub-categories of Notified Fault;
- (c) the mean average time taken by the Franchisee:
 - (i) to resolve Notified Faults; and
 - (ii) where Notified Faults are not resolved within twenty (20) Weekdays, to provide feedback to applicable passengers and/or station users on its progress in seeking resolution of such Notified Faults; and
- (d) from the third (3rd) Customer Report onwards a summary comparison of:
 - (i) the mean average number of Notified Faults notified to the Franchisee;
 - (ii) the mean average time taken by the Franchisee to resolve Notified Faults; and
 - (iii) the mean average time taken by the Franchisee, where Notified Faults have not been resolved within twenty (20) Weekdays, to provide feedback to applicable passengers and/or station users on its progress in seeking resolution of such Notified Faults,

in each case in comparison with the relevant equivalent mean average statistics provided for the same Reporting Periods in the previous Franchisee Year.

Schedule 1.5
Information about Passengers

1. Passenger Numbers Information

1.1 The Franchisee shall, as and when reasonably requested by the Secretary of State (and, for these purposes, it shall not be unreasonable to make such a request at least twice yearly), provide information to the Secretary of State on the extent of the use by passengers of the Passenger Services. Without limitation to the generality of the foregoing, in particular and when so requested, the Franchisee shall provide information relating to:

- (a) the number of passengers travelling in each class of accommodation:
 - (i) on each Passenger Service;
 - (ii) on each Route; and/or
 - (iii) at any station or between any stations;
- (b) the times of the day, week or year at which passengers travel; and
- (c) the Actual Consist Data and the Scheduled Consist Data,

(the information referred to in the whole of paragraph 1.1 being referred to together as "**Actual Passenger Demand**").

1.2 The Franchisee shall obtain and collate the information specified in paragraph 1.1 by using the technology specified in paragraph 3. The Franchisee shall ensure that any technology for determining the number of passengers travelling in each class of accommodation that is fitted on the Train Fleet remains operational and in good working order from the date that it is fitted throughout the Franchise Period. The Franchisee shall also ensure that, if such technology is not fitted to one hundred per cent (100%) of the Train Fleet, the individual rolling stock vehicles that have been fitted with such technology shall be rotated around the Routes as necessary to satisfy such request for data as is made by the Secretary of State pursuant to paragraph 1.1. The Secretary of State acting reasonably shall have the right to obtain such other information that the Franchisee has, ought properly to have or could reasonably obtain which may provide a more detailed or accurate view of the extent of use by passengers of the Passenger Services including information about ingress and egress of passengers at ticket gates at Stations.

1.3 The Franchisee shall provide to the Secretary of State all of the information generated by the technology specified in paragraph 3 and/or by using

manual counts pursuant to paragraph 2 including the information specified in paragraph 1.1:

- (a) promptly following its collation and in any case within the following timescales:
 - (i) in the case of data collected automatically by the Count Equipment and capable of being transmitted directly and automatically to the RPC Database or the Preliminary Database (as appropriate), within 48 hours of its collation;
 - (ii) in the case of data collected automatically by the Count Equipment but not capable of direct and automatic transmission to the RPC Database or the Preliminary Database (as appropriate), within one (1) calendar month of its collation; and
 - (iii) in the case of data collected by manual count, within one (1) calendar month of its collation;
- (b) using such systems, in such a format and to such level of disaggregation as the Secretary of State may reasonably require, and in a format which is capable of being read by the RPC Database or the Preliminary Database (as appropriate) (which shall include providing data which is not encrypted);
- (c) either by transmitting such data directly to the RPC Database or the Preliminary Database (as appropriate) or by ensuring that the database provider can pull and transmit such data to the RPC Database or the Preliminary Database (as appropriate), as appropriate according to the nature of the Franchisee's Count Equipment from time to time or by providing such data to the Secretary of State by such other means as the Secretary of State notifies to the Franchisee from time to time; and
- (d) to the extent required by the Secretary of State, by providing the Secretary of State with direct remote access to the system used by the Franchisee to collect such information such that the Secretary of State is able to download such information,

and such information may be used by the Secretary of State for such purposes as he may reasonably require including for the purposes of assisting his decision making on future train service requirements, infrastructure, station and rolling stock investment, the best use of the network and the alleviation of overcrowding.

1.4 The Franchisee shall use any flagging system contained within the RPC Database to highlight such events and occurrences as the Secretary of State may reasonably specify in writing from time to time.

2. **Manual Passenger Counts**

2.1 The Secretary of State shall have the right to require the Franchisee to carry out manual counts in relation to some or all of the Passenger Services at such times as may be required and in such manner (including as to levels of accuracy and the number of days) as may be specified from time to time by the Secretary of State including if, exceptionally, the Franchisee is unable to comply with its obligations to provide data generated by the equipment specified in paragraph 3.

2.2 The Secretary of State shall be entitled to audit such counts (whether by specimen checks at the time of such counts, verification of proper compliance with the manner approved by him or otherwise). In the event that such audit reveals, in the reasonable opinion of the Secretary of State, a material error, or a reasonable likelihood of material error, in such counts, the Secretary of State may require the counts to be repeated or the results adjusted as he considers appropriate, and in these circumstances the Franchisee shall pay to the Secretary of State the costs of any such audits.

3. **Technology for Obtaining the Information referred to in paragraph 1.2**

3.1 ¹⁷**The technology to be used for the purpose of paragraph 1.2 shall be stereoscopic counting technology.**

3.2 The technology to be used for the purposes of paragraph 1.2 shall be fitted to:

(a) in the case of any brand new rolling stock which is admitted to the Train Fleet, 100% of it from the date that such rolling stock is properly admitted; and

(b) in the case of all other rolling stock:

(i) by 1 January 2020, to every vehicle comprised within no less than 35% of such rolling stock units included in the Train Fleet from time to time in aggregate; and

(ii) by 1 May 2021, to every vehicle comprised within no less than 100% of such rolling stock units included in the Train Fleet from time to time in aggregate.

¹⁷ 17 July 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

3.3 Without limiting the Secretary of State's rights under paragraph 1.1 of this Schedule 1.5, the technology specified in paragraph 3.1 above shall be used to provide counts in respect of, in any period of not less than twelve (12) weeks, at least two of each of the Timetabled Services, and each count shall be carried out on each rolling stock unit comprising a particular train. The Franchisee may only use a method of extrapolation and use extrapolated data to provide a reliable estimate of a full train's count with the Secretary of State's prior written approval of the use of extrapolated data and the method of extrapolation (such approval not to be unreasonably withheld or delayed). The Franchisee shall comply with its obligation under this paragraph 3 from the date(s) such rolling stock is incorporated into the Train Fleet.

3.4 The Parties acknowledge that the information supplied under paragraph 1.1 above, and any product of it created by the RPC Database or the Preliminary Database (as appropriate), may constitute Confidential Information to which Schedule 17 (Confidentiality and Freedom of Information) applies.

4. **CRM Data**

4.1 The Franchisee shall ensure that any CRM System is the property of the Franchisee or is licensed to the Franchisee on terms which have been approved by the Secretary of State (such approval not to be unreasonably withheld or delayed) and that any CRM Data obtained by or on behalf of the Franchisee shall be:

- (a) obtained on terms such that the Franchisee shall be the Data Controller of such data; and
- (b) the property of the Franchisee.

4.2 In relation to any CRM Data obtained by or on behalf of the Franchisee, the Franchisee shall ensure or procure that at the same time as the Franchisee seeks consent to process such CRM Data, the consent of the Data Subject is also sought to such CRM Data being disclosed to any Successor Operator and/or the Secretary of State and processed by any Successor Operator for the same purposes as the Franchisee sought consent to process such CRM Data.

4.3 Any consent referred to in paragraph 4.2 shall be sought in such manner as shall from time to time be approved by the Secretary of State (such approval not to be unreasonably withheld or delayed) and shall be on terms such as shall permit, in each case in compliance with the Data Protection Act:

- (a) the Franchisee to disclose such CRM Data to any Successor Operator and/or the Secretary of State; and
- (b) any such Successor Operator to process such CRM Data in the manner contemplated by paragraph 4.2.

4.4 The Franchisee shall not be required to:

- (a) disclose, publish, share or otherwise provide or make available any Personal Data (including CRM Data) to any person (including a Successor Operator or any participant involved with the re-letting of the Franchise); or
- (b) provide access to any CRM System,

in each case pursuant to the terms of the Franchise Agreement (together, the "**CRM Obligations**") if and to the extent that the Franchisee demonstrates to the satisfaction of the Secretary of State that compliance with such CRM Obligations would put the Franchisee, acting as a Data Controller, in contravention of its duties and/or obligations under any Personal Data Legislation.

5. **Yield Management Data**

5.1 The Franchisee shall ensure that any Yield Management Data and Yield Management System are the property of the Franchisee or are licensed to the Franchisee on terms which have been approved by the Secretary of State (such approval not to be unreasonably withheld or delayed).

5.2 If and to the extent that the collection, use and/or processing of any Yield Management Data is subject to the Data Protection Act then paragraphs 4.1(a), 4.2, 4.3, 4.4 and 6 of this Schedule 1.5 shall apply in respect of Yield Management Data in the same way as they apply to CRM Data.

6. **Personal Data - General Provisions**

6.1 In respect of any Personal Data processed by the Franchisee, including CRM Data, the Franchisee agrees that it shall (i) comply with the Data Protection Act and all other legislation relating to the protection and use of personal information (including the Privacy and Electronic Communications (EC Directive) Regulations 2003) (all such legislation collectively being the "**Personal Data Legislation**") to the extent that such legislation applies to it and (ii) procure that its agents or sub-contractors shall do the same to the extent that such legislation applies to any of them.

6.2 Pursuant to paragraph 6.1, the Franchisee agrees to comply with the Personal Data Legislation in respect of its processing of CRM Data and in particular, but without limitation, the Franchisee shall:

- (a) ensure that CRM Data is processed fairly and lawfully (in accordance with Part 1 of Schedule 1 of the Data Protection Act);
- (b) ensure that CRM Data is obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes (in accordance with Part 2 of Schedule 1 of the Data Protection Act); and

- (c) obtain and maintain all appropriate notifications as required under the Data Protection Act.
- 6.3 In accordance with its capacity as Data Controller of CRM Data and in accordance with the ensuing obligations under the Data Protection Act:
- (a) the Franchisee shall procure that any CRM Data Processor which it appoints shall:
- (i) prior to any disclosure of CRM Data to the CRM Data Processor, enter into written terms between itself and the Franchisee which are equivalent to those contained in this paragraph 6.3; and
 - (ii) process CRM Data only on behalf of the Franchisee, only for the purpose(s) as defined by the Franchisee and only in accordance with instructions received from the Franchisee from time to time;
- (b) the Franchisee shall, and shall procure that any CRM Data Processor which it appoints shall, at all times have in place appropriate technical and organisational measures against unauthorised or unlawful processing of CRM Data and against accidental loss or destruction of, or damage to, CRM Data and that such measures shall:
- (i) reflect the level of harm, damage and/or distress that might be suffered by the Data Subject to whom the CRM Data relates in the event of a contravention of the measures as set out herein;
 - (ii) ensure that only authorised personnel have access to CRM Data and that any persons authorised to have access to CRM Data will respect and maintain all due confidentiality; and
 - (iii) (in the case of the CRM Data Processor) include compliance with a schedule of minimum security measures pursuant to the written terms between the Franchisee and the CRM Data Processor;
- (c) the Franchisee shall procure that any CRM Data Processor which it appoints shall:
- (i) promptly notify the Franchisee of any actual or suspected, threatened or 'near miss' incident of accidental or unlawful destruction or accidental loss, alteration, unauthorised or accidental disclosure of or access to the CRM Data or other breach of this paragraph 6.3(c) ("**Security Breach**") and, pursuant to this the Franchisee shall promptly notify the Secretary of State of all Security Breaches by itself or by the CRM Data Processor (the Franchisee hereby acknowledges that

whilst the Secretary of State is not Data Controller in respect of the CRM Data, the Secretary of State's legitimate interests given its duties under the Act may be affected in the event of a Security Breach and as such the Secretary of State wishes to be notified of the same); and

- (ii) promptly provide the Franchisee on request with all reasonable information, assistance and co-operation in relation to its use of the CRM Data, including in relation to any audit by the Franchisee or by any person appointed on its behalf to permit an accurate and complete assessment of compliance with this paragraph 6;
- (d) the Franchisee shall, and shall procure that any CRM Data Processor which it appoints shall, at all times take reasonable steps to ensure the reliability of its/their personnel who have access to the CRM Data and ensure they are aware of the obligations of the Franchisee or the CRM Data Processor (as appropriate) in relation to the same; and
- (e) the Franchisee shall, and shall procure that any CRM Data Processor which it appoints shall, not cause or permit the CRM Data to be transferred to any location outside the European Economic Area (as defined in the Data Protection Act or otherwise as appropriate) without the prior written permission of:
 - (i) (in the case of the Franchisee) the Secretary of State; or
 - (ii) (in the case of any Data Processor appointed by the Franchisee) the Franchisee provided that the Franchisee shall not give any such consent without the prior written permission of the Secretary of State;

and in any case without first executing as between the Data Controller and the relevant Data Processor outside the EEA the Standard Contractual Clauses for Data Processors established in Third Countries pursuant to the Commission Decision (2010/87/EU) of 5 February 2010 under the EU Directive (95/46/EC).

7. Rail Passenger Counts Database

7.1 Subject to compliance by the Franchisee with its obligations set out in this Schedule 1.5, the Secretary of State shall as soon as reasonably practicable following the date of this Agreement:

- (a) use reasonable endeavours to set up and thereafter maintain the RPC Database;
- (b) use reasonable endeavours to populate the RPC Database with such Actual Passenger Demand information as the Franchisee shall provide pursuant to the Franchisee's obligations contained

elsewhere in the Franchise Agreement and any other information that the Secretary of State shall desire; and

- (c) use reasonable endeavours to provide the Franchisee with log-in details to the RPC Database in order to allow the Franchisee to access Actual Passenger Demand information that has been provided by the Franchisee, any Network Rail Data, any Third Party Data and to generate reports from the RPC Database.

7.2 The RPC Database is not intended to be used as the sole basis for any business decision. The Secretary of State makes no representation as to the accuracy and/or completeness of:

- (a) any data or information contained in the RPC Database;
- (b) the raw Actual Passenger Demand information provided by the Franchisee or any Network Rail Data or any Third Party Data (as inputted to the RPC Database by whatever means); or
- (c) any product of that Actual Passenger Demand information, Network Rail Data and/or Third Party Data.

7.3

- (a) The Secretary of State is not liable for:
 - (i) any inaccuracy, incompleteness or other error in Actual Passenger Demand information, Network Rail Data, Third Party Data or product of the above provided to the Secretary of State by the Franchisee, NR or a third party; or
 - (ii) any failure of the RPC Database to achieve any particular business result for the Franchisee. For the avoidance of doubt, it is the responsibility of the Franchisee to decide the appropriateness of using the RPC Database to achieve its own business results; or
 - (iii) any loss, destruction, corruption, degradation, inaccuracy or damage of or to the Actual Passenger Demand information following its submission to the RPC Database; or
 - (iv) any loss or damage to the property or assets of the Franchisee (tangible or intangible) as a result of a contravention of paragraph 7.1 of this Schedule 1.5; or
 - (v) any indirect, special or consequential loss or damage.
- (b) The Secretary of State's total liability for the duration of the Franchise Agreement in respect of a contravention of its obligations under paragraph 7.1 of this Schedule 1.5 for all other heads of loss or damage which can lawfully be limited shall be limited to the

extent to which the Secretary of State is successful in recovering the equivalent loss from such entity to whom the Secretary of State subcontracts its obligations under paragraph 7.1 of this Schedule 1.5 (the "**Subcontractor**"), subject to the following provisions:

- (i) if reasonably requested by the Franchisee within three (3) months of incurring such loss or damage, the Secretary of State shall use reasonable endeavours to recover the equivalent losses from the Subcontractor;
 - (ii) it shall not be reasonable for the Franchisee to make a request pursuant to paragraph 7.3(b)(i) above if the value of the Franchisee's losses does not exceed ten thousand pounds sterling (£10,000) x RPI;
 - (iii) prior to accounting to the Franchisee for any sums recovered from the Subcontractor pursuant to this paragraph 7.3(b), the Secretary of State shall be entitled to deduct and retain any reasonable costs and expenses incurred in pursuing such a claim which he does not successfully recover from the Subcontractor; and
 - (iv) the Secretary of State shall be entitled to deduct from any sums recovered from the Subcontractor pursuant to this paragraph 7.3(b) such sum as he reasonably deems appropriate to take account of the Secretary of State's actual or potential liability to other train operating companies pursuant to equivalent arrangements with them, with a view to distributing any sums received from the Subcontractor fairly between the various operators.
- (c) The Franchisee shall use all reasonable endeavours to mitigate any losses incurred by it as a result of a contravention by the Secretary of State of its obligations contained in paragraph 7.1 of this Schedule 1.5.
- 7.4 The Parties acknowledge that it is intended that the RPC Database will also contain actual passenger demand information relating to franchisees other than the Franchisee but a franchisee will have access only to information relating to its own franchise (in the case of the Franchisee, via the log on details provided pursuant to paragraph 7.1(c)). For the avoidance of doubt, the licence granted at paragraph 8.6 shall only permit the usage of the RPC Database, Derivative Output and Intellectual Property Rights related to the Actual Passenger Demand information supplied by the Franchisee.
- 7.5 Without prejudice to Schedule 14.4 (Designation of Franchise Assets), paragraphs 2.1 and 3 of Schedule 15.1 (Reletting Provisions), Schedule 15.4 (Provisions Applying on and after Termination) or any other rights of the Secretary of State, the Franchisee agrees that, following the expiry or termination by whatever means of the Franchise Agreement and

any Continuation Document, the Secretary of State shall be entitled to allow access to the Franchisee's Actual Passenger Demand information by way of granting access to that area of the RPC Database or otherwise to any future operator of the Passenger Services (whether or not in direct succession to the Franchisee) or to such part of the Actual Passenger Demand information as relates to the part of the franchise which is being taken over by such future operator.

8. Intellectual Property Rights and General Provisions

- 8.1 All Intellectual Property Rights in the RPC Database and Derivative Output shall at all times remain owned by the Secretary of State and to the extent that any rights in the RPC Database vest in the Franchisee by operation of law, the Franchisee hereby assigns such rights to the Secretary of State.
- 8.2 Subject to Schedule 14.4 (Designation of Franchise Assets) and Schedule 15.4 (Provisions Applying on and after Termination), all Intellectual Property Rights in the Actual Passenger Demand information will at all times remain owned by the Franchisee and (subject as previously stated) to the extent that any rights in the Actual Passenger Demand information vest in the Secretary of State by operation of law, the Secretary of State hereby assigns such rights to the Franchisee.
- 8.3 All Intellectual Property Rights in the Network Rail Data will at all times remain owned by the relevant NR entity and to the extent that any rights in the Network Rail Data vest in the Secretary of State or the Franchisee by operation of law, the Secretary of State and/or the Franchisee (as applicable) will enter into a separate agreement with the relevant Network Rail entity to assign such rights to it.
- 8.4 All Intellectual Property Rights in the Third Party Data will at all times remain owned by the third party from whom they have been obtained and to the extent that any rights in the Third Party Data vest in the Secretary of State or the Franchisee by operation of law, the Secretary of State and/or the Franchisee (as applicable) will enter into a separate agreement with the relevant Third Party to assign such rights to it.
- 8.5 Subject to Schedule 14.4 (Designation of Franchise Assets) and Schedule 15.4 (Provisions Applying on and after Termination), each Party:
- (a) acknowledges and agrees that it shall not acquire or claim any title to any of the other Party's Intellectual Property Rights (or those of the other Party's licensors) by virtue of the rights granted to it under this Agreement or through its use of such Intellectual Property Rights; and
 - (b) agrees that it will not, at any time, do, or omit to do, anything which is likely to prejudice the other Party's ownership (or the other Party's licensors' ownership) of such Intellectual Property Rights.

8.6 The Secretary of State hereby grants, for the duration of the Franchise Period, the Franchisee a non-exclusive, non-transferable licence to use:

- (a) the RPC Database;
- (b) any Derivative Output; and
- (c) all Intellectual Property Rights in the same,

in the United Kingdom for the purposes of accessing the Actual Passenger Demand information by using the functionality of the RPC Database.

8.7 Without limiting any other rights the Secretary of State may have, the Franchisee hereby grants the Secretary of State a perpetual, non-terminable, non-exclusive licence (which is transferable and/or capable of being sub-licensed in the circumstances set out in this paragraph 8.7) to use the Actual Passenger Demand information and all Intellectual Property Rights in the same:

- (a) by including them in the RPC Database; and/or
- (b) by including them in the Preliminary Database; and/or
- (c) whether included in the RPC Database, the Preliminary Database or in any other format for such purposes as he may reasonably require including for the purposes of assisting his decision making on future train service requirements, infrastructure, station and rolling stock investment, the best use of the network and the alleviation of overcrowding; and/or
- (d) to the extent permitted by the other provisions of the Franchise Agreement to share, disclose, or publish the same and transfer and/or sub-licence and permit the use and sharing, disclosing or publishing for the purposes it is shared or disclosed; and/or
- (e) to allow a future operator of the Passenger Services (whether or not in direct succession to the Franchisee) to view and access such Actual Passenger Demand information (whether via the RPC Database or otherwise) as directly relates to the services that it will be running,

and such rights to use the Actual Passenger Demand information and all Intellectual Property Rights pursuant to this paragraph 8.7 shall continue following expiry or termination of this Agreement.

8.8 Paragraphs 7.2, 7.3, 8.1, 8.2 and 8.7 of this Schedule 1.5 shall continue in force after expiry or termination of the Franchise Agreement or any Continuation Document, together with any other provisions which expressly or impliedly continue in force after the expiry or termination of the Franchise Agreement or any Continuation Document.

8.9 The Parties intend that the provisions of The Contract (Rights of Third Parties) Act 1999 will apply to allow the relevant NR entity to rely on and enforce against a third party the provisions of paragraph 8.3 of this Schedule 1.5.

Schedule 1.6
The Rolling Stock

1. Purpose

- 1.1 The Original Rolling Stock is set out in Table 1 of Appendix 1 to this Schedule 1.6.
- 1.2 The Specified Additional Rolling Stock is set out in Table 2 of Appendix 1 to this Schedule 1.6.
- 1.3 The Unspecified Additional Rolling Stock is set out in Table 3 of Appendix 1 to this Schedule 1.6.

2. The Composition of the Train Fleet

2.1 The Train Fleet consists of:

- (a) from the Start Date until the lease expiry dates referred to in Column 6 of Table 1 in Appendix 1 to this Schedule 1.6 the rolling stock vehicles set out in Table 1 in Appendix 1 to this Schedule 1.6 ("**Original Rolling Stock**") with the Passenger Carrying Capacity per unit referred to in Column 3 of Table 1 in Appendix 1 to this Schedule 1.6;
- (b) from the dates set out in Column 6 of Table 2 in Appendix 1 to this Schedule 1.6, until the lease expiry dates referred to in Column 7 of Table 2 in Appendix 1 to this Schedule 1.6 with the Passenger Carrying Capacity per unit, the rolling stock vehicles ("**Specified Additional Rolling Stock**") set out in Table 2, in Appendix 1 to this Schedule 1.6 with the Passenger Carrying Capacity per unit referred to in Column 3 of Table 2;
- (c) from the relevant dates specified in paragraph 2.3, each Unspecified Additional Rolling Stock; and
- (d) Not Used

2.2 Not used.

2.3 The Franchisee shall by no later than:

- (a) the date which is twenty four (24) months prior to each such date specified in Column 1 of Table 3 in Appendix 1 to this Schedule 1.6, enter into Rolling Stock Leases (subject to compliance with all other relevant provisions of this Agreement including in relation to Rolling Stock Related Contracts) in respect of; and
- (b) each date specified in Column 1 of Table 3 in Appendix 1 to this Schedule 1.6, introduce into revenue earning passenger service,

the quantum of rolling stock specified in Column 2 of Table 3 in Appendix 1 to this Schedule 1.6 and which (unless otherwise agreed by the Secretary

of State) provides at least the minimum Passenger Carrying Capacity per unit referred to in Column 3 of Table 3 in Appendix 1 to this Schedule 1.6 and has at least the minimum reliability, capability and quality characteristics referred to in Column 5 of Table 3 in Appendix 1 to this Schedule 1.6 ("**Unspecified Additional Rolling Stock**").

2.4 The Passenger Carrying Capacity of any rolling stock vehicles shall be as set out in Tables 1 or 2 or 3 in Appendix 1 to this Schedule 1.6 or as determined by the Secretary of State in accordance with paragraph 3.4 of this Schedule 1.6 (as applicable).

2.5 Not used.

3. Changes to the Train Fleet

3.1 The Franchisee shall maintain the composition of the Train Fleet during the Franchise Period, unless the Secretary of State otherwise agrees, such that there are no changes to the Train Fleet, including changes:

- (a) to the classes or types;
- (b) to the interior configurations; or
- (c) which may reduce the journey time capabilities,

of any rolling stock vehicles specified in the Train Fleet.

3.2 The Franchisee shall procure that the rolling stock vehicles described in the Tables 1 or 2 or 3 in Appendix 1 to this Schedule 1.6, with the capacity and other characteristics referred to there, are available for deployment in the provision of the Passenger Services to the extent required by the Timetable and Train Plan during the periods referred to therein.

3.3 During the Franchise Period, the Franchisee shall advise the Secretary of State of any rolling stock vehicles damaged beyond economic repair or likely to be unavailable for service for a period of three (3) consecutive Reporting Periods or more.

3.4 If any change is made to the Train Fleet in accordance with this Schedule 1.6, the Secretary of State may, after consulting the Franchisee, notify the Franchisee of the Passenger Carrying Capacity of any rolling stock vehicles or class of rolling stock vehicles comprising the Train Fleet following such change.

4. Rolling Stock Testing and Commissioning

4.1 The Franchisee shall, to the extent reasonably requested by the Secretary of State and subject to payment of the Franchisee's reasonable costs by the relevant third party, co-operate with any third party which the Secretary of State may specify (including a Successor Operator, a rolling stock vehicle manufacturer or Network Rail or the Secretary of State) in connection with

the testing and commissioning of new rolling stock vehicles or any new equipment to be fitted to rolling stock vehicles (whether such rolling stock vehicles are new or otherwise).

- 4.2 The co-operation referred to in paragraph 4.1 shall not unreasonably disrupt the provision and operation of the Franchise Services and may include:
- (a) the movement of test trains within and around depots;
 - (b) making available suitably qualified personnel to operate test trains along the Routes and provide information on the Routes;
 - (c) making Train Slots available for such purposes;
 - (d) granting or procuring the grant of access to the third party and its representatives to any relevant facilities; and
 - (e) the delivery of rolling stock vehicles to specific locations.

5. Controlled Emission Toilets

- 5.1 ⁱⁱFrom 1 January 2020, the Franchisee shall ensure that each on board toilet facility on each rolling stock vehicle comprised in the Train Fleet (whether such rolling stock vehicle is comprised in the Train Fleet on such date or is introduced into the Train Fleet following such date) is a Controlled Emission Toilet.
- 5.2 The Franchisee shall ensure that the contents of the toilet retention tanks relating to each Controlled Emission Toilet fitted on rolling stock vehicles in accordance with the requirements of paragraph 5.1 are disposed of in a safe and hygienic manner at suitable facilities at Depots and stabling points.
- 5.3 Pending installation of the Controlled Emission Toilets, the Franchisee shall use reasonable endeavours to stop toilets fitted to existing Rolling Stock Units emptying whilst the Rolling Stock Unit is stationary within a station.
- 5.4 Not used.

6. Baby Changing Facilities

- 6.1 ⁱⁱⁱFor Rolling Stock Units that have on board toilet facilities a baby changing facility shall be provided by the Franchisee which shall be compliant with the requirements of the PRM TSI, by 31 December 2019.

7. Metered Train Operator Status

- 7.1 The Franchisee shall ensure that all Rolling Stock Units that form part of the Train Fleet are able to measure and monitor fuel use as soon as reasonably practicable, and in the case of electric traction, enable the Franchisee to be a "**Metered Train Operator**" as defined by Network Rail's Traction Electricity Rules. The Franchisee shall become a Metered Train Operator as

soon as reasonably practicable, but in any event by no later than 31 December 2022.

**APPENDIX 1 TO SCHEDULE 1.6
The Composition Of The Train Fleet**

1. Original Rolling Stock

Table 1 (Original Rolling Stock)								
Column 1	Column 2	Column 3				Column 4	Column 5	Column 6
Class of vehicle /unit	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit				Total Wheel-chair(s) per unit	Owner/ Lessor	Lease expiry date(s)
		Standard Class (Std) Seats	Standing	Total	First Class Seats			
Class 139 DMU	2 x 1-car	25	35	60	0	1	Porterbrook Leasing Company Limited	31 March 2026
Class 150 DMU	3 x 2-car	147	50	197	0	0	Angel Trains Limited	1 May 2019
Class 153 DMU	8 x 1-car	73	25	98	0	1	Porterbrook Leasing Company Limited	31 December 2019
Class 170/5 DMU	17 x 2-car	122	88	210	0	2	Porterbrook Leasing Company Limited	31 December 2020
Class 170/6 DMU	6 x 3-car	196	129	325	0	2	Porterbrook Leasing	30 September 2020

Table 1 (Original Rolling Stock)								
Column 1	Column 2	Column 3				Column 4	Column 5	Column 6
Class of vehicle /unit	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit				Total Wheel-chair(s) per unit	Owner/ Lessor	Lease expiry date(s)
		Standard Class (Std)			First Class Seats			
		Seats	Standing	Total				
							Company Limited	
Class 172/2 DMU	12 x 2-car	139	84	223	0	2	Porterbrook Leasing Company Limited	31 March 2026
Class 172/3 DMU	15 x 3-car	219	132	351	0	2	Porterbrook Leasing Company Limited	31 March 2026
Class 319 EMU Note A	10 x 4-car	254	89	343	12	2	Porterbrook Leasing Company Limited	31 March 2021
Class 323 EMU Note B	26 x 3-car	289	67	356	0	2	Porterbrook Leasing Company Limited	28 February 2021

Table 1 (Original Rolling Stock)								
Column 1	Column 2	Column 3				Column 4	Column 5	Column 6
Class of vehicle /unit	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit				Total Wheel-chair(s) per unit	Owner/ Lessor	Lease expiry date(s)
		Standard Class (Std)		Total	First Class Seats			
		Seats	Standing					
Class 350/1 EMU	30 x 4-car	206	154	360	24	2	Angel Trains Limited	31 March 2026
Class 350/2 EMU Note C	37 x 4-car	246	117	363	24	2	Porterbrook Leasing Company Limited	31 May 2021
Class 350/3 EMU	10 x 4-car	214	149	363	24	2	Angel Trains Limited	31 March 2026

Note A

- (a) The intention of the Franchisee (subject to paragraph (b) below) is that rolling stock will be returned to the lessor on the basis set out below.
- (b) The Franchisee shall not return any rolling stock unit to the lessor or sub lease or hire it or otherwise take steps that render it unable to be used in the delivery of the Passenger Services until a date after any rolling stock unit that can reasonably be regarded as replacing it has been introduced into unrestricted use delivering the Passenger Services.

Class 319 release profile

8 vehicles released 29/02/2020
32 vehicles released 31/03/2021

Total vehicles released: 40

Note B

- (a) The intention of the Franchisee (subject to paragraph (b) below) is that rolling stock will be returned to the lessor on the basis set out below.
- (b) The Franchisee shall not return any rolling stock unit to the lessor or sub lease or hire it or otherwise take steps that render it unable to be used in the delivery of the Passenger Services until a date after any rolling stock unit that can reasonably be regarded as replacing it has been introduced into unrestricted use delivering the Passenger Services.

Class 323 release profile

12 vehicles released 19/09/2020
18 vehicles released 17/10/2020
12 vehicles released 14/11/2020
18 vehicles released 12/12/2020
6 vehicles released 09/01/2021
6 vehicles released 06/02/2021

6 vehicles released 06/03/2021

Total vehicles released: 78

Note C

- (a) The intention of the Franchisee (subject to paragraph (b) below) is that rolling stock will be returned to the lessor on the basis set out below.
- (b) The Franchisee shall not return any rolling stock unit to the lessor or sub lease or hire it or otherwise take steps that render it unable to be used in the delivery of the Passenger Services until a date after any rolling stock unit that can reasonably be regarded as replacing it has been introduced into unrestricted use delivering the Passenger Services.

Class 350/2 release profile

20 vehicles released 06/02/2021
24 vehicles released 06/03/2021
24 vehicles released 31/03/2021
40 vehicles released 01/05/2021
40 vehicles released 29/05/2021

Total vehicles released: 148

2. Specified Additional Rolling Stock

Table 2 (Specified Additional Rolling Stock)									
Column 1	Column 2	Column 3				Column 4	Column 5	Column 6	Column 7
Class of vehicle /unit	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit				Total Wheel-chair(s) per unit	Owner/ Lessor	Lease start date(s)	Lease expiry date(s)
		Standard Class (Std)			First Class Seats				
		Seats	Standing	Total					
Class 319 EMU	5 x 4-car	254	89	343	12	2	Porterbrook Leasing Company Limited	14 October 2018	29 February 2020
Class 172/0 DMU Note A	8 x 2-car	124	100	224	0	2	Angel Trains Limited	01 July 2018	31 March 2026
Class 350/4 EMU Note B	10 x 4-car	214	149	363	24	2	Angel Trains Limited	01 June 2019	31 March 2026

Note A

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Class 170/0 vehicles in Passenger Service profile

- A total of 4 vehicles from 29/08/2018
- A total of 8 vehicles from 27/09/2018
- A total of 12 vehicles from 24/10/2018
- A total of 16 vehicles from 22/11/2018

Note B

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Class 350/4 vehicles in Passenger Service profile

¹⁸**A total of 40 vehicles by the 29/2/2020.**

¹⁸ 22 October 2019 (Date of Contract Change) – Contract variation agreed by the Secretary of State and Franchisee

3. Unspecified Additional Rolling Stock

Table 3 (Unspecified Additional Rolling Stock)						
Column 1	Column 2	Column 3			Column 4	Column 5
Date of introduction into revenue earning passenger service	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit			Total Wheel-chair(s) per unit	Characteristics (e.g. minimum reliability, capability and quality such as CET, automated passenger counts or other characteristics of the rolling stock specified in the Franchisee's proposal)
		Standard Class (Std)		First Class Seats		
		Seats	Standing			
10 Dec 2017 Note A	1 x 3-car	136	161	297	0	2 3-car DMU High quality and safe passenger environment
22 September 2018 ¹⁹ Note B	3 x 2-car	103	90	193	0	2 2-car DMU High quality and safe passenger environment Full specification to be consistent with paragraph 31 (Additional 2-car DMUs) of Part 1 (Committed Obligations) of Schedule 6.2
5 Jan 2020 Note C	14 x 4-car	323	185	508	0	2 4-car DMU 100mph capable High quality and safe passenger environment Full specification to be consistent with paragraph 34 (New DMUs) of Part 1 (Committed Obligations) of Schedule 6.2

¹⁹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

Table 3 (Unspecified Additional Rolling Stock)						
Column 1	Column 2	Column 3			Column 4	Column 5
Date of introduction into revenue earning passenger service	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit			Total Wheel-chair(s) per unit	Characteristics (e.g. minimum reliability, capability and quality such as CET, automated passenger counts or other characteristics of the rolling stock specified in the Franchisee's proposal)
		Standard Class (Std)		First Class Seats		
		Seats	Standing			
3 May 2020 Note D	12 x 2-car	139	93	232	0	2 2-car DMU 100mph capable High quality and safe passenger environment Full specification to be consistent with paragraph 34 (New DMUs) of Part 1 (Committed Obligations) of Schedule 6.2
3 May 2020 Note E	36 x 3-car	193	293	486	0	2 3-car EMU 90mph capable Regenerative braking High quality and safe passenger environment Full specification to be consistent with paragraph 33 (New 3-Car EMUs) of Part 1 (Committed Obligations) of Schedule 6.2

Table 3 (Unspecified Additional Rolling Stock)							
Column 1	Column 2	Column 3			Column 4	Column 5	
Date of introduction into revenue earning passenger service	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit			Total Wheel-chair(s) per unit	Characteristics (e.g. minimum reliability, capability and quality such as CET, automated passenger counts or other characteristics of the rolling stock specified in the Franchisee's proposal)	
		Standard Class (Std)		First Class Seats			
		Seats	Standing				Total
18 Oct 2020 Note F	16 x 5-car	368	201	569	39	2	5-car EMU 110mph capable Regenerative braking High quality and safe passenger environment Full specification to be consistent with paragraph 32 (New 5-Car EMUs) of Part 1 (Committed Obligations) of Schedule 6.2
18 Oct 2020 Note G	29 x 5-car	426	215	641	36	2	5-car EMU 110mph capable Regenerative braking High quality and safe passenger environment Full specification to be consistent with paragraph 32 (New 5-Car EMUs) of Part 1 (Committed Obligations) of Schedule 6.2

Note A

- (a) The intention of the Franchisee (subject to paragraph (b) below) is that rolling stock will be returned to the lessor on the basis set out below.
- (b) The Franchisee shall not return any rolling stock unit to the lessor or sub lease or hire it or otherwise take steps that render it unable to be used in the delivery of the Passenger Services until a date after any rolling stock unit that can reasonably be regarded as replacing it has been introduced into unrestricted use delivering the Passenger Services.

Vehicle release profile

3 vehicles released 04/01/2020

Total vehicles released: 3

Note B

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Vehicles in Passenger Service profile

A total of 2 vehicles from 22/07/2018

A total of 4 vehicles from 19/08/2018

A total of 6 vehicles from 16/09/2018

Note C

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Vehicles in Passenger Service profile

A total of 8 vehicles from 05/01/2020
A total of 12 vehicles from 02/02/2020
A total of 20 vehicles from 01/03/2020
A total of 28 vehicles from 01/04/2020
A total of 44 vehicles from 03/05/2020
A total of 48 vehicles from 31/05/2020
A total of 56 vehicles from 28/06/2020

Note D

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Vehicles in Passenger Service profile

A total of 2 vehicles from 03/05/2020
A total of 6 vehicles from 31/05/2020
A total of 14 vehicles from 28/06/2020
A total of 18 vehicles from 26/07/2020
A total of 24 vehicles from 23/08/2020

Note E

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Vehicles in Passenger Service profile

- A total of 6 vehicles from 03/05/2020
- A total of 18 vehicles from 31/05/2020
- A total of 33 vehicles from 28/06/2020
- A total of 45 vehicles from 26/07/2020
- A total of 57 vehicles from 23/08/2020
- A total of 69 vehicles from 20/09/2020
- A total of 81 vehicles from 18/10/2020
- A total of 93 vehicles from 15/11/2020
- A total of 105 vehicles from 13/12/2020
- A total of 108 vehicles from 10/01/2021

Note F

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Vehicles in Passenger Service profile

- A total of 10 vehicles from 18/10/2020
- A total of 20 vehicles from 15/11/2020
- A total of 30 vehicles from 13/12/2020
- A total of 40 vehicles from 10/01/2021
- A total of 50 vehicles from 07/02/2021
- A total of 60 vehicles from 07/03/2021

A total of 70 vehicles from 01/04/2021

A total of 80 vehicles from 02/05/2021

Note G

The intention of the Franchisee is that rolling stock shall be available for unrestricted use delivering Passenger Services on the basis set out below.

Vehicles in Passenger Service profile

A total of 10 vehicles from 18/10/2020

A total of 30 vehicles from 15/11/2020

A total of 50 vehicles from 13/12/2020

A total of 70 vehicles from 10/01/2021

A total of 90 vehicles from 07/02/2021

A total of 110 vehicles from 07/03/2021

A total of 145 vehicles from 01/04/2021²⁰

²⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

Schedule 1.7
Stations

1. Station Asset Management

- 1.1 Not Used
- 1.2 By no later than the end of the first Franchisee Year (or such later date as the Secretary of State may reasonably determine) the Franchisee shall prepare and provide to the Secretary of State for approval (such approval not to be unreasonably withheld or delayed) the Station Asset Management Plan.
- 1.3 Where the Secretary of State does not approve the draft Station Asset Management Plan submitted to it, the Franchisee shall make:
- (a) such amendments to it as the Secretary of State shall reasonably direct; and
 - (b) provide such additional information as the Secretary of State may reasonably require.
- 1.4 From the date of approval, the Franchisee shall implement and comply with the Station Asset Management Plan.
- 1.5 The Station Asset Management Plan shall:
- (a) include the information set out in paragraph 1.6; and
 - (b) meet the requirements of paragraph 1.7,
- and it shall be reasonable for the Secretary of State to not approve a plan which does not include such information or meet such requirements.
- 1.6 The Franchisee shall ensure that the Station Asset Management Plan in relation to each Station shall include the following:
- (a) the details of all maintenance, repair and renewal activity undertaken by the Franchisee since the Start Date;
 - (b) the details of any maintenance, repair and renewal activity which the Franchisee has not completed or not completed within the specified time frame set out in any Station Asset Management Plan (or the Previous Franchisee's Station Asset Management Plan, as the case may be) together with reasons;
 - (c) the details of the maintenance, repair and renewal activity undertaken since the Start Date or planned by Network Rail, any Local Authority, any Community Rail Partnership and any other relevant stakeholder, which the Franchisee is aware of;

- (d) the assumptions that the Franchisee has made about the current state and future degradation of assets at the Station at the Start Date or, if an asset becomes an asset at the Station on a later date, the assumptions of the Franchisee about the current state and future degradation of each relevant asset on the date that it becomes such an asset at the Station;
 - (e) the details of under and over provision of assets at the Station at the Start Date given current and projected future customer volumes and reasonable customer demands and planned enhancements or removals to accommodate changing customer volumes and reasonable customer demands;
 - (f) the plans for improving the environmental performance of Stations, including where appropriate, plans for:
 - (i) energy metering and data management, including measurement and verification plans for measures adopted;
 - (ii) lighting and lighting controls;
 - (iii) heating and heating controls;
 - (iv) auxiliary power uses;
 - (v) other energy efficiency measures;
 - (vi) renewable energy generation; and
 - (vii) water efficiency measures;
 - (g) the plans to ensure that delivery of Station Services is resilient to periods of extreme weather and minimises disruption to passengers;
 - (h) the plans to ensure that maintenance, repair, renewal, enhancement and other building works to be carried out at such Stations is consistent with the Principles of Inclusive Design; and
 - (i) the plans to ensure that activity at such Stations is consistent with the Network Rail Asset Management Policy.
- 1.7 In addition, the Franchisee shall ensure that the Station Asset Management Plan:
- (a) shall cover a period of no less than forty (40) years from the date that it is created or revised and updated in accordance with this Schedule 1.7, as if the Franchisee was to operate each of the Stations for such forty (40) year period;
 - (b) is developed in accordance, and complies, with guidance and policies (including the guidance documents known as "*Subject*

Specific Guidelines" published by the Institute of Asset Management (or such appropriate replacement guidance) which are commensurate with those that would be referred to by a competent, skilled and experienced train operator using an asset management planning approach, in particular in respect of the balance of maintenance and renewal of each asset type.

- 1.8 Any amendments to the Station Asset Management Plan must be agreed by the Secretary of State (such consent not to be unreasonably withheld or delayed).
- 1.9 The Franchisee shall ensure that all renewal, enhancement and other building works at Stations are implemented in accordance with the Principles of Inclusive Design.

1.10 Updating the Station Asset Management Plan

- (a) By the end of the second (2nd) Franchisee Year and on each subsequent anniversary of such date the Franchisee shall have reviewed the Station Asset Management Plan and shall submit to the Secretary of State for approval (such approval not to be unreasonably withheld or delayed) a draft updated version of the Station Asset Management Plan.
- (b) The updated draft Station Asset Management Plan shall include and reflect the following:
- (i) a schedule of any revisions to the current Station Asset Management Plan and a brief summary of the rationale supporting any change for review and approval by the Secretary of State;
 - (ii) any changed and developing circumstances and the requirements of the Station Asset Management Plan Accreditation;
 - (iii) where relevant, the outcomes of, and the Franchisee's responses to the stakeholder consultation process described in paragraph 4; and
 - (iv) the information required in accordance with paragraphs 1.6 and 1.7 of this Schedule 1.7 save that the reference to the "Start Date" in paragraph 1.6(a) shall be read as the date on which the Station Asset Management Plan is reviewed and updated by the Franchisee in accordance with this paragraph 1.10 of this Schedule 1.7.
- (c) If:
- (i) the Secretary of State approves an updated draft Station Asset Management Plan submitted to it pursuant to paragraph 1.10

- (a), such document shall become the then current Station Asset Management Plan; or
- (ii) the Secretary of State does not approve an updated draft Station Asset Management Plan submitted to it pursuant to paragraph 1.10 (a), then the Franchisee shall make:
 - (A) such amendments to it as the Secretary of State shall reasonably direct; and
 - (B) provide such additional information as the Secretary of State may reasonably require.
- (d) The Franchisee shall put in place such arrangements as are necessary (to the reasonable satisfaction of the Secretary of State) to ensure that the Station Asset Management Plan is (and continues to be maintained) in a format acceptable to the Secretary of State which is capable of being transferred to a Successor Operator as part of the Handover Package so that the Successor Operator is able to access, use and amend the Station Asset Management Plan using the same format.

1.11 Station Asset Management Plan Accreditation Certificate

- (a) The Franchisee shall:
 - (i) ensure that it applies for and obtains the Station Asset Management Plan Accreditation by no later than the end of the second (2nd) Franchisee Year;
 - (ii) promptly upon receipt by the Franchisee, provide to the Secretary of State a certificate of accreditation issued by and organisation accredited by the United Kingdom Accreditation System (UKAS) which has been signed by a director of the Franchisee and which confirms that the Station Asset Management Plan Accreditation has been obtained (the "**Station Asset Management Plan Accreditation Certificate**"); and
 - (iii) maintain the Station Asset Management Plan Accreditation from the date that it is required to be achieved in accordance with paragraph 1.11(a) (i) for the remainder of the Franchise Period.
- (b) If the Station Asset Management Plan Accreditation is at any time lost or the Franchisee fails to secure such then the Franchisee shall report that fact to the Secretary of State as soon as reasonably practicable and in any event within ten (10) Weekdays of the Franchisee becoming aware of such fact.

- (c) From the date upon which the Franchisee notified the Secretary of State pursuant to paragraph 1.11(b) (or should have notified the Secretary of State having complied with the provisions of this Agreement), the Franchisee shall:
 - (i) re-secure such accreditation as soon as reasonably practicable and in any case within three (3) months; and
 - (ii) report to the Secretary of State every Reporting Period on the measures it is proposing to take, and is taking, to achieve such restoration of the Station Asset Management Plan Accreditation.
- (d) Where the Franchisee fails to secure the Station Asset Management Plan Accreditation pursuant to paragraph 1.11 (c) within three (3) months of the date of such accreditation being lost or failed to be secured (as the case may be) such failure shall constitute a contravention of the Franchise Agreement and the Secretary of State may issue a Remedial Plan Notice pursuant to Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement) and the provisions of Schedule 10 (Remedies, Events of Default and Termination Events) shall apply.

2. Grey Assets

- 2.1 The Franchisee shall act reasonably in considering which assets potentially fall within the definition of Grey Assets and shall use all reasonable endeavours to agree with Network Rail by no later than a date one (1) year after the Start Date a list of all Grey Assets.
- 2.2 Following agreement of a list of Grey Assets pursuant to paragraph 2.1 above the Franchisee shall:
 - (a) consult with Network Rail and, where reasonably necessary and agreed by Network Rail, carry out a joint inspection of the Grey Assets; and
 - (b) use all reasonable endeavours to agree with Network Rail the allocation of responsibility in relation to each such Grey Asset (including whether such Grey Asset falls within or outside the boundary of an area subject to a Station Lease) on a reasonable basis as soon as reasonably practicable and in any event within two years of the Start Date.
- 2.3 Where the Franchisee is unable to agree with Network Rail the allocation of responsibility under the relevant Station Lease of any Grey Asset pursuant to paragraph 2.2(b) (including whether such Grey Asset falls within or outside the boundary of an area subject to a Station Lease), the Franchisee shall refer such matter to the dispute resolution process under the terms of the relevant Station Lease.

2.4 The Franchisee shall ensure that updates of the Station Asset Management Plan pursuant to paragraph 1.10 shall take into account any allocation of responsibility for Grey Assets pursuant to this paragraph 2.

3. **Station Social and Commercial Development Plan**

3.1 From the Start Date, the Franchisee shall implement, resource and comply with the Station Social and Commercial Development Plan for the Franchise Period that as a minimum must set out how the Franchisee will:

- (a) identify schemes to develop currently redundant or under-utilised station buildings and facilities for use by the community, social enterprise and for commercial development including schemes which sustain and enhance the viability, and introduce new, franchise and sub-leased facilities;
- (b) consult with customers and the community on the concerns, issues, opportunities and risks relating to the Stations and the priorities for investment;
- (c) effectively evaluate, prioritise and develop such schemes taking account of customer and community views;
- (d) implement the schemes in accordance with their allocated priority; and
- (e) be for a period of 10 years and be reviewed on a rolling annual basis.

3.2 Any amendments to the Station Social and Commercial Development Plan must be agreed by the Secretary of State in accordance with this paragraph 3.

3.3 The Franchisee shall revise the Station Social and Commercial Development Plan by no later than the end of the first Franchisee Year and on each subsequent anniversary of this date by submitting to the Secretary of State an updated version of the Station Social and Commercial Development Plan for approval.

3.4 Subsequent updated versions of the Station Social and Commercial Development Plan shall:

- (a) incorporate a schedule of any revisions to the Station Social and Commercial Development Plan and a brief summary of the rationale supporting any change for review and approval by the Secretary of State;
- (b) reflect changed and developing circumstances where relevant; and
- (c) reflect the outcomes of, and the Franchisee's responses to, the stakeholder consultation process described in paragraph 4.

3.5 The Franchisee shall ensure that the Station Social and Commercial Development Plan shall be updated so that following each update it continues to cover at least a period of ten (10) years from the date of the update.

3.6 If:

(a) the Secretary of State approves an updated draft Station Social and Commercial Development Plan submitted to it pursuant to paragraph 3.3, such document shall become the then current Station Social and Commercial Development Plan; or

(b) the Secretary of State does not approve an updated draft Station Social and Commercial Development Plan submitted to it pursuant to paragraph 3.3, then the Franchisee shall:

(i) make such amendments to it as the Secretary of State shall reasonably direct; and

(ii) provide such additional information as the Secretary of State may reasonably require,

it being agreed that it will be unreasonable for the Secretary of State to make amendments that increase cost and risk to the Franchisee beyond parameters specified in the Record of Assumptions.

4. **Consultations**

4.1 On or before the annual submission of the Station Asset Management Plan or the Station Social and Commercial Development Plan pursuant to the provisions of this Schedule 1.7, the Franchisee shall conduct consultations with relevant Stakeholders (including ACoRP, passengers, users of Stations and members of relevant local communities) in relation to the potential risks, opportunities and priorities for investment and operational efficiencies in relation to Stations. The Franchisee shall act reasonably in determining the scope of the specification of such consultations including the Stations to be considered.

5. **NOT USED**

6. **Security at Stations**

6.1 The Franchisee shall during the Franchise Period, monitor and record all reported and observed incidents of:

(a) anti-social behaviour; and

(b) criminality (including assaults on passengers and Franchise Employees, theft, criminal damage to railway property and graffiti vandalism),

which occur at Stations, and shall use all reasonable endeavours to address, minimise and avoid future instances of anti-social behaviour and criminality at Stations taking account of such data. The Franchisee may comply with its obligations to monitor and record incidents under this paragraph 6 by providing copies of relevant information provided by the Franchisee to the British Transport Police where such information is relevant.

- 6.2 The Franchisee shall provide to the Secretary of State upon request such information as the Secretary of State may reasonably require from time to time in respect of the Franchisee's compliance with the requirements of paragraph 6.1.
- 6.3 The Franchisee shall maintain for the duration of the Franchise Period the Secure Stations Accreditation for the Stations already achieved by the Train Operator under the Previous Franchise Agreement as set out in Appendix 1 to this Schedule 1.7 or, where any such Secure Stations Accreditation as set out in Appendix 1 to this Schedule 1.7 has lapsed during the Previous Franchise Agreement, obtain the same as soon as reasonably practicable.
- 6.4 The Franchisee shall maintain for the duration of the Franchise Period the Secure Car Parks Accreditation for the Stations already achieved by the Train Operator under the Previous Franchise Agreement as set out in Appendix 1 to this Schedule 1.7 or, where any such Secure Car Parks Accreditation as set out in Appendix 1 to this Schedule 1.7 has lapsed during the Previous Franchise Agreement, obtain the same as soon as reasonably practicable.
- 6.4A During the Franchise Term, where in any calendar year the British Transport Police has recorded crime levels of greater than 0.0004% per passenger at any Station (each a **Priority Station**) then the Franchisee shall achieve Secure Stations Accreditation for that Priority Station as soon as practicably possible and in any event within a reasonable time of that Station qualifying as a Priority Station.
- 6.4B During the Franchise Term, where the Franchisee receives revenue in respect of a Station car park and in any calendar year the British Transport Police has recorded crime levels of greater than 1% per parking space within that Station's car park (each a **Priority Station Car Park**) then the Franchisee shall achieve Secure Car Parks Accreditation for that Priority Station Car Park as soon as practicably possible and in any event within a reasonable time of that Station car park qualifying as a Priority Station Car Park.
- 6.5 In this paragraph 6:
- (a) **"Secure Car Parks Accreditation"** and means car parks at Stations which have achieved accreditation under the Secure Car Parks Scheme;
 - (b) **"Secure Car Parks Scheme"** means the certification scheme which is managed by the Department for Transport and British

Transport Police and sets car park design and management safety standards for crime reduction at railway station car parks;

- (c) **"Secure Stations Accreditation"** and means Stations which have achieved accreditation under the Secure Stations Scheme; and
- (d) **"Secure Stations Scheme"** means the certification scheme which is managed by the Department for Transport and British Transport Police and sets station design and management safety standards for crime reduction at railway stations.

7. **Information about Station Improvement Measures**

- 7.1 The Franchisee shall at all times during the Franchise Period maintain records in relation to the measures taken by it to improve the Station environment at each of the Stations, covering the areas and the information set out in Appendix 2 to this Schedule 1.7.
- 7.2 The Franchisee shall, subject to paragraph 7.3, provide to the Secretary of State the information set out in Appendix 2 to this Schedule 1.7 within one (1) Reporting Period of each anniversary of the Start Date during the Franchise Period.
- 7.3 When so requested by the Secretary of State, the Franchisee shall, within such reasonable period as the Secretary of State may specify, make such information available for review by the Secretary of State by reference to:
 - (a) such level of disaggregation as is reasonably specified by the Secretary of State; and
 - (b) any particular Station as is reasonably specified by the Secretary of State.
- 7.4 The information to be provided by the Franchisee to the Secretary of State within the timescales stipulated are set out in Appendix 2 to this Schedule 1.7.

8. **Not used**

9. **Station Investment**

- 9.1 The Franchisee shall at all times during the Franchise Term, co-operate with the Secretary of State and any third party nominated by the Secretary of State and notified to the Franchisee in developing opportunities for financing investment at Stations and Franchisee Access Stations in order to improve the station environment at such stations.
- 9.2 In co-operating with the Secretary of State and/or any nominated third party in developing any such financing opportunities, the Franchisee shall:
 - (a) attend meetings with the Secretary of State and/or such third party to discuss such opportunities;

- (b) provide the Franchisee's opinion on those opportunities;
- (c) review and comment on implementation timetables and programmes for any such opportunities; and
- (d) where requested by the Secretary of State to do so use all reasonable endeavours to engage with Network Rail for the purposes of ascertaining the feasibility and costs of making amendments to any Station Leases in order to facilitate the implementation of those opportunities.

APPENDIX 1 TO SCHEDULE 1.7
List Of Stations and Car Parks with Secure Stations Accreditation and
Secure Car Parks Accreditation

1. Secure Stations Accreditation

APSLEY
HEMEL HEMPSTEAD
ST ALBANS ABBEY
WATFORD JUNCTION
DROITWICH SPA
GREAT MALVERN
LEDBURY
MALVERN LINK
WORCESTER FOREGATE ST
WORCESTER SHRUB HILL
ACOCKS GREEN
ASTON
BERKHAMSTED
BERKSWELL
BESCOT
BLAKE STREET
BLETCHLEY
BLOXWICH
BLOXWICH NORTH
BOURNVILLE
BROMSGROVE
BUTLERS LANE
CANLEY
CANNOCK
CHEDDINGTON
CHESTER ROAD
COLESHILL PARKWAY
COSELEY
CRADLEY HEATH
DUDLEY PORT
EARLSWOOD
ERDINGTON
FIVE WAYS

FOUR OAKS
GRAVELLY HILL
HALL GREEN
HAMPTON IN ARDEN
HEDNESFORD
JEWELLERY QUARTER
KIDDERMINSTER
KINGS NORTON
LANDYWOOD
LANGLEY GREEN
LEA HALL
LEIGHTON BUZZARD
LICHFIELD CITY
LICHFIELD TRENT VALLEY
LONGBRIDGE
LYE
MARSTON GREEN
MILTON KEYNES
NORTHAMPTON
NORTHFIELD
NUNEATON
OLD HILL
OLTON
REDDITCH
ROWLEY REGIS
RUGELEY TOWN
RUGELEY TRENT VALLEY
SANDWELL & DUDLEY
SELLY OAK
SHIRLEY
SMETHWICK GALTON BRIDGE
SNOW HILL
SPRING ROAD
STECHFORD
STOURBRIDGE JUNCTION
STOURBRIDGE TOWN
STRATFORD-UPON-AVON
SUTTON COLDFIELD

TAME BRIDGE PARKWAY
TELFORD CENTRAL
THE HAWTHORNS
TILE HILL
TIPTON
TRING
UNIVERSITY
WALSALL
WHITLOCKS END
WIDNEY MANOR
WOLVERTON
WYLDE GREEN
WYTHALL
YARDLEY WOOD

2. Secure Car Parks Accreditation

HEMEL HEMPSTEAD
WATFORD JUNCTION
BERKHAMSTED
BARNT GREEN
COLESHILL PARKWAY
KIDDERMINSTER
LICHFIELD CITY
LICHFIELD TRENT VALLEY
NUNEATON
REDDITCH
STRATFORD-UPON-AVON
WORCESTER SHRUB HILL ELGAR
HOUSE
WORCESTER SHRUB HILL HORSE
SHOE
WORCESTER SHRUB HILL STATION
MAIN

APPENDIX 2 TO SCHEDULE 1.7
Information about Station Improvement Measures

Table A		
Column 1	Column 2	Column 3
Information to be provided	Information (format)	When information to be provided
The cost for the provision of services (maintenance costs (£))	Annual Report to be provided by business unit, group of stations or station via the dashboard.	As per paragraph 7.2.
Disaggregated levels of passenger satisfaction and service quality: NRPS % by station topic and Station SQR scores	Annual Report to be provided by business unit, group of stations or station via the station dashboard.	As per paragraph 7.2.
Levels of inclusivity & accessibility: percentage step free platforms, number of secure cycle facilities, number of multimodal customer information systems, number of new station travel plans	Annual Report to be provided by business unit, group of stations or station via the station dashboard.	As per paragraph 7.2.
Meeting the community's needs: number of stations which have community use and CCIF scheme cumulative spend	Annual Report to be provided by business unit, group of stations or station via the station dashboard.	As per paragraph 7.2.
Environmental performance: Energy, water; waste (additionally by depot): KWH consumption reduction from baseline net of new assets; water consumption and waste to landfill	Annual Report to be provided by business unit, group of stations or station via the station dashboard.	As per paragraph 7.2.
Retail activity (Revenue income (£))	Annual Report to be provided by business unit, group of stations or station via the station dashboard.	As per paragraph 7.2.
Facilities improvements: Number of waiting room improvements, shelters, seats,	Annual Report to be provided by business unit, group of stations or	As per paragraph 7.2.

Table A		
Column 1	Column 2	Column 3
Information to be provided	Information (format)	When information to be provided
totem poles versus initial total proposed	station via the station dashboard.	
Digital customer information screens/CCTV: Number of stations with new digital customer information screens; number of stations with CCTV cameras and recording/monitoring equipment	Annual Report to be provided by business unit, group of stations or station via the station dashboard.	As per paragraph 7.2.

**APPENDIX 3 TO SCHEDULE 1.7
Not Used**

**APPENDIX 4 TO SCHEDULE 1.7
Not Used**

SCHEDULE 2
Assets, Leases, Other Franchisees and Schemes

Schedule 2.1:	Asset Vesting and Transfer
Schedule 2.2:	Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases
Schedule 2.3:	Other Franchisees
Schedule 2.4:	NOT USED
Schedule 2.5:	Transport, Travel and Other Schemes
	Appendix 1: List of Transport, Travel and Other Schemes

Schedule 2.1
Asset Vesting and Transfer

1. Not Used

2. Vesting of Property Leases during the Franchise Term

2.1 The Franchisee shall not without the prior written consent of the Secretary of State (such consent not to be unreasonably withheld), whether generally or on a case-by-case basis:

- (a) enter into any new Property Lease; or
- (b) effect any amendment to any Property Lease, except to the extent that the Franchisee is required to do so by virtue of any station or depot access conditions to which it is a party.

2.2 In respect of the new Property Leases specified in paragraph 2.3 or any other new Property Lease with Network Rail, the Franchisee shall enter into such Property Leases:

- (a) with the intent that Section 31 of the Act shall apply to such leases; and
- (b) in the agreed terms marked **SL** and **DL** (as appropriate).

2.3 The Franchisee shall enter into the following leases with Network Rail:

- (a) a lease of each Station, on or before the expiry of the Station Lease relating to each such Station (each such lease, once granted, shall be a Station Lease for the purposes of the Franchise Agreement);
- (b) a lease of each Depot, on or before the expiry of the Depot Lease relating to each such Depot (each such lease, once granted, shall be a Depot Lease for the purposes of the Franchise Agreement);
- (c) a supplemental lease relating to any Station or Depot, as soon as practicable following the successful completion of any procedure (including obtaining any requisite approval from the ORR) for including additional land within the demise of such Station or Depot (as the case may be) and each such supplemental lease, once granted, shall be a Station Lease or a Depot Lease (as the case may be) for the purposes of the Franchise Agreement; and
- (d) a lease of any Network Rail owned station or depot, which:
 - (i) the Secretary of State consents to or requires the Franchisee to be a party to; and
 - (ii) the Franchisee was not a party to on the date hereof, but which has been contemplated by the Franchise Agreement,

and the Franchisee shall enter into such lease as soon as practicable after its terms and form have been agreed and all applicable preconditions to its granting have been satisfied or waived (including obtaining any requisite approval of the ORR). Any such supplemental lease, once granted, shall be a Station Lease or a Depot Lease (as the case may be) for the purposes of the Franchise Agreement and any such station or depot (as the case may be) shall be a Station or Depot for the purposes of the Franchise Agreement.

- 2.4 The Franchisee shall not be in contravention of paragraph 2.3 if and to the extent that Network Rail refuses to enter into any leases specified therein.
- 2.5 In respect of any assignment or amendment of any Property Lease to which Section 31 of the Act applied on its grant, each of the Secretary of State and the Franchisee acknowledges that it is their intention that Section 31 of the Act shall continue to apply to such assigned or amended lease.
- 2.6 The Franchisee shall use all reasonable endeavours to ensure that any Station Lease that it enters into accurately records all fixtures and fittings in relation to such Station Lease.

Schedule 2.2

Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases**1. Novation of Access Agreements during the Franchise Term**

1.1 The Franchisee shall, to the extent so requested by the Secretary of State (other than on termination of the Franchise Agreement, for which the provisions of paragraph 1 of Schedule 15.4 (Provisions Applying on and after Termination) apply):

- (a) following receipt of a notice purporting to terminate any Access Agreement to which it is a party, in relation to such Access Agreement; or
- (b) following receipt of a notice purporting to terminate a Station Lease or Depot Lease in whole or in part or on becoming aware of any proceedings or any other steps having or purporting to have similar effect, in relation to any Access Agreement under which it is a Facility Owner by virtue of such Station Lease or Depot Lease,

novate its interest under any such relevant Access Agreement (and any related Collateral Agreement) to the Secretary of State or as he may direct.

1.2 Such obligation to novate shall be subject to the agreement of any counterparty to such Access Agreement or Collateral Agreement and, to the extent applicable, the ORR.

1.3 Such novation shall be on such terms as the Secretary of State may reasonably require, including:

- (a) that the Franchisee shall not be released from any accrued but unperformed obligation, the consequences of any breach of the relevant agreement which is the subject of arbitration or litigation between the Parties thereto or any liability in respect of any act or omission under or in relation to the relevant agreement prior to, or as at the date of, any such novation (except to the extent that the Secretary of State or his nominee agrees to assume responsibility for such unperformed obligation, such liability or the consequences of such breach in connection with the relevant novation); and
- (b) that neither the Secretary of State nor his nominee shall be obliged, in connection with the novation, to agree to assume responsibility for any unperformed obligation, liability or consequences of a contravention referred to in paragraph 1.3(a),

but shall not, unless the Franchisee otherwise agrees, be on terms which release any counterparty to the relevant agreement from any liability to the Franchisee arising prior to the date of such novation.

- 1.4 The Franchisee shall, on the occurrence of any of the circumstances specified in paragraph 1.1 in relation to any other Train Operator who is a party to an Access Agreement to which the Franchisee is also party, agree to the novation of the relevant Train Operator's interest under the relevant Access Agreement to the Secretary of State or as he may direct, subject, to the extent applicable, to the consent of the ORR. The provisions of paragraph 1.3 shall apply to any such novation.
- 1.5 The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to novate its interest or agree to the novation of another Train Operator's interest under this paragraph 1.

2. **Rolling Stock Related Contracts and Insurance Arrangements**

2.1 The Franchisee shall not:

- (a) execute any Rolling Stock Related Contract;
- (b) exercise any option or other discretion in any Rolling Stock Related Contract that would result in any increased payment or delay in delivery being made by or to the Franchisee or the relevant counterparty or which may result in it being reasonably likely to be unable to comply with the terms of the Franchise Agreement; or
- (c) amend or waive the terms of any Rolling Stock Related Contract, without, in each case, the prior written consent of the Secretary of State (not to be unreasonably withheld).

2.2 The Franchisee shall supply to the Secretary of State a copy of all draft Rolling Stock Related Contracts and, immediately following execution, all executed Rolling Stock Related Contracts (including any agreement amending any Rolling Stock Related Contract) together with:

- (a) such other information or documentation relating to such Rolling Stock Related Contract and/or the relevant rolling stock as the Secretary of State may request (which may include offer letters (original and final));
- (b) the terms proposed by any person providing finance in relation to the relevant rolling stock (including cash flows);
- (c) any agreement (in whatever form) to which the Franchisee (or an Affiliate of the Franchisee) is a party and which relates to the relevant rolling stock;
- (d) information relating to capital allowances, details of any changes in the terms (including rentals) on which the relevant rolling stock is proposed to be leased compared to the terms on which such rolling stock was previously leased; and

- (e) a detailed justification of the Franchisee's proposed maintenance strategy for the relevant rolling stock and/or the Franchisee's analysis of the whole life costs of the relevant rolling stock.
- 2.3 Where the information or documentation so requested by the Secretary of State is not held by the Franchisee, the Franchisee shall use reasonable endeavours to obtain the relevant information or documentation from a third party (including any person from whom the Franchisee leases rolling stock).
- 2.4 The Franchisee shall not, without the prior written consent of the Secretary of State:
 - (a) amend the terms of any insurance arrangements which relate to rolling stock vehicles used by it in the provision of the Passenger Services to which it is a party on the Start Date; or
 - (b) enter into any new insurance arrangements after the Start Date which relate to rolling stock vehicles used or to be used by it in the provision of the Passenger Services ("**New Insurance Arrangements**").
- 2.5 The Franchisee shall, in addition, if it enters into any New Insurance Arrangements, use all reasonable endeavours to ensure that the relevant insurers waive their rights of subrogation against any Train Operator which may have equivalent insurance arrangements providing for a similar waiver of rights of subrogation against the Franchisee, whether on a reciprocal basis or otherwise.

3. **Cascaded Rolling Stock and Delayed Cascade Mitigation Plan**

- 3.1 Without limiting paragraph 2.1, where the rolling stock to be leased by the Franchisee under any Rolling Stock Lease is Cascaded Rolling Stock the Secretary of State may:
 - (a) as a condition of giving his consent to the Franchisee executing such Rolling Stock Lease, require that such Rolling Stock Lease contains a provision whereby, in the event of a Relevant Delay, the Secretary of State may require that such Cascaded Rolling Stock can continue to be used by the Prior Train Operator during such period as the Secretary of State shall specify. Without limitation this may include the Franchisee subleasing the Cascaded Rolling Stock back to the Prior Train Operator and/or a delay to the date on which the Cascaded Rolling Stock is required to be delivered to the Franchisee under such Rolling Stock Lease; and
 - (b) where the Secretary of State requires such a provision to be included in the relevant Rolling Stock Lease, if a Relevant Delay occurs, require the Franchisee to make the Cascaded Rolling Stock available for use by the Prior Train Operator during such period as the Secretary of State may require.

For the purpose of this paragraph 3:

"Cascaded Rolling Stock" means rolling stock proposed to be used by the Franchisee in the provision of the Passenger Services the availability of which is, in the opinion of the Secretary of State, directly or indirectly dependent upon the successful introduction into service of any Relevant Rolling Stock by any other Train Operator;

"Prior Train Operator" means the Train Operator which used or is using the Cascaded Rolling Stock immediately prior to its proposed use by the Franchisee;

"Relevant Delay" means any delay to the successful introduction into service of any Relevant Rolling Stock; and

"Relevant Rolling Stock" means rolling stock to be acquired by another Train Operator which, when acquired, will initiate the **"cascade"** of rolling stock that directly or indirectly makes the Cascaded Rolling Stock available for use by the Franchisee.

3.2

- (a) Where the Secretary of State exercises his right pursuant to paragraph 3.1 (b) to make Cascaded Rolling Stock available for use by the Prior Train Operator during a specified period there shall be a Change and where this is a Qualifying Change it shall be assumed that the period that the Prior Train Operator retains any Cascaded Rolling Stock shall not exceed ninety (90) days and the only Revised Inputs shall be in relation to the difference between each of the rolling stock lease costs and variable track usage charge for the Cascaded Rolling Stock and the rolling stock lease costs and variable track usage charge applicable in relation to whatever rolling stock is to be used by the Franchisee in place of the Cascaded Rolling Stock.
- (b) Where there is a Change pursuant to paragraph 3.2(a) and the period that the Prior Train Operator retains any Cascaded Rolling Stock is more than ninety (90) days there shall be a further Change. Where such Change is a Qualifying Change the modifications to the methodology for calculating Revised Inputs provided for in paragraph 3.1(a) shall not apply.
- (c) Where there is a Change pursuant to paragraphs 3.2(a) or 3.2(b) and any such Change is a Qualifying Change there shall be a further Change (which shall be a Qualifying Change irrespective of whether such Change meets the requirements of the definition of Qualifying Change) on the date that the last Cascaded Rolling Stock ceases to be retained by the Prior Train Operator.

3.3 NOT USED.

3.4 Where the Secretary of State exercises his right pursuant to paragraph 3.1(b) to require the Franchisee to make the Cascaded Rolling Stock available for use by the Prior Train Operator during a specified period, the Franchisee shall not be liable for any failure to comply with its obligations under the Franchise Agreement to the extent that:

- (a) such failure to comply arises directly as a result of the Franchisee being unable to use the Cascaded Rolling Stock; and
- (b) the Franchisee uses all reasonable endeavours to comply with the relevant obligations notwithstanding the unavailability of the Cascaded Rolling Stock.

3.5

- (a) The Franchisee shall notify the Secretary of State as soon as reasonably practicable if it becomes aware of any material risk that a Relevant Delay will occur. If a Relevant Delay does occur the Franchisee shall use all reasonable endeavours to mitigate the impact on the delivery of the Franchise Services of the unavailability of the Cascaded Rolling Stock at the expected time including by identifying and proposing value for money alternative sources of replacement rolling stock.
- (b) If a Relevant Delay has occurred or the Secretary of State believes that there is a material risk that a Relevant Delay will occur he may serve a notice on the Franchisee requiring it to produce a plan to a reasonable specification provided with the notice to remedy or mitigate the impact of the delayed availability of the Cascaded Rolling Stock ("**Delayed Cascade Mitigation Plan**"). Such specification may include measures to be implemented by the Franchisee to mitigate the direct or indirect impact of the Relevant Delay on the Prior Train Operator or any other affected Train Operator. The Delayed Cascade Mitigation Plan shall provide a comprehensive analysis backed by relevant data and assumptions of:
 - (i) all cost and revenue and other financial implications of options contained within it including the potential implications for Franchise Payments;
 - (ii) the implications (if any) for the Benchmarks; and
 - (iii) the likely impact of options within it for existing and future passenger journeys and journey opportunities.

3.6 The Franchisee shall meet with the Secretary of State to discuss the Delayed Cascade Mitigation Plan and provide such further information or analysis and further iterations of the Delayed Cascade Mitigation Plan as the Secretary of State shall reasonably require.

3.7 Where any rolling stock vehicles cease to be part of the Train Fleet but are acquired by another Train Operator for use in delivering passenger services the Franchisee shall:

(a) ensure that:

- (i) such rolling stock is in an acceptable redelivery condition consistent with the hand back terms agreed with the lessor;
- (ii) a complete set of maintenance and mileage records are handed over in a suitable format;
- (iii) the Train Operator is given reasonable access to the relevant rolling stock prior to handover to assist with an effective hand over in relation to both operation and maintenance; and

(b) use reasonable endeavours to ensure that:

- (i) the Train Operator is offered 'knowledge transfer' sessions to enable recipient engineers and operational personnel to learn from informed peers;
- (ii) the Train Operator is offered on-train development programmes to train their maintenance staff to an appropriate level of competence; and
- (iii) it offers medium-term support and advice in relation to such rolling stock including technical and operational support.

4. **Assignment of Property Leases during the Franchise Term**

4.1 The Franchisee shall (other than on termination of the Franchise Agreement, for which the provisions of paragraph 4.5 of Schedule 15.4 (Provisions Applying on and after Termination) shall apply) following receipt of a notice purporting to terminate a Property Lease or on becoming aware of any proceedings or any other steps having or purporting to have similar effect, if requested by the Secretary of State, assign its interest under all or any Property Leases to the Secretary of State or as he may direct, subject where applicable to the agreement of any other party to such Property Lease or the ORR.

4.2 Such assignment shall be on such terms as the Secretary of State may reasonably require, including:

- (a) that the Franchisee shall not be released from any accrued but unperformed obligation, the consequences of any antecedent breach of a covenant or obligation in the Property Leases or any liability in respect of any act or omission under or in relation to the Property Lease prior to, or as at the date of, any such assignment (except to the extent that the Secretary of State or his nominee agrees to assume responsibility for such unperformed obligation,

such liability or the consequences of such antecedent breach in connection with the relevant assignment); and

- (b) that neither the Secretary of State nor his nominee shall be obliged, in connection with such assignment, to agree to assume responsibility for any unperformed obligation, liability or consequences of a contravention referred to in paragraph 4.2(a), and the Franchisee shall indemnify the Secretary of State or his nominee, as the case may be, on an after-tax basis against any costs, losses, liabilities or expenses suffered or incurred in relation thereto.
- 4.3 The Franchisee shall, on the occurrence of any of the circumstances specified in paragraph 4.1 in relation to any other Train Operator who is a party to a Property Lease to which the Franchisee is also party, agree to the assignment of such Train Operator's interest under the relevant Property Lease to the Secretary of State or as he may direct, subject, where applicable, to the consent of Network Rail. The provisions of paragraph 4.2 shall apply to any such assignment.
- 4.4 The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to assign its interest or agree to the assignment of another Train Operator's interest under this paragraph 4.

5. **Station and Depot Leases**

- 5.1 The Franchisee shall at all times enforce its rights under each Station Lease and Depot Lease.
- 5.2 The Franchisee shall not:
- (a) terminate or agree to terminate in whole or in part, or take or omit to take any other action which might result in the termination of any Station Lease or Depot Lease;
 - (b) assign all or part of its interest under any Station Lease or Depot Lease; or
 - (c) sublet the whole or substantially the whole of the property comprised in any Station Lease or Depot Lease,

except to the extent that the Secretary of State may otherwise agree from time to time (such agreement not to be unreasonably withheld if the Franchisee has made arrangements, reasonably satisfactory to the Secretary of State, for the continued operation of such Station or Depot (as the case may be) for the remainder of the Franchise Term or if consent to the Closure of the relevant Station or Depot has been granted).

6. Station Subleases

6.1 Unless the Secretary of State agrees otherwise, the Franchisee shall not sublet to any of its Affiliates any part of the property comprised in any Property Lease except on terms that any such subletting:

- (a) (other than any subletting to an Affiliate which is a Train Operator) is terminable without compensation immediately upon the termination of the Franchise Agreement; and
- (b) is excluded from the provisions of Part II of the Landlord and Tenant Act 1954 and the Tenancy of Shops (Scotland) Act 1949.

6.2 If so requested by the Secretary of State, the Franchisee shall:

- (a) extend each Station Sublease on the same terms for such period as the Secretary of State may request (including a period equivalent to the franchise term of the Train Operator who is the lessee under such Station Sublease); and
- (b) if such Station Sublease terminates (which for the purposes of this paragraph 6.2(b) shall include the termination, at or around the time of termination of the Previous Franchise Agreement, of a station sublease in respect of which the Franchisee was the lessor), grant a new Station Sublease on the same terms to such Train Operator and for such period as the Secretary of State may request (including a period equivalent to the franchise term of the Train Operator who is the lessee under such Station Sublease),

subject, where required, to the consent of Network Rail (and, if required, the relevant sub-lessee) and to the duration of the relevant Station Lease.

6.3 The Franchisee shall notify the Secretary of State immediately on it becoming aware of any event which might give the Franchisee a right to forfeit or terminate any Station Sublease. The Franchisee shall notify the Secretary of State if it wishes to forfeit or terminate any such Station Sublease but shall not (without the Secretary of State's prior written consent) effect such forfeiture or termination until the date which occurs three (3) months after the date of such notice.

Schedule 2.3
Other Franchisees

1. Other Franchisees

- 1.1 If the franchise agreement of another franchisee terminates or a railway administration order is made in respect of another franchisee, the Franchisee shall co-operate with any reasonable request of the Secretary of State to ensure:
- (a) that the services provided or operated by such other franchisee may continue to be provided or operated by any successor Train Operator or the railway administrator; and
 - (b) that the benefit of any arrangements between the Franchisee and such other franchisee which were designated as a key contract under such franchise agreement immediately prior to its termination or to a railway administration order being made will continue to be provided to any successor Train Operator or to the railway administrator.
- 1.2 The benefit of any arrangements of the type referred to in paragraph 1.1(b) shall be provided on substantially the same terms as previously obtained by the relevant franchisee, subject to clause 14.8 (Arm's length dealings) and paragraph 1.3 of this Schedule 2.3, provided that the Secretary of State may exclude or modify any terms agreed or amended by such franchisee in the twelve (12) months preceding the date on which such franchisee's franchise agreement was terminated or the date on which the relevant railway administration order was made which were, in the Secretary of State's reasonable opinion, to the material detriment of such franchisee's business. The benefit of such arrangements shall be provided for such period as the Secretary of State may reasonably require to allow the relevant Train Operator or railway administrator to renegotiate such arrangements or make alternative arrangements.
- 1.3 The Franchisee shall notify the Secretary of State of its intention to terminate any contract with any other Train Operator which is designated as a **"Key Contract"** under that Train Operator's franchise agreement and shall give that Train Operator sufficient notice to enable it to make suitable alternative arrangements for its passengers without causing disruption to the railway passenger services provided by such Train Operator.
- 1.4 If the franchise agreement of another franchisee terminates in contemplation of the entry into or entry into effect of a new franchise agreement with the same franchisee in respect of all or a material part of the relevant railway passenger services, the Franchisee shall waive any event of default or other right it may have to terminate any agreement with such franchisee arising out of such termination, provided that the entry into or entry into effect of such new franchise agreement takes place.
- 1.5 References in this paragraph 1 to **"a franchisee"** include references to any franchise operator of that franchisee.

Schedule 2.4
Not Used

Schedule 2.5
Transport, Travel and Other Schemes

1. Local Authority Concessionary Travel Schemes

1.1 The Franchisee shall:

- (a) subject to paragraph 1.2, participate in and comply with its obligations under:
 - (i) the concessionary travel schemes listed in Appendix 1 (List of Transport, Travel and Other Schemes) to this Schedule 2.5; and
 - (ii) any other concessionary travel scheme which the Franchisee is required to participate in during the Franchise Term pursuant to paragraph 1.1(b); and
- (b) subject to paragraph 1.3, if so requested by the Secretary of State, participate in and comply with its prospective obligations under:
 - (i) any concessionary travel scheme listed in the Franchise Agreement the terms of which have been amended since the date of the Franchise Agreement;
 - (ii) such other concessionary travel schemes as any relevant Local Authority may require or request it to participate in.

1.2 Subject to the terms of the relevant concessionary travel scheme, the Franchisee shall be entitled to cease to participate in any scheme referred to in paragraph 1.1(a) where, in the reasonable opinion of the Secretary of State:

- (a) the Franchisee's continuing participation in such scheme; and/or
- (b) the obligations assumed by the relevant Local Authority in connection therewith,

each pursuant to Part II of the Travel Concession Schemes Regulations 1986 (SI 1986/77) (the "**Regulations**"), would fail to leave the Franchisee financially no worse off (following consideration of the application of the reimbursement test in paragraph 5(2) of the Regulations) than it was immediately following the Start Date.

1.3 The Secretary of State shall not require the Franchisee to participate in any scheme referred to in paragraph 1.1(b) where the Secretary of State is reasonably satisfied that:

- (a) the reimbursement arrangements with respect to the Franchisee's participation in any such scheme; and/or

- (b) the obligations to be assumed by such Local Authority in connection therewith,

each pursuant to the Regulations would fail to leave the Franchisee financially no worse off (following consideration of the application of the reimbursement test in paragraph 5(2) of the Regulations) as a result of such participation.

- 1.4 The Secretary of State shall consult the Franchisee before making any request of the Franchisee to participate in any amended or new concessionary travel scheme pursuant to paragraph 1.1(b) and shall allow the Franchisee a reasonable opportunity to make representations to him with respect to any such participation.
- 1.5 The Franchisee shall supply to the Secretary of State, in respect of any concessionary travel schemes referred to in paragraph 1.1(b), such information within such period as the Secretary of State may reasonably require for the purposes of determining whether or not the Franchisee is or will be financially no worse off (following consideration of the application of the reimbursement test in paragraph 5(2) of the Regulations) as a consequence of its participation in any such scheme, and/or the obligations assumed by such Local Authority in connection therewith.
- 1.6 If the Secretary of State and the Franchisee are unable to agree whether the Franchisee will be financially no worse off (following consideration of the application of the reimbursement test in paragraph 5(2) of the Regulations), the Secretary of State and the Franchisee may resolve such dispute in accordance with the Dispute Resolution Rules.

2. **Multi-modal Fares Schemes**

- 2.1 The Franchisee shall:

- (a) subject to paragraph 2.2, participate in and comply with its obligations under:
- (i) the multi-modal fares schemes set out in paragraph 2 of Appendix 1 (List of Transport, Travel and Other Schemes) to this Schedule 2.5; and
 - (ii) any other multi-modal fares scheme which the Franchisee is required to participate in during the Franchise Term pursuant to paragraph 2.1(b); and
- (b) subject to paragraph 2.3, if so requested by the Secretary of State, participate in and comply with its prospective obligations under:
- (i) any multi-modal fares scheme set out in paragraph 2 of Appendix 1 (List of Transport, Travel and Other Schemes) to this Schedule 2.5, the terms of which have been amended since the date of signature of this Agreement; and

- (ii) such other multi-modal fares schemes as any relevant Local Authority may require or request it to participate in.
- 2.2 Subject to the terms of the relevant multi-modal fares scheme, the Franchisee shall be entitled to cease to participate in any scheme referred to in paragraph 2.1(a) where, in the reasonable opinion of the Secretary of State:
 - (a) the Franchisee's continuing participation in such scheme; and/or
 - (b) the obligations assumed by the relevant Local Authority in connection therewith,

would fail, by way of distribution of income or otherwise, to render the Franchisee financially no worse off.
- 2.3 The Secretary of State shall not require the Franchisee to participate in any scheme referred to in paragraph 2.1(b) where the Secretary of State is reasonably satisfied that the Franchisee's participation in any such scheme and/or the obligations to be assumed by the relevant Local Authority in connection therewith, would fail, by way of distribution of income or otherwise, to render the Franchisee financially no worse off.
- 2.4 In determining whether the Franchisee shall, pursuant to paragraph 2.2, continue to participate or, pursuant to paragraph 2.3, participate in any multi-modal fares scheme, the Secretary of State shall construe the term **"financially no worse off"** to mean:
 - (a) in respect of any multi-modal fares scheme set out in paragraph 2 of Appendix 1 (List of Transport, Travel and Other Schemes) to this Schedule 2.5, that the Franchisee incurs no greater financial loss than the financial loss (if any) incurred by the Franchisee at the Start Date under that scheme, as adjusted by reference to any change in the level of prices according to the Retail Prices Index since such date;
 - (b) in respect of any multi-modal fares scheme which replaces and (in the Secretary of State's reasonable opinion) is reasonably similar to any such scheme as may be set out in paragraph 2 of Appendix 1 (List of Transport, Travel and Other Schemes) to this Schedule 2.5, that the Franchisee incurs no greater financial loss than the financial loss (if any) incurred by the Franchisee at the Start Date under the replaced scheme, as adjusted by reference to any change in the level of prices according to the Retail Prices Index since such date; and
 - (c) in respect of any multi-modal fares scheme which does not replace or which does replace but which is not (in the Secretary of State's reasonable opinion) reasonably similar to any such scheme or schemes as may be set out in paragraph 2 of Appendix 1 (List of Transport, Travel and Other Schemes) to this Schedule 2.5, such reimbursement arrangements as agreed by the relevant parties to

such multi-modal fares schemes (or on failure to agree, as determined by the Secretary of State).

- 2.5 The Secretary of State shall consult the Franchisee before making any request of the Franchisee to participate in any amended or new multi-modal fares scheme pursuant to paragraph 2.1(b) and shall allow the Franchisee a reasonable opportunity to make representations to it with respect to any such participation.
- 2.6 The Franchisee shall supply to the Secretary of State, in respect of any multi-modal fares schemes referred to in paragraph 2.1 such information within such period as the Secretary of State may reasonably require for the purposes of determining whether or not the Franchisee is or will be financially no worse off as a consequence of its participation in any such scheme and/or the obligations to be assumed by the relevant Local Authority in connection therewith.
- 2.7 If the Secretary of State and the Franchisee are unable to agree whether the Franchisee will be financially no worse off, the Secretary of State and the Franchisee may resolve such dispute in accordance with the Dispute Resolution Rules.

3. **Discount Fare Schemes**

3.1 If the Secretary of State:

- (a) effects, or proposes to effect, an amendment to a Discount Fare Scheme;
- (b) introduces any new Discount Fare Scheme; or
- (c) ceases to approve a Discount Fare Scheme,

for the purposes of Section 28 of the Act, such amendment, intended amendment, introduction or cessation of approval shall be a Change.

- 3.2 The Secretary of State shall provide a reasonable opportunity to the Franchisee to make representations to him before amending, introducing or ceasing to approve a Discount Fare Scheme pursuant to paragraph 3.1.
- 3.3 The Franchisee shall supply to the Secretary of State, in respect of any Discount Fare Scheme referred to in paragraph 3.1, such information within such period as the Secretary of State may reasonably require for the purposes of determining the financial effect of any such amendment, intended amendment, introduction or cessation of approval.

4. **Inter-Operator Schemes**

- 4.1 The Franchisee shall participate in and comply with its obligations under the terms of each of the Inter-Operator Schemes.

- 4.2 Without limiting paragraphs 4.1 and 4.3, the Franchisee agrees to be bound by Parts IV and V of Chapter 4 of the Ticketing and Settlement Agreement and shall not amend, or agree or propose to amend, the Ticketing and Settlement Agreement without the prior written consent of the Secretary of State.
- 4.3 The Franchisee shall not amend, or agree or propose to amend, any Inter-Operator Scheme other than in accordance with its terms.
- 4.4 The Franchisee shall:
 - (a) provide reasonable notice to the Secretary of State of any proposal to amend any Inter-Operator Scheme which it intends to make or of which it receives notification and which, in its opinion, is reasonably likely to materially affect the provision of the Franchise Services; and
 - (b) have regard to the Secretary of State's views in respect of any such proposal.
- 4.5 If an amendment is effected or proposed to be effected to an Inter-Operator Scheme which requires the consent or approval of the Secretary of State in accordance with the terms thereof, such amendment shall be treated as a Change to the extent and only to the extent that the Franchisee makes a saving as a consequence of such amendment or proposed amendment.

APPENDIX 1 TO SCHEDULE 2.5
List of Transport, Travel and Other Schemes

1. Local Authority Concessionary Travel Schemes

1.1 Each of the following concessionary travel schemes:

- (a) the London Concessionary Fares Scheme;
- (b) the West Midlands Combined Authority Concessionary Fares Scheme
- (c) the Central Bedfordshire Council Concessionary Fares Scheme;
- (d) the Hertfordshire County Council Concessionary Fares Scheme;
- (e) the Milton Keynes Council concessionary fares scheme;
- (f) Merseytravel Concessionary Pass Scheme;
- (g) any other concessionary travel scheme which the Franchisee is required to participate in during the Franchise Term pursuant to paragraph 1.6.

2. Multi-modal Fares Schemes

2.1 Each of the following travel schemes:

- (a) The West Midlands Combined Authority Centrocard Scheme
- (b) any other multi-modal fares travel scheme which the Franchisee is required to participate in during the Franchise Term pursuant to paragraph 2.7.

3. Discount Fare Schemes

3.1 Each of the following schemes:

- (a) ATOC Disabled Persons Railcard Scheme dated 23 July 1995 between the participants therein;
- (b) ATOC Young Persons Railcard Scheme dated 23 July 1995 between the participants therein; and
- (c) ATOC Senior Railcard Scheme dated 23 July 1995 between the participants therein; or
- (d) any other discount fare scheme approved from time to time by the Secretary of State for the purposes of Section 28 of the Act,

in each case until such time as it may cease to be approved by the Secretary of State for the purposes of Section 28 of the Act.

4. Inter-Operator Schemes

4.1 Each of the following schemes which relate to arrangements between the Franchisee and other participants in the railway industry:

- (a) ATOC Staff Travel Scheme dated 23 July 1995 between the participants named therein;
- (b) Ticketing and Settlement Agreement;
- (c) ATOC LRT Scheme dated 23 July 1995 between the participants named therein;
- (d) Travelcard Agreement dated 15 October 1995 between London Regional Transport and the parties named therein;
- (e) Through Ticketing (Non-Travelcard) Agreement dated 15 October 1995 (as amended and restated) between London Regional Transport and the parties named therein;
- (f) National Rail Enquiry Scheme dated 11 June 1996 between the participants named therein;
- (g) the Pay As You Go Agreement;
- (h) the CPAY Agreement;
- (i) any other scheme, agreement and/or contract of a similar or equivalent nature as may from time to time during the Franchise Period amend, replace or substitute, in whole or in part, any of such schemes, agreements and/or contracts;
- (j) any Discount Fare Scheme; and
- (k) ²¹ **any scheme, agreement and/or contract, introduced on or about 1 September 2019, to enable 16 and 17 year olds to obtain a Child Price in respect of any Fare.**

²¹ 23 August 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

SCHEDULE 3

Priced Options

Part 1:	Priced Options
Part 2:	List of Priced Options
Part 3:	Price in respect of the Priced Options

Part 1 to Schedule 3**Priced Options****1. Definitions**

- 1.1 For the purposes of this Schedule 3, the following words and expressions shall have following meanings:

"Priced Option"	means any of the options set out in Part 2 (List of Priced Options) of this Schedule 3
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2. List of Priced Options

Part 2 (List of Priced Options) of this Schedule 3 contains a list of the Priced Options agreed as at the date of the Franchise Agreement, and the terms upon which the Secretary of State may exercise each such Priced Option.

3. Terms on which Priced Option may be called

- 3.1 Subject to paragraph 3.2, the Secretary of State may call any Priced Option by serving written notice on the Franchisee:

- (a) at any time on or prior to the last date for the call of such Priced Option and on terms of such Priced Option, in which case the terms of such Priced Option, including the agreed cost and revenue amounts for that Priced Option, shall apply and the Franchisee shall implement such Priced Option in accordance with those terms; or
- (b) at any time after the last date for the call of such Priced Option and/or on different terms to those specified within such Priced Option, in which case such call shall be a Change.

- 3.2 The Secretary of State may only call one of the Priced Options listed in Part 2 to Schedule 3.

4. Not Used.

5. Not Used.

Part 2 to Schedule 3**List of Priced Options****1. Priced Option 1: Barlaston station****1.1 Description of Priced Option**

This Priced Option relates to:

- (a) the reinstatement of the platforms at Barlaston station in a cost-effective manner to a standard which is approved by Network Rail and meets the needs of the relevant community and passengers, taking into account the guidance and standards contained in the following documents:
 - (i) Station Design Principles for Network Rail;
 - (ii) The Department for Transport and Transport Scotland's Design Standards for Accessible Railway Stations;
 - (iii) Rail Delivery Group's Vision for Stations;
 - (iv) the guidance on providing a safe standing space for passengers at platforms served by lines with a permissible line speed of over 100 mph contained in the Rail Safety & Standards Board Guidance Note GI/GN 7616 'Guidance on interface between station platform, track and trains'; and
 - (v) any other Relevant Network Rail standards,(each as updated from time to time); and
- (b) a change to the stopping pattern of the Birmingham to Crewe service so that it calls at Barlaston station once per hour in both directions.

1.2 Price for exercising this Priced Option

Where this Priced Option is called in accordance with its terms, the price for this Priced Option shall be the price set out in Table 1 in Part 3 to this Schedule 3 and adjustments to the Franchise Payments shall be made accordingly.

1.3 Timescale for implementing this Priced Option from the date it is called

Provided that the Secretary of State has called this Priced Option by no later the date set out in paragraph 1.6 of Part 2 of this Schedule 3, the Franchisee shall procure that this Priced Option is implemented by the Passenger Change Date in December 2019.

1.4 Not used**1.5 Other effects on the Franchise Agreement**

The other effects on the Franchise Agreement shall be the need to make such consequential amendments to the rights and obligations of the parties which may include the Train Service Requirement and the Train Plan as are reasonably required to give effect to the implementation of this Priced Option. The AFC Plan contained in the Funding Deed will be updated to reflect any additional AFC requirements of the Priced Option called.

1.6 Latest date for calling this Priced Option to maintain the price in paragraph 1.2

²²**The latest date on which the Secretary of State may call this Priced Option in order to maintain the price quoted at paragraph 1.2 is 28 February 2018.**

2. Priced Option 2: Wedgwood station

2.1 Description of Priced Option

This Priced Option relates to:

(a) the reinstatement of the platforms at Wedgwood station in a cost-effective manner to a standard which is approved by Network Rail and meets the needs of the relevant community and passengers, taking into account the guidance and standards contained in the following documents:

- (i) Station Design Principles for Network Rail;
- (ii) The Department for Transport and Transport Scotland's Design Standards for Accessible Railway Stations;
- (iii) Rail Delivery Group's Vision for Stations;
- (iv) the guidance on providing a safe standing space for passengers at platforms served by lines with a permissible line speed of over 100 mph contained in the Rail Safety & Standards Board Guidance Note GI/GN 7616 'Guidance on interface between station platform, track and trains'; and
- (v) any other Network Rail standards,

(each as updated from time to time); and

(b) a change to the stopping pattern of the Birmingham to Crewe service so that it calls at Wedgwood station once per hour in both directions.

2.2 Price for exercising this Priced Option

Where this Priced Option is called in accordance with its terms, the price for this Priced Option shall be the price set out in Table 2 in Part 3 to this

²² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

Schedule 3 and adjustments to the Franchise Payments shall be made accordingly.

2.3 Timescale for implementing this Priced Option from the date it is called

Provided that the Secretary of State has called this Priced Option by no later than the date set out in paragraph 2.6 of Part 2 of this Schedule 3, the Franchisee shall procure that this Priced Option is implemented by the Passenger Change Date in December 2019.

2.4 Not used

2.5 Other effects on the Franchise Agreement

The other effects on the Franchise Agreement shall be the need to make such consequential amendments to the rights and obligations of the parties which may include the Train Service Requirement and the Train Plan as are reasonably required to give effect to the implementation of this Priced Option. The AFC Plan contained in the Funding Deed will be updated to reflect any additional AFC requirements of the Priced Option called.

2.6 Latest date for calling this Priced Option to maintain the price in paragraph 2.2

²³**The latest date on which the Secretary of State may call this Priced Option in order to maintain the price quoted at paragraph 2.2 is 28 February 2018.**

²³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

Part 3 to Schedule 3

Price in respect of the Priced Options

1. Priced Option 1

The table below sets out the increment to the figures for calculation of the Annual Franchise Payments set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments) where this Priced Option is to be implemented by the date set out in paragraph 1.3 of Part 2 of this Schedule 3.

Table 1

Year		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
From	To	Franchisee Year	FXD	VCRPI	VCAWE	PRPI	ORRPI	PRRPI _{GDP}	PRRPI _{CLE}	PRRPI _{REM}
[REDACTED] ²⁴ ²⁵	[REDACTED]	[REDACTED]	-	-	-	-	-	-	-	-
[REDACTED]	[REDACTED]	[REDACTED]	-	-	-	-	-	-	-	-
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]

24 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

²⁵ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

2. Priced Option 2

The table below sets out the increment to the figures for calculation of the Annual Franchise Payments set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments) where this Priced Option is to be implemented by the date set out in paragraph 2.3 of Part 2 of this Schedule 3.

Table 2

Year		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
From	To	Franchisee Year	FXD	VCRPI	VCAWE	PRPI	ORRPI	PRRPI _{GDP}	PRRPI _{CLE}	PRRPI _{REM}
[REDACTED] ²⁶ ²⁷	[REDACTED]	[REDACTED]	-	-	-	-	-	-	-	-
[REDACTED]	[REDACTED]	[REDACTED]	-	-	-	-	-	-	-	-
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]

²⁶ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

²⁷ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

Year		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
From	To	Franchisee Year	FXD	VCRPI	VCAWE	PRPI	ORRPI	PRRPI _{GDP}	PRRPI _{CLE}	PRRPI _{REM}
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	-	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]

SCHEDULE 4
Accessibility and Inclusivity

Schedule 4:	Accessibility and Inclusivity
	Appendix 1: Minor Works
	Appendix 2: Accessible Transport Arrangements

SCHEDULE 4
Accessibility and Inclusivity

1. Relationship with other obligations relating to persons with disabilities

1.1 The Franchisee acknowledges that its obligations in this Schedule 4 are in addition to and do not limit its obligations to comply with:

- (a) the EA and any regulations imposed by it;
- (b) any applicable condition(s) in any of its Licences (including in respect of persons with disabilities); and
- (c) any other requirements of the Franchise Agreement.

1.2 This Schedule 4 sets out:

- (a) specific arrangements which apply in respect of physical alterations to stations to facilitate accessibility and use by Disabled Persons; and
- (b) specific obligations of the Franchisee directed at meeting the needs of persons with disabilities.

2. Physical Alterations and Accessibility of Stations

2.1 In respect of physical alteration works at stations to facilitate accessibility and use by Disabled Persons, it is acknowledged by the Franchisee that:

- (a) there is limited funding available to the Secretary of State to assist franchisees and/or franchise operators with the carrying out of those works;
- (b) consequently, there is a need for such works to be carried out over a period of time to reflect the availability of funding, and for such works to be prioritised with regard to where there is the greatest need and/or where physical alterations can have the greatest effect; and
- (c) the Secretary of State's national programme of works of physical alterations at stations addresses these issues in a structured way.

2.2 The Franchisee shall:

- (a) co-operate reasonably with and assist the Secretary of State in the development and furtherance by the Secretary of State of the programme described in paragraph 2.1(c) by providing to the Secretary of State:
 - (i) information concerning the usage of Stations (including, where and to the extent reasonably practicable, usage of Stations by Disabled Persons); and

- (ii) advice as to the most economical way in which accessibility for Disabled Persons could, in the Franchisee's reasonable opinion, be improved at Stations;
 - (b) co-operate reasonably with other Train Operators and/or Network Rail to seek to ensure that, where it would be advantageous to do so, having regard to the needs of Disabled Persons, any planned work on the Stations to facilitate accessibility and use by Disabled Persons is, so far as reasonably practicable, co-ordinated with other work to be carried out at the Stations and/or other parts of the network; and
 - (c) use all reasonable endeavours to secure sources of grant funding (other than from itself or an Affiliate) for improving accessibility for Disabled Persons at Stations (in addition to any funding secured through the Secretary of State pursuant to paragraph 2.5), including from Local Authorities, local development agencies and the National Lottery Commission. The Franchisee shall notify the Secretary of State of:
 - (i) any such additional funding which it secures; and
 - (ii) the terms on which such additional funding has been granted.
- 2.3 In participating in any multi-modal fares scheme, the Franchisee shall use all reasonable endeavours to secure, through the planning and development of such scheme, improvements in disabled access to the entrances of any relevant station, including within and in the immediate proximity of such station.
- 2.4 If, during the Franchise Term:
- (a) the Franchisee has complied with its obligations in Section 20(4) and Section 20(9), as varied by paragraph 2(3) of Schedule 2, of the EA (to take such steps as are reasonable to provide a reasonable alternative method of making services at a Station accessible to a Disabled Person to avoid a Disabled Person being placed at a substantial disadvantage by a physical feature at a Station) and its obligations in paragraph 2.7 concerning Minor Works; and
 - (b) notwithstanding such compliance, the Franchisee reasonably considers it is still required to carry out or procure physical works of alteration at a Station in order to comply with the EA Requirements in respect of that Station, and, in so carrying out or procuring, would incur expenditure which it would not otherwise have an obligation to incur,
- the Franchisee may seek funding from the Secretary of State in respect of that expenditure.
- 2.5 If the Franchisee seeks funding from the Secretary of State under paragraph 2.4, and demonstrates to the Secretary of State's satisfaction

that the criteria in paragraph 2.4 have been satisfied, then the Secretary of State may agree to adjust the amount of Franchise Payments in respect of some or all of the works and/or expenditure. In considering his response to any such request, the Secretary of State will have regard to the availability of funding and the priorities set out in the national programme described in paragraph 2.1(c), together with any other available sources of funding described in paragraph 2.2(c). If and to the extent the Secretary of State agrees to adjust Franchise Payments in accordance with this paragraph 2.5 in any Franchisee Year:

- (a) the Secretary of State shall make such adjustment to the Franchise Payments; and
- (b) the Franchisee shall spend such additional funds:
 - (i) in order to comply with the EA Requirements referred to in paragraph 2.4(b); and
 - (ii) in accordance with any conditions the Secretary of State may notify the Franchisee of.

2.6 If and to the extent the Franchisee is required to pay any increased access charges as a result of additional expenditure required to be incurred by another station Facility Owner for the purpose of complying with the EA Requirements in respect of a Franchisee Access Station, provided that the Franchisee:

- (a) notifies the Secretary of State within seven (7) days of becoming aware of any proposal for the increase in such charges (or the works to which they relate); and
- (b) complies with the Secretary of State's reasonable directions regarding the exercise of any rights the Franchisee may have in respect thereof,

the imposition of the increased access charges shall be a Change.

2.7 The Franchisee shall:

- (a) establish and manage the Minor Works' Budget to fund the carrying out of Minor Works. For the purposes of this paragraph 2.7, Minor Works means small scale physical alterations or additions to improve accessibility of Stations to Disabled Persons, not involving substantial works of construction or reconstruction. The Minor Works:
 - (i) may, but shall not necessarily include, the Minor Works described in Appendix 1 (Minor Works) to this Schedule 4;
 - (ii) shall not include any works which Network Rail, the Franchisee or any other person has a separate obligation to carry out, except where:

- (A) such obligation is an obligation of the Franchisee under the EA; or
 - (B) the inclusion of such works would lead to the acceleration of the timescale for their completion and the Secretary of State gives his consent pursuant to paragraph 2.7(a) (iii);
 - (iii) shall only include works other than those permitted by paragraphs 2.7(a)(i) and 2.7(a)(ii) with the prior consent of the Secretary of State; and
 - (iv) must comply with the standards provided for in the Code of Practice, unless otherwise agreed with the prior consent of the Secretary of State;
- (b) as soon as reasonably practicable (and in any event within four (4) months) after the Start Date and thereafter before the start of each Franchisee Year:
- (i) develop a Minor Works' Programme and consult with the Disabled Persons Transport Advisory Committee and relevant Passengers' Council in relation thereto;
 - (ii) in conjunction with its activities in paragraph 2.7(b)(i), and, consistent with its obligations under paragraph 2.2(b), liaise with Network Rail and other Train Operators as necessary with regard to the determination and implementation of each Minor Works' Programme; and
 - (iii) following the consultation and liaison described in paragraphs 2.7(b) (i) and 2.7(b) (ii), obtain the Secretary of State's prior approval (such approval not to be unreasonably withheld) of each Minor Works' Programme;
- (c) carry out or procure the carrying out of the Minor Works' Programme in each Franchisee Year and in doing so, spend at least the amount of the Minor Works' Budget for the relevant Franchisee Year in such Franchisee Year (unless otherwise agreed by the Secretary of State);
- (d) report progress to the Secretary of State in determining and carrying out the Minor Works' Programme no less than once every three (3) Reporting Periods; and
- (e) co-operate, as the Secretary of State may reasonably require, with Network Rail or any other person seeking to carry out or procure Minor Works at the Stations or any other stations.

3. Dealing with Claims relating to Stations

- 3.1 If the Franchisee receives notification of a claim under the EA in respect of any alleged non-compliance with the EA Requirements or otherwise in respect of any Station (an "**EA Claim**") then the Franchisee shall:
- (a) notify the Secretary of State within seven (7) days of receiving notification of the EA Claim. The Franchisee shall at the same time notify the Secretary of State of any reasonable alternative methods of making services at the Station accessible to Disabled Persons that it has considered and/or put in place pursuant to Section 20(4) and Section 20(9), as varied by paragraph 2(3) of Schedule 2, of the EA;
 - (b) if required by the Secretary of State, defend the EA Claim or any aspect of the EA Claim (which may include appealing the judgment). The Secretary of State will, subject to paragraph 3.4, pay the Franchisee's reasonable costs of:
 - (i) any defence or appeal required by the Secretary of State; and/or
 - (ii) compliance with the Secretary of State's instructions in accordance with paragraph 3.1(c); and
 - (c) act in accordance with the reasonable instructions of the Secretary of State to defend the EA Claim (or any aspect of it) as required under paragraph 3.1(b) and shall not (without the prior consent of the Secretary of State) settle or enter into any compromise in relation to the EA Claim (or the relevant aspect of it), including by entering into mediation.
- 3.2 If, in the reasonable opinion of the Franchisee, it will be more cost effective to settle the EA Claim rather than act in accordance with the Secretary of State's requirement under paragraph 3.1, it shall produce for the Secretary of State's approval a settlement proposal, setting out the terms of the Franchisee's proposals to make an offer to the Disabled Person making the EA Claim and its reasons for making such offer (the "**Settlement Proposal**").
- 3.3 If the Secretary of State does not accept the Settlement Proposal and still requires the Franchisee to defend the EA Claim (or any aspect of it) then the Franchisee shall defend the EA Claim in accordance with paragraph 3.1.
- 3.4 If the Franchisee is required to defend an EA Claim where it has submitted a Settlement Proposal to the Secretary of State and an award is made in respect of the EA Claim in favour of the person bringing it which is higher than the figure set out in the Settlement Proposal, then, subject to paragraph 3.5, the Secretary of State shall pay to the Franchisee:
- (a) the difference between such an award and the figure set out in the Settlement Proposal; and

- (b) the further reasonable costs incurred or payable by the Franchisee in defending the EA Claim, to the extent that such costs have not already been paid by the Secretary of State under paragraph 3.1(b).
- 3.5 The Secretary of State shall not have any obligation to make the payments described in paragraphs 3.1(b) or 3.4 where it is determined or, if no declaration or determination by the court on this point has been sought or made, the Secretary of State, in his reasonable opinion, considers that the Franchisee has not taken such steps as it is reasonable, in all the circumstances of the case, for it to take to provide a reasonable alternative method of making services at the Station accessible to Disabled Persons.
4. **Specific additional obligations relating to persons with disabilities**
- 4.1 The Franchisee shall establish and implement procedures necessary to:
- (a) record the making of reservations for seating accommodation for and/or the provision of assistance to, persons with disabilities which are made through the Passenger Assistance (or whatever service may replace it from time to time for the purposes of ORR's most recent guidance on Disabled People's Protection Policies);
 - (b) record whether such seating accommodation and/or assistance is actually provided; and
 - (c) provide such records to the Secretary of State on his request.
- 4.2 Any helpline established by the Franchisee for the purposes of making reservations for seating accommodation for and/or the provision of assistance to, persons with disabilities shall be provided free of charge.
- 4.3 Where the Franchisee's Disabled People's Protection Policy:
- (a) has been established before the date of the Franchise Agreement; and
 - (b) has not been revised and approved by the ORR to take into account the ORR's most recent published guidance on Disabled People's Protection Policies as at the date of the Franchise Agreement,
- the Franchisee shall within six (6) months of the date of the Franchise Agreement revise its Disabled People's Protection Policy such that it complies with that guidance, and obtain the ORR's approval of the revised version.
- 4.4 The Franchisee shall comply with the requirements set out in Appendix 2 (Accessible Transport Arrangements) to this Schedule 4 in respect of the provision of accessible transport arrangements for persons with disabilities.

APPENDIX 1 TO SCHEDULE 4
Minor Works

1. Providing additional signage, where it does not currently exist, to allow better way finding around the Station by Disabled Persons.
2. Removing:
 - 2.1 thresholds (above 15 millimetres) which do not comply with the Code of Practice; or
 - 2.2 fewer than three steps,from the entrances to booking halls or platforms to enable those facilities to have step-free access.
3. Providing contrasting manifestations on glazed areas where contrasting manifestations do not currently exist.
4. Providing additional handrails around the Station where handrails do not currently exist and where the Franchisee reasonably believes they may be required by a Disabled Person.
5. Providing new accessible stair nosings where stair nosings do not currently exist.
6. Providing new tactile surfaces, including at the top and bottom of flights of steps (but excluding at platform edges) where tactile surfaces do not currently exist.
7. Providing additional seating that is accessible to Disabled Persons, but not replacing existing seating.
8. Providing induction loops for ticket office windows where induction loops do not currently exist.
9. Replacing non-standard fittings with fittings that are compliant with the Code of Practice in existing disabled toilets, which would include replacing non-standard fittings in respect of toilet bowls and sinks, but would not include making major changes to plumbing or to the dimensions of the toilet area.
10. Providing dropped kerbs at drop off/set down points or Station car parks to enable access/egress thereto where dropped kerbs do not currently exist.
11. Marking out existing car-parking bays for use by persons with disabilities which comply with the Code of Practice, where such car parking bays do not currently comply.

APPENDIX 2 TO SCHEDULE 4
Accessible Transport Arrangements

1. References in this Appendix 2 to Schedule 4 (Accessibility and Inclusivity) to passengers are references to passengers with disabilities who are wheelchair users or otherwise severely mobility impaired.
2. Subject to paragraph 4, where:
 - 2.1 a passenger wants to travel on a Passenger Service; and
 - 2.2 the design of the station at which the passenger's journey on such Passenger Service is to start (the "**Departure Station**") or finish (the "**Destination Station**") prevents the passenger from using that station to access or disembark from that Passenger Service,

the Franchisee shall provide accessible transport arrangements for that passenger in accordance with paragraph 3.
3. The Franchisee shall provide accessible transport arrangements for the passenger referred to in paragraph 2:
 - 3.1 from the Departure Station to the next station at which the Passenger Service is scheduled to call and at which it is possible for the passenger to access that Passenger Service;
 - 3.2 to the Destination Station, from the station closest to such station at which the Passenger Service is scheduled to call and which it is possible for the passenger to use to disembark from that Passenger Service; and/or
 - 3.3 to or from such other station as the Franchisee may, having regard to the journey and the needs of the passenger, agree,

and, in any case, at no cost additional to the price of the Fare which would otherwise be payable for the passenger's rail journey.
4. The Franchisee's obligations under this Appendix 2 to Schedule 4 (Accessibility and Inclusivity) are subject to:
 - 4.1 reasonable prior notice of the passenger's requirement for accessible transport arrangements; and
 - 4.2 the availability of suitable accessible transport arrangements (provided that the Franchisee has used all reasonable endeavours to ensure that it has arrangements in place to meet requirements for the provision of such accessible transport arrangements).

SCHEDULE 5
Fares and Smart Ticketing

Schedule 5.1:	Purpose, Structure and Construction
Schedule 5.2:	Franchisee's Obligation to Create Fares
Schedule 5.3:	Allocation of Fares to Fares Baskets
Schedule 5.4:	Regulation of Fares Basket Values
Schedule 5.5:	Regulation of Individual Fares
Schedule 5.6:	Exceeding the Regulated Value or Regulated Price
Schedule 5.7:	Changes to Fares and Fares Regulation
Schedule 5.8:	Fares Regulation Information and Monitoring
Schedule 5.9:	Smart Ticketing

Schedule 5.1
Purpose, Structure And Construction

1. Purpose of Schedule 5

Purpose of provisions relating to Creating Fares

- 1.1 The purpose of Schedule 5.2 (Franchisee's Obligation to Create Fares) is to ensure that London Commuter Fares, West Midlands Commuter Fares and Protected Fares are Created in accordance with the Ticketing and Settlement Agreement and appropriate restrictions are placed on the Franchisee's ability to Create Fares.

Purpose of Fares Regulation

- 1.2 The purpose of Schedule 5.3 (Allocation of Fares to Fares Baskets) to Schedule 5.8 (Fares Regulation Information and Monitoring) (inclusive) is to provide for the regulation of Fares by the Secretary of State pursuant to Section 28 of the Act.
- 1.3 For the purpose of regulating Fares, each Fare that is to be regulated shall be allocated in accordance with this Schedule 5.1 to one of the following Fares Baskets:
- (a) the London Commuter Fares Basket;
 - (b) the West Midlands Commuter Fares Basket; or
 - (c) the Protected Fares Basket.
- 1.4 The Secretary of State's regulation of Fares places a limit on the Price of each Fare that is allocated by the Secretary of State to a Fares Basket. The limit on the Price of each Fare is set by reference to:
- (a) the overall increase of the Prices of all Fares in a Fares Basket; and
 - (b) the individual increase in the Price of each Fare in a Fares Basket.
- 1.5 Subject to the more detailed provisions of Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares):
- (a) the overall increase of the Prices of all Fares in a Fares Basket may not exceed the Retail Prices Index + k per cent. per annum in respect of each Fare Year; and
 - (b) the increase in the Price of any individual Fare in a Fares Basket may not exceed the Retail Prices Index + k per cent. + f per cent. per annum in respect of each Fare Year.

For the purposes of paragraph 1.5(a), "**k**" shall have the meaning given to it in paragraph 4.2 of Schedule 5.4 (Regulation of Fares Basket Values) and

for the purposes of paragraph 1.5(b) "k" and "f" shall each have the meaning given to each such term in paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares).

1.6 The Secretary of State may alter these limits, and other aspects of the regulation of Fares, in accordance with the more detailed provisions of Schedule 5.7 (Changes to Fares and Fares Regulation).

2. **Structure of Schedule 5**

2.1 Schedule 5.2 (Franchisee's Obligation to Create Fares) sets out or refers to the Franchisee's obligations to Create Fares.

2.2 Schedule 5.3 (Allocation of Fares to Fares Baskets) sets out the allocation of Fares to Fares Baskets.

2.3 Schedule 5.4 (Regulation of Fares Basket Values) sets out the limits applicable to the overall increase in Prices of all Fares in a Fares Basket.

2.4 Schedule 5.5 (Regulation of Individual Fares) sets out the limits applicable to the increase in the Price of any individual Fare in a Fares Basket.

2.5 Schedule 5.6 (Exceeding the Regulated Value or Regulated Price) sets out the consequences of the Franchisee exceeding:

(a) the Regulated Value of any Fares Basket; or

(b) the Regulated Price of any Fare.

2.6 Schedule 5.7 (Changes to Fares and Fares Regulation) sets out the Secretary of State's ability to vary the foregoing provisions.

2.7 Schedule 5.8 (Fares Regulation Information and Monitoring) sets out Fares regulation information and monitoring provisions.

2.8 Schedule 5.9 (Smart Ticketing) sets out provisions relating to the introduction of smart ticketing.

3. **Construction**

References to "Fare"

3.1 For the purposes of:

(a) Schedule 5.2 (Franchisee's Obligation to Create Fares), Fare shall have the wide meaning given to it in paragraph (a) of that definition; and

(b) Schedule 5.3 (Allocation of Fares to Fares Baskets) to Schedule 5.8 (Fares Regulation Information and Monitoring) (inclusive), Fare shall

have the narrow meaning given to it in paragraph (b) of that definition.

- 3.2 References in this Schedule 5 to a Fare shall, except to the extent the context otherwise requires, be construed as references to the Fare which is or can be Created by the Lead Operator for the Flow to which the Fare relates or, if such Flow is not a Compulsory Inter-available Flow, any Fare which the Franchisee has Created or can Create in respect of that Flow as the Secretary of State may specify.

Fares Documents

- 3.3 In the event that, in the Secretary of State's reasonable opinion, there is an immaterial inconsistency between the Fares or the maximum Price (as the case may be) for any Fare recorded by RSP in 2015 or the 2015 Nominal Ticket Sales:

- (a) described in or determined in accordance with this Schedule 5; and
- (b) described in the relevant Fares Document,

the relevant Fares Document shall prevail.

- 3.4 In the event that, in the Secretary of State's reasonable opinion, there is a material inconsistency between the Fares or the maximum Price (as the case may be) for any Fare recorded by RSP in 2015 or the 2015 Nominal Ticket Sales:

- (a) described in or determined in accordance with this Schedule 5; and
- (b) described in the relevant Fares Document,

this Schedule 5 shall prevail.

Setting of Child Prices

- 3.5 Any requirement under this Schedule 5 to set a Child Price in respect of a Fare shall be satisfied by the Franchisee Creating either:

- (a) a Fare which is only valid for use by persons under the age of 16; or
- (b) a Fare which is valid for use:
 - (i) by any person at a price; and
 - (ii) by persons under the age of 16 at a discounted price relative to the price set pursuant to paragraph 3.5(b) (i).

New Stations

3.6 Subject to paragraph 3.2, the Secretary of State may include within the definitions of:

- (a) Fares Basket;
- (b) London Commuter Fare;
- (c) West Midlands Commuter Fare; and
- (c) Protected Fare,

Fares to or from any New Station, on such basis as he may, after consultation with the Franchisee, reasonably determine and references in this Schedule 5 to Fares Basket, London Commuter Fare, West Midlands Commuter Fare, Protected Fare and Fares and other relevant definitions shall be construed accordingly.

Schedule 5.2
Franchisee's Obligation to Create Fares

1. Creation of London Commuter Fares, West Midlands Commuter Fares and Protected Fares

The Franchisee shall ensure that each London Commuter Fare, each West Midlands Commuter Fare and each Protected Fare has been Created, to the extent it is entitled or obliged to do so under the terms of the Ticketing and Settlement Agreement.

2. Restrictions on Creation of Fares

- 2.1 The Franchisee shall set the Child Price for any Fare that it Creates so that that Fare may be purchased by or for a person under the age of 16 for an amount which is no greater than fifty per cent. (50%) of the Price of the relevant Fare.
- 2.2 The Franchisee shall not Create or agree to Create any Fare or Discount Card with a validity of thirteen (13) or more months without the consent of the Secretary of State (such consent not to be unreasonably withheld).

Schedule 5.3

ALLOCATION OF FARES TO FARES BASKETS**1. Allocation of Fares to Fares Baskets**

- 1.1 On or prior to the Start Date the Secretary of State shall allocate each London Commuter Fare, each West Midlands Commuter Fare and each Protected Fare to the relevant Fares Basket in accordance with this Schedule 5.3.
- 1.2 Subject to paragraph 2, every London Commuter Fare shall be allocated by the Secretary of State to the London Commuter Fares Basket, every West Midlands Commuter Fare shall be allocated by the Secretary of State to the West Midlands Commuter Fares Basket and every Protected Fare shall be allocated by the Secretary of State to the Protected Fares Basket.

2. Designation of Non Fares Basket Fares

- 2.1 On or prior to the Start Date, the Secretary of State shall:
- (a) separately (or in aggregate with other Fares of the same type in the opposite direction or for similar journeys that have the same Price) rank, in descending order according to their Gross Revenue for the period of twelve (12) months which ended in 2015:
- (i) all London Commuter Fares;
 - (ii) all West Midlands Commuter Fares; and
 - (ii) all Protected Fares;
- (b) aggregate, following such ranking:
- (i) those London Commuter Fares with the lowest Gross Revenue, until the total of the aggregated Gross Revenue of such fares accounts for up to five per cent (5%) of the aggregate Reference Revenue of all London Commuter Fares;
 - (ii) those West Midlands Commuter Fares with the lowest Gross Revenue, until the total of the aggregated Gross Revenue of such fares accounts for up to five per cent (5%) of the aggregate Reference Revenue of all West Midlands Commuter Fares; and
 - (iii) those Protected Fares with the lowest Gross Revenue, until the total of the aggregated Gross Revenue of such fares accounts for up to five per cent (5%) of the aggregate Reference Revenue of all Protected Fares; and

- (c) designate, following such aggregation:
 - (i) those London Commuter Fares referred to in paragraph 2.1(b) (i) as Non Fares Basket Fares; and
 - (ii) those West Midlands Commuter Fares referred to in paragraph 2.1(b) (ii) as Non Fares Basket Fares;
 - (ii) those Protected Fares referred to in paragraph 2.1(b) (iii) as Non Fares Basket Fares.
- 2.2 Without prejudice to the Secretary of State's right to require the content of a Fares Basket to change at any time prior to the Start Date, or, thereafter, prior to the commencement of any Fares Setting Round, pursuant to paragraph 1 of Schedule 5.7 (Changes to Fares and Fares Regulation), any London Commuter Fare, West Midlands Commuter Fare or Protected Fare that is also designated as a Non Fares Basket Fare shall not be allocated to the relevant Fares Basket.
- 2.3 The Secretary of State may de-designate any Non Fares Basket Fare pursuant to paragraph 1.1(d) (iii) of Schedule 5.7 (Changes to Fares and Fares Regulation).

Schedule 5.4
REGULATION OF FARES BASKET VALUES

1. **Value of Fares Basket not to exceed Regulated Value**

Subject to paragraph 1.3 of Schedule 5.6 (Exceeding the Regulated Value, or Regulated Price) the Franchisee shall procure that the Value of a Fares Basket at any time in any Fare Year does not exceed its Regulated Value for that Fare Year.

2. **Value**

The Value of a Fares Basket at any time shall be the aggregate of the Projected Revenue of each Fare in that Fares Basket at that time.

3. **Projected Revenue**

The Projected Revenue of any Fare at any time shall be an amount equal to:

P x 2015 Nominal Ticket Sales	
Where:	
P	is the Price or Child Price (as the case may be) of that Fare at that time; and
2015 Nominal Ticket Sales	is the number of nominal ticket sales of that Fare for 2015, ascertained as follows:
	$\frac{A}{B}$
	where:
A	is the aggregate Gross Revenue recorded by RSP as attributable to sales of that Fare and any other Fare with which it was aggregated under paragraph 2.1(a) of Schedule 5.3 (Allocation of Fares to Fares Baskets) for the period of twelve (12) months which ended 2015; and
B	is the Price or Child Price (as the case may be) for that Fare recorded by RSP in 2015.

4. **Regulated Value**

4.1 The Regulated Value of a Fares Basket for any Fare Year shall be an amount equal to:

2015 Ticket Revenue x PPAI	
Where:	
2015 Ticket Revenue	is the aggregate Gross Revenue recorded by RSP as attributable to sales of all Fares in that Fares Basket for the period of twelve (12) months which ended 2015;
PPAI	is:

	where:	
	(a)	in respect of the Fare Year commencing 2015, the Permitted Aggregate Increase for that Fare Year; and
	(b)	in respect of each Fare Year commencing on or after 2015, the product of the Permitted Aggregate Increase for each Fare Year between that Fare Year and the Fare Year which begins on 2015 (inclusively).

4.2 The Permitted Aggregate Increase in any Fare Year shall be an amount equal to:

PAI =	$PAI = \frac{(100 \times RPI) + k}{100}$	
Where:		
PAI	is the Permitted Aggregate Increase in that Fare Year;	
RPI	is an amount equal to:	
	$\frac{RPI - 1}{RPI - 2}$	
	where:	
	RPI - 1	is the Retail Prices Index for the July of the calendar year preceding that Fare Year; and
	RPI - 2	is the Retail Prices Index for the July of the calendar year preceding the calendar year referred in the definition of RPI-1; and
k	is equal to zero (0) for each Fare Year until the Fare Year commencing on 1 January 2021 where it will be equal to plus one (+ 1) per annum for any Fare Year thereafter.	

Schedule 5.5
Regulation of Individual Fares

1. Price not to exceed Regulated Price

1.1 The Franchisee shall procure that the Price of:

- (a) each London Commuter Fare included in the London Commuter Fares Basket; and
- (b) each West Midlands Commuter Fare included in the West Midlands Commuter Fares Basket; and
- (b) each Protected Fare included in the Protected Fares Basket,

in any Fare Year does not exceed the Regulated Price for such Fare in that Fare Year.

1.2 The Franchisee shall procure that the Price of any Season Ticket Fare shall be the same in both directions.

2. Regulated Price

2.1 ²⁸The Regulated Price for any Fare in any Fare Year shall be an amount equal to the greater of:

(a) Preceding Year Ticket Price + £0.10p; and	
(b) ROUND (Preceding Year Ticket Price x PII)	
Where:	
Preceding Year Ticket Price	for the Fare Year commencing 1 January 2015, is the maximum Price for that Fare recorded by RSP in 2015 and, for any subsequent Fare Year, is the maximum Price recorded by RSP in the Fare Year preceding that Fare Year, provided that such maximum Price complied with the requirements of this Schedule 5. If such maximum Price did not so comply, then such maximum Price shall be the last Price recorded by RSP which did so comply; and
PII	is the Permitted Individual Increase in any Fare Year, as determined in accordance with paragraph 2.2.
ROUND	if (Preceding Year Ticket Price x PII) ends in £0.05 or more (\geq £0.05), then (Preceding Year Ticket Price x PII) shall be rounded up to the nearest £0.10; or if (Preceding Year Ticket Price x PII) ends in less than £0.05 ($<$ £0.05), then (Preceding Year Ticket

²⁸ 23 August 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

	Price x PII) shall be rounded down to the nearest £0.10.
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2.2 The Permitted Individual Increase in any Fare Year shall be an amount equal to:

PII =	$\frac{(100 \times RPI) + k + f}{100}$
Where:	
PII	is the Permitted Individual Increase in that Fare Year;
RPI	is an amount equal to:
	$\frac{RPI - 1}{RPI - 2}$
	where:
RPI-1	is the Retail Prices Index for the July of the calendar year preceding that Fare Year; and
RPI-2	is the Retail Prices Index for the July of the calendar year preceding the calendar year referred in the definition of RPI-1;
k	is equal to zero (0) for each Fare Year until the Fare Year commencing on 1 January 2021 where it will be equal to plus one (+ 1) per annum for any Fare Year thereafter; and
f	is equal to zero (0).

2.3 Where:

- (a) the Franchisee sets the Price of any London Commuter Fare, West Midlands Commuter Fare or Protected Fare in any Fare Year; and
- (b) the Secretary of State reasonably determines that the Price of such London Commuter Fare, West Midlands Commuter Fare or Protected Fare was set solely for the purpose of increasing the value of the Preceding Year Ticket Price in the next Fare Year,

the Preceding Year Ticket Price for the purposes of determining the Regulated Price pursuant to paragraph 2.1 in the next Fare Year shall be the maximum Price prior to such setting that complied with the requirements of this Schedule 5, as recorded by RSP in the relevant preceding Fare Year.

3. **Compulsory Inter-available Flows**

Where the Franchisee:

- (a) as Lead Operator for a Compulsory Inter-available Flow, is responsible for setting the Price of a London Commuter Fare or a West Midlands Commuter Fare (as the case may be) for that Flow;
- (b) has notified the RSP of the Price of that London Commuter Fare or that West Midlands Commuter Fare (as the case may be) in any Fares Setting Round,

the Franchisee shall not increase the Price of that London Commuter Fare or West Midlands Commuter Fare in the same Fares Setting Round, without

the consent of either the Secretary of State or each other Train Operator which provides railway passenger services for such Flow.

Schedule 5.6

Exceeding the Regulated Value or Regulated Price**1. Exceeding the Regulated Value**

1.1 If the Franchisee is in contravention of paragraph 1 of Schedule 5.4 (Regulation of Fares Basket Values) in respect of any of the London Commuter Fares Basket, the West Midlands Commuter Fares Basket or the Protected Fares Basket:

- (a) it shall reduce the Price of Fares in the relevant Fares Basket at the next available opportunity and, in any event, at the next Fares Setting Round, so as to comply with the requirements of paragraph 1 of Schedule 5.4 (Regulation of Fares Basket Values) from such date; and
- (b) the Secretary of State may adjust Franchise Payments by an amount equivalent in his opinion to the sum of:
 - (i) any additional gross revenue accruing to the Franchisee or any person selling Fares on its behalf as a result of the Value of any Fares Basket exceeding its Regulated Value permitted under Schedule 5.4 (Regulation of Fares Basket Values); and
 - (ii) any costs incurred by the Secretary of State in determining the amount of such additional gross revenue.

1.2 Any adjustment to Franchise Payments by the Secretary of State pursuant to paragraph 1.1:

- (a) shall not be treated as a Change; and
- (b) shall be without prejudice to any other rights or remedies of the Secretary of State under the Act or the Franchise Agreement in respect of such contravention.

1.3 It shall not be a contravention of paragraph 1 of Schedule 5.4 (Regulation of Fares Basket Values) if and to the extent that:

- (a) the Value of the London Commuter Fares Basket or the West Midlands Commuter Fares Basket exceeds its Regulated Value in any Fare Year;
- (b) such excess is caused by the Price of any relevant Fare in the London Commuter Fares Basket or the West Midlands Commuter Fares Basket being set pursuant to the terms of the Ticketing and Settlement Agreement by another person (other than an Affiliate); and
- (c) the Franchisee does not have a reasonable opportunity, under any procedure for consulting or notifying Train Operators of alterations

to the Prices of Fares under the Ticketing and Settlement Agreement or otherwise, to alter some or all of the other London Commuter Fares in the London Commuter Fares Basket and/or the West Midlands Commuter Fares in the West Midlands Commuter Fares Basket so as to avoid the Value of the London Commuter Fares Basket and/or the West Midlands Commuter Fares Basket exceeding its Regulated Value.

- 1.4 If and to the extent that the circumstances described in paragraph 1.3 prevail in any Fare Year, the Franchisee shall not subsequently increase during that Fare Year, or any subsequent Fare Year, the Price of any London Commuter Fare in the London Commuter Fares Basket or any West Midlands Commuter Fare in the West Midlands Commuter Fares Basket (as the case may be) which it is entitled to set pursuant to the terms of the Ticketing and Settlement Agreement, unless, following such increase, the Franchisee would, otherwise than under paragraph 1.3, comply with the provisions of paragraph 1 of Schedule 5.4 (Regulation of Fares Basket Values) in relation to the London Commuter Fares Basket or the West Midlands Commuter Fares Basket (as the case may be).
- 1.5 Where circumstances described in paragraph 1.3 prevail in any Fare Year, the Franchisee shall not be required to reduce the Price of any other London Commuter Fare and West Midlands Commuter Fare at any time during that Fare Year, or any subsequent Fare Year, where such Price has previously been set in a Fares Setting Round.

2. **Exceeding the Regulated Price**

- 2.1 If the Franchisee is in contravention of paragraph 1 of Schedule 5.5 (Regulation of Individual Fares):
- (a) it shall reduce the Price of any relevant Fare at the next available opportunity and, in any event, at the next Fares Setting Round, so as to comply with the requirements of paragraph 1 of Schedule 5.5 (Regulation of Individual Fares) from such date; and
 - (b) the Secretary of State may adjust Franchise Payments by an amount equivalent in his opinion to the sum of:
 - (i) any additional gross revenue accruing to the Franchisee or any person selling Fares on its behalf as a result of the sale of Fares at Prices in excess of the relevant amounts permitted under Schedule 5.5 (Regulation of Individual Fares); and
 - (ii) any costs incurred by the Secretary of State in determining the amount of such additional gross revenue.
- 2.2 Any adjustment to Franchise Payments by the Secretary of State pursuant to paragraph 2.1:

- (a) shall not be a Change; and
- (b) shall be without prejudice to any other rights or remedies of the Secretary of State under the Act or the Franchise Agreement in respect of such contravention.

Schedule 5.7

Changes to Fares and Fares Regulation**1. Changes to Fares Baskets**

1.1 The Secretary of State may require the content of the London Commuter Fares Basket, the West Midlands Commuter Fares Basket or the Protected Fares Basket (as the case may be) to change in accordance with the following:

- (a) where the Secretary of State is not satisfied that the Price of any Non Fares Basket Fare is reasonably constrained by the Price of other Fares which:
 - (i) have been set in respect of the same, or part of the same, Flow as such Non Fares Basket Fare, or a Flow which is reasonably proximate to the Flow on which such Non Fares Basket Fare has been set; and
 - (ii) have been included in the relevant Fares Basket,

the Secretary of State may de-designate any Non Fares Basket Fare and include such Non Fares Basket Fare in the relevant Fares Basket;

- (b) where any London Commuter Fare for a Flow has been included in the London Commuter Fares Basket, the Secretary of State may require the inclusion in the London Commuter Fares Basket of any Weekly Season Ticket, Monthly Season Ticket, Quarterly Season Ticket, Annual Season Ticket, unrestricted Single Fare or unrestricted Return Fare that existed on that Flow in March 2015;
- (c) where any West Midlands Commuter Fare for a Flow has been included in the West Midlands Commuter Fares Basket, the Secretary of State may require the inclusion in the West Midlands Commuter Fares Basket of any Weekly Season Ticket, Monthly Season Ticket, Quarterly Season Ticket, Annual Season Ticket, unrestricted Single Fare or unrestricted Return Fare that existed on that Flow in March 2015;
- (c) where any Protected Fare for a Flow has been included in the Protected Fares Basket, the Secretary of State may require the inclusion in the Protected Fares Basket of any Protected Return Fare or Protected Weekly Season Ticket that existed on that Flow in February 2003; and/or
- (d) where the Secretary of State changes the Reference Revenue and/or the Gross Revenue of any Fare pursuant to paragraphs 3.1(a) and/or 3.1(b) then, in relation to the Fares Basket in which such Fare is or would be included, and without

limiting paragraphs 1.1(a) to (c) inclusive, the Secretary of State may also:

- (i) make any of the changes to such Fares Basket contemplated by this paragraph 1.1;
- (ii) designate any Fare as a Non Fares Basket Fare in accordance with the provisions (other than the requirement that such designation occurs on or prior to the Start Date) of paragraph 2 of Schedule 5.3 (Allocation of Fares to Fares Baskets); and/or
- (iii) de-designate any Non Fares Basket Fare and include such Non Fares Basket Fare in the relevant Fares Basket.

1.2 The Secretary of State shall serve notice in writing on the Franchisee:

- (a) at any time prior to the Start Date; and
- (b) thereafter, no later than the commencement of any Fares Setting Round,

to require any Fare to be included in a Fares Basket or to designate any Fare as a Non Fares Basket Fare pursuant to paragraph 1.1.

2. **Changes to the 2015 Nominal Ticket Sales**

2.1 The Franchisee may, in the event of any significant change to the pattern of travel on the Passenger Services during the Franchise Term, apply to the Secretary of State for the **value of factors A and/or B** in the formula for determining 2015 Nominal Ticket Sales in paragraph 3 of Schedule 5.4 (Regulation of Fares Basket Values) to be adjusted to take account of such changes, such that:

- (a) the **value of factor A** is re calculated by using the Gross Revenue in respect of the sales of the relevant Fares for the most recently completed period of twelve (12) months ending 31 March 2015; and/or
- (b) the **value of factor B** is recalculated by using the Price of the relevant Fares recorded by RSP in the month of February during such period.

2.2 The Secretary of State shall act reasonably in relation to any such application but shall not under any circumstances be obliged to accept any such application in whole or in part. The Secretary of State shall be entitled to impose conditions upon any such acceptance, including conditions requiring that the **value of both factors A and B** are adjusted and/or are adjusted in respect of any or all Fares in the relevant Fares Basket.

3. **Changes to the Reference Revenue, Gross Revenue, 2015 Nominal Ticket Sales and/or 2015 Ticket Revenue**

- 3.1 The Secretary of State may, by notice in writing served on the Franchisee no later than the date of commencement of any Fares Setting Round, require:
- (a) the Reference Revenue of any Fares Basket to be calculated by reference to a different reference period for the purpose of paragraph 2 of Schedule 5.3 (Allocation of Fares to Fares Baskets) than the period of twelve (12) months ended 31 March 2015; and/or
 - (b) the Gross Revenue of all London Commuter Fares, West Midlands Commuter Fares and Protected Fares to be re calculated for the purpose of paragraph 2 of Schedule 5.3 (Allocation of Fares to Fares Baskets) by reference to a different reference period than the period of twelve (12) months ended 31 March 2015; and/or
 - (c) **the value of factor A** in the formula for determining the 2015 Nominal Ticket Sales in paragraph 3 of Schedule 5.4 (Regulation of Fares Basket Values) to be re calculated in respect of any Fare by reference to a different reference period than the period of twelve (12) months ended 31 March 2015; and/or
 - (d) **the value of factor B** in the formula for determining the 2015 Nominal Ticket Sales in paragraph 3 of Schedule 5.4 (Regulation of Fares Basket Values) to be re calculated in respect of any Fare by reference to a different reference date other than February 2015; and/or
 - (e) the 2015 Ticket Revenue in respect of any Fares Basket to be re calculated for the purpose of paragraph 4 of Schedule 5.4 (Regulation of Fares Basket Values) by reference to a different reference period than the period of twelve (12) months ended 31 March 2015.
- 3.2 Where, in accordance with paragraph 3.1(e), the 2015 Ticket Revenue in respect of any Fares Basket is re calculated by reference to a different reference period, the value of "**PPAI**" in paragraph 4 of Schedule 5.4 (Regulation of Fares Basket Values) shall be determined solely by reference to the product of the Permitted Aggregate Increase for each Fare Year beginning after the end of such reference period.
- 3.3 Any revision pursuant to paragraph 3.1 or 3.2 shall take effect upon commencement of the next Fare Year to commence after the Fares Setting Round referred to in paragraph 3.1.

4. **Changes to Prices**

The Franchisee may request permission from the Secretary of State from time to time to increase any Prices beyond the levels permitted under Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares) in connection with any proposed or actual improvement in any aspect of the Passenger Services relating to such Fares. The Secretary of State shall act reasonably in relation to any such request but shall not under any circumstances be obliged to accept any such request in whole or in part.

5. **Changes to Fares Regulation**

The Parties agree that the Secretary of State shall have the power at any time and on more than one occasion during the Franchise Term to alter the obligations of, and restrictions on, the Franchisee under Schedule 5.1 (Purpose, Structure and Construction) to Schedule 5.8 (Fares Regulation Information and Monitoring) inclusive for any Fare Year, or part thereof (including alteration of the **value of "k"** under paragraph 4.2 of Schedule 5.4 (Regulation of Fares Basket Values) and/or paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares) and/or alteration of the **value of "f"** under paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares)). The exercise by the Secretary of State of his powers under this paragraph 5 shall be a Change.

6. **Changes to Compulsory Inter-available Flows**

6.1 Where:

- (a) pursuant to Clauses 4 to 7 of the Ticketing and Settlement Agreement, the consent of the Secretary of State is requested for the abolition of a Compulsory Inter-available Flow (the "**Reference Flow**") in respect of which any Fare Created would be a London Commuter Fare, a West Midlands Commuter Fare or a Protected Fare (the "**Reference Fare**"); and
- (b) a Flow exists, which, in the Secretary of State's opinion, is substantially similar to the Reference Flow (the "**Equivalent Flow**"),

the Secretary of State may, as a condition of granting his consent to the abolition of the Reference Flow, by written notice to the Franchisee, require any Fare Created in respect of the Equivalent Flow which has substantially the same characteristics as the Reference Fare to be included in a Fares Basket ("**Equivalent Fare**").

- 6.2 The Secretary of State shall not issue any such notice in respect of an Equivalent Fare unless the provisions of such notice have first been approved by the Ticketing and Settlement Scheme Council (as defined in the Ticketing and Settlement Agreement) or a delegate of such council.

6.3 The Price of any Equivalent Fare in the first Fare Year in which it is to be introduced shall be no greater than the maximum permitted Price in that Fare Year of the relevant Reference Fare, as if such Reference Fare had not been abolished.

7. Change of Lead Operator/Major Flow Operator

7.1 The Franchisee shall not without the Secretary of State's prior approval, agree to any request under the Ticketing and Settlement Agreement that it cease to be Lead Operator in respect of any Flow.

7.2 The Franchisee shall inform the Secretary of State if it becomes the Lead Operator in respect of any Flow. Upon the Franchisee becoming the Lead Operator in respect of any Flow, the Secretary of State may without limiting paragraph 3, exercise his rights pursuant to paragraph 3 in relation to the relevant Fares Basket.

7.3 The Franchisee shall inform the Secretary of State if it ceases to be a Major Flow Operator in respect of any Flow.

8. Changes to Fares Documents

8.1 Following:

(a) any allocation of Fares to any Fares Basket pursuant to Schedule 5.3 (Allocation of Fares to Fares Baskets); or

(b) any subsequent adjustment thereof pursuant to this Schedule 5.7,

the Secretary of State shall set out in the London Commuter Fares Document, the West Midlands Commuter Fares Document and/or the Protected Fares Document (as the case may be) all Fares then included in the relevant Fares Basket and, as soon as reasonably practicable thereafter, the Secretary of State shall issue or reissue (as the case may be) such Fares Document(s) to the Franchisee.

Schedule 5.8

Fares Regulation Information and Monitoring**1. Information**

- 1.1 The Franchisee shall provide to the Secretary of State by no later than week twelve (12) of each Fares Setting Round, a summary (to such level of detail or generality as the Secretary of State may reasonably require) of the Prices of the London Commuter Fares, West Midlands Commuter Fares or Protected Fares it is intending to set.
- 1.2 The Franchisee shall notify, or procure the notification to, the Secretary of State of any proposed increase to the Price of any London Commuter Fare, West Midlands Commuter Fare or any Protected Fare and shall provide such details of any such proposal at such times (including before and during each Fares Setting Round) and in such form (including by electronic data transfer) as the Secretary of State may reasonably request from time to time.
- 1.3 The Franchisee shall make available, or procure that RSP makes available, to the Secretary of State, for any Fares Setting Round during the Franchise Term, such details (including the proposed Prices) of the Initial Permanent Fare of any London Commuter Fare, West Midlands Commuter Fare or Protected Fare for each such Fares Setting Round as the Secretary of State may reasonably request from time to time.

2. Monitoring

- 2.1 The Franchisee shall provide to the Secretary of State:
 - (a) such access as the Secretary of State may require to information pertaining to the Prices of London Commuter Fares, West Midlands Commuter Fares and Protected Fares from time to time; and
 - (b) such further information as the Secretary of State may require for the purpose of determining the Gross Revenue of the Franchisee in relation to any particular Fare or Fares or any particular period.
- 2.2 By no later than week seventeen (17) of each Fares Setting Round, the Franchisee will provide to the Secretary of State written confirmation from a statutory director of the Franchisee of whether the Franchisee has complied with its obligations under this Schedule 5 (Fares and Smart Ticketing) during each such Fares Setting Round. It shall be a contravention of the Franchise Agreement if any such written confirmation from a statutory director of the Franchisee is, in the reasonable opinion of the Secretary of State, in any material respect, untrue, inaccurate and/or misleading.
- 2.3 The Franchisee shall take such action as the Secretary of State may require following receipt of any details from the Franchisee pursuant to paragraph 1 in order to ensure that the Franchisee will comply with the provisions of Schedule 5.2 (Franchisee's Obligation to Create Fares) to this Schedule 5.8 (inclusive).

Schedule 5.9
Smart Ticketing

1. Smart Ticketing

1.1 The Franchisee shall:

- (a) join and comply with any ATOC approved Smart Ticketing Schemes relevant to some or all of the Passenger Services;
- (b) fully and effectively co-operate with Network Rail, TfL, other Train Operators and relevant Local Authorities, including in relation to the provision of any equipment required to implement and operate Smart Ticketing Schemes; and
- (c) fully and effectively co-operate with TfL, other Train Operators and relevant Local Authorities in relation to proposals to apply Smart Ticketing Schemes to new or existing multi modal fares schemes including in the implementation of any smart card technology pursuant to any multi-modal fares schemes that it may participate in pursuant to its obligations under paragraph 2.1 of Schedule 2.5 (Transport, Travel and Other Schemes).
- (d) prepare and submit a report to the Secretary of State in advance of each Franchise Performance Meeting (in such form as the Secretary of State may reasonably require) setting out:
 - (i) the level of take-up and usage of Smart Ticketing Schemes by users of the Passenger Services, for each completed Reporting Period during the Franchise Term;
 - (ii) the franchisee's performance against targets relating to Smart Ticketing Schemes as set out in Schedule 6.2; and
 - (iii) the steps that the franchisee is taking to increase take-up of Smart Ticketing Schemes operated by the Franchisee and increase usage of Smart Ticketing Schemes by users of the Passenger Services,

and the Franchisee shall present the report at the Franchise Performance Meeting.

- 1.2 The Franchisee shall ensure, with effect from the Start Date in relation to any Previous Franchisee ITSO Smartmedia Ticketing Scheme and from the date of commissioning in relation to any ITSO Smartmedia Ticketing Scheme introduced by it, that from such relevant date until the end of the Franchise Term:

- (a) it continues to provide, make available and promote (and where applicable effectively maintain) such ITSO Smartmedia Ticketing Scheme (including any associated infrastructure);
- (b) all components of the ITSO Smartmedia Ticketing Scheme (and any amendment, extension or replacement thereof) inherited, used or introduced by the Franchisee (whether on a permanent or a trial basis) are at all times compliant with:
 - (i) version 2.1.4 of ITSO and the ITSO Operating Licence; and
 - (ii) the RSPS3002;
 or such subsequent versions as the Franchisee and the Secretary of State may agree;
- (c) any ITSO Certified Smartmedia readers introduced by the Franchisee (whether on a permanent or temporary basis) shall conform to EMV level 1 Certification (Hardware) and be capable of being upgraded whilst in operation to EMV Level 2 (Application);
- (d) it pays all costs of participating in the relevant ITSO Smartmedia Ticketing Scheme including the costs of maintaining all required scheme components to the standards specified in this Schedule 5.9; and
- (e) the RSP owned product set is used.

1.3 Where the Previous Franchisee was a participant in any ATOC approved Smart Ticketing Scheme, the Franchisee shall take such action as may be required to ensure that there is an orderly handover process so that the Franchisee participates in such Smart Ticketing Scheme from the Start Date without any disruption to the continuity of service received by passengers.

1.4 Without prejudice to its other obligations pursuant to this Schedule 5.9, the Franchisee shall undertake such further actions as the Secretary of State may reasonably require in connection with the introduction of Smart Ticketing Schemes.

1.5 The Secretary of State shall reimburse the reasonable costs incurred by the Franchisee in complying with any such requirement of the Secretary of State pursuant to paragraph 1.4 subject to the Franchisee obtaining the prior written approval of the Secretary of State to the incurring of any such cost and provided that the Franchisee shall not have the right to be reimbursed any costs to the extent that:

- (a) it has already been reimbursed for such costs pursuant to any other provision of this Franchise Agreement or other arrangements with the Secretary of State; and/or

- (b) it has the right or ability to recover such costs from any third party.

SCHEDULE 6
Franchise Specific Obligations And Committed Obligations

Schedule 6.1:	Franchise Specific Obligations
Schedule 6.2:	Committed Obligations
	Part 1: Committed Obligations
	Part 2: Special Terms related to Committed Obligations

Schedule 6.1
Franchise Specific Obligations

1. Digital Railway Programme

1.1 The Franchisee shall co-operate in good faith with Network Rail, any relevant ROSCO and any other relevant third party in connection with the development by Network Rail of a plan for the implementation and operational introduction on the routes of:

- (a) the Connected Driver Advisory System ("**C-DAS**");
- (b) the Combined Performance and Safety System ("**COMPASS**");
- (c) such similar system(s) which may be developed to succeed C-DAS or COMPASS; or
- (d) any system which is intended to provide interconnectivity between the European Train Control System ("**ETCS**"), C-DAS and COMPASS for the purposes of improving capacity management, performance, and safety.

1.2 In respect of any plan developed by Network Rail pursuant to paragraph 1.1 above, the Franchisee shall:

- (a) use all reasonable endeavours to provide assistance to Network Rail, any relevant ROSCO and any other relevant third party in connection with the development of the elements of the plan relating to:
 - (i) C-DAS;
 - (ii) COMPASS; and/or
 - (iii) such similar system(s) which may be developed to succeed C-DAS or COMPASS; and
- (b) use reasonable endeavours to provide assistance to Network Rail, any relevant ROSCO and any other relevant third party in connection with the development of the elements of the plan relating to any system which is intended to provide interconnectivity between ETCS, C-DAS and COMPASS for the purposes of improving capacity management, performance, and safety.

2 Branding WCSBU

2.1 Notwithstanding paragraph 2.3 of Schedule 14.2 (Maintenance of Operating Assets), it is acknowledged that the WCSBU Brand IP and each of the Franchisee's rights it may have in relation to the WCSBU Brand IP are a Franchise Asset which shall be designated by the Secretary of State as

Primary Franchise Assets with effect from the Start Date and which, if transferred to a Successor Operator at the end of the Franchise Period, shall do so at nil value.

2.2 Unless notice is given by the Secretary of State in accordance with paragraph 2.3, the Franchisee shall:

(a) assign the WCSBU Brand IP to the Successor Operator, such assignment to be effective on the Expiry Date and the Franchisee shall execute all such documents necessary and take all such actions required to register the transfer of ownership of the WCSBU Brand IP at the official registries; and

(b) ensure that any and all employees, agents, contractors or sub-contractors of the Franchisee waive any moral rights in or relating to the WCSBU Brand IP,

on or before the end of the Franchise Period as part of a Transfer Scheme.

2.3 The Secretary of State shall by no later than 3 months prior to the end of the Franchise Term notify the Franchisee if the WCSBU Brand IP shall not transfer to a Successor Operator by way of a Transfer Scheme.

2.4 In the event that the WCSBU Brand IP is transferred to a Successor Operator at the end of the Franchise Period, the Franchisee shall not be required by the Secretary of State to cover or remove the registered or unregistered marks of the WCSBU Brand IP, or pay the Successor Operator to undertake any such covering or removal, on any of the Train Fleet or any other assets to be retained or used by that Successor Operator.

2.5 Where the Secretary of State notifies the Franchisee in accordance with paragraph 2.3, the Franchisee may take steps in advance of the end of the Franchise Period to remove or cover up the registered and unregistered marks (if any) of the WCSBU Brand IP on assets used by the Franchisee.

2.6 The Franchisee hereby grants (and shall ensure that each of its contractors or sub-contractors grants) to the Secretary of State a non-exclusive, worldwide, perpetual, irrevocable, royalty-free, fully paid up licence (with the right to grant sub-licences) to use WCSBU Brand IP to the extent necessary for the purpose of enabling the Secretary of State to receive and obtain the benefit of the Franchise Services.

2.7 The Franchisee shall notify the Secretary of State of actual or suspected infringement:

(a) of third party Intellectual Property Rights by the Franchisee or its agents;

(b) by a third party of the Intellectual Property Rights in the WCSBU Brand IP,

in connection with the performance of the Franchise Services as soon as reasonably practicable and in writing (an **Infringement Claim**).

- 2.8 If the Franchisee decides to defend (at its own expense) an Infringement Claim brought by a third party or bring an Infringement Claim (at its own expense) against a third party (as the case may be), it will inform the Secretary of State accordingly within not more than fourteen (14) calendar days of the Infringement Claim being issued (or having a suspected Infringement Claim brought to its attention).
- 2.9 If the Franchisee decides not to defend or pursue an Infringement Claim (as the case may be) or thereafter decides not to maintain proceedings, then the Secretary of State shall be entitled to do so at its own expense and to have sole conduct of the Infringement Claim (if necessary in the name of the Franchisee) and the Secretary of State shall be entitled to any damages or other compensation recovered.
- 2.10 If the Franchisee fails to demonstrate, in the Secretary of State's reasonable opinion, that it has assumed control over the proceedings and/or settlement of the Infringement Claim, or the Secretary of State in its sole discretion considers that the Infringement Claim or a successful Infringement Claim could be harmful to its reputation or good standing or disruptive to Passenger Services, then the Secretary of State shall have the right to uphold and/or settle the Infringement Claim in such manner as it may deem appropriate, and in such circumstances the Franchisee shall, at its own expense and at the Secretary of State's request provide the Secretary of State with reasonable assistance for the purpose of investigating and dealing with the Infringement Claim.
- 2.11 The Secretary of State shall have the right to participate in any proceedings brought against the Franchisee or by the Franchisee in respect of an Infringement Claim, subject to the parties sharing the reasonable costs and expenses incurred by both on an equal basis. If the Secretary of State exercises such right then the cost of such proceedings and any damages or any other compensation recovered shall be shared equally by the parties provided that if either party can show that the acts of the third party have caused a greater loss to it than to the other then it shall be entitled to a greater share of such damages or other such compensation in proportion to such greater loss upon paying a correspondingly larger share of the costs.
- 2.12 The Franchisee shall execute any documents and do any other things reasonably necessary or desirable for the claim, defence and/or settlement of proceedings (as the case may be) by the Secretary of State in respect of an Infringement Claim in accordance with its handling of the proceedings under this paragraph 2.

3 **The HS2 Project**

- 3.1 The Franchisee shall in good faith:

- (a) co-operate and engage constructively with Network Rail, the Secretary of State, HS2 Limited, TfL and any other third party relevant to the HS2 Project with the intention of assisting the timely, efficient and cost effective delivery of the HS2 Project; and
- (b) participate actively in planning for the HS2 Project to be implemented in a way which provides the best overall solution for the network by:
 - (i) minimising disruption to Passenger Services and the operation of the railway;
 - (ii) leading and delivering excellent and comprehensive communication with customers; and
 - (iii) maximising value for money to the taxpayer by minimising overall industry costs of the HS2 Project.

Resourcing and Reporting

- 3.2 The Franchisee shall throughout the Franchise Term allocate such appropriate Franchise Employees to deliver the requirements of paragraph 3.1 and other Franchisee resources as are in the Secretary of State's opinion reasonably required for the purposes of complying with its obligations in relation to the HS2 Project pursuant to both this Agreement and the Access Agreements to which it is a party.
- 3.3 The Franchisee shall provide within 14 days of the end of each Reporting Period a report complying with the reasonable requirements of the Secretary of State identifying and quantifying, so far as the Franchisee is reasonably able to do so, the emerging risk position relating to the HS2 Project as it affects passengers of the Franchise and the Franchise Services.
- 3.4 The Franchisee shall:
- (c) upon reasonable notice, attend meetings with Network Rail, the Secretary of State, HS2 Limited, TfL and any other third party relevant to the HS2 Project in relation to the HS2 Project to discuss and provide an opinion on any relevant issues;
 - (d) provide such additional information within its possession as the Secretary of State shall reasonably request in relation to the HS2 Project;
 - (e) participate fully and actively in good faith as a skilled and experienced train operator in risk reviews initiated by the Secretary of State or (if directed by the Secretary of State) HS2 Limited or Network Rail relating to the implementation of the HS2 Project.

Franchisee co-operation with third parties

- 3.5 The Franchisee shall fully and effectively co-operate with the reasonable requirements of the Secretary of State in relation to the implementation of all aspects of the HS2 Project (including through co-operation with Network Rail, HS2 Limited and TfL as directed by the Secretary of State) where such implementation involves an interface with any railway infrastructure used in relation to the Franchise Services or is otherwise related to the Franchise Services.
- 3.6 The Franchisee shall participate fully and actively in good faith as a skilled and experienced train operator in any forum or industry working group:
- (a) initiated by the Secretary of State and / or Network Rail to develop the train service specification and timetable recast to operate post commencement of HS2 Services;
 - (b) initiated by the Secretary of State planning for the testing, commissioning and introduction of HS2 Services; and
 - (c) initiated by the Secretary of State and / or Network Rail to develop plans for maintaining the operational railway and/or maintaining passenger experience during the HS2 Project related infrastructure works.
- 3.7 In addition to the foregoing the Franchisee shall take no actions or steps which are designed, directly or indirectly to prevent, prejudice, or frustrate the letting of a franchise agreement or concession agreement in relation to the operation of the HS2 Services; or the implementation of the HS2 Project.

HS2 Project Agreements

- 3.8 Notwithstanding paragraph 11 of Schedule 13, where pursuant to its obligations under paragraph 3.1 the Franchisee is considering entering into an alliance or cooperation agreement with Network Rail, HS2 Limited and/or any other relevant third party in relation to the HS2 Project or the Franchisee or an Affiliate is considering entering into an agreement to provide services (including consultancy services) in relation to the HS2 Project (an "**HS2 Project Agreement**") the Franchisee shall provide such information, updates and reports on the progress of its negotiation of any HS2 Project Agreement as the Secretary of State may reasonably require and meet with the Secretary of State to discuss the progress of the negotiations when reasonably requested to do so.
- 3.9 On reaching agreement in principle with Network Rail (and any other third party to the HS2 Project Agreement) on the terms of an HS2 Project Agreement the Franchisee shall:

- (a) where the Franchisee is entering into the HS2 Project Agreement, present the draft HS2 Project Agreement to the Secretary of State for approval and shall not enter into any such agreement without the prior written consent of the Secretary of State (which shall not be unreasonably withheld or delayed). The parties acknowledge that it shall be reasonable for the Secretary of State to withhold his consent to a draft HS2 Project Agreement where such agreement would result in the Franchisee being compensated for a matter which it is already compensated for under this paragraph 3; or
- (b) where an Affiliate is entering into the HS2 Project Agreement, give reasonable prior written notification to the Secretary of State of such Affiliate's intention to enter into the HS2 Project Agreement.

Compensation under Industry procedures

- 3.10 To the extent that the HS2 Project leads to the Franchisee having rights under railway industry procedures (including Network Change and Station Change) the Franchisee shall not unreasonably raise any objection under any railway industry procedure (including Network Change or Station Change) and the Franchisee shall notify the Secretary of State of its intention to object not less than 2 weeks prior to issuing such objection.
- 3.11 The parties acknowledge and agree that notwithstanding paragraph 3.10 the Franchisee shall be entitled, acting reasonably, to object under any railway industry procedure (including Network Change and Station Change) in order to:
 - (a) secure appropriate compensation; and/or
 - (b) mitigate the impact of the HS2 Project and its implementation on passengers of the Franchise and the Franchise Services, while recognising the need for the HS2 Project to be able to be undertaken in an efficient manner as contemplated by paragraph 3.2.

4. Potential Devolution of West Midlands Separable Business Unit Passenger Services to WMR

- 4.1 Within 13 Reporting Periods of the Start Date the Franchisee shall create (and maintain throughout the Franchise Term) two dedicated separable business units within the Franchisee's organisation in the form of the West Midlands Separable Business Unit and the West Coast Separable Business Unit.
- 4.2 The Management Accounts and Annual Management Accounts to be provided to the Secretary of State by the Franchisee pursuant to paragraph 9 of Schedule 11.2 (Management Information) shall include

for the West Midlands Separable Business Unit and the West Coast Separable Business Unit:

- (a) a separate profit and loss account and any other information as the Secretary of State requires prepared in the same format and same accounting standards as required pursuant to Schedule 11. The profit and loss shall be reported to operating profit level;
- (b) an annual cash flow forecast and forecast balance sheet every three (3) Reporting Periods in relation to the next thirteen (13) Reporting Periods for the profit and loss of each of the West Midlands Separable Business Unit and the West Coast Separable Business Unit.

4.3 In addition to any other reporting obligations contained within the Agreement (including without limitation Schedule 11), the Franchisee shall provide the following operational information for each Reporting Period for each of the West Midlands Separable Business Unit and the West Coast Separable Business Unit:

- (a) the number of actual Passenger Services per Reporting Period and on a moving annual average basis;
- (b) the percentage of: Passenger Services achieving the Right Time Measure; up to 4 minutes 59 seconds late; Passenger Services Cancelled; or over 20 Delay Minutes each on a per Reporting Period basis and on a moving annual average basis;
- (c) the most recent National Rail Passenger Surveys results applicable to each of the West Midlands Separable Business Unit and the West Coast Separable Business Unit and details of any other additional survey relating to customer satisfaction carried out in relation to either the West Midlands Separable Business Unit or the West Coast Separable Business Unit; and
- (d) a report in relation to ticket office opening hours containing a record of actual hours opened against the planned hours of opening for each ticket office at each Station.

4.4 In addition to any other reporting obligations contained within this Agreement, where the Franchisee is required to provide reporting and operational information to the Secretary of State where practicable such information shall be provided for each of the West Midlands Separable Business Unit and the West Coast Separable Business Unit including as a minimum:

- (a) the amount of money spent in carrying out or procuring the carrying out of the Minor Works' Programme no less than once every three (3) Reporting Periods;

- (b) the information required pursuant to and in accordance with the provisions of Schedule 1.5 (Information about Passengers);
 - (c) where operationally efficient, the management information required pursuant to and in accordance with Schedule 11.2 (Management Information);
 - (d) the Handover Package pursuant to and in accordance with Schedule 15.3 (Handover Package); and
 - (e) information required to effect Handover pursuant to paragraph 5 of Schedule 15.4 (Provisions applying on or after Termination).
- 4.5 The Secretary of State may decide to manage the obligations of the Franchisee under the Franchise Agreement in relation to the West Midlands Separable Business Unit Passenger Services in collaboration with WMR. The Franchisee shall co-operate to the extent reasonably required with the Secretary of State and WMR for the purposes of facilitating such collaborative management arrangements. The Franchisee acknowledges that in this context the Secretary of State may exercise his rights under paragraph 1 of Schedule 9.3 (Variation to the Franchise Agreement and Incentivising Beneficial Changes) in collaboration with WMR for the purposes of securing changes and improvements to the West Midlands Separable Business Unit Passenger Services.
- 4.6 The Franchisee shall to the extent reasonably required by the Secretary of State fully and effectively co-operate with him, WMR, Network Rail, ORR and such other relevant stakeholders as the Secretary of State may reasonably specify for the purposes of considering and developing any proposal to devolve some or all of the West Midlands Separable Business Unit Passenger Services (whether during or after the Franchise Term) including without limitation for the purpose of any further devolution in relation to West Midlands Stations.
- 4.7 Without limiting the provisions of paragraph 2 of Schedule 15.1 (Reletting Provisions), the Franchisee shall, if so requested by the Secretary of State, in connection with any proposal (whether or not yet finalised) to devolve some or all of the West Midlands Separable Business Unit Passenger Services (whether during or after the Franchise Term), provide the Secretary of State and/or WMR (or any of their advisers, employees, representatives, nominees or agents) with such information, reports and analysis as the Secretary of State may reasonably require in respect of the West Midlands Separable Business Unit. This may include:
- (a) operational and financial information, data, reports and analysis (including driver, other train crew and rolling stock diagrams, health and safety and environmental information, Network Rail charges and performance data);

- (b) terms and conditions of employees and human resources policies; and/or
 - (c) any other information as the Secretary of State may reasonably specify from time to time.
- 4.8 If so requested by the Secretary of State the Franchisee shall upon reasonable notice, attend meetings with the Secretary of State and/or WMR to discuss and provide an opinion on any relevant issues.
- 4.9 The Franchisee shall ensure that the:
- (a) Passenger Charters required by paragraph 4 of Schedule 1.4;
 - (b) performance data required by paragraph 8 of Schedule 1.4; and
 - (c) complaints and fault handling data required by paragraph 9 of Schedule 1.4,
- shall be generated and published in accordance with such provisions for:
- (d) the Franchise; and
 - (e) each of the West Midlands Separable Business Unit and the West Coast Separable Business Unit.

5. Service Option Schemes

- 5.1 The Franchisee acknowledges the importance of appropriately developing the Franchise Services during the Franchise Term to respond to changes in circumstances including:
- (a) changes in passenger demand;
 - (b) new potential sources of passenger demand arising out of housing, retail and other commercial developments near stations served by the Passenger Services;
 - (c) enhancements or other changes relating to the specification or utilisation of the infrastructure of any of the Routes that permit the specification of the Passenger Services to be enhanced through the operation of faster, more frequent or otherwise improved Passenger Services;
 - (d) opportunities to open new stations to create new markets for the Passenger Services; and
 - (e) the developing public passenger transport aspirations of West Midlands Rail and other relevant Stakeholders,

and the Franchisee further acknowledges the potential need to take actions in response to the findings of studies and reports that it is required to prepare pursuant to the Franchise Agreement.

- 5.2 The Franchisee shall in accordance with the requirements of the table below pay on the specified dates specified amounts into a fund ("**Service Option Scheme Fund**") available to be drawn down to provide funding required to implement Service Option Schemes:

Date	Amount to be paid by the Franchisee into the Service Option Scheme Fund on the specified date (such amount to be indexed by RPI)
1 April 2021	[REDACTED ²⁹]
1 April 2022	[REDACTED]
1 April 2023	[REDACTED]
1 April 2024	[REDACTED]
1 April 2025	[REDACTED]

Where the Franchise Term is extended pursuant to clause 5.2 (Additional Reporting Periods) and the Final Franchisee Year is less than thirteen (13) Reporting Periods then the amount that the Franchisee shall be required to pay into the Service Option Scheme Fund in such Franchisee Year shall be reduced on a pro rata basis so that the amount required to be paid is a fraction of the amount stated for the Franchisee Year with denominator of thirteen (13) and a numerator that is the number of complete Reporting Periods that fall in that Franchisee Year.

The Service Option Scheme Fund shall be held in a separate named account of the Franchisee and funds in it shall only be applied for the purposes of funding a Service Option Scheme in accordance with the direction of the Secretary of State.

- 5.3 The Franchisee shall at any time be entitled to make one or more proposals (each a "**Service Option Scheme Proposal**") for the implementation of a scheme ("**Service Option Scheme**") for the enhancement of the Franchise Services such scheme to be consistent with paragraph 5.1 above

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and to be a scheme which it is not commercially viable for the Franchisee to implement without the provision of additional funding from the Service Option Scheme Fund either alone or as part of a funding package involving contributions from both the Service Option Scheme Fund and one or more third parties. A Service Option Scheme may involve some or all of:

- (a) alterations to the Train Service Requirement;
- (b) modification of rolling stock or the acquisition of additional or replacement rolling stock; and
- (c) alterations, enhancements or additions to rail infrastructure including track, signalling, stations and/or depots,

and shall be prepared, as appropriate, in consultation with the Secretary of State, West Midlands Rail, Network Rail and relevant Stakeholders. The Secretary of State shall have the right to direct the Franchisee to make a Service Option Scheme Proposal in relation to a potential enhancement to the Franchise Services notified by him to the Franchisee.

- 5.4 The Franchisee shall use all reasonable endeavours to make appropriate Service Option Scheme Proposals and to do so on the basis that they will include an element of funding from one or more third parties on specified terms which would be contractually committed if the relevant Service Option Scheme Proposal is approved.
- 5.5 Each Service Option Scheme Proposal shall include a business case prepared in accordance with criteria notified to the Franchisee by the Secretary of State and identify all cost and revenue implications in relation to the implementation of the proposed Service Option Scheme (including in relation to any period after the end of the Franchise Term). The Franchisee shall identify the amount that it is proposed is met from the Service Option Scheme Fund (after taking into account any committed third party funding commitments) including the proposed draw down that it proposes to make from the Service Option Scheme Fund in relation to each relevant Reporting Period.
- 5.6 The Franchisee shall meet with the Secretary of State to discuss the Service Option Scheme Proposal and provide such further information or analysis and further iterations in relation to it as the Secretary of State shall reasonably require. The Secretary of State shall have the right to make reasonable amendments to any Service Option Scheme Proposal.
- 5.7 Providing that there are, or will be, sufficient funds available in the Service Option Scheme Fund, the Secretary of State shall have the right to require that the Franchisee implements a Service Option Scheme contained in a Service Option Scheme Proposal (including as it may have been amended by him) by serving notice in writing on the Franchisee specifying:

- (a) any amendments to the Franchise Agreement (including through additional Committed Obligations in Schedule 6.2 (Committed Obligations)) and/or the Train Service Requirement that are required to implement a relevant Service Option Scheme; and
- (b) the amount that the Franchisee shall be permitted to withdraw from the Service Option Scheme Fund on a Reporting Period by Reporting Period basis to fund the capital and operational costs of the implementation of the Service Option Scheme,

and the Franchisee shall act in accordance with such notice and the amended Franchise Agreement and/or Train Service Requirement.

- 5.8 Notwithstanding any other provision of the Franchise Agreement the implementation of a Service Option Scheme shall not constitute a Change.
- 5.9 The Secretary of State shall have the right to require at any time that any funds in the Service Option Scheme Fund not allocated to the implementation of a Service Option Scheme are transferred to him as soon as reasonably practicable after service of a notice requiring such transfer.
- 5.10 Any Franchise Asset arising as a result of a Service Option Scheme shall be designated as a Primary Franchise Asset and shall not be de-designated as such. Any such Primary Franchise Asset which falls to be valued in accordance with the Supplemental Agreement shall be valued at nil.
- 5.11 In relation to any Franchisee Year in relation to which the Franchisee is required to implement one or more Service Option Schemes the Franchisee shall provide to the Secretary of State with the Annual Management Accounts to be provided pursuant to paragraph 9.4(a) of Schedule 11.2 (Management Information) a report ("**Service Option Scheme Report**") detailing in relation to each relevant Service Option Scheme:
- (a) progress in the implementation of the Service Option Scheme by reference to the Franchisee's implementation plan and the provisions of any relevant Committed Obligation;
 - (b) the outputs being delivered by the Service Option Scheme by reference to the Franchisee's expectations in relevant Service Option Scheme Proposals and any relevant Committed Obligations (including in relation to passenger numbers and revenues) and details of actual costs incurred;
 - (c) an update on amounts expended from the Service Option Scheme Fund, amounts in the Service Option Scheme Fund committed in relation to future expenditure on approved Service Option Schemes and uncommitted amounts in the Service Option Scheme Fund.

6. CLE Mechanism Review

6.1 [REDACTED³⁰]

7. Rail/Bus Interchange

7.1 The following words and expressions shall have the following meanings:

Best in Class means provision equivalent to or better than that identified as "Best in Class" for connections with other forms of public transport in the National Rail Passenger Survey – Train Operating Company Best in Class Report (as updated from time to time);

Strategic Transport Plan means a local public transport development plan relevant to the West Midlands area, including WMCA Network Development Plans and the document entitled "Movement for Growth: The West Midlands Strategic Transport Plan", published by West Midlands Combined Authority (as updated or replaced from time to time);

WMBA means West Midlands Bus Alliance, a formal partnership of bus service operators providing bus services in the West Midlands metropolitan area, the West Midlands Combined Authority and West Midlands Metropolitan District Councils, intended to enable operators to meet shared objectives and rigorous new standards on key issues;

7.2 The Franchisee shall (in cooperation with the relevant Bus Operation Partner (or Partners) and, in the case of Wolverhampton station, Midland Metro) provide Best in Class rail/bus interchange at:

- (a) Cradley Heath station;
- (b) Sutton Coldfield station;
- (c) from the date that the Franchisee becomes the Facility Owner of the same, Wolverhampton station;
- (d) Lichfield City station; and
- (e) one of the following stations:
 - (i) Dudley Port;
 - (ii) Sandwell & Dudley;

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- (iii) Smethwick Galton Bridge.
- 7.3 The obligation within paragraph 7.2 shall only apply to the Franchisee within the demise of the relevant station and shall not extend to the relevant bus stations.
- 7.4 The Franchisee shall fully and effectively co-operate with the relevant Bus Operation Partner (or Partners) and the relevant appointed Facility Owner with the objective of providing Best in Class rail/bus interchange at Bromsgrove station.
- 7.5 In order to facilitate co-operation in the provision of integrated rail and bus services the Franchisee shall appoint and provide a nominated representative of appropriate and sufficient seniority from its management team who shall, no less than once in any three (3) month period, engage and consult with the Bus Operation Partners on relevant issues, including:
- (a) (in respect of stations where the Franchisee is Facility Owner) improving the standard of rail/bus interchange facilities, including the provision of:
 - (i) directional signage to bus and rail services;
 - (ii) multi-modal ticketing initiatives (for example smart multi-modal ticketing);
 - (iii) bus stop facilities and safe/secure pedestrian routes linking them to the relevant rail facilities; and
 - (iv) bus information (in a variety of formats, including paper timetables, posters, and (where deliverable) electronic/real time displays);
 - (b) marketing and information initiatives aimed at the support, implementation and promotion of bus/rail interchange (for example the inclusion of key bus links on rail maps and timetables and/or featuring bus/rail interchange within promotional campaigns);
 - (c) subject matter specific input and support to any local public transport development planning processes and/or Strategic Transport Plans;
 - (d) clear and visible customer support and assistance at key rail/bus interchanges in collaboration with the Bus Operation Partners; and
 - (e) the identification and utilisation of available funding sources for the improvement of rail/bus interchange, including through:
 - (i) local developments (for example through Section 106 agreement funding);

- (ii) rail, bus and/or sustainable travel projects and initiatives being delivered by third parties (for example the West Midlands Combined Authority or WMR Local Authorities); and
 - (iii) station travel plans.
- 7.6 The Franchisee shall share each proposed timetable for each timetable year with WMBA from a date no later than the date on which Network Rail begins referring to such timetable as a "New Working Timetable" pursuant to Condition D.2.1.6 of the Network Code.
- 7.7 The Franchisee shall provide support to and co-operate with (to such extent as the Franchisee feels is commercially acceptable and appropriate) WMBA and/or WMR to obtain, measure and provide the following data (such data to be fully anonymised) where it is requested to do so by WMBA and/or WMR:
- (a) post code data in respect of season-ticket holders;
 - (b) satisfaction data in respect of bus/rail interchange;
 - (c) details of engineering works; and
 - (d) (where reasonably practicable) live rail information,
- and shall provide such data in a format to be agreed between the Franchisee and WMBA and/or WMR.

8. Franchisee obligations regarding NRPS dissatisfaction plans

Required Improvement and NRPS Dissatisfaction Action Plans

- 8.1 From April 2018, the Franchisee shall produce a plan on an annual basis by the end of each Franchisee Year (the "**NRPS Dissatisfaction Action Plan**") in respect of three factors that have increased most in dissatisfaction determined in accordance with paragraph 8.2 for each of the three NRPS Service Groups and in compliance with the following provisions:
- (a) the Franchisee shall obtain the Secretary of State's approval of the NRPS Dissatisfaction Action Plan; and
 - (b) commence the implementation of the NRPS Dissatisfaction Action Plan following the later of:
 - (i) receipt of the Secretary of State approval pursuant to paragraph 8.1(a); and
 - (ii) the start of the following Franchisee Year on which the results of such National Rail Passenger Survey which triggered the requirement for the Required Improvement were published or

otherwise made available to the Franchisee pursuant to paragraph 2.2 of Schedule 7.2,

("Trigger Date");

- (c) the NRPS Dissatisfaction Action Plan will contain specific tangible action points and indicate in the case of each action point:
- (i) how that action will contribute to reducing the dissatisfaction levels for the relevant factors over a two (2) year period from the Trigger Date;
 - (ii) where the action is to be implemented;
 - (iii) when the action is to be commenced and by when it is to be implemented provided always that where any action is expressed to be ongoing the plan shall include specific review dates; and
 - (iv) how performance of the action is to be measured.

8.2 The factors of dissatisfaction shall be determined by calculating an average of the four (4) latest National Rail Passenger Survey results. The three factors in each NRPS Service Group that have increased most in levels of dissatisfaction over the last four (4) results shall, subject to the discretion of the Secretary of State, acting reasonably, be the three factors that need to be remedied within the NRPS Dissatisfaction Action Plan.

8.3 The Franchisee shall, except to the extent otherwise agreed by the Secretary of State in advance, implement each NRPS Dissatisfaction Action Plan referred to in paragraph 8.1 in accordance with its terms.

8.4 The Parties agree that the terms of the NRPS Dissatisfaction Action Plan shall not require the Franchisee to incur any Additional Expenditure above that required by paragraph 6 of Schedule 7.2 of this Agreement.

8.5 It is acknowledged by the Franchisee that the approval or lack of approval by the Secretary of State of each NRPS Dissatisfaction Action Plan as contemplated in paragraph 8.1 shall not relieve the Franchisee of its obligations under this paragraph 8 or any other provisions of the Franchise Agreement.

9 Transferring Stations

9.1 The Franchisee shall use all reasonable endeavours to provide such assistance and information as the Secretary of State may reasonably require in relation to the potential transfer of any station (each such station being an **Identified Station**) to the Franchisee during the Franchise Term.

9.2 If, during the Franchise Term, agreement is reached in relation to the transfer of any Identified Station between the Secretary of State, the

current facility owner in respect of any Identified Station and the Franchisee, then the Secretary of State may direct the Franchisee to take such actions as may be necessary to give effect to the transfer of any Identified Station to the Franchisee. Any such direction by the Secretary of State shall constitute a Variation under paragraph 1.2 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes). Where a Variation occurs as contemplated under this paragraph 9.2, the Secretary of State shall be entitled to make such consequential changes to the terms of the Franchise Agreement as reasonably considered necessary by him in order to give effect to the transfer of such Identified Station.

- 9.3 The Franchisee shall use all reasonable endeavours to provide such assistance and information as the Secretary of State may reasonably require during the Franchise Term in relation to the transfer of any Station in respect of which the Franchisee is Facility Owner to a third party.
- 9.4 If, during the Franchise Term, agreement is reached between the Secretary of State and any third party in relation to the transfer of a Station, then the Secretary of State may direct the Franchisee (including by exercising his rights under paragraph 19 (Provisions relating to Access Agreements and Property Leases) of Schedule 1.1 (Service Development)) to take such actions as may be necessary to give effect to the transfer of such Stations. Any such direction by the Secretary of State shall constitute a Variation under paragraph 1.2 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes). Where a Variation occurs as contemplated under this paragraph 8, the Secretary of State shall be entitled to make such consequential changes to the terms of the Franchise Agreement as reasonably considered necessary by him in order to give effect to the transfer of such stations (including, notwithstanding the provisions of Schedule 14.6 (Residual Value Mechanism) in order to ensure that such provisions will continue to apply in relation to any Network Rail Fixture Asset comprised in a transferring station in the same way as such provisions would have applied had the Franchisee remained the Facility Owner at such Station).

9A Wolverhampton Station

- 9A.1 The Franchisee shall become the Facility Owner at Wolverhampton Station with effect from 1 April 2018.
- 9A.2 The Franchisee shall enter into the Wolverhampton Station Payment Deed on or before 1 April 2018.

10. **NOT USED**11. **Fleet Refurbishment**

11.1 The Franchisee shall refurbish all Relevant Vehicles by [REDACTED³¹], (or in the case of any Relevant Vehicle being introduced into the Train Fleet after [REDACTED³²], by the date of that Relevant Vehicle's introduction into the Train Fleet) to the following minimum specification (the "Specified Refurbishment"); unless any such Relevant Vehicle has been subject to a refurbishment which complies with this minimum specification since 1 January 2013:

- (a) replacement of all passenger seats (the replacement seats to include fold-down seat-back tables where they can be used, where no fixed table is provided);
- (b) replacement of all floor covering;
- (c) repair, refinishing and recoating of tables, where provided; and also the relevant surface interior panelling, ceilings, draught screens, luggage racks and stacks, heating grilles and other hard surfaces;
- (d) replacement of, and extra installation of, litter bins in order to provide adequate capacity for passengers' reasonable requirements (taking account of planned intervals between emptying);
- (e) installation of LED lighting to replace all non-LED saloon lighting;
- (f) installation of CCTV in all saloons where it is not already installed; and
- (g) an area (to be used as storage for cycles, pushchairs and similar), which must be additional to the space provided for wheelchair users.

12. **Not used**13. **Requirement to lease and operate certain trains**

13.1 Subject to paragraph 13.2, from the end of 2018 until the end of 2021 the Franchisee shall only operate rolling stock that is capable of operating at

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least 110 miles per hour for all Passenger Services into and out of London Euston.

- 13.2 Each day the Franchisee may operate sixteen (16) Passenger Services into and out of London Euston on the Slow Lines using rolling stock capable of 100 miles per hour (**Excepted Passenger Services**), provided that on each Weekday:
- (a) no more than eight (8) Excepted Passenger Services shall be planned to arrive at London Euston during the Morning Peak; and
 - (b) no more than eight (8) Excepted Passenger Services shall be planned to depart from London Euston during the Evening Peak.
- 13.3 From the end of 2021, the Franchisee shall only operate rolling stock that is capable of operating at least 110 miles per hour for all Passenger Services into and out of London Euston.
- 13.4 The Franchisee shall fully and effectively cooperate with Network Rail to develop new Timetable Planning Rules as needed to maximise the operational capabilities of any new-build rolling stock to be leased by the Franchisee, and any other rolling stock for which the relevant rules do not currently exist for the Routes on which they will operate, as far as practicable.
14. **Co-operation with third party promoted franchise schemes**
- 14.1 Except to the extent that any of the following third party promoted franchise schemes are completed and in operation prior to the Start Date, the Franchisee shall fully and effectively co-operate with relevant Local Authorities and/or other interested bodies (each being a "**Sponsor**") and with Network Rail and act reasonably and in good faith in its engagement with each of them in relation to each such third party promoted franchise schemes:
- (a) Coventry to Nuneaton Rail Upgrade (NUCKLE Phase 1, Package 2) - will provide a new Bay Platform at Coventry Station and infrastructure works on the existing railway line between Coventry and Nuneaton, which once complete will enable two Passenger Services per hour to operate in each direction calling at all stations, and an enhanced frequency of Passenger Services in support of major events;
 - (b) Not used.
- 14.2 Where instructed to do so by the Secretary of State the Franchisee shall fully and effectively co-operate with the Secretary of State, Network Rail and any relevant Local Authority in relation to any scheme to reopen or divert any rail route.

- 14.3 The Franchisee shall at all times during the Franchise Term fully and effectively co-operate with the Secretary of State, Network Rail, any Local Authority or any relevant third party in the development and implementation of plans and proposals to:
- (a) enhance existing stations;
 - (b) open new stations; and
 - (c) open new rail routes, or re-open existing rail routes that are not currently used to operate regular passenger services.
- 14.4 The obligation to co-operate pursuant to paragraph 14.3 shall include the Franchisee carrying out in a timely manner all the activities and actions reasonably required to be carried out or taken by a Train Operator who:
- (a) in the case of paragraph 14.3 (a) only, is the Facility Owner at the relevant station;
 - (b) in any of cases of paragraphs 14.3 (a), 14.3 (b) or 14.3 (c), is or is likely to be a provider of passenger services at the station or on the route in question.
- 14.5 Without limiting the above, the obligation to co-operate pursuant to paragraph 14.3 shall also include:
- (a) attending meetings with the Secretary of State, Network Rail, a Local Authority or a relevant third party (as the case may be);
 - (b) reviewing and commenting on the implementation and programme plans for the development of a brand new station;
 - (c) providing analysis and advice to any of the above parties in relation to station location and design, timetabling, staffing, marketing, rolling stock and other relevant operational and practical issues;
 - (d) negotiating in good faith with the Secretary of State or relevant scheme promoter with a view to reaching agreement with that person in relation to the terms (including price) for provision of Passenger Services at any new station or on any new or re-opened rail route;
 - (e) maintaining records of usage and financial performance of passenger services calling at the relevant stations or operating on the relevant routes;
 - (f) make available those records to the Secretary of State or relevant scheme promoter;
 - (g) cooperate with any reasonable request by the Secretary of State or relevant scheme promoter to undertake a review of the operational

and financial performance of the Passenger Services at the relevant stations or on the relevant routes (including their value for money); and

- (h) in the case of paragraph 14.3 (a) or 14.3 (b) above only, using reasonable endeavours to achieve any necessary amendments to any Station Lease or enter into new station leases as may be required for the purposes of the development and implementation of any such new station.

15. **TSR Enhancement Services**

15.1 The Secretary of State and the Franchisee acknowledge that:

- (a) the Train Service Requirement specifies a significant increase (in terms of number and frequency) in the provision of Passenger Services on certain Routes (each a "**TSR Enhancement Service**") and that the Secretary of State will wish to review whether the:
- (i) benefits of the continued provision of any TSR Enhancement Service, in the reasonable opinion of the Secretary of State, outweigh the costs of operating any such TSR Enhancement Service; and
 - (ii) level of passenger demand for such TSR Enhancement Services is considered likely to have, in the reasonable opinion of the Secretary of State, a positive commercial or economic value-for-money case for implementing further enhancements to Passenger Services, either on those Routes or on other Routes; and
- (b) in undertaking the review contemplated in paragraph 15.1(a), it may not be feasible to effectively determine the benefits and the specific passenger demand generated by a particular TSR Enhancement Service as distinct from that generated by other Passenger Services operating on the same Route.

15.2 Accordingly, at the request of the Secretary of State and within 3 months from the date of any such request (or such alternative period as may be agreed by the Secretary of State), the Franchisee shall submit a report containing such information and analysis as the Secretary of State may reasonably request in relation to any Relevant Service. In particular (without limitation), such information and analysis may include:

- (a) the level of passenger demand in relation to any Relevant Service;

- (b) the amount of revenue generated from the provision of any Relevant Service;
- (c) the costs incurred by the Franchisee for the operation of any Relevant Service; and
- (d) any potential opportunities to increase revenue derived from, or to reduce costs incurred in, operating any Relevant Service; and
- (e) an assessment of whether, taking into account the level of passenger demand for a Relevant Service there is likely to be a commercial or a value-for-money economic case for further enhancements to Passenger Services (either on the Routes on which such TSR Enhancement Service operates, or on other Routes).
- (f) For the purposes of this paragraph 15 a Relevant Service is a Passenger Service which:
 - (iii) operates at any time on a Sunday; or
 - (iv) operates wholly or mainly after 19:00 on any day on the following Routes (in both directions):
 - (A) Birmingham stations – Dorridge/Stratford-upon-Avon;
 - (B) Birmingham stations - Stourbridge Junction/Kidderminster;
 - (C) Birmingham New Street – Wolverhampton;
 - (D) Birmingham New Street – Coventry;
 - (E) Birmingham New Street – Four Oaks/Lichfield;
 - (F) Birmingham New Street – Bromsgrove/Redditch;
 - (G) Birmingham New Street – Walsall/Rugeley Trent Valley; and
 - (v) operates on the following Routes (in both directions):
 - (A) Birmingham – Shrewsbury;
 - (B) Birmingham – Crewe via Stoke-on-Trent;
 - (C) Euston – Crewe; and
 - (D) Coventry – Leamington Spa.

15.3 In relation to the reports required to be provided by the Franchisee under paragraph 15.2 the Secretary of State:

- (a) shall only be entitled to require the Franchisee to submit no more than two such reports;
- (b) may request that any such report is provided in relation to some or all of the Relevant Services and by reference to such level of disaggregation (including by Route or Service Group or journey time (such as early – morning and late – evening Passenger Services in general)) as the Secretary of State may reasonably require; and
- (c) shall, prior to issuing a request to the Franchisee to submit a report pursuant to paragraph 15.2, consult the Franchisee such that the Franchisee has the opportunity to comment on whether or not it will be feasible to provide the information and analysis that the Secretary of State intends to request in exercise of his rights pursuant to paragraph 15.2. In exercising his rights under paragraph 15.2 to require the Franchisee to submit a report the Secretary of State shall have due regard to any such comments made by the Franchisee.

15.4 Following the submission of any report required pursuant to paragraph 15.2 the Franchisee shall:

- (a) promptly respond to the Secretary of State's reasonable queries in relation to such report (including the provision of such assistance as the Secretary of State may reasonably require in connection with the verification of any information contained in such report);
- (b) upon reasonable notice, attend any such meeting as the Secretary of State may reasonably require for the purposes of discussing the contents of any such report; and
- (c) at the request of the Secretary of State, prepare and submit to the Secretary of State within the timescales specified in any such request (or such other timescales as may be agreed by the Secretary of State and the Franchisee) a plan for the introduction of such further enhancements to Passenger Services (either on the Routes on which such TSR Enhancement Service operates, or on other Routes) ("**Further Enhancement Services**"), such plan to include:
 - (i) the impacts (if any) that the introduction of such Further Enhancement Services will have on the delivery of the Franchise Services including the expected impacts on costs and revenues;

- (ii) any additional costs or risks that might be imposed on Network Rail as a direct consequence of the introduction of the Further Enhancement Services; and
- (iii) the expected operational performance impacts that the introduction of the Further Enhancement Service will have on operational performance by reference to Cancellations Benchmarks, the Annual Cancellations Benchmarks, the TOC Minute Delay Benchmarks, the Annual TOC Minutes Delay Benchmarks, the Short Formations Benchmarks, the Annual Short Formations Benchmarks and CaSL and PPM; and
- (iv) the expected operational performance impacts that the introduction of the Further Enhancement Services will have on Train Operators and freight operators whose railway passenger services or freight services (as the case may be) may be directly or indirectly affected by the introduction of the Further Enhancement Services.

It is agreed by the Secretary of State and the Franchisee that the Secretary of State may require the Franchisee to implement a plan as submitted by the Franchisee to the Secretary of State pursuant to this paragraph 15.5(c) and any such requirement by the Secretary of State shall be a Change.

16. Development of proposals for service enhancements

16.1 Where the Franchisee is required to produce a report pursuant to paragraph 16.3, the Franchisee shall undertake a feasibility study for the purposes of identifying options (the "**Passenger Services Enhancement Options**") for delivering enhanced Passenger Services on Routes where such improvements can be delivered including by:

- (a) implementing changes to the existing infrastructure;
- (b) improving rolling stock capability or reliability including through the modification of rolling stock or employing efficient maintenance arrangements; and/or
- (c) implementing changes in service patterns.

16.2 The Franchisee shall, as part of the feasibility study required pursuant to paragraph 16.1 and as a minimum:

- (a) consult with passengers, other train operators licensed under the Act who operate along the affected Routes, relevant user groups and other relevant Stakeholders;

- (b) work with Network Rail with a view to considering the feasibility of implementing any of the Passenger Services Enhancement Options where Network Rail input is required or where implementation of such Passenger Services Enhancement Options will require changes to the infrastructure or the Timetable. The Franchisee shall robustly challenge Network Rail to identify efficient and cost-effective ways by which such Passenger Services Enhancement Options could be implemented and provide evidence that it has complied with this requirement in the report to be submitted to the Secretary of State pursuant to paragraph 16.3;
 - (c) prepare an initial assessment of the likely costs and benefits of implementing the Passenger Services Enhancement Options; and
 - (d) engage with third party funders (including Local Authorities and local development agencies) to identify opportunities to secure grant funding for the purposes of implementing some or all of the Passenger Services Enhancement Options.
- 16.3 At the request of the Secretary of State, the Franchisee shall submit to the Secretary of State within the timescales specified in any such request (or such other timescales as may be agreed by the Secretary of State and the Franchisee) a report which sets out the outcomes of the feasibility study undertaken pursuant to paragraph 16.1, such report to include information relating to the matters set out in paragraphs 16.2(a) to 16.2(d).
- 16.4 Following the submission of the report required pursuant to paragraph 16.3 the Franchisee shall:
- (a) promptly respond to the Secretary of State's reasonable queries in relation to such report (including the provision of such assistance as the Secretary of State may reasonably require in connection with the verification of any information contained in such report); and
 - (b) upon reasonable notice, attend any such meeting as the Secretary of State may reasonably require for the purposes of discussing the contents of such report.
- 16.5 The Franchisee shall, at the request of the Secretary of State, co-operate with Network Rail and other relevant Stakeholders to undertake further development and, if appropriate, implementation of any or all of the Passenger Services Enhancement Options. The Secretary of State and the Franchisee acknowledge and agree that if any or all of the Passenger Services Enhancement Options are to be implemented this will be by way of amendment to the Train Service Requirement or by the Secretary of State proposing a Variation pursuant to paragraph 1.1(a) of Schedule 9.5 (Variations to the Franchise Agreement and Incentivising Beneficial Changes).

17. **Boxing Day Services**

17.1 Within 12 months of the Start Date the Franchisee shall:

- (a) consult with passengers, user groups, Network Rail, other train operators licensed under the Act and who operate along the affected Routes and other relevant Stakeholders on the potential demand for passenger services on 26 December in each Franchisee Year ("**Boxing Day Services**"); and
- (b) prepare and submit a report to the Secretary of State which sets out its proposals for operating Boxing Day Services which are additional to any Passenger Services to be operated by the Franchisee on 26 December in each Franchisee Year pursuant to the relevant Train Service Requirement (the "Additional Boxing Day Services"). Such report shall include:
 - (i) the Franchisee's view on whether or not the operation of the Additional Boxing Day Services will be commercially viable; and
 - (ii) the impact on Franchise Payments (if any) if the Secretary of State (at his sole discretion) elects to vary the Train Service Requirement to require the provision of the Additional Boxing Day Services thereby triggering a Change pursuant to paragraph (d) of the definition of Change.

17.2 Following the submission of the report required pursuant to paragraph 17.1 the Franchisee shall:

- (a) promptly respond to the Secretary of State's reasonable queries in relation to such report (including the provision of such assistance as the Secretary of State may reasonably require in connection with the verification of any information contained in such report); and
- (b) upon reasonable notice, attend any such meeting as the Secretary of State may reasonably require for the purposes of discussing the contents of such report.

17.3 The Franchisee shall have due regard to the outcomes and findings of the consultation referred to in paragraph 17.1(b)(i) in determining the Routes on which the Boxing Day Services (to be operated by the Franchisee on 26 December in each Franchisee Year pursuant to the relevant Train Service Requirement) are to operate.

18. **Infrastructure Projects**

18.1 The Franchisee shall from the Start Date until completion of each Infrastructure Project engage constructively with all relevant parties

responsible for the delivery of such Infrastructure Project with the intention of assisting its timely, efficient and effective completion.

- 18.2 To the extent that any Infrastructure Project leads to the Franchisee having rights under railway industry procedures (including Network Change and Station Change) the Franchisee shall not act in a way designed to directly or indirectly prevent, prejudice or frustrate the delivery of such Infrastructure Project and the Franchisee shall not unreasonably raise any objection under any railway industry procedure (including Network Change or Station Change) and any reasonable objections shall be raised by the Franchisee in accordance with the relevant railway industry procedures. It is acknowledged that the Franchisee may make reasonable objections with a view to mitigating the impact of the Infrastructure Projects and their implementation on passengers and the Franchise Services, while recognising the need for the Infrastructure Projects to be able to be undertaken in a reasonable manner.
- 18.3 The Franchisee shall throughout the Franchise Term allocate such appropriate Franchise Employees and other relevant resource as is reasonably required for the purposes of complying with its obligations in relation to all of the Infrastructure Projects pursuant to both this Franchise Agreement and the Access Agreements to which it is a party.
- 18.4 The Franchisee shall provide within 17 days of the end of each Reporting Period (or such lesser frequency as the Secretary of State and the Franchisee may agree), until the completion of the last Infrastructure Project to be completed, a detailed report complying with the reasonable requirements of the Secretary of State describing progress in relation to matters relating to each Infrastructure Project and identifying and quantifying so far as the Franchisee is reasonably able the emerging risk position in relation to each such Infrastructure Project as it affects passengers and the Franchise Services. The Franchisee shall provide such additional information as the Secretary of State shall reasonably request and if requested by the Secretary of State it shall develop such alternative and contingency plans as the Secretary of State may reasonably require for the purpose of mitigating relevant risk and ensuring that the adverse impacts on passengers and the Franchise Services of any relevant risk arising is mitigated to the greatest extent reasonable practicable.
- 18.5 For the purposes of this paragraph 18:

"Infrastructure Project" means any of the infrastructure projects described or referred to in the document in agreed terms marked **"IAD"**.

19. **Euston Passenger Services**

Unless the Secretary of State agrees otherwise, until 31 December 2023, the Franchisee shall not seek Train Slots from Network Rail for more than the following number of Passenger Services into and out of Euston:

- (a) Morning Peak arrivals at Euston: 13 Passenger Services per hour;
- (b) Evening Peak departures from Euston: 11 Passenger Services per hour.

20. **Railway Heritage**

The Franchisee shall:

- (a) engage constructively with the Railway Heritage Trust in order to maintain a register of listed buildings, those in conservation areas, and a list of designated artefacts and records (to ensure compliance with the Railway Heritage Act 1996);
- (b) engage constructively with the Railway Heritage Trust, Network Rail, and other relevant organisations to ensure that historic buildings and structures are conserved and promoted; and
- (c) maintain close and purposeful contact with heritage railway lines within the area of the Franchise, to identify and execute initiatives which will increase their usage and provide benefit to Passengers and the community.

21. **The Depots, Stabling and Ancillary Works Fund**

21.1 The Franchisee has assumed in its Record of Assumptions that each DSAW Project will receive the Expected Funding from the DSAW Fund.

21.2 Paragraph 21.3 below applies if, in respect of a DSAW Project or DSAW Project Milestone, each of the conditions described in sub-paragraphs (a) to (e) below is met:

- (a) the DSAW Project (or the DSAW Project to which the DSAW Project Milestone contributes) meets paragraph (b) of the DSAW Criteria;
- (b) the Franchisee has, unless directed by the Secretary of State not to do so, used all reasonable endeavours to secure the Expected Funding from Network Rail, including by providing all information reasonably required by the Secretary of State or Network Rail in connection with securing the Expected Funding in respect of such DSAW Project (or DSAW Project Milestone (as applicable));
- (c) not used;
- (d) by no later than 31 March 2019, all of the outputs comprised in the relevant DSAW Project or DSAW Project Milestone (as the case may be) have been delivered and:

- (i) Network Rail have provided written confirmation to the Franchisee that the works and/or other outputs comprised in the relevant DSAW Project or DSAW Project Milestone have been completed to such standards (including standards of design, workmanship and durability) as are typically required within the industry in respect of projects which are comparable with the relevant DSAW Project or DSAW Project Milestone and (in the case of a DSAW Project Milestone) that those works and/or other outputs will permit the satisfactory completion of the remaining elements of the works comprised within the relevant DSAW Project; or
- (ii) Network Rail have acted unreasonably in not providing written confirmation in the terms described in paragraph 21.3(d)(i) above;

despite satisfaction of the requirements in paragraphs 21.3(a) - (d) (inclusive), the DSAW Project or DSAW Project Milestone does not receive the amount of Expected Funding, such that there is an Expected Funding Shortfall.

21.3 Where this paragraph 21.3 applies, the Secretary of State shall (subject to paragraphs 21.4, 21.5 and 21.6) pay the Expected Funding Shortfall to the Franchisee, provided that:

- (a) the Franchisee has provided to the Secretary of State such information as he may require in connection with the DSAW Project (or DSAW Project Milestone (as applicable)) including project plans and cost information, demonstrating the total costs of the DSAW Project (or DSAW Project Milestone), the Expected Funding Shortfall, the cash flow requirements for the DSAW Project and when the Expected Funding Shortfall is expected to be required to be paid;
- (b) the Secretary of State shall not be required to make any payment before the later of the following two dates:
 - (i) the date on which the Secretary of State received such evidence as may reasonably be required to satisfy the Secretary of State that each of the conditions set out in paragraph 21.2 have been satisfied and that the costs of the DSAW Project (or DSAW Project Milestone (as applicable)) which the Expected Funding Shortfall is required to cover have been necessarily and reasonably incurred; and

- (ii) the date on which the Expected Funding (or relevant part of it, as applicable) was assumed to be received by the Franchisee in the Record of Assumptions; and
 - (c) any payments to the Franchisee in respect of the Expected Funding Shortfall shall be paid by way of adjustment to Franchise Payments on the next reasonably practicable Payment Date following the later to occur of the dates described in paragraphs 21.3(b)(i) and (ii); and
 - (d) neither Network Rail nor the Secretary of State shall be responsible for funding (by way of Expected Funding Shortfall or otherwise) costs incurred by the Franchisee in respect of a DSAW Project which does not proceed or is abandoned for any reason prior to its completion, or in respect of a DSAW Project or DSAW Project Milestone which, by 31 March 2019, has not been completed to the standards described in paragraph 21.2(d)(i) above.
- 21.4 The parties acknowledge that paragraph 21.3 sets out the full extent of the Secretary of State's obligations to the Franchisee in respect of the cost or funding of any DSAW Project (including any DSAW Project Milestone (as applicable)) and/or in respect of any Expected Funding Shortfall, and the parties expressly acknowledge that in no circumstances shall the Secretary of State be required to exercise his powers under Section 54 of the Act in respect of any DSAW Project (or any part thereof).
- 21.5 It is agreed that it is not the intention of the parties that the Franchisee shall make any gain as a consequence of the Secretary of State providing or procuring the provision of any Expected Funding Shortfall(s) and accordingly:
- (a) the Secretary of State's liability to provide or procure the provision of any Expected Funding Shortfall shall be reduced by the amount of any DSAW Saving;
 - (b) the Franchisee shall notify the Secretary of State as soon as reasonably practicable upon becoming aware that a DSAW Saving may arise. Such notification shall identify the circumstances in which the DSAW Saving may arise and provide all necessary supporting information to quantify the potential DSAW Saving, together with all further information which the Secretary of State may request from time to time to enable the Secretary of State to ascertain whether any DSAW Saving has arisen or is likely to arise;
 - (c) in any event as soon as reasonably practicable following the completion of all of the DSAW Projects, the Franchisee shall provide to the Secretary of State a report identifying all capital

costs and funding received by the Franchisee in connection with the DSAW Project(s) and any DSAW Saving which has arisen;

- (d) if it is agreed or the Secretary of State reasonably determines that a DSAW Saving has arisen then:
 - (i) there shall be an adjustment to the Franchise Payment due in relation to the Reporting Period after that in which relevant agreement was reached or the Secretary of State made his determination; or
 - (ii) where agreement or determination occurs after the end of the Franchise Period, there shall be a direct payment from the Franchisee to the Secretary of State.
- (e) The adjustment or payment in paragraph 21.5(d) shall be of an amount equal to whichever is the lower of:
 - (i) the amount of the DSAW Saving; and
 - (ii) the aggregate amounts paid or procured by the Secretary of State in respect of Expected Funding Shortfall(s).

21.6 It is acknowledged that the Expected Funding (and any Expected Funding Shortfall amount provided or procured by the Secretary of State):

- (a) is to support only the capital cost of the relevant DSAW Project; and
- (b) does not include any operational costs associated with the DSAW Project (including any charges payable to Network Rail for the use or maintenance of any asset created or enhanced by the DSAW Project) and any such operational costs are the responsibility of the Franchisee.

Schedule 6.2
Committed Obligations

Part 1 - COMMITTED OBLIGATIONS

1. Definitions and interpretation

1.1 For the purposes of this Part 1 to Schedule 6.2, the following words and expressions shall have the following meanings:

"Abbey Line" means the railway line between Watford Junction and St Albans Abbey Stations;

"Additional Third Party Funding" means the investment of a minimum of [REDACTED³³] by third parties to be used to fund the improvements to cycle facilities identified in paragraph 84.1;

"Advance Purchase on the Day" means a ticket that is available to be purchased at an advance Fare rate up to ten (10) minutes before departure of the timetabled Passenger Service to which the ticket relates;

"ANPR Enabled Car Parks" means the car parks at the following Stations:

- (a) Barnt Green;
- (b) Berkhamsted;
- (c) Bletchley;
- (d) Cheddington;
- (e) Coleshill Parkway;
- (f) Hemel Hempstead;
- (g) Kidderminster;
- (h) Kings Langley;
- (i) Leighton Buzzard;

33 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (j) Lichfield City;
- (k) Lichfield Trent Valley;
- (l) Malvern Link;
- (m) Milton Keynes Central;
- (n) Nuneaton;
- (o) Northampton;
- (p) Redditch;
- (q) Stratford-upon-Avon;
- (r) Tamworth;
- (s) Telford Central;
- (t) Tring;
- (u) Watford Junction;
- (v) Wolverton; and
- (w) Worcester Shrub Hill;

"Audio Assistance" means direct audio communication with a member of staff who is able to give assistance on ticket purchasing and other customer assistance matters;

"Automatic Number Plate Recognition Technology" means the automatic reading of vehicle number plates which allows the registered keeper of the vehicle to be identified;

[Deleted³⁴] [Deleted]

[Deleted³⁵] [Deleted]

³⁴ 13 August 2019 (Date of Contract Change Letter) – Contract deletion agreed by the Secretary of State and Franchisee.

³⁵ 13 August 2019 (Date of Contract Change Letter) – Contract deletion agreed by the Secretary of State and Franchisee.

"Community Transport Association"

means the Community Transport Association UK Limited (company number 01985361), whose registered office is at 5 Adair Street, Manchester, England, M1 2NQ;

[REDACTED³⁶]

[REDACTED³⁷]

"CRP Stations"

means the following Stations, which are located on a Community Rail Partnership line:

- (a) Aspley Guise;
- (b) Bedford;
- (c) Bedford St Johns;
- (d) Bow Brickhill;
- (e) Bricket Wood;
- (f) Fenny Stratford;
- (g) Garston;
- (h) How Wood;
- (i) Kempston Hardwick;
- (j) Lidlington;
- (k) Millbrook;
- (l) Park Street;
- (m) Ridgmont;
- (n) St Albans Abbey;
- (o) Stewartby;

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37 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

(p) Watford North; and

(q) Woburn Sands;

"Culture and Values Development Plan" means a plan which shall include as a minimum:

(a) a set of cultural and behavioural targets related to the business plan priorities of the Franchise (including improving both customer service and train service performance);

(b) a distillation of the results of the Employee Engagement Survey, which shall be used by the Franchisee to develop the Franchisee's culture and values; and

(c) a summary of proposed interventions designed to promote cultural change (including team-building exercises and team bonding events);

"Customer Facing Employees" means customer facing employees of the Franchisee working in Stations or on-board the Rolling Stock Units (including drivers but excluding train presentation staff);

"Customer Workshops Shadowing" means accompanied journeys with customers on the Passenger Services (customers shall be drawn from the Online Customer Panel);

"DCIS" means a digital customer information system which provides real-time updates on the Passenger Services via a high definition display;

"DelayVision" means an application that enables all employees of the Franchisee to provide information about and report on delays to Passenger Services. This application shall enable the user to:

(a) select causes of delay to assist with root-cause categorisation and to input a brief description of the incident or delay; and

(b) describe solutions to reduce the frequency or the period of delay caused by the relevant incident;

"Direct Debit Scheme"		means a scheme pursuant to which a customer can purchase an annual Season Ticket Fare and pay the cost of such Season Ticket Fare by monthly direct debit payments;
"DMU"		means diesel powered multiple unit;
"EC4T"		means electric current for traction;
"Emotion Tracker Application"		means an application to track the emotions of passengers whilst travelling, which has been developed from the research carried out by Transport Focus prior to the Start Date;
"EMU"		means electric powered multiple unit;
"Enhanced Interface"	User	is an enhanced graphical user interface on a ticket vending machine which as a minimum meets the requirements of the RDG Design Guidelines;
"First To Last Train Period"		means the period beginning at the time of the first timetabled train (according to the working timetable issued by Network Rail) to call at a particular Station and ending at the time of the last timetabled train to call at that Station, "timetabled train" in this definition shall include trains run by any Train Operator;
"Flex Carnet"		means a Smart Ticket which enables customers to purchase a Fare at a discounted rate which entitles the purchaser to make multiple day return journeys during the period for which, and between the Stations for which, such Fare is valid;
"Forest of Marston Vale"		means The Forest of Marston Vale Trust (company number 3462405), whose registered charity number 1069229 and registered office is at The Forest Centre, Station Road, Marston Moretaine, Beds, MK43 0PR;
"Forest of Mercia"		means the Forest of Mercia CIC (company number 09515581), whose registered office is at Hilton Green, Hilton Lane, Essington, Staffordshire, United Kingdom, WV11 2BG;
"Franchise Area"		means the geographic area served by the Passenger Services;

- "Goods & Services"** means all goods and services procured by the Franchisee but excluding any goods and/or services that are:
- (a) supplied by Network Rail to the Franchisee (including without limitation pursuant to the terms of the Track Access Contract and any leases);
 - (b) supplied by a third party pursuant to a Rolling Stock Related Contract;
 - (c) supplied by a third party pursuant to a contract for the provision of diesel fuel;
 - (d) supplied by a third party in connection with railway infrastructure works; and
 - (e) supplied pursuant to a contract for the provision of Station asset management services;
- "Help Point"** means a help point system which gives direct contact to the twenty four (24) hour operational customer information team;
- "ICS"** means the Institute of Customer Service (company number 3316394), whose registered office is at Bridge House, 4 Borough High Street, London, SE1 9QQ;
- "Infotainment System"** means an internet based infotainment platform used to provide:
- (a) customer information;
 - (b) entertainment;
 - (c) information on the Passenger Services and train delays;
- "Investors in Diversity"** means the quality mark issued by the National Centre for Diversity related to a methodology for improving equality, diversity and inclusion;

"ISO14064 Accreditation"	means the International Organisation for Standardisation ISO 14064-1:2006 accreditation for quantification and reporting of greenhouse gas emissions and removals;
"KTR"	means ATOC's Key Train Requirements issue 4;
"London Commuter Area"	means those Passenger Services and Stations where London Commuter Fares apply;
"Maintenance Management System"	means a program which: <ul style="list-style-type: none"> (a) provides visibility over asset maintenance and performance; (b) identifies trends from key data; (c) forecasts performance concerns; and (d) offers business insight to help improve decision making;
"Marston Vale Line"	means the railway line between Bletchley and Bedford Stations;
"Minimum Rolling Stock Specification"	means the following minimum standard specification for rolling stock: <ul style="list-style-type: none"> (a) fully air conditioned in passenger saloons and drivers cabs; (b) high quality LED lighting in all passenger spaces; (c) adequate space for luggage; (d) provision of access to handholds and grab poles throughout the carriage; (e) fitted with a PRM-TSI compliant UAT with baby change facilities; (f) fitted with both 240v power sockets and USB charging points for use by passengers, with at least one socket per two seats; (g) fitted with a real-time passenger information system compliant with

the Passenger Information System Specification;

- (h) fitted with saloon CCTV (specified to British Transport Police and ATOC standards) with the ability to download real-time data to a remote server;
- (i) fitted with a passenger counting system to count the number of passengers boarding and alighting at each doorway and passing between vehicles, which provides an accurate record of the number of passengers in each vehicle with the ability to download real-time data to a remote server;
- (j) [REDACTED³⁸];
- (k) fitted with an operational automatic selective door operating system;
- (l) [REDACTED³⁹]; and
- (m) fitted with remotely accessible fault diagnostic information and reset facilities;

"Multi-Modal Screens"

DCIS means a multi-modal DCIS which provides real-time arrivals and departures information for connecting rail and other transport modes;

"Multi-Modal Stations"

DCIS means the following transport interchange Stations, at which the Franchisee shall install Multi-Modal DCIS Screens pursuant to paragraph 75.4:

38 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

39 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (a) Berkhamsted;
- (b) Birmingham Snow Hill;
- (c) Bletchley;
- (d) Bournville;
- (e) Droitwich Spa;
- (f) Dudley Port;
- (g) Hemel Hempstead;
- (h) Jewellery Quarter;
- (i) Kidderminster;
- (j) Leighton Buzzard;
- (k) Lichfield City;
- (l) Lichfield Trent Valley;
- (m) Longbridge;
- (n) Northampton;
- (o) Nuneaton;
- (p) Redditch;
- (q) Sandwell & Dudley;
- (r) Selly Oak;
- (s) Smethwick Galton Bridge;
- (t) St Albans Abbey;
- (u) Stratford-upon-Avon;
- (v) Sutton Coldfield;
- (w) Tamworth;
- (x) Telford Central;
- (y) The Hawthorns;
- (z) Walsall;

- (aa) Watford Junction;
- (bb) Wolverhampton;
- (cc) Worcester Foregate Street; and
- (dd) Worcester Shrub Hill;

"New Depot" means a new maintenance and stabling facility at [REDACTED⁴⁰];

"New Build Rolling Specification" **Minimum Stock** means the following minimum standard specification for rolling stock:

- (a) fully air conditioned in passenger saloons and drivers cabs;
- (b) high quality LED lighting in all passenger spaces;
- (c) adequate space for luggage;
- (d) provision of access to handholds and grab poles throughout the carriage;
- (e) fitted with a PRM-TSI compliant UAT with baby change facilities;
- (f) fitted with both 240v power sockets and USB charging points for use by passengers, with at least one socket per two seats;
- (g) fitted with a real-time passenger information system compliant with the Passenger Information System Specification;
- (h) fitted with saloon CCTV (specified to British Transport Police and ATOC standards) with the ability to download real-time data to a remote server;

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- (i) fitted with a passenger counting system to count the number of passengers boarding and alighting at each doorway and passing between vehicles, which provides an accurate record of the number of passengers in each vehicle with the ability to download real-time data to a remote server;
- (j) [REDACTED⁴¹];
- (k) fitted with an operational automatic selective door operating system;
- (l) [REDACTED⁴²];
- (m) fitted with remotely accessible fault diagnostic information and reset facilities;
- (n) fitted with at least 1450mm wide doors at the "one third two thirds" positions on each vehicle to support faster boarding and alighting;
- (o) provision of multifunctional space with can be used to accommodate luggage and/or bicycles;
- (p) fitted with high definition forward-facing CCTV from both the driving and rear car, with remote live viewing; and
- (q) provision for future fitment of ETCS equipment so that to the extent reasonably practicable the costs of such fitment are minimised;

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42 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"nNetwork"	means the multi-modal zonal season ticket which operates in the West Midlands Ticketing Area and is defined through the 'WMCA Centrocard Agreement' (or any such renamed scheme which operates in the same way);
"nTrain"	means the rail-only zonal season ticket which operates within the West Midlands Ticketing Area and is defined through the 'WMCA Centrocard Agreement' (or any such renamed scheme which operates in the same way);
"Online Customer Panel"	means a web-based customer panel consisting of at least five thousand (5,000) customers;
"PAS Performance Targets"	has the meaning given to such term in paragraph 80.1(b);
"PAS Plus"	means a scheme which arranges rail, bus or taxi travel (depending on the customer's needs) as part of a personalised journey planning service to persons over sixty five (65) years old;
"Passenger Footfall"	means the annual total number of entries and exits at a Station as specified in the document published by the ORR specifically entitled "Estimates of Station Usage 2014-15" (excluding any update or replacement to such document published from time to time);
"Passenger Information System Specification"	means the following specification for a passenger information system fitted to rolling stock vehicles: <ul style="list-style-type: none"> (a) a public address system integrated with the real time passenger information system referred to in limb (b) below; (b) a real time passenger information system that displays relevant information to passengers via a high definition display screen in each rolling stock vehicle (supported by dot-matrix screens as appropriate) which:

- (i) which connects via Wi-Fi to external sources of real-time information;
- (ii) provides real time information on the progress of the relevant Passenger Service;
- (iii) provides information relating to the next station at which the Passenger Service is to stop, including information about Connections;
- (iv) displays customer facing route maps;
- (v) provides information relating to on-train loadings; and
- (vi) provides advice as to alternative passenger services available in the event of any delays or service disruption on the railway;

in addition, new build rolling stock vehicles entering into the Train Fleet, shall be fitted with additional high definition display screens in the internal saloon and vestibule areas and for EMU Rolling Stock Units only, a centre ceiling-mounted double-sided internal saloon display;

"RDG"

means the Rail Delivery Group Limited (company number 08176197), whose registered office is at 200-202 Aldersgate Street, London, EC1A 4HD;

"RDG Design Guidelines"

means the RDG's "Ticket Vending Machine: Ten Point Improvement Plan" dated December 2016 and "Ticket Vending Machines: Design Guidelines" dated December 2016;

"Railway Skills"

means a skillset which enables the following duties to be performed: providing information to customers, assisting customers with ticket vending machines, making customer announcements, general customer assistance, ticket validation, ticket gate monitoring, light cleaning duties, train dispatch, fingertip

maintenance (to include maintaining ticket vending machine stocks, other basic maintenance of ticket vending machines and completing basic cash/credit accounting), selling tickets on the train, seat reservations and labelling, implementing safety procedures and selling tickets at Stations and/or Franchisee Access Stations using mobile ticketing systems;

"Remote Condition Monitoring"

means an active monitoring system that allows the manager of an asset to predict the likely failure of such asset in order to allow intervention prior to the failure and in doing so prevent a service affecting failure;

"Rugby ROC"

means the Rugby Rail Operating Centre;

"Saltley WMSC"

means the Network Rail West Midlands Signalling Centre;

"SE"

means a social enterprise company, a type of company which has social, charitable or community based objectives;

"ServiceMark"

means the national ICS accreditation scheme branded as 'ServiceMark' which recognises an organisation's achievement in customer service standards and its commitment to upholding those standards;

"Skilled Assistants"

Security

means skilled security staff employed by the Franchisee or a third party that are vetted and trained to a high standard, and are required to conform to the Private Security Industry Act 2001;

"Smart Ticket"

means an electronic ticket (not including a "magstripe") that evidences a Fare;

"Smart-Enabled"

means capable of selling and/or registering a Smart Tickets (as appropriate) or capable of accepting or registering contactless payment;

"Special Events"

means an organised, publicly attended event, including but not limited to: national and international sporting fixtures, air shows, firework displays, Christmas markets, festivals, live music concerts, civic events, protest marches and including events held at the National Exhibition Centre, the Coventry Arena, the

International Convention Centre or Wembley Arena;

"Specified Rolling Stock" means the following rolling stock which form part of the Train Fleet at the Start Date:

- (a) all Class 172/2 Rolling Stock Units;
- (b) all Class 172/3 Rolling Stock Units;
- (c) all Class 350/1 Rolling Stock Units;
- (d) all Class 350/3 Rolling Stock Units;

and the following rolling stock upon its introduction to the Train Fleet:

- (e) all Class 172/0 Rolling Stock Units;
and
- (f) all Class 350/4 Rolling Stock Units;

"Station Car Park" means any car park at a Station which is located wholly within the demise of the Station Lease for that Station;

"Station Deep Clean" means a clean to remove all ingrained dirt to building walls, window frames, glazing and paintwork, remove chewing gum on platforms and public areas of the Station, steam-cleaning all toilets, and the cleaning of all high-level canopies and shelters;

"Station Travel Plans" means, in relation to a Station, a detailed strategy for managing travel to and from that Station by passengers and other station users (including details of car and taxi pick-up points, cycle access and storage, bus services, car parking, pedestrian routes, wayfinding and signage) with the aim of reducing the environmental impact of such travel;

"Stourbridge Town Line" means the railway line between Stourbridge Town and Stourbridge Junction Stations;

"TrainingMark" means the national ICS accreditation scheme branded as 'TrainingMark' which recognises that training courses meet national standards for customer service;

- "Transport Integration Forum"** means a new transport integration forum established by the Franchisee to consider and promote integrated timetabling;
- "UAT"** means universal access toilet;
- "WCSBU Station Design Guide"** means a station design guide prepared by the Franchisee in accordance with Network Rail signage principles which sets out the key elements of the branded environment (including signage, wayfinding and paint) in respect of the WCSBU Stations;
- "WCSBU Stations"** means the following Stations:
- (a) Acton Bridge;
 - (b) Apsley;
 - (c) Apsley Guise;
 - (d) Atherstone;
 - (e) Bedford St Johns;
 - (f) Berkhamsted;
 - (g) Bletchley;
 - (h) Bow Brickhill;
 - (i) Bricket Wood;
 - (j) Cheddington;
 - (k) Fenny Stratford;
 - (l) Garston;
 - (m) Hartford;
 - (n) Hemel Hempstead;
 - (o) How Wood;
 - (p) Kempston Hardwick;
 - (q) Kings Langley;
 - (r) Leighton Buzzard;

- (s) Lichfield Trent Valley;
- (t) Lidlington;
- (u) Long Buckby;
- (v) Millbrook;
- (w) Milton Keynes Central;
- (x) Northampton;
- (y) Nuneaton;
- (z) Park Street;
- (aa) Polesworth;
- (bb) Ridgmont;
- (cc) Rugeley Trent Valley;
- (dd) St Albans Abbey;
- (ee) Stewartby;
- (ff) Tamworth;
- (gg) Tring;
- (hh) Watford Junction;
- (ii) Watford North;
- (jj) Winsford;
- (kk) Woburn Sands;
- (ll) Wolverton; and
- (mm) any other new Stations that are allocated to the WCSBU during the Franchise Term;

"Wildlife Trust Biodiversity Benchmark" means an award given by the Wildlife Trusts to recognise and reward continual biodiversity improvement;

"Wildlife Trusts" means United Kingdom wildlife trust charities that are members of the Royal Society of Wildlife Trusts;

- "WMSBU Brand"** means the brand developed by the Franchisee in collaboration with WMR and using WMR's intellectual property in respect of the WMSBU;
- "WMSBU Brand Manager"** means a person appointed by the Franchisee from time to time to act as the WMSBU Brand champion responsible for deploying the WMSBU Brand and implementing WMSBU Brand marketing activity;
- "WMSBU Station Design Guide"** means a station design guide prepared by the Franchisee in accordance with Network Rail signage principles which sets out the key elements of the branded environment (including signage, wayfinding and paint) in respect of the West Midlands Stations.

- 1.2 In the case of the Committed Obligations set out in paragraphs 24.2, 29, 35, 36, 37, 38, 39, 40, 41, 42, 48, 50, 66.3, 75, 84.2 and 91 of this Part 1 of Schedule 6.2 expressed in terms of a requirement to procure expenditure not less than a specified sum, any sums not so procured or spent by the Franchisee in delivering the relevant Committed Obligation shall be deemed to be Underspend for the purposes of paragraph 2.4 (b) of Part 2 of Schedule 6.2 and the Franchisee shall promptly notify the Secretary of State of any such Underspend.
- 1.3 The provisions of paragraph 2.4 of Part 2 of Schedule 6.2 (Underspend) apply where the relevant objective has been delivered without incurring the full amount referred to in the relevant Committed Obligation. The Parties agree that the Underspend provisions should also apply in the case of the Committed Obligations listed in this paragraph to any circumstances where the amounts referred to are not spent for whatever reason including where the objectives have not been met. On that basis, the Parties acknowledge and agree that, in the case of the Committed Obligations set out in paragraphs 19.2, 20, 23, 24, 36.2 and 92 of this Part 1 of Schedule 6.2, any sums referred to in those paragraphs not spent by the Franchisee shall be treated as Underspend for the purposes of paragraph 2.4(b) of Part 2 of Schedule 6.2 and the Franchisee shall promptly notify the Secretary of State of any such Underspend.

LEADERSHIP AND MANAGEMENT

2. Culture and Values Development Plan

⁴³By no later than 31 May 2018, the Franchisee shall prepare and deliver to the Secretary of State a Culture and Values Development Plan, which shall be updated on or before the 31 March in each subsequent Franchisee Year. The Franchisee shall act in accordance with such Culture and Values Development Plan (as updated in accordance with this paragraph 2) throughout the Franchise Period.

3. Employee engagement surveys and targets

3.1 From 1 April 2018, the Franchisee shall at least once per year:

- (a) carry out a survey of employees of the Franchisee ("**Employee Engagement Survey**"); and
- (b) carry out a three-minute online engagement survey for employees of the Franchisee ("**Pulse Survey**"),

which shall be undertaken six (6) months apart from each other.

3.2 The Franchisee shall publish the results of such Employee Engagement Survey(s) and Pulse Survey(s) to employees of the Franchisee within two (2) months of the completion of each such survey and shall share such results with the Secretary of State.

3.3 The Franchisee shall use all reasonable endeavours to achieve an Employee Engagement Rate percentage of at least eighty per cent (80%) for the Employee Engagement Survey carried out in 2025, where:

- (a) "Employee Engagement Rate" is calculated by aggregating the total number of responses from employees of the Franchisee who respond "agree" or "strongly agree" to the Benchmark Engagement Statements (or materially similar statements) included in the Employee Engagement Survey and dividing them by the total number of responses from employees of the Franchisee to that Employee Engagement Survey and expressing the same as a percentage figure; and
- (b) the "Benchmark Engagement Statements" are:
 - (i) "I fully support the targets and strategy of my employer";
 - (ii) "I would recommend my employer as a good place to work";and

⁴³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

(iii) "I receive the support I need from my team and managers".

4. **Employee well-being**

4.1 The Franchisee shall:

- (a) provide a 'best in class' employee well-being programme which shall focus on both the physical and mental well-being of employees of the Franchisee; and
- (b) by no later than 31 March 2021, use all reasonable endeavours to reduce absence of employees of the Franchisee due to sickness to not more than 3.25% of the total contracted days of all employees of the Franchisee per Franchisee Year.

5. [REDACTED⁴⁴]

6. **Not used**

7. [REDACTED⁴⁵]

8. **Not used**

9. **Manager and team leader development programme**

9.1 From 1 April 2018, the Franchisee shall enrol a minimum of fifteen (15) managers each Franchisee Year to attend an Institute of Leadership and Management ("**ILM**") level 3 accredited management development programme, with the result that a minimum of one hundred and ten (110) managers shall achieve the associated accreditation by the end of the Franchise Period.

9.2 ⁴⁶**By no later than 31 May 2019, the Franchisee shall enrol all engineering team leaders in an ILM level 2 accredited team leader programme.**

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⁴⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

10. **Improving railway skills development and qualifications**
- 10.1 ⁴⁷**By no later than 31 May 2019, the Franchisee shall develop a two (2) day programme aimed at improving the management of delays and shall provide the programme to a minimum of one hundred (100) managers as soon as reasonably possible after development of such programme but no later than 31 May 2020.**
- 10.2 The Franchisee shall use reasonable endeavours to collaborate with Network Rail in the development of the programme referred to in paragraph 10.1.
- 10.3 From 1 April 2019, the Franchisee shall hold review workshops annually on improving the management of disruption and providing better information to passengers and staff. The workshops shall each be attended by a minimum of twelve (12) employees of the Franchisee from a range of the following: on-call team, gold, silver and bronze command line managers, route controllers and information controllers.
- 10.4 ⁴⁸**By no later than 31 May 2019, the Franchisee shall develop and implement a professional development programme to be delivered to performance, control and planning specialists.**
- 10.5 The Franchisee shall use reasonable endeavours to collaborate with the University of Birmingham's Centre for Rail Research and Education in the development and delivery of the programme referred to in paragraph 10.4.
- 10.6 Subject to paragraph 10.7, by no later than 31 March 2025 the Franchisee shall ensure that a minimum of eight hundred and fifty (850) Customer Facing Employees have such Railway Skills as are appropriate to their role, such that:
- (a) by no later than 31 December 2021, a minimum of four hundred (400) Customer Facing Employees have the appropriate Railway Skills; and
 - (b) by no later than 31 December 2023, a minimum of a further three hundred and thirty (330) Customer Facing Employees have the appropriate Railway Skills.
- 10.7 For the purposes of paragraph 10.6 only, "Customer Facing Employees" shall not include drivers.

⁴⁷ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁴⁸ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

11. Mobile devices

11.1 ⁴⁹By no later than 31 March 2018, all employees of the Franchisee shall be provided with a mobile smart phone and/or a tablet device, which the Franchisee shall use reasonable endeavours to procure they shall use from the date of such provision, and which enables the employee to access online content relevant to their role within the Franchise, including:

- (a) access to information on the whereabouts, needs and requirements of customers who require Passenger Assistance;
- (b) access to a social learning, communications and knowledge sharing platform used by the Franchisee which is inclusive of the ability to set up online communities to support initiatives, using videos, presentations and training content and hosting discussion threads;
- (c) access to learning and development support, for example in relation to new routes and traction types;
- (d) the ability to review personal development programmes and other information stored on the Franchisee's corporate management system;
- (e) access to other briefing material such as the rule book and working instructions, as well as the intranet;
- (f) access to an online portal which enables the employee to request leave or exchange duties with a colleague;
- (g) ⁵⁰by no later than 1 February 2019, full access to the Maintenance Management System to enable on-the-spot creation and completion of works orders; and
- (h) by no later than 31 March 2020, access to DelayVision.

12. Diversity and inclusion strategy

12.1 The Franchisee shall, in the second Franchisee Year and each subsequent Franchisee Year, implement strategies and initiatives including annual workplace consultations, visits to schools with a higher proportion of under-represented groups, targeted recruitment strategies, promotion of flexible working and a mentoring programme for high potential employees (the

⁴⁹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁵⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

"Diversity Programme") to encourage and promote greater diversity amongst the employees of the Franchisee.

12.2 The purpose of the Diversity Programme shall be to encourage an increase in the percentage of employees of the Franchisee from under-represented groups, with the aim that (subject always to the Franchisee's obligations under the Equality Act 2010) the workforce better reflects the communities served by the Franchisee, such programme to include initiatives to support the Secretary of State's aspiration of:

- (a) from the Start Date, an average of twenty percent (20%) in any period of three (3) Franchisee Years of all employees of the Franchisee entering into engineering and train driving apprenticeships are female;
- (b) increasing the number of all employees of the Franchisee that are female throughout the Franchise Term so that the percentage of all employees of the Franchisee that are female is twenty three (23%) by the Expiry Date; and
- (c) increasing the number of all employees of the Franchisee that are from ethnic minorities throughout the Franchise Term so that the percentage of all employees of the Franchisee that are from ethnic minorities is twenty percent (20%) by the Expiry Date,

(each a **"Diversity Objective"**).

12.3 Where the Franchisee has failed to meet a Diversity Objective or any part of it, then the Franchisee shall, not more than three (3) Reporting Periods after the start of the Franchisee Year immediately following any such failure, submit to the Secretary of State for his approval, a plan setting out what initiatives and strategies the Franchisee intends to implement in order to achieve that Diversity Objective (subject to the Franchisee's obligations under the Equality Act 2010) (the **"Diversity Action Plan"**).

12.4 Subject to the Franchisee's obligations under the Equality Act 2010, the Franchisee shall comply with any Diversity Action Plan approved by the Secretary of State pursuant to paragraph 12.3.

12.5 By no later than 31 March 2020, the Franchisee shall attain the Investors in Diversity accreditation.

13. **New Apprenticeship schemes**

13.1 The Franchisee shall use reasonable endeavours to ensure that ninety percent (90%) of all persons undergoing an Apprenticeship shall qualify from their Apprenticeship and be retained as Franchise Employees following such qualification.

14. Scholar programme

14.1 From 1 September 2018, the Franchisee shall provide in each Franchisee Year to:

- (a) at least thirty (30) year 10 and 11 pupils at local secondary schools in the Franchise Area, a five (5) day rail career awareness programme; and
- (b) at least two (2) pupils at secondary schools in the Franchise Area an eight (8) week traineeship programme with a guaranteed job interview on completion of such programme.

15. Safety and security

15.1 ⁵¹**The Franchisee shall use all reasonable endeavours to reduce the annual number of physical assaults on employees of the Franchisee such that by 1 March 2019 the number of physical assaults on employees of the Franchisee is at least five percent (5%) lower than the number of physical assaults on employees of the Franchisee in the twelve (12) months preceding the Start Date and shall maintain as a minimum such reduced levels for the remainder of the Franchise Term.**

15.2 From 1 April 2018, the Franchisee shall develop its security strategy and update it annually. The initial security strategy, and updates to the same, shall be submitted to the Secretary of State for approval.

15.3 The Franchisee shall fund:

- (a) the continuation of the British Transport Police inspector secondment role; and
- (b) a full time equivalent position for the British Transport Police at Saltley WMSC.

16. Standard for collaborative business relationships

16.1 ⁵²**By no later than 1 February 2019, the Franchisee shall attain ISO 44001 Collaborative Business Relationships Management System accreditation.**

⁵¹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁵² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

17. Biodiversity

- 17.1 By no later than 31 March 2022, the Franchisee shall use all reasonable endeavours to achieve the Wildlife Trust Biodiversity Benchmark for ten percent (10%) of all premises controlled by the Franchisee where suitable space exists (including Stations, Depots and any offices or control room premises).
- 17.2 From 1 April 2018 to 31 March 2023, the Franchisee shall incur expenditure of [REDACTED⁵³] collaborating with the Forest of Mercia, the Forest of Marston Vale and Wildlife Trusts in the Franchise Area to:
- (a) promote their education programme;
 - (b) encourage people to use the Passenger Services to visit the Forest of Mercia and the Forest of Marston Vale;
 - (c) fund a discount scheme for schools to visit the Forest of Mercia and the Forest of Marston Vale;
 - (d) provide financial support towards tree and woodland planting schemes; and
 - (e) develop biodiversity plans and implement biodiversity projects.

18. Sustainable procurement

- 18.1 By no later than 31 January 2020, the Franchisee shall use all reasonable endeavours to attain BS ISO 20400:2017 accreditation (as replaced or updated from time to time).

19. Supply chain management and support

- 19.1 The Franchisee shall source:
- (a) by 31 March 2020, [REDACTED⁵⁴] of Goods & Services supplied for the running of the Franchise (by value) from SMEs or SE companies;

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- (b) by 31 March 2022, [REDACTED⁵⁵] of Goods & Services supplied for the running of the Franchise (by value) from SMEs or SE companies; and
 - (c) by the 31 March 2025, [REDACTED⁵⁶] of Goods & Services supplied for the running of the Franchise (by value) from SMEs or SE companies.
- 19.2 From 1 April 2018, the Franchisee shall invest a minimum of [REDACTED⁵⁷] per Franchisee Year into a grant fund which shall be made available to SMEs or SE companies which are:
- (a) part of the Franchise supply chain;
 - (b) based at Stations; or
 - (c) based in the local community to the Franchise as local transport providers,
- to apply for funding for training and capacity building.

20. **Community art schemes**

20.1 The Franchisee shall:

- (a) from the Start Date, invest a minimum expenditure of [REDACTED⁵⁸] per Franchisee Year into a community art fund; and
- (b) from the first anniversary of the Start Date, use all reasonable endeavours to seek additional third party funding,

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57 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

58 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

both of which shall be used to deliver a programme of community art schemes in the West Midlands Geographic Area throughout the Franchise Period, such schemes to be agreed upon with the Secretary of State.

21. **Supporting financial accessibility**

21.1 Prior to the first anniversary of the Start Date, the Franchisee shall advertise and promote the following scheme to provide free train tickets to the following individuals who reside in the Franchise Area:

- (a) university graduates, or graduates from an equivalent level place of higher education, in the period up to six (6) months following their graduation:
 - (i) six (6) free standard return tickets for travel on the Passenger Services to and from interviews; and
 - (ii) three (3) months free travel to and from their place of work on the Passenger Services once such person secures a job; and
- (b) any person unemployed for over six (6) months:
 - (i) six (6) free standard return tickets for travel on the Passenger Services to and from interviews; and
 - (ii) three (3) months free travel to and from their place of work on the Passenger Services once such person secures a job.

22. **Environmental performance accreditation**

22.1 By no later than the second anniversary of the Start Date, the Franchisee shall use all reasonable endeavours to achieve ISO14064 Accreditation.

23. **Innovation Projects**

23.1 Over the course of the Franchise Term the Franchisee shall invest a minimum of [REDACTED⁵⁹] into a grant fund which shall be made available for innovation projects which have the purpose of improving the railway for the benefits of passengers and Franchise Employees (each being an "**Innovation Project**").

59 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- 23.2 The Franchisee shall not implement any Innovation Project referred to in paragraph 23.1 unless:
- (a) the Franchisee has nominated such proposed Innovation Project to the Secretary of State in writing setting out its specification and cost, risks to delivery (including dependencies on third parties and requisite approvals and consents), the outputs it is expected to deliver and a reasonable timetable for delivery;
 - (b) the Franchisee has provided such further information as the Secretary of State may reasonably require in relation to such proposed Innovation Project; and
 - (c) the Secretary of State has provided his written approval to such proposed Innovation Project in a reasonable timeframe to enable the proposed delivery timetable issued by the Franchisee pursuant to paragraph 23.2(a) to be achieved.
- 23.3 Where the Franchisee believes that it is reasonably likely that the delivery of any approved Innovation Project will be delayed or delivered on a basis inconsistent with its specification, it shall notify the Secretary of State as soon as reasonably practicable and keep him appropriately updated.
- 23.4 The Franchisee shall notify the Secretary of State of the completion of each approved Innovation Project as soon as reasonably practicable. Such notification shall confirm that the Innovation Project has been completed in accordance with its specification and certify the expenditure that has been incurred with reasonable supporting evidence specifically identifying any Underspend for the purposes of paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) of this Schedule 6.2 (Committed Obligations).

TRAIN SERVICE & CROWDING

24. Infrastructure

24.1 [REDACTED⁶⁰]

24.2 In addition to the Franchisee's funding obligations under paragraph 24.1, by no later than 8 May 2021 the Franchisee shall undertake:

⁶⁰ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (a) a programme of lengthening platforms to enable, so far as is reasonably practicable, the efficient operation of the Train Plan; and
- (b) any consequential or ancillary infrastructure improvements directly related to platform lengthening under paragraph 24.2(a),

and shall procure a minimum expenditure of [REDACTED⁶¹] on such activities, each an **"Infrastructure Improvement"** for the purposes of this paragraph 24.

24.3 The Franchisee shall not implement any Infrastructure Improvement unless:

- (a) the Franchisee has nominated such proposed Infrastructure Improvement to the Secretary of State in writing setting out its specification and cost, risks to delivery (including dependencies on third parties and requisite approvals and consents), the outputs it is expected to deliver and a reasonable timetable for delivery;
- (b) the Franchisee has provided such further information as the Secretary of State may reasonably require in relation to such proposed Infrastructure Improvement; and
- (c) the Secretary of State has provided his written approval to such proposed Infrastructure Improvement in a reasonable timeframe to enable the proposed delivery timetable issued by the Franchisee pursuant to paragraph 24.3(a) to be achieved.

24.4 Where the Franchisee believes that it is reasonably likely that the delivery of any approved Infrastructure Improvement will be delayed or delivered on a basis inconsistent with its specification, it shall notify the Secretary of State as soon as reasonably practicable and keep him appropriately updated.

24.5 The Franchisee shall notify the Secretary of State of the completion of each approved Infrastructure Improvement as soon as reasonably practicable. Such notification shall confirm that the Infrastructure Improvement has been completed in accordance with its specification and certify the expenditure that has been incurred with reasonable supporting evidence specifically identifying any Underspend for the purposes of paragraph 2.4

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of Part 2 (Special Terms Related to Committed Obligations) of this Schedule 6.2 (Committed Obligations).

25. **The Birmingham/Worcester Proposal**

25.1 ⁶²**By no later than 30 August 2018, the Franchisee shall provide to the Secretary of State a feasibility study (the "Birmingham/Worcester Feasibility Study") in relation to its proposal to provide additional passenger services between Birmingham New Street Station and either Worcester Shrub Hill or Worcester Foregate Street Station by the Passenger Change Date in December 2019 (the "Birmingham/Worcester Proposal") which shall also consider the construction of relevant stations to support the Birmingham/Worcester Proposal.**

25.2 The Birmingham/Worcester Feasibility Study shall assess whether the Birmingham/Worcester Proposal is reasonably capable of being accommodated on the network, taking account of:

- (a) all of the Passenger Services that the Franchisee is required to operate under the Train Service Requirement and any other Passenger Services that it may operate;
- (b) the passenger services that the Cross Country franchise, InterCity West Coast franchise and the Great Western franchise are required to operate pursuant to their relevant train service requirements or equivalent service specifications; and
- (c) the passenger and freight services expected to be operated in the context of the access rights of all other relevant Train Operators, freight operators and open access passenger operators.

25.3 The Birmingham/Worcester Feasibility Study shall also consider and report on:

- (a) whether Birmingham/Worcester Proposal could be timetabled in accordance with the Timetable Planning Rules;
- (b) whether there would be likely to be materially adverse impacts on train service performance of any relevant Train Operators, freight operators or open access passenger operators which would make it inappropriate to implement the Birmingham/Worcester Proposal;
- (c) whether it might be appropriate to test the potential feasibility of the Birmingham/Worcester Proposal by the operation of a time limited trial service to a lower level of specification than if the

⁶² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

Birmingham/Worcester Proposal were to be fully implemented so that the feasibility/impact of the enhancement on performance can be assessed gradually and, if so, what the scope of such trial might be, what information it could be expected to provide and what its limitations might be;

- (d) the impacts on delivery of the Franchise Services including the expected impacts on costs and revenues;
 - (e) any additional costs or risks that might be imposed on Network Rail;
 - (f) the expected operational performance impacts on the Franchisee; and
 - (g) the expected operational performance impacts on Train Operators and freight operators who might be directly or indirectly affected by the implementation of the Birmingham/Worcester Proposal.
- 25.4 As part of the process of preparing the Birmingham/Worcester Feasibility Study the Franchisee shall consult reasonably and appropriately with Network Rail and Train Operators and freight operators who might be directly or indirectly affected the Birmingham/Worcester Proposal and responses to such consultations shall be annexed to the Birmingham/Worcester Feasibility Study.
- 25.5 The Franchisee shall provide the Secretary of State with such further information in relation to the Birmingham/Worcester Proposal as he shall reasonably require and meet with the Secretary of State to discuss it if required to do so.
- 25.6 If following receipt of the Birmingham/Worcester Feasibility Study the Secretary of State accepts that the Birmingham/Worcester Proposal is capable of being delivered, he shall have the right in his unfettered discretion to amend the Train Service Requirement for the purposes of implementing the Birmingham/Worcester Proposal. The Parties acknowledge and agree that, notwithstanding any other provision of this Agreement to the contrary, any such amendment to the Train Service Requirement shall not constitute a Change.
- 25.7 If following receipt of the Birmingham/Worcester Feasibility Study the Secretary of State elects not to implement the Birmingham/Worcester Proposal, such election shall constitute a Change only to the extent that the Franchisee makes a saving.

26. The Walsall/Wolverhampton Proposal

26.1 ⁶³By no later than 30 August 2018, the Franchisee shall provide to the Secretary of State a feasibility study (the "Walsall/Wolverhampton Feasibility Study") in relation to its proposal to provide an hourly service in each direction every day between Walsall Station and Wolverhampton Station by the Passenger Change Date in December 2019 (the "Walsall/Wolverhampton Proposal") which shall also consider the construction of stations at Darlaston and Willenhall.

26.2 The Walsall/Wolverhampton Feasibility Study shall assess whether the Walsall/Wolverhampton Proposal is reasonably capable of being accommodated on the network, taking account of:

- (a) all of the Passenger Services that the Franchisee is required to operate under the Train Service Requirement and any other Passenger Services that it may operate;
- (b) the passenger services that the Cross Country franchise, InterCity West Coast franchise and the Wales and Borders franchise are required to operate pursuant to their relevant train service requirements or equivalent service specifications; and
- (c) the passenger and freight services expected to be operated in the context of the access rights of all other relevant Train Operators, freight operators and open access passenger operators.

26.3 The Walsall/Wolverhampton Feasibility Study shall also consider and report on:

- (a) whether the Walsall/Wolverhampton Proposal could be timetabled in accordance with the Timetable Planning Rules;
- (b) whether there would be likely to be materially adverse impacts on train service performance of any relevant Train Operators, freight operators or open access passenger operators which would make it inappropriate to implement the Walsall/Wolverhampton Proposal;
- (c) whether it might be appropriate to test the potential feasibility of the Walsall/Wolverhampton Proposal by the operation of a time limited trial service to a lower level of specification than if the Walsall/Wolverhampton Proposal were to be fully implemented so that the feasibility/impact of the enhancement on performance can be assessed gradually and, if so, what the scope of such trial might

⁶³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

be, what information it could be expected to provide and what its limitations might be;

- (d) the impacts on delivery of the Franchise Services including the expected impacts on costs and revenues;
- (e) any additional costs or risks that might be imposed on Network Rail;
- (f) the expected operational performance impacts on the Franchisee; and
- (g) the expected operational performance impacts on Train Operators and freight operators who might be directly or indirectly affected by the implementation of the Walsall/Wolverhampton Proposal.

26.4 As part of the process of preparing the Walsall/Wolverhampton Feasibility Study the Franchisee shall consult reasonably and appropriately with Network Rail and Train Operators and freight operators who might be directly or indirectly affected by the Walsall/Wolverhampton Proposal and responses to such consultations shall be annexed to the Walsall/Wolverhampton Feasibility Study.

26.5 The Franchisee shall provide the Secretary of State with such further information in relation to the Walsall/Wolverhampton Proposal as he shall reasonably require and meet with the Secretary of State to discuss it if required to do so.

26.6 If following receipt of the Walsall/Wolverhampton Feasibility Study the Secretary of State accepts that the Walsall/Wolverhampton Proposal is capable of being delivered, he shall have the right in his unfettered discretion to amend the Train Service Requirement for the purposes of implementing the Walsall/Wolverhampton Proposal. The Parties acknowledge and agree that, notwithstanding any other provision of this Agreement to the contrary, any such amendment to the Train Service Requirement shall not constitute a Change.

26.7 If following receipt of the Walsall/Wolverhampton Feasibility Study the Secretary of State elects not to implement the Walsall/Wolverhampton Proposal, such election shall constitute a Change only to the extent that the Franchisee makes a saving.

27. **The Coventry Corridor Sunday Services Proposal**

27.1 ⁶⁴**By no later than 30 August 2018, the Franchisee shall provide to the Secretary of State a feasibility study (the "Coventry Corridor Sunday Services Feasibility Study") in relation to its proposal to**

⁶⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

provide at least one (1) additional train per hour in each direction on Sundays between Birmingham New Street Station and Coventry Station by the Passenger Change Date in May 2021 (the "Coventry Corridor Sunday Services Proposal").

27.2 The Coventry Corridor Sunday Services Feasibility Study shall assess whether the Coventry Corridor Sunday Services Proposal is reasonably capable of being accommodated on the network, taking account of:

- (a) all of the Passenger Services that the Franchisee is required to operate under the Train Service Requirement and any other Passenger Services that it may operate;
- (b) the passenger services that the Cross Country franchise, InterCity West Coast franchise and the Wales and Borders franchise are required to operate pursuant to their relevant train service requirements or equivalent service specifications; and
- (c) the passenger and freight services expected to be operated in the context of the access rights of all other relevant Train Operators, freight operators and open access passenger operators.

27.3 The Coventry Corridor Sunday Services Feasibility Study shall also consider and report on:

- (a) whether the Coventry Corridor Sunday Services Proposal could be timetabled in accordance with the Timetable Planning Rules;
- (b) whether there would be likely to be materially adverse impacts on train service performance of any relevant Train Operators, freight operators or open access passenger operators which would make it inappropriate to implement the Coventry Corridor Sunday Services Proposal;
- (c) whether it might be appropriate to test the potential feasibility of the Coventry Corridor Sunday Services Proposal by the operation of a time limited trial service to a lower level of specification than if the Coventry Corridor Sunday Services Proposal were to be fully implemented so that the feasibility/impact of the enhancement on performance can be assessed gradually and, if so, what the scope of such trial might be, what information it could be expected to provide and what its limitations might be;
- (d) the impacts on delivery of the Franchise Services including the expected impacts on costs and revenues;
- (e) any additional costs or risks that might be imposed on Network Rail;
- (f) the expected operational performance impacts on the Franchisee; and

- (g) the expected operational performance impacts on Train Operators and freight operators who might be directly or indirectly affected by the implementation of the Coventry Corridor Sunday Services Proposal.
- 27.4 As part of the process of preparing the Coventry Corridor Sunday Services Feasibility Study the Franchisee shall consult reasonably and appropriately with Network Rail and Train Operators and freight operators who might be directly or indirectly affected by the Coventry Corridor Sunday Services Proposal and responses to such consultations shall be annexed to the Coventry Corridor Sunday Services Feasibility Study.
- 27.5 The Franchisee shall provide the Secretary of State with such further information in relation to the Coventry Corridor Sunday Services Proposal as he shall reasonably require and meet with the Secretary of State to discuss it if required to do so.
- 27.6 If following receipt of the Coventry Corridor Sunday Services Feasibility Study the Secretary of State accepts that the Coventry Corridor Sunday Services Proposal is capable of being delivered, he shall have the right in his unfettered discretion to amend any Train Service Requirement then in force for the purposes of implementing the Coventry Corridor Sunday Services Proposal. The Parties acknowledge and agree that, notwithstanding any other provision of this Agreement to the contrary, any such amendment to the Train Service Requirement shall not constitute a Change.
- 27.7 If following receipt of the Coventry Corridor Sunday Services Feasibility Study the Secretary of State elects not to implement the Coventry Corridor Sunday Services Proposal, such election shall constitute a Change only to the extent that the Franchisee makes a saving.

28. **Coventry/Nuneaton Passenger Services**

- 28.1 Subject to Schedule 1.1 (Franchise Services and Service Development), by no later than the date which is the later of:

- (a) the Passenger Change Date in December 2019; or
- (b) the Passenger Change Date following the date on which Network Rail (in agreement with Coventry City Council) advises the Franchisee of completion of construction of a new bay platform at Coventry Station,

the Franchisee shall deliver in addition to the Passenger Services specified in the TSR:

- (c) an additional hourly Passenger Service daily; and
- (d) in addition to its commitment under paragraph 28.1(c), a further hourly Passenger Service on Saturdays,

throughout the First to Last Train Period in each direction between Nuneaton Station and Coventry Station, calling at intermediate stations of Coventry Arena Station, Bedworth Station and Bermuda Park Station.

ROLLING STOCK

29. Specified Rolling Stock improvement programme

29.1 The Franchisee shall procure a minimum expenditure of [REDACTED⁶⁵] in performing its obligations set out in paragraph 29.2 below.

29.2 By no later than 31 May 2021, the Franchisee shall ensure that:

(a) ⁶⁶the Minimum Rolling Stock Specification is met for the Specified Rolling Stock (except in the case of Class 350/4 where ASDO and DCO will be completed December 2022).

(b) the following additional modifications have been undertaken on the Class 350/1 Rolling Stock Units forming part of the Train Fleet:

- (i) replacement of all existing floor coverings;
- (ii) replacement of all seat covers;
- (iii) repair and/or recoating of all furnishings where necessary;
- (iv) a full exterior repaint; and
- (v) creation of specific luggage areas from conversion of the train managers' office.

29.3 The Franchisee shall fit a PRM-TSI compliant UAT with baby change facilities to each of the Class 172/0 Rolling Stock Units prior to their entry into Passenger Service.

30. 110mph modification to Class 350/2 Rolling Stock Units

30.1 By no later than 1 March 2019, the Franchisee shall undertake the modification to enable the Class 350/2 Rolling Stock Units to operate at speeds up to and including 110mph as directed by the Secretary of State

⁶⁵ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁶⁶ 22 October 2019 (Date of Contract Change) - Contract variation agreed by the Secretary of State and Franchisee

(to the extent that such modification has not been carried out by the Previous Franchisee).

31. Additional 2-car DMUs

31.1 By the date specified in Schedule 1.6, the Franchisee shall enter into a Rolling Stock Lease in relation to at least six (6) vehicles formed into three (3) two (2) car Rolling Stock Units ("**Additional 2-Car DMUs**"). The Additional 2-Car DMUs shall be equipped with open vestibules, open saloons and quick open and close doors so that they support short dwell times and comply with limbs (f), (g) and (l) of the Minimum Rolling Stock Specification.

32. New 5-Car EMUs

32.1 By the date specified in Schedule 1.6, the Franchisee shall enter into a Rolling Stock Lease in relation to at least two hundred and ten (210) new vehicles formed into forty two (42) five (5) car Rolling Stock Units ("**New 5-Car EMUs**"). The New 5-Car EMUs shall:

- (a) comply with the New Build Minimum Rolling Stock Specification;
- (b) be compliant with the following additional specification:
 - (i) capable of 110 mph operation;
 - (ii) fitted with wide access vestibules enabling better passenger flow to and from the vehicle saloon;
 - (iii) fitted with cantilever seating designed to meet the minimum requirements of KTR and configured to meet the capacity requirements set out in Schedule 1.6;
 - (iv) fitted with tables on seat backs and at bay seating in both standard and first class;
 - (v) fitted with two (2) toilets; and
 - (vi) be designed to achieve a minimum reliability of fifty thousand (50,000) miles per technical incident.

33. New 3-Car EMUs

33.1 By the date specified in Schedule 1.6, the Franchisee shall enter into a Rolling Stock Lease for a minimum of one hundred and eight new vehicles formed into thirty six (36) three (3) car units ("**New 3-Car EMUs**"). Such New 3-Car EMUs shall:

- (a) comply with the New Build Minimum Rolling Stock Specification;
- (b) be compliant with the following additional specification:

- (i) capable of 90 mph operation;
- (ii) a "metro style" configuration to designed to provide a total passenger carrying capacity of four hundred and eighty two (482) passengers (with standing capacity calculated at one person per 0.25m² of floor space in areas of a rolling stock vehicle intended for the carriage of passengers)
- (iii) fitted with cantilever seating designed to meet the minimum requirements of KTR and configured to meet the capacity requirements set out in Schedule 1.6;
- (iv) fitted with multilayer handholds allowing two (2) passenger use; and
- (v) be designed to achieve a minimum reliability of fifty thousand (50,000) miles per technical incident.

34. **New DMUs**

34.1 By the date specified in Schedule 1.6, the Franchisee shall enter into a Rolling Stock Lease for a minimum of eighty (80) new vehicles formed into twelve (12) two (2) car Rolling Stock Units and fourteen (14) four (4) car Rolling Stock Units ("**New DMUs**"). The New DMUs shall:

- (a) comply with the New Build Minimum Rolling Stock Specification;
- (b) be compliant with the following additional specification:
 - (i) capable of 100 mph operation;
 - (ii) fitted with wide access vestibules enabling better passenger flow to and from the vehicle saloon;
 - (iii) fitted with cantilever seating designed to meet the minimum requirements of KTR and configured in "2+2" formation to meet the capacity requirements set out in Schedule 1.6;
 - (iv) in respect of the four (4) car units, at least one (1) toilet; and
 - (v) be designed to achieve a minimum reliability of thirty thousand (30,000) miles per technical incident.

35. Infotainment System

35.1 By no later than 31 May 2021, the Franchisee shall procure a minimum expenditure of [REDACTED⁶⁷] on the procurement, installation and maintenance of an Infotainment System in respect of all Rolling Stock Units which are subject to the Minimum Rolling Stock Specification.

36. Review of the Stourbridge Town Line

36.1 By no later than 31 March 2021, the Franchisee shall, in collaboration with WMR, conduct a review of the operation of the Stourbridge Town Line which shall be submitted to the Secretary of State for approval. Such review shall include:

- (a) an analysis of capacity on the Stourbridge Town Line and the condition of the Class 139 Rolling Stock Units; and
- (b) recommendations as to the most appropriate way to continue operating Passenger Services on the Stourbridge Town Line.

36.2 The Franchisee shall procure a minimum expenditure of [REDACTED⁶⁸] on implementing the results of the review undertaken in accordance with paragraph 36.1.

37. New Depot

37.1 The Franchisee shall procure that:

- (a) by no later than 1 March 2020:
 - (i) the New Depot is made available for operation in order to support commissioning of new Rolling Stock Units; and
 - (ii) the New Depot includes as a minimum the following facilities:
 - (A) sidings with motorised points which provides stabling for a minimum of fifty four (54) EMU vehicles;

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68 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (B) a three (3) road workshop for maintenance and train lifting;
and
 - (b) by no later than 1 September 2020 the New Depot also includes as a minimum the following facilities:
 - (i) CET facilities;
 - (ii) a wheel lathe;
 - (iii) a carriage wash machine; and
 - (iv) an automatic vehicle inspection system;
 - (c) a minimum investment of [REDACTED⁶⁹] is made on carrying out its obligations under paragraphs 37.1(a) and 37.1(b).
- 37.2 In addition to the minimum investment required by paragraph 37.1(c), the Franchisee shall be permitted to use up to [REDACTED⁷⁰] from the Depot Stabling and Ancillary Works Fund for the purpose of:
- (a) carrying out signalling and track renewal work;
 - (b) land remediation works;
 - (c) track construction works; or
 - (d) works on the New Depot site entrance and security fencings,
- that are required, in conjunction with its obligation to procure the construction of the New Depot under this clause 37.

38. **Soho Depot Works**

38.1 The Franchisee shall in respect of Soho Depot:

69 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

70 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (a) ⁷¹by no later than 1 February 2019, procure a minimum expenditure of [REDACTED⁷²] on enhancing CCTV, extending and improving the security fencings and improving site access;
- (b) by no later than 1 December 2019, procure a minimum expenditure of [REDACTED⁷³] on installing motorised points.
- 38.2 ⁷⁴Subject to obtaining the relevant third party consents, by no later than 28 February 2019, the Franchisee shall ensure that LED lighting controlled by motion sensors is installed at Soho Depot.
39. **Tyseley Depot Works**
- 39.1 The Franchisee shall in respect of Tyseley Depot:
- (a) ⁷⁵by no later than 1 February 2019, procure a minimum expenditure of [REDACTED⁷⁶] on improving staff accommodation;
- (b) by no later than 1 December 2019, procure a minimum expenditure of [REDACTED⁷⁷] on installing motorised points; and

⁷¹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁷² 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁷³ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁷⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁷⁵ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁷⁶ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁷⁷ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (c) ⁷⁸by no later than 1 August 2020, procure a minimum expenditure of [REDACTED⁷⁹] is invested on providing additional stabling and servicing capacity at Tyseley Depot, which shall as a minimum include:
- (i) stabling for sixteen (16) 95m 4-car DMUs;
 - (ii) installation of an automatic vehicle inspection system;
 - (iii) installation of a fuel additive dispenser; and
 - (iv) ⁸⁰extension of pit, canopy and fuelling systems on the fuel roads to accommodate four car train formations.

40. Additional stabling and servicing capacity at Bletchley Depot

40.1 By no later than 1 December 2018, the Franchisee shall procure a minimum expenditure of [REDACTED⁸¹] is invested on providing additional stabling and servicing capacity at Bletchley Depot, which shall as a minimum include:

- (a) extension of the CET facilities;
- (b) extension of fuel dispensing equipment; and
- (c) provision of staff accommodation.

40.2 ⁸²Subject to obtaining the relevant third party consents, by no later than 31 May 2019, the Franchisee shall ensure that LED lighting controlled by motion sensors is installed at Bletchley Depot.

⁷⁸ 28 February 2020 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

⁷⁹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁸⁰ 28 February 2020 (Date of Contract Change Letter) Contract insertion agreed by the Secretary of State and Franchisee.

⁸¹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁸² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

41. Additional stabling and servicing capacity at Worcester Depot

41.1 ⁸³By no later than 1 May 2019, the Franchisee shall procure a minimum expenditure of [REDACTED⁸⁴] is invested on providing additional stabling and servicing capacity at Worcester Depot, which shall as a minimum include:

- (a) upgrades to the staff accommodation block;
- (b) ^{iv}installation of a canopy above the fuel and CET facility apron; and
- (c) ^vinstallation of a fuel additive dispenser.

42. Vehicle toilet wraps

42.1 By no later than 1 May 2021 the Franchisee shall procure a minimum expenditure of [REDACTED⁸⁵] on fitting toilet wraps in all Rolling Stock Units forming part of the Train Fleet.

43. Train Fleet Energy Reduction

43.1 By no later than 30 June 2021, the Franchisee shall have installed and fitted all DMU Rolling Stock Units with electronic fuel sensors which measure the quantity of fuel used on a journey-by-journey basis (excluding any DMU Rolling Stock Units which have already been fitted with such sensors).

43.2 By no later than 30 June 2021, the Franchisee shall have installed and fitted all EMU Rolling Stock Units with EC4T meters which feed into Network Rail approved systems for billing purposes (excluding any EMU Rolling Stock Units which have already been fitted with such meters).

44. Water usage reduction

44.1 By no later than 31 March 2021, the Franchisee shall install water meters at all maintenance Depots to determine a baseline figure for mains water usage and to monitor the reductions against the mains water targets set out in Appendix 1 of Schedule 11.2 (Management Information).

⁸³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁸⁴ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁸⁵ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

44.2 By no later than 31 March 2020, the Franchisee shall procure upgrades to wash plant facilities at Soho and Tyseley Depots for the purpose of reducing water usage.

PERFORMANCE

45. **Accurate reporting of train service punctuality**

45.1 The Franchisee shall monitor train service punctuality throughout the Franchise Term and upon the request of the Secretary of State, shall produce and deliver a report that sets out the results of such monitoring. Where the report requested by the Secretary of State relates to:

- (a) the period from the Start Date up to 31 May 2021, such report shall include the following information to the extent only that the necessary equipment has been fitted to the Rolling Stock Units to enable such information to be made available:
 - (i) the arrival and departure time (accurate to the second) of all Passenger Services at each of the Stations at which they call;
 - (ii) the dwell times at each such Station;
 - (iii) the number of people boarding and alighting at each such Station; and
- (b) the period from 31 May 2021, such report shall include all of the information referred to in paragraphs 45.1(a)(i) to 45.1(a)(iii) inclusive.

45.2 The format of the report, including the period to which it relates, shall be determined by the Secretary of State. The report shall not be published (on any Franchisee website or otherwise) unless the Franchisee is directed to do so by the Secretary of State.

46. **Performance Analysis System**

46.1 The Franchisee shall utilise and maintain rail simulation software for the purpose of validating and assessing the robustness of Timetables and [REDACTED⁸⁶].

86 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

46.2 The Franchisee shall undertake performance modelling, in advance of the Passenger Change Dates in December 2018 and May 2021, the scope of which to be agreed with Network Rail.

47. Remote Condition Monitoring

47.1 ⁸⁷By no later than 31 May 2019, the Franchisee shall agree a programme of investment with Network Rail in relation to the installation of Remote Condition Monitoring at key infrastructure locations in the Franchise Area.

47.2 By no later than 31 March 2021, the Franchisee shall invest a minimum expenditure of [REDACTED⁸⁸] in implementing the programme set out in paragraph 47.1.

48. Seasonally affected performance

48.1 By no later than 31 March 2020, the Franchisee shall procure a minimum expenditure of [REDACTED⁸⁹] on improving the reliability of seasonally affected Passenger Services by targeting and mitigating underlying root causes, including but not limited to:

- (a) working collaboratively with Network Rail to develop and implement a robust strategy, resourcing plans and operational strategies for complying with the TSR to the greatest extent practicable during autumn leaf-fall season while also maintaining acceptable performance, capacity and customer satisfaction; and
- (b) ensuring there are sufficient Rolling Stock Units and train crews available to meet the TSR in full during leaf-fall season, recognising the increased resourcing requirements that would result from extended journey times during that season.

⁸⁷ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁸⁸ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁸⁹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

49. [REDACTED⁹⁰] ^{vi}

50. **Train Management System**

50.1 The Franchisee shall procure a minimum expenditure of [REDACTED⁹¹] is invested in either:

- (a) the Integrale train management system and improvements to that system; or
- (b) a train management system which the Franchisee can demonstrate has better functionality than the Integrale train management system,

such investment shall include:

- (c) ⁹²**a minimum of [REDACTED⁹³] spent by no later than 31 May 2019;**
- (d) from 1 April 2019 a minimum of [REDACTED⁹⁴] spent in each Franchisee Year; and
- (e) no more than [REDACTED⁹⁵] spent on project management fees.

50.2 The train management system as procured and operated under paragraph 50.1 must already be employed by Network Rail and/or a Train Operator unless otherwise agreed by the Secretary of State.

90 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

91 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

⁹² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

93 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

94 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

95 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

SUPPORTING INFRASTRUCTURE PROJECTS**51. Supporting infrastructure and other projects**

51.1 By no later than the first anniversary of the Start Date, the Franchisee shall, at the Franchisee's cost, establish a unit within the Franchisee's organisation with a core capability and role to:

- (a) support infrastructure projects (including control period investment programmes, the HS2 Project and alliance projects together with new initiatives (including fleet introductions, station improvements and WMR brand roll out));
- (b) minimise the impact of planned possessions and unplanned disruption including through the integration of Timetable planning and the planning of customer communications; and
- (c) provide integrated risk management, project control services and oversight of the total portfolio of projects to anticipate conflict and identify opportunities for optimisation.

51.2 The Franchisee shall ensure that the unit referred to in paragraph 51.1 is provided with all sufficient and appropriate expert support needed to enable it to carry out its functions in relation to the delivery of projects and/or the mitigation of risks associated with project delivery in an efficient and timely manner (including at short notice).

MARKETING**52. WMSBU Brand Manager**

52.1 By no later than six (6) months from the Start Date, the Franchisee shall appoint a WMSBU Brand Manager who will be responsible for establishing and building the WMSBU Brand.

53. WMSBU Brand livery

53.1 By no later than the Start Date, the Franchisee shall fully update the exterior of at least one (1) Class 172 rolling stock unit allocated to the WMSBU with the WMSBU Brand livery. The Parties acknowledge and agree that performance by the Franchisee of its obligations in this paragraph 53.1 is conditional upon the Franchisee obtaining:

- (a) reasonable access to such Class 172 rolling stock unit by the current rolling stock operator; and
- (b) consent from the owner of such Class 172 rolling stock unit.

53.2 ^{vii}As soon as reasonably practicable according to the maintenance schedule of the Rolling Stock Units solely allocated to the WMSBU, but by no later than one (1) month following the Start Date, the Franchisee shall apply:

- (a) the WMSBU Brand (using vinyl logos); and
- (b) the following wording: "West Midlands Railway is operated by wmtrains",

to each vehicle body-side of all Rolling Stock Units solely allocated to the WMSBU.

53.3 The Franchisee shall:

- (a) ⁹⁶by no later than 31 May 2019, fully update the livery of all Rolling Stock Units solely allocated to the WMSBU which will remain part of the Train Fleet after 31 July 2021 with the WMSBU Brand livery; and
- (b) ⁹⁷ensure that the livery of all Rolling Stock Units added to the Train Fleet after the Start Date (except for six Class 172/0 Rolling Stock Units that will be completed by 24 June 2019) that are solely allocated to the WMSBU appear in the WMSBU Brand livery before such Rolling Stock Units are used for the purposes of providing Passenger Services.

53.4 The Franchisee shall:

- (a) ⁹⁸ensure that the interiors of all Rolling Stock Units added to the Train Fleet after the Start Date (except for six Class 172/0 Rolling Stock Units that will be completed by 24 June 2019) that are solely allocated to the WMSBU are branded with the WMSBU Brand before such Rolling Stock Units are used for the purposes of providing Passenger Services; and
- (b) ^{viii}by no later than 31 December 2019, update the branding of the interiors of all other Rolling Stock Units that are solely allocated to the WMSBU and will remain part of the Train Fleet after 31 May 2021, with the WMSBU Brand.

⁹⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

⁹⁷ 26 March 2019 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

⁹⁸ 26 March 2019 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

53.5 The Franchisee shall incur a minimum expenditure in the aggregate of [REDACTED⁹⁹] on the rebranding activities envisaged by paragraphs 55.1 to 53.4 inclusive.

54. **WCSBU Brand livery**

54.1 The Franchisee and the Secretary of State shall agree the WCSBU Brand within four (4) weeks of the date of this Agreement. If no such agreement is reached the Franchisee shall use the "London Birmingham Liverpool" brand and this shall be the WCSBU Brand.

54.2 By no later than the Start Date, the Franchisee shall fully update the exterior of at least one (1) Class 350 rolling stock unit allocated to the WCSBU with the WCSBU Brand livery. The Parties acknowledge and agree that performance by the Franchisee of its obligations in this paragraph 54.1 is conditional upon the Franchisee obtaining:

- (a) reasonable access to such Class 350 rolling stock unit by the current rolling stock operator; and
- (b) consent from the owner of such Class 350 rolling stock unit.

54.3 The Franchisee shall:

- (a) ¹⁰⁰by no later than 31 March 2020 fully update the livery of all Rolling Stock Units that are solely allocated to the WCSBU which will remain part of the Train Fleet after 31 May 2021 (except for Class 350/1 Rolling Stock Units which shall be updated by no later than 30 November 2021) with the WCSBU Brand livery;
- (b) ¹⁰¹by no later than 31 March 2020, ensure that the livery of all Rolling Stock Units entering the Train Fleet (except for nine Class 350/4 units which shall be updated no later than 30 November 2020) that are solely allocated to the WCSBU appear in the WCSBU Brand livery;

⁹⁹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁰⁰ 22 October 2019 (Date of Contract Change) - Contract variation agreed by the Secretary of State and Franchisee

¹⁰¹ 22 October 2019 (Date of Contract Change) - Contract variation agreed by the Secretary of State and Franchisee

- (c) in relation to any other Rolling Stock Units that are solely allocated to the WCSBU but will leave the Franchise before 31 May 2021, apply:
- (i) the WCSBU Brand (using vinyl logos); and
 - (ii) the following wording: "[WCSBU Brand Name] is operated by wmtrains",

to each vehicle body-side of such Rolling Stock Units by no later than 31 December 2019 (such rebranding to be implemented on a class-by-class basis).

54.4 The Franchisee shall incur a minimum expenditure in the aggregate of [REDACTED¹⁰²] on the rebranding activities envisaged by paragraphs 54.1 and 54.3.

55. Station Branding

55.1 ¹⁰³ ¹⁰⁴ **By no later than 31 May 2018 the Franchisee shall submit to the Secretary of State:**

- (a) **the WMSBU Station Design Guide, which shall be agreed with WMR prior to submission to the Secretary of State under this paragraph 55.1; and**
- (b) **the WCSBU Station Design Guide.**

55.2 ¹⁰⁵ ^{ix} ^x ¹⁰⁶ **The Franchisee shall develop and implement (in conjunction with Network Rail) a painting programme across all of the Stations. By no later than 31 October 2019, the Franchisee shall complete a Station rebranding and first wave of the painting programme in accordance with the WMSBU and WCSBU Station Design Guides at 148 Stations.**

¹⁰² 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁰³ 8 October 2018 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

¹⁰⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹⁰⁵ 8 October 2018 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

¹⁰⁶ 13 August 2019 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

55.3 ¹⁰⁷The Franchisee shall incur a minimum expenditure in the aggregate of [REDACTED¹⁰⁸] on the station design activities, rebranding and repainting programme envisaged by this paragraph 55.

56. **Uniforms**

56.1 ^{xi}The Franchisee shall use reasonable endeavours to introduce new uniforms (for each SBU) for Customer Facing Employees within ninety (90) days of the Start Date and, in any event, as soon as reasonably practicable thereafter. Notwithstanding the foregoing, the Franchisee shall roll out branded ties, scarves, name badges and tabards for all such employees on or before the Start Date.

56.2 The Franchisee shall undertake a full uniform refresh in the fourth and seventh Franchisee Years for Customer Facing Employees which shall incorporate changes influenced by feedback from such employees.

57. **Website**

By no later than the Start Date, the Franchisee shall launch separate websites for the WMSBU and WCSBU.

58. **Promotional train wraps**

58.1 The Franchisee shall use all reasonable endeavours to identify partners who are willing to sponsor exterior train wrap branding on Rolling Stock Units (to include as a minimum ten (10) Class 350 Rolling Stock Units) relating to destinations, facilities and/or attractions within the West Midlands area and procure that any such partners provide funding equal to or in excess of that provided by the Franchisee for such branding. Where the Franchisee has identified a partner who is willing to sponsor exterior train wrap branding on a particular Rolling Stock Unit, the Franchisee shall use reasonable endeavours to ensure the branding of that Rolling Stock Unit is completed within three (3) months of the Franchisee identifying the relevant sponsorship partner (or such time period as is specified in the relevant sponsorship agreement).

¹⁰⁷ 8 October 2018 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

¹⁰⁸ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

58.2 ¹⁰⁹The Franchisee shall apply a WMR branded touchpoint (final designs to be agreed with WMRE and the Secretary of State), to the exterior driving cab vehicles of 30 class 350/1 units. This is to be delivered in line with the WCSBU Brand livery programme by no later than 31 May 2021.

59. Marketing and Promotion

59.1 During each Franchisee Year, the Franchisee shall undertake market research activities including, in relation to understanding customers' awareness of the Franchisee's brands, customer satisfaction and market segmentation and shall share such information with the Secretary of State.

59.2 From the Start Date the Franchisee shall:

- (a) work and co-operate with strategic brand, business, leisure, tourism and transport partners on joint marketing opportunities to encourage an increase in passengers and the number of passenger journeys made using Passenger Services;
- (b) promote initiatives and products that will encourage modal shift including Bike&Go; and
- (c) market and promote new ticket types.

59.3 ^{xii}In undertaking its obligations under paragraphs 59.1 and 59.2 the Franchisee shall incur a minimum expenditure of [REDACTED¹¹⁰] for marketing and promotion within the WMSBU and [REDACTED¹¹¹] for marketing and promotion within the WCSBU of which the following minimum amounts shall be spent each Franchisee Year as set out in the table below:

Column 1	Column 2	Column 3
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¹⁰⁹ 13 August 2019 (Date of Contract Change Letter) Contract insertion agreed by the Secretary of State and Franchisee.

¹¹⁰ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹¹¹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Franchisee Year	Minimum Expenditure (WMSBU)	Minimum Expenditure (WCSBU)
Year 1	[REDACTED ¹¹²]	[REDACTED]
Year 2	[REDACTED]	[REDACTED]
Year 3	[REDACTED]	[REDACTED]
Year 4	[REDACTED]	[REDACTED]
Year 5	[REDACTED]	[REDACTED]
Year 6	[REDACTED]	[REDACTED]
Year 7	[REDACTED]	[REDACTED]
Year 8	[REDACTED]	[REDACTED]
Year 9	[REDACTED]	[REDACTED]

TICKETING

60. Smart Ticket Back Office Solution

60.1 ¹¹³By no later than 31 December 2018, the Franchisee shall implement and commission a comprehensive and effective administrative back office solution with appropriate technological and other resource to ensure compliance with the requirements of paragraphs 1.1 to 1.4 (inclusive) of Schedule 5.9 (Smart Ticketing) ("Back Office Solution").

60.2 In complying with its obligations under paragraph 60.1, the Franchisee shall use the back office solution which is managed by RDG unless the Franchisee identifies reasons why use of the back office solution by RDG is not possible or practicable (such reasons shall be communicated in writing to the Secretary of State).

60.3 ¹¹⁴By no later than 28 February 2019 (or by a date to otherwise be agreed with the Secretary of State), the Franchisee shall ensure that any Smart Ticketing Schemes relevant to the Franchise are interfaced with the Back Office Solution.

¹¹² 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹¹³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹¹⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

61. Smart Ticket target uptake

61.1 By no later than 31 March 2020, the Franchisee shall use reasonable endeavours to ensure that at least fifty per cent (50%) of passenger journeys on the Passenger Services each Reporting Period are made using Smart Tickets.

61.2 By no later than 31 March 2024, the Franchisee shall use reasonable endeavours to ensure that at least eighty per cent (80%) of passenger journeys on the Passenger Services each Reporting Period are made using Smart Tickets.

61.3 By no later than 31 March 2025, the Franchisee shall use reasonable endeavours to ensure that at least ninety per cent (90%) of passenger journeys on the Passenger Services each Reporting Period are made using Smart Tickets.

62. Smart Ticket target uptakes for Season Tickets

62.1 By no later than 31 March 2020, the Franchisee shall use all reasonable endeavours to ensure that at least fifty per cent (50%) of the total number of passenger journeys made by Season Ticket Fare each Reporting Period are made using Smart Tickets.

62.2 By no later than 31 March 2021, the Franchisee shall use all reasonable endeavours to ensure that at least ninety five per cent (95%) of the total number of passenger journeys made by Season Ticket Fare each Reporting Period are made using Smart Tickets.

63. Smart Tickets for London Commuters

63.1 ¹¹⁵By no later than 31 May 2019 the Franchisee shall ensure that all Season Ticket Fares within the London Commuter Area are available as Smart Tickets.

64. Ticket vending

64.1 ¹¹⁶By no later than 31 May 2019, the Franchisee shall ensure that every Station has a ticket vending machine that is Smart-Enabled.

64.2 ¹¹⁷By no later than 31 May 2019, the Franchisee shall ensure that a minimum of two hundred (200) ticketing vending machines are installed across all of the Stations, and that:

¹¹⁵ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹¹⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹¹⁷ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- (a) all shall be equipped with an Enhanced User Interface specific to the WMSBU Brand or WCSBU Brand (as appropriate) and Audio Assistance; and
- (b) at least one hundred and seventy-two (172) shall accept both cash and card payments, with at least one (1) that accepts both cash and card payments deployed at each Station.

65. Platform validators

65.1 ¹¹⁸ **By no later than 31 May 2019, the Franchisee shall install platform validators at all Stations in the London Commuter Area that do not have automatic ticket gates.**

65.2 By no later than 31 March 2020, the Franchisee shall install platform validators at all Stations in the West Midlands Ticketing Area that do not have automatic ticket gates.

66. Ticket barriers

66.1 ¹¹⁹ **By no later than 31 May 2018, the Franchisee shall at Stations:**

(a) ^{xiii} **ensure that all automatic ticket gates shall be Smart-Enabled; and**

(b) ^{xiv} **install a barcode reader at every automatic ticket gateline, and the Franchisee shall also comply with the requirements at paragraphs 66.1(a) and 66.1(b) to the extent any automatic ticket gatelines are installed at Stations following this date.**

66.2 ¹²⁰ **By no later than 31 December 2018, the Franchisee shall install real-time monitors which allow passengers to see themselves on a screen as they pass through the gatelines at a minimum of five (5) locations identified by the Franchisee.**

66.3 By no later than 31 March 2020, the Franchisee shall procure a minimum expenditure of [REDACTED¹²¹] on installing new automatic ticket gatelines (that are Smart-Enabled and fitted with barcode readers) at five (5)

¹¹⁸ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹¹⁹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹²⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹²¹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Stations identified by the Franchisee and agreed with the Secretary of State in writing.

66.4 From 31 October 2018, all automatic ticket gatelines at Stations shall be staffed throughout the First to Last Train Period.

67. Flex Carnet products

67.1 From 1 April 2020 onwards, the Franchisee shall offer for sale Flex Carnet products to those passengers purchasing ten (10) or more anytime day return or off-peak day return Fares in advance of travel between all stations within the London Commuter Area (but not including journeys that are wholly within the TfL area).

67.2 From 1 April 2020 onwards, the Franchisee shall offer for sale Flex Carnet products to those passengers purchasing ten (10) or more anytime day return or off-peak day return Fares in advance of travel between all stations within the West Midlands Ticketing Area.

68. Mobile technology

68.1 The Franchisee shall make the mobile technology functionality identified in the first column of the table below available to customers using mobile devices by the delivery date identified in the second column of the table below:

Functionality	Delivery Date
Barcode and 'ticket to mobile' ticketing	Start Date
Cheapest fare finder	Start Date
A streamlined ticket purchase process	Start Date
A help point to directly contact the Franchisee for assistance	Start Date
The delivery of information to customers before, during and after journeys including: (a) train running information;	30 September 2018 ¹²²

¹²² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

<p>(b) (to the extent that the necessary equipment has been fitted to the Rolling Stock Units) predicted and real-time information on train loading;</p> <p>(c) information on train delays and planned disruption; and</p> <p>(d) in-journey advice of travel alternatives</p>	
An automated process for paying compensation that is due to passengers for delay repay in respect of which they have submitted a claim	31 December 2018 ¹²³
The capability to purchase Advance Purchase on the Day tickets	30 May 2019
The ability for customers to send delay repay claims and be notified of their potential right to delay repay by the Franchisee	31 December 2020
The ability for the customer to provide customer feedback	31 December 2020
The ability to access information on lost property	31 December 2020
The ability for the Franchisee to promote sustainable travel opportunities to and from Stations when customers are planning their journey	31 December 2020
Access to dynamic content streaming services delivered by the Infotainment System	31 May 2021

¹²³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

69. Franchise direct debit schemes

69.1 From the Start Date, the Franchisee shall ensure that a Direct Debit Scheme with the West Midlands Combined Authority (or Transport for West Midlands, whichever is applicable) is in place for passengers purchasing nTrain, nNetwork and any other tickets that evidence Season Ticket Fares for travel in the West Midlands Ticketing Area.

69.2 [REDACTED¹²⁴]

CUSTOMER EXPERIENCE**70. ICS memberships and accreditations and Customer Service training**

70.1 ¹²⁵By no later than 31 May 2019, the Franchisee shall:

- (a) **obtain ICS 'Trusted Advisory Network' membership; and**
- (b) **use all reasonable endeavours to obtain the ICS ServiceMark accreditation for both SBUs.**

70.2 The Franchisee shall incur a minimum expenditure of one million, three hundred thousand pounds (£1,300,000) on the following:

- (a) developing a customer service training programme and delivering it to a minimum of one thousand (1000) Customer Facing Employees between the start of the second Franchisee Year and the end of the third Franchisee Year;
- (b) by no later than 31 March 2020, using all reasonable endeavours to obtain ICS TrainingMark accreditation for the customer service training programme developed pursuant to paragraph 70.2(a);
- (c) in the fourth, fifth, sixth and seventh Franchisee Years providing a refreshed customer service training programme workshop to all Customer Facing Employees; and
- (d) supporting all recipients of such customer training programme described in paragraph 70.2(a) in converting their training into Level

¹²⁴ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹²⁵ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

2 NVQ Certificate in customer service qualification or apprenticeship (or an equivalent recognised qualification or apprenticeship).

70.3 By no later than 31 March 2021, the Franchisee shall provide an ICS service management course to all employees of the Franchisee that are employed in supervisor or duty manager roles.

71. Social Media and Information Team

71.1 ¹²⁶From 31 May 2018, the Franchisee shall incur a minimum expenditure of [REDACTED¹²⁷] on the following:

- (a) creating and resourcing a social media and information team [REDACTED¹²⁸]; and
- (b) procuring real-time social media management software to deliver effective customer interactions and provide the ability to give customer support through social media platforms.

72. Localised passenger help team

72.1 [REDACTED¹²⁹]

73. Lost property

73.1 ¹³⁰By no later than 1 December 2018, the Franchisee shall launch a software solution to be used for lost property which shall enable Franchise Employees to record items onto a database and search such database for the item a customer has lost.

73.2 From the Start Date, the Franchisee shall liaise with RDG to drive forward a one industry solution to lost property with the aim of creating a single nationwide lost property service.

¹²⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹²⁷ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹²⁸ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹²⁹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹³⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

74. Provision of train loading information to passengers

74.1 From the Start Date the Franchisee shall share passenger loading information (utilising information made available in accordance with Schedule 1.5) with customers via available channels including, but not limited to:

(a) posters displayed at stations; and

as soon as the functionality is available:

(b) the DCIS;

(c) the WMSBU and WCSBU websites; and

(d) the mobile technology delivered under paragraph 68.

75. Digital Customer Information System at Stations

75.1 The Franchisee shall procure a minimum expenditure of [REDACTED¹³¹] on improving customer information at Stations, such investment to be spent on carrying out the improvement programme set out in paragraphs 75.2 to 75.4 (inclusive).

75.2 The Franchisee shall replace existing customer information system screens with DCIS screens, such that new DCIS screens are installed:

(a) ¹³²**by no later than 31 May 2019, at all Stations:**

(i) **with a Passenger Footfall of over one and a half million (1,500,000);**

(ii) **in the London Commuter Area; and**

(iii) **serving, or that are likely to serve by 31 May 2019, Special Events;**

(b) by no later than 31 March 2020 at all Stations with a Passenger Footfall of between five hundred thousand (500,000) and one and a half million (1,500,000);

(c) by no later than 31 March 2021 at all remaining Stations; and

¹³¹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹³² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- (d) from 1 April 2021 and by no later than the Expiry Date, the Franchisee shall replace all DCIS screens as they become life-expired and upgrade software as reasonably required to ensure that the hardware functions as required,

so that, by 31 March 2021 the Franchisee shall have a minimum of eight hundred and seventy one (871) DCIS screens in operation across the Franchise.

75.3 All DCIS screens installed under paragraph 75.2 shall be connected to the public address system from the time of installation to enable employees of the Franchisee to make customer announcements.

75.4 ¹³³**By no later than 31 May 2019, the Franchisee shall install no fewer than sixty (60) Multi-Modal DCIS Screens at the Multi-Modal DCIS Stations and the Franchisee shall incur a minimum expenditure of [REDACTED¹³⁴] in doing so.**

76. Transport Focus Role

76.1 From 1 April 2018 to 31 March 2021, the Franchisee shall fund a three (3) year secondment role from Transport Focus, with the aim of informing and improving customer service delivery. The scope of such role shall be agreed with Transport Focus prior to 31 March 2018. The Franchisee shall incur a minimum expenditure of [REDACTED¹³⁵] in facilitating such secondment.

77. Special Events

77.1 ¹³⁶**From 31 May 2018, the Franchisee shall ensure that:**

- (a) **persons (whether employed directly by the Franchisee or contracted to cover this role) known as 'journey-makers' provide crowd control and mobility support at affected Stations during Special Events; and**

¹³³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹³⁴ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹³⁵ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹³⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- (b) **Skilled Security Assistants are available during Special Events, as are agreed between the Franchisee and the British Transport Police to support the safety of all customers at affected Stations.**

78. Online Customer Panel and Customer Shadowing Workshops

78.1 The Franchisee shall incur a minimum expenditure of [REDACTED¹³⁷] on the following:

- (a) by no later than 31 March 2020, establishing the Online Customer Panel, for quantitative research, qualitative focus groups and Customer Shadowing Workshops (and the Franchisee shall maintain the Online Customer Panel for the remainder of the Franchise Term); and
- (b) delivering sixteen (16) Customer Shadowing Workshops per annum in the third, fourth and fifth Franchisee Years (with at least [REDACTED¹³⁸] employees of the Franchisee in attendance per Customer Shadowing Workshop) to employees of the Franchisee who are employed in senior management roles by the Franchisee.

79. Emotion Tracker Application

79.1 ¹³⁹**By no later than 31 May 2019, the Franchisee shall develop an Emotion Tracker Application, to be trialled for a period of two (2) years.**

79.2 The Franchisee shall, if agreed with the Secretary of State that the trial of the Emotion Tracker Application pursuant to paragraph 79.1:

137 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

138 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹³⁹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- (a) is successful, incur a minimum expenditure of [REDACTED¹⁴⁰] per year implementing the application for the remainder of the Franchise Term; or
- (b) is not successful, incur a minimum expenditure of [REDACTED¹⁴¹] per year on other passenger benefits, as agreed with the Secretary of State.

80. Stakeholder Equality Group

80.1 By no later than the first anniversary of the Start Date, the Franchisee shall establish a stakeholder equality group to:

- (a) review the Franchisee's progress on accessibility matters, including meeting the needs of Disabled Persons and other passengers with accessibility requirements, consult with Stakeholders on how to improve accessibility and provide regular access audits; and
- (b) utilise the feedback gathered through call back surveys to agree performance targets for Passenger Assistance in relation to reliability, punctuality, quality and professionalism of the service ("**PAS Performance Targets**"),

the "**Stakeholder Equality Group**".

80.2 The Franchisee shall ensure that:

- (a) the Stakeholder Equality Group shall meet quarterly; and
- (b) appropriate representatives from the Local Authorities in the Franchise Area and from disability and accessibility organisations are invited to each meeting of the Stakeholder Equality Group.

140 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

141 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- 80.3 From the first anniversary of the Start Date, the Franchisee shall incur a minimum expenditure of [REDACTED¹⁴²] per Franchisee Year to fund the Stakeholder Equality Group and its activities.
- 80.4 By no later than the Start Date, the Franchisee shall appoint a suitably qualified and experienced employee of the Franchisee as an integration and accessibility manager who shall be responsible for delivering the accessibility initiatives and the key contact for customers and Stakeholders in respect of accessibility issues (the "**Integration and Accessibility Manager**").
- 80.5 The Franchisee shall retain an employee of the Franchisee as the Integration and Accessibility Manager for the duration of the Franchise Term and ensure that the Integration and Accessibility Manager attends and leads the meetings of the Stakeholder Equality Group.
- 81. Passenger Assistance**
- 81.1 The Franchisee shall reduce the recommended notice period for passengers requiring Passenger Assistance:
- (a) with effect from 1 January 2020, from twenty four (24) hours to twelve (12) hours; and
 - (b) by no later than 1 January 2021, from twelve (12) hours to four (4) hours.
- 81.2 ¹⁴³**From 31 May 2018 to 1 May 2021, the Franchisee shall introduce and trial the PAS Plus service within the WMSBU.**
- 81.3 Where the Franchisee fails to meet the PAS Performance Targets for a particular journey using Passenger Assistance, the Franchisee shall fully refund the passenger the cost of their journey within twenty eight (28) days of such journey.
- 81.4 By no later than 1 January 2022, the Franchisee shall carry out a pilot of a 'turn up and go' service for passengers requiring Passenger Assistance at five (5) West Midlands Stations.

STATIONS

¹⁴² 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁴³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

82. CCTV

82.1 By no later than 30 June 2021, the Franchisee shall install, operate and (if necessary) update or replace CCTV assets at all Stations and all Station Car Parks such that CCTV coverage at the Stations and the Station Car Parks complies with:

- (a) the Rail Delivery Group's publication "National Rail and Underground Closed Circuit Television (CCTV) Guidance Document" (current version release date, 30 November 2010), as updated or amended from time to time; and
- (b) the British Transport Police's publication "Output requirements from CCTV systems on stations, car parks and trains" (version one dated April 2009), as updated or amended from time to time.

83. Car Park Investment

83.1 Subject to obtaining any necessary consents and permissions, by no later than 31 March 2021, the Franchisee shall provide no fewer than one thousand and fifty (1,050) additional car parking spaces at Stations in accordance with the specification contained in Table 1. The Franchisee shall incur a minimum expenditure of [REDACTED¹⁴⁴] in undertaking its obligations pursuant to this paragraph 83.1 and (if applicable) paragraph 83.2.

Table 1: *Additional Car Parking Spaces*

Station	Number of additional car parking spaces
WCSBU	
Bletchley	[REDACTED ¹⁴⁵]
Hemel Hempstead	[REDACTED]
Leighton Buzzard	[REDACTED]
Milton Keynes Central	[REDACTED]

144 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

145 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Northampton	[REDACTED]
Nuneaton	[REDACTED]
Tamworth	[REDACTED]
Watford Junction	[REDACTED]
WMSBU	[REDACTED]
Kidderminster	[REDACTED]
Stone	[REDACTED]
Telford	[REDACTED]
Worcester SH	[REDACTED]
Total	[REDACTED]

83.2 If the Franchisee fails to obtain any necessary consents and permissions required for the provision of additional car parking capacity at any Station(s) in accordance with paragraph 83.1, the Franchisee shall use reasonable endeavours to deliver such additional car parking capacity at other Stations, subject to prior approval by the Secretary of State.

83.3 By no later than 31 March 2020, the Franchisee shall incur a minimum expenditure of [REDACTED¹⁴⁶] to support the Transport for West Midlands trial of innovative solutions at Station car parks, which shall include:

- (a) methods to encourage and support off-peak parking at the Stations; and
- (b) developing technical solutions at WMSBU Stations to prioritise their use by rail passengers.

83.4 By no later than 1 December 2019, the Franchisee shall:

146 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (a) introduce Automatic Number Plate Recognition Technology at the ANPR Enabled Car Parks and the Franchisee shall incur a minimum expenditure of [REDACTED¹⁴⁷] in doing so; and
- (b) install new pay and display machines at the ANPR Enabled Car Parks and the Franchisee shall incur a minimum expenditure of [REDACTED¹⁴⁸] in doing so.

84. **Cycle Improvement Scheme**

84.1 The Franchisee shall use all reasonable endeavours to secure the Additional Third Party Funding.

84.2 Subject to obtaining any necessary consents, permissions and the Additional Third Party Funding, by no later than 31 March 2021, the Franchisee shall procure a minimum expenditure of, [REDACTED¹⁴⁹] on:

- (a) ¹⁵⁰**improving rail-cycle integration at the Stations by introducing new cycle facilities in accordance with the specification contained in Table 2 below; and**

Table 2: Cycle Facilities

147 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

148 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

149 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁵⁰ 13 August 2019 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

Category	Facilities
Cyclepoint	secure and free parking, staffed facility, sales and maintenance, free air pumps, tool posts
Cyclepark Plus	secure and free parking, free air pumps, spares, CCTV, tool posts
Cyclepark	open access parking, covered where feasible, CCTV, free air pumps, tool posts

- (b) providing no fewer than an additional two thousand seven hundred and sixty (2,760) cycle racks at the Stations in accordance with the specification contained in Table 3 below.

Table 3: *Additional Cycle Racks*

Category	WMSBU Stations and spaces	WCSBU Stations and spaces	Total
Cyclepoint	Worcester FS	Milton Keynes Central	500
Cyclepark Plus	Birmingham Snow Hill, Telford	Northampton, Watford Jn	730
Cyclepark	Aston, Bournville, Canley, Chester Road, Sutton Coldfield, Smethwick Galton Bridge, Hall Green, Old Hill, Perry Barr, Stone, Sutton Tile Hill, Wellington	Apsley, Berkhamsted, Bletchley, Hartford, Hemel Hempstead, Kings Langley, Leighton Buzzard, Long Buckby, Nuneaton, Tamworth, Tring, Wolverton	1,530
Total			2,760

- 84.3 If the Franchisee fails to obtain the Additional Third Party Funding, by no later than 31 March 2021, the Franchisee shall incur a minimum expenditure

of [REDACTED¹⁵¹] on providing no fewer than an additional six hundred and ninety (690) cycle racks at such Stations as are agreed between the Franchisee and the Secretary of State.

- 84.4 ^{xv} ¹⁵² **By 31 January 2019 and thereafter annually throughout the Franchise Term, the Franchisee shall submit to the Secretary of State its Cycle Schemes Plan for approval, having consulted with relevant Local Authority stakeholders.**

The Cycle Schemes Plan shall set out the infrastructure and cultural schemes that the Franchisee intends to implement and continue providing, which encourage more people to make cycling a natural choice for short journeys, or as part of a longer journey.

By no later than the Expiry Date, the Franchisee shall spend £163,000 on the schemes within the Cycle Schemes Plan.

85. Station Cleaning and Maintenance

- 85.1 By no later than 31 March 2020, the Franchisee shall ensure that a Station Deep Clean has been undertaken at each Station. The Franchisee shall then develop in consultation with Network Rail, and implement a follow-up Station Deep Clean programme across all of the Stations between the fifth and seventh Franchisee Years (inclusive). The Franchisee shall incur a minimum expenditure of [REDACTED¹⁵³] in undertaking its obligations pursuant to this paragraph 85.1.

- 85.2 ¹⁵⁴ **NOT IN USE**

151 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁵² 13 August 2019 (Date of Contract Change Letter) – Contract variation agreed by the Secretary for State and Franchisee.

153 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁵⁴ 8 October 2018 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

86. Supporting community policy

86.1 From the Start Date until 31 March 2021, the Franchisee shall incur a minimum aggregate expenditure of [REDACTED¹⁵⁵] (of which a maximum of [REDACTED¹⁵⁶] shall be available per community tenant) to support community groups in refurbishing disused and available spaces in the Stations, subject to such funding being matched by another source.

87. Station Travel Plans

87.1 By no later than 31 March 2021, the Franchisee shall:

- (a) update the existing Station Travel Plans for those Stations listed in the first row of Table 4;
- (b) develop new Station Travel Plans for those Stations listed in the second row of Table 4;
- (c) work in partnership with the Train Operators to develop Station Travel Plans for those Stations listed in the third row of Table 4,

and the Franchisee shall develop, implement and maintain such Station Travel Plans for the duration of the Franchise Term. The Franchisee shall incur a minimum expenditure of [REDACTED¹⁵⁷] in undertaking its obligations pursuant to this paragraph 87.1.

¹⁵⁸**Table 4:** *Station Travel Plan Programme Summary*

Category	No. of Stations	Stations
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155 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

156 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

157 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁵⁸ 4 March 2020 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

Update existing STPs	27 Stations	Acocks Green, Atherstone, Bedford St Johns, Bedworth, Bromsgrove, Canley, Coseley, Cradley Heath, Dudley Port, Henley-in-Arden, Kenilworth, Kings Norton, Leighton Buzzard, Longbridge, Milton Keynes Central, Northfield, Olton, Rowley Regis, Sandwell & Dudley, Selly Oak, St Albans Abbey, The Lakes, Tile Hill, Tyseley, Wilmcote, Wolverhampton and Wolverton.
New STPs	39 Stations	Adderley Park, Aston, Bermuda Park, Bescot Stadium, Birmingham Snow Hill, Bletchley, Bordesley, Bournville, Coventry Arena, Droitwich Spa, Duddeston, Great Malvern, Hemel Hempstead, Kidderminster, Lichfield City, Lichfield Trent Valley, Malvern Link, Nuneaton, Northampton, Oakengates, Redditch, Rugeley Town, Rugeley Trent Valley, Shifnal, Smethwick Galton Bridge, Stratford-upon-Avon, Stratford-upon-Avon Parkway, Stourbridge Junction, Stourbridge Town, Sutton Coldfield, Tamworth, Telford Central, University, Walsall, Watford Junction, Wellington, Witton, Worcester Foregate Street and Worcester Shrub Hill.
Partnership	12 Stations	Bedford, Birmingham Moor Street, Crewe, Hereford, Liverpool Lime Street, Liverpool South Parkway, Shrewsbury, Stafford, Stoke-on-Trent, Rugby, Wembley Central and Worcestershire Parkway.

87.2 By no later than 31 March 2020, the Franchisee shall support Station Travel Plans for a minimum of ten (10) CRP Stations and/or enable corridor Station Travel Plan programmes to be implemented for the CRP Stations, subject to bidding by Community Rail Partnerships and/or community groups.

88. **West Midlands Stations Alliance**

88.1 The Franchisee shall use reasonable endeavours to enter into an alliance agreement concerning the WMSBU with WMR and Network Rail, as soon as reasonably practicable following the Start Date and in any event by no later than the first anniversary of the Start Date. The alliance agreement to be entered into by the Franchisee pursuant to this paragraph 88.1 shall include ways in which WMR, Network Rail and the Franchisee can work together to:

- (a) deliver long-term strategic planning and investment for WMSBU Stations and a WMSBU Stations improvement framework;
- (b) improve work planning, co-ordination and funding cohesion; and
- (c) deliver WMSBU Station commercial development to benefit WMSBU Station improvements.

89. Commercial property development schemes

89.1 By no later than 31 March 2021, the Franchisee shall incur a minimum expenditure of [REDACTED¹⁵⁹] in undertaking feasibility studies in conjunction with Network Rail which will identify and assess potential commercial property development schemes at the Stations.

90. Transport Integration Forum

90.1 By no later than six (6) months after the Start Date, the Franchisee shall establish the Transport Integration Forum and hold its first meeting (which shall meet quarterly thereafter), with the purpose of promoting integrated timetabling.

90.2 The Franchisee shall ensure that representatives from bus, tram and airport operators, freight operators, Network Rail and other Train Operators relevant to the Franchise are invited to attend each Transport Integration Forum meeting (including suitable representative(s) from Transport for West Midlands, WMR, WMCA and sustainable transport organisations). For the avoidance of doubt, at least one (1) representative from the Franchisee shall attend each Transport Integration Forum meeting.

90.3 ¹⁶⁰**By no later than 31 May 2019, the Franchisee shall provide the Secretary of State with the proposed terms of reference of the Transport Integration Forum, which shall address the following themes:**

- (a) **timetable conflicts and integrated timetabling, to include identifying opportunities to improve connectivity between the relevant Train Operators, protocols for key connections between rail and other public transport operators and identification of opportunities to improve connectivity with other modes of transport;**

¹⁵⁹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

¹⁶⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- (b) **customer facilities interchange, to include details in respect of standardising the level and quality of facilities provided for customers at mode-to-mode interchanges, based on the level of passenger footfall and the specific needs of users;**
- (c) **marketing and promotion, to include details in respect of optimising the marketing of integrated products and services through joint promotions with all key modes;**
- (d) **the provisions of customer information, particularly during major disruptions, to include details on a central point to coordinate transport during periods of major service disruptions and agreeing overall transport connection policies to identify and protect key transport linkages; and**
- (e) **commercial agreements, to include agreeing commercial issues regarding integrated transport services.**

90.4 The Transport Integration Forum shall provide a report annually to the Secretary of State setting out its recommendations and an implementation plan covering, as a minimum, the stated terms of reference in paragraph 90.3.

90.5 ^{xvi}From the Start Date, the Franchisee shall incur a minimum expenditure of [REDACTED¹⁶¹] per Franchisee Year to support work within the Transport Integration Forum.

90.6 The Franchisee shall liaise with the Community Transport Association and incur a minimum expenditure of [REDACTED¹⁶²] per annum to improve links to customer groups or communities that are poorly served by rail-bus services.

91. **University Station**

91.1 By no later than 31 December 2021, the Franchisee shall procure a minimum expenditure of [REDACTED¹⁶³] on capital expenditure and project

161 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

162 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

163 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the

management costs associated with the redevelopment of University Station, provided that the scheme set out in this paragraph is carried out by 31 December 2021 and the Franchisee retains the benefit of the operational and commercial activities at the Station.

92. Customer experience and station investment

92.1 From the Start Date, the Franchisee shall invest a minimum of [REDACTED¹⁶⁴] on customer experience and station improvements, of which:

- (a) between 1 April 2019 and 31 March 2021, [REDACTED¹⁶⁵] shall be spent on WMSBU-dedicated customer experience focussed initiatives, works or proposals;
- (b) between 1 April 2019 and 31 March 2021, [REDACTED¹⁶⁶] shall be spent on WCSBU-dedicated customer experience focussed initiatives, works or proposals;
- (c) [REDACTED¹⁶⁷] shall be spent over the course of the Franchise Period on enhancing security at the Stations;
- (d) [REDACTED¹⁶⁸] shall be spent over the course of the Franchise Period on enhancing customer information system facilities at the Stations;

text in accordance with the provisions within the Freedom of Information Act 2000.

164 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

165 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

166 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

167 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

168 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (e) [REDACTED¹⁶⁹] shall be spent over the course of the Franchise Period on enhancing ticket vending machine facilities at the Stations;
- (f) by no later than 31 March 2020, [REDACTED¹⁷⁰] shall be spent on implementing the following Station improvement programme:

Station category	New seats	Replaced seats	New shelters	Waiting rooms improved	Additional Totem poles
Major	0	416	9	1	1
Large	0	375	25	2	2
Medium	40	342	6	3	3
Small	163	60	10	0	6
Very Small	141	63	14	0	3

- (g) by no later than 31 March 2020, [REDACTED¹⁷¹] to complete the implementation of a programme to enhance the retail and ticket sale environment at all Stations, which shall as a minimum include:
- (i) enhancement of retail facilities at all Stations;
 - (ii) remodelling the station ticket office counters at Birmingham Snow Hill Station;
 - (iii) introduction of open ticket office counters at Milton Keynes Central Station;

169 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

170 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

171 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (iv) reconfiguration of the ticket hall, the introduction of open ticket office counters and the installation of a new ticket vending machine zone at Watford Junction Station; and
- (v) redevelopment of the station booking office with open counters at Worcester Foregate Street Station.

92.2 No later than three (3) months prior to the date on which the Franchisee intends to incur some or all of the expenditure set out in paragraph 92.1 through a customer experience or station improvement initiative, the Franchisee shall provide sufficient details on the same to the Secretary of State to enable the Secretary of State to evaluate such initiative. The Franchisee shall not implement any initiative unless and until such initiative is approved by the Secretary of State.

93. **Help Points**

93.1 By no later than 30 June 2021, the Franchisee shall ensure that there is at least [REDACTED¹⁷²] and operational Help Point at [REDACTED¹⁷³] Station.

94. **Sustainable Car Usage**

94.1 By no later than 30 June 2020, the Franchisee shall incur a minimum expenditure of [REDACTED¹⁷⁴] on installing two (2) electric car charging bays at ten (10) Station car parks (such car parks to be agreed with the Secretary of State).

172 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

173 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

174 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Part 2 - SPECIAL TERMS RELATED TO COMMITTED OBLIGATIONS**1. Continuation of Availability**

- 1.1 The Franchisee shall maintain facilities or activities or other matters established in accordance with its Committed Obligations throughout the remainder of the Franchise Term, regardless of whether or not such Committed Obligation specifically provides for the Franchisee to maintain throughout the Franchise Term the facilities, activities or other matters established in accordance with such Committed Obligation, unless such Committed Obligation expressly provides for the cessation of such maintenance at an earlier date.
- 1.2 The Franchisee shall be treated as maintaining the relevant facilities, activities or other matters which are the subject of the Committed Obligations notwithstanding temporary non-availability due to accidental damage or vandalism or maintenance, repair or replacement activities, or temporary staff absence, subject in each case to the Franchisee taking all reasonable steps to keep any such period of temporary non-availability to a minimum.
- 1.3 Where Part 1 to Schedule 6.2 (Committed Obligations) includes a commitment regarding staffing or particular appointments the Franchisee plans to make:
- (a) the obligation of the Franchisee shall not be regarded as being contravened by:
 - (i) temporary absences (for example for sickness or holiday); or
 - (ii) temporary non-fulfilment of a relevant post whilst the Franchisee is recruiting for that post, subject to the Franchisee using all reasonable endeavours to keep the duration between appointments as short as reasonably practicable; and
 - (b) the Franchisee's rights and obligations in relation to the numbers or deployment of its other staff remain unaffected.

2. Expenditure Commitments**2.1 Annual Expenditure**

Where Part 1 to Schedule 6.2 (Committed Obligations) provides for the expenditure of an annual amount (or an amount over some other period) by the Franchisee, that amount:

- (a) is assessed net of Value Added Tax; and
- (b) is the amount required to be expended by the Franchisee itself or procured by the Franchisee to be expended.

2.2 Expenditure Commitments in real amounts

All expenditure commitments set out in Part 1 to Schedule 6.2 (Committed Obligations), to the extent they have not already been incurred by the Franchisee, shall be indexed by the Retail Prices Index (in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments)).

2.3 Expenditure by Network Rail

All amounts which the Franchisee has committed (whether unconditionally or otherwise) pursuant to Part 1 to Schedule 6.2 (Committed Obligations) to expend in connection with improvements to track or Stations shall be in addition to any expenditure made by Network Rail as part of its infrastructure improvements or maintenance programme to the extent such expenditure is not directly funded or reimbursed by the Franchisee.

2.4 Underspend

- (a) Where in relation to any Committed Obligation that is expressed in terms of a requirement to spend not less than a specified sum in fulfilling its stated objective, the Franchisee is able to achieve that stated objective without incurring the full amount referred to in that Committed Obligation, whether because of cost savings or otherwise, the Franchisee shall notify the Secretary of State, together with a statement of the costs it has incurred (excluding any third party funding) in delivering the relevant obligations and a reconciliation against the amount it had committed to spend (excluding any third party funding) ("**Underspend**").
- (b) The Parties shall, acting reasonably, seek to agree an alternative scheme or schemes which would give rise to benefits to passengers using the Passenger Services to be funded using the Underspend and, once agreed, the Franchisee shall apply such Underspend in the delivery of the agreed scheme(s). In circumstances only where, despite having used reasonable endeavours the Parties fail to agree an alternative scheme in relation to which the Underspend will be applied, such Underspend shall be repaid to the Secretary of State as soon as reasonably practicable.

3. Liaison and Co-Operation

Where the Franchisee is committed to liaison and co-operation under Part 1 to Schedule 6.2 (Committed Obligations), it shall participate actively in the relevant measures including through the application of management time and internal resources, correspondence and attendance at meetings, in each case as the Franchisee reasonably considers in all the circumstances to be an appropriate use of its resources and effective to help achieve the relevant objective.

4. **Nature of Commitment**

- 4.1 Any commitment in terms of Part 1 to Schedule 6.2 (Committed Obligations) shall be in addition to any obligation of the Franchisee elsewhere in this Agreement and nothing in this Schedule 6.2 (Committed Obligations) shall limit or restrict an obligation imposed on the Franchisee elsewhere in this Agreement.
- 4.2 Save as expressly provided in Part 1 to Schedule 6.2 (Committed Obligations), each Committed Obligation is a separate obligation from any other Committed Obligation and satisfaction of or steps taken towards the satisfaction of one Committed Obligation will not amount to or contribute towards satisfaction of any other Committed Obligation.
- 4.3 Where in Part 1 to Schedule 6.2 (Committed Obligations), references are made to particular manufacturers or suppliers of equipment or services, the Franchisee may fulfil its relevant commitment by using reasonable equivalents.
- 4.4 Each commitment under this Schedule 6.2 (Committed Obligations) shall come to an end on expiry of the Franchise Term for whatever reason.

5. **Review of Compliance**

- 5.1 Progress with Committed Obligations shall be considered and discussed at Franchise Performance Meetings and the Franchisee shall ensure that progress with regard to Committed Obligations is included in Periodic Update Reports provided in accordance with paragraph 8 of Schedule 11.2 (Management Information).
- 5.2 In addition to its obligation under paragraph 5.1, the Franchisee shall from time to time promptly provide such evidence of its compliance with any Committed Obligation as the Secretary of State may reasonably request.

6. **Remedy for Late Completion or Non-Delivery of Committed Obligations**

If the Franchisee fails to deliver in full a Committed Obligation in accordance with and by the timeframe specified for its delivery in Schedule 6.2 (Committed Obligations), such late, partial or non-delivery shall constitute a contravention of the Franchise Agreement.

7. **Specimen Schemes**

- 7.1 The Franchisee may propose to undertake an Alternative Scheme in place of a Specimen Scheme. Any such Alternative Scheme must:
- (a) be intended to deliver as a minimum the relevant Specimen Scheme Output;

- (b) require the Franchisee to incur expenditure of no less than the expenditure which the Franchisee is committed to incur in relation to the relevant Specimen Scheme; and
 - (c) deliver at least an equivalent level of benefits (whether to passengers, the Secretary of State, the wider rail industry or otherwise) as the Specimen Scheme.
- 7.2 If the Franchisee wishes to propose an Alternative Scheme, the Franchisee will provide the Secretary of State with such details of the Alternative Scheme as the Secretary of State may reasonably require.
- 7.3 If the Secretary of State approves (such approval not to be unreasonably withheld or delayed) such Alternative Scheme then it shall replace the relevant Specimen Scheme and Part 1 to Schedule 6.2 (Committed Obligations) shall be amended accordingly.
- 7.4 For the avoidance of doubt, if the Franchisee does not propose or the Secretary of State does not approve an Alternative Scheme then the Franchisee shall remain obliged to deliver the relevant Specimen Scheme in accordance with Part 1 to Schedule 6.2 (Committed Obligations).

8. **Third Party Consents, Agreement and Conditions**

- 8.1 Where, in delivering a Committed Obligation, the Franchisee is required to obtain one or more consents or satisfy one or more conditions, the Franchisee shall use all reasonable endeavours to obtain such consents and/or satisfy such conditions within such timescales as would enable the Franchisee to deliver such Committed Obligation by the delivery date specified in respect of such Committed Obligation. If the Franchisee is unable to satisfy the relevant condition and/or obtain the relevant consent or the proposed terms upon which the relevant consent would be granted would, in the reasonable opinion of the Franchisee, be likely to prejudice the financial and/or commercial viability of delivering the Committed Obligation, the Franchisee may apply to the Secretary of State for the approval referred to in paragraph 8.3.
- 8.2 For the purposes of this paragraph 8, the expression "**consent**" shall mean those approvals, authorisations, consents, derogations, exemptions, licences, permissions, and registrations which are required by Law or any contract to which the Franchisee is a party, to be obtained by the Franchisee in connection with the delivery of a Committed Obligation.
- 8.3 The Secretary of State's approval for the purposes of this paragraph 8 is his approval for the Franchisee to modify the relevant Committed Obligation so as to deliver a scheme which would give rise to benefits to passengers using the Passenger Services similar to (but not necessarily the same as) those benefits which would have arisen if the Franchisee delivered the relevant Committed Obligation. The modifications to the relevant Committed Obligation shall be agreed between the Franchisee and the Secretary of State or failing such agreement shall be reasonably determined by the

Secretary of State. The approval of the Secretary of State may not be unreasonably withheld.

- 8.4 If the Secretary of State gives his approval pursuant to this paragraph 8 in respect of a Committed Obligation, then to the extent that the Franchisee delivers the modified Committed Obligation by the date agreed between the Franchisee and the Secretary of State, or failing such agreement by the date reasonably determined by the Secretary of State, the Franchisee shall not be in breach of the Franchise Agreement.

9. **Definition of "all reasonable endeavours" or "reasonable endeavours"**

Where in respect of any Committed Obligation the Franchisee is obliged to use **"all reasonable endeavours"** or **"reasonable endeavours"** to do or procure that something is done by a specified date then, without prejudice to any other rights the Secretary of State may have (whether under the Franchise Agreement or otherwise) in respect of any contravention of the Franchise Agreement if the same is not achieved by such specified date the Franchisee shall consult with the Secretary of State and if required by the Secretary of State shall continue to use all reasonable endeavours or reasonable endeavours (as applicable) to do or procure that the relevant thing is done as soon as reasonably practicable thereafter.

10. Designation of Assets comprised in COs as Primary Franchise Assets

- 10.1 Save in respect of the property and rights comprised in committed obligations which are designated as RV Assets pursuant to Schedule 14.6, the Secretary of State may at any time and from time to time during the Franchise Period by serving notice on the Franchisee, designate as a Primary Franchise Asset some or all of the property and rights of the Franchisee comprised in any asset introduced by a Committed Obligation (the **"Designated CO Primary Franchise Assets"**). Such designation shall take effect from the date of delivery of such notice.
- 10.2 The transfer value in relation to any Designated CO Primary Franchise Asset, which at the end of the Franchise Period is:
- (a) not de-designated as a Primary Franchise Asset pursuant to paragraph 10 of Schedule 14.4 (Designation of Primary Franchise Assets); and
 - (b) transferred to a Successor Operator (whether pursuant to the Transfer Scheme or otherwise),
- shall (unless otherwise agreed by the Secretary of State) be nil.

Schedule 6.3
Not Used

SCHEDULE 7
Performance Benchmarks

Schedule 7.1:	Operational Performance 1. Definitions 2. Reporting Requirements Part A - Non-Financial Enforcement Regime Part B - Financial Regime Part C - Miscellaneous Provisions
	Appendix 1: Cancellations Benchmarks and Annual Cancellations Benchmarks
	Appendix 2: TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks
	Appendix 3: Short Formation Benchmarks and Annual Short Formation Benchmarks
	Appendix 4: CaSL Measures
	Appendix 5: PPM Measures
Schedule 7.2:	National Rail Passenger Surveys, Customer Report and CCIF Scheme
	Appendix 1: NRPS Benchmark Table
Schedule 7.3:	West Midlands Franchise Service Quality Regime
	Appendix 1: Service Quality Schedules
	Appendix 2: Service Quality Areas/ SQR Benchmarks/ Service Quality Indicators/ Weightings

Schedule 7.1
Operational Performance

1. **Definitions, Changes to Benchmarks and Annual Benchmarks and Notice of Performance Results**

1.1 For the purposes of this Schedule 7.1 (Operational Performance) only, the following words and expressions shall have the following meanings unless otherwise set out in clause 3 (*Definitions*):

"Actual CaSL Performance Level" means, in respect of a Franchisee Year, the CaSL Figures most recently published by Network Rail for that Franchisee Year in relation to the Franchisee, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Actual CaSL Performance Level for that Franchisee Year shall be as determined pursuant to paragraph 24.1(a) of this Schedule 7.1 (Operational Performance);

"Actual PPM Performance Level" means, in respect of a Franchisee Year, the PPM Figures most recently published by Network Rail for that Franchisee Year in relation to the Franchisee, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Actual PPM Performance Level for that Franchisee Year shall be as determined pursuant to paragraph 24.1(b) of this Schedule 7.1 (Operational Performance);

"Annual Cancellations Benchmark" means for each Franchisee Year, each of the benchmarks specified in the Annual Cancellations Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual Cancellations Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 23.1(a) of Schedule 7.1 (Operational Performance);

"Annual Cancellations Benchmark Table"

means the table set out in Part 2 (*Annual Cancellations Benchmark Table*) of Appendix 1 (*Cancellations Benchmarks and Annual Cancellations Benchmarks*) of Schedule 7.1 (Operational Performance);

"Annual Cancellations Payment Table"

means the table set out in Part 3 (*Annual Cancellations Payment Table*) of Appendix 1 (*Cancellations Benchmarks and Annual Cancellations Benchmarks*) of Schedule 7.1 (Operational Performance);

"Annual Cap Performance Level"

means in relation to:

- (a) an Annual Cancellations Benchmark for any Franchisee Year, the number set out in Column 2 (*Annual Cap Performance Level*) of the Annual Cancellations Benchmark Table for that Franchisee Year;
- (b) an Annual TOC Minute Delay Benchmark for any Franchisee Year, the number set out in Column 2 (*Annual Cap Performance Level*) of the Annual TOC Minute Delay Benchmark Table for that Franchisee Year;
- (c) an Annual CaSL Measure for any Franchisee Year, the number set out in Column 2 (*Annual Cap Performance Level*) of the Annual CaSL Table for that Franchisee Year; or
- (d) an Annual PPM Measure for any Franchisee Year, the number set out in Column 2 (*Annual Cap Performance Level*) of the Annual PPM Table for that Franchisee Year;

"Annual CaSL Measure"

means for each Franchisee Year, each of the benchmarks specified in the Annual CaSL Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual CaSL Measure for that

Franchisee Year shall be as determined pursuant to paragraph 23.1(d) of Schedule 7.1 (Operational Performance);

"Annual CaSL Table"

means the table set out in Part 1 (*Annual CaSL Table*) of Appendix 4 (*CaSL Measures*) of Schedule 7.1 (Operational Performance);

"Annual CaSL Payment Table"

means the table set out in Part 2 (*Annual CaSL Payment Table*) of Appendix 4 (*CaSL Measures*) of Schedule 7.1 (Operational Performance);

"Annual Floor Performance Level"

means, in relation to:

- (a) an Annual Cancellations Benchmark for any Franchisee Year, the number set out in Column 4 (*Annual Floor Performance Level*) of the Annual Cancellations Benchmark Table for that Franchisee Year;
- (b) an Annual TOC Minute Delay Benchmark for any Franchisee Year the number set out in Column 4 (*Annual Floor Performance Level*) of the Annual TOC Minute Delay Benchmark Table for that Franchisee Year;
- (c) an Annual Short Formation Benchmark for any Franchisee Year the number set out in Column 4 (*Annual Floor Performance Level*) of the Annual Short Formation Benchmark Table for that Franchisee Year;
- (d) an Annual CaSL Measure for any Franchisee Year the number set out in Column 4 (*Annual Floor Performance Level*) of the Annual CaSL Table for that Franchisee Year; or
- (e) an Annual PPM Measure for any Franchisee Year the number set out in Column 4 (*Annual Floor Performance Level*) of the Annual PPM Table for that Franchisee Year;

"Annual Intermediate Performance Level"

means, in relation to the Annual Short Formation Benchmark for any Franchisee Year, the number set out in Column 3 (*Annual Intermediate Performance Level*) of the Annual Short Formation Benchmark Table and in the row of that table for that Franchisee Year;

"Annual PPM Measure"

means, for each Franchisee Year, each of the benchmarks specified in the Annual PPM Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual PPM Measure for that Franchisee Year shall be as determined pursuant to paragraph 23.1(e) of Schedule 7.1 (Operational Performance);

"Annual PPM Table"

means the table set out in Part 1 (*Annual PPM Table*) of Appendix 5 (*PPM Measures*) of Schedule 7.1 (Operational Performance);

"Annual PPM Payment Table"

means the table set out in Part 2 (*Annual PPM Payment Table*) of Appendix 5 (*PPM Measures*) of Schedule 7.1 (Operational Performance);

"Annual Short Formation Benchmark"

means, for each Franchisee Year, each of the benchmarks specified in the Annual Short Formation Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual Short Formation Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 23.1(c) of Schedule 7.1 (Operational Performance);

"Annual Short Formation Benchmark Table"

means the table set out in Part 2 (*Annual Short Formation Benchmark Table*) of Appendix 3 (*Short Formation Benchmarks and Annual Short Formation Benchmarks*) of Schedule 7.1 (Operational Performance);

"Annual Short Formation Payment Table"

means the table set out in Part 3 (*Annual Short Formation Payment Table*) of Appendix 3 (*Short Formation Benchmarks and Annual Short Formation Benchmarks*) of Schedule 7.1 (Operational Performance);

"Annual Target Performance Level"

means, in relation to:

- (a) an Annual Cancellations Benchmark for any Franchisee Year, the number set out in Column 3 (*Annual Target Performance Level*) of the Annual Cancellations Benchmark Table for that Franchisee Year;
- (b) an Annual TOC Minute Delay Benchmark for any Franchisee Year, the number set out in Column 3 (*Annual Target Performance Level*) of the Annual TOC Minute Delay Benchmark Table for that Franchisee Year;
- (c) an Annual Short Formation Benchmark for any Franchisee Year, the number set out in Column 2 (*Annual Target Performance Level*) of the Annual Short Formation Benchmark Table for that Franchisee Year;
- (d) an Annual CaSL Measure for any Franchisee Year, the number set out in Column 3 (*Annual Target Performance Level*) of the Annual CaSL Table for that Franchisee Year; or
- (e) an Annual PPM Measure for any Franchisee Year, the number set out in Column 3 (*Annual Target Performance Level*) of the Annual PPM Table for that Franchisee Year;

"Annual TOC Minute Delay Benchmark"

means, for each Franchisee Year, each of the benchmarks specified in the Annual TOC Minute Delay Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual TOC Minute Delay Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 23.1(b) of Schedule 7.1 (Operational Performance);

"Annual TOC Minute Delay Benchmark Table"

means the table set out in Part 2 (*Annual TOC Minute Delay Benchmark Table*) of Appendix 2 (*TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks*) of Schedule 7.1 (Operational Performance);

"Annual TOC Minute Delay Payment Table"

means the table set out in Part 3 (*Annual TOC Minute Delay Payment Table*) of Appendix 2 (*TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks*) to Schedule 7.1 (Operational Performance);

"Benchmark"

means any of the Cancellations Benchmark (West Coast Separable Business Unit), the Cancellations Benchmark (West Midlands Separable Business Unit), the TOC Minute Delay Benchmark, the Short Formation Benchmark (West Coast Separable Business Unit) or the Short Formation Benchmark (West Midlands Separable Business Unit) (as the context may require);

"Breach Performance Level"

means, in relation to a Benchmark for any Reporting Period, the number set out in the relevant Column of the Benchmark Table to Schedule 7.1 (Operational Performance) relating to that Benchmark and in the row of that table for that Reporting Period;

"Breach Reporting Stage"¹⁷⁵

means the Reporting Periods falling within the period from the beginning of the eighth Reporting Period to the expiry of the twelfth Reporting Period of the Franchise Term;

"Cancellations Benchmark (West Coast Separable Business Unit)"

means any of the performance levels in respect of Cancellations and Partial Cancellations set out in the Cancellations Benchmark Table (West Coast Separable Business Unit);

"Cancellations Benchmark (West Midlands Separable Business Unit)"

means any of the performance levels in respect of Cancellations and Partial Cancellations set out in the Cancellations Benchmark Table (West Midlands Separable Business Unit);

"Cancellations Benchmark Table (West Coast Separable Business Unit)"

means the table set out in Part 1A (*Cancellations Benchmark Table (West Coast Separable Business Unit)*) of Appendix 1 (*Cancellations Benchmarks and Annual Cancellations Benchmarks*) of Schedule 7.1 (Operational Performance);

"Cancellations Benchmark Table (West Midlands Separable Business Unit)"

means the table set out in Part 1B (*Cancellations Benchmark Table (West Midlands Separable Business Unit)*) of Appendix 1 (*Cancellations Benchmarks and Annual Cancellations Benchmarks*) of Schedule 7.1 (Operational Performance);

¹⁷⁵ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

"Cancellations Breach Reporting Stage"¹⁷⁶

(a) means the Reporting Periods falling within the period from the beginning of the tenth Reporting Period to the expiry of the twelfth Reporting Period of the Franchise Term; or

(b) in the event that the circumstances set out in paragraph 2A(a)(i) of Schedule 7.1 or paragraph 2A(a)(ii) of Schedule 7.1 occur, the Reporting Periods falling within the period from the beginning of the eleventh Reporting Period to the expiry of the twelfth Reporting Period of the Franchise Term; or

(c) in the event that the circumstances set out in paragraph 2A(a)(i) of Schedule 7.1 and paragraph 2A(a)(ii) of Schedule 7.1 occur, the twelfth Reporting Period of the Franchise Term;

¹⁷⁶ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

"Cancellations Initial Reporting Stage"¹⁷⁷

(a) means the Reporting Periods falling within the period from the beginning of the first Reporting Period to the expiry of the ninth Reporting Period of the Franchise Term; or

(b) in the event that the circumstances set out in paragraph 2A(a)(i) of Schedule 7.1 or paragraph 2A(a)(ii) of Schedule 7.1 occur, the Reporting Periods falling within the period from the beginning of the first Reporting Period to the expiry of the tenth Reporting Period of the Franchise Term; or

(c) in the event that the circumstances set out in paragraph 2A(a)(i) of Schedule 7.1 and paragraph 2A(a)(ii) of Schedule 7.1 occur, the Reporting Periods falling within the period from the beginning of the first Reporting Period to the expiry of the eleventh Reporting Period of the Franchise Term;

"Cancellations Performance Sum"

means an amount determined in accordance with paragraph 22.3 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year where the provisions of paragraph 29 shall apply) by the Franchisee (as the case may be);

¹⁷⁷ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

"CaSL Performance Sum"	means an amount determined in accordance with paragraph 22.6 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year where the provisions of paragraph 29 shall apply) by the Franchisee (as the case may be);
"Default Performance Level"	means, in relation to a Benchmark for any Reporting Period, the number set out in the relevant Column of the Benchmark Table to Schedule 7.1 (Operational Performance) relating to that Benchmark and in the row of that table for that Reporting Period;
"Performance Sum"	means each of the Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and/or PPM Performance Sum determined pursuant to paragraph 22 of Schedule 7.1 (Operational Performance);
"Performance Sum Adjustment Date"	means: <ul style="list-style-type: none"> (a) in the case of each Cancellations Performance Sum, TOC Minute Delay Performance Sum, CaSL Performance Sum or PPM Performance Sum determined pursuant to paragraph 22 of Schedule 7.1 (Operational Performance) and payable by the Secretary of State, the first Payment Date falling no less than seven (7) days after that determination; or (b) in the case of a Performance Sum falling due in respect of the Final Franchisee Year and which has not been made during the Franchise Period, the date specified in paragraph 29 of Schedule 7.1 (Operational Performance);
"PPM Performance Sum"	means an amount determined in accordance with paragraph 22.7 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the

Franchisee or to be incurred (other than in respect of the Final Franchisee Year, where the provisions of paragraph 29 shall apply) by the Franchisee (as the case may be);

"Required Performance Improvement"

has the meaning given to it in paragraph 26.1 of Schedule 7.1 (Operational Performance);

"Short Formation Benchmark (West Coast Separable Business Unit)"

means any of the performance levels in respect of the Passenger Carrying Capacity operated in delivering the West Coast Separable Business Unit Passenger Services as set out in the Short Formation Benchmark Table (West Coast Separable Business Unit);

"Short Formation Benchmark (West Midlands Separable Business Unit)"

means any of the performance levels in respect of the Passenger Carrying Capacity operated in delivering the West Midlands Separable Business Unit Passenger Services as set out in the Short Formation Benchmark Table (West Midlands Separable Business Unit);

"Short Formation Benchmark Table (West Coast Separable Business Unit)"

means the table set out in Part 1A (*Short Formation Benchmark Table (West Coast Separable Business Unit)*) of Appendix 3 (*Short Formation Benchmarks and Annual Short Formation Benchmarks*) to Schedule 7.1 (Operational Performance);

"Short Formation Benchmark Table (West Midlands Separable Business Unit)"

means the table set out in Part 1B (*Short Formation Benchmark Table (West Midlands Separable Business Unit)*) of Appendix 3 (*Short Formation Benchmarks and Annual Short Formation Benchmarks*) to Schedule 7.1 (Operational Performance);

"Short Formation Performance Sum"

means an amount determined in accordance with paragraph 22.5 of Schedule 7.1 (Operational Performance) which is payable by the Franchisee to the Secretary of State;

"Subsequent Reporting Stage"¹⁷⁸	means the Reporting Periods falling after the expiry of the Breach Reporting Stage or the Cancellations Breach Reporting Stage (as the case may be) until the Expiry Date;
"Target Performance Level"	means, in relation to any Benchmark for any Reporting Period, the number set out in the relevant Column of the Benchmark Table to Schedule 7.1 (Operational Performance) relating to that Benchmark and in the row of that table for that Reporting Period;
"TOC Minute Delay Benchmark"	means any of the performance levels in respect of Minutes Delay attributable to the Franchisee set out in the TOC Minute Delay Benchmark Table;
"TOC Minute Delay Benchmark Table"	means the table set out in Part 1 (<i>TOC Minute Delay Benchmark Table</i>) of Appendix 2 (<i>TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks</i>) to Schedule 7.1 (Operational Performance);
"TOC Minute Delay Performance Sum"	means an amount determined in accordance with paragraph 22.4 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year, where the provisions of paragraph 29 shall apply) by the Franchisee (as the case may be);
"Undisputed Cancellation"	means a Cancellation that is not a Disputed Cancellation;
"Undisputed Network Rail Cancellation"	means a Network Rail Cancellation that is not a Disputed Cancellation;
"Undisputed Network Rail Partial Cancellation"	means a Network Rail Partial Cancellation that is not a Disputed Partial Cancellation;
"Undisputed Partial Cancellation"	means a Partial Cancellation that is not a Disputed Partial Cancellation;

¹⁷⁸ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- 1.2 The Cancellations Benchmarks (West Coast Separable Business Unit) are set out in the table in Part 1A of Appendix 1 (*Cancellations Benchmarks and Annual Cancellations Benchmarks*) to this Schedule.
- 1.3 The Cancellations Benchmarks (West Midlands Separable Business Unit) are set out in the table in Part 1B of Appendix 1 (*Cancellations Benchmarks and Annual Cancellations Benchmarks*) to this Schedule.
- 1.4 The Annual Cancellations Benchmarks are set out in the table in Part 2 of Appendix 1 (*Cancellations Benchmarks and Annual Cancellations Benchmarks*) of this Schedule.
- 1.5 The TOC Minute Delay Benchmarks are set out in the table in Part 1 of Appendix 2 (*TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks*) to this Schedule.
- 1.6 The Annual TOC Minute Delay Benchmarks are set out in the table in Part 2 of Appendix 2 (*TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks*) to this Schedule.
- 1.7 The Short Formation Benchmarks (West Coast Separable Business Unit) are set out in the table in Part 1A of Appendix 3 (*Short Formation Benchmarks and Annual Short Formation Benchmarks*) to this Schedule.
- 1.8 The Short Formation Benchmarks (West Midlands Separable Business Unit) are set out in the table in Part 1B of Appendix 3 (*Short Formation Benchmarks and Annual Short Formation Benchmarks*) to this Schedule.
- 1.9 The Annual Short Formation Benchmarks are set out in the table in Part 2 of Appendix 3 (*Short Formation Benchmarks and Annual Short Formation Benchmarks*) to this Schedule.
- 1.10 The Annual CaSL Measure are set out in the table in Part 1 of Appendix 4 (*Annual CaSL Measures*) to this Schedule.
- 1.11 The Annual PPM Measure are set out in the table in Part 1 of Appendix 5 (*Annual PPM Measures*) to this Schedule.
- 1.12 The Secretary of State may at any time after a Charging Review vary, on giving not less than three (3) months' notice in writing, any of the Cancellations Benchmarks, Annual Cancellations Benchmarks, TOC Minute Delay Benchmarks, the Annual TOC Minute Delay Benchmarks, Annual CaSL Measures and/or Annual PPM Measures (as the case may be) to reflect the Secretary of State's reasonable view of the performance trajectory set as part of such Charging Review. Where the Secretary of State exercises his right pursuant to this paragraph 1.12, the relevant Cancellations Benchmark Table, Annual Cancellations Benchmark Table, TOC Minute Delay Benchmark Table, Annual TOC Minute Delay Benchmark Table, Annual CaSL Table and/or Annual PPM Table shall be deemed to have been amended accordingly. The exercise by the Secretary of State of his rights

pursuant to this paragraph 1.12 shall be a Change as specified in paragraph (k) of the definition of Change.

1.13 The Franchisee agrees with the Secretary of State to comply with the requirements of the Track Access Agreement in respect of cancellations attribution (Cancellations, Partial Cancellations, Network Rail Cancellations and Network Rail Partial Cancellations) and Minutes Delay attribution.

1.14 Changes to Benchmarks and Annual Benchmarks on the occurrence of a Change

Paragraph 5 of Schedule 9.1 (*Financial and Other Consequences of Change*) sets out the circumstances and the process by which any adjustments to Benchmarks and Annual Benchmarks consequent upon the occurrence of a Change will be determined and effected.

1.15 Notice of Performance Results

As soon as reasonably practicable after the end of each Reporting Period and each Franchisee Year, the Secretary of State shall notify the Franchisee of the results of the calculations performed pursuant to this Schedule 7.1.

2. Reporting Requirements

The Franchisee shall at the end of each Reporting Period and in accordance with the relevant requirements of Appendix 2 (*Performance Benchmarks Information*) of Schedule 11.2 (*Management Information*) report to the Secretary of State the operational information as specified in Appendix 2 (*Performance Benchmarks Information*) of Schedule 11.2 (*Management Information*) and required for the purposes of the Secretary of State undertaking any the calculations required to be performed by the Secretary of State pursuant to this Schedule 7.1.

2A. ¹⁷⁹Extension of the Cancellations Initial Reporting Stage

(a) The Franchisee and the Secretary of State agree that the Cancellations Initial Reporting Stage shall be extended by one Reporting Period in each of the following circumstances:

(i) if the Franchisee's Cancellations moving annual average increases over rail period 1808 (being 15 October 2017 to 11 November 2017 inclusive); and/or

(ii) if the Franchisee's Cancellations moving annual average increases over rail period 1809 (being 12 November 2017 to 9 December 2017 inclusive).

¹⁷⁹ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

(b) The Franchisee and the Secretary of State agree that the Cancellations Initial Reporting Stage cannot be extended by more than two (2) Reporting Periods in total.

PART A – NON-FINANCIAL ENFORCEMENT REGIME

3. West Coast Separable Business Unit Cancellation Calculation: Value of A

Table 1		
A	=	$\frac{B}{C} \times 100$
where:		
B		is the total number of Cancellations or Partial Cancellations of West Coast Separable Business Unit Passenger Services scheduled to be operated in the Enforcement Plan of the Day for that Reporting Period, on the basis that: <ul style="list-style-type: none"> (a) a Cancellation shall count as 1; (b) a Partial Cancellation shall count as 0.5; and (c) any Cancellations or Partial Cancellations during that Reporting Period which were caused by: <ul style="list-style-type: none"> (i) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or (ii) the occurrence or continuing effect of a Force Majeure Event, shall, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule 7.1, be disregarded in determining such total number of Cancellations and Partial Cancellations;
C		is the total number of West Coast Separable Business Unit Passenger Services scheduled to be operated in the Enforcement Plan of the Day for that Reporting Period, disregarding, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule 7.1, any Cancellations or Partial Cancellations during that Reporting Period which were caused by: <ul style="list-style-type: none"> (a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or (b) the occurrence or continuing effect of a Force Majeure Event.

4. West Coast Separable Business Unit Cancellation Calculations during the Initial Reporting Stage

¹⁸⁰For each Reporting Period during the Cancellations Initial Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Cancellations Benchmark

¹⁸⁰ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

(West Coast Separable Business Unit) in accordance with the following formula:

Table 2		
A	=	$\frac{B}{C} \times 100$
where:		
	B	has the meaning given to it in paragraph 3 in respect of that Reporting Period; and
	C	has the meaning given to it in paragraph 3 in respect of that Reporting Period; and

5. West Coast Separable Business Unit Cancellation Calculation during the Breach Reporting Stage

¹⁸¹For each Reporting Period during the Cancellations Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Cancellations Benchmark (West Coast Separable Business Unit) in accordance with the following formula:

Table 3	
$\frac{A + D}{N}$	
A	has the meaning given to it in paragraph 3 in respect of that Reporting Period;
D	is the sum of the values of A in each of the Reporting Periods immediately preceding that Reporting Period; and
N	is the number of Reporting Periods that have elapsed since the Start Date.

6. West Coast Separable Business Unit Cancellation Calculations during the Subsequent Reporting Stage

For each Reporting Period during the Subsequent Reporting Stage the Secretary of State shall calculate a moving annual average of the

¹⁸¹ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

Franchisee's performance against the Cancellations Benchmark (West Coast Separable Business Unit) in accordance with the following formula:

Table 4	
$\frac{A + E}{13}$	
where:	
A	has the meaning given to it in paragraph 3 in respect of that Reporting Period; and
E	is the sum of the values of A in each of the twelve (12) Reporting Periods preceding that Reporting Period.

7. West Midlands Separable Business Unit Cancellation Calculation: Value of A

Table 5		
A	=	$\frac{B}{C} \times 100$
where:		
	B	<p>is the total number of Cancellations or Partial Cancellations of West Midlands Separable Business Unit Passenger Services scheduled to be operated in the Enforcement Plan of the Day for that Reporting Period, on the basis that:</p> <ul style="list-style-type: none"> (a) a Cancellation shall count as 1 (except in relation to a Cancellation for a West Midlands Separable Business Unit Passenger Service on the Stourbridge Town Branch which shall count as 0.25); (b) a Partial Cancellation shall count as 0.5; and (c) any Cancellations or Partial Cancellations during that Reporting Period which were caused by: <ul style="list-style-type: none"> (i) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or (ii) the occurrence or continuing effect of a Force Majeure Event, shall, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule 7.1, be disregarded in determining such total number of Cancellations and Partial Cancellations;
	C	<p>is the total number of West Midlands Separable Business Unit Passenger Services scheduled to be operated in the Enforcement Plan of the Day for that Reporting Period, disregarding, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule 7.1, any Cancellations or Partial Cancellations during that Reporting Period which were caused by:</p> <ul style="list-style-type: none"> (a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or

Table 5		
		(b) the occurrence or continuing effect of a Force Majeure Event.

8. West Midlands Separable Business Unit Cancellation Calculations during the Initial Reporting Stage

¹⁸²For each Reporting Period during the Cancellations Initial Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Cancellations Benchmark (West Midlands Separable Business Unit) in accordance with the following formula:

Table 6		
A	=	$\frac{B}{C} \times 100$
where:		
	B	has the meaning given to it in paragraph 7 in respect of that Reporting Period; and
	C	has the meaning given to it in paragraph 7 in respect of that Reporting Period; and

9. West Midlands Separable Business Unit Cancellation Calculation during the Breach Reporting Stage

¹⁸³For each Reporting Period during the Cancellations Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Cancellations Benchmark (West Midlands Separable Business Unit) in accordance with the following formula:

¹⁸² 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

¹⁸³ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

Table 7	
$\frac{A + D}{N}$	
A	has the meaning given to it in paragraph 7 in respect of that Reporting Period;
D	is the sum of the values of A in each of the Reporting Periods immediately preceding that Reporting Period; and
N	is the number of Reporting Periods that have elapsed since the Start Date.

9A. West Midlands Separable Business Unit Cancellation Calculations during the Subsequent Reporting Stage

For each Reporting Period during the Subsequent Reporting Stage the Secretary of State shall calculate a moving annual average of the Franchisee's performance against the Cancellations Benchmark (West Midlands Separable Business Unit) in accordance with the following formula:

Table 8	
$\frac{A + E}{13}$	
where:	
A	has the meaning given to it in paragraph 7 in respect of that Reporting Period; and
E	is the sum of the values of A in each of the twelve (12) Reporting Periods preceding that Reporting Period.

10. TOC Minute Delay Calculations during the Initial Reporting Stage

For each Reporting Period during the Initial Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the TOC Minute Delay Benchmark in accordance with the following formula:

Table 9	
$\frac{MD_{TRP}}{H_{TRP}}$	
where:	
MD_{TRP}	is the Minutes Delay that are attributable to the Franchisee in such Reporting Period; and
H_{TRP}	is ascertained as follows:

	$\frac{Y}{1000}$
where:	
Y	is the Actual Train Mileage in that Reporting Period.

11. TOC Minute Delay Calculations during the Breach Reporting Stage

For each Reporting Period during the Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the TOC Minute Delay Benchmark in accordance with the following formula:

Table 10	
$\frac{MD_{BRP}}{H_{BRP}}$	
where:	
MD_{BRP}	is the sum of the number of Minutes Delay that are attributable to the Franchisee: (a) in that Reporting Period; and (b) in each of the Reporting Periods immediately preceding that Reporting Period; and
H_{BRP}	is ascertained as follows: $\frac{Z}{1000}$ where: Z is the sum of the Actual Train Mileage: (a) in that Reporting Period; and (b) in each of the Reporting Periods immediately preceding that Reporting Period.

12. TOC Minute Delay Calculations during the Subsequent Reporting Stage

For each Reporting Period during the Subsequent Reporting Stage the Secretary of State shall calculate a moving annual average of the Franchisee's performance against the TOC Minute Delay Benchmark in accordance with the following formula:

Table 11	
$\frac{MD_{SRP}}{H_{SRP}}$	
where:	
MD_{SRP}	is the sum of Minutes Delay that are attributable to the Franchisee: (a) in that Reporting Period; and (b) in each of the twelve (12) Reporting Periods immediately preceding that Reporting Period; and

Hsrp	is ascertained as follows:	
	$\frac{V}{1000}$	
	where:	
	V	is the sum of Actual Train Mileage: (a) in that Reporting Period; and (b) in each of the twelve (12) Reporting Periods immediately preceding that Reporting Period.

13. NOT USED.

14. West Coast Separable Business Unit Short Formations

14.1 NOT USED.

**14.2 West Coast Separable Business Unit Short Formation Calculation:
Value of A^{SF}**

Table A		
A^{SF}	=	$\frac{B_{SF}}{C_{SF}} \times 100$
where:		
B^{SF}	is the total number of West Coast Separable Business Unit Passenger Services in that Reporting Period operated with less Passenger Carrying Capacity than that specified for each such West Coast Separable Business Unit Passenger Service in the Train Plan disregarding, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, any such Passenger Services which were operated in that way as a result of:	
	(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or	
	(b) the occurrence or continuing effect of a Force Majeure Event; and	
C^{SF}	is the total number of West Coast Separable Business Unit Passenger Services scheduled to be operated in that Reporting Period disregarding, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, any such West Coast Separable Business Unit Passenger Service operated with less Passenger Carrying Capacity than that specified for each such West Coast Separable Business Unit Passenger Service in the Train Plan as a result of:	
	(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or	
	(b) the occurrence or continuing effect of a Force Majeure Event.	

14.3 West Coast Separable Business Unit Short Formation Calculations during the Initial Reporting Stage

For each Reporting Period during the Initial Reporting Stage the Secretary of State shall calculate the Franchisee’s performance against the Short Formation Benchmark (West Coast Separable Business Unit) in accordance with the following formula:

Table B		
ASF	=	$\frac{B_{SF}}{C_{SF}} \times 100$
where:		
B_{SF}	has the meaning given to it in paragraph 14.2 in respect of that Reporting Period; and	
C_{SF}	has the meaning given to it in paragraph 14.2 in respect of that Reporting Period.	

14.4 West Coast Separable Business Unit Short Formation Calculations during the Breach Reporting Stage

For each Reporting Period during the Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Short Formation Benchmark (West Coast Separable Business Unit) in accordance with the following formula:

Table C	
$\frac{A^{SF} + D^{SF}}{N}$	
where:	
ASF	has the meaning given to it in paragraph 14.2 in respect of that Reporting Period;
D_{SF}	is the sum of the values of ASF in each of the Reporting Periods immediately preceding that Reporting Period; and
N	is the number of Reporting Periods that have elapsed since the Start Date.

14.5 West Coast Separable Business Unit Short Formation Calculations during the Subsequent Reporting Stage

For each Reporting Period during the Subsequent Reporting Stage the Secretary of State shall calculate a moving annual average of the

Franchisee's performance against the Short Formation Benchmark (West Coast Separable Business Unit) in accordance with the following formula:

Table D	
$\frac{A^{SF} + E^{SF}}{13}$	
where:	
ASF	has the meaning given to it in paragraph 14.2 in respect of that Reporting Period; and
ESF	is the sum of the values of ASF in each of the twelve (12) Reporting Periods immediately preceding that Reporting Period.

14.6 **NOT USED.**

14.7 For the purposes of the calculations to be undertaken by the Secretary of State pursuant to paragraphs 14.2 to 14.5:

- (a) if and to the extent that any West Coast Separable Business Unit Passenger Service is operated with Passenger Carrying Capacity in excess of the Passenger Carrying Capacity specified for that West Coast Separable Business Unit Passenger Service in the Train Plan, the excess capacity shall be disregarded; and
- (b) any West Coast Separable Business Unit Passenger Service that is the subject of a Cancellation or a Partial Cancellation shall be disregarded.

15. **West Midlands Separable Business Unit Short Formations**

15.1 **NOT USED.**

15.2 **West Midlands Separable Business Unit Short Formation Calculation: Value of A^{SF}**

Table E		
A^{SF}	=	$\frac{B_{SF}}{C_{SF}} \times 100$
where:		
B_{SF}	is the total number of West Midlands Separable Business Unit Passenger Services in that Reporting Period operated with less Passenger Carrying Capacity than that specified for each such West Midlands Separable Business Unit Passenger Service in the Train Plan disregarding, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, any such West Midlands Separable Business Unit Passenger Services which were operated in that way as a result of:	
	(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or	
	(b) the occurrence or continuing effect of a Force Majeure Event; and	
C_{SF}	is the total number of West Midlands Separable Business Unit Passenger Services scheduled to be operated in that Reporting Period disregarding, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, any such West Midlands Separable Business Unit Passenger Service operated with less Passenger Carrying Capacity than that specified for each such West Midlands Separable Business Unit Passenger Service in the Train Plan as a result of:	
	(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or	
	(b) the occurrence or continuing effect of a Force Majeure Event.	

15.3 **West Midlands Separable Business Unit Short Formation Calculations during the Initial Reporting Stage**

For each Reporting Period during the Initial Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Short Formation Benchmark (West Midlands Separable Business Unit) in accordance with the following formula:

Table F		
Asf	=	$\frac{B_{SF}}{C_{SF}} \times 100$
where:		
Bsf	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period; and	
Csf	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period.	

15.4 West Midlands Separable Business Unit Short Formation Calculations during the Breach Reporting Stage

For each Reporting Period during the Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Short Formation Benchmark (West Midlands Separable Business Unit) in accordance with the following formula:

Table G	
$\frac{A^{SF} + D^{SF}}{N}$	
where:	
Asf	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period;
Dsf	is the sum of the values of ASF in each of the Reporting Periods immediately preceding that Reporting Period; and
N	is the number of Reporting Periods that have elapsed since the Start Date.

15.5 West Midlands Separable Business Unit Short Formation Calculations during the Subsequent Reporting Stage

For each Reporting Period during the Subsequent Reporting Stage the Secretary of State shall calculate a moving annual average of the

Franchisee's performance against the Short Formation Benchmark (West Midlands Separable Business Unit) in accordance with the following formula:

Table H	
$\frac{A^{SF} + E^{SF}}{13}$	
where:	
A^{SF}	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period; and
E^{SF}	is the sum of the values of A ^{SF} in each of the twelve (12) Reporting Periods immediately preceding that Reporting Period.

15.6 **NOT USED.**

15.7 For the purposes of the calculations to be undertaken by the Secretary of State pursuant to paragraphs 15.2 to 15.5:

- (a) if and to the extent that any West Midlands Separable Business Unit Passenger Service is operated with Passenger Carrying Capacity in excess of the Passenger Carrying Capacity specified for that West Midlands Separable Business Unit Passenger Service in the Train Plan, the excess capacity shall be disregarded; and
- (b) any West Midlands Separable Business Unit Passenger Service that is the subject of a Cancellation or a Partial Cancellation shall be disregarded.

16. **Calculations**

The Secretary of State shall perform the calculations referred to in paragraphs 3, 4, 5, 6, 7, 8, 9, 9A, 10, 11, 12, 14.2, 14.3, 14.4, 14.5, 15.2, 15.3, 15.4, 15.5 rounded to two (2) decimal places with the midpoint (that is, 11.115) rounded upwards (that is, 11.12).

17. **Service Recovery Plans and Force Majeure**

17.1 The Franchisee shall, within eight (8) weeks of the end of each Reporting Period for which a Service Recovery Plan has been implemented (or such other period as may be agreed by the Secretary of State), submit to the Secretary of State all the comprehensive records (as more particularly described in the ATOC "Approved Code of Practice 2013" or any document of a similar equivalent nature) which relate to the implementation of such Service Recovery Plan during that Reporting Period.

17.2 In performing the calculations pursuant to paragraphs 10, 11 and 12 the Secretary of State shall disregard any Minutes Delay that are caused by the occurrence or continuing effect of a Force Majeure Event.

18. **Consequences for Poor Performance – Benchmarks**

18.1 ¹⁸⁴**The Franchisee shall ensure that its performance in each Reporting Period (other than any Reporting Period falling within the Initial Reporting Stage or the Cancellations Initial Reporting Stage), as calculated by the Secretary of State in accordance with the requirements of this Schedule 7.1, is not equal to or worse than each Breach Performance Level in respect of each such Reporting Period.**

18.2 NOT USED

18.3 ¹⁸⁵**Without limiting the provisions of paragraph 18.5 and paragraph 22 (*Performance Sum Payments – Annual Benchmarks and Annual Measures*) below, if in any Reporting Period (other than any Reporting Period falling within the Initial Reporting Stage or the Cancellation Initial Reporting Stage) the Franchisee's performance, as calculated by the Secretary of State in accordance with the requirements of this Schedule 7.1, is equal to or worse than any Breach Performance Level relating to a Benchmark in respect of that Reporting Period, then a contravention of the Franchise Agreement shall occur and the Secretary of State may serve a Remedial Plan Notice in accordance with the provisions of paragraph 2 (*Remedies for Contraventions of the Franchise Agreement*) of Schedule 10.1 (*Procedure for Remediating a Contravention of the Franchise Agreement*).**

18.4 For the purposes of paragraph 4.2(c) (*Remedial Plans*) of Schedule 10.1 (*Procedure for remediating a Contravention of the Franchise Agreement*) the steps to be proposed by the Franchisee pursuant to that paragraph are those which ensure that the Franchisee's performance against the relevant Benchmark will be **equal to or better than** the Target Performance Level relating to such Benchmark.

18.5 Certain consequences of the Franchisee's performance being **equal to or worse than** the Breach Performance Levels and Default Performance Levels relating to each Benchmark are set out in Schedule 10 (*Remedies, Events of Default and Termination Events*).

¹⁸⁴ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

¹⁸⁵ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

PART B – FINANCIAL REGIME

19. Annual Cancellations Calculations

At the end of each Franchisee Year the Secretary of State shall calculate the Franchisee's performance against the Annual Cancellations Benchmark in accordance with the following formula:

Table 12A		
ACTUAL_c	=	$\frac{\sum A}{X}$
where:		
$\sum A$	is the sum of values of A (A being as defined in table 12B below) for each of the Reporting Periods in that Franchisee Year; and	
X	(a) in respect of a Franchisee Year consisting of thirteen (13) Reporting Periods equals, 13; or (b) in respect of a Franchisee Year consisting of less than thirteen (13) Reporting Periods, the number of Reporting Periods in such Franchisee Year.	

Table 12B		
A	=	$\frac{B}{C} \times 100$
where:		
B	<p>is the total number of Cancellations or Partial Cancellations of West Coast Separable Business Unit Passenger Services and West Midlands Separable Business Unit Passenger Services scheduled to be operated in the Enforcement Plan of the Day for that Reporting Period, on the basis that:</p> <p>(a) a Cancellation shall count as 1 (except in relation to a Cancellation for a West Midlands Separable Business Unit Passenger Service on the Stourbridge Town Branch which shall count as 0.25);</p> <p>(b) a Partial Cancellation shall count as 0.5; and</p> <p>(c) any Cancellations or Partial Cancellations during that Reporting Period which were caused by:</p> <p>(i) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or</p> <p>(ii) the occurrence or continuing effect of a Force Majeure Event,</p> <p>shall, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule</p>	

	7.1, be disregarded in determining such total number of Cancellations and Partial Cancellations;
C	<p>is the total number of West Coast Separable Business Unit Passenger Services and West Midlands Separable Business Unit Passenger Services scheduled to be operated in the Enforcement Plan of the Day for that Reporting Period, disregarding, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule 7.1, any Cancellations or Partial Cancellations during that Reporting Period which were caused by:</p> <p>(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or</p> <p>(b) the occurrence of continuing effect of a Force Majeure Event.</p>

20. Annual TOC Minute Delay Calculations

20.1 At the end of each Franchisee Year the Secretary of State shall calculate the Franchisee's performance against the Annual TOC Minute Delay Benchmark in accordance with the following formula:

Table 13	
ACTUAL_{MD}	= $\frac{AA}{AD}$
where:	
AA	is the sum of the number of Minutes Delay that are attributable to the Franchisee in each Reporting Period in that Franchisee Year; and
AD	is ascertained as follows:
	$\frac{AB}{1000}$
where:	
AB	is the sum of the Actual Train Mileage in each Reporting Period in that Franchisee Year.

20.2 In performing the calculations pursuant to paragraph 20.1, the Secretary of State shall disregard any Minutes Delay that are caused by the occurrence or continuing effect of a Force Majeure Event.

21. **Annual Short Formation Calculations**

21.1 At the end of each Franchisee Year the Secretary of State shall calculate the Franchisee's performance against the Annual Short Formation Benchmark in accordance with the following formula:

Table I(A)		
ACTUAL_{SF}	=	$\frac{\sum Asf}{X}$
where:		
$\sum Asf$		is the sum of the values of A ^{SF} (A ^{SF} being as defined in table I(B) below) for each of the Reporting Periods in that Franchisee Year; and
X		(a) in respect of a Franchisee Year consisting of thirteen (13) Reporting Periods equals, 13; or (b) in respect of a Franchisee Year consisting of less than thirteen (13) Reporting Periods, the number of Reporting Periods in such Franchisee Year.

Table I(B)		
A_{SF}	=	$\frac{B_{SF}}{C_{SF}} \times 100$
where:		
B_{SF}	is the total number of West Coast Separable Business Unit Passenger Services and West Midlands Separable Business Unit Passenger Services in that Reporting Period operated with less Passenger Carrying Capacity than that specified for each such West Coast Separable Business Unit Passenger Service and West Midlands Separable Business Unit Passenger Service in the Train Plan disregarding, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule 7.1, any such Passenger Services which were operated in that way as a result of:	
	(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or (b) the occurrence or continuing effect of a Force Majeure Event; and	
C_{SF}	is the total number of West Coast Separable Business Unit Passenger Services and West Midlands Separable Business Unit Passenger Services scheduled to be operated in that Reporting Period disregarding, if the Franchisee has complied with paragraph 17.1 (<i>Service Recovery Plans and Force Majeure</i>) of this Schedule 7.1, any such West Coast Separable Business Unit Passenger Service and West Midlands Separable Business Unit Passenger Service operated with less Passenger Carrying Capacity than that specified for each such West Coast Separable Business Unit Passenger Service and West Midlands Separable Business Unit Passenger Service in the Train Plan as a result of:	
	(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or (b) the occurrence of continuing effect of a Force Majeure Event.	

21.2 For the purposes of the calculations to be undertaken by the Secretary of State pursuant to paragraph 21.1:

- (a) if and to the extent that any Passenger Service is operated with Passenger Carrying Capacity in excess of the Passenger Carrying Capacity specified for that Passenger Service in the Train Plan, the excess capacity shall be disregarded; and

- (b) any Passenger Service that is the subject of a Cancellation or a Partial Cancellation shall be disregarded.

22. Performance Sum Payments – Annual Benchmarks and Annual Measures

22.1 The provisions of this paragraph 22 shall not apply in relation to any Franchisee Year which is less than six (6) Reporting Periods.

22.2 At the end of each Franchisee Year the Secretary of State shall, in accordance with this paragraph 22, calculate:

- (a) the Cancellations Performance Sum, the TOC Minute Delay Performance Sum, the CaSL Performance Sum and the PPM Performance Sum payable by the Secretary of State to the Franchisee or required to be incurred (or in respect of the Final Franchisee Year to be paid) by the Franchisee (as the case may be); and
- (b) the Short Formation Performance Sum required to be incurred (or in respect of the Final Franchisee Year to be paid) by the Franchisee.

22.3 Cancellations Performance Sum

For any Franchisee Year the Cancellations Performance Sum shall be calculated as follows:

Table 14	
ACTUAL_c	is the Franchisee’s performance for that Franchisee Year as calculated pursuant to paragraph 19 above;
TARGET_c	is the Annual Target Performance Level relating to that Annual Cancellations Benchmark for that Franchisee Year;
CAP_c	is the Annual Cap Performance Level relating to that Annual Cancellations Benchmark for that Franchisee Year; and
FLOOR_c	is the Annual Floor Performance Level relating to that Annual Cancellations Benchmark for that Franchisee Year.

Table 15			
	Column 1	Column 2	Column 3
	Value of ACTUAL_c is	Cancellations Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	Cancellations Performance Sum to be incurred or to be paid by the Franchisee to Secretary of State shall be an amount calculated by the following Table
1	≤ CAP _c	Table 16	
2	> CAP _c and < TARGET _c	Table 17	

Table 15			
	Column 1	Column 2	Column 3
	Value of ACTUAL_c is	Cancellations Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	Cancellations Performance Sum to be incurred or to be paid by the Franchisee to Secretary of State shall be an amount calculated by the following Table
3	$\geq \text{TARGET}_c$ and $< \text{FLOOR}_c$		Table 18
4	$\geq \text{FLOOR}_c$		Table 19

Table 16				
$(\text{TARGET}_c - \text{CAP}_c) \times \text{PB}_c$				
where:				
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 14);			
CAP_c	has the meaning given to it in this paragraph 22.3 (Table 14); and			
PB_c (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:			
	$\text{PBP}_c \times \text{RPI}$			
	where:			
	<table border="1"> <tr> <td>PBP_c</td> <td>the amount specified in row 1 (PBP_c) of Column 2 of the Annual Cancellation Payment Table; and</td> </tr> <tr> <td>RPI</td> <td>has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).</td> </tr> </table>	PBP_c	the amount specified in row 1 (PBP_c) of Column 2 of the Annual Cancellation Payment Table; and	RPI
PBP_c	the amount specified in row 1 (PBP_c) of Column 2 of the Annual Cancellation Payment Table; and			
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).			

Table 17	
$(\text{TARGET}_c - \text{ACTUAL}_c) \times \text{PB}_c$	
where:	
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 14);
ACTUAL_c	has the meaning given to it in this paragraph 22.3 (Table 14); and
	is, in respect of that Franchisee Year, an amount calculated as follows:
	$\text{PBP}_c \times \text{RPI}$
	where:

Table 17		
(TARGET_c - ACTUAL_c) x PB_c		
PB_c (Performance Bonus Payment)	PBP _c	the amount specified in row 1 (PBP _c) of Column 2 of the Annual Cancellation Payment Table; and
	RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 18		
(ACTUAL_c - TARGET_c) x PD_c		
where:		
ACTUAL_c	has the meaning given to it in this paragraph 22.3 (Table 14);	
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 14); and	
PD_c (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _c x RPI	
	where:	
	PDP _c	the amount specified in row 2 (PDP _c) in Column 2 of the Annual Cancellations Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table 19		
(FLOOR_c - TARGET_c) x PD_c		
where:		
FLOOR_c	has the meaning given to it in this paragraph 22.3 (Table 14);	
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 14); and	
PD_c (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _c x RPI	
	where:	
	PDP _c	the amount specified in row 2 (PDP _c) in Column 2 of the Annual Cancellations Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

22.4 TOC Minute Delay Performance Sum

For any Franchisee Year the TOC Minute Delay Performance Sum is calculated as follows:

Table 20	
ACTUAL_{MD}	is the Franchisee’s performance for that Franchisee Year as calculated pursuant to paragraph 20 above;
TARGET_{MD}	is the Annual Target Performance Level relating to that Annual TOC Minute Delay Benchmark for that Franchisee Year;
CAP_{MD}	is the Annual Cap Performance Level relating to that Annual TOC Minute Delay Benchmark for that Franchisee Year; and
FLOOR_{MD}	is the Annual Floor Performance Level relating to that Annual TOC Minute Delay Benchmark for that Franchisee Year.

Table 21			
	Column 1	Column 2	Column 3
	Value of ACTUAL_{MD} is	TOC Minute Delay Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	TOC Minute Delay Performance Sum to be incurred or to be paid by the Franchisee to Secretary of State shall be an amount calculated by the following Table
1.	$\leq \text{CAP}_{\text{MD}}$	Table 22	
2.	$> \text{CAP}_{\text{MD}}$ and $< \text{TARGET}_{\text{MD}}$	Table 23	
3.	$\geq \text{TARGET}_{\text{MD}}$ and $< \text{FLOOR}_{\text{MD}}$		Table 24
4.	$\geq \text{FLOOR}_{\text{MD}}$		Table 25

Table 22	
(TARGET_{MD} – CAP_{MD}) x PB_{MD}	
where:	
TARGET_{MD}	has the meaning given to it in this paragraph 22.4 (Table 20);
CAP_{MD}	has the meaning given to it in this paragraph 22.4 (Table 20); and
PB_{MD} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:
	$\text{PBP}_{\text{MD}} \times \text{RPI}$
	where:
PBP_{MD}	the amount specified in row 1 (PBP_{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and

Table 22		
(TARGET_{MD} – CAP_{MD}) x PB_{MD}		
	RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 23		
(TARGET_{MD} – ACTUAL_{MD}) x PB_{MD}		
where:		
TARGET_{MD}	has the meaning given to it in this paragraph 22.4 (Table 20);	
ACTUAL_{MD}	has the meaning given to it in paragraph 20 above; and	
PB_{MD}	is, in respect of that Franchisee Year, an amount calculated as follows:	
(Performance Bonus Payment)	PBP _{MD} x RPI	
	where:	
	PBP _{MD}	the amount specified in row 1 (PBP _{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and
	RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 24		
(ACTUAL_{MD} – TARGET_{MD}) x PD_{MD}		
where:		
ACTUAL_{MD}	has the meaning given to it in paragraph 20 above;	
TARGET_{MD}	has the meaning given to it in this paragraph 22.4 (Table 20); and	
PD_{MD}	is, in respect of that Franchisee Year, an amount calculated as follows:	
(Performance Deduction Payment)	PDP _{MD} x RPI	
	where:	
	PDP _{MD}	the amount specified in row 2 (PDP _{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and
	RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 25		
(FLOOR_{MD} – TARGET_{MD}) x PD_{MD}		
where:		
FLOOR_{MD}	has the meaning given to it in this paragraph 22.4 (Table 20);	
TARGET_{MD}	has the meaning given to it in paragraph 22.4 (Table 20); and	
PD_{MD} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{MD} x RPI	
	where:	
	PDP _{MD}	the amount specified in row 2 (PDP _{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

22.5 Short Formation Performance Sum

For any Franchisee Year the Short Formation Performance Sum is calculated as follows:

Table FO1	
ACTUAL_{SF}	has the meaning given to it in paragraph 21;
TARGET_{SF}	is the Annual Target Performance Level relating to the Annual Short Formation Benchmark for that Franchisee Year;
AIL_{SF}	is the Annual Intermediate Performance Level relating to the Annual Short Formation Benchmark for that Franchisee Year; and
FLOOR_{SF}	is the Annual Floor Performance Level relating to that Annual Short Formation Benchmark for that Franchisee Year.

Table G01		
	Column 1	Column 2
	Value of Actual_{SF} is	Short Formation Performance Sum to be incurred or to be paid by the Franchisee to the Secretary of State shall be an amount calculated by the following Table
1	≥ TARGET _{SF} < AIL _{SF}	Table H01
2	≥ AIL _{SF} < FLOOR _{SF}	Table I01
3	≥ FLOOR _{SF}	Table J01

Table H01				
$(\text{ACTUAL}_{\text{SF}} - \text{TARGET}_{\text{SF}}) \times \text{IPLR}_{\text{SF}}$				
where:				
ACTUAL_{SF}	has the meaning given to it in paragraph 21;			
TARGET_{SF}	has the meaning given to it in paragraph 22.5 (Table F01); and			
IPLR_{SF}	is, in respect of that Franchisee Year, an amount calculated as follows:			
	$\text{IPR}_{\text{SF}} \times \text{RPI}$			
	where:			
	<table border="1"> <tr> <td>IPR_{SF}</td> <td>is the amount specified in row 2 (IPR_{SF}) of the Annual Short Formation Payment Table;</td> </tr> <tr> <td>RPI</td> <td>has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).</td> </tr> </table>	IPR_{SF}	is the amount specified in row 2 (IPR _{SF}) of the Annual Short Formation Payment Table;	RPI
IPR_{SF}	is the amount specified in row 2 (IPR _{SF}) of the Annual Short Formation Payment Table;			
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).			

Table I01				
$((\text{AIL}_{\text{SF}} - \text{TARGET}_{\text{SF}}) \times \text{IPLR}_{\text{SF}}) + ((\text{ACTUAL}_{\text{SF}} - \text{AIL}_{\text{SF}}) \times \text{BPLR}_{\text{SF}})$				
where:				
AIL_{SF}	has the meaning given to it in paragraph 22.5 (Table F01);			
TARGET_{SF}	has the meaning given to it in paragraph 22.5 (Table F01);			
IPLR_{SF}	has the meaning given to it in paragraph 22.5 (Table H01);			
ACTUAL_{SF}	has the meaning given to it in paragraph 21; and			
BPLR_{SF}	is, in respect of that Franchisee Year, an amount calculated as follows:			
	$\text{BPR}_{\text{SF}} \times \text{RPI}$			
	where:			
	<table border="1"> <tr> <td>BPR_{SF}</td> <td>is the amount specified in row 1 (BPR_{SF}) of the Annual Short Formation Payment Table;</td> </tr> <tr> <td>RPI</td> <td>has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).</td> </tr> </table>	BPR_{SF}	is the amount specified in row 1 (BPR _{SF}) of the Annual Short Formation Payment Table;	RPI
BPR_{SF}	is the amount specified in row 1 (BPR _{SF}) of the Annual Short Formation Payment Table;			
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).			

Table J01	
$((\text{AIL}_{\text{SF}} - \text{TARGET}_{\text{SF}}) \times \text{IPLR}_{\text{SF}}) + ((\text{FLOOR}_{\text{SF}} - \text{AIL}_{\text{SF}}) \times \text{BPLR}_{\text{SF}})$	
where:	
AIL_{SF}	has the meaning given to it in paragraph 22.5 (Table F01);
TARGET_{SF}	has the meaning given to it in paragraph 22.5 (Table F01);
IPLR_{SF}	has the meaning given to it in paragraph 22.5 (Table H01);
FLOOR_{SF}	has the meaning given to it in paragraph 22.5 (Table F01); and
BPLR_{SF}	has the meaning given to it in Table I01.

22.6 CaSL Performance Sum

For any Franchisee Year the CaSL Performance Sum is calculated as follows:

Table J	
ACTUAL_{CaSL}	is the Actual CaSL Performance Level for that Franchisee Year;
TARGET_{CaSL}	is the Annual Target Performance Level relating to that Annual CaSL Measure for that Franchisee Year;
CAP_{CaSL}	is the Annual Cap Performance Level relating to that CaSL Measure for that Franchisee Year; and
FLOOR_{CaSL}	is the Annual Floor Performance Level relating to that Annual CaSL Measure for that Franchisee Year.

Table K			
	Column 1	Column 2	Column 3
	Value of ACTUAL_{CaSL} is	CaSL Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	CaSL Performance Sum to be incurred or paid by the Franchisee to Secretary of State and shall be an amount calculated by the following Table
1.	$\leq \text{CAP}_{\text{CaSL}}$	Table L	
2.	$> \text{CAP}_{\text{CaSL}} \text{ and } < \text{TARGET}_{\text{CaSL}}$	Table M	
3.	$\geq \text{TARGET}_{\text{CaSL}} \text{ and } < \text{FLOOR}_{\text{CaSL}}$		Table N
4.	$\geq \text{FLOOR}_{\text{CaSL}}$		Table O

Table L		
(TARGET_{CaSL} – CAP_{CaSL}) x PB_{CaSL}		
where:		
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J);	
CAP_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J); and	
PB_{CaSL} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PB _{CaSL} x RPI	
	where:	
	PB _{CaSL}	the amount specified in row 1 (PB _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).	

Table M		
(TARGET_{CaSL} – ACTUAL_{CaSL}) x PB_{CaSL}		
where:		
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J);	
ACTUAL_{CaSL}	means the Actual CaSL Performance Level for that Franchisee Year; and	
PB_{CaSL} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PB _{CaSL} x RPI	
	where:	
	PB _{CaSL}	the amount specified in row 1 (PB _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).	

Table N		
(ACTUAL_{CaSL} – TARGET_{CaSL}) x PD_{CaSL}		
where:		
ACTUAL_{CaSL}	means the Actual CaSL Performance Level for that Franchisee Year;	
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J); and	
PD_{CaSL} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{CaSL} x RPI	
	where:	
	PDP _{CaSL}	the amount specified in row 2 (PDP _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).	

Table O		
(FLOOR_{CaSL} – TARGET_{CaSL}) x PD_{CaSL}		
where:		
FLOOR_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J);	
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J); and	
PD_{CaSL} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{CaSL} x RPI	
	where:	
	PDP _{CaSL}	the amount specified in row 2 (PDP _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).	

22.7 PPM Performance Sum

For any Franchisee Year the PPM Performance Sum is calculated as follows:

Table P	
ACTUAL_{PPM}	is the Actual PPM Performance Level for that Franchisee Year;
TARGET_{PPM}	is the Annual Target Performance Level relating to that Annual PPM Measure for that Franchisee Year;
CAP_{PPM}	is the Annual Cap Performance Level relating to that Annual PPM Measure for that Franchisee Year; and
FLOOR_{PPM}	is the Annual Floor Performance Level relating to that Annual PPM Measure for that Franchisee Year.

Table Q			
	Column 1	Column 2	Column 2
	Value of ACTUAL_{PPM} is	PPM Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	PPM Performance Sum payable by the Franchisee to Secretary of State shall be an amount calculated by the following Table
1.	$\geq CAP_{PPM}$	Table R	
2.	$< CAP_{PPM}$ and $> TARGET_{PPM}$	Table S	
3.	$\leq TARGET_{PPM}$ and $> FLOOR_{PPM}$		Table T
4.	$\leq FLOOR_{PPM}$		Table U

Table R	
$(CAP_{PPM} - TARGET_{PPM}) \times PB_{PPM}$	
where:	
CAP_{PPM}	has the meaning given to it in paragraph 22.7 (Table P);
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P); and
PB_{PPM}	is, in respect of that Franchisee Year, an amount calculated as follows:
(Performance Bonus Payment)	$PBP_{PPM} \times RPI$
	where:
PBP_{PPM}	the amount specified in row 1 (PBP_{PPM}) of Column 2 of the Annual PPM Payment Table; and
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).

Table S		
(ACTUAL_{PPM} - TARGET_{PPM}) x PB_{PPM}		
where:		
ACTUAL_{PPM}	means the Actual PPM Performance Level for that Franchisee Year;	
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P); and	
PB_{PPM} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PB _{PPM} x RPI	
	where:	
	PB _{PPM}	the amount specified in row 1 (PB _{PPM}) of Column 2 of the Annual PPM Payment Table; and
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).	

Table T		
(TARGET_{PPM} - ACTUAL_{PPM}) x PD_{PPM}		
where:		
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P);	
ACTUAL_{PPM}	means the Actual PPM Performance Level; and	
PD_{PPM} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{PPM} x RPI	
	where:	
	PDP _{PPM}	the amount specified in row 2 (PDP _{PPM}) of Column 2 of the Annual PPM Payment Table; and
RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).	

Table U		
(TARGET_{PPM} - FLOOR_{PPM}) x PD_{PPM}		
where:		
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P);	
FLOOR_{PPM}	has the meaning given to it in paragraph 22.7 (Table P); and	
PD_{PPM}	is, in respect of that Franchisee Year, an amount calculated as follows:	
(Performance Deduction Payment)	PDP _{PPM} x RPI	
	where:	
	PDP _{PPM}	the amount specified in row 2 (PDP _{PPM}) of Column 2 of the Annual PPM Payment Table; and
	RPI	has the meaning given to it in Appendix 1 (<i>Annual Franchise Payments</i>) to Schedule 8.1 (<i>Franchise Payments</i>).

22.8 For the purpose of the calculations referred to in this paragraph 22, each of the Annual Cap Performance Level, the Annual Target Performance Level and the Annual Floor Performance Level will be specified as an absolute number not as a percentage (i.e. one point five per cent (1.5%) equals 1.5).

22.9 Not used

23. Determination of the Annual Benchmarks and Annual Measures for Franchisee Years that are less than thirteen Reporting Periods but are six (6) Reporting Periods or more

23.1 Where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, the Secretary of State will perform the following calculations for the purposes of determining the Annual Cancellations Benchmark, the Annual TOC Minute Delay Benchmark, the Annual Short Formation Benchmark, the Annual CaSL Measure and the Annual PPM Measure relating to that Franchisee Year:

- (a) in respect of the Annual Cancellations Benchmark for that Franchisee Year:

Table 26	
$\frac{\sum A_c}{XY}$	
where:	
$\sum A_c$	<p>is ascertained as follows:</p> <ul style="list-style-type: none"> (i) for the Annual Cap Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (ii) for the Annual Target Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (iii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; and
XY	is the number of Reporting Periods in that Franchisee Year.

- (b) in respect of the Annual TOC Minute Delay Benchmark for that Franchisee Year:

Table 27	
$\frac{\sum A_{md}}{AB_{nd}}$	
where:	
$\sum A_{md}$	<p>is ascertained as follows:</p> <ul style="list-style-type: none"> (i) for the Annual Cap Performance Level, the sum of the Minutes Delay attributable to the Franchisee as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Minutes Delay data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (ii) for the Annual Target Performance Level, the sum of the Minutes Delay attributable to the Franchisee as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Minutes Delay data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (iii) for the Annual Floor Performance Level, the sum of the Minutes Delay attributable to the Franchisee as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Minutes Delay data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; and

AB_{md}	<p>is ascertained as follows:</p> $\frac{B}{1000}$ <p>where: B is:</p> <ul style="list-style-type: none"> (i) for the Annual Cap Performance Level, the sum of the Actual Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Actual Train Mileage data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (ii) for the Annual Target Performance Level, the sum of the Actual Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Actual Train Mileage data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (iii) for the Annual Floor Performance Level, the sum of the Actual Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Actual Train Mileage data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD.
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(c) in respect of the Annual Short Formation Benchmark for that Franchisee Year:

Table V	
$\frac{\sum Asf}{XY}$	
where:	
$\sum Asf$	is ascertained as follows: (i) for the Annual Target Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; or (ii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; and
XY	is the number of Reporting Periods in that Franchisee Year.

(d) in respect of the Annual CaSL Measure for that Franchisee Year:

Table W	
$\frac{\sum Ad}{XY}$	
where:	
$\sum Ad$	<p>is ascertained as follows:</p> <ul style="list-style-type: none"> (i) for the Annual Cap Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (ii) for the Annual Performance Target Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; (iii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; and
XY	is the number of Reporting Periods in that Franchisee Year.

(e) in respect of the Annual PPM Measure for that Franchisee Year:

Table X	
$\frac{\sum Ae}{XY}$	
Where:	
$\sum Ae$	is ascertained as follows: (i) for the Annual Cap Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; or (ii) for the Annual Target Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; (iii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; and
XY	is the number of Reporting Periods in that Franchisee Year.

24. **Determination of the Actual CaSL Performance Level and the Actual PPM Performance Level for Franchisee Years that are less than 13 Reporting Periods but are six (6) Reporting Periods or more.**

24.1 Where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, the Secretary of State will perform the following calculations for the purposes of determining the Actual CaSL Performance Level and the Actual PPM Performance Level relating to that Franchisee Year:

(a) in respect of the Actual CaSL Performance Level for that Franchisee Year:

Table Y	
$\frac{\sum Af}{XY}$	
where:	
$\sum Af$	is the sum of the figures published by Network Rail in respect of CaSL in respect of the Franchisee for each Reporting Period in that Franchisee Year; and
XY	is the number of Reporting Periods in that Franchisee Year.

- (b) in respect of the Actual PPM Performance Level for that Franchisee Year:

Table Z	
$\frac{\sum Ag}{XY}$	
where:	
$\sum Ag$	is the sum of the figures published by Network Rail in respect of PPM in respect of the Franchisee for each Reporting Period in that Franchisee Year; and
XY	is the number of Reporting Periods in that Franchisee Year.

25. **Network Rail Claim**

- 25.1 The Franchisee shall not include in any claim for compensation from Network Rail, whether under Schedule 8 of the Track Access Agreement or otherwise, any amounts to compensate the Franchisee for a CaSL/PPM Loss.
- 25.2 Without prejudice to the Secretary of State's rights under Schedule 10 (*Remedies, Events of Default and Termination Events*), if the Franchisee receives compensation from Network Rail in respect of a CaSL/PPM Loss, the Franchisee shall pay such compensation received to the Secretary of State within five (5) Weekdays of receipt.
- 25.3 For the purposes of this paragraph 25, "**CaSL/PPM Loss**" means any loss suffered or costs incurred by the Franchisee as a result of the Franchisee:
 - (a) being required to incur or pay any CaSL Performance Sum or PPM Performance Sum (as the case may be); or
 - (b) not being entitled to receive from the Secretary of State any CaSL Performance Sum or PPM Performance Sum (as the case may be),

in each case in accordance with paragraph 22 (*Performance Sum Payments – Annual Benchmarks and Annual Measures*).

26. **Consequences for Poor Performance – Annual Benchmarks and Annual Measures**

- 26.1 Where in any Franchisee Year a relevant Performance Sum is due from the Franchisee, the Franchisee shall, subject to paragraph 29 (*Payments in respect of the Final Franchisee Year*), incur expenditure **equal to the amount** of the relevant Performance Sum in order to secure an improvement in the Franchisee's performance against:
 - (a) the Annual Cancellations Benchmark so that such level is **better than or equal to** the Annual Target Performance Level for that Annual Cancellations Benchmark; and/or

- (b) the Annual TOC Minute Delay Benchmark so that such level is **better than or equal to** the Annual Target Performance Level for that Annual TOC Minute Delay Benchmark; and/or
- (c) the Annual Short Formation Benchmark so that such level is **equal to** the Annual Target Performance Level for the Annual Short Formation Benchmark; and/or
- (d) the Annual CaSL Measure so that such level is **better than or equal to** the Annual Target Performance Level for that Annual CaSL Measure; and/or
- (e) the Annual PPM Measure so that such level is **better than or equal to** the Annual Target Performance Level for that Annual PPM Measure,

or, in each case, as the Secretary of State may otherwise direct (the **"Required Performance Improvement"**).

26.2 Action Plans

- (a) Without limiting paragraph 26.1, on each occasion that the Franchisee becomes obliged to incur expenditure under paragraph 26.1 for the purposes of securing a Required Performance Improvement the Franchisee shall produce a plan which is consistent with its obligations under paragraph 26.1 (the **"Action Plan"**).
- (b) The Franchisee shall (i) produce, (ii) obtain the Secretary of State's approval of, and (iii) commence the implementation of the Action Plan within three (3) months after the notification of the results of calculations in accordance with paragraph 1.15 (*Notice of Performance Results*).
- (c) The Action Plan shall contain specific tangible action points and indicate in the case of each action point:
 - (i) how that action will contribute to achieving the Required Performance Improvement;
 - (ii) where the action is to be implemented;
 - (iii) when the action is to be commenced and by when it is to be implemented provided always that where any action is expressed to be ongoing the Action Plan shall include specific review dates;
 - (iv) how performance of the action is to be measured; and
 - (v) identify the amount of the Cancellations Performance Sum, the TOC Minute Delay Performance Sum, the Short Formation Performance Sum, the CaSL Performance Sum and/or the PPM Performance Sum associated with each such action.

- (d) The Franchisee shall, except to the extent otherwise agreed by the Secretary of State in advance, implement each Action Plan referred to in this paragraph 26.2 in accordance with its terms.
- (e) It is acknowledged by the Franchisee that the approval or lack of approval by the Secretary of State of each Action Plan as contemplated in this paragraph 26.2 shall not relieve the Franchisee of its obligations under this Schedule 7.1 or any other provisions of the Franchise Agreement.

27. Payments made by Secretary of State

Each Cancellations Performance Sum, TOC Minute Delay Performance Sum, CaSL Performance Sum and PPM Performance Sum calculated pursuant to paragraphs 22.3, 22.4, 22.6 and 22.7 (*Performance Sum Payments – Annual Benchmarks and Annual Measures*) (respectively) in respect of any Franchisee Year payable by the Secretary of State to the Franchisee shall, subject to paragraph 29 (*Payments in respect of the Final Franchisee Year*), be paid by way of adjustment to Franchise Payments on the Performance Sum Adjustment Date.

28. NOT USED.

29. Payments in respect of the Final Franchisee Year

Any Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and/or PPM Performance Sum:

- (a) to be made in respect of the Final Franchisee Year shall be calculated in accordance with the provisions of this paragraph 29 but shall be paid by the Secretary of State to the Franchisee or the Franchisee to the Secretary of State (as the case may be); and/or
- (b) relating to any Franchisee Year preceding the Final Franchisee Year and which has not been incurred by the Franchisee prior to the end of the Final Franchisee Year for the purposes of securing the Required Performance Improvements shall be paid by the Franchisee to the Secretary of State,

in each case, within thirty (30) days of the Secretary of State giving written notice to the Franchisee of the amount of such Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and/or PPM Performance Sum.

PART C – MISCELLANEOUS PROVISIONS

30. Allocation of Disputed Cancellations/Disputed Partial Cancellations

For the purpose of performing the calculations referred to in paragraphs 4, 5, 6, 8, 9, 9A and/or 19 the Secretary of State shall allocate any Disputed Cancellations and/or Disputed Partial Cancellations between the Franchisee and Network Rail at the end of a Reporting Period and/or a Franchisee Year (as applicable) in the following ratio of:

Table 28	
F : G	
where:	
F	is:
	(a) ¹⁸⁶ for the purposes of the calculations specified in paragraph 4 and paragraph 8, the total number of Undisputed Cancellations and/or Undisputed Partial Cancellations in respect of a Reporting Period during the Cancellations Initial Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to the Franchisee) during such Reporting Period;
	(b) ¹⁸⁷ for the purposes of the calculations specified in paragraph 5 and paragraph 9, the total number of Undisputed Cancellations and/or Undisputed Partial Cancellations for the Reporting Periods preceding the Cancellations Breach Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to the Franchisee) during such Reporting Period; and
	(c) for the purposes of the calculations specified in paragraph 6, paragraph 9A and paragraph 19, the total number of Undisputed Cancellations and/or Undisputed Partial Cancellations from the twelve (12) preceding Reporting Periods including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to the Franchisee) during such twelve (12) preceding Reporting Periods; and
G	is:

¹⁸⁶ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

¹⁸⁷ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

	<p>(a) ¹⁸⁸ for the purposes of the calculations specified in paragraph 4 and paragraph 8, the total number of Undisputed Network Rail Cancellations and/or Undisputed Network Rail Partial Cancellations in respect of a Reporting Period during the Cancellations Initial Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to Network Rail) during such Reporting Period;</p>
	<p>(b) ¹⁸⁹ for the purposes of paragraph 5 and paragraph 9, the total number of Undisputed Network Rail Cancellations and/or Undisputed Network Rail Partial Cancellations for the Reporting Periods preceding the Cancellations Breach Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to Network Rail) during such Reporting Period; and</p>
	<p>(c) for the purposes of paragraph 6, paragraph 9A and paragraph 19, the total number of Undisputed Network Rail Cancellations and/or Undisputed Network Rail Partial Cancellations from the twelve (12) preceding Reporting Periods including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to Network Rail) during such twelve (12) preceding Reporting Periods.</p>

31. **Allocation of Disputed Minutes Delay**

Where the attribution of any Minutes Delay is in dispute between Network Rail and the Franchisee at the end of a Reporting Period and/or a Franchisee Year (as applicable) the Secretary of State shall, for the purpose of performing the calculations referred to in paragraphs 10, 11, 12 and/or 20, allocate any disputed Minutes Delay between the Franchisee and Network Rail in the ratio of:

¹⁸⁸ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

¹⁸⁹ 11 January 2019 (Date of DOA) – Contract insertion agreed by the Secretary of State and Franchisee.

Table 29	
FF: GG	
where:	
FF	<p>is:</p> <ul style="list-style-type: none"> (a) for the purposes of the calculations specified in paragraph 10, the total number of undisputed Minutes Delay in respect of a Reporting Period during the Initial Reporting Stage that are attributable to the Franchisee including any disputed attributions which were resolved or determined (and attributed to the Franchisee) during such Reporting Period; (b) for the purposes of the calculations specified in paragraph 11, the total number of undisputed Minutes Delay for the Reporting Periods preceding the Breach Reporting Stage that are attributable to the Franchisee including any disputed attributions which were resolved or determined (and attributed to the Franchisee) during such Reporting Period; and (c) for the purposes of the calculations specified in paragraph 12 (<i>TOC Minute Delay Calculations during the Subsequent Reporting Stage</i>) and paragraph 20 (<i>Annual TOC Minute Delay Calculations</i>), the total number of undisputed Minutes Delay, in each case, from the twelve (12) preceding Reporting Periods that are attributable to the Franchisee including any disputed attributions which were resolved or determined (and attributed to the Franchisee) during such twelve (12) preceding Reporting Periods; and
GG	<p>is:</p> <ul style="list-style-type: none"> (a) for the purposes of the calculations specified in paragraph 10, the total number of undisputed Minutes Delay in respect of a Reporting Period during the Initial Reporting Stage that are attributable to Network Rail including any disputed attributions which were resolved or determined (and attributed to Network Rail) during such Reporting Period; (b) for the purposes of paragraph 11, the total number of undisputed Minutes Delay for the Reporting Periods preceding the Breach Reporting Stage that are attributable to Network Rail including any disputed attributions which were resolved or determined (and attributed to Network Rail) during such Reporting Period; and (c) for the purposes of the calculations specified in paragraph 12 (<i>TOC Minute Delay Calculations during the Subsequent Reporting Stage</i>) and paragraph 20 (<i>Annual TOC Minute Delay Calculations</i>), the total number of undisputed Minutes Delay, in each case from the twelve (12) preceding Reporting Periods that are attributable to Network Rail including any disputed attributions which were resolved or determined (and attributed to Network Rail) during such twelve (12) preceding Reporting Periods.

APPENDIX 1 TO SCHEDULE 7.1^{190 191}
Cancellations Benchmarks and Annual Cancellations Benchmarks

PART 1A – CANCELLATIONS BENCHMARK TABLE (WEST COAST SEPARABLE BUSINESS UNIT)

1. Start of the Franchise

The Reporting Period in the cells entitled "**Year 1 Period 10**" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Cancelled)	(% Cancelled)	(% Cancelled)
Initial Reporting Stage	Year 1 Period 10	2017/18	0.78	[REDACTED ¹⁹²]	
	Year 1 Period 11	2017/18	0.67		
	Year 1 Period 12	2017/18	0.58		
	Year 1 Period 13	2017/18	0.59		
	Year 2 Period 1	2018/19	0.48		
	Year 2 Period 2	2018/19	0.64		
	Year 2 Period 3	2018/19	0.63		
	Year 2 Period 4	2018/19	0.63		
	Year 2 Period 5	2018/19	0.63		
Breach					

¹⁹⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹⁹¹ 22 October 2019 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

¹⁹² 15 May 2019 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 2 Period 6 ²	2018/19	0.63	[REDACTED]	[REDACTED]
	Year 2 Period 7 ³	2018/19	0.63	[REDACTED]	[REDACTED]
	Year 2 Period 8	2018/19	0.62	[REDACTED]	[REDACTED]
Subsequent Reporting Stage					
	Year 2 Period 9	2018/19	0.62	[REDACTED]	[REDACTED]
	Year 2 Period 10	2018/19	0.62	[REDACTED]	[REDACTED]
	Year 2 Period 11	2018/19	0.62	[REDACTED]	[REDACTED]
	Year 2 Period 12	2018/19	0.62	[REDACTED]	[REDACTED]
	Year 2 Period 13	2018/19	0.62	[REDACTED]	[REDACTED]
	Year 3 Period 1	2019/20	0.62	[REDACTED]	[REDACTED]
	Year 3 Period 2	2019/20	0.62	[REDACTED]	[REDACTED]
	Year 3 Period 3	2019/20	0.62	[REDACTED]	[REDACTED]
	Year 3 Period 4	2019/20	0.62	[REDACTED]	[REDACTED]
	Year 3 Period 5	2019/20	0.62	[REDACTED]	[REDACTED]
	Year 3 Period 6	2019/20	0.62	[REDACTED]	[REDACTED]
	Year 3 Period 7	2019/20	0.62	[REDACTED]	[REDACTED]
	¹⁹³ Year 3 Period 8	2019/20	0.63	[REDACTED]	[REDACTED]

¹⁹³ 22 October 2019 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 3 Period 9	2019/20	0.63	[REDACTED]	[REDACTED]
	Year 3 Period 10	2019/20	0.63	[REDACTED]	[REDACTED]
	Year 3 Period 11	2019/20	0.63	[REDACTED]	[REDACTED]
	Year 3 Period 12	2019/20	0.63	[REDACTED]	[REDACTED]
	Year 3 Period 13	2019/20	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 1	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 2	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 3	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 4	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 5	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 6	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 7	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 8	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 9	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 10	2020/21	0.63	[REDACTED]	[REDACTED]
	Year 4 Period 11	2020/21	0.62	[REDACTED]	[REDACTED]
	Year 4 Period 12	2020/21	0.62	[REDACTED]	[REDACTED]
	Year 4 Period 13	2020/21	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 1	2021/22	0.62	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 5 Period 2	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 3	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 4	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 5	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 6	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 7	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 8	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 9	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 10	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 11	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 12	2021/22	0.62	[REDACTED]	[REDACTED]
	Year 5 Period 13	2021/22	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 1	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 2	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 3	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 4	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 5	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 6	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 7	2022/23	0.61	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 6 Period 8	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 9	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 10	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 11	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 12	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 6 Period 13	2022/23	0.61	[REDACTED]	[REDACTED]
	Year 7 Period 1	2023/24	0.61	[REDACTED]	[REDACTED]
	Year 7 Period 2	2023/24	0.61	[REDACTED]	[REDACTED]
	Year 7 Period 3	2023/24	0.61	[REDACTED]	[REDACTED]
	Year 7 Period 4	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 5	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 6	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 7	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 8	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 9	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 10	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 11	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 12	2023/24	0.60	[REDACTED]	[REDACTED]
	Year 7 Period 13	2023/24	0.60	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 8 Period 1	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 2	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 3	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 4	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 5	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 6	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 7	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 8	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 9	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 10	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 11	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 12	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 8 Period 13	2024/25	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 1	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 2	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 3	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 4	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 5	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 6	2025/26	0.60	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 9 Period 7	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 8	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 9	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 10	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 11	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 12	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 9 Period 13	2025/26	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 1	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 2	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 3	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 4	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 5	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 6	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 7	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 8	2026/27	0.60	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 10 (Extension) Period 9	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 10	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 11	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 12	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 13	2026/27	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 1	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 2	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 3	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 4	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 5	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 6	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 7	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 8	2027/28	0.60	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 11 (Extension) Period 9	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 10	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 11	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 12	2027/28	0.60	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 13	2027/28	0.60	[REDACTED]	[REDACTED]

-
- 2 In the event the circumstances set out in paragraphs 2A(a)(i) or 2A(a)(ii) of Schedule 7.1 occur, this Period shall be deemed to fall within the Cancellations Initial Reporting Stage and no action shall be taken by the Secretary of State in the event the Breach Performance Level or Default Performance Level for that Period are met.
 - 3 In the event the circumstances set out in paragraphs 2A(a)(i) and 2A(a)(ii) of Schedule 7.1 occur, this Period shall be deemed to fall within the Cancellations Initial Reporting Stage and no action shall be taken by the Secretary of State in the event the Breach Performance Level or Default Performance Level for that Period are met.

**PART 1B – CANCELLATIONS BENCHMARK TABLE¹⁹⁴
(WEST MIDLANDS SEPARABLE BUSINESS UNIT)**

1. Start of the Franchise

The Reporting Period in the cells entitled "Year 1, Period 10" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Cancelled)	(% Cancelled)	(% Cancelled)
Initial Reporting Stage	Year 1 Period 10	2017/18	0.88	[REDACTED ¹⁹⁵]	
	Year 1 Period 11	2017/18	0.76		
	Year 1 Period 12	2017/18	0.62		
	Year 1 Period 13	2017/18	0.62		
	Year 2 Period 1	2017/18	0.51		
	Year 2 Period 2	2018/19	0.73		
	Year 2 Period 3	2018/19	0.71		
	Year 2 Period 4	2018/19	0.71		
	Year 2 Period 5	2018/19	0.71		
Breach Reporting Stage					
	Year 2 Period 6 ⁴	2018/19	0.71	[REDACTED]	[REDACTED]
	Year 2 Period 7 ⁵	2018/19	0.71	[REDACTED]	[REDACTED]

¹⁹⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹⁹⁵ 15 May 2019 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 2 Period 8	2018/19	0.70	[REDACTED]	[REDACTED]
	Year 2 Period 9	2018/19	0.70	[REDACTED]	[REDACTED]
	Year 2 Period 10	2018/19	0.70	[REDACTED]	[REDACTED]
Subsequent Reporting Stage					
	Year 2 Period 11 ⁶	2018/19	0.70	[REDACTED]	[REDACTED]
	Year 2 Period 12 ⁷	2018/19	0.70	[REDACTED]	[REDACTED]
	Year 2 Period 13	2018/19	0.70	[REDACTED]	[REDACTED]
	Year 3 Period 1	2019/20	0.70	[REDACTED]	[REDACTED]
	Year 3 Period 2	2019/20	0.70	[REDACTED]	[REDACTED]
	Year 3 Period 3	2019/20	0.70	[REDACTED]	[REDACTED]
	Year 3 Period 4	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 5	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 6	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 7	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 8	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 9	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 10	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 11	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 12	2019/20	0.69	[REDACTED]	[REDACTED]
	Year 3 Period 13	2019/20	0.69	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 4 Period 1	2020/21	0.69	[REDACTED]	[REDACTED]
	Year 4 Period 2	2020/21	0.69	[REDACTED]	[REDACTED]
	Year 4 Period 3	2020/21	0.69	[REDACTED]	[REDACTED]
	Year 4 Period 4	2020/21	0.69	[REDACTED]	[REDACTED]
	Year 4 Period 5	2020/21	0.69	[REDACTED]	[REDACTED]
	Year 4 Period 6	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 4 Period 7	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 4 Period 8	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 4 Period 9	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 4 Period 10	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 4 Period 11	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 4 Period 12	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 4 Period 13	2020/21	0.68	[REDACTED]	[REDACTED]
	Year 5 Period 1	2021/22	0.68	[REDACTED]	[REDACTED]
	Year 5 Period 2	2021/22	0.68	[REDACTED]	[REDACTED]
	Year 5 Period 3	2021/22	0.68	[REDACTED]	[REDACTED]
	Year 5 Period 4	2021/22	0.68	[REDACTED]	[REDACTED]
	Year 5 Period 5	2021/22	0.68	[REDACTED]	[REDACTED]
	Year 5 Period 6	2021/22	0.68	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 5 Period 7	2021/22	0.68	[REDACTED]	[REDACTED]
	Year 5 Period 8	2021/22	0.67	[REDACTED]	[REDACTED]
	Year 5 Period 9	2021/22	0.67	[REDACTED]	[REDACTED]
	Year 5 Period 10	2021/22	0.67	[REDACTED]	[REDACTED]
	Year 5 Period 11	2021/22	0.67	[REDACTED]	[REDACTED]
	Year 5 Period 12	2021/22	0.67	[REDACTED]	[REDACTED]
	Year 5 Period 13	2021/22	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 1	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 2	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 3	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 4	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 5	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 6	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 7	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 8	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 9	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 10	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 11	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 6 Period 12	2022/23	0.67	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 6 Period 13	2022/23	0.67	[REDACTED]	[REDACTED]
	Year 7 Period 1	2023/24	0.67	[REDACTED]	[REDACTED]
	Year 7 Period 2	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 3	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 4	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 5	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 6	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 7	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 8	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 9	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 10	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 11	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 12	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 7 Period 13	2023/24	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 1	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 2	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 3	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 4	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 5	2024/25	0.66	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 8 Period 6	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 7	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 8	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 9	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 10	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 11	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 12	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 8 Period 13	2024/25	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 1	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 2	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 3	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 4	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 5	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 6	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 7	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 8	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 9	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 10	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 11	2025/26	0.66	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 9 Period 12	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 9 Period 13	2025/26	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 1	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 2	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 3	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 4	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 5	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 6	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 7	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 8	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 9	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 10	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 11	2026/27	0.66	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 10 (Extension) Period 12	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 10 (Extension) Period 13	2026/27	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 1	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 2	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 3	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 4	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 5	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 6	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 7	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 8	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 9	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 10	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 11	2027/28	0.66	[REDACTED]	[REDACTED]

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level (% Cancelled)	Breach Performance Level (% Cancelled)	Default Performance Level (% Cancelled)
	Year 11 (Extension) Period 12	2027/28	0.66	[REDACTED]	[REDACTED]
	Year 11 (Extension) Period 13	2027/28	0.66	[REDACTED]	[REDACTED]

-
- 4 In the event the circumstances set out in paragraphs 2A(a)(i) or 2A(a)(ii) of Schedule 7.1 occur, this Period shall be deemed to fall within the Cancellations Initial Reporting Stage and no action shall be taken by the Secretary of State in the event the Breach Performance Level or Default Performance Level for that Period are met.

 - 5 In the event the circumstances set out in paragraphs 2A(a)(i) and 2A(a)(ii) of Schedule 7.1 occur, this Period shall be deemed to fall within the Cancellations Initial Reporting Stage and no action shall be taken by the Secretary of State in the event the Breach Performance Level or Default Performance Level for that Period are met.

 - 6 In the event the circumstances set out in paragraphs 2A(a)(i) or 2A(a)(ii) of Schedule 7.1 occur, this Period shall be deemed to fall within the Cancellations Breach Reporting Stage.

 - 7 In the event the circumstances set out in paragraphs 2A(a)(i) and 2A(a)(ii) of Schedule 7.1 occur, this Period shall be deemed to fall within the Cancellations Breach Reporting Stage.

**APPENDIX 1 TO SCHEDULE 7.1
Cancellations Benchmarks and Annual Cancellations Benchmarks**

**PART 1A – CANCELLATIONS BENCHMARK TABLE (WEST COAST
SEPARABLE BUSINESS UNIT)¹⁹⁶**

1. Start of the Franchise

The Reporting Period in the cells entitled "Year 1 Period 10" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

PART 2 - ANNUAL CANCELLATIONS BENCHMARK TABLE

Year	Column 1	Column 2	Column 3	Column 4
	Franchisee Year	Annual Cap Performance Level (% Cancelled)	Annual Target Performance Level (% Cancelled)	Annual Floor Performance Level (% Cancelled)
2018/19	Year 2	0.05	0.67	0.98
2019/20	Year 3	0.04	0.66	0.97
2020/21	Year 4	0.03	0.65	0.96
2021/22	Year 5	0.03	0.65	0.96
2022/23	Year 6	0.02	0.64	0.95
2023/24	Year 7	0.01	0.63	0.94
2024/25	Year 8	0.01	0.63	0.94
2025/26	Year 9	0.01	0.63	0.94
2026/27	Year 10 (Extension)	0.01	0.63	0.94
2027/28	Year 11 (Extension)	0.01	0.63	0.94

¹⁹⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

PART 3 - ANNUAL CANCELLATIONS PAYMENT TABLE¹⁹⁷

Column 1	Column 2
Payment	Amount (£)
PBP_c	[REDACTED ¹⁹⁸]
PDP_c	[REDACTED]

* provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more than **PBP_c and/or PDP_c** (as applicable) shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

¹⁹⁷ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

¹⁹⁸ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

APPENDIX 2 TO SCHEDULE 7.1¹⁹⁹

TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks

PART 1 - TOC MINUTE DELAY BENCHMARK TABLE

1. Start of the Franchise

The Reporting Period in the cells entitled "**Year 1, Period 10**" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
Initial Reporting Stage	Year 1 Period 10	2017/18	14.47	N/A	
	Year 1 Period 11	2017/18	13.53		
	Year 1 Period 12	2017/18	11.66		
	Year 1 Period 13	2017/18	10.64		
	Year 2 Period 1	2018/19	8.37		
	Year 2 Period 2	2018/19	12.10		
	Year 2 Period 3	2018/19	11.68		
Breach Reporting Stage	Year 2 Period 4	2018/19	11.42	13.64	15.86
	Year 2 Period 5	2018/19	11.25	13.47	15.69
	Year 2 Period 6	2018/19	11.23	13.45	15.67
	Year 2 Period 7	2018/19	11.23	13.45	15.67
	Year 2	2018/19	11.20	13.42	15.64

¹⁹⁹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Period 8				
Subsequent Reporting Stage					
	Year 2 Period 9	2018/19	11.17	13.39	15.61
	Year 2 Period 10	2018/19	11.15	13.37	15.59
	Year 2 Period 11	2018/19	11.12	13.34	15.56
	Year 2 Period 12	2018/19	11.11	13.33	15.55
	Year 2 Period 13	2018/19	11.09	13.31	15.53
	Year 3 Period 1	2019/20	11.07	13.29	15.51
	Year 3 Period 2	2019/20	11.06	13.28	15.50
	Year 3 Period 3	2019/20	11.05	13.27	15.49
	Year 3 Period 4	2019/20	11.03	13.25	15.47
	Year 3 Period 5	2019/20	11.02	13.24	15.46
	Year 3 Period 6	2019/20	11.00	13.22	15.44
	Year 3 Period 7	2019/20	10.98	13.20	15.42
	Year 3 Period 8	2019/20	10.96	13.18	15.40
	Year 3 Period 9	2019/20	10.93	13.15	15.37
	Year 3 Period 10	2019/20	10.90	13.12	15.34
	Year 3 Period 11	2019/20	10.88	13.10	15.32
	Year 3 Period 12	2019/20	10.86	13.08	15.30

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Year 3 Period 13	2019/20	10.84	13.06	15.28
	Year 4 Period 1	2020/21	10.83	13.05	15.27
	Year 4 Period 2	2020/21	10.82	13.04	15.26
	Year 4 Period 3	2020/21	10.81	13.03	15.25
	Year 4 Period 4	2020/21	10.79	13.01	15.23
	Year 4 Period 5	2020/21	10.78	13.00	15.22
	Year 4 Period 6	2020/21	10.76	12.98	15.20
	Year 4 Period 7	2020/21	10.75	12.97	15.19
	Year 4 Period 8	2020/21	10.72	12.94	15.16
	Year 4 Period 9	2020/21	10.70	12.92	15.14
	Year 4 Period 10	2020/21	10.68	12.90	15.12
	Year 4 Period 11	2020/21	10.66	12.88	15.10
	Year 4 Period 12	2020/21	10.65	12.87	15.09
	Year 4 Period 13	2020/21	10.63	12.85	15.07
	Year 5 Period 1	2021/22	10.62	12.84	15.06
	Year 5 Period 2	2021/22	10.61	12.83	15.05
	Year 5 Period 3	2021/22	10.60	12.82	15.04
	Year 5 Period 4	2021/22	10.58	12.80	15.02

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Year 5 Period 5	2021/22	10.57	12.79	15.01
	Year 5 Period 6	2021/22	10.55	12.77	14.99
	Year 5 Period 7	2021/22	10.54	12.76	14.98
	Year 5 Period 8	2021/22	10.52	12.74	14.96
	Year 5 Period 9	2021/22	10.49	12.71	14.93
	Year 5 Period 10	2021/22	10.47	12.69	14.91
	Year 5 Period 11	2021/22	10.45	12.67	14.89
	Year 5 Period 12	2021/22	10.44	12.66	14.88
	Year 5 Period 13	2021/22	10.42	12.64	14.86
	Year 6 Period 1	2022/23	10.41	12.63	14.85
	Year 6 Period 2	2022/23	10.40	12.62	14.84
	Year 6 Period 3	2022/23	10.38	12.60	14.82
	Year 6 Period 4	2022/23	10.37	12.59	14.81
	Year 6 Period 5	2022/23	10.35	12.57	14.79
	Year 6 Period 6	2022/23	10.34	12.56	14.78
	Year 6 Period 7	2022/23	10.32	12.54	14.76
	Year 6 Period 8	2022/23	10.29	12.51	14.73
	Year 6 Period 9	2022/23	10.27	12.49	14.71

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Year 6 Period 10	2022/23	10.24	12.46	14.68
	Year 6 Period 11	2022/23	10.22	12.44	14.66
	Year 6 Period 12	2022/23	10.20	12.42	14.64
	Year 6 Period 13	2022/23	10.19	12.41	14.63
	Year 7 Period 1	2023/24	10.18	12.40	14.62
	Year 7 Period 2	2023/24	10.17	12.39	14.61
	Year 7 Period 3	2023/24	10.16	12.38	14.60
	Year 7 Period 4	2023/24	10.14	12.36	14.58
	Year 7 Period 5	2023/24	10.13	12.35	14.57
	Year 7 Period 6	2023/24	10.12	12.34	14.56
	Year 7 Period 7	2023/24	10.10	12.32	14.54
	Year 7 Period 8	2023/24	10.08	12.30	14.52
	Year 7 Period 9	2023/24	10.06	12.28	14.50
	Year 7 Period 10	2023/24	10.04	12.26	14.48
	Year 7 Period 11	2023/24	10.03	12.25	14.47
	Year 7 Period 12	2023/24	10.01	12.23	14.45
	Year 7 Period 13	2023/24	10.00	12.22	14.44
	Year 8 Period 1	2024/25	10.00	12.22	14.44

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Year 8 Period 2	2024/25	10.00	12.22	14.44
	Year 8 Period 3	2024/25	10.00	12.22	14.44
	Year 8 Period 4	2024/25	10.00	12.22	14.44
	Year 8 Period 5	2024/25	10.00	12.22	14.44
	Year 8 Period 6	2024/25	10.00	12.22	14.44
	Year 8 Period 7	2024/25	10.00	12.22	14.44
	Year 8 Period 8	2024/25	10.00	12.22	14.44
	Year 8 Period 9	2024/25	10.00	12.22	14.44
	Year 8 Period 10	2024/25	10.00	12.22	14.44
	Year 8 Period 11	2024/25	10.00	12.22	14.44
	Year 8 Period 12	2024/25	10.00	12.22	14.44
	Year 8 Period 13	2024/25	10.00	12.22	14.44
	Year 9 Period 1	2025/26	10.00	12.22	14.44
	Year 9 Period 2	2025/26	10.00	12.22	14.44
	Year 9 Period 3	2025/26	10.00	12.22	14.44
	Year 9 Period 4	2025/26	10.00	12.22	14.44
	Year 9 Period 5	2025/26	10.00	12.22	14.44
	Year 9 Period 6	2025/26	10.00	12.22	14.44

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Year 9 Period 7	2025/26	10.00	12.22	14.44
	Year 9 Period 8	2025/26	10.00	12.22	14.44
	Year 9 Period 9	2025/26	10.00	12.22	14.44
	Year 9 Period 10	2025/26	10.00	12.22	14.44
	Year 9 Period 11	2025/26	10.00	12.22	14.44
	Year 9 Period 12	2025/26	10.00	12.22	14.44
	Year 9 Period 13	2025/26	10.00	12.22	14.44
	Year 10 (Extension) Period 1	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 2	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 3	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 4	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 5	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 6	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 7	2026/27	10.00	12.22	14.44

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Year 10 (Extension) Period 8	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 9	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 10	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 11	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 12	2026/27	10.00	12.22	14.44
	Year 10 (Extension) Period 13	2026/27	10.00	12.22	14.44
	Year 11 (Extension) Period 1	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 2	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 3	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 4	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 5	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 6	2027/28	10.00	12.22	14.44

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Year 11 (Extension) Period 7	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 8	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 9	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 10	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 11	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 12	2027/28	10.00	12.22	14.44
	Year 11 (Extension) Period 13	2027/28	10.00	12.22	14.44

PART 2 - ANNUAL TOC MINUTE DELAY BENCHMARK TABLE²⁰⁰

Year	Column 1	Column 2	Column 3	Column 4
	Franchisee Year	Annual Cap Performance Level (relevant Minutes Delay per 1000 Actual Train Miles)	Annual Target Performance Level (relevant Minutes Delay per 1000 Actual Train Miles)	Annual Floor Performance Level (relevant Minutes Delay per 1000 Actual Train Miles)
2018/19	Year 2	6.89	11.09	13.19
2019/20	Year 3	6.64	10.84	12.94
2020/21	Year 4	6.43	10.63	12.73
2021/22	Year 5	6.22	10.42	12.52
2022/23	Year 6	5.99	10.19	12.29
2023/24	Year 7	5.80	10.00	12.10
2024/25	Year 8	5.80	10.00	12.10
2025/26	Year 9	5.80	10.00	12.10
2026/27	Year 10 (Extension)	5.80	10.00	12.10
2027/28	Year 11 (Extension)	5.80	10.00	12.10

²⁰⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

PART 3 - ANNUAL TOC MINUTE DELAY PAYMENT TABLE²⁰¹

Column 1	Column 2
Payment	Amount (£)
PBP _{MD}	[REDACTED ²⁰²]
PDP _{MD}	[REDACTED]

*provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more **PBP_{MD} and/or PDP_{MD}** shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

²⁰¹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

²⁰² 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

APPENDIX 3 TO SCHEDULE 7.1²⁰³

Short Formation Benchmarks and Annual Short Formation Benchmarks

PART 1A - SHORT FORMATION BENCHMARK TABLE
(WEST COAST SEPARABLE BUSINESS UNIT)

1. Start of the Franchise

The Reporting Period in the cells entitled "Year 1, Period 10" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
Initial Reporting Stage	Year 1 Period 10	2017/18	0.00	N/A	
	Year 1 Period 11	2017/18	0.00		
	Year 1 Period 12	2017/18	0.00		
	Year 1 Period 13	2017/18	0.00		
	Year 2 Period 1	2018/19	0.00		
	Year 2 Period 2	2018/19	0.00		
	Year 2 Period 3	2018/19	0.00		
Breach Reporting Stage	Year 2 Period 4	2018/19	0.00	1.15	1.52
	Year 2 Period 5	2018/19	0.00	1.14	1.51
	Year 2 Period 6	2018/19	0.00	1.13	1.50
	Year 2 Period 7	2018/19	0.00	1.13	1.50
	Year 2 Period 8	2018/19	0.00	1.13	1.50
Subsequent Reporting Stage					

²⁰³ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 2 Period 9	2018/19	0.00	1.13	1.50
	Year 2 Period 10	2018/19	0.00	1.13	1.50
	Year 2 Period 11	2018/19	0.00	1.13	1.50
	Year 2 Period 12	2018/19	0.00	1.13	1.50
	Year 2 Period 13	2018/19	0.00	1.13	1.50
	Year 3 Period 1	2019/20	0.00	1.13	1.50
	Year 3 Period 2	2019/20	0.00	1.13	1.50
	Year 3 Period 3	2019/20	0.00	1.13	1.50
	Year 3 Period 4	2019/20	0.00	1.13	1.50
	Year 3 Period 5	2019/20	0.00	1.13	1.50
	Year 3 Period 6	2019/20	0.00	1.13	1.50
	Year 3 Period 7	2019/20	0.00	1.13	1.50
	Year 3 Period 8	2019/20	0.00	1.13	1.50
	Year 3 Period 9	2019/20	0.00	1.13	1.50
	Year 3 Period 10	2019/20	0.00	1.13	1.50
	Year 3 Period 11	2019/20	0.00	1.13	1.50
	Year 3 Period 12	2019/20	0.00	1.13	1.50
	Year 3 Period 13	2019/20	0.00	1.13	1.50
	Year 4 Period 1	2020/21	0.00	1.13	1.50

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 4 Period 2	2020/21	0.00	1.13	1.50
	Year 4 Period 3	2020/21	0.00	1.13	1.50
	Year 4 Period 4	2020/21	0.00	1.13	1.50
	Year 4 Period 5	2020/21	0.00	1.13	1.50
	Year 4 Period 6	2020/21	0.00	1.13	1.50
	Year 4 Period 7	2020/21	0.00	1.13	1.50
	Year 4 Period 8	2020/21	0.00	1.13	1.50
	Year 4 Period 9	2020/21	0.00	1.13	1.50
	Year 4 Period 10	2020/21	0.00	1.13	1.50
	Year 4 Period 11	2020/21	0.00	1.13	1.50
	Year 4 Period 12	2020/21	0.00	1.13	1.50
	Year 4 Period 13	2020/21	0.00	1.13	1.50
	Year 5 Period 1	2021/22	0.00	1.13	1.50
	Year 5 Period 2	2021/22	0.00	1.13	1.50
	Year 5 Period 3	2021/22	0.00	1.13	1.50
	Year 5 Period 4	2021/22	0.00	1.13	1.50
	Year 5 Period 5	2021/22	0.00	1.13	1.50
	Year 5 Period 6	2021/22	0.00	1.13	1.50
	Year 5 Period 7	2021/22	0.00	1.13	1.50

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 5 Period 8	2021/22	0.00	1.13	1.50
	Year 5 Period 9	2021/22	0.00	1.13	1.50
	Year 5 Period 10	2021/22	0.00	1.13	1.50
	Year 5 Period 11	2021/22	0.00	1.13	1.50
	Year 5 Period 12	2021/22	0.00	1.13	1.50
	Year 5 Period 13	2021/22	0.00	1.13	1.50
	Year 6 Period 1	2022/23	0.00	1.13	1.50
	Year 6 Period 2	2022/23	0.00	1.13	1.50
	Year 6 Period 3	2022/23	0.00	1.13	1.50
	Year 6 Period 4	2022/23	0.00	1.13	1.50
	Year 6 Period 5	2022/23	0.00	1.13	1.50
	Year 6 Period 6	2022/23	0.00	1.13	1.50
	Year 6 Period 7	2022/23	0.00	1.13	1.50
	Year 6 Period 8	2022/23	0.00	1.13	1.50
	Year 6 Period 9	2022/23	0.00	1.13	1.50
	Year 6 Period 10	2022/23	0.00	1.13	1.50
	Year 6 Period 11	2022/23	0.00	1.13	1.50
	Year 6 Period 12	2022/23	0.00	1.13	1.50
	Year 6 Period 13	2022/23	0.00	1.13	1.50

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 7 Period 1	2023/24	0.00	1.13	1.50
	Year 7 Period 2	2023/24	0.00	1.13	1.50
	Year 7 Period 3	2023/24	0.00	1.13	1.50
	Year 7 Period 4	2023/24	0.00	1.13	1.50
	Year 7 Period 5	2023/24	0.00	1.13	1.50
	Year 7 Period 6	2023/24	0.00	1.13	1.50
	Year 7 Period 7	2023/24	0.00	1.13	1.50
	Year 7 Period 8	2023/24	0.00	1.13	1.50
	Year 7 Period 9	2023/24	0.00	1.13	1.50
	Year 7 Period 10	2023/24	0.00	1.13	1.50
	Year 7 Period 11	2023/24	0.00	1.13	1.50
	Year 7 Period 12	2023/24	0.00	1.13	1.50
	Year 7 Period 13	2023/24	0.00	1.13	1.50
	Year 8 Period 1	2024/25	0.00	1.13	1.50
	Year 8 Period 2	2024/25	0.00	1.13	1.50
	Year 8 Period 3	2024/25	0.00	1.13	1.50
	Year 8 Period 4	2024/25	0.00	1.13	1.50
	Year 8 Period 5	2024/25	0.00	1.13	1.50
	Year 8 Period 6	2024/25	0.00	1.13	1.50

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 8 Period 7	2024/25	0.00	1.13	1.50
	Year 8 Period 8	2024/25	0.00	1.13	1.50
	Year 8 Period 9	2024/25	0.00	1.13	1.50
	Year 8 Period 10	2024/25	0.00	1.13	1.50
	Year 8 Period 11	2024/25	0.00	1.13	1.50
	Year 8 Period 12	2024/25	0.00	1.13	1.50
	Year 8 Period 13	2024/25	0.00	1.13	1.50
	Year 9 Period 1	2025/26	0.00	1.13	1.50
	Year 9 Period 2	2025/26	0.00	1.13	1.50
	Year 9 Period 3	2025/26	0.00	1.13	1.50
	Year 9 Period 4	2025/26	0.00	1.13	1.50
	Year 9 Period 5	2025/26	0.00	1.13	1.50
	Year 9 Period 6	2025/26	0.00	1.13	1.50
	Year 9 Period 7	2025/26	0.00	1.13	1.50
	Year 9 Period 8	2025/26	0.00	1.13	1.50
	Year 9 Period 9	2025/26	0.00	1.13	1.50
	Year 9 Period 10	2025/26	0.00	1.13	1.50
	Year 9 Period 11	2025/26	0.00	1.13	1.50
	Year 9 Period 12	2025/26	0.00	1.13	1.50

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 9 Period 13	2025/26	0.00	1.13	1.50
	Year 10 (Extension) Period 1	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 2	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 3	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 4	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 5	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 6	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 7	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 8	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 9	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 10	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 11	2026/27	0.00	1.13	1.50
	Year 10 (Extension) Period 12	2026/27	0.00	1.13	1.50

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 10 (Extension) Period 13	2026/27	0.00	1.13	1.50
	Year 11 (Extension) Period 1	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 2	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 3	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 4	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 5	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 6	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 7	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 8	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 9	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 10	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 11	2027/28	0.00	1.13	1.50
	Year 11 (Extension) Period 12	2027/28	0.00	1.13	1.50

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 11 (Extension) Period 13	2027/28	0.00	1.13	1.50

**PART 1B - SHORT FORMATION BENCHMARK TABLE
(WEST MIDLANDS SEPARABLE BUSINESS UNIT)**

1. Start of the Franchise

The Reporting Period in the cells entitled "**Year 1, Period 10**" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
Initial Reporting Stage	Year 1 Period 10	2017/18	0.00	N/A	
	Year 1 Period 11	2017/18	0.00		
	Year 1 Period 12	2017/18	0.00		
	Year 1 Period 13	2017/18	0.00		
	Year 2 Period 1	2018/19	0.00		
	Year 2 Period 2	2017/18	0.00		
	Year 2 Period 3	2017/18	0.00		
Breach Reporting Stage	Year 2 Period 4	2018/19	0.00	1.53	2.02
	Year 2 Period 5	2018/19	0.00	1.50	1.99
	Year 2 Period 6	2018/19	0.00	1.48	1.97
	Year 2 Period 4	2018/19	0.00	1.53	2.02
Subsequent Reporting Stage					
	Year 2 Period 7	2018/19	0.00	1.48	1.97
	Year 2 Period 8	2018/19	0.00	1.48	1.97
	Year 2 Period 9	2018/19	0.00	1.48	1.97

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 2 Period 10	2018/19	0.00	1.47	1.96
	Year 2 Period 11	2018/19	0.00	1.47	1.96
	Year 2 Period 12	2018/19	0.00	1.47	1.96
	Year 2 Period 13	2018/19	0.00	1.47	1.96
	Year 3 Period 1	2019/20	0.00	1.47	1.96
	Year 3 Period 2	2019/20	0.00	1.47	1.96
	Year 3 Period 3	2019/20	0.00	1.47	1.96
	Year 3 Period 4	2019/20	0.00	1.47	1.96
	Year 3 Period 5	2019/20	0.00	1.47	1.96
	Year 3 Period 6	2019/20	0.00	1.47	1.96
	Year 3 Period 7	2019/20	0.00	1.47	1.96
	Year 3 Period 8	2019/20	0.00	1.47	1.96
	Year 3 Period 9	2019/20	0.00	1.47	1.96
	Year 3 Period 10	2019/20	0.00	1.47	1.96
	Year 3 Period 11	2019/20	0.00	1.47	1.96
	Year 3 Period 12	2019/20	0.00	1.47	1.96
	Year 3 Period 13	2019/20	0.00	1.47	1.96
	Year 4 Period 1	2020/21	0.00	1.47	1.96
	Year 4 Period 2	2020/21	0.00	1.47	1.96

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 4 Period 3	2020/21	0.00	1.47	1.96
	Year 4 Period 4	2020/21	0.00	1.47	1.96
	Year 4 Period 5	2020/21	0.00	1.47	1.96
	Year 4 Period 6	2020/21	0.00	1.47	1.96
	Year 4 Period 7	2020/21	0.00	1.47	1.96
	Year 4 Period 8	2020/21	0.00	1.47	1.96
	Year 4 Period 9	2020/21	0.00	1.47	1.96
	Year 4 Period 10	2020/21	0.00	1.47	1.96
	Year 4 Period 11	2020/21	0.00	1.47	1.96
	Year 4 Period 12	2020/21	0.00	1.47	1.96
	Year 4 Period 13	2020/21	0.00	1.47	1.96
	Year 5 Period 1	2021/22	0.00	1.47	1.96
	Year 5 Period 2	2021/22	0.00	1.47	1.96
	Year 5 Period 3	2021/22	0.00	1.47	1.96
	Year 5 Period 4	2021/22	0.00	1.47	1.96
	Year 5 Period 5	2021/22	0.00	1.47	1.96
	Year 5 Period 6	2021/22	0.00	1.47	1.96
	Year 5 Period 7	2021/22	0.00	1.47	1.96
	Year 5 Period 8	2021/22	0.00	1.47	1.96

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 5 Period 9	2021/22	0.00	1.47	1.96
	Year 5 Period 10	2021/22	0.00	1.47	1.96
	Year 5 Period 11	2021/22	0.00	1.47	1.96
	Year 5 Period 12	2021/22	0.00	1.47	1.96
	Year 5 Period 13	2021/22	0.00	1.47	1.96
	Year 6 Period 1	2022/23	0.00	1.47	1.96
	Year 6 Period 2	2022/23	0.00	1.47	1.96
	Year 6 Period 3	2022/23	0.00	1.47	1.96
	Year 6 Period 4	2022/23	0.00	1.47	1.96
	Year 6 Period 5	2022/23	0.00	1.47	1.96
	Year 6 Period 6	2022/23	0.00	1.47	1.96
	Year 6 Period 7	2022/23	0.00	1.47	1.96
	Year 6 Period 8	2022/23	0.00	1.47	1.96
	Year 6 Period 9	2022/23	0.00	1.47	1.96
	Year 6 Period 10	2022/23	0.00	1.47	1.96
	Year 6 Period 11	2022/23	0.00	1.47	1.96
	Year 6 Period 12	2022/23	0.00	1.47	1.96
	Year 6 Period 13	2022/23	0.00	1.47	1.96
	Year 7 Period 1	2023/24	0.00	1.47	1.96

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 7 Period 2	2023/24	0.00	1.47	1.96
	Year 7 Period 3	2023/24	0.00	1.47	1.96
	Year 7 Period 4	2023/24	0.00	1.47	1.96
	Year 7 Period 5	2023/24	0.00	1.47	1.96
	Year 7 Period 6	2023/24	0.00	1.47	1.96
	Year 7 Period 7	2023/24	0.00	1.47	1.96
	Year 7 Period 8	2023/24	0.00	1.47	1.96
	Year 7 Period 9	2023/24	0.00	1.47	1.96
	Year 7 Period 10	2023/24	0.00	1.47	1.96
	Year 7 Period 11	2023/24	0.00	1.47	1.96
	Year 7 Period 12	2023/24	0.00	1.47	1.96
	Year 7 Period 13	2023/24	0.00	1.47	1.96
	Year 8 Period 1	2024/25	0.00	1.47	1.96
	Year 8 Period 2	2024/25	0.00	1.47	1.96
	Year 8 Period 3	2024/25	0.00	1.47	1.96
	Year 8 Period 4	2024/25	0.00	1.47	1.96
	Year 8 Period 5	2024/25	0.00	1.47	1.96
	Year 8 Period 6	2024/25	0.00	1.47	1.96
	Year 8 Period 7	2024/25	0.00	1.47	1.96

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 8 Period 8	2024/25	0.00	1.47	1.96
	Year 8 Period 9	2024/25	0.00	1.47	1.96
	Year 8 Period 10	2024/25	0.00	1.47	1.96
	Year 8 Period 11	2024/25	0.00	1.47	1.96
	Year 8 Period 12	2024/25	0.00	1.47	1.96
	Year 8 Period 13	2024/25	0.00	1.47	1.96
	Year 9 Period 1	2025/26	0.00	1.47	1.96
	Year 9 Period 2	2025/26	0.00	1.47	1.96
	Year 9 Period 3	2025/26	0.00	1.47	1.96
	Year 9 Period 4	2025/26	0.00	1.47	1.96
	Year 9 Period 5	2025/26	0.00	1.47	1.96
	Year 9 Period 6	2025/26	0.00	1.47	1.96
	Year 9 Period 7	2025/26	0.00	1.47	1.96
	Year 9 Period 8	2025/26	0.00	1.47	1.96
	Year 9 Period 9	2025/26	0.00	1.47	1.96
	Year 9 Period 10	2025/26	0.00	1.47	1.96
	Year 9 Period 11	2025/26	0.00	1.47	1.96
	Year 9 Period 12	2025/26	0.00	1.47	1.96
	Year 9 Period 13	2025/26	0.00	1.47	1.96

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 10 (Extension) Period 1	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 2	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 3	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 4	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 5	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 6	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 7	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 8	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 9	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 10	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 11	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 12	2026/27	0.00	1.47	1.96
	Year 10 (Extension) Period 13	2026/27	0.00	1.47	1.96

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Year 11 (Extension) Period 1	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 2	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 3	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 4	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 5	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 6	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 7	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 8	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 9	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 10	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 11	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 12	2027/28	0.00	1.47	1.96
	Year 11 (Extension) Period 13	2027/28	0.00	1.47	1.96

PART 2 - ANNUAL SHORT FORMATION BENCHMARK TABLE²⁰⁴

Year	Column 1 Franchisee Year	Column 2 Annual Target Performance Level (%)	Column 3 Annual Intermediate Performance Level (%)	Column 4 Annual Floor Performance Level (%)
2018/19	Year 2	0.00	0.84	1.17
2019/20	Year 3	0.00	0.84	1.17
2020/21	Year 4	0.00	0.84	1.17
2021/22	Year 5	0.00	0.84	1.17
2022/23	Year 6	0.00	0.84	1.17
2023/24	Year 7	0.00	0.84	1.17
2024/25	Year 8	0.00	0.84	1.17
2025/26	Year 9	0.00	0.84	1.17
2026/27	Year 10 (Extension)	0.00	0.84	1.17
2027/28	Year 11 (Extension)	0.00	0.84	1.17

²⁰⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

PART 3 - ANNUAL SHORT FORMATION PAYMENT TABLE

Column 1	Column 2
	Amount (£)
BPR_{SF}	[REDACTED ²⁰⁵]
IPR_{SF}	[REDACTED]

* provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods **BPR_{SF}** and **IPR_{SF}** (as applicable) shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

205 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

APPENDIX 4 TO SCHEDULE 7.1²⁰⁶
CaSL Measure

PART 1 - ANNUAL CASL TABLE

Year	Column 1 Franchisee Year	Column 2 Annual Cap Performance Level (% CaSL)	Column 3 Annual Target Performance Level (% CaSL)	Column 4 Annual Floor Performance Level (% CaSL)
2018/19	Year 2	1.33	2.36	2.87
2019/20	Year 3	1.32	2.35	2.86
2020/21	Year 4	1.29	2.32	2.83
2021/22	Year 5	1.25	2.28	2.79
2022/23	Year 6	1.22	2.25	2.76
2023/24	Year 7	1.18	2.21	2.72
2024/25	Year 8	1.18	2.21	2.72
2025/26	Year 9	1.18	2.21	2.72
2026/27	Year 10 (Extension)	1.18	2.21	2.72
2027/28	Year 11 (Extension)	1.18	2.21	2.72

²⁰⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

PART 2 - ANNUAL CaSL PAYMENT TABLE

Column 1	Column 2
Payment	Amount (£)
PBP_{CaSL}	[REDACTED ²⁰⁷]
PDP_{CaSL}	[REDACTED]

*provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more **PBP_{CaSL}** and/or **PDP_{CaSL}** shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

207 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

APPENDIX 5 TO SCHEDULE 7.1²⁰⁸
PPM measure

PART 1 - ANNUAL PPM TABLE

Year	Column 1	Column 2	Column 3	Column 4
	Franchisee Year	Annual Cap Performance Level (% PPM)	Annual Target Performance Level (% PPM)	Annual Floor Performance Level (% PPM)
2018/19	Year 2	93.8	90.0	88.1
2019/20	Year 3	93.8	90.0	88.1
2020/21	Year 4	93.9	90.1	88.2
2021/22	Year 5	94.1	90.3	88.4
2022/23	Year 6	94.4	90.6	88.7
2023/24	Year 7	94.5	90.7	88.8
2024/25	Year 8	94.5	90.7	88.8
2025/26	Year 9	94.5	90.7	88.8
2026/27	Year 10 (Extension)	94.5	90.7	88.8
2027/28	Year 11 (Extension)	94.5	90.7	88.8



²⁰⁸ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

PART 2 - ANNUAL PPM PAYMENT TABLE

Column 1	Column 2
Payment	Amount (£)
PBP_{PPM}	[REDACTED ²⁰⁹]
PDP_{PPM}	[REDACTED]

*provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more **PBP_{PPM}** and/or **PDP_{PPM}** shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

209 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Schedule 7.2
National Rail Passenger Surveys, Customer Report and CCIF Scheme

1. **Not used**
2. **Conduct of National Rail Passenger Surveys**
 - 2.1 The Franchisee agrees with the Secretary of State that:
 - (a) the Passengers' Council may measure the level of passenger satisfaction with the Franchise Services through National Rail Passenger Surveys;
 - (b) the Passengers' Council shall determine how, when (normally twice per annum) and where National Rail Passenger Surveys are to be carried out;
 - (c) the Franchisee shall grant access on trains or at stations to the Passengers' Council (or its representatives and agents) to carry out National Rail Passenger Surveys;
 - (d) the Franchisee shall co-operate with the Passengers' Council (in such manner as the Passengers' Council may reasonably request or as the Secretary of State may reasonably direct) in order to enable the Passengers' Council to carry out National Rail Passenger Surveys; and
 - (e) the Passengers' Council and/or the Secretary of State may, from time to time, publish the results of each National Rail Passenger Survey.
 - 2.2 The Secretary of State shall ensure or shall procure that:
 - (a) the findings of any National Rail Passenger Survey are made available by the Passengers' Council to the Franchisee within a reasonable period of time after the completion of each such survey and shall use all reasonable endeavours to procure that those findings are made available in a timely manner to enable the Franchisee to comply with its obligations under paragraph 2.3; and
 - (b) if any such survey includes a comparison between its findings and the findings of any equivalent earlier survey, such comparison forms a reasonable basis for monitoring the trends of passenger satisfaction over time.
 - 2.3 The Franchisee shall, as soon as reasonably practicable after such information is made available to the Franchisee in accordance with paragraph 2.2, publicise its performance against the NRPS Benchmarks by including such information in its Customer Report and displaying such information at all of the Stations and on its website.
 - 2.4 It is agreed by the Franchisee that, subject to paragraph 2.5, the methodology to be adopted by the Passengers' Council in conducting any

such National Rail Passenger Survey shall be as described in the document in the agreed terms marked **PSM** (the "**Passenger Survey Methodology**");

- 2.5 If:
- (a) at any time during the Franchise Term the methodology adopted in conducting any National Rail Passenger Survey is, in the reasonable opinion of the Secretary of State, materially inconsistent with the Passenger Survey Methodology; and
 - (b) the Secretary of State reasonably determines that in consequence a revision to the NRPS Benchmark is required in order to hold constant the risk of the Franchisee failing to satisfy the NRPS Benchmark,

then the Secretary of State shall make such revisions to such NRPS Benchmarks as he reasonably considers appropriate to hold constant such risk.

- 2.6 If the Passengers' Council ceases to undertake National Rail Passenger Surveys then the relevant National Rail Passenger Survey for the purposes of this Schedule 7.2 shall be such other passenger survey as the Secretary of State may, after consultation with the Franchisee, reasonably determine to be appropriate in the circumstances (the "**Alternative NRPS**"). The provisions of this Schedule 7.2 shall apply in respect of any Alternative NRPS and for these purposes Passengers' Council shall be replaced with such other entity that is responsible for conducting such Alternative NRPS.

3. **NRPS Benchmarks**

- 3.1 It is agreed by the Secretary of State and the Franchisee that, subject to paragraph 2.6, the results of the National Rail Passenger Survey(s) published by the Passengers' Council in any Franchisee Year should be used to determine the Franchisee's performance against the NRPS Benchmarks for that Franchisee Year. If in any Franchisee Year the Passengers' Council has published:
- (a) only one (1) National Rail Passenger Survey in that Franchisee Year then the performance of the Franchisee against the NRPS Benchmarks shall be measured against the results of such National Rail Passenger Survey; or
 - (b) more than one (1) National Rail Passenger Survey in that Franchisee Year then the performance of the Franchisee against the NRPS Benchmarks shall be measured against the average of the results of all of the National Rail Passenger Surveys published by the Passengers' Council in that Franchisee Year.

4. **Performance Review**

- 4.1 For each Franchisee Year the Secretary of State shall determine the Franchisee's performance against each NRPS Benchmark by comparing:

- (a) if only one (1) National Rail Passenger Survey has been published by Passengers' Council in that Franchisee Year, the results of such National Rail Passenger Survey against the NRPS Benchmarks applicable in respect of that Franchisee Year; or
 - (b) if more than one (1) National Rail Passenger Survey has been published by Passengers' Council in that Franchisee Year, the average of the results of all of the National Rail Passenger Surveys published by the Passengers' Council in that Franchisee Year against the NRPS Benchmarks applicable in respect of that Franchisee Year.
- 4.2 For the purposes of undertaking the comparison pursuant to paragraph 4.1, the results referred to in paragraph 4.1(a) or paragraph 4.1(b) (as the case may be) shall be rounded up to one (1) decimal place with the midpoint (that is, 4.45) rounded upwards (that is, 4.5).
- 4.3 If, following the Secretary of State's determination pursuant to any of paragraphs 4.1(a) or 4.1(b) (as the case may be), the results show that the level of customer satisfaction in respect of any NRPS Measure is below the NRPS Benchmark for such measure then the Franchisee shall, unless the Secretary of State shall otherwise direct, incur Additional Expenditure in order to secure the Required Improvement.

5. **Required Improvement and NRPS Action Plans**

- 5.1 Without limiting paragraph 4.3, on each occasion that the Franchisee becomes obliged to incur Additional Expenditure to secure a Required Improvement, the Franchisee shall produce a plan (the "**NRPS Action Plan**") which is consistent with its obligations under paragraph 4.3 and in compliance with the following provisions:
- (a) the Franchisee shall (i) produce, (ii) obtain the Secretary of State's approval of, and (iii) commence the implementation of the NRPS Action Plan within three (3) months after the date on which the results of such National Rail Passenger Survey which triggered the requirement for the Required Improvement were published or otherwise made available to the Franchisee pursuant to paragraph 2.2;
 - (b) the NRPS Action Plan will contain specific tangible action points and indicate in the case of each action point:
 - (i) how that action will contribute to meeting the NRPS Measure;
 - (ii) where the action is to be implemented;
 - (iii) when the action is to be commenced and by when it is to be implemented provided always that where any action is expressed to be ongoing the plan shall include specific review dates; and

- (iv) how performance of the action is to be measured; and
 - (c) the NRPS Action Plan will identify the Additional Expenditure associated with each action.
- 5.2 The Franchisee shall, except to the extent otherwise agreed by the Secretary of State in advance, implement each NRPS Action Plan referred to in paragraph 5.1 in accordance with its terms.
- 5.3 It is acknowledged by the Franchisee that the approval or lack of approval by the Secretary of State of each NRPS Action Plan as contemplated in paragraph 5.1(a) shall not relieve the Franchisee of its obligations under this Schedule 7.2 or any other provisions of the Franchise Agreement.

6. Additional Expenditure

- 6.1 For the purposes of paragraphs 4, 5 and 7 of this Schedule 7.2 "**Additional Expenditure**" or "**AD**" means [REDACTED²¹⁰] for each NRPS Measure in each NRPS Service Group provided that:
- (a) for any Franchisee Year which is shorter than thirteen (13) Reporting Periods, AD for that Franchisee Year shall be reduced pro rata; and
 - (b) AD shall be adjusted at the beginning of each Franchisee Year in accordance with the following formula:

AD x RPI	
where:	
AD	has the meaning given to it in this paragraph 6.1; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

- 6.2 For the purposes of paragraph 4.3, the Additional Expenditure shall be:
- (a) in addition to any sums provided for expenditure in respect of the same or similar commitments as those to be specified in an NRPS Action Plan in the Business Plan for the Franchisee Year (the "**First Additional Expenditure Year**") in which the obligation to incur Additional Expenditure under paragraph 4.3 first arises (the

210 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"Existing Expenditure") and, in respect of any subsequent Franchisee Year, shall be in addition to the Existing Expenditure increased by an amount equivalent to RPIX. For the purpose of this paragraph 6.2(a) **"RPIX"** means the increase in the Retail Prices Index between the beginning of the First Additional Expenditure Year and the beginning of that subsequent Franchisee Year; and

- (b) in addition to and without limiting paragraph 6.2(a), any expenditure made, or to be made, by the Franchisee for the purposes of complying with the provisions of Schedule 1 (Passenger Service Obligations), Schedule 4 (Accessibility and Inclusivity), Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations) and Schedule 7 (Performance Benchmarks).

7. **Payments on Termination**

Upon the termination of this Agreement the Franchisee shall pay to the Secretary of State, by way of adjustment to the Franchise Payments, an amount equivalent to the amount of any Additional Expenditure that the Franchisee is committed to incur pursuant to paragraph 4.3 and which it has not yet incurred as at the end of the Franchise Period.

8. **Consultations**

The Franchisee shall undertake consultations from time to time as required with:

- (a) passengers, potential passengers, Stakeholders and other users of the rail network; and
- (b) persons who are protected by a Disabled People's Protection Policy; and
- (c) persons with other protected characteristics within the meaning of the EA,

for the purposes of the Customer and Stakeholder Engagement Strategy, the Customer Report and the CCIF Scheme.

9. **Customer and Stakeholder Engagement Strategy**

9.1 The Franchisee shall:

- (a) undertake and complete a review of its Customer and Stakeholder Engagement Strategy during each of the fourth (4th) and seventh (7th) Franchisee Years; and
- (b) provide the Secretary of State with any proposed revisions to the Customer and Stakeholder Engagement Strategy arising out of such review by no later than the end of each such Franchisee Year.

9.2 The aim of such review shall be to update the Customer and Stakeholder Engagement Strategy to reflect lessons learned in the period since the Start Date or the previous review of the Customer and Stakeholder Engagement Strategy (as applicable) and to ensure that the Customer and Stakeholder Engagement Strategy achieves effective passenger engagement. Any revisions to the Customer and Stakeholder Engagement Strategy shall require the consent of the Secretary of State (such consent not to be unreasonably withheld or delayed).

10. Customer Report

10.1 The Franchisee shall, in accordance with the requirements of paragraph 10.2 and paragraph 10.3 below, publish a Customer Report in such readily accessible formats as the Secretary of State may reasonably require (including in booklet or other similar hard copy formats, in electronic formats (such as on the Franchisee's website, through social media channels and by email)), in each case in accordance with the Customer and Stakeholder Engagement Strategy and the provisions of paragraph 8 (Publication of Performance Data), paragraph 9 (Publication of Complaints and Faults Handling Data) of Schedule 1.4 (Passenger Facing Obligations) and paragraph 16 of Schedule 11.2 (Management Information).

10.2 The Franchisee shall publish a Customer Report as follows:

- (a) in respect of the first Franchisee Year:
 - (i) where such Franchisee Year is less than seven (7) Reporting Periods, the Franchisee shall only be required to publish a Customer Report for that Franchisee Year by no later than the Start Date; or
 - (ii) where such Franchisee Year is less than thirteen (13) Reporting Periods but equal to or more than seven (7) Reporting Periods, the Franchisee shall be required to publish two (2) Customer Reports in that Franchisee Year, the first Customer Report to be published by no later than the Start Date and the second Customer Report to be published before the end of that first Franchisee Year; and
- (b) in respect of each subsequent Franchisee Year, the Franchisee shall be required to publish a Customer Report at least twice in that Franchisee Year provided that where any such subsequent Franchisee Year is less than thirteen (13) Reporting Periods the Franchisee shall be required to publish a Customer Report only once in respect of that Franchisee Year.

10.3 Without prejudice to the obligations of the Franchisee as specified in each of paragraphs 12.1 and 12.3 of this Schedule 7.2, paragraphs 8.3 and 9 of Schedule 1.4 (Passenger Facing Obligations) and paragraph 16 of Schedule 11.2 (Management Information), the Secretary of State and the Franchisee acknowledge and agree that in respect of each Franchisee Year to which the

provisions of paragraph 10.2(b) apply, the first Customer Report to be published for that Franchisee Year shall be prepared in respect of the first six (6) Reporting Periods of that Franchisee Year and the second Customer Report to be published for that Franchisee Year shall be prepared in respect of the last seven (7) Reporting Periods of that Franchisee Year.

11. **CCIF Scheme**

11.1 No later than three (3) months prior to the start of each CCIF Period the Franchisee shall provide to the Secretary of State details of those initiatives, works or proposals (each a "**CCIF Scheme**") which the Franchisee proposes to undertake in that CCIF Period in order to resolve or mitigate issues raised with the Franchisee through the consultations as carried out pursuant to paragraph 8. The Franchisee shall use all reasonable endeavours to propose, in respect of each CCIF Period, CCIF Schemes with an aggregate projected CCIF Scheme Shortfall of not less than the aggregate of the CCIF Amount for each Franchisee Year in the relevant CCIF Period.

11.2 In relation to each CCIF Scheme proposed by the Franchisee pursuant to paragraph 11.1 the Franchisee shall provide:

- (a) details of the specific issues which that CCIF Scheme is intended to resolve or mitigate (including how those issues have been identified) and how that CCIF Scheme will resolve or mitigate those issues; and
- (b) fully worked up details of the CCIF Scheme sufficient to enable the Secretary of State to evaluate the same, including:
 - (i) a timetable for the implementation of that CCIF Scheme, setting out the proposed commencement and completion date of such CCIF Scheme and any other key dates and milestones;
 - (ii) details of the projected CCIF Scheme Cost; and
 - (iii) details of the projected CCIF Scheme Revenue.

11.3 The Franchisee shall provide the Secretary of State with such further information in relation to any CCIF Scheme proposed by the Franchisee pursuant to paragraph 11.1 as the Secretary of State may reasonably require.

11.4 A CCIF Scheme proposed by the Franchisee pursuant to paragraph 11.1 shall not be an Approved CCIF Scheme unless and until approved by the Secretary of State pursuant to this paragraph 11.4. Without limitation, the Secretary of State may withhold his approval to any proposed CCIF Scheme which:

- (a) has not been identified and/or developed in accordance with the Customer and Stakeholder Engagement Strategy;

- (b) is not designed to resolve or mitigate issues raised with the Franchisee through the consultations referred to in paragraph 8;
- (c) has a completion date falling later than the end of the relevant CCIF Period;
- (d) is projected to generate a Commercial Return or in relation to which the Secretary of State considers the CCIF Scheme Costs (or any part of them) to be too high or disproportionate to the benefits accruing from the CCIF Scheme;
- (e) the Franchisee is otherwise funded to undertake; or
- (f) in the opinion of the Secretary of State, amounts to actions or steps which the Franchisee is otherwise obliged to take or which any competent train operator should be taking in relation to the operation of the Franchise.

11.5 Approved CCIF Schemes shall be deemed to be, and treated for the purposes of this Agreement as, Committed Obligations.

11.6 Paragraph 11.8 will apply if:

- (a) the aggregate projected CCIF Scheme Shortfall in respect of all Approved CCIF Schemes for any CCIF Period is less than the aggregate of the CCIF Amount for each Franchisee Year in that CCIF Period; or
- (b) subject to paragraph 11.7 in any CCIF Period, in the Secretary of State's reasonable opinion, the aggregate of the actual CCIF Scheme Shortfall incurred by the Franchisee during that CCIF Period upon Approved CCIF Schemes is less than the aggregate of the CCIF Amount for each Franchisee Year in that CCIF Period,

in each case the underspend against the aggregate CCIF Amount being the **"CCIF Underspend"**.

11.7 If:

- (a) the amount of the CCIF Scheme Costs actually incurred by the Franchisee in relation to any Approved CCIF Scheme exceed the projected CCIF Scheme Costs notified to the Secretary of State pursuant to paragraph 11.2 for such Approved CCIF Scheme, then the amount of the excess shall not amount to CCIF Scheme Cost; or
- (b) in the Secretary of State's reasonable opinion, the amount of the CCIF Scheme Revenue actually earned by the Franchisee in relation to any Approved CCIF Scheme is less than the projected CCIF Scheme Revenue notified to the Secretary of State pursuant to paragraph 11.2 for such Approved CCIF Scheme then, for the purposes of paragraph 11.6(b) the actual CCIF Scheme Revenue shall be deemed to be the projected CCIF Scheme Revenue.

11.8 Where this paragraph 11.8 applies the Secretary of State may require:

- (a) all or part of the CCIF Underspend to be added to the CCIF Amount for the first Franchisee Year in the subsequent CCIF Period;
- (b) the Franchisee to propose further CCIF Schemes using all or part of the CCIF Underspend by such new deadline as the Secretary of State may specify;
- (c) the Franchisee to spend all or part of the CCIF Underspend in such manner as the Secretary of State may direct; and/or
- (d) the Franchisee to pay all or part of the CCIF Underspend to the Secretary of State,

provided that paragraph 11.8(d) shall automatically apply in respect of the last CCIF Period unless the Secretary of State specifies otherwise.

11.9 Any Franchise Asset arising as a result of an Approved CCIF Scheme shall be designated as a Primary Franchise Asset and shall not be de-designated as such. Any such Primary Franchise Asset which falls to be valued in accordance with the Supplemental Agreement shall be valued at nil.

12. **Customer Service and Satisfaction Data**

12.1 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 10.1 of this Schedule 7.2, the Franchisee shall publish (in such format as the Secretary of State may reasonably require) details of the Franchisee's:

- (a) level of adherence to scheduled ticket office opening hours at Stations (so that the Customer Report shows, as a percentage, the proportion of scheduled ticket office opening hours not delivered aggregated across all ticket offices at all Stations); and
- (b) performance by reference to such benchmarks as may be agreed between the Franchisee and the ORR as part of the Franchisee's Disabled People's Protection Policy in respect of the Passenger Assistance service operated by the Franchisee,

in each case in relation to the Reporting Periods that have elapsed since the last Reporting Period reported on in the previous Customer Report or, in the case of the first Customer Report, since the Start Date, along with (from the third (3rd) Customer Report onwards) a comparison with the relevant statistics or results (as applicable) provided for the same Reporting Periods in the previous Franchisee Year.

12.2 The Franchisee shall publish on its website (in such format as the Secretary of State may reasonably require):

- (a) within twenty (20) Weekdays of the publication of each National Rail Passenger Survey carried out by the Passengers' Council during the

Franchise Term, details of the scores achieved by the Franchisee in such National Rail Passenger Survey, including the scores achieved in respect of passengers' 'overall satisfaction'; and

- (b) within twenty (20) Weekdays of the publication of the last National Rail Passenger Survey to be carried out by the Passengers' Council during any Franchisee Year, details of the scores achieved by the Franchisee in respect of each NRPS Benchmark, as calculated in accordance with paragraph 4 of this Schedule 7.2.

12.3 The Franchisee shall ensure that the scores achieved in relation to the NRPS Benchmarks, published by it pursuant to paragraph 12.2, are also recorded in the subsequent Customer Report which relates to the Reporting Periods during which the applicable NRPS Benchmarks were achieved, along with:

- (a) from the third (3rd) Customer Report onwards, a comparison with the scores that were achieved against the NRPS Benchmarks for the same Reporting Periods in the previous Franchisee Year, accompanied by a supporting narrative describing the outcomes and implications of the results of such comparison exercise;
- (b) details of any remedial work either:
 - (i) planned by the Franchisee to occur in the period in relation to which the next Customer Report will report to improve the Franchisee's performance in relation to achieving and exceeding the NRPS Benchmarks (for instance, the planned application of Additional Expenditure); or
 - (ii) undertaken by the Franchisee during the Reporting Periods that have elapsed since the last Reporting Period reported on in the previous Customer Report or, in the case of the first (1st) Customer Report, since the Start Date, for the purposes of improving the Franchisee's performance in relation to achieving and exceeding the NRPS Benchmarks (for instance, the planned application of Additional Expenditure); and
- (c) details of any other initiatives planned to be implemented by the Franchisee to improve passenger experience.

12.4 The Franchisee shall ensure that a summary of the then current Customer Report is made available at all staffed Stations (in such format as the Secretary of State may reasonably require) and that such summary includes instructions to enable passengers to locate and obtain a full copy of the applicable Customer Report.

**APPENDIX 1 TO SCHEDULE 7.2
NRPS BENCHMARK TABLE**

Table for a Franchise with a Start Date other than 1 April and expected Expiry Date other than 31 March

Table 1²¹¹					
NRPS SERVICE GROUP – West Midlands					
Year		Franchisee Year	NRPS BENCHMARKS		
From	To		NRPS MEASURE STATION (S) (%)	NRPS MEASURE TRAINS (T) (%)	NRPS MEASURE CUSTOMER SERVICES (C) (%)
		Year 1	70	73	71
		Year 2	72	73	74
		Year 3	74	74	77
		Year 4	77	76	80
		Year 5	77	80	80
		Year 6	77	80	81
		Year 7	78	81	81
		Year 8	78	81	81
		Year 9	78	81	81
		Year 10 (extension)			
		Year 11 (extension)			

²¹¹ 26 March 2019 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

Table 2					
NRPS SERVICE GROUP – West Coast					
Year		Franchisee Year	NRPS BENCHMARKS		
From	To		NRPS MEASURE STATION (S) (%)	NRPS MEASURE TRAINS (T) (%)	NRPS MEASURE CUSTOMER SERVICES (C) (%)
		Year 1	72	77	74
		Year 2	74	78	76
		Year 3²¹²	74	75	76
		Year 4²¹³	75	76	77
		Year 5	77	80	81
		Year 6	78	80	81
		Year 7	78	81	81
		Year 8	78	81	82
		Year 9	78	82	82
		Year 10 (extension)			
		Year 11 (extension)			

²¹² 22 October 2019 (Date of Contract Change) – Contract variation agreed by the Secretary of State and Franchisee

²¹³ 22 October 2019 (Date of Contract Change) – Contract variation agreed by the Secretary of State and Franchisee

Table 3					
NRPS SERVICE GROUP – London Commuter					
Year		Franchisee Year	NRPS BENCHMARKS		
From	To		NRPS MEASURE STATION (S) (%)	NRPS MEASURE TRAINS (T) (%)	NRPS MEASURE CUSTOMER SERVICES (C) (%)
		Year 1	66	72	65
		Year 2	68	74	69
		Year 3 ²¹⁴	68	71	69
		Year 4 ²¹⁵	70	72	72
		Year 5	72	78	76
		Year 6	73	80	77
		Year 7	73	81	77
		Year 8	74	81	77
		Year 9	74	81	78
		Year 10 (extension)			
		Year 11 (extension)			

²¹⁴ 22 October 2019 (Date of Contract Change) – Contract variation agreed by the Secretary of State and Franchisee

²¹⁵ 22 October 2019 (Date of Contract Change) – Contract variation agreed by the Secretary of State and Franchisee

Schedule 7.3

West Midlands Franchise Service Quality Regime**1. Introduction**

This Schedule 7.3 relates only to the West Midlands Separable Business Unit and Branch Lines and provides for:

- 1.1 the service quality management and process arrangements to be put in place by the Franchisee for the management and delivery of a service quality regime for the Franchise Term;
- 1.2 the responsibilities including the inspection, auditing, rectification and reporting requirements of the Franchisee;
- 1.3 the means of the measurement and reporting of the level of performance identified during inspections required to be carried out by the Franchisee in accordance with the Service Quality Schedules;
- 1.4 the means of calculation of any Service Quality Payments;
- 1.5 the remedies available to the Secretary of State in the event of underperformance by the Franchisee; and
- 1.6 the performance information the Franchisee will be required to provide to the Secretary of State and to publish.

2. The Service Quality Management Arrangements

- 2.1 The Franchisee shall put in place management arrangements and processes (including the collection of relevant data) which shall (as a minimum):

- (a) be capable of measuring and reporting the Franchisee's performance against each Service Quality Indicator comprised in a Service Quality Area; and
- (b) set out procedures for:
 - (i) ensuring compliance with the requirements of this Schedule 7.3 including the obligation to conduct Service Quality Inspections as required pursuant to paragraph 3; and
 - (ii) identifying and rectifying failures identified during each Service Quality Inspection (including processes which ensure that corrective actions identified during any Service Quality Inspection are undertaken in a diligent and prompt manner),

(the "**SQR Management System**").

2.2 The SQR Management System shall be implemented and fully operational by no later than the first day of the Reporting Period commencing in April 2018.

2.3

- (a) If at any time during the Franchise Term, the Franchisee:
- (i) operates additional railway passenger services or operates additional stations which are not part of the Passenger Services or SQR Stations (as the case may be) at the Start Date ("**New Passenger Services and Station Services**"); and/or
 - (ii) introduces new facilities or services on a SQR Train and/or SQR Station which were not in existence at the Start Date or introduces a new train which was not a SQR Train at the Start Date ("**New Facilities/Services**"),

then it shall update its SQR Management System and the SQR Register to include such New Passenger Services and Station Services and New Facilities/Services by no later than the first day of the first Reporting Period which commences after the date upon which the Franchisee begins to operate such New Passenger Services and Station Services or such New Facilities/Service are introduced (as the case may be). The requirements of this Schedule shall begin to apply in relation to such New Passenger Services and Station Services and such New Facilities/Services from the first day of the first Reporting Period which commences after the date on which the Franchisee commences the operation of such New Passenger Services and Station Services or New Facilities/Services are introduced (as the case may be).

2.4 **SQR Register**

- (a) The Franchisee shall following consultation with (a) West Midlands Rail in respect of the West Midlands Separable Business Unit and (b) Community Rail Partnerships in respect of the Branch Lines, prepare and complete the SQR Register by no later than the last day of the Reporting Period which ends before 1 April 2018 so as to include the facilities and services which exist at every SQR Station and every SQR Train. The form and content of the SQR Register shall include as a minimum the following content:
- (i) description, purpose and quantity of each facility or service;
 - (ii) photographic evidence of each facility or service;
 - (iii) individual serial number and asset tracking number (where applicable) for each facility or service;

- (iv) details of the applicable Service Quality Indicators against which the facility or service will be measured and reported against; and
 - (v) map of each SQR Station, setting out the location of each facility or service located at such SQR Station.
- (b) The Franchisee shall:
- (i) maintain the SQR Register; and
 - (ii) update such SQR Register at such regular intervals as is reasonably necessary to ensure compliance with its obligations under this Schedule 7.3; and
 - (iii) immediately at the request of the Secretary of State, provide an up to date copy of the SQR Register to the Secretary of State or to any person carrying out an SoS Audit or SoS Service Inspection on behalf of the Secretary of State.

3. Franchisee Service Quality Inspections

3.1 In each Reporting Period commencing from the first day of the Reporting Period commencing in April 2018 and for the duration of the Franchise Term, the Franchisee shall, in accordance with the requirements of paragraph 3.2, undertake or procure the undertaking of Station Service Quality Inspections, Train Service Quality Inspections and Customer Service Quality Inspections (together to be known as the "**Service Quality Inspection**").

3.2 ²¹⁶**The Franchisee shall (as a minimum):**

- (a) **ensure that each Service Quality Inspection is carried out in accordance with the method specified in the Service Quality Schedule;**
- (b) **ensure that each Service Quality Inspection (except the Customer Service Quality Inspections where the method used to undertake the inspection is a mystery shopper inspection) is carried out accurately and impartially by independent persons (who for the purposes of this paragraph 3.2 only can be Franchise Employees dedicated to delivering the Service Quality Regime);**

²¹⁶ 3 May 2018 (Date of Contract Change Letter) - Contract variation agreed by the Secretary of State and Franchisee.

- (c) **if the Franchisee elects for Service Quality Inspections to be carried out by Franchise Employees then any such Franchise Employees must not be persons:**
- (i) **who are responsible for customer service or for the management or operation of any of the SQR Stations or SQR Trains which are the subject of the Service Quality Inspection; or**
 - (ii) **whose base salary payment or provision of any benefit (whether contractual or otherwise) are dependent on the result of any Service Quality Inspections;**
- (d) **ensure that any Franchise Employee who is a member of the customer relations team or who is involved in the operation of any SQR Stations or SQR Train (including any person who is responsible for the management and operation of any such SQR Stations or SQR Train) in respect of which a Service Quality Inspection is to be undertaken is not notified or otherwise made aware of the date or time of any proposed or actual Service Quality Inspection;**
- (e) **ensure that:**
- (i) **each SQR Station is the subject of a Station Service Quality Inspection at least four (4) times in each Service Quality Year; and**
 - (ii) **each Station Service Quality Inspection is carried out in respect of each Reporting Period at sixty (60) different Stations being distributed across the day and between the days of the week in proportion to typical passenger use of the station across the day and the days of the week in each such Reporting Period;**
- (f) **ensure that:**
- (i) **each vehicle is the subject of a Train Service Quality Inspection at least four (4) times in each Service Quality Year; and**
 - (ii) **in respect of each Reporting Period, undertake at least one hundred and sixty (160) Train Service Quality Inspections in respect of different vehicles comprised within SQR Trains in each such Reporting Period with such Train Service Quality Inspection being distributed across the day and between the days of the week in proportion to the typical distribution of**

passenger journeys across the day and between the days of the week;

(iii) **Train Service Quality Inspections are not unduly concentrated on vehicles that operate on a particular Route and in accordance with this requirement the Franchisee shall undertake a Train Service Quality Inspection of vehicles operated on each Route at least once every other Reporting Period; and**

(g) **ensure that the Customer Service Quality Inspections are undertaken in the frequency set out in the Service Quality Schedule and that where the method in the Customer Service Quality Inspections refers to a Franchisee audit, the Franchisee should submit a report demonstrating performance against the failure criteria.**

(h) ²¹⁷ **ensure that any Service Quality Re-Inspection is carried out either impartially by independent persons or by Franchise Employees using systems and processes that are sufficiently auditable and accurate to demonstrate rectification.**

3.3 For any Reporting Period which is longer than thirty-two (32) days or shorter than twenty-five (25) days the minimum number of:

- (a) Station Service Quality Inspections as specified in paragraph 3.2(e);
- (b) Train Service Quality Inspections as specified in paragraph 3.2(f); and
- (c) Customer Service Quality Inspections as specified in paragraph 3.2(g).

shall be increased or reduced pro rata based on a normal Reporting Period of twenty-eight (28) days.

4. **Mystery Shopper Inspections**

4.1 Where the Service Quality Schedule requires the Franchisee to use a mystery shopper the Franchisee shall agree the terms of reference, methodology and identity of any independent person proposed to undertake mystery shopper inspections with the Secretary of State prior to the procurement by the Franchisee of the mystery shopper.

²¹⁷ 3 May 2018 (Date of Contract Change Letter) – Contract insertion agreed by the Secretary of State and Franchisee.

5. Independent Service Quality Audits/ SoS Audits

5.1 In respect of each Service Quality Year the Franchisee shall (at its cost) procure the carrying out of an independent audit ("**Independent Service Quality Audit**"). The Franchisee shall agree the terms of reference for the procurement of any Independent Service Quality Audit and the identity of any independent person proposed to undertake such Independent Service Quality Audit with the Secretary of State prior to any procurement by the Franchisee of any such Independent Service Quality Audit. Such Independent Service Quality Audit shall be undertaken a minimum of once per year to verify and confirm that the:

- (a) SQR Management System complies with the requirements of paragraph 2.1 and has been implemented as required pursuant to this Schedule 7.3;
- (b) Service Quality Inspections undertaken in that Service Quality Year comply with the requirements of paragraph 3.2;
- (c) the SQR Register has been maintained and updated as required pursuant to paragraph 2.4;
- (d) the Pass Rates reported by the Franchisee for Reporting Periods within that Service Quality Year have been calculated in accordance with the requirements of paragraph 8.1; and
- (e) the Pass Rates reported by the Franchisee for that Service Quality Year have been calculated in accordance with paragraph 8.2.

5.2 Any Independent Service Quality Audit shall either:

- (a) confirm that, after having regard to the findings of such inspections, its assessment of the matters referred to in paragraphs 5.1(a) to 5.1(e) and any other relevant information at the disposal of any person conducting such Independent Service Quality Audit, it can reasonably be concluded that the Pass Rates reported by the Franchisee for that Reporting Periods within that Service Quality Year and/or for that Service Quality Year are a fair, accurate and impartial reflection of the Franchisee's performance against each Service Quality Specification; or
- (b) state that such confirmation cannot be provided.

5.3 Any Independent Service Quality Audit carried out on behalf of the Franchisee as required under paragraph 4.1 shall be for the benefit of the Secretary of State.

5.4 The Secretary of State (and any of his employees, agents, representatives and/or advisers, including for these purposes West Midlands Rail and any of its advisers, representatives and employees (each such person to be referred to as a "**SoS Nominee**")) shall have the right to witness any inspection carried out as part of an Independent Service

Quality Audit. The Franchisee shall co-operate in good faith with the Secretary of State in permitting the Secretary of State (including a SoS Nominee) to exercise his rights under this paragraph 5.4 including by promptly providing to him the details of how and when any Independent Service Quality Audit will be conducted in a reasonable time (and in any event not less than 2 weeks) prior to the commencement of any such Independent Service Quality Audit.

- 5.5 The Franchisee shall provide a report together with all raw data produced as a consequence of any Independent Service Quality Audit to the Secretary of State as soon as reasonably practicable after the completion of the Independent Service Quality Audit to which it relates and in any event within 3 Reporting Periods after the completion of the Independent Service Quality Audit. To the extent that the confirmation specified in paragraph 5.2(a) cannot be provided in respect of any Independent Service Quality Audit the Franchisee shall procure that any such audit report specifies in detail the reasons why such confirmation cannot be given (including details of any material discrepancies between any Pass Rate reported by the Franchisee in accordance with paragraph 8 and a comparable Pass Rate derived from the inspections carried out as part of the Independent Service Quality Audit (and in particular where any such material discrepancies are in favour of the Franchisee)).

Secretary of State's right of audit

- 5.6 Without prejudice to any other audit rights the Secretary of State may have under the Franchise Agreement, the Secretary of State (and a SoS Nominee on his behalf) shall have the right to carry out audits (the "**SoS Audits**") at least once every Service Quality Year for the purposes of verifying, as a minimum, the matters referred to in paragraph 5.1. The Secretary of State shall use his reasonable endeavours to procure that any inspections carried out as part of any SoS Audits undertaken pursuant to this paragraph 5.6 are conducted on a basis that is, as far as reasonably practicable, consistent with the Service Quality Inspections undertaken in respect of the Service Quality Year to which the SoS Audit relates.

Consequences of a Failed SoS Audit or Independent Service Quality Audit

- 5.7 If:
- (a) following an Independent Service Quality Audit or SoS Audit (as the case may be) any such audit cannot verify or confirm any of the matters referred to in paragraph 5.1 or any confirmation required by paragraph 5.2(a) cannot be provided; or
 - (b) the Franchisee fails to:
 - (i) carry out a Service Quality Inspection as required by paragraph 3.2; or

- (ii) calculate the Pass Rates and/or report to the Secretary of State the Pass Rates as required pursuant to paragraphs 8.1 and 8.2; or
- (iii) procure that an Independent Service Quality Audit is carried out or fails to provide an audit report as required pursuant to paragraph 5.5,

then the following provisions of paragraphs 5.8 and 5.9 shall apply.

5.8 If any of the circumstances specified in paragraph 5.7 occur then:

- (a) the Secretary of State may in the case of an SoS Audit, require the Franchisee to reimburse to him the reasonable and proper costs incurred in undertaking any such SoS Audit; and
- (b) the Secretary of State may in all cases:
 - (i) require the Franchisee to carry out additional Service Quality Inspections at the Franchisee's cost (that is, in excess of those required pursuant to paragraph 3.2);
 - (ii) require the Franchisee to procure a further Independent Service Quality Audit (or the Secretary of State may carry out a further SoS Audit) for the purposes of verifying whether any deficiencies in the SQR Management System have led or contributed to the failure of any Independent Service Quality Audit or SoS Audit or to confirm or verify whether any of the matters referred to in paragraph 5.1 have been subsequently rectified by the Franchisee; or
 - (iii) elect to step in and carry out SoS Service Quality Inspections in place of the Service Quality Inspections for the duration of the Franchise Term or such other period as the Secretary of State may specify (the "**SoS Service Quality Inspection Period**") and in these circumstances:
 - (A) the results of each SoS Service Quality Inspection shall be used for the purposes of calculating the Pass Rates and the Service Quality Payments in accordance with paragraphs 8.1(b), 8.2 and 9 (respectively);
 - (B) the Franchisee's obligations to undertake Service Quality Inspections and procure an Independent Service Quality Audit shall cease to apply for the duration of the SoS Service Quality Inspection Period; and

- (C) the Secretary of State may require the Franchisee to reimburse to him the reasonable and proper costs incurred by him in undertaking any such SoS Service Quality Inspection during the SoS Service Quality Inspection Period.

5.9

- (a) On the first occasion that any Independent Service Quality Audit or SoS Audit (as the case may be) reveals discrepancies in the Franchisee's calculation of the Pass Rate which in the reasonable opinion of the Secretary of State are considered to be material (including where any such Independent Service Quality Audit or SoS Audit (as the case may be) fails to confirm or verify any of the matters specified in paragraph 5.1 in circumstances where the Pass Rate has been calculated wrongly or there would have been a different Pass Rate if the Franchisee had complied with the requirements of paragraph 5.1) ("**Material Discrepancies**") and such Material Discrepancies are in the Franchisee's favour then the Franchisee shall include in the calculation of the Service Quality Payment that it makes for that Service Quality Year pursuant to paragraph 9 an amount determined as follows:

$$SQA_{LD} = (SQA_{actual} - SQA_{paid}) \times 2$$

where:

SQA_{LD} means the amount to be added to the Service Quality Payment where the circumstances contemplated in this paragraph 5.9 apply;

SQA_{actual} means the Service Quality Payment that should have been made in that Service Quality Year but for the Material Discrepancies in the Franchisee's calculation of the Pass Rate; and

SQA_{paid} means the actual Service Quality Payment made in that Service Quality Year.

- (b) If the circumstance specified in paragraph 5.9(a) occurs on more than one occasion then a contravention of the Franchise Agreement shall occur.

6. **Requirements for access in relation to SoS Service Quality Inspections, SoS Audits and witnessing Independent Service Quality Audits and Service Quality Inspections**

6.1 The Franchisee shall grant such access to information, individuals and facilities including:

- (a) access to the SQR Stations and SQR Trains;

- (b) access to schedules of the locations and times of any actual or planned Independent Service Quality Audits or Service Quality Inspections (as the case may be); and
- (c) access to the relevant Franchise Employees, records and information (including access to relevant third parties and information, records and other materials kept by such third parties on behalf of the Franchisee),

as is reasonably necessary to enable the Secretary of State and/or the SoS Nominees to carry out SoS Audits or SoS Service Quality Inspections (as the case may be) or to witness any Service Quality Inspections or Independent Service Quality Audits. The Franchisee shall ensure that it has necessary arrangements in place with any relevant third parties for the purposes of ensuring that it can comply with its obligations under this paragraph 6.1.

- 6.2 The Secretary of State shall use reasonable endeavours to ensure that the persons employed in undertaking any SoS Service Quality Inspections or SoS Audits carry out such audits diligently and objectively.
- 6.3 The Secretary of State shall use reasonable endeavours to notify the Franchisee of the result of any SoS Service Quality Inspection or SoS Audit that is undertaken.
- 6.4 In carrying out any SoS Service Quality Inspection or SoS Audit (as the case may be) or witnessing any Service Quality Inspections or Independent Service Quality Audits, the Secretary of State shall, subject to paragraph 6.5, be responsible for ensuring that the SoS Nominees:
- (a) are appropriately trained and briefed with respect to such reasonable location-specific safety rules and regulations; and
 - (b) obey such reasonable location-specific rules and regulations in respect of security and access,

in each case, as have been notified to the Secretary of State under paragraph 6.5.

- 6.5 The Franchisee shall provide reasonable prior notice from time to time of current location-specific access, security and safety rules and regulations to the Secretary of State for the purpose of ensuring that the Secretary of State (and the SoS Nominees) can carry out their respective inspection and auditing rights in an efficient, secure and safe manner.

7. **Maintenance of Records**

Without limiting the obligations of the Franchisee pursuant to paragraphs 5.1 and 5.2 of Schedule 11.2 (Management Information), the Franchisee shall, for the duration of the Franchise Term, maintain true, up to date and complete records of the results of each Service Quality Inspection, its calculations of the Pass Rates in relation to such Service Quality Inspections, the results of each Independent Service Quality Audit and

mystery shopper inspection. The Franchisee shall, immediately at the request of the Secretary of State make any such records available to the Secretary of State.

8. Reporting Arrangements

8.1 Within 14 days after the end of each Reporting Period, the Franchisee shall provide to the Secretary of State:

- (a) a statement (disaggregated to separately show the total number of Train Service Quality Inspections, Station Service Quality Inspections and Customer Service Quality Inspections carried out in that Reporting Period) setting out the following:
 - (i) the raw data produced by any Service Quality Inspection and Service Quality Re-Inspection (where applicable) including the reports provided by the mystery shopper and any technical reports used to measure the performance of the website, Smartphone applications, social media and customer correspondence response times;
 - (ii) the number of Service Quality Inspections (and where applicable Service Quality Re-inspections) carried out in respect of each Service Quality Schedule in that Reporting Period;
 - (iii) for each Service Quality Schedule the number of Service Quality Inspections (and where applicable Service Quality Re-inspections) where a "fail" was recorded in respect of a Service Quality Indicator in that Reporting Period and setting out (to the extent known) the reasons why such failures occurred;
 - (iv) for each Service Quality Schedule the number of Service Quality Inspections (and where applicable Service Quality Re-inspections) where a "pass" was recorded in respect of a Service Quality Indicator in that Reporting Period; and
 - (v) for each Service Quality Schedule and in respect of a Service Quality Area, the total number of "passes" and "fails" recorded in respect of each Service Quality Indicator comprised in such Service Quality Area; and
- (b) in respect of that Reporting Period and for each Service Quality Schedule, its calculation of the Pass Rate for each Service Quality Area comprised in such Service Quality Schedule, such Pass Rate to be separately calculated for Train Service Quality Inspections, Station Service Quality Inspections and Customer Service Quality Inspections in that Reporting Period as follows:

$$SQA_{rp} = \sum IPR_{rp}$$

where:

SQA_{rp} is the Pass Rate for each Service Quality Area comprised in such service Quality Schedule for that Reporting Period;

IPR_{rp} is ascertained as follows:

$$p \times w$$

where:

p is ascertained as follows:

$$P = \left(\frac{SQ_i - SQ_f}{SQ_i} \right)$$

where:

SQ_i is in respect of each Service Quality Indicator relevant to a Service Quality Area, the total number of Service Quality Inspections (and where applicable Service Quality Re-inspections), carried out in respect of that Service Quality Indicator for that Reporting Period; and

SQ_f is in respect of each Service Quality Indicator relevant to a Service Quality Area, the total number of Service Quality Inspections (and where applicable Service Quality Re-inspections) carried out in respect of that Service Quality Indicator for that Reporting Period where a "fail" was recorded; and

w is the weighting as specified in Column 4 of the table in Appendix 2 of the table of this Schedule 7.3 in respect of the relevant Service Quality Indicator comprised in that Service Quality Area.

8.2 Within fourteen (14) days after the end of each Service Quality Year, the Franchisee shall provide to the Secretary of State its calculation of the Pass Rate for that Service Quality Year in respect of each Service Quality Area comprised in each Service Quality Schedule, such Pass Rate to be separately calculated for the Train Service Quality Inspections, the Station Service Quality Inspections and the Customer Service Quality Inspections carried out in that Service Quality Year as follows:

$$SQA_{yr} = \sum IPR_{yr}$$

where:

SQA_{yr} is the Pass Rate for each Service Quality Area comprised in such Service Quality Schedule for that Service Quality Year;

IPR_{yr} is ascertained as follows:

$$p \times w$$

where:

p is ascertained as follows:

$$P = \left(\frac{SQ_i - SQ_f}{SQ_i} \right)$$

where:

SQ_i is in respect of each Service Quality Indicator relevant to a Service Quality Area, the total number of Service Quality Inspections (and where applicable Service Quality Re-inspections), carried out in respect of that Service Quality Indicator for that Service Quality Year;

SQ_f is in respect of each Service Quality Indicator relevant to a Service Quality Area, the total number of Service Quality Inspections (and where applicable Service Quality Re-inspections) carried out in respect of that Service Quality Indicator for that Service Quality Year where a "fail" was recorded; and

w is the weighting as specified in Column 4 of the table in Appendix 2 of this Schedule 7.3 in respect of the Service Quality Indicator comprised in that Service Quality Area.

8.3 The Franchisee shall perform the calculations referred to in paragraphs 8.1(b) and 8.2 rounded to two (2) decimal places with the midpoint (that is, 0.115) rounded upwards (that is, 0.12).

8.4 **Publication of Pass Rates**

- (a) The Franchisee shall publish (as a minimum) on its web site (in such format as the Secretary of State may reasonably require):
 - (i) within one (1) week of the end of each Reporting Period the Pass Rate for SQR Stations and SQR Trains for that Reporting Period alongside the SQR Benchmark for such Service Quality Area; and
 - (ii) within two (2) weeks of receipt of the confirmation from the Secretary of State provided in accordance with paragraph 9.1(c)(ii)(A), the Pass Rate for each Service Quality Area for each Service Quality Year

alongside the applicable SQR Benchmark for such Service Quality Area.

- (b) The Franchisee shall ensure that the Pass Rates published by it pursuant to paragraph 8.4(a) are also recorded in the subsequent Customer Report which relates to the Reporting Periods during which the applicable Pass Rates were achieved, along with:
- (i) from the third Customer Report to be published after the commencement of the Service Quality Inspections onwards, a comparison with the Pass Rates achieved for the same Reporting Periods in the previous Service Quality Year accompanied by a supporting narrative describing the outcomes and implications of the results of such comparison exercise;
 - (ii) details of any remedial work either:
 - (A) planned by the Franchisee to occur in the period in relation to which the next Customer Report will report to improve the Franchisee's performance in relation to achieving and exceeding the SQR Benchmarks in respect of any Service Quality Area where performance is below the applicable SQR Benchmark; or
 - (B) undertaken by the Franchisee during the Reporting Periods that have elapsed since the previous Customer Report or, in the case of the first Customer Report, since the Start Date, for the purposes of improving the Franchisee's performance in relation to achieving and exceeding the SQR Benchmarks for any Service Quality Area where performance was below the applicable SQR Benchmark; and
 - (iii) details of any other initiatives planned to be implemented by the Franchisee to improve the Franchisee's performance against the SQR Benchmarks.

9. Calculation of the Service Quality Payments

9.1

- (a) For each Service Quality Year the Franchisee shall calculate the sum of the Franchisee's performance payments in respect of each Service Quality Area and for each Service Quality Schedule as follows:

$$SQP = TSQP + SSQP + CSQP + SQA_{LD}$$

where:

SQP is the Service Quality Payment payable by the Franchisee to the Secretary of State for that Service Quality Year;

$$TSQP = \sum SAP_T$$

where:

SAP_T is the amount which is payable by the Franchisee in respect of a Service Quality Area relating to SQR Trains (save that the maximum amount which the Franchisee shall be liable to pay in respect of any such Service Quality Area in any Service Quality Year shall not exceed [REDACTED²¹⁸] x RPI) and which is calculated as follows;

$$(TBM - SQAT_{yr}) \times \text{£PR}$$

where:

TBM is the SQR Train Benchmark for each Service Quality Area;

SQAT_{yr} is the value for SQA_{yr} ascertained as specified in paragraph 8.2 but only in so far as such value relates to the Train Service Quality Inspections carried out in that Service Quality Year; and

£PR is:

(i) in respect of the first Service Quality Year, [REDACTED²¹⁹]; and

(ii) in respect of any subsequent Service Quality Year [REDACTED²²⁰] x RPI; and

$$SSQP = \sum SAP_s$$

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where:

SAPs is the amount payable by the Franchisee in respect of a Service Quality Area relating to Stations (save that the maximum amount which the Franchisee shall be liable to pay in respect of such Service Quality Area shall not exceed [REDACTED²²¹] x RPI) and which is calculated as follows:

$$(SBM - SQAS_{yr}) \times \text{EPR}$$

where:

SBM is the SQR Station Benchmark for each Service Quality Area;

SQAS_{yr} is the value for SQA_{yr} ascertained as specified in paragraph 8.2 but only in so far as such value relates to the Station Service Quality Inspections carried out in that Service Quality Year; and

EPR is:

- (i) in respect of the first Service Quality Year, [REDACTED²²²]; and
- (ii) in respect of any subsequent Service Quality Year [REDACTED²²³] x RPI; and

$$CSQP = \sum SAPcs$$

where:

SAPcs is the amount payable by the Franchisee in respect of a Service Quality Area relating to Customer Service (save that the maximum amount which the Franchisee shall be liable to pay in

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respect of such Service Quality Area shall not exceed [REDACTED²²⁴] x RPI) and which is calculated as follows:

$$(\text{CBM} - \text{SQACyr}) \times \text{£PR}$$

where:

CBM is the SQR Customer Service Benchmark for each Service Quality Area;

SQAC_{yr} is the value for SQA_{yr} ascertained as specified in paragraph 8.2 but only in so far as such value relates to the Customer Service Quality Inspections carried out in that Service Quality Year; and

£PR is:

- (i) in respect of the first Service Quality Year, [REDACTED²²⁵]; and
- (ii) in respect of any subsequent Service Quality Year [REDACTED²²⁶] x RPI; and

SQA_{LD} is the amount determined pursuant to paragraph 5.9 and payable by the Franchisee in that Service Quality Year.

- (b) For each Service Quality Year, the Franchisee shall by the date that is no later than 28 days after the end of that Service Quality Year calculate and notify to the Secretary of State the value of SQA_{yr} (as determined pursuant to paragraph 8.2 and disaggregated by reference to the Train Service Quality Inspections, the Station Service Quality Inspections and the Customer Service Quality Inspections undertaken in that Service Quality Year) and the Service Quality Payment (calculated in accordance with this paragraph 9.1) for that Service Quality Year.
- (c) On the later of receipt of the:

224 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

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226 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (i) notification referred to in paragraph 9.1(b) by the Secretary of State in respect of a Service Quality Year; and
- (ii) any audit report relating to any Independent Service Quality Audit or SoS Audit (as the case may be) undertaken in respect of that Service Quality Year:

the Secretary of State shall:

- (A) confirm to the Franchisee that he agrees with the calculation of SQA_{yr} and the Service Quality Payment for that Service Quality Year, in which case, the Service Quality Payment for that Service Quality Year shall be paid in accordance with paragraph 9.2; and
- (B) where any Independent Service Quality Audit or SoS Audit (as the case may be) reveals that there were material discrepancies in the calculation of the Pass Rate (and so the Service Quality Payment) in favour of the Franchisee for that Service Quality Year (including where any such Independent Service Quality Audit or SoS Audit (as the case may be) fails to confirm or verify any of the matters specified in paragraphs 5.1(a) or 5.2(a), notify the Franchisee of that fact and the provisions of paragraph 5.8 shall apply.

9.2 **Payment of Service Quality Payments**

- (a) Any Service Quality Payment to be made in respect of any Service Quality Year shall be added to the SQ Fund. Following the end of the Service Quality Year, the Franchisee shall consult with (a) West Midlands Rail in respect of the West Midlands Separable Business Unit and/or (b) Community Rail Partnerships in respect of the Branch Lines in relation to the initiatives, works or proposals to which the Franchisee proposes to apply the SQ Fund to benefit passengers. Following consultation with WMR and/or Community Rail Partnerships (as applicable), the Franchisee shall obtain the approval of the Secretary of State who shall approve the withdrawal of such monies from the SQ Fund as are required to deliver the agreed proposal.
- (b) Upon the expiry or earlier termination of this Agreement the Franchisee shall pay to the Secretary of State, by way of adjustment to the Franchise Payments, an amount equivalent to the amount of:
 - (i) any outstanding funds in the SQ Fund; and
 - (ii) any Service Quality Payment that the Franchisee is required to pay pursuant to paragraph 8.1 and which it has not yet paid into the SQ Fund.

10. **Requirements for Service Quality Re-inspections and other consequences of performance falling below the SQR Benchmark**

10.1 **Service Quality Re-inspections**

- (a) In addition to the information to be provided by the Franchisee pursuant to paragraph 8, the Franchisee shall at the end of each Reporting Period provide to the Secretary of State a list of each facility, service or train comprised in a SQR Station (on a Station by Station basis) and SQR Train against which a "fail" was recorded during any Service Quality Inspections or Service Quality Re-inspection (as the case may be).
- (b) If in any Reporting Period a "fail" is recorded against any Service Quality Schedule ("**Service Quality Failure**") then, in relation to SQR Stations and SQR Trains only, the Franchisee shall within the relevant time period specified in the Service Quality Schedule rectify such specific Service Quality Failure and undertake an inspection of the relevant facility or service which resulted in the occurrence of such Service Quality Failure ("**Service Quality Re-inspection**"). The provisions of this paragraph 10.1(b) shall continue to apply until such a time as the relevant facility or service which has resulted in the occurrence of such Service Quality Failure is rectified and a Service Quality Re-inspection in respect of that facility or service has not resulted in a "fail". Any Service Quality Re-inspections carried out in a Reporting Period shall be in addition to any Service Quality Inspections carried out in that Reporting Period in respect of the relevant Service Quality Schedule and the scores for that Service Quality Re-inspection shall be included for the purposes of calculating the Pass Rates under paragraphs 8.1 and 8.2 and determining the Service Quality Payment under paragraph 9.
- (c) If following two Service Quality Re-inspections a "fail" is recorded against the same facility or service which resulted in the occurrence of a Service Quality Failure ("**Re-inspection Failure**") then the Franchisee shall within 14 days of the occurrence of such Re-inspection Failure notify the Secretary of State of such failure. The Franchisee shall prepare and submit to the Secretary of State together with such notice a plan which sets out the steps the Franchisee proposes to implement to ensure that the Re-inspection Failure is rectified before the next Service Quality Inspection and the Re-inspection Failure does not reoccur. The Franchisee shall implement such plan in accordance with its terms.

10.2 **Consequences of performance falling below the SQR Benchmark**

- (a) If:
- (i) the Pass Rate of any individual Service Quality Indicator falls below the SQR Benchmark for the

applicable Service Quality Area ("**Affected Service Quality Indicator**") for:

- (A) any three consecutive Reporting Periods; or
 - (B) any four Reporting Periods within any period of thirteen consecutive Reporting Periods; or
- (ii) the Pass Rate as calculated in accordance with paragraph 8.1 in respect of any Service Quality Area is below any SQR Benchmark for that Service Quality Area ("**Affected Service Quality Area**") for:
- (A) any three consecutive Reporting Periods; or
 - (B) any four Reporting Periods within any period of thirteen consecutive Reporting Periods; or
 - (C) any Service Quality Year,

then the Franchisee shall immediately notify the Secretary of State of such fact and, if requested to do so by the Secretary of State, within 28 days (or such longer period as the Secretary of State may specify) of such request submit to the Secretary of State (for his approval) its proposals (including proposed timescales for the implementation of any such proposals) for ensuring that the Affected Service Quality Area or Affected Service Quality Indicator (as applicable) will, as soon as reasonably practicable, be provided at a level that is equal to or above the SQR Benchmark.

- (b) If the Secretary of State is not reasonably satisfied that any proposal submitted to him by the Franchisee pursuant to paragraph 10.2(a) will ensure that the Affected Service Quality Area or Affected Service Quality Indicator (as applicable) will, as soon as reasonably practicable, be provided at a level that is equal to or above the SQR Benchmark for each such Affected Service Quality Area or Affected Service Quality Indicator then the Secretary of State will notify the Franchisee of such fact (including his reasons for not being so reasonably satisfied) and the Franchisee shall within two weeks (or such longer period as the Secretary of State may specify) from receipt of any such notice from the Secretary of State submit a revised proposal which seeks to address any of the Secretary of State's concerns as notified to the Franchisee (the "**Revised Proposal**").
- (c) Following receipt of any proposal pursuant to paragraph 10.2(a) or (where applicable) receipt of a Revised Proposal the Secretary of State may require the Franchisee to implement any such proposal within such timescales as the Secretary of State may

reasonably determine having regard to any timescales proposed by the Franchisee in any such proposal.

(d) If following receipt of any Revised Proposal the Secretary of State is still not satisfied that such Revised Proposal will ensure that the Franchisee's performance in relation to the Affected Service Quality Area or Affected Service Quality Indicator (as applicable) will, as soon as reasonably practicable be provided at a level that is equal to or above the SQR Benchmark then the Secretary of State may require the Franchisee to implement such alternative proposals or measures as the Secretary of State may reasonably determine, within such timescales as he may reasonably determine having regard to any timescales proposed by the Franchisee in such Revised Proposal.

(e) If:

(i) there is more than one material discrepancy of the Franchisee's determination of the Pass Rate during the Franchise Period; or

(ii) the Franchisee fails to implement any proposal as required pursuant to this paragraph 10.2 within the required timescales; or

(iii) the Franchisee's performance in relation to the Affected Service Quality Area or Affected Service Quality Indicator (as applicable) is not at a level that is equal to or above the SQR Benchmark within the period specified in such proposal (or the period reasonably determined by the Secretary of State in exercise of his rights under paragraph 10.2(c) or 10.2(a) (as the case may be),

then a contravention of the Franchise Agreement shall occur and the Secretary of State will (except as he may otherwise agree including by agreeing a variation pursuant to paragraph 11), and without prejudice to his other rights consequent upon the relevant contravention, serve a Remedial Plan Notice pursuant to paragraph 2 of Schedule 10.1 (Procurement for Remedying a Contravention of the Franchise Agreement).

11. Variations to the Service Quality Regime

11.1 Without prejudice to paragraph 11.2, the Secretary of State and the Franchisee may from time to time agree to vary the contents of the Service Quality Schedules, any SQR Benchmark and/or any of the payment rates in respect of any Service Quality Area as specified in paragraph 9.1 (including by reducing the SQR Benchmark in respect of certain Service Quality Areas and at the same time increasing others). Any variation agreed by the Secretary of State and the Franchisee pursuant to this paragraph 11.1 shall be effective from the date agreed by the parties for

this purpose. Any such variation as agreed by the Secretary of State and the Franchisee shall not constitute a Change.

11.2 The parties agree that the Secretary of State shall have the right at any time during the Franchise Period to vary the provisions of this Schedule 7.3 (including in respect of any of the matters referred to in paragraph 11.1). The exercise by the Secretary of State of his rights under this paragraph 11.2 shall be a Change.

**APPENDIX 1 TO SCHEDULE 7.3
SERVICE QUALITY SCHEDULES**

PART 1 – STATIONS

Please note that an Indicator should only be subject to a Service Quality Inspection if the relevant facility or service is included in the SQR Register for that SQR Station or SQR Train.

Area	Indicator	Failure criteria	Method	Rectification timescales
Ambience	Lighting	10% or more of lighting is not working within the customer facing areas of the station lease area.	Franchisee Audit	Within seven days
		Running in boards are not covered by sufficient lighting that they are legible to people with normal vision from a distance of 4m.	Franchisee Audit	
	Seating	Seats are not present where they are intended to be in line with the SQR Register.	Franchisee Audit	Within 28 days
		Seats are damaged or unsuitable including torn upholstery, splinters, wood or metal likely to cause injury or damage to clothing.	Franchisee Audit	
		Seats are dirty (includes rust stains and dirt likely to soil clothing) to the point that would deter people from sitting on or touching them.	Franchisee Audit	
		Seats are unsecure and/or unstable.	Franchisee Audit	
		Paint work is flaking or damaged to a point which is immediately noticeable from 1m.	Franchisee Audit	
	Shelters/canopies	Any shelters, waiting rooms or canopies are not present where they are intended to be in line with the SQR Register.	Franchisee Audit	Within 28 days

Area	Indicator	Failure criteria	Method	Rectification timescales
		Any shelters, waiting room or canopy is not fit for purpose or damaged in any way that restricts its use (e.g. holes in panels, missing panels, clouded or unclear polycarbonate which significantly restricts visibility, burn marks).	Franchisee Audit	
		Any shelters, waiting rooms and canopies have leaks or are not waterproof where designed to be waterproof.	Franchisee Audit	
		Any shelters and waiting areas are closed when they are advertised to be open.	Franchisee Audit	
	Landscaping and vegetation	Any walkways, signs, lighting or CCTV are obstructed by vegetation.	Franchisee Audit	Within seven days
		Vegetation is likely to present a tripping hazard.	Franchisee Audit	
		Any vegetation poses a risk of injury to persons or damage (including staining) to their clothing or articles.	Franchisee Audit	
		There are leaves which are slippery underfoot in an area that passengers may come into contact with it.	Franchisee Audit	
		Vegetation provides a security issue by obscuring visibility or creating blind spots.	Franchisee Audit	
	Toilet operation	The toilet is not open as specified.	Franchisee Audit	Within 24 hours
		Any cubicles are out of use.	Franchisee Audit	Within 24 hours
		Any lavatories or urinals are blocked.	Franchisee Audit	Within 24 hours

Area	Indicator	Failure criteria	Method	Rectification timescales
		Any flush system is not functioning correctly.	Franchisee Audit	Within 48 hours
		Any lavatory seats are missing.	Franchisee Audit	Within 24 hours
		Disabled toilet facilities are not operational.	Franchisee Audit	Within 24 hours
		Baby change facilities are not operational.	Franchisee Audit	Within 24 hours
		Hand wash facilities are not operational.	Franchisee Audit	Within 24 hours
		Any door locks are not operational.	Franchisee Audit	Within 24 hours
		There is no toilet paper available.	Franchisee Audit	Within 24 hours
		Soap is not available.	Franchisee Audit	Within 24 hours
		Facilities to dry hands are not operational or available i.e. hand dryers should be present and working and/or paper towels provided).	Franchisee Audit	Within 24 hours
	Security	CCTV cameras are obscured, dirty or have visible defects.	Franchisee Audit	Within 48 hours
Maintenance	Winterisation	Grit application or snow clearing has not been undertaken, or has been undertaken inappropriately so that a clear, safe walking route is not provided for customers (if required by weather conditions).	Franchisee Audit	Within 24 hours

Area	Indicator	Failure criteria	Method	Rectification timescales
	Hazardous damage	If any customer area has damage that could pose a danger to customers (e.g. exposed wiring/broken glass) and this has not resulted in a failure against any other Indicator.	Franchisee Audit	Within 24 hours
	Access routes	Walking routes (including step free facilities and handrails where applicable) within the demise of the station lease are not accessible.	Franchisee Audit	Within 48 hours
		Lifts and escalators are not accessible and operational from 15 minutes before the scheduled departure of the first train and ten minutes after the actual arrival of the last train.	Franchisee Audit	
	Car parking	Any car parking or waiting bays are not clearly marked (including disabled bays).	Franchisee Audit	Within 28 days
		There are more than ten items of litter equivalent to or larger than the size of a credit card found within any area of the car park.	Franchisee Audit	
		There is inconsiderate parking and no evidence of management of the issue e.g. cars parked out of bays, across bays, blocking access routes to the car park or station.	Franchisee Audit	
		Information and signage informing customers about who may park in the car park/terms & conditions of use and payment is not available in line with the SQR Register, is illegible or is obscured.	Franchisee Audit	
		Car park ticket machines are not working (where present) or there is no clear instruction about charges and / or payment methods.	Franchisee Audit	

Area	Indicator	Failure criteria	Method	Rectification timescales
		Car park barriers are left open.	Franchisee Audit	
		²²⁷ Any pothole that would cause a slip/trip/fall hazard or damage to a vehicle.	Franchisee Audit	
		²²⁸ There are flooded drains, pooled water around drains, or drains blocked or covered in debris that could cause them to overflow.	Franchisee Audit	
		Help points are not operational (where present).	Franchisee Audit	
		Help points (where present) are not answered within 30 seconds.	Franchisee Audit	
	Cycle parking	Cycle racks/lockers/hoops are not fit for purpose and therefore cannot be used effectively.	Franchisee Audit	Within 28 days
		Cycle racks/lockers/hoops are not present in line with the SQR Register.	Franchisee Audit	
		Cycles are parked outside of designated areas / there is evidence of abandoned bicycles and there is no evidence that this is being managed.	Franchisee Audit	
Cleanliness	General cleanliness	Any area or facility that a customer may come into contact with appears unclean (such that a customer would not wish to touch it).	Franchisee Audit	Within 48 hours

²²⁷ 3 May 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

²²⁸ 3 May 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

Area	Indicator	Failure criteria	Method	Rectification timescales
		There is staining to the floor or walls, or fluid on the floor.	Franchisee Audit	Within 48 hours
		There is evidence of bird roosting which is not being managed.	Franchisee Audit	Within 28 days
		There is noticeable dirt on glass surfaces.	Franchisee Audit	Within 48 hours
		Any area has a prolonged/lingering bad smell (which is not perceived to be temporary).	Franchisee Audit	Within 48 hours
		There is evidence of recent chewing gum.	Franchisee Audit	Within 48 hours
		There is evidence of unhygienic substances e.g. vomit.	Franchisee Audit	Within 48 hours
		Bins are not present in line with the SQR Register.	Franchisee Audit	Within 28 days
		There is no space in litter bins to place items.	Franchisee Audit	Within 48 hours
		Paint work is flaking or damaged to a point which is immediately noticeable from 1m.	Franchisee Audit	Within 28 days
	Toilet cleanliness	Any lavatory is soiled.	Franchisee Audit	Within 24 hours
		Any urinal is soiled.	Franchisee Audit	
		Any sinks are soiled.	Franchisee Audit	
		The baby change facilities are soiled.	Franchisee Audit	

Area	Indicator	Failure criteria	Method	Rectification timescales
		Floors, doors or walls are stained.	Franchisee Audit	
		There are fluids on the floor (not to include mild splashing).	Franchisee Audit	
		There is no space in litter bins to place items.	Franchisee Audit	
		There is a prolonged/lingering unpleasant smell which is not perceived to be temporary.	Franchisee Audit	
	Graffiti	There is any surface based graffiti e.g. painted / pen graffiti that would be immediately evident to a customer.	Franchisee Audit	Offensive graffiti - within 24 hours; non-offensive graffiti - within seven days
	Etching	There is any etching or "structural" graffiti that would be immediately evident to a customer (graffiti which is ingrained and cannot be cleaned off without replacing the item on which the graffiti is administered / without undertaking constructional work).	Franchisee Audit	Offensive graffiti - within 7 days; non-offensive graffiti - within 28 days
	Litter	There are more than ten items of litter equivalent to or larger than the size of a credit card found within any public area of the station.	Franchisee Audit	Within 48 hours

Area	Indicator	Failure criteria	Method	Rectification timescales
		There is evidence of fly tipping.	Franchisee Audit	Within 48 hours
		The track bed has more than ten items of litter present or has effluent discharge.	Franchisee Audit	Within 28 days
		There is evidence of fly posting/unauthorised posters or fliers.	Franchisee Audit	Within 48 hours
Information	Customer information screens/displays	Any customer information screen is not present in line with the SQR Register.	Franchisee Audit	Within 28 days
		Any customer information screen is not functioning correctly.	Franchisee Audit	Within 48 hours
		Any customer information screen is functional but displaying illegible information.	Franchisee Audit	Within 48 hours
		Any customer information screen is showing incorrect information at the time of audit including the expected time of arrival and the destination of services.	Franchisee Audit	Within 48 hours
		Any clocks are inaccurate.	Franchisee Audit	Within 48 hours
		Any additional information messages are out of date.	Franchisee Audit	Within 48 hours
	Help points	Any help point is not present if shown on the SQR Register.	Franchisee Audit	Within seven days
		Any help point is out of operation, faulty or has poor reception.	Franchisee Audit	
		Any help point is not answered within 30 seconds.	Franchisee Audit	

Area	Indicator	Failure criteria	Method	Rectification timescales
		Any help point is inaudible and/or unclear.	Franchisee Audit	
	Posters and frames	Any poster or frame is not present where shown on the SQR Register.	Franchisee Audit	Within 28 days
		Any poster frame is damaged, rusting or unsecure.	Franchisee Audit	Within 28 days
		Information is not fully visible through the full area of the front panel.	Franchisee Audit	Within 48 hours
		Any poster is not in the correct location in line with agreed criteria.	Franchisee Audit	Within 48 hours
		Any poster is showing incorrect or out of date information.	Franchisee Audit	Within 48 hours
		Any poster is torn, damaged or slipped in the case.	Franchisee Audit	Within 48 hours
		Any poster is visibly faded from a distance of one metre.	Franchisee Audit	Within 48 hours
	Multi-modal information	A map and poster is not available showing up to date information on the location and times of onward transport services.	Franchisee Audit	Within seven days
		Timetables are not available for onward transport services (bus/tram).	Franchisee Audit	Within seven days
		Staff do not have access to information on onward travel information including services and ticketing.	Franchisee Audit	Within seven days
	Public address system	A public address system is not present or not operational where intended to be.	Franchisee Audit	Within 28 days

Area	Indicator	Failure criteria	Method	Rectification timescales
		The public address system is inaudible or unclear.	Franchisee Audit	Within 28 days
		Announcements are not made when required e.g. on approach of the arrival of services and during disruption.	Franchisee Audit	Within 48 hours
		Information is not provided in a timely way or is incorrect at time of audit.	Franchisee Audit	Within 48 hours
	Signage (including station name signs, directional signs, running in boards)	Any signs are missing in line with the SQR Register.	Franchisee Audit	Within 28 days
		Any signs are damaged, defaced or illegible.	Franchisee Audit	
		Any signs provide incorrect information.	Franchisee Audit	
	Leaflets	Out of date leaflets are present.	Franchisee Audit	Within seven days
		Delay repay, timetables relevant to the station and customer complaint forms are not available.	Franchisee Audit	
		Leaflets are kept in an untidy manner.	Franchisee Audit	
	Information during delays		A passenger announcement is not made within 3 minutes where there is a delay of more than 5 minutes, detailing the nature of the delay and anticipated length of delay (or, if any information about the delay is not known the announcement should detail steps being taken to obtain this information).	Franchisee Audit

Area	Indicator	Failure criteria	Method	Rectification timescales
		Information provided through announcements is inconsistent with that provided through social media, the websites and the Smartphone application.	Franchisee Audit	
		Where a delay of over 15 minutes is announced, accurate information is not provided on alternative journey options / next steps.	Franchisee Audit	
		Where a delay occurs, an apology for this delay is not provided.	Franchisee Audit	
		Where a delay of over 15 minutes occurs, no information is given about right to claim compensation.	Franchisee Audit	
Ticketing and staffing	Ticket vending machines	Any ticket machines are not present in line with the SQR Register.	Franchisee Audit	Within 48 hours
		Any ticket machines are not operational.	Franchisee Audit	
		The full functionality of any ticket machine is not available.	Franchisee Audit	
		Any of the following information is missing: brand, name, address of operator, range of fares available, what process passengers should follow in the event of a problem or to obtain a refund and contact details.	Franchisee Audit	
	Ticket gates	Any ticket gates are out of use due to a fault	Franchisee Audit	Within seven days
		Any ticket gates are out of use due to a fault or are not functioning correctly.	Franchisee Audit	

Area	Indicator	Failure criteria	Method	Rectification timescales
		Where an excess fares window is available at a station, the excess fares window is not open whilst ticket barriers are in use.	Franchisee Audit	
		The barriers at Snow Hill Second Access are in use and the remote access call is not answered within 30 seconds.	Franchisee Audit	
	Staff presence	Staff are not available at the station as required pursuant to the SQR Register.	Franchisee Audit	Within 48 hours
		Staff are not in full uniform.	Franchisee Audit	
		²²⁹ A member of staff cannot be contacted (either face to face or remotely using the Help Point).	Franchisee Audit	
	Ticket office	²³⁰ The ticket office is open as agreed in Schedule 17 or the advertised opening hours, whichever is longer, and documented in the SQR Register.	Franchisee Audit	Within 48 hours

²²⁹ 3 May 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

²³⁰ 3 May 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee.

PART 2 – TRAINS

Please note that an Indicator should only be subject to a Service Quality Inspection if the relevant facility or service is included in the SQR Register for that SQR Station or SQR Train.

Area	Indicator	Failure criteria	Method	Rectification timescales
Ambience	Lighting	Any light bulb or lighting tube does not illuminate when the power is on (except during load shedding).	Franchisee Audit	Within seven days
		Any light cover is cracked or broken, is loose or is otherwise unfit for purpose or missing.	Franchisee Audit	
	Vehicle interior condition	There are any unsightly damaged panels or damaged panel trims.	Franchisee Audit	Within 28 days
		There are any seat tears in the seat fabric.	Franchisee Audit	
		Seat covers are worn, visible from 1m.	Franchisee Audit	
		There is heavy wear on floor coverings or seat coverings visible from 1m.	Franchisee Audit	
		Any window seals are loose, torn or missing.	Franchisee Audit	
		Any windows are broken, cracked or scratched (not to include etching).	Franchisee Audit	
		There are any holes in the floor vinyl / carpet.	Franchisee Audit	
		Luggage racks are broken, cracked or damaged.	Franchisee Audit	
		There are any broken or missing door buttons.	Franchisee Audit	
		The temperature is excessively hot or cold.	Franchisee Audit	
	Toilet operation	The toilet is unavailable / locked out of use.	Franchisee Audit	Within 24 hours
		The door handle or locking mechanism is not operating correctly.	Franchisee Audit	
Any lavatory seat is not in place.		Franchisee Audit		
Any lavatory is blocked.		Franchisee Audit		

Area	Indicator	Failure criteria	Method	Rectification timescales
		Any lavatory flush system is not in working order.	Franchisee Audit	
		The hand wash system is not operating correctly, including water and soap dispensers.	Franchisee Audit	
		The baby change facilities (if present) are not in working order.	Franchisee Audit	
		The disabled access facilities (if present) are not in working order.	Franchisee Audit	
		There is no toilet tissue available.	Franchisee Audit	
		There is no room in litter or disposal bins for additional items.	Franchisee Audit	
		A mirror is not provided.	Franchisee Audit	
		There is no means of hand drying available i.e. the hand dryer is not operational / there are no paper towels.	Franchisee Audit	
		The air freshener is not in place / working.	Franchisee Audit	
		There are prolonged, lingering smells that are not perceived to be temporary.	Franchisee Audit	
Cleanliness	Exterior cleanliness	There are apparent stains or ingrained dirt on the front, rear and / or sides of the vehicle.	Franchisee Audit	Within seven days except where the temperature is below 4°C for prolonged periods
		The windows are evidently dirty.	Franchisee Audit	
	Graffiti	There is any surface based graffiti e.g. paint or pen graffiti that would be immediately evident to a customer.	Franchisee Audit	Offensive graffiti - within 24 hours; non-offensive graffiti - within seven days

Area	Indicator	Failure criteria	Method	Rectification timescales
	Etching	There is any etching or "structural" graffiti that would be immediately evident to a customer (graffiti which is ingrained and cannot be cleaned off without replacing the item on which the graffiti is administered / without undertaking constructional work).	Franchisee Audit	Offensive graffiti - within 7 days; non-offensive graffiti - within 28 days
	Interior cleanliness	There is contamination, spillage or staining in areas which would be visible to a passenger.	Franchisee Audit	Within 24 hours
		Any surface in the interior of the vehicle is subject to excessive dust, dirt (that a letter can be written in the dirt or dust and is legible) staining or recent chewing gum.	Franchisee Audit	
		The floor has ingrained dirt excepting recent tracked dirt from people's shoes.	Franchisee Audit	
		There is any fly posting or stickers.	Franchisee Audit	
	Litter	There are more than six items of litter (apart from current newspapers) the same or greater in size than a credit card in the interior of each vehicle.	Franchisee Audit	Within 24 hours
		There is no space to place rubbish in the bins.	Franchisee Audit	
	Toilet cleanliness	Any lavatory is soiled.	Franchisee Audit	Within 24 hours
		Any sink is soiled.	Franchisee Audit	
		Any baby change facility is soiled.	Franchisee Audit	
		There is staining on the floor or walls.	Franchisee Audit	
		There are fluids on the floor (not mild splashing).	Franchisee Audit	
		Any fixtures or fittings are unclean.	Franchisee Audit	
	Information	Customer information	Any customer information display is not working.	Franchisee Audit

Area	Indicator	Failure criteria	Method	Rectification timescales
	displays and announcements	Any customer information display is working but not legible.	Franchisee Audit	
		Any customer information display is showing incorrect information.	Franchisee Audit	
		Any customer information display is not showing next stop information (internal) and major/final destinations (internal and external).	Franchisee Audit	
		Any announcement is not audible or capable of being understood.	Franchisee Audit	
		An announcement of the train destination and major destinations is not made prior to departure of any station allowing sufficient time for people who have boarded an incorrect train to alight.	Franchisee Audit	
		An announcement of the next station is not made between one and five minutes before arrival at the next station.	Franchisee Audit	
		An announcement is not made requesting passengers to move down the train or free up seats from bags etc during crowding.	Franchisee Audit	
		Where selective door operation is in operation, passengers are not informed before arrival at each station of the section of the train where doors will not be operational at that station.	Franchisee Audit	
	WiFi	Where WiFi is present and provided by the train operator, it is not possible to connect to the internet, and a web page cannot be refreshed or viewed within 60 seconds.	Franchisee Audit	Within seven days

Area	Indicator	Failure criteria	Method	Rectification timescales
	Posters and frames including maps, timetables, safety information and marketing	Any poster or frame is missing.	Franchisee Audit	Within 7 days
		Any poster frame is damaged, rusting or unsecure.	Franchisee Audit	Within 48 hours
		The full extent of the poster is not visible through the full area of the front panel.	Franchisee Audit	
		Any poster is showing incorrect or out of date information.	Franchisee Audit	
		Any poster is torn, damaged or slipped in the case.	Franchisee Audit	
		Any poster is faded, evident from 1m.	Franchisee Audit	
	Route diagrams are not available showing train routes and key connection information.	Franchisee Audit		
	Information at times of disruption (when applicable)	Where a delay has occurred, an announcement was not made following the delay or was made more than two minutes after the delay.	Franchisee Audit	Within 48 hours
		Where a delay has occurred, information was not provided about the nature of the delay and expected duration (or if this is not known, an update on the action being taken to establish the nature of the delay is not provided).	Franchisee Audit	
		Where disruption has occurred, ongoing updates are not provided every three minutes or less for the duration of the disruption.	Franchisee Audit	

Area	Indicator	Failure criteria	Method	Rectification timescales
		If a train is to terminate before its destination, fails to stop or is going to skip stop due to disruption, or for delays of over 15 minutes, information on next steps, alternatives and passenger ticket validity on other operators' services is not provided.	Franchisee Audit	
		Where a delay has occurred and is resolved, an update on scheduled arrival times is not provided.	Franchisee Audit	
		Information provided by on train announcement is not consistent with the information provided through social media, the websites and the Smartphone application.	Franchisee Audit	
		Where a delay has occurred, an apology for the delay is not received.	Franchisee Audit	
Customer service	Staff visibility	A staff member does not pass through the full length of the train at least every 30 minutes.	Franchisee Audit	Within 48 hours
		A ticket check was not made at least every 30 minutes	Franchisee Audit	
		The staff member is not in full uniform and/or is not well presented.	Franchisee Audit	

PART 3 – CUSTOMER SERVICE

Area	Indicator	Frequency	Failure criteria	Method
Technology	Website	Weekly	In any one week period, any web links from the WMSBU and WCSBU websites lead to unavailable pages or HTTP 'page not found' errors for pages on the WMSBU and WCSBU websites, which persist for more than one hour.	Franchisee audit
			In any one week period, either of the WMSBU and WCSBU website availability (hours availability during week/total number of hours during week) is below 99.9%.	Franchisee audit
			Details of customer complaints procedure and the delay repay claim process are not available within two clicks of the home page of the WMSBU and WCSBU websites.	Mystery shopper inspection
			The WMSBU and WCSBU websites do not contain provision for those who are visually or hearing impaired.	Mystery shopper inspection
			The customer facing privacy policy is not published on the WMSBU and WCSBU websites or is not provided on request from the mystery shopper.	Mystery shopper inspection
			Details of Transport Focus and/or London Travel Watch (as applicable) are not available within two clicks from the homepage of the WMSBU and WCSBU websites.	Mystery shopper inspection
			The WMSBU and WCSBU websites contain inaccurate information.	Mystery shopper inspection

Area	Indicator	Frequency	Failure criteria	Method
	Social media	Weekly	Social media messages from the mystery shopper are not responded to within one hour during hours of train operation, or within one hour of the commencement of train operation if the message is sent outside of train operation hours.	Mystery shopper inspection
The response to the mystery shopper social media message is inaccurate.			Mystery shopper inspection	
The response to the mystery shopper social media message does not answer the query raised or is unhelpful.			Mystery shopper inspection	
The response to the mystery shopper social media message is inconsistent with information given through other media e.g. the websites and Smartphone Application.			Mystery shopper inspection	
The response to the mystery shopper social media message is inappropriate and/or could be perceived to reflect badly on the Franchisee.			Mystery shopper inspection	
Social media has not been updated in the previous 72 hours.			Mystery shopper inspection	
	Smartphone application	Weekly	The Smartphone application provides inaccurate or out of date information.	Mystery shopper inspection
The Smartphone application provides information that is inconsistent with other media e.g. the websites and social media.			Mystery shopper inspection	
In any one week period, Smartphone application availability (hours availability during week / total number of hours during week) is below 99.9%.			Franchisee audit	

Area	Indicator	Frequency	Failure criteria	Method
Information and customer contact	Customer relations performance	Weekly	In any one week period, the passenger call centre is not open in accordance with the published minimum opening hours.	Franchisee audit
			Fewer than 95% of complainants receive an acknowledgement and customer reference number within 5 working days.	Franchisee audit
			Fewer than 95% of complainants receive a full response within 10 working days.	Franchisee audit
			The Franchisee fails to: (i) provide an acknowledgment to Transport Focus and/or London Travel Watch within 3 working days of notification of an appeal, or (ii) respond to a Transport Focus and/or London Travel Watch appeal submission within 10 working days (or 20 working days where the appeal is complex).	Franchisee audit
			When the call centre is closed, a recorded message is not provided stating the opening hours of the call centre.	Mystery shopper inspection
Mystery shopper customer relations response times	Mystery shopper customer relations response times	Weekly	Written correspondence from the mystery shopper is not responded to with an acknowledgement and customer reference/ number within 5 working days.	Mystery shopper inspection
			Email correspondence from the mystery shopper is not responded to with an acknowledgement and customer reference number within 5 working days.	Mystery shopper inspection
			Telephone correspondence from the mystery shopper is not responded to with an acknowledgement and customer reference number within 2 working days.	Mystery shopper inspection

Area	Indicator	Frequency	Failure criteria	Method
			Written correspondence from the mystery shopper is not responded to with a full response (or, if a full response is not possible, a further holding response explaining why a full response cannot be provided at that time) within 10 working days.	Mystery shopper inspection
			Email correspondence from the mystery shopper is not responded to with a full response (or, if a full response is not possible, a further holding response explaining why a full response cannot be provided at that time) within 10 working days.	Mystery shopper inspection
			Telephone correspondence from the mystery shopper is not responded to with a full response (or, if a full response is not possible, a further holding response explaining why a full response cannot be provided at that time) within 10 working days.	Mystery shopper inspection
	Quality of customer relations responses	Weekly	Any acknowledgment, holding response or full response to mystery shopper correspondence is not provided in plain English.	Mystery shopper inspection
			Information provided in response to mystery shopper correspondence is inaccurate, out of date or does not fully answer the question.	Mystery shopper inspection
			The Franchisee's response to mystery shopper correspondence is apathetic or impersonal.	Mystery shopper inspection
			Details of Transport Focus and/or London Travel Watch (as applicable) are not provided on or before the second substantive response to mystery shopper correspondence.	Mystery shopper inspection

Area	Indicator	Frequency	Failure criteria	Method
	Helpfulness of staff at stations	12 inspections per Reporting Period.	Staff member does not provide a friendly interaction with the mystery shopper	Mystery shopper inspection
		Inspections to be distributed across stations in proportion to the typical weekly distribution of passenger journeys.	Staff member does not have the correct information to hand when responding to a mystery shopper question.	Mystery shopper inspection
			Staff member gives incorrect information in response to a mystery shopper inspection.	Mystery shopper inspection
			The staff member's behaviour and/or body language reflects poorly on the Franchisee.	Mystery shopper inspection
	Helpfulness of staff on trains	12 inspections per Reporting Period.	Staff member does not provide a friendly interaction with the mystery shopper.	Mystery shopper inspection
		Inspections to be distributed across trains in proportion to the typical weekly distribution of passenger journeys.	Staff member does not have the correct information to hand when responding to a mystery shopper question.	Mystery shopper inspection
			Staff member gives incorrect information in response to a mystery shopper inspection.	Mystery shopper inspection
			The staff member's behaviour and/or body language reflects poorly on the Franchisee.	Mystery shopper inspection

**APPENDIX 2 TO SCHEDULE 7.3
Service Quality Areas /Sqr Benchmarks/Service Quality Indicators/Weightings**

PART 1 – STATIONS

Column 1	Column 2										Column 3	Column 4	
	SQS Station Benchmarks												
Service Quality Areas	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27		Service Quality Indicators	Weighting	
Ambience	0.88	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	1	Lighting	20%
											2	Seating	15%
											3	Shelters/canopies	20%
											4	Landscaping and vegetation	15%
											5	Toilet operation	15%
											6	Security	15%
Maintenance	0.92	0.97	0.97	0.97	0.97	0.97	0.97	0.97	0.97	0.97	1	Winterisation	20%
											2	Hazardous damage	20%
											3	Access routes	20%
											4	Car parking	20%
											5	Cycle parking	20%
Cleanliness	0.83	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	1	General cleanliness	30%
											2	Toilet cleanliness	20%
											3	Graffiti	10%

Column 1	Column 2									Column 3	Column 4	
	SQS Station Benchmarks											
Service Quality Areas	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27		Service Quality Indicators	Weighting
										4	Etching	10%
										5	Litter	30%
Information	0.70	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	1	Customer information screens/displays	15%
										2	Help points	15%
										3	Posters and frames	10%
										4	Multi-modal information	10%
										5	Public address system	15%
										6	Signage (including station name signs, directional signs, running in boards)	10%
										7	Leaflets	10%
										8	Information during delays	15%
Ticketing and staffing	0.69	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	1	Ticket vending machines	25%
										2	Ticket gates	25%
										3	Staff presence	25%
										4	Ticket office	25%

PART 2 – TRAINS

Column 1	Column 2									Column 3	Column 4	
	SQS Train Benchmarks											
Area	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	Service Quality Indicators	Weighting	
Ambience	0.61	0.70	0.88	0.88	0.88	0.88	0.88	0.88	0.88	1	Lighting	33%
										2	Vehicle interior condition	34%
										3	Toilet operation	33%
Cleanlines s	0.76	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	1	Exterior cleanliness	10%
										2	Graffiti	10%
										3	Etching	10%
										4	Interior cleanliness	30%
										5	Litter	20%
										6	Toilet cleanliness	20%
Informatio n	0.44	0.89	0.89	0.89	0.89	0.89	0.89	0.89	0.89	1	Customer information displays and announcements	35%
										2	WiFi	15%
										3	Posters and frames including maps, timetables, safety information and marketing	15%

Column 1	Column 2									Column 3	Column 4	
SQS Train Benchmarks												
Area	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27		Service Quality Indicators	Weighting
										4	Information at times of disruption (when applicable)	35%
Customer service	0.50	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	1	Staff visibility	100%

PART 3 – CUSTOMER SERVICE

Column 1	Column 2									Column 3	Column 4	
SQS Customer Service Benchmarks												
Area	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27		Service Quality Indicators	Weighting
Technology	0.99	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	1	Website	33%
										2	Social media responsiveness	34%
										3	Smartphone application	33%
Information and customer contact	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	1	Customer relations performance	15%
										2	Mystery shopper customer relations response times	10%
										3	Quality of customer relations responses	15%
										4	Helpfulness of staff at stations	30%
										5	Helpfulness of staff on trains	30%

**SCHEDULE 8
Payments**

Schedule 8.1:	Franchise Payments
	Appendix 1: Annual Franchise Payments
	Appendix 2: Figures for Calculation of Annual Franchise Payments
Schedule 8.2:	Profit Share Mechanism
	Appendix 1: Profit Share Thresholds
	Appendix 2: Components of AFA and DFR
Schedule 8.3:	Track Access Adjustments and Station Charge Adjustments
Schedule 8.4:	GDP Adjustment Payments
	Appendix 1: DfT_{GDPRW}
	Appendix 2: Adjusted Target GDP Index
Schedule 8.5:	CLE Adjustment Payments
	Appendix 1: DfT_{CLERW}
	Appendix 2: Adjusted Target CLE Index

Schedule 8.1
Franchise Payments

1. **Franchise Payments**

- 1.1 The Franchise Payment for any Reporting Period shall be an amount equal to:

£FP =	PFP + TAA + SCA + CPS + TMDPS + PPMPS + CaSLPS + PS + GDPA + GDPR ₁ + GDPR ₂ + CLEA + CLER + SFPS + EF + DSAW + RSUP
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where:

PFP (Periodic Franchise Payment)	means that part of the Annual Franchise Payment which is to be made on that Reporting Period's Payment Date being calculated in accordance with the following formula:	
	$\left(\frac{RPD}{FYD_1} \times AFP \right)$	
	where:	
	RPD	means the number of days in that Reporting Period;
	FYD₁ ²³¹	means the number of days in the Franchisee Year in which that Reporting Period occurs being three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) days for every Franchisee Year other than in respect of any Reporting Period which commences during the Franchisee Year commencing on the Start Date, in which case FYD₁ shall be the number of days during the period from 10 December 2017 to 31 March 2018 (inclusive);
	AFP	means the Annual Franchise Payment for the Franchisee Year in which that Reporting Period occurs, as determined in accordance with Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

²³¹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

TAA	means any Track Access Adjustment to be made on that Reporting Period's Payment Date. TAA may be a positive or negative number. TAA may be payable by the Secretary of State or the Franchisee;
SCA	means any Station Charge Adjustment to be made on that Reporting Period's Payment Date. SCA may be a positive or negative number. SCA may be payable by the Secretary of State or the Franchisee;
CPS	means any Cancellations Performance Sum to be made on that Reporting Period's Payment Date. CPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be negative. CPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;
TMDPS	means any TOC Minute Delay Performance Sum to be made on that Reporting Period's Payment Date. TMDPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be negative. TMDPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;
PPMPS	means any PPM Performance Sum to be made on that Reporting Period's Payment Date. PPMPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be negative. PPMPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;
CaSLPS	means any CaSL Performance Sum to be made on that Reporting Period's Payment Date. CaSLPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance)

	when it will be negative. CaSLPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;
PS	means the amount of any payment determined in accordance with paragraph 1.5 of Schedule 8.2 (Profit Share Mechanism) to be made on that Reporting Period's Payment Date. PS shall be a negative number for the purposes of this formula notwithstanding that paragraph 1.5 of Schedule 8.2 (Profit Share Mechanism) generates a positive number. PS is payable by the Franchisee.
GDPA	means any GDP Adjustment Payment, determined in accordance with paragraph 4 of Schedule 8.4 (GDP Adjustment Payments), to be made on that Reporting Period's Payment Date. GDPA may be a positive or negative number. GDPA may be payable by the Secretary of State or the Franchisee;
GDPR₁	means any GDP Reconciliation Payment, determined in accordance with paragraph 5 of Schedule 8.4 (GDP Adjustment Payments), to be made on that Reporting Period's Payment Date. GDPR ₁ may be a positive or negative number. GDPR ₁ may be payable by the Secretary of State or the Franchisee;
GDPR₂	means any GDP Reconciliation Payment, determined in accordance with paragraph 5 of Schedule 8.4 (GDP Adjustment Payments), to be made on that Reporting Period's Payment Date. GDPR ₂ may be a positive or negative number. GDPR ₂ may be payable by the Secretary of State or the Franchisee;
CLEA	means any CLE Adjustment Payment determined in accordance with paragraph 4 of Schedule 8.5 (CLE Adjustment Payments) to be made on that Reporting Period's Payment Date. CLEA may be a positive or negative number. CLEA may be payable by the Secretary of State or the Franchisee;

CLER	means any CLE Reconciliation Payment determined in accordance with paragraph 5 of Schedule 8.5 (CLE Adjustment Payments) to be made on that Reporting Period's Payment Date. CLER may be a positive or negative number. CLER may be payable by the Secretary of State or the Franchisee;
SFPS	means any Short Formation Performance Sum to be made on that Reporting Period's Payment Date in respect of the Final Franchisee Year and/or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance). SFPS will be a negative number. SFPS will be payable by the Franchisee;
EF	means payment in respect of costs incurred by the Franchisee in implementing any Enabling Fund Scheme determined in accordance with paragraph 10.8 of Schedule 6.1 to be made on that Reporting Period's Payment Date. EF shall be a positive number and EF shall be payable by the Secretary of State;
DSAW	means the amount of any payment in respect of any DSAW Project determined in accordance with paragraph 21 of Schedule 6.1 to be made on that Reporting Period's Payment Date. DSAW may be a positive or negative number. DSAW may be payable by the Secretary of State or the Franchisee;
RSUP	means the payment in respect of costs incurred by the Franchisee in implementing the 110mph upgrade to Class 350/2 Rolling Stock Units pursuant to paragraph 30 of Part 1 of Schedule 6.2.

1.2 **NOT USED.**

1.3 The Parties agree that:

- (a) where **£FP is a positive number**, the Secretary of State shall pay that amount to the Franchisee on the Payment Date for that Reporting Period;
- (b) where **£FP is a negative number**, the Franchisee shall pay the corresponding positive amount to the Secretary of State on the Payment Date for that Reporting Period;
- (c) the following components of the formula at paragraph 1.1 of this Schedule 8.1 shall, for the purposes of that formula, be expressed as a negative number notwithstanding that Schedule 7.1 (Operational Performance) calculates the same as a positive number:

- (i) any Cancellations Performance Sum calculated by reference to Table 18 or Table 19 of paragraph 22.3 of Schedule 7.1 (Operational Performance);
 - (ii) any TOC Minute Delay Performance Sum calculated by reference to Table 24 or Table 25 of paragraph 22.4 of Schedule 7.1 (Operational Performance);
 - (iii) any Short Formation Performance Sum calculated by reference to paragraph 22.5 of Schedule 7.1 (Operational Performance);
 - (iv) any CaSL Performance Sum calculated by reference to Table N or Table O of paragraph 22.6 of Schedule 7.1 (Operational Performance); and
 - (v) any PPM Performance Sum calculated by reference to Table T or Table U of paragraph 22.7 of Schedule 7.1 (Operational Performance); and
- (d) paragraph 26.1 of Schedule 7.1 (Operational Performance) applies in respect of the Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and PPM Performance Sum and which accordingly shall only be payable to the Secretary of State as part of the Franchise Payments in the circumstances set out in paragraph 29 of Schedule 7.1 (Operational Performance).

2. **Payment of Franchise Payments**

- 2.1 The Secretary of State shall notify the Franchisee, no less than seven (7) days prior to the end of each Reporting Period, of the amount of the Franchise Payment payable in respect of that Reporting Period.
- 2.2 Each such notification shall set out in reasonable detail how the Franchise Payment has been calculated.
- 2.3 The Payment Date for a Reporting Period shall be the last Weekday of that Reporting Period.
- 2.4 Each Franchise Payment shall be payable by the Franchisee or, as the case may be, the Secretary of State in the amount notified by the Secretary of State in accordance with paragraph 2.1 on the Payment Date of the Reporting Period to which it relates.
- 2.5 Each Franchise Payment shall be made:
- (a) by automatic electronic funds transfer in pounds sterling to such bank account in the United Kingdom as the payee of such payment may have previously specified to the payer in writing; and

- (b) so that cleared funds are received in that account on or before the due date for payment.

3. **Interest**

3.1 If either Party fails to pay any amount to the other Party on its due date, it shall in addition pay interest on such amount at the Interest Rate, calculated on a daily basis, from the due date for payment to the date on which payment is made.

3.2 If the amount of any Franchise Payment is agreed or determined to be incorrect and:

- (a) either Party has made a payment to the other Party which is greater than it would have made if the amount of the Franchise Payment had been correct, then the recipient shall repay the excess within three (3) Weekdays of the agreement or determination; or

- (b) either Party has made a payment to the other Party which is less than it would have made if the amount of the Franchise Payment had been correct, then the payer shall pay the amount of any shortfall to the payee within three (3) Weekdays of the agreement or determination,

together, in each case, with interest on the amount payable at the Interest Rate, calculated on a daily basis from the date on which the Franchise Payment was paid until the date on which such excess amount or shortfall is paid.

4. **Disputes under Schedule 8**

If either Party disputes the amount of a Franchise Payment, the dispute shall, unless the Parties otherwise agree, be resolved in accordance with the provisions of clause 17 (Governing Law and Jurisdiction) of the Franchise Agreement. Any such dispute shall not affect the obligation of either Party to pay a Franchise Payment notified in accordance with this Schedule 8.1.

5. **Industrial Action**

The Secretary of State, in his discretion, may at any time decide to reimburse or ameliorate net losses of the Franchisee arising from Industrial Action (however caused and of whatever nature) in circumstances where the Franchisee has demonstrated to the satisfaction of the Secretary of State that it has taken all reasonable steps to avoid the Industrial Action and that, Industrial Action having nevertheless occurred, the Franchisee has taken all reasonable steps to mitigate its effects.

6. **No Double Recovery**

The Franchisee shall not be entitled to recover (by way of a Change or otherwise) more than once in respect of the same loss suffered by it.

7. **Force Majeure**

Following the occurrence of a Force Majeure Event, the payment of Franchise Payments shall continue unaffected.

**APPENDIX 1 TO SCHEDULE 8.1
ANNUAL FRANCHISE PAYMENTS**

The Annual Franchise Payment for any Franchisee Year is an amount equal to:

£AFP =	$FXD + (VCRPI \times RPI) + (VCAWE \times AWE) + (PRPI \times RPI) + (ORRPI \times RPI) + (PRRPI_{GDP} \times RPI) + (PRRPI_{CLE} \times RPI) + (PRRPI_{REM} \times RPI)$
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where:

"FXD"	means the Franchisee's costs which are not to be subject to indexation for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 2 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);
"VCRPI"	means the Franchisee's costs which are to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 3 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);
"RPI"	is the quotient of the Retail Prices Index for January which immediately precedes the commencement of the relevant Franchisee Year divided by the Retail Prices Index for January 2017 provided that, for the first Franchisee Year, RPI shall be one;
"VCAWE"	means the Franchisee's costs which are to be subject to indexation by reference to the Average Weekly Earnings for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 4 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);
"AWE"	is the quotient of the Average Weekly Earnings for January which immediately precedes the commencement of the relevant Franchisee Year divided by the Average Weekly Earnings for January 2017 provided that, for the first Franchisee Year, AWE shall be one;
"PRPI"	means the Franchisee's profit figure before tax which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 5 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);

"ORRPI"	means the Franchisee's non passenger revenue which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 6 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which may be expressed as a positive or negative number);
"PRRPI_{GDP}"	means the Franchisee's passenger fares revenue (including other fares revenue) which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 7 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a negative number);
"PRRPI_{CLE}"	means the Franchisee's passenger fares revenue (including other fares revenue) which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 8 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a negative number);
"PRRPI_{REM}"	means the Franchisee's passenger fares revenue which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 9 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a negative number).

²³² APPENDIX 2 TO SCHEDULE 8.1
 FIGURES FOR CALCULATION OF ANNUAL FRANCHISE PAYMENTS

Year		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
From	To	Franchisee Year	FXD	VCRPI	VCAWE	PRPI	ORRPI	PRRPI _{GDP}	PRRPI _{CLE}	PRRPI _{REM}
[REDACTED ²³³]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

²³² 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

²³³ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Schedule 8.2
Profit Share Mechanism

1. **Profit Share**

1.1 For the purposes of this Schedule 8.2:

(a) **First Profit Share Threshold**

"First Profit Share Threshold" means an amount in respect of any Franchisee Year determined as follows:

$FPST \times RPI \times (FYD_A / FYD)$

Where:

FPST	is the amount prescribed for these purposes in paragraph 1 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 in respect of the relevant Franchisee Year;
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
FYD_A	means the number of days in that Franchisee Year; and
FYD²³⁴	is equal to three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) other than in respect of the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days between 10 December 2017 and 31 March 2018 (inclusive);

(b) **Second Profit Share Threshold**

"Second Profit Share Threshold" means an amount in respect of any Franchisee Year determined as follows:

$SPST \times RPI \times (FYD_A / FYD)$

Where:

SPST	is the amount prescribed for these purposes in paragraph 2 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 in respect of the relevant Franchisee Year;
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

²³⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

FYD_A	means the number of days in that Franchisee Year; and
FYD²³⁵	is equal to three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) other than in respect of the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days between 10 December 2017 and 31 March 2018 (inclusive);

(c) **Third Profit Share Threshold**

"Third Profit Share Threshold" means an amount in respect of any Franchisee Year determined as follows:

$$TPST \times RPI \times (FYD_A / FYD)$$

Where:

TPST	is the amount prescribed for these purposes in paragraph 3 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 in respect of the relevant Franchisee Year;
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
FYD_A	means the number of days in that Franchisee Year; and
FYD²³⁶	is equal to three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) other than in respect of the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days between 10 December 2017 and 31 March 2018 (inclusive);

1.2 **Relevant Profit**

"Relevant Profit" means, subject to paragraph 2, in respect of any Franchisee Year, the total profit of the Franchisee for that Franchisee Year calculated by applying the accounting policies and standards set out in the Record of Assumptions and applied through the Financial Model;

²³⁵ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

²³⁶ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- (a) after taking into account in respect of that Franchisee Year:
- (i) interest, finance income and finance charges (other than finance items recognised in respect of retirement benefits);
 - (ii) Franchise Payments including any adjustment by way of GDPA, GDPR₁, GDPR₂ CLEA and/or CLER (as the case may be) pursuant to Schedule 8.4 (GDP Adjustment Payments) and Schedule 8.5 (CLE Adjustment Payments);
 - (iii) all extraordinary and exceptional items, as defined under the accounting policies and standards set out in the Record of Assumptions and applied through the Financial Model;
 - (iv) the Franchisee's normal pension contributions in relation to the Franchise Section and any other pension schemes to the extent connected with the Franchise;
 - (v) any payments to Affiliates of the Franchisee (including management fees and royalty fees) except to the extent that such payments exceed an amount to be determined as set out in paragraph 1.3;
 - (vi) any sums payable by or to the Franchisee pursuant to the terms of the Supplemental Agreement; and
 - (vii) any capital expenditure to the extent that it is recognised as an operating cost in the Annual Audited Accounts and any depreciation on capital expenditure that is recognised as an expense in the Annual Audited Accounts, unless the depreciation policy and assumptions used in the Annual Audited Accounts are different to those set out in the Record of Assumptions and applied through the Financial Model, in which case an adjustment should be made to take account of the depreciation which would have been charged had the policy and assumptions set out in the Record of Assumptions been applied for the relevant Franchisee Year; and
- (b) before taking into account in respect of that Franchisee Year:
- (i) any taxation on profits including corporation tax;
 - (ii) shares of the profit of any Affiliate of the Franchisee, except dividends received in cash;
 - (iii) non cash entries in respect of the Franchise Section and any other pension schemes to the extent connected with the Franchise (excluding accruals or prepayments of any normal pension contributions due);

- (iv) any payment made by the Franchisee consequent upon any breach or contravention of the Franchise Agreement and/or its Licences (including as a consequence of any penalty payment paid or payable pursuant to Section 57A of the Railways Act 1993);
- (v) any profit share payments payable to the Secretary of State in relation to any Franchisee Year; and
- (vi) fees, remuneration and pension contributions in respect of any director and officer of the Franchisee in excess of an amount to be determined as set out in paragraph 1.4.

1.3 Payments to Affiliates

$$\text{AFA} \times \text{RPI} \times (\text{FYD}_A / \text{FYD})$$

Where:

AFA	is the amount prescribed for these purposes in Column 2 of the table set out in paragraph 1 of Appendix 2 (Components of AFA and DFR) to this Schedule 8.2 in respect of the relevant Franchisee Year
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) of Schedule 8.1 (Franchise Payments);
FYD_A	means the number of days in that Franchisee Year;
FYD²³⁷	is equal to three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) other than in respect of the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days between 10 December 2017 and 31 March 2018 (inclusive);

1.4 Payments to Directors and Officers

$$\text{DFR} \times \text{RPI} \times (\text{FYD}_A / \text{FYD})$$

²³⁷ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

DFR	is the amount prescribed for these purposes in Column 2 of the table set out in paragraph 2 of Appendix 2 (Components of AFA and DFR) to this Schedule 8.2 in respect of the relevant Franchisee Year;
FYD_A	means the number of days in that Franchisee Year;
FYD²³⁸	is equal to three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) other than in respect of the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days between 15 October 2017 and 31 March 2018 (inclusive);

RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) of Schedule 8.1 (Franchise Payments);
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1.5 Payment Obligations

- (a) If the Annual Audited Accounts in respect of any Franchisee Year show that the Relevant Profit for that Franchisee Year exceeds the First Profit Share Threshold then, subject to paragraph 2 (Additional Compensation or Settlement Payments), the Franchisee shall pay to the Secretary of State:
- (i) 20% of Relevant Profit in excess of the First Profit Share Threshold but less than or equal to the Second Profit Share Threshold;
 - (ii) 50% of Relevant Profit in excess of the Second Profit Share Threshold but less than or equal to the Third Profit Share Threshold; and
 - (iii) 100% of Relevant Profit in excess of the Third Profit Share Threshold.
- (b) Subject to paragraphs 3 and 4 below, payments due under paragraph 1.5(a) shall be paid as part of the Franchise Payment for the first Reporting Period that falls thirty (30) or more days after delivery of the Annual Audited Accounts by the Franchisee to the Secretary of State under paragraph 9.4 of Schedule 11.2 (Management Information) or if there is no such Reporting Period, within thirty (30) days of the date of such delivery.

²³⁸ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

2. Additional Compensation or Settlement Payments

- 2.1 If in any Franchisee Year (or any period of twelve (12) consecutive months after the end of the Franchise Period) (the "**Current Franchisee Year**") the Franchisee receives a compensation or other settlement payment of at least:

[REDACTED²³⁹] x RPI

arising from a single claim or series of related claims which relate wholly or partly to costs, losses or expenses (including loss of revenue) arising in any other Franchisee Year or Franchisee Years, then the Franchisee shall notify the Secretary of State of such payment as soon as reasonably practicable and for the purposes of paragraphs 1 and 2 and notwithstanding its other terms:

- (a) the payment which relates to such other Franchisee Year shall be attributed to that other Franchisee Year and not treated as received in the Current Franchisee Year;
 - (b) where and to the extent any payments under paragraphs 1 and 2 in respect of any other Franchisee Year would have been made or would have been higher had that amount actually been received in that other Franchisee Year, the Franchisee shall pay a reconciliation amount to the Secretary of State within thirty (30) days after delivery of the Annual Audited Accounts that relate to the Current Franchisee Year by the Franchisee to the Secretary of State under paragraph 9.4 of Schedule 11.2 (Management Information) or, if there is no further requirement on the Franchisee to deliver Annual Audited Accounts following the end of the Franchise Period, within thirty (30) days of the Franchisee receiving the relevant payment; and
 - (c) **RPI** has the meaning given to it in Appendix 1 (Annual Franchise Payments) of Schedule 8.1 (Franchise Payments).
- 2.2 Where the Secretary of State reasonably considers that in calculating Relevant Profit any particular item or transaction has not been accounted for on a reasonable basis (including where the accounting treatment looks to the form rather than the substance, of the item or transaction) he shall be entitled to require it to be accounted for on such other basis as he may reasonably determine and notify to the Franchisee provided that the Secretary of State shall not be entitled pursuant to this paragraph to alter

239 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

the accounting policies of the Franchisee from those set out in the Record of Assumptions and applied through the Financial Model.

- 2.3 Without prejudice to paragraph 2.1 where the Annual Audited Accounts in relation to any previous Franchisee Year are subject to adjustment or restatement the Secretary of State shall have a discretion to require the recalculation of Relevant Profit for the relevant Franchisee Year and to require that the Franchisee shall pay to the Secretary of State the amount which is the difference between the profit share actually paid to the Secretary of State pursuant to paragraph 1.5(a) and the amount that would have been paid had the Relevant Profit been originally calculated on the basis that such adjustment or revision was included in the Annual Audited Accounts.
- 2.4 Any payment due to the Secretary of State shall be paid by the Franchisee within thirty (30) days of the Secretary of State notifying the Franchisee that he requires a payment to be made pursuant to this paragraph.

3. **Relevant Profit Report**

- 3.1 The Franchisee shall, at the same time as the Annual Audited Accounts are delivered under paragraph 9.4 of Schedule 11.2 (Management Information), deliver to the Secretary of State a report (the "**Relevant Profit Report**") identifying:

- (a) the amount of total profit and the adjustments made in the calculation of Relevant Profit pursuant to paragraphs 1 and 2;
- (b) any items falling under paragraph 2.1, including details of the allocation across Franchisee Years of such items; and
- (c) any adjustments or restatements made in relation to the Annual Audited Accounts in respect of any previous Franchisee Year,

and shall provide such additional information, records or documents as the Secretary of State may reasonably require in relation to such matters.

- 3.2 The Franchisee and/or the Franchisee's auditors shall include a statement referring to the Relevant Profit in the Annual Audited Accounts. The format of such statement to be agreed with the Secretary of State.
- 3.3 If required, the Franchisee's auditors shall provide additional written confirmation to the Secretary of State that the Relevant Profit Report gives a true and fair view of the matters contained within it including the amount of total profit and the adjustments made in the calculation of Relevant Profit.
- 3.4 The Franchisee and/or the Franchisee's auditors shall provide a reconciliation between:

(a) profit as set out in its Annual Audited Accounts determined by applying GAAP applicable to the accounting period for which the accounts are prepared; and

(b) Relevant Profit determined by applying the accounting policies, as set out in the Record of Assumptions at the time of bidding.

3.5 The Franchisee's auditors shall provide a statement in a format to be agreed with the Secretary of State, confirming that the Franchisee's auditors have undertaken review procedures on the Relevant Profit figures and associated accounting policies (Review Procedures). The nature and scope of the Review Procedures shall be agreed between the Secretary of State, the Franchisee and the Franchisee's auditor.

3.6 The statement referred to in paragraph 3.5 may be used by the Secretary of State in considering whether the Relevant Profit has been determined consistent with the requirements of this Agreement and the accounting policies as set out in the Record of Assumptions.

4. **Payment of Profit Share and Determination by the Secretary of State**

4.1 Any profit share payment pursuant to paragraph 1.5(a) to be made in respect of the Final Franchisee Year shall be determined in accordance with paragraphs 1 and 2 but shall be paid within thirty (30) days of the Secretary of State giving written notice to the Franchisee of the amount of such profit share payment.

4.2 If the Franchisee fails to provide the Annual Audited Accounts for the Final Franchisee Year within four (4) Reporting Periods of the expiry of the Final Franchisee Year pursuant to paragraph 9.4 of Schedule 11.2 (Management Information), the Secretary of State shall be entitled (but not obliged) to determine any Profit Share Adjustment in accordance with paragraphs 1 and 2 but by reference to any relevant information available to the Secretary of State at the time of such determination, including any information contained in the latest cumulative, year-to-date Management Accounts or in the Annual Management Accounts.

APPENDIX 1 TO SCHEDULE 8.2²⁴⁰
Profit Share Thresholds

1. First Profit Share Threshold

The prescribed amounts for the component of FPST for the relevant Franchisee Year and for the purposes of the definition of First Profit Share Threshold are as set out in the table below:

Table 1			
Year		Franchisee Year	First Profit Share Threshold Amount or FPST
From	To		
10 December 2017	31 March 2018	Year 1 (part)	[REDACTED ²⁴¹]
1 April 2018	31 March 2019	Year 2	[REDACTED]
1 April 2019	31 March 2020	Year 3	[REDACTED]
1 April 2020	31 March 2021	Year 4	[REDACTED]
1 April 2021	31 March 2022	Year 5	[REDACTED]
1 April 2022	31 March 2023	Year 6	[REDACTED]
1 April 2023	31 March 2024	Year 7	[REDACTED]
1 April 2024	31 March 2025	Year 8	[REDACTED]
1 April 2025	31 March 2026	Year 9	[REDACTED]
1 April 2026	31 March 2027	Year 10 (extension)	[REDACTED]
1 April 2027	31 March 2028	Year 11 (extension)	[REDACTED]

²⁴⁰ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

²⁴¹ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

2. Second Profit Share Threshold

The prescribed amounts for the component of SPST for the relevant Franchisee Year and for the purposes of the definition of Second Profit Share Threshold are as set out in the table below:

Table 2			
Year		Franchisee Year	Second Profit Share Threshold Amount or SPST
From	To		
10 December 2017	31 March 2018	Year 1 (part)	[REDACTED ²⁴²]
1 April 2018	31 March 2019	Year 2	[REDACTED]
1 April 2019	31 March 2020	Year 3	[REDACTED]
1 April 2020	31 March 2021	Year 4	[REDACTED]
1 April 2021	31 March 2022	Year 5	[REDACTED]
1 April 2022	31 March 2023	Year 6	[REDACTED]
1 April 2023	31 March 2024	Year 7	[REDACTED]
1 April 2024	31 March 2025	Year 8	[REDACTED]
1 April 2025	31 March 2026	Year 9	[REDACTED]
1 April 2026	31 March 2027	Year 10 (extension)	[REDACTED]
1 April 2027	31 March 2028	Year 11 (extension)	[REDACTED]

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3. Third Profit Share Threshold

The prescribed amounts for the component of TPST for the relevant Franchisee Year and for the purposes of the definition of Third Profit Share Threshold are as set out in the table below:

Table 3			
Year		Franchisee Year	Third Profit Share Threshold Amount or TPST
From	To		
10 December 2017	31 March 2018	Year 1 (part)	[REDACTED ²⁴³]
1 April 2018	31 March 2019	Year 2	[REDACTED]
1 April 2019	31 March 2020	Year 3	[REDACTED]
1 April 2020	31 March 2021	Year 4	[REDACTED]
1 April 2021	31 March 2022	Year 5	[REDACTED]
1 April 2022	31 March 2023	Year 6	[REDACTED]
1 April 2023	31 March 2024	Year 7	[REDACTED]
1 April 2024	31 March 2025	Year 8	[REDACTED]
1 April 2025	31 March 2026	Year 9	[REDACTED]
1 April 2026	31 March 2027	Year 10 (extension)	[REDACTED]
1 April 2027	31 March 2028	Year 11 (extension)	[REDACTED]

243 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

²⁴⁴ **APPENDIX 2 TO SCHEDULE 8.2**
Components of AFA and DFR

1. **AFA**

The amounts for the purposes of the component of AFA in paragraph 1.3 of Schedule 8.2 are set out in the table below:

Table 1			
Year		Franchisee Year	Component of AFA
From	To		
10 December 2017	31 March 2018	Year 1 (part)	[REDACTED ²⁴⁵]
1 April 2018	31 March 2019	Year 2	[REDACTED]
1 April 2019	31 March 2020	Year 3	[REDACTED]
1 April 2020	31 March 2021	Year 4	[REDACTED]
1 April 2021	31 March 2022	Year 5	[REDACTED]
1 April 2022	31 March 2023	Year 6	[REDACTED]
1 April 2023	31 March 2024	Year 7	[REDACTED]
1 April 2024	31 March 2025	Year 8	[REDACTED]
1 April 2025	31 March 2026	Year 9	[REDACTED]
1 April 2026	31 March 2027	Year 10 (extension)	[REDACTED]
1 April 2027	31 March 2028	Year 11 (extension)	[REDACTED]

²⁴⁴ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

²⁴⁵ 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

2. **DFR**

The amounts for the purposes of the component of DFR in paragraph 1.4 of Schedule 8.2 are set out in the table below:

Table 2			
Year		Franchisee Year	Component of DFR
From	To		
10 December 2017	31 March 2018	Year 1 (part)	[REDACTED ²⁴⁶]
1 April 2018	31 March 2019	Year 2	[REDACTED]
1 April 2019	31 March 2020	Year 3	[REDACTED]
1 April 2020	31 March 2021	Year 4	[REDACTED]
1 April 2021	31 March 2022	Year 5	[REDACTED]
1 April 2022	31 March 2023	Year 6	[REDACTED]
1 April 2023	31 March 2024	Year 7	[REDACTED]
1 April 2024	31 March 2025	Year 8	[REDACTED]
1 April 2025	31 March 2026	Year 9	[REDACTED]
1 April 2026	31 March 2027	Year 10 (extension)	[REDACTED]
1 April 2027	31 March 2028	Year 11 (extension)	[REDACTED]

246 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Schedule 8.3

Track Access Adjustments and Station Charge Adjustments

1. **Track Access Adjustments**

1.1 The Track Access Adjustment to be made in respect of any Reporting Period shall be determined in accordance with the following formula:

$TAA = (GCA - W) \times \frac{RPD}{FYD}$	
Where:	
TAA	means the Track Access Adjustment to be made in that Reporting Period;
GCA	is the value of " GC " for the Franchisee Year in which the Reporting Period falls under Part 3A of Schedule 7 of the Track Access Agreement;
W	is the value of " Wt " for the Franchisee Year in which the Reporting Period falls under Part 2 of Schedule 7 of the Track Access Agreement;
RPD	means the number of days in that Reporting Period; and
FYD	means the number of days in the Franchisee Year in which that Reporting Period falls,
	except that, where a Reporting Period falls during two (2) Franchisee Years, TAA shall be determined as if the references to Reporting Period were to each of the two periods within such Reporting Period which fall wholly within one (1) of such Franchisee Years and the Track Access Adjustment to be made in that Reporting Period shall reflect the sum of TAA as determined for each such period.

1.2 The Franchisee shall notify the Secretary of State upon becoming aware that any Track Access Adjustment is to be made and shall supply such information as the Secretary of State may require in relation thereto. The Franchisee shall exercise its rights under the Track Access Agreement in such manner and take such other action as the Secretary of State may reasonably require in connection with any related payment thereunder (including in relation to any agreement of the amount of any such payment and including submitting any relevant dispute to any relevant dispute resolution procedures). The Franchisee shall not, without the consent of the Secretary of State, agree or propose to agree a value for "**Wt**" or "**GC**" under Parts 2 or 3A of Schedule 7 of the Track Access Agreement.

- 1.3 The Franchisee shall provide such evidence of payment as the Secretary of State may require (including any certificates) for the purpose of determining the value of **W** and **GCA** under paragraph 1.1.
 - 1.4 If no value is ascertained for **W** or **GCA** prior to the date on which the Franchise Payment for the relevant Reporting Period is determined, then a Track Access Adjustment shall only be determined to the extent such values can be ascertained at such time and, when such values are subsequently ascertained, adjustment shall be made to reflect the full Track Access Adjustment for such Reporting Period.
 - 1.5 The values of **W** and **GCA** when used in the computation in paragraph 1.1 shall be taken to exclude any input Value Added Tax which is recoverable in respect of the payments they represent by the Franchisee under Sections 24 to 26 of the Value Added Tax Act 1994.
 - 1.6 References in this paragraph 1 to "**Wt**" and "**GC**" and Parts 2 and 3A of Schedule 7 of the Track Access Agreement shall be deemed also to be references to such other provisions, and such other algebra under any such other provisions, of any Track Access Agreement as the Secretary of State may reasonably consider have an equivalent effect, or are intended to fulfil the same function, as "**Wt**" or "**GC**" and Parts 2 or 3A of Schedule 7 of the Track Access Agreement to which the Franchisee is a party on the Start Date.
2. **Station Charge Adjustment**
 - 2.1 **NOT USED.**

2.2 The Station Charge Adjustment to be made in respect of any Reporting Period shall be the aggregate of the Individual Station Charge Adjustments as determined in accordance with the following formula for each Station and each other Franchisee Access Station:

$ISCA = L \times \frac{RPD}{FYD}$	
Where:	
ISCA	means the Individual Station Charge Adjustment for the relevant station for that Reporting Period;
L	<p>is the value of "Lt" for the Franchisee Year in which the Reporting Period falls under:</p> <p>(a) if the relevant station is not an Independent Station, Condition F11.2 of the Station Access Conditions entitled "National Station Access Conditions 2013 (England and Wales) (incorporating amendments with effect from 1 April 2014)" relating to such station; or</p> <p>(b) if the relevant station is an Independent Station, Condition 42.3 of the Independent Station Access Conditions relating to that Independent Station,</p> <p>in each case, to the extent that value represents an amount payable to or by Network Rail or any other relevant Facility Owner by or to the Franchisee on its own behalf under the relevant Access Agreement (excluding any amount payable to Network Rail by the Franchisee in its capacity as Facility Owner of a station on behalf of a beneficiary which is party to an Access Agreement in respect of a Station);</p>
RPD	means the number of days in that Reporting Period; and
FYD	means the number of days in the Franchisee Year in which that Reporting Period falls except that, where a Reporting Period falls during two Franchisee Years, the Station Charge Adjustment shall be determined as if the references to Reporting Period were to each of the two periods within such Reporting Period which fall wholly within one of such Franchisee Years and the Station Charge Adjustment for such Reporting Period shall be the sum of the Station Charge Adjustment as determined for each such period.

2.3 The Franchisee shall notify the Secretary of State upon becoming aware that any Station Charge Adjustment is to be made and shall supply such information as the Secretary of State may require in relation thereto. The Franchisee shall exercise such rights as it may have under any Access Agreement in such manner and take such other action as the Secretary of State may reasonably require in connection with any related payment thereunder (including in relation to any agreement of the amount of any such payment and including submitting any relevant dispute to any relevant dispute resolution procedures). The Franchisee shall not, without the

consent of the Secretary of State, agree or propose to agree a value for "Lt" under any relevant Access Agreement.

- 2.4 The Franchisee shall provide such evidence of payment as the Secretary of State may require (including any certificates) for the purpose of determining the **value of L** under paragraph 2.2.
- 2.5 If no value is ascertained for "L" prior to the date on which the Franchise Payment for the relevant Reporting Period is determined, then a Station Charge Adjustment shall only be determined to the extent such values can be ascertained at such time and, when such values are subsequently ascertained, an adjustment shall be made to reflect the full Station Charge Adjustment for such Reporting Period.
- 2.6 The value of "L" when used in the computation in paragraph 2.2 shall be taken to exclude any input Value Added Tax which is recoverable in respect of the payments they represent by the Franchisee under Sections 24 to 26 of the Value Added Tax Act 1994.
- 2.7 For the purposes of this paragraph 2, "**Independent Station**" shall mean, at any time, any station of which Network Rail is the Facility Owner at that time.
- 2.8 References in this paragraph 2 to "Lt", Condition F11.2 of the Station Access Conditions entitled "**National Station Access Conditions 2013 (England and Wales) (incorporating amendments with effect from 1 April 2014)**" and Condition 42.3 of the Independent Station Access Conditions shall be deemed also to be references to such other provisions, and such other algebra under any such other provisions, of any relevant station access conditions as the Secretary of State may reasonably consider have an equivalent effect, or are intended to fulfil the same function as, "Lt" and Condition F11.2 of the Station Access Conditions entitled "*National Station Access Conditions 2013 (England and Wales) (incorporating amendments with effect from 1 April 2014)*" and Condition 42.3 of the Independent Station Access Conditions which are in effect on the Start Date.

Schedule 8.4
GDP Adjustment Payments

1. Purpose and Application of Schedule

- 1.1 This Schedule 8.4 sets out the formulae to be used to calculate the value of **GDPA**, **GDPR₁** and **GDPR₂** for the purposes of Schedule 8.1 (Franchise Payments).
- 1.2 The provisions of this Schedule 8.4 shall survive the expiry or earlier termination of the Franchise Agreement, in the case of an early termination irrespective of the reason for such termination.

2. Definitions

- 2.1 For the purposes of this Schedule 8.4:

"Adjusted Actual GDP Index" (expressed in the formulae in this Schedule 8.4 as GDP^{C_A}) means, in respect of each Franchisee Year, the figure calculated for that Franchisee Year in accordance with paragraph 4.3;

"Adjusted Target GDP Index" (expressed in the formulae in this Schedule 8.4 as GDP^{C_T}) means, in respect of each Franchisee Year, the figure specified for that Franchisee Year in the Column headed " **GDP^{C_T}** " in Appendix 2 (Adjusted Target GDP Index);

"Base Year GDP" (expressed in the formulae in this Schedule 8.4 as GDP^B) means, at the time of any calculation pursuant to paragraph 4.3, 5.2 and 5.5, the sum of the GDP (ABMI) Figures most recently published by the Office for National Statistics for the quarters ending at the end of each of June 2015, September 2015, December 2015 and March 2016;

"Current Year GDP" means, in respect of a Franchisee Year, the sum of the GDP (ABMI) Figures most recently published (as at the time of any calculation pursuant to paragraph 4.3, 5.2 and 5.5) by the Office for National Statistics in respect of each quarter of the Franchisee Year, being those figures published for the quarters ending at the end of each of June, September, December and March of that Franchisee Year;

"GDP Adjustment Payment" (expressed in this Schedule 8.4 as **"GDPA"**) means, in respect of each Franchisee Year, the figure calculated in accordance with paragraph 4.2 or paragraph 6.1 (as applicable) which shall be due in accordance with paragraph 4.5 and payable in accordance with Schedule 8.1 (Franchise Payments);

"GDP (ABMI) Figures" means the **"Gross Domestic Product at Market Prices in Chained Volume Measure, Seasonally Adjusted in £m"** output figures as published by the Office for National Statistics for the quarters ending at the end of each March, June, September and December of each year or, if such figures cease to be published or there is, in the reasonable opinion of the Secretary of State, a material change in the basis

on which those figures are calculated or if, at any relevant time, there is a delay in the publication of those figures, such other gross domestic product figures as the Parties may agree or the Secretary of State shall reasonably determine together with such changes as may be appropriate to this Schedule 8.4 to reflect any such reasonable replacement measure;

"GDP Nil Band Lower" means, in respect of each Franchisee Year, the figure specified in Column 6 headed **"GDP Nil Band Lower"** of the table in Appendix 2 (Adjusted Target GDP Index) in respect of that Franchisee Year;

"GDP Nil Band Upper" means, in respect of each Franchisee Year, the figure specified in Column 7 headed **"GDP Nil Band Upper"** of the table in Appendix 2 (Adjusted Target GDP Index) in respect of that Franchisee Year;

"GDP Reconciliation Payments" (expressed in this Schedule 8.4 as **"GDPR"**₁ and **"GDPR"**₂) means the reconciliations to the GDP Adjustment Payment payable in respect of the relevant Franchisee Year, calculated in accordance with paragraph 5 and/or paragraph 6 (as applicable);

"GDPR₁ Reconciliation Date" has the meaning given to it in paragraph 5.1; and

"GDPR₂ Reconciliation Date" has the meaning given to it in paragraph 5.4.

3. **GDP Adjustment Payment**

3.1 If, in respect of any Franchisee Year:

- (a) Adjusted Actual GDP Index and Adjusted Target GDP Index are the same; or
- (b) Adjusted Actual GDP Index for that Franchisee Year is equal to or greater than the GDP Nil Band Lower figure for that Franchisee Year but less than or equal to the GDP Nil Band Upper figure for that Franchisee Year,

GDPA in respect of that Franchisee Year shall be zero.

However, **GDPR₁** and/or **GDPR₂** may be greater or less than zero in respect of that Franchisee Year as a result of a reconciliation made in accordance with paragraph 5 or paragraph 6.

3.2 Subject to paragraph 3.1(b), if, in respect of any Franchisee Year:

- (a) Adjusted Actual GDP Index is less than Adjusted Target GDP Index, GDPA will be a positive number for the purposes of Schedule 8.1 (Franchise Payments); or

- (b) Adjusted Actual GDP Index is greater than Adjusted Target GDP Index, GDPA will be a negative number for the purposes of Schedule 8.1 (Franchise Payments).
- 3.3 The Office for National Statistics publishes the GDP (ABMI) Figures by quarters and calendar years. In respect of each Franchisee Year, the GDP (ABMI) Figures to be used for the purposes of calculating GDPA, GDPR₁ and GDPR₂ will be the sum of those GDP (ABMI) Figures published in respect of (a) quarter 2 (ending in June), (b) quarter 3 (ending in September), (c) quarter 4 (ending in December), in each case, of the calendar year in which the relevant Franchisee Year starts and (d) quarter 1 (ending in March) of the following calendar year.
- 3.4 As the GDP (ABMI) Figures used in the calculation of Base Year GDP may be refined and/or rebased by the Office for National Statistics from time to time following their initial publication, the most recently published GDP (ABMI) Figures in respect of the quarters ending June 2015, September 2015, December 2015 and March 2016 shall be used to determine Base Year GDP for the purpose of calculating Adjusted Actual GDP Index.
- 3.5 As the GDP (ABMI) Figures used in the calculation of Current Year GDP for each Franchisee Year may be revised by the Office for National Statistics from time to time following their initial publication, two (2) reconciliation payments shall, subject to paragraph 6, be calculated in respect of each Franchisee Year in accordance with paragraph 5, to adjust for the difference between the amount of GDPA already paid in respect of each Franchisee Year and the amount of GDPA which would have been payable in respect of that Franchisee Year had the GDP (ABMI) Figures used in the calculation of Current Year GDP and Base Year GDP been those most recently published at the GDPR₁ Reconciliation Date or the GDPR₂ Reconciliation Date (as the case may be).
- 3.6 The GDP (ABMI) Figures as at the date of the Franchise Agreement are specified in 2013 prices. During the Franchise Period the Office for National Statistics may rebase to a different base year. If it does so, the rebased GDP (ABMI) Figures shall be used for the purpose of calculating the Adjusted Actual GDP Index. The final GDPA and reconciliation payments to be made at the end of the Franchise Period shall be calculated in accordance with paragraph 6.
- 3.7 If the Final Franchisee Year ends other than on 31 March:
- (a) there shall be a pro-rata adjustment to $DfT_{GDP_{RW}}$ for that Franchisee Year in accordance with paragraph 6.1; and
- (b) there shall be no change to the figures for the Adjusted Target GDP Index or the figures used to calculate the Adjusted Actual GDP Index.

4. **GDP Adjustment Payments (GDPA)**

4.1 **GDP Nil Band**

The GDP Adjustment Payment for a Franchisee Year shall be zero if the Adjusted Actual GDP Index for that Franchisee Year is equal to or greater than the GDP Nil Band Lower figure for that Franchisee Year but less than or equal to the GDP Nil Band Upper figure for that Franchisee Year.

4.2 GDP Adjustment Payments outside the GDP Nil Band

Where paragraph 4.1 does not apply for a Franchisee Year, the GDP Adjustment Payment payable for that Franchisee Year shall be an amount calculated in accordance with the following formula:

$\text{GDPA} = \text{DfT}_{\text{GDP}}\text{RW} \times \left[\frac{(\text{GDP}^{\text{C}}_{\text{A}}) - \text{A}}{(\text{GDP}^{\text{C}}_{\text{T}})} \right] \times \text{RPI}$	
Where:	
DfT_{GDP}RW	is, subject to paragraph 5, the figure shown in respect of the relevant Franchisee Year in: <ul style="list-style-type: none"> (a) Column 4 of the table in Appendix 1 (DfT_{GDP}1RW) where GDP^C_A is greater than GDP^C_T; or (b) Column 5 of the table in Appendix 1 (DfT_{GDP}2RW) where GDP^C_A is less than GDP^C_T.
GDP^C_A	is the Adjusted Actual GDP Index for the relevant Franchisee Year;
GDP^C_T	is the Adjusted Target GDP Index for the relevant Franchisee Year;
A	means the figure determined in accordance with paragraph 4.4 for the relevant Franchisee Year; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

4.3 Calculating Adjusted Actual GDP Index (GDP^C_A)

The Adjusted Actual GDP Index for a Franchisee Year shall be an amount calculated in accordance with the following paragraph:

$\text{GDP}^{\text{C}}_{\text{A}} = \left[\frac{\text{GDP}_{\text{Y}}}{\text{GDP}_{\text{B}}} \right]^{\text{c}}$	
Where:	
c	means 1.16;
GDP_Y	is Current Year GDP for the relevant Franchisee Year;
GDP_B	is Base Year GDP.

The Adjusted Actual GDP Index shall be specified as a decimal (to 4 decimal places) and where Adjusted Actual GDP Index is negative, it shall be specified as a positive number less than 1.

4.4 Calculating the relevant GDP threshold (A)

The figure A for a Franchisee Year shall be:

- (a) the GDP Nil Band Upper figure for that Franchisee Year, where GDP^{C_A} is greater than the GDP Nil Band Upper figure for that Franchisee Year; or
- (b) the GDP Nil Band Lower figure for that Franchisee Year, where GDP^{C_A} is less than the GDP Nil Band Lower figure for that Franchisee Year.

4.5 Payment

Where an amount of GDPA is payable in respect of a Franchisee Year, GDPA shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the GDP (ABMI) Figures published as part of the Office for National Statistics second estimate of GDP for quarter one, relating to the final quarter of the relevant Franchisee Year (such date of publication being the "**Second Estimate Date**"), or where there is no Payment Date which occurs following the date falling fifteen (15) days after the Second Estimate Date, not later than thirty (30) days after the Second Estimate Date.

5. GDP Reconciliation Payments (GDPR₁ and GDPR₂)

First Reconciliation - GDPR₁

5.1 Subject to paragraph 6, GDPR₁ for a Franchisee Year shall be calculated based on the GDP (ABMI) Figures in respect of that Franchisee Year published in the UK Quarterly National Accounts for quarter one in the year following the Second Estimate Date (as defined in paragraph 4.5) for that Franchisee Year (the "**GDPR₁ Reconciliation Date**").

5.2 GDPR₁ for a Franchisee Year shall be an amount equal to:

- (a) the amount which GDPA would have been for that Franchisee Year if:
 - (i) Current Year GDP for that Franchisee Year had been calculated using the UK Quarterly National Accounts for Q1 GDP (ABMI) Figures in respect of that Franchisee Year available at the GDPR₁ Reconciliation Date; and
 - (ii) Base Year GDP had been calculated using the most recently published GDP (ABMI) Figures available at the GDPR₁ Reconciliation Date;

minus

(b) GDPA for that Franchisee Year.

5.3 If $GDPR_1$ is:

- (a) a negative number, $GDPR_1$ will be a negative number for the purpose of Schedule 8.1 (Franchise Payments); or
- (b) a positive number, $GDPR_1$ will be a positive number for the purpose of Schedule 8.1 (Franchise Payments).

Second Reconciliation - $GDPR_2$

5.4 Subject to paragraph 6, $GDPR_2$ for a Franchisee Year shall be calculated based on the GDP (ABMI) Figures in respect of that Franchisee Year published in the UK Quarterly National Accounts for quarter one in the year following the $GDPR_1$ Reconciliation Date (the " **$GDPR_2$ Reconciliation Date**").

5.5 $GDPR_2$ for a Franchisee Year shall be an amount equal to:

- (a) the amount which GDPA would have been for that Franchisee Year if:
 - (i) Current Year GDP for that Franchisee Year had been calculated using the UK Quarterly National Accounts for Q1 GDP (ABMI) Figures in respect of that Franchisee Year available at the $GDPR_2$ Reconciliation Date; and
 - (ii) Base Year GDP had been calculated using the most recently published GDP (ABMI) Figures available at the $GDPR_2$ Reconciliation Date;

minus

(b) the sum of GDPA and any $GDPR_1$ for that Franchisee Year.

5.6 If $GDPR_2$ is:

- (a) a negative number, $GDPR_2$ will be a negative number for the purpose of Schedule 8.1 (Franchise Payments); or
- (b) a positive number, $GDPR_2$ will be a positive number for the purpose of Schedule 8.1 (Franchise Payments).

5.7 Payment of any $GDPR_1$ or $GDPR_2$

Where an amount of $GDPR_1$ or $GDPR_2$ is payable for a Franchisee Year, such amount shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the refined GDP (ABMI) Figures referred to in paragraph 5.2(a) or 5.5(a) (as

applicable) or as set out in paragraph 6 (the "**GDP Publication Date**") or, where there is no Payment Date which occurs following the date falling fifteen (15) days after the GDP Publication Date, not later than fifteen (15) days after the GDP Publication Date.

6. **Final Adjustments/Reconciliations**

Final Year

6.1 GDPA for the Final Franchisee Year (including in the event of an early termination) shall be calculated and payable in accordance with paragraph 4 provided that, if such Final Franchisee Year ends other than on 31 March, for the purpose of calculating GDPA for that Final Franchisee Year:

- (a) $Df_{T_{GDP}RW}$ shall be adjusted on a pro-rata basis to reflect the number of days by which the number of days in the Final Franchisee Year was less than 365 (or in a leap year, 366); and
- (b) no other component of GDPA referred to in the formula in paragraph 4.2 shall be adjusted to reflect that the Final Franchisee Year ended other than on 31 March, and

GDPA for the Final Franchisee Year shall be payable in accordance with paragraph 4.5.

6.2 No $GDPR_1$ or $GDPR_2$ payment shall be payable in respect of the Final Franchisee Year.

Penultimate Year

6.3 $GDPR_1$ for the penultimate Franchisee Year shall be calculated in accordance with paragraph 5.2 and payable in accordance with paragraph 5.7 provided that, if the Final Franchisee Year ends other than on 31 March, in paragraph 5.2(a) the words:

- (a) **"at the $GDPR_1$ Reconciliation Date"**

shall be deemed to be replaced by the following words:

- (b) **"in the month in which GDPA is calculated for the Final Franchisee Year"**.

6.4 No $GDPR_2$ payment shall be payable in respect of the penultimate Franchisee Year.

Year before Penultimate Year

6.5 $GDPR_2$ for the Franchisee Year immediately prior to the penultimate Franchisee Year shall be calculated in accordance with paragraph 5.5 and payable in accordance with paragraph 5.7 provided that, where the Final

Franchisee Year ends other than on 31 March, in paragraph 5.5(a) the words:

(a) **"at the GDPR2 at the Reconciliation Date"**

shall be deemed to be replaced by:

(b) **"in the month in which GDPA is calculated for the Final Franchisee Year".**

²⁴⁷ **APPENDIX 1 TO SCHEDULE 8.4**
DfT_{GDP}RW

Column 1		Column 2	Column 3	Column 4	Column 5
Year		Franchisee Year	DfT _{GDP} R	DfT _{GDP} 1RW	DfT _{GDP} 2RW
From	To			(70% of DfT _{GDP} R)	(90% of DfT _{GDP} R)
10-Dec-17	31-Mar-18	Year 1 (part)	(33,854,000)	(23,697,800)	(30,468,600)
01-Apr-18	31-Mar-19	Year 2	(115,304,000)	(80,712,800)	(103,773,600)
01-Apr-19	31-Mar-20	Year 3	(121,667,000)	(85,166,900)	(109,500,300)
01-Apr-20	31-Mar-21	Year 4	(125,688,000)	(87,981,600)	(113,119,200)
01-Apr-21	31-Mar-22	Year 5	(129,510,000)	(90,657,000)	(116,559,000)
01-Apr-22	31-Mar-23	Year 6	(134,311,000)	(94,017,700)	(120,879,900)
01-Apr-23	31-Mar-24	Year 7	(139,886,000)	(97,920,200)	(125,897,400)
01-Apr-24	31-Mar-25	Year 8	(145,491,000)	(101,843,700)	(130,941,900)
01-Apr-25	31-Mar-26	Year 9	(150,182,000)	(105,127,400)	(135,163,800)
01-Apr-26	31-Mar-27	Year 10 (extension)	(154,581,000)	(108,206,700)	(139,122,900)
01-Apr-27	31-Mar-28	Year 11 (extension)	(158,952,000)	(111,266,400)	(143,056,800)

²⁴⁷ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

**APPENDIX 2 TO SCHEDULE 8.4
ADJUSTED TARGET GDP INDEX**

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7
Year	Franchisee Year	GDP Index value	C	GDP^c_T	GDP Nil Band Lower	GDP Nil Band Upper
					GDPcT - 0.02	GDPcT + 0.02
2015/16	Year -1	1.0000	1.16	1.0000	0.9800	1.0200
2016/17	Year 0	1.0204	1.16	1.0237	1.0037	1.0437
2017/18	Year 1	1.0431	1.16	1.0502	1.0302	1.0702
2018/19	Year 2	1.0650	1.16	1.0758	1.0558	1.0958
2019/20	Year 3	1.0869	1.16	1.1015	1.0815	1.1215
2020/21	Year 4	1.1103	1.16	1.1290	1.1090	1.1490
2021/22	Year 5	1.1369	1.16	1.1605	1.1405	1.1805
2022/23	Year 6	1.1642	1.16	1.1929	1.1729	1.2129
2023/24	Year 7	1.1922	1.16	1.2262	1.2062	1.2462
2024/25	Year 8	1.2220	1.16	1.2618	1.2418	1.2818
2025/26	Year 9	1.2525	1.16	1.2984	1.2784	1.3184
2026/27	Year 10 (extension)	1.2838	1.16	1.3362	1.3162	1.3562
2027/28	Year 11 (extension)	1.3159	1.16	1.3750	1.3550	1.3950

Schedule 8.5
CLE Adjustment Payments

1. Purpose and Application of Schedule

- 1.1 This Schedule 8.5 sets out the formulae to be used to calculate the value of **CLEA and CLER** for the purposes of Schedule 8.1 (Franchise Payments).
- 1.2 The provisions of this Schedule 8.5 shall survive the expiry or earlier termination of the Franchise Agreement, in the case of an early termination irrespective of the reason for such termination.

2. Definitions

- 2.1 For the purposes of this Schedule 8.5:

"Adjusted Actual CLE Index" (expressed in the formulae in this Schedule 8.5 as CLE^{C_A}) means, in respect of each Franchisee Year, the figure calculated for that Franchisee Year in accordance with paragraph 4.3;

"Adjusted Target CLE Index" (expressed in the formulae in this Schedule 8.5 as CLE^{C_T}) means, in respect of each Franchisee Year, the figure specified for that Franchisee Year in the Column headed **" CLE^{C_T} "** in Appendix 2 (Adjusted Target CLE Index);

"APS Workplace Analysis Figures" has the meaning given to it in paragraph 3.3;

"Base Year CLE" (expressed in the formulae in this Schedule 8.5 as CLE_B) means, at the time of any calculation pursuant to paragraph 4.3 and 5.2, the CLE (APS) Figures incorporating the APS Workplace Analysis Figures most recently published by the Office for National Statistics for the 4 quarters up to and including March 2016;

"CLE Adjustment Payment" (expressed in this Schedule 8.5 as **"CLEA"**) means, in respect of each Franchisee Year, the figure calculated in accordance with paragraph 4.2 or paragraph 6.1 (as applicable) which shall be due in accordance with paragraph 4.5 and payable in accordance with Schedule 8.1 (Franchise Payments);

"CLE (APS) Figures" means the aggregate output figures in respect of the London Boroughs of Camden, City of London, Islington, Kensington & Chelsea, Lambeth, Tower Hamlets, Southwark and Westminster for the 4 quarters up to and including 31 March as published in the **"APS Workplace Analysis Figures"** (Table T13a - Employment by industry (SIC 2007) and flexibility') within the first four (4) months of the following Franchisee Year; accessible online via 'Nomis – official labour market statistics';

"CLE Reconciliation Payment" (expressed in this Schedule 8.5 as **"CLER"**) means the reconciliation to the CLE Adjustment Payment payable

in respect of the relevant Franchisee Year, calculated in accordance with paragraph 5 and/or paragraph 6 (as applicable);

"CLER Reconciliation Date" has the meaning given to it in paragraph 5.1;

"CLE Nil Band Lower" means, in respect of each Franchisee Year, the figure specified in Column 6 headed **"CLE Nil Band Lower"** of the table in Appendix 4 (Adjusted Target CLE Index) in respect of that Franchisee Year;

"CLE Nil Band Upper" means, in respect of each Franchisee Year, the figure specified in Column 7 headed **"CLE Nil Band Upper"** of the table in Appendix 4 (Adjusted Target CLE Index) in respect of that Franchisee Year; and

"Current Year CLE" means, in respect of a Franchisee Year, the CLE (APS) Figures most recently published (as at the time of any calculation pursuant to paragraph 4.3 and 5.2) by the Office for National Statistics in respect of the 4 quarters up to and including 31 March of that Franchisee Year.

3. **CLE Adjustment Payment**

3.1 If, in respect of any Franchisee Year:

- (a) Adjusted Actual CLE Index and Adjusted Target CLE Index are the same; or
- (b) Adjusted Actual CLE Index for that Franchisee Year is equal to or greater than the CLE Nil Band Lower figure for that Franchisee Year but less than or equal to the CLE Nil Band Upper figure for that Franchisee Year,

CLEA in respect of that Franchisee Year shall be zero.

However, CLER₁ may be greater or less than zero in respect of that Franchisee Year as a result of a reconciliation made in accordance with paragraph 10 or paragraph 6.

3.2 Subject to paragraph 3.1(b), if, in respect of any Franchisee Year:

- (a) Adjusted Actual CLE Index is less than Adjusted Target CLE Index, CLEA will be a positive number for the purposes of Schedule 8.1 (Franchise Payments); or
- (b) Adjusted Actual CLE Index is greater than Adjusted Target CLE Index, CLEA will be a negative number for the purposes of Schedule 8.1 (Franchise Payments).

3.3 The Office for National Statistics publishes the **"Annual Population Survey – Workplace Analysis"** output figures (**"APS Workplace Analysis Figures"**) from which the CLE (APS) Figures are derived for the 4 quarters up to and including the end of March each year.

- 3.4 In the event that the Office for National Statistics revises the basis upon which the APS Workplace Analysis Figures are determined, the Parties may agree or the Secretary of State shall reasonably determine, such amendments that are appropriate to deal with the changes to the basis upon which the APS Workplace Analysis Figures are determined, to the provisions of this Schedule 8.5 (including any revisions to the tables set out in Appendix 1 or 2) of this Schedule 8.5 so that risk apportioned between the Secretary of State and the Franchisee in respect of CLE (APS Figures) within this Schedule 8.5 is held constant.
- 3.5 In determining what amendments to this Schedule 8.5 are required pursuant to paragraph 3.4, the Secretary of State shall take into account any guidance, explanatory papers and revised output figures issued by, or on behalf of, the Office of National Statistics in respect of the relevant revision to the basis of the APS Workplace Analysis Figures.
- 3.6 If the APS Workplace Analysis Figures cease to be published or there is, in the reasonable opinion of the Secretary of State, a material change in the basis on which those figures are calculated or if, at any relevant time, there is a delay in the publication of those figures, such other central London employment figures to be substituted for the APS Workplace Analysis Figures as the Parties may agree or the Secretary of State shall reasonably determine together with such other changes as may be appropriate to this Schedule 8.5 to reflect any such reasonable replacement measure.
- 3.7 In respect of each Franchisee Year, the CLE (APS) Figures to be used for the purposes of calculating CLEA and CLER will be the CLE (APS) Figures determined following the publication of the APS Workplace Analysis Figures for the 4 quarters preceding 31 March.
- 3.8 As the APS Workplace Analysis Figures which, pursuant to paragraph 3.3, forms the basis of the CLE (APS) Figures used in the calculation of Current Year CLE for each Franchisee Year may be revised by the Office for National Statistics from time to time following initial publication, a reconciliation payment shall, subject to paragraph 6, be calculated in respect of each Franchisee Year in accordance with paragraph 5, to reflect the difference between the amount of CLEA already paid in respect of that Franchisee Year and the amount of CLEA which would have been payable in respect of that Franchisee Year had the CLE (APS) Figures used in the calculation of Current Year CLE and Base Year CLE been those most recently published at the CLER Reconciliation Date.
- 3.9 The final CLEA and reconciliation payments to be made at the end of the Franchise Period will be calculated in accordance with paragraph 6.
- 3.10 If the Final Franchisee Year ends other than on 31 March:
- (a) there shall be a pro-rata adjustment to DfT_{CLERW} for that Franchisee Year in accordance with paragraph 6.1; and

(b) there shall be no change to the figures for the Adjusted Target CLE Index or the figures used to calculate the Adjusted Actual CLE Index.

4. **CLE Adjustment Payments (CLEA)**

4.1 **CLE Nil Band**

The CLE Adjustment Payment for a Franchisee Year shall be zero if the Adjusted Actual CLE Index for that Franchisee Year is equal to or greater than the CLE Nil Band Lower figure for that Franchisee Year but less than or equal to the CLE Nil Band Upper figure for that Franchisee Year.

4.2 **CLE Adjustment Payments outside the CLE Nil Band**

Where paragraph 4.1 does not apply for a Franchisee Year, the CLE Adjustment Payment payable for that Franchisee Year shall be an amount calculated in accordance with the following formula:

$\text{CLEA} = \text{DfT}_{\text{CLERW}} \times \left[\frac{(\text{CLE}^{\text{C}_A}) - \text{A}}{(\text{CLE}^{\text{C}_T})} \right] \times \text{RPI}$	
Where:	
DfT_{CLERW}	is, subject to paragraph 5, the figure shown in respect of the relevant Franchisee Year in: <ul style="list-style-type: none"> (a) Column 4 of the table in Appendix 1 (DfT_{CLE1RW}) where CLE^{C_A} is greater than CLE^{C_T}; or (b) Column 5 of the table in Appendix 1 (DfT_{CLE2RW}) where CLE^{C_A} is less than CLE^{C_T}.
CLE^{C_A}	is the Adjusted Actual CLE Index for the relevant Franchisee Year;
CLE^{C_T}	is the Adjusted Target CLE Index for the relevant Franchisee Year;
A	means the figure determined in accordance with paragraph 4.4 for the relevant Franchisee Year; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

4.3 Calculating Adjusted Actual CLE Index (CLE^c_A)

The Adjusted Actual CLE Index for a Franchisee Year shall be an amount calculated in accordance with the following paragraph:

$CLE^c_A = \left[\frac{(CLE_y)}{CLE_B} \right]^c$	
Where:	
c	means 1.26;
CLE_y	is Current Year CLE for the relevant Franchisee Year;
CLE_B	is Base Year CLE.

The Adjusted Actual CLE Index shall be specified as a decimal (to 4 decimal places) and where Adjusted Actual CLE Index is negative, it shall be specified as a positive number less than 1.

4.4 Calculating the relevant CLE threshold (A)

The figure A for a Franchisee Year shall be:

- (a) the CLE Nil Band Upper figure for that Franchisee Year, where CLE^c_A is greater than the CLE Nil Band Upper figure for that Franchisee Year; or
- (b) the CLE Nil Band Lower figure for that Franchisee Year, where CLE^c_A is less than the CLE Nil Band Lower figure for that Franchisee Year.

4.5 Payment

Where an amount of CLEA is payable in respect of a Franchisee Year, CLEA shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the APS Workplace Analysis Figures which form the basis of the CLE (APS) Figures by the Office for National Statistics (within the first four (4) months of the following Franchisee Year), relating to the final quarter of the relevant Franchisee Year (such date of publication being the "**CLE Estimate Date**"), or where there is no Payment Date which occurs following the date falling fifteen (15) days after the CLE Estimate Date, not later than thirty (30) days after the CLE Estimate Date.

5. CLE Reconciliation Payment (CLER)

Reconciliation - CLER

5.1 CLER for a Franchisee Year (including, in the Final Franchisee Year, in respect of CLEA for the penultimate Franchisee Year, if applicable) shall be calculated based on the CLE (APS) Figures in respect of that Franchisee Year which incorporate the APS Workplace Analysis Figures used to calculate the CLEA payable pursuant to paragraph 4.5 that have been revised and re-published by the Office for National Statistics within twelve (12) months of the CLE Estimate Date ("**Revised CLE (APS) Figures**" for that Franchisee Year (the "**CLER Reconciliation Date**"). If no Revised CLE APS Figures are published within such twelve (12) months, no CLER shall be payable for the relevant Franchisee Year.

5.2 CLER for a Franchisee Year shall be an amount equal to:

(a) the amount which CLEA would have been for that Franchisee Year if:

(i) Current Year CLE for that Franchisee Year had been calculated using the APS Workplace Analysis Figures which form the basis of the CLE (APS) Figures in respect of that Franchisee Year available at the CLER Reconciliation Date; and

(ii) Base Year CLE had been calculated using the most recently published Annual Population Survey – Workplace Analysis Figures which form the basis of the CLE (APS) Figures available at the CLER Reconciliation Date;

minus

(b) CLEA for that Franchisee Year.

5.3 If CLER is:

(a) a negative number, CLER will be a negative number for the purpose of Schedule 8.1 (Franchise Payments); or

(b) a positive number, CLER will be a positive number for the purpose of Schedule 8.1 (Franchise Payments).

5.4 **Payment of any CLER**

Where an amount of CLER is payable for a Franchisee Year, such amount shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the revised APS Workplace Analysis Figures which form the basis of the CLE (APS) Figures referred to in paragraph 5.2(a) (the "**CLE Publication Date**") or, where there is no Payment Date which occurs following the date falling fifteen (15) days after the CLE Publication Date, not later than fifteen (15) days after the CLE Publication Date.

6. Final Adjustments/Reconciliations

6.1 CLEA for the Final Franchisee Year (including in the event of an early termination) shall be calculated and payable in accordance with paragraph 4 provided that, if such Final Franchisee Year ends other than on 31 March, for the purpose of calculating CLEA for that Final Franchisee Year:

(a) DfT_{CLERW} shall be adjusted on a pro-rata basis to reflect the number of days by which the number of days in the Final Franchisee Year was less than 365 (or in a leap year, 366); and

(b) no other component of CLEA referred to in the formula in paragraph 4.2 shall be adjusted to reflect that the Final Franchisee Year ended other than on 31 March, and

CLEA for the Final Franchisee Year shall be payable in accordance with paragraph 4.5.

6.2 No CLER payment shall be payable in respect of the Final Franchisee Year.

APPENDIX 1 TO SCHEDULE 8.5²⁴⁸
DFT_{CLE}RW

Column 1		Column 2	Column 3	Column 4	Column 5
Year		Franchisee Year	DfTCLER	DfTCLE1RW	DfTCLE2RW
From	To			(60% of DfTCLER)	(90% of DfTCLER)
10-Dec-17	31-Mar-18	Year 1 (part)	(35,177,000)	(21,106,200)	(31,659,300)
01-Apr-18	31-Mar-19	Year 2	(118,151,000)	(70,890,600)	(106,335,900)
01-Apr-19	31-Mar-20	Year 3	(121,911,000)	(73,146,600)	(109,719,900)
01-Apr-20	31-Mar-21	Year 4	(125,688,000)	(75,412,800)	(113,119,200)
01-Apr-21	31-Mar-22	Year 5	(129,063,000)	(77,437,800)	(116,156,700)
01-Apr-22	31-Mar-23	Year 6	(133,403,000)	(80,041,800)	(120,062,700)
01-Apr-23	31-Mar-24	Year 7	(138,511,000)	(83,106,600)	(124,659,900)
01-Apr-24	31-Mar-25	Year 8	(143,452,000)	(86,071,200)	(129,106,800)
01-Apr-25	31-Mar-26	Year 9	(147,392,000)	(88,435,200)	(132,652,800)
01-Apr-26	31-Mar-27	Year 10 (extension)	(150,975,000)	(90,585,000)	(135,877,500)

²⁴⁸ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

01- Apr-27	31- Mar- 28	Year 11 (extension)	(154,482,000)	(92,689,200)	(139,033,800)
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**APPENDIX 2 TO SCHEDULE 8.5
Adjusted Target CLE Index**

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7
Year	Franchisee Year	CLE Index value	c	CLE^c_T	CLE Nil Band Lower	CLE Nil Band Upper
					CLE^c_T - 0.02	CLE^c_T + 0.02
2015/16	Year -1	1.0000	1.26	1.0000	0.9800	1.0200
2016/17	Year 0	1.0077	1.26	1.0097	0.9897	1.0297
2017/18	Year 1	1.0129	1.26	1.0163	0.9963	1.0363
2018/19	Year 2	1.0192	1.26	1.0243	1.0043	1.0443
2019/20	Year 3	1.0287	1.26	1.0363	1.0163	1.0563
2020/21	Year 4	1.0405	1.26	1.0513	1.0313	1.0713
2021/22	Year 5	1.0518	1.26	1.0657	1.0457	1.0857
2022/23	Year 6	1.0599	1.26	1.0761	1.0561	1.0961
2023/24	Year 7	1.0672	1.26	1.0854	1.0654	1.1054
2024/25	Year 8	1.0729	1.26	1.0927	1.0727	1.1127
2025/26	Year 9	1.0770	1.26	1.0980	1.0780	1.1180
2026/27	Year 10 (extension)	1.0807	1.26	1.1027	1.0827	1.1227
2027/28	Year 11 (extension)	1.0843	1.26	1.1074	1.0874	1.1274

**SCHEDULE 9
Changes and Variations**

Schedule 9.1:	Financial and Other Consequences of Change
	Appendix 1: Definition of Threshold Amount
	Appendix 2: Agreement or Determination of Revised Inputs
Schedule 9.2:	Identity of the Financial Model
Schedule 9.3:	Variations to the Franchise Agreement and Incentivising Beneficial Changes
Schedule 9.4:	Secretary of State Risk Assumptions
Schedule 9.5:	Specified Infrastructure Related Change

Schedule 9.1
Financial and Other Consequences of Change

1. Purpose and Application of Schedule

1.1 This Schedule 9.1 sets out:

- (a) the circumstances in which the occurrence of a Change will result in an adjustment to the Franchise Payments and/or the Benchmarks and/or the Annual Benchmarks and wherever in Schedule 9 reference is made to "**adjustment to Franchise Payments**" such reference shall be construed to include (unless the context otherwise requires) the restatement of the values of FPST, SPST and TPST as specified in respect of each Franchisee Year in paragraphs 1, 2 and 3 (respectively) of Appendix 1 (Profit Share Thresholds) to Schedule 8.2 (Profit Share Mechanism) ("**Profit Share Components**");
- (b) the process by which that adjustment to the Franchise Payments and/or the Benchmarks and/or the Annual Benchmarks will be determined and effected; and
- (c) the provisions dealing with the responsibility for costs incurred by the Franchisee in connection with any audit of the Run of the Financial Model and its results.

1.2 Schedule 9.2 (Identity of the Financial Model) contains provisions dealing with the Financial Model which are relevant to the operation of this Schedule 9.1.

1.3 This Schedule 9.1 shall apply in relation to a Change where:

- (a) there are good reasons for considering that that Change will be a Qualifying Change or, with other Changes, part of an Aggregated Qualifying Change; and
- (b) the required notice(s) has/have been given in accordance with paragraph 1.4 (or the Parties have agreed that this Schedule 9.1 will apply and there should be a Run of the Financial Model and/or a review of the Benchmarks and/or the Annual Benchmarks even though the required notices have not been given).

1.4 The notice requirements are that:

- (a) subject to paragraph 1.4(b), a Party must have notified the other that it considers that the Change will be a Qualifying Change and that it requires a Run of the Financial Model and/or a review of the Benchmarks and/or the Annual Benchmarks in respect of that Change:

- (i) within six (6) months of the notification or agreement of that Change if it is a Variation pursuant to paragraph 1.1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes); or
 - (i) within six (6) months of becoming aware of it, if it is any other type of Change; and
 - (b) in the case of an Aggregated Qualifying Change, a Party must have notified the other:
 - (i) after an individual Change occurs, within the time limits stated in paragraphs 1.4(a)(i) or 1.4(a)(ii), that it reserves the right to count that Change towards an Aggregated Qualifying Change; and
 - (ii) within six (6) months of the occurrence of the last Change which that Party considers will trigger an Aggregated Qualifying Change, that the Party requires a Run of the Financial Model and/or a review of the Benchmarks and/or the Annual Benchmarks in respect of the Changes comprised in that Aggregated Qualifying Change. The notice must identify each of the Changes included in the Aggregated Qualifying Change.
- 1.5 References in the remainder of this Schedule 9.1 and in Schedule 9.2 (Identity of the Financial Model) to a **"Change"** are to a Change in respect of which the requirements in paragraph 1.3 have been satisfied.
2. **Timescales**
- 2.1 Where this Schedule 9.1 applies, any resulting restatement of the Annual Franchise Payment Components and the Profit Share Components, the Benchmarks and/or the Annual Benchmarks (as applicable) shall be made in accordance with this Schedule 9.1:
- (a) where it is reasonably practicable to do so, at least three (3) Reporting Periods prior to the Change; or
 - (b) where the timescale in paragraph 2.1(a) is not reasonably practicable, as soon as reasonably practicable after that.
- 2.2 If paragraph 2.1(b) applies and it is not reasonably practicable for the restatement of the Annual Franchise Payment Components and the Profit Share Components to be made before the Change occurs, then paragraph 10 (Estimated Revisions) shall apply.

3. How any adjustments to Franchise Payments will be established

3.1 The adjustments, if any, to the Franchise Payments to be made in respect of any Change shall be established by:

- (a) establishing those Model Changes and/or Revised Inputs required to take account of the Change; then
- (b) applying those Model Changes and/or Revised Inputs to the Financial Model before performing a Run of the Financial Model to generate the New Results; then
- (c) restating the Annual Franchise Payment Components and the Profit Share Components, by substituting the New Results for the Old Results (so that, to the extent that the New Results and the Old Results are different, this will result in an adjustment to the Franchise Payments),

in each case, subject to and in accordance with the terms more particularly described in this Schedule 9.1.

4. How Model Changes and/or Revised Inputs will be established

4.1 The Parties shall agree or the Secretary of State shall reasonably determine the Revised Inputs and (if any) the Model Changes.

4.2 **"Revised Inputs"** means:

- (a) the data that the Financial Model utilised in order to produce the Old Results, as such data is recorded in the Financial Model released by the Secretary of State pursuant to either of paragraphs 2.1(d) or 2.2 of Schedule 9.2 (Identity of the Financial Model) for the purposes of the Run of the Financial Model; but
- (b) amended, whether by way of increase, reduction or other alterations to such data, (if at all) only as the Parties may agree or the Secretary of State may reasonably determine is required by the provisions of Appendix 2 (Agreement or Determination of Revised Inputs) to this Schedule 9.1 in respect of a Change.

4.3 **"Model Changes"** means any changes that the Parties may agree or the Secretary of State may reasonably determine are required to the Financial Model and/or the Operational Model, as released by the Secretary of State pursuant to either of paragraphs 2.1(d) or 2.2 of Schedule 9.2 (Identity of the Financial Model), for the purposes of the Run of the Financial Model, as a consequence of and in order to give effect to the Revised Inputs.

4.4 The Secretary of State shall provide a written statement of the Revised Inputs and any Model Changes to the Franchisee for the purposes of paragraph 7 promptly after they have been agreed or determined.

5. Changes to Benchmarks and/or Annual Benchmarks

- 5.1 This paragraph 5 shall apply if either Party has given notice to the other that it considers that a Change has or will have, in that Party's reasonable opinion, a material effect on the risk of the Franchisee failing to satisfy the requirements of any Benchmark and/or Annual Benchmark (whether in terms of increasing or reducing that risk).
- 5.2 Any notice referred to in paragraph 5.1 shall be given as soon as reasonably practicable and in any event before the Parties have agreed or the Secretary of State has reasonably determined the Revised Inputs in respect of the Change.
- 5.3 Where this paragraph 5 applies, the relevant Benchmarks and/or Annual Benchmarks shall be revised to the extent that such revision is reasonably considered to be necessary to hold constant the risk of the Franchisee failing to satisfy the requirements of that Benchmark and/or Annual Benchmarks. The Parties shall agree or the Secretary of State shall reasonably determine any such revision(s).
- 5.4 For the purposes of any revision to the Benchmarks and/or Annual Benchmarks under this paragraph 5, regard may be had to:
- (a) any relevant assumptions in the Record of Assumptions (as proposed to be updated to reflect the relevant Change) and the contents of an Operational Model; and/or
 - (b) any other information,

to the extent they are relevant to the consideration of whether a revision is reasonably considered to be appropriate to take account of the Change.

6. Run of the Financial Model following agreement or determination of the Revised Inputs and Model Changes

- 6.1 When the Revised Inputs and Model Changes (if any) are agreed or determined there shall be a Run of the Financial Model.
- 6.2 The Run of the Financial Model shall be performed after making any Model Changes and utilising the Revised Inputs and shall be performed by:
- (a) the Franchisee promptly on receiving notification of the Revised Inputs and any Model Changes from the Secretary of State pursuant to paragraph 4.4 or within such period of time as the Secretary of State shall reasonably determine; or
 - (b) the Secretary of State if the Franchisee fails to do so. In these circumstances, the Franchisee shall reimburse to the Secretary of State the Secretary of State's costs of performing the Run of the Financial Model.

6.3 The Party that performs the Run of the Financial Model pursuant to paragraph 6.2 shall provide the non performing Party with a reasonable opportunity to be in attendance and shall promptly notify such other Party of the New Results.

6.4 Where there is more than one Change, Runs of the Financial Model in respect of such Changes shall (unless otherwise agreed or the Secretary of State reasonably determines) be undertaken in the order in which such Changes occur. For this purpose, the order of occurrence will be determined by reference to the earliest date from which the Franchise Payments are reasonably expected to require adjustment as a result of the restatement of the Annual Franchise Payment Components and the Profit Share Components triggered by a Change. This will be as agreed between the Parties or in the absence of agreement be reasonably determined by the Secretary of State.

7. **Certification or Audit of the New Results**

7.1 The Secretary of State, as soon as reasonably practicable after receiving or generating the New Results pursuant to paragraphs 6.2 and 6.3, shall either:

- (a) certify to the Franchisee his approval of the New Results; or
- (b) notify the Franchisee that he requires the Run of the Financial Model and its results to be audited by an independent auditor appointed by the Secretary of State with the approval (not to be unreasonably withheld) of the Franchisee.

7.2 For the purposes of paragraph 7.1(b), the requirement for an audit is one that requires the auditor either to certify:

- (a) that the New Results have been produced by applying the Revised Inputs (as provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4) to the Financial Model after making the Model Changes (as provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4); or
- (b) the New Results themselves, by itself applying the Revised Inputs (as provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4) to the Financial Model after making the Model Changes (as provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4).

7.3 The Parties shall procure that any auditor is, as soon as reasonably practicable after his appointment, able to discharge the audit requirements.

7.4 The results as certified by the Secretary of State pursuant to paragraph 7.1 or by the auditor pursuant to paragraph 7.2 shall be final and binding on the Parties, except in the case of manifest error.

7.5 The Secretary of State may stipulate (on or before the date on which the Secretary of State approves or the auditor certifies the results of the Run of the Financial Model) in respect of a Change that the restated Annual Franchise Payment Components and the Profit Share Components are to apply for a limited period of time only (the "**Initial Period**"), with provision thereafter, if appropriate, for a further Run of the Financial Model with new Revised Inputs and/or Model Changes based on information available at that time.

8. **Costs of Audit**

8.1 This paragraph deals with the costs incurred by the Franchisee in connection with any audit required by the Secretary of State pursuant to paragraph 7.

8.2 The costs of any audit required under paragraph 7.1(b) shall be met by the Secretary of State subject to the following:

(a) the costs of the audit shall be met entirely by the Franchisee in the case of a Change falling within any of the following sub-paragraphs within the definition of Change:

(i) a Charge Variation;

(ii) an event set out in any Secretary of State Risk Assumptions specified in Schedule 9.4 (Secretary of State Risk Assumptions); and

(b) the costs of the audit shall be met entirely by the Franchisee:

(i) where,

(A) the New Results produced by applying the Revised Inputs to the Financial Model after making the Model Changes (if any); or

(B) the New Results themselves,

were incorrect as a result of manifest error by the Franchisee; and

(c) where paragraphs 8.2(a) and/or 8.2(b) do not apply, the Secretary of State shall only be responsible for the reasonable costs reasonably incurred of the Franchisee in connection with the audit, and the Franchisee shall comply with the Secretary of State's reasonable directions in connection with the audit which may include a requirement for a competitive tender for the appointment of the auditor.

9. **Restatement of Annual Franchise Payment Components and/or Benchmarks and/or Annual Benchmarks and/or Profit Share Components**

9.1 When the New Results have been certified by the Secretary of State or the auditor in accordance with paragraph 7 then:

(a) if:

(i) there is any difference between the Old Results and the New Results; and

(ii) the New Results are such that the Change:

(A) meets the criteria for a Qualifying Change; or

(B) with other Changes meets the criteria for an Aggregated Qualifying Change,

the Annual Franchise Payment Components and the Profit Share Components shall be restated in the amounts of the New Results; and

(b) if any changes to the Benchmarks and/or Annual Benchmarks have been agreed or determined in accordance with paragraph 5, the Benchmarks and/or Annual Benchmarks shall be restated to give effect to those changes.

9.2 Subject to paragraph 9.3, the restatement of the Annual Franchise Payment Components and the Profit Share Components shall have effect on and from the date on which the Secretary of State or the auditor certifies the results of the Run of the Financial Model.

9.3 If and to the extent that:

(a) the application of the New Results in respect of the then current or any earlier Franchisee Year would result in any change to the amount of any payments already made between the Secretary of State and the Franchisee; and

(b) that change in payments is not already taken into account in any Reconciliation Amount payable pursuant to paragraph 10.11,

then a reconciliation payment shall be paid by the Franchisee or the Secretary of State (as the case may be). The payment shall be made on the first Payment Date which falls more than seven (7) days after agreement or determination of the amount of the reconciliation payment required (or if there is no such Payment Date, within fourteen (14) days after such agreement or determination).

9.4

- (a) Following the certification of the New Results by the Secretary of State or the auditor in accordance with paragraph 7 (*Certification or Audit of the New Results*), "**DfT_{GDP}R**" as specified in Column 3 of Appendix 1 (DfT_{GDP}RW) to Schedule 8.4 (GDP Adjustment Payments) shall be adjusted to reflect the adjustment to "**PRRPI_{GDP}**" in accordance with the following formula and for each Franchisee Year in respect of which the change to "**PRRPI_{GDP}**" applies:

New DfT_{GDP}R = DfT_{GDP}R x (PRRPI_{GDP}^{new}/PRRPI_{GDP}^{old})	
where:	
DfT_{GDP}R	is, in respect of a Franchisee Year, the figure included for DfT _{GDP} R in Column 3 in Appendix 1 (DfT _{GDP} RW) of Schedule 8.4 (GDP Adjustment Payments) at the time of certification of the New Results;
PRRPI_{GDP}^{new}	is, in respect of a Franchisee Year, the figure for PRRPI _{GDP} for that Franchisee Year in the New Results; and
PRRPI_{GDP}^{old}	is, in respect of a Franchisee Year, the figure for PRRPI _{GDP} for that Franchisee Year in the Old Results.

- (b) Following calculation of New DfT_{GDP}R by the Secretary of State in accordance with this paragraph 9.4, the Secretary of State shall issue a replacement Appendix 1 (DfT_{GDP}RW) of Schedule 8.4 (GDP Adjustment Payments) which, in respect of each Franchisee Year, shall specify: New DfT_{GDP}R in Column 3 of that appendix as "**DfT_{GDP}R**" and 70% of New DfT_{GDP}R in Column 4 (being "**DfT_{GDP}1RW**") and 90% of New DfT_{GDP}R in Column 5 (being "**DfT_{GDP}2RW**") of that appendix, together being "**DfT_{GDP}RW**", and such replacement appendix shall replace the existing appendix without further act.

9.5

- (a) Following the certification of the New Results by the Secretary of State or the auditor in accordance with paragraph 7 (*Certification or Audit of the New Results*), "**DfT_{CLE}R**" as specified in Column 3 of Appendix 1 (DfT_{CLE}RW) to Schedule 8.5 (CLE Adjustment Payments) shall be adjusted to reflect the adjustment to "**PRRPI_{CLE}**" in

accordance with the following formula and for each Franchisee Year in respect of which the change to "PRRPI_{CLE}" applies:

New DfT_{CLE}R = DfT_{CLE}R x (PRRPI_{CLEnew}/PRRPI_{CLEold})	
where:	
DfT_{CLE}R	is, in respect of a Franchisee Year, the figure included for DfT _{CLE} R in Column 3 in Appendix 1 (DfT _{CLE} RW) of Schedule 8.5 (CLE Adjustment Payments) at the time of certification of the New Results;
PRRPI_{CLEnew}	is, in respect of a Franchisee Year, the figure for PRRPI _{CLE} for that Franchisee Year in the New Results; and
PRRPI_{CLEold}	is, in respect of a Franchisee Year, the figure for PRRPI _{CLE} for that Franchisee Year in the Old Results.

- (b) Following calculation of New DfT_{CLE}R by the Secretary of State in accordance with this paragraph 9.5, the Secretary of State shall issue a replacement Appendix 1 (DfT_{CLE}RW) of Schedule 8.5 (CLE Adjustment Payments) which, in respect of each Franchisee Year, shall specify: New DfT_{CLE}R in Column 3 of that appendix as "**DfT_{CLE}R**" and 60% of New DfT_{CLE}R in Column 4 (being "**DfT_{CLE}1RW**") and 90% of New DfT_{CLE}R in Column 5 (being "**DfT_{CLE}2RW**") of that appendix, together being "**DfT_{CLE}RW**" and such replacement appendix shall replace the existing appendix without further act.

10. Estimated Revisions

- 10.1 This paragraph 10 applies where there is or is to be a Change before there is a Run of the Financial Model in respect of it. It provides a mechanism for interim adjustments in Franchise Payments pending the final agreement or determination of those adjustments under this Schedule 9.1.
- 10.2 Where this paragraph 10 applies, the Secretary of State shall make the Estimated Revisions described in paragraph 10.3:
 - (a) if the Franchisee requests the Secretary of State to do so at the same time as requesting a Run of the Financial Model in respect of the Change under paragraph 1.4; or
 - (b) if the Secretary of State otherwise agrees or chooses (in his discretion) to do so.
- 10.3 The estimated revisions are the Secretary of State's estimates of the New Results which will apply once the process in paragraphs 4 to 9 of this Schedule 9.1 has been completed in respect of the Change (the "**Estimated Revisions**"). For the avoidance of doubt, Revised Inputs are not made in order to generate or take account of the Estimated Revisions.

- 10.4 The estimates referred to in paragraph 10.3 will be such estimates as the Secretary of State, acting reasonably, makes having regard to the time and the information available to him at the time the estimates fall to be made, provided always that it is acknowledged that:
- (a) the purpose of the estimates is to enable provision to be made in respect of adjustments to the Annual Franchise Payment Components and the Profit Share Components before full information about the Change is available and/or full consideration of the nature and extent of Revised Inputs and/or Model Changes has been undertaken;
 - (b) it may not be reasonably practicable in all circumstances for the Secretary of State to take into account in such an estimate all actual or potential impacts of a Change. Where the Secretary of State is aware that there are any such actual or potential impacts which he has not taken into account, he shall notify the Franchisee of them when notifying the Estimated Revisions pursuant to paragraph 10.2; and
 - (c) the Secretary of State shall be entitled to adjust any Estimated Revision notified pursuant to paragraph 10.2 to the extent he reasonably considers appropriate if at any time:
 - (i) the Secretary of State becomes aware of any new or revised information which would, if it had been available to him at the time he made his original estimate, have resulted in him making a different Estimated Revision; and
 - (ii) it is reasonable to revise the Estimated Revision having regard to the likely period of delay prior to the Run of the Financial Model in respect of the relevant Change.
- 10.5 In the circumstances described in paragraph 10.2 and paragraph 10.4(c), the Annual Franchise Payment Components and the Profit Share Components shall be restated in the amounts and values of the Estimated Revisions, and Franchise Payments shall be paid accordingly until the Run of the Financial Model has taken place and its results have been put into effect.
- 10.6 The Secretary of State shall use all reasonable endeavours to notify the Franchisee of the Estimated Revisions required by paragraph 10.2 at least two (2) Reporting Periods before he considers the Change is likely to occur. If, having exercised all reasonable endeavours, the Secretary of State cannot provide two (2) Reporting Periods' notice, he shall provide such notification as soon as reasonably practicable afterwards.
- 10.7 The restatement of the Annual Franchise Payment Components and the Profit Share Components referred to in paragraph 10.5 shall have effect on and from:

- (a) the date on which the Secretary of State notifies the Franchisee of the Estimated Revisions; or
 - (b) such other date as the Secretary of State, acting reasonably, may notify the Franchisee as the date on which the Secretary of State considers the Estimated Revisions should reasonably take effect, consistent with the matters taken into account by the Secretary of State in estimating the Estimated Revisions.
- 10.8 No estimate made by the Secretary of State pursuant to this paragraph 10 shall prejudice the Secretary of State's subsequent determination of any Revised Input or Model Change pursuant to paragraph 4.
- 10.9 Subject to paragraph 10.10, where adjustments to Franchise Payments have resulted from the operation of paragraph 10.5, then, as soon as reasonably practicable after the certification of the New Results following the related Run of the Financial Model, the Parties shall agree or the Secretary of State shall reasonably determine the difference (the "**Reconciliation Amount**") between:
- (a) the total amount of Franchise Payments paid or to be paid to which adjustments have been made pursuant to the operation of paragraph 10.5; and
 - (b) the total amount of the Franchise Payments, as determined by that Run of the Financial Model, in respect of the same period as the period over which the adjusted Franchise Payments referred to in paragraph 10.9(a) have been paid or are to be paid.
- 10.10 If a Change is agreed or determined not to be a Qualifying Change or not to be part of an Aggregated Qualifying Change with or without any Run of the Financial Model having been performed, the Reconciliation Amount shall be the total amount of the adjustments to Franchise Payments which have resulted from the operation of paragraph 10.5.
- 10.11 The Reconciliation Amount shall be paid:
- (a) by the Franchisee to the Secretary of State where the Estimated Revisions resulted in an overpayment of Franchise Payments by the Secretary of State to the Franchisee or an underpayment of Franchise Payments by the Franchisee to the Secretary of State compared with:
 - (i) the amount of the Franchise Payments described in paragraph 10.9(b); or
 - (ii) where paragraph 10.10 applies, the amount of the unrestated Franchise Payments over the same period; and

- (b) by the Secretary of State to the Franchisee where the Estimated Revisions resulted in an underpayment of Franchise Payments by the Secretary of State to the Franchisee or an overpayment of Franchise Payments by the Franchisee to the Secretary of State compared with:
- (i) the amount of the Franchise Payments described in paragraph 10.9(b); or
 - (ii) where paragraph 10.10 applies, the amount of the unrestated Franchise Payments over the same period.

In either case, such payment shall be made on the first Payment Date which falls more than seven (7) days after agreement or determination (or if none, within fourteen (14) days after such agreement or determination).

10.12 For the purposes of paragraphs 10.9, 10.10 and 10.11, references to Franchise Payments shall include any profit share payments made under Schedule 8.2 (Profit Share Mechanism).

11. **Information**

The Franchisee shall promptly, having regard to the other timescales anticipated in this Schedule 9.1, provide to the Secretary of State such information as the Secretary of State may request for the purpose of enabling the Secretary of State to exercise his rights and comply with his obligations pursuant to this Schedule 9.1.

**APPENDIX 1 TO SCHEDULE 9.1
Definition of Threshold Amount**

"**Threshold Amount**" means £[REDACTED²⁴⁹] subject to indexation as follows:

Threshold Amount x RPI	
Where:	
RPI	shall have the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

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APPENDIX 2 TO SCHEDULE 9.1
Agreement or Determination of Revised Inputs

1. The Parties shall agree or the Secretary of State shall reasonably determine the Revised Inputs that are required in respect of a Change:
 - (a) on the basis of the general adjustments and/or assumptions referred to in paragraph 2;
 - (b) on the basis of the assumptions in the Record of Assumptions as added to and/or amended (if at all) in accordance with paragraph 3;
 - (c) so as to provide for profit in accordance with paragraph 5;
 - (d) so as to give effect to the provisions of paragraph 6 in relation to indexation;
 - (e) so as to provide for Traction Electricity Charges in accordance with paragraph 4;
 - (f) so as to give effect to the provisions of paragraph 8 in relation to the Cancellations Performance Sum, the TOC Minute Delay Performance Sum, the CaSL Performance Sum and the PPM Performance Sum,

provided that if there is any inconsistency between the assumptions in the Record of Assumptions described in paragraph (b) above and any other of the requirements of this paragraph 1, those other requirements shall prevail, unless the Secretary of State (acting reasonably) otherwise elects.

2. General Adjustments/Assumptions

- 2.1 Revised Inputs are to be agreed between the Parties or reasonably determined by the Secretary of State on the basis that:

- (a) any increase in costs relating to a Change; and/or
- (b) any reduction in revenues relating to a Change,

that is attributable to any activities, actions or omissions of the Franchisee which are not permitted under, or would otherwise constitute a contravention of, the terms of the Franchise Agreement, is to be disregarded.

- 2.2 Revised Inputs are to be agreed between the Parties or reasonably determined by the Secretary of State on the basis that:

- (a) any reduction in costs relating to a Change; and/or
- (b) any increase in revenues relating to a Change,

that is attributable to any activities, actions or omissions of the Franchisee which are not permitted under, or would otherwise constitute a

contravention of, the terms of the Franchise Agreement, is to be taken into account.

2.3 Revised Inputs are also to be agreed between the Parties or reasonably determined by the Secretary of State on the basis that:

(a) the Franchisee will use all reasonable endeavours to:

(i) reduce any costs that may arise or income that may be foregone; and

(ii) increase any revenue that may arise and avoid any cost that may be avoided,

as a consequence of a Change; and

(b) any requirement for borrowing in respect of Capital Expenditure by the Franchisee is dealt with in accordance with paragraph 3 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes).

2.4 Where and as directed to do so by the Secretary of State (acting reasonably) the Franchisee shall undertake one or more competitive tendering exercises for the purposes of ascertaining the likely level of any costs relating to a Change which are relevant to a Revised Input.

3. **Assumptions in the Record of Assumptions**

3.1 The Parties shall (unless to do so would be contrary to paragraph 2) agree or the Secretary of State shall reasonably determine Revised Inputs that are in accordance with the assumptions that are contained in the Record of Assumptions, as added to or modified pursuant to paragraph 3.2 or paragraph 3.3.

3.2 Where the Secretary of State reasonably considers that the assumptions contained in the Record of Assumptions are ambiguous or that additional assumptions are required in relation to circumstances not dealt with by the assumptions in the Record of Assumptions, the Parties shall agree or the Secretary of State shall reasonably determine the assumptions or additional assumptions to be utilised for this purpose.

3.3 Where the Secretary of State reasonably considers that:

(a) a Change is likely to result in an increase in either or both of the costs of the Franchisee and the revenues of the Franchisee; and

(b) an assumption relevant to the Change contained in the Record of Assumptions does not accord with what would be achievable by, or experienced by, an economic and efficient franchisee,

then the Parties shall agree or the Secretary of State shall reasonably determine a modification to the assumption so that, as modified, it does accord with what would be achievable by, or experienced by, an economic and efficient franchisee.

4. **Traction Electricity Charges**

4.1 This paragraph 4 applies only in relation to Charge Variations.

4.2 In agreeing or determining Revised Inputs, no adjustment shall be made in respect of a Charge Variation to the extent that Charge Variation relates, directly or indirectly and however it may be effected, to the Traction Electricity Charge payable by the Franchisee pursuant to any Track Access Agreement. For this purpose (and subject to clause 1.1(k) of this Agreement), the Traction Electricity Charge is the component of the Track Charges (as defined in the Track Access Agreement) identified as such in any Track Access Agreement or any similar arrangement under which the Franchisee pays for traction current consumed by rolling stock vehicles operated by or on behalf of the Franchisee.

5. **Revised Input for Profit**

5.1

(a) Where a Change is forecast to result in an increase to the Franchisee's revenue in a Franchisee Year, the Parties shall agree or the Secretary of State shall reasonably determine Revised Inputs in relation to profit that provide for an increase in the amount of [REDACTED²⁵⁰]; and/or

(b) Where a Change is forecast to result in a reduction in the Franchisee's revenue in a Franchisee Year, the Parties shall agree or the Secretary of State shall reasonably determine Revised Inputs in relation to profit that provide for a decrease in the amount of profit in any Franchisee Year equal to the lower of:

(i) the percentage specified in paragraph 5.1(a); or

(ii) the average profit margin in the current Business Plan for the remaining Franchise Term,

of the forecast reduction in revenue for that Franchisee Year.

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- 5.2 In agreeing or determining Revised Inputs in relation to profit in respect of any Change, the Parties or the Secretary of State shall effect such change (if any) in the amount attributable to profit in paragraph 5.1 as they agree or the Secretary of State reasonably determines to reflect:
- (a) the risk for the Franchisee in continuing to operate the Franchise on the terms of the Franchise Agreement after and as a result of the Change; and
 - (b) the likelihood of:
 - (i) material benefit from such Change arising after expiry of the Franchise Term; and
 - (ii) material detriment from such Change arising prior to the expiry of the Franchise Term.
- 5.3 In agreeing or determining Revised Inputs for the purposes of any Protected Proposal, the Parties or the Secretary of State shall effect such change (if any) to the amount attributable to profit as they agree or the Secretary of State reasonably determines:
- (a) fairly rewards the Franchisee for proposing the Protected Proposal; and
 - (b) reasonably incentivises the Franchisee to propose further Protected Proposals,
- by sharing with the Franchisee a reasonable amount of the additional profit that is expected to arise from implementing the Protected Proposal.
- 5.4 Schedule 14.7 (Incentivising Long Term Investment) sets out the Secretary of State's guidance on how he approaches incentivising long term investment. Nothing in Schedule 14.7 (Incentivising Long Term Investment) is intended to limit or be limited by, the provisions of paragraph 2.2 of Schedule 14.4 (Designation of Franchise Assets).

6. Indexation

- 6.1 In agreeing or determining Revised Inputs, the Parties shall apply the following principles in connection with indexation. For each relevant item of data in the Financial Model in respect of which a Revised Input is agreed or determined to be required:
- (a) the Parties shall agree or the Secretary of State shall reasonably determine, having regard to the particular facts of the Change, the base date at which that item is priced; and
 - (b) that item shall be deflated by reference to the original base date and index (if any) relevant to that item in the Financial Model.

7. Route Efficiency Benefit Share Mechanism/REBS Mechanism

7.1 No Revised Inputs shall be made to reflect:

- (a) any amount payable by or to the Franchisee in respect of Route Efficiency Benefit Share Mechanism or REBS Mechanism; or
- (b) any change in the basis on which Route Efficiency Benefit Share Mechanism or REBS Mechanism is calculated or is to be paid (including any change which may require amounts in respect of Route Efficiency Benefit Share Mechanism to be payable by as well as payable to the Franchisee).

8. Cancellations Performance Sum, TOC Minute Delay Performance Sum, CaSL Performance Sum and PPM Performance Sum

In agreeing or determining Revised Inputs, no adjustment shall be made to the Financial Model to reflect any change in the amount of the Cancellations Performance Sum, the TOC Minute Delay Performance Sum, the CaSL Performance Sum or the PPM Performance Sum payable either by the Secretary of State or the Franchisee and arising from the exercise by the Secretary of State of his rights pursuant to paragraph 1.12 of Schedule 7.1 (Operational Performance). For example if prior to such exercise the Franchisee would have been entitled to receive a Cancellations Performance Sum of one hundred pounds (£100) for a particular level of performance against the Annual Cancellations Benchmark and after such exercise the Franchisee would only be entitled to receive a Cancellations Performance Sum of fifty pounds (£50) for achieving the same level of performance, no adjustment shall be made to the Financial Model to reflect this.

9 Revised Inputs under paragraph 1 of Schedule 9.4

For the purpose of agreeing or determining the Revised Inputs for revenue for the purpose of a SOSRA under paragraph 1 of Schedule 9.4 in accordance with this Schedule 9.1 the Secretary of State shall determine as figures the Revised Inputs for revenue by calculating the difference in the Franchisee's revenue between the Revised MOIRA (West Coast) and the Base MOIRA (West Coast) (following the application of indexation in accordance with Appendix 1 to Schedule 8.1 (Annual Franchise Payments)) and, for the avoidance of doubt, no adjustment will be made in MOIRA to reflect the difference in fares charged by the Franchise Operator and another train operator operating the additional Relevant WCML Services.

Schedule 9.2

Identity of The Financial Model**1. Franchisee's Obligations**

- 1.1 The Franchisee shall deliver two copies of each of the Financial Model, the Operational Model and the Record of Assumptions (each such copy in electronic format on CD-ROM or other appropriate electronic medium) together with hard format copies of the output template of the Financial Model in the format set out in the document in the agreed terms marked **FF** (the **Escrow Documents**) to the Secretary of State in the agreed form, accompanied by a notice that the Escrow Documents are to be Placed in Escrow.
- 1.2 The Franchisee shall deliver the Escrow Documents to the Secretary of State in accordance with paragraph 1.1:
- (a) on the date of the Franchise Agreement;
 - (b) within seven (7) days of the Start Date, but updated only as strictly necessary for any elapsed time between the actual Start Date and the date assumed to be the Start Date in the Initial Business Plan; and
 - (c) within seven (7) days of any approval or audit of a Run of the Financial Model as provided for in paragraph 7 of Schedule 9.1 (Financial and Other Consequences of Change), but updated with the Revised Inputs and any Model Changes together with an updated Record of Assumptions and copies of both the modified and unmodified Financial Model.
- 1.3 The Franchisee shall deliver with each such deposit of the Escrow Documents all of the following information to the extent that it is relevant:
- (a) details of the Escrow Documents deposited (including full filename and version details, any details required to access the Escrow Documents including media type, backup command/software used, compression used, archive hardware and operating system details);
 - (b) the names and contact details of persons who are able to provide support in relation to accessing and interpreting the Escrow Documents; and
 - (c) if required by the Secretary of State, a certificate from independent auditors approved by the Secretary of State, confirming that the deposited version of the Escrow Documents is in the agreed form in accordance with paragraph 1.1 or (as the case may be) is in accordance with paragraphs 1.2(a), 1.2 (b) or 1.2(c).

2. Secretary of State's Obligations

2.1 The Secretary of State shall:

- (a) within three (3) days following receipt, acknowledge receipt to the Franchisee of any version of the Escrow Documents delivered to him for the purposes of being Placed in Escrow;
- (b) save as provided under paragraph 2.1(c), store each copy of the Escrow Documents in a different physical location from any other copy of each such document and use all reasonable endeavours to ensure that each copy of the Escrow Documents is at all times kept in a safe and secure environment. In so doing the Secretary of State shall be deemed to have Placed in Escrow the Escrow Documents for the purposes of the Franchise Agreement;
- (c) notify the Franchisee if he becomes aware at any time during the term of the Franchise Agreement that any copy of the Escrow Documents or part thereof stored in a particular location has been lost, damaged or destroyed. In such an event, the Secretary of State shall be permitted to create a new copy of the Escrow Documents or part thereof from the other copy Placed in Escrow and shall within seven (7) days notify the Franchisee accordingly and afford it the right to make reasonable inspections in order to satisfy itself that a "complete and accurate" copy has been made. Following the making of such a new copy of the Escrow Documents, the Secretary of State shall retain all copies of the Escrow Documents in accordance with paragraph 2.1(b);
- (d) within seven (7) days of receipt of a notice from the Franchisee stating that the Escrow Documents are required for the purposes of a Run of the Financial Model in relation to any Change, or should the Secretary of State himself so decide that the Escrow Documents are required by the Franchisee or by the Secretary of State for such purposes release one copy of the Escrow Documents accordingly and retain one copy of the Escrow Documents in escrow in accordance with paragraph 2.1(b);
- (e) maintain a record of any release of any copy of any version of the Escrow Documents made, including details of any version released and the date of release as well as the identity of the person to whom the Escrow Documents are released;
- (f) have no obligation or responsibility to any person whatsoever to determine the existence, relevance, completeness, accuracy, effectiveness or any other aspect of the Escrow Documents; and
- (g) not be liable for any loss, damage or destruction caused to the Franchisee arising from any loss of, damage to or destruction of the Escrow Documents.

- 2.2 If the Franchisee fails to perform a Run of the Financial Model pursuant to paragraph 6.2(a) of Schedule 9.1 (Financial and Other Consequences of Change) or fails to return the copy of the Escrow Documents released pursuant to paragraph 2.1(d):
- (a) such failure to perform or to return the released copy to the Secretary of State shall be a contravention of the Franchise Agreement;
 - (b) the Secretary of State may release the other copy of the Escrow Documents Placed in Escrow and take a copy thereof (the "**Replacement Copy**") in order that the Secretary of State may perform a Run of the Financial Model pursuant to paragraph 6.2(a) of Schedule 9.1 (Financial and Other Consequences of Change);
 - (c) once copied, the second copy of the Escrow Documents released pursuant to this paragraph 2.2 shall be Placed in Escrow; and
 - (d) once the Run of the Financial Model has been approved or audited as provided for in paragraph 7 of Schedule 9.1 (Financial and Other Consequences of Change), two copies of the Replacement Copy shall also be Placed in Escrow.

Nothing in this Schedule 9.2 shall prevent the Secretary of State or the Franchisee each retaining for their working use one or more copies of any of the Escrow Documents Placed in Escrow provided that no such working copy shall (unless otherwise explicitly agreed by the Parties) be regarded as a copy released from Escrow for the purposes of this Schedule 9.2 or any Run of the Financial Model.

3. **Errors in Escrow Documents**

- 3.1 Any feature of the Escrow Documents which is in the reasonable opinion of the Secretary of State an error will be addressed as follows:
- (a) if rectification of such an error would (as the case may be) over the Franchise Term result in a net increase in the amount of Franchise Payments payable by the Secretary of State to the Franchisee or a net decrease in the amount of Franchise Payments payable by the Franchisee to the Secretary of State then such error shall be rectified provided that there shall not be a restatement of the values of the Annual Franchise Payment Components and the Profit Share Components;
 - (b) if rectification of such an error would (as the case may be) over the Franchise Term result in a net decrease in the amount of Franchise Payments payable by the Secretary of State to the Franchisee or a net increase in the amount of Franchise Payments payable by the Franchisee to the Secretary of State then such error shall be rectified and the values of the Annual Franchise Payment

Components and the Profit Share Components shall be restated where appropriate;

- (c) a record of the error shall be noted in the Record of Assumptions and, if applicable, the Financial Model; and

as soon as reasonably practicable after the date of the rectification of the error, the Franchisee shall (unless otherwise agreed by the Secretary of State) deliver to the Secretary of State a certificate from independent auditors approved by the Secretary of State confirming that the error has been rectified as required by this paragraph 3 and is now in the agreed form in accordance with paragraphs 1.1, 1.2(a), 1.2(b) or 1.2(c) as the case may be.

Schedule 9.3

Variations to the Franchise Agreement and Incentivising Beneficial Changes**1. Variations**

1.1 The terms of the Franchise Agreement may be varied as follows but not otherwise:

(a) by the Secretary of State as contemplated where relevant in the Invitation to Tender in relation to:

(i) any aspect of the Franchise Services; and/or

(ii) any provision of the Franchise Agreement other than those provisions specified in paragraph 1.2,

by service of a notice on the Franchisee referring to this paragraph 1.1(a) and setting out the variation to the terms of the Franchise Agreement; and

(b) in relation to any other provision of the Franchise Agreement, by agreement in writing between the Parties to that effect,

(each a "**Variation**").

1.2 Without prejudice to the Secretary of State's rights under paragraph 1.1(a), the terms of each of:

(a) clauses 5 (Duration of the Franchise Agreement), 7 (Assignment), 10 (Cumulative Rights and Remedies), 11 (Dispute Resolution), 12 (Notices), 13 (Set-Off) and 14 (Miscellaneous Provisions) of this Agreement;

(b) Schedules 8 (Payments), 9 (Changes and Variations), 10 (Remedies, Events of Default and Termination Events), 12 (Financial Covenants and Bonds) and 14 (Preservation of Assets) of this Agreement; and

(c) the definitions set out at clause 3 (Definitions) of this Agreement insofar as such affect the respective rights and obligations of the Secretary of State and the Franchisee pursuant to the provisions referred to at (a) and (b) above,

shall not be varied at any time other than in accordance with the terms of the Franchise Agreement or with the agreement of the Parties.

1.3 The Secretary of State shall, to the extent reasonably practicable, allow the Franchisee a reasonable opportunity to make representations to the

Secretary of State concerning any Variation to be made in accordance with paragraph 1.1(a), prior to making any such Variation.

1.4 The Secretary of State may:

- (a) issue, revise and withdraw from time to time procedures that he requires to be followed for the purposes of orderly consideration of Variations. This will include for the purpose of establishing in relation to any Change whether it is a Qualifying Change; and
- (b) require the Franchisee to provide any information that the Secretary of State reasonably requires for this purpose (including in relation to prospective change to profit, costs and revenue as a consequence of proceeding with the Variation).

1.5 Procedures issued pursuant to paragraph 1.4 may provide for indicative iterations of Runs of the Financial Model in relation to one or more Changes that the Secretary of State is considering and may also provide for any number of Changes to be grouped together as a single Change for the purposes of agreeing or determining Revised Inputs and then performing a Run of the Financial Model.

1.6 Procedures issued pursuant to paragraph 1.4 shall have contractual effect between the Parties in accordance with their terms.

1.7 The Franchisee may notify the Secretary of State of any proposal for a Variation by notice setting out the proposed method of implementing such Variation including:

- (a) the timescale for doing so;
- (b) the effect (if any) on the timing of the performance of its other obligations under the Franchise Agreement;
- (c) the impact of effecting the proposed Variation on the provision of the Franchise Services and the Franchisee's proposals as to how to minimise such impact; and
- (d) the financial consequences of implementing the Variation proposed by the Franchisee in terms of the Revised Inputs that the Franchisee considers the Variation would require.

2. **Protected Proposals**

2.1 Where the Franchisee proposes a Variation in sufficient detail for it to be apparent that its implementation is likely to result in an increase in the overall profitability of the Franchisee through costs saving measures (a "**Protected Proposal**"), the Secretary of State may not proceed with the Protected Proposal or seek to implement the substance of it by proposing a Variation of his own without complying with the provisions of paragraph 2 (General Adjustments/Assumptions), and paragraph 5 (Revised Input for

Profit) of Appendix 2 (Agreement or Determination of Revised Inputs) to Schedule 9.1 (Financial and Other Consequences of Change).

- 2.2 The Franchisee and the Secretary of State acknowledge that the Franchisee may during the Franchise Term identify actions that could be taken by the Franchisee to achieve savings and improved financial performance and that such actions may if implemented give rise to a Change under the terms of this Agreement which, if it is a Qualifying Change, will give a financial benefit to the Secretary of State. It is further acknowledged that it is appropriate for the Franchisee to seek to identify such actions for the purposes of improving the cost effective delivery of railway passenger services.
- 2.3 To incentivise the Franchisee to seek to identify such actions it is agreed that the Franchisee may approach the Secretary of State with a proposal to take an action that would constitute a Change on the basis that if such a Change occurred and was a Qualifying Change in agreeing or determining Revised Inputs the Parties or the Secretary of State would effect such change (if any) to the amount attributable to profit as they agree or the Secretary of State reasonably determines:
- (a) fairly rewards the Franchisee for proposing the Change; and
 - (b) reasonably incentivises the Franchisee to propose further Changes that achieve savings and/or improved financial performance by sharing with the Franchisee a reasonable amount of the additional profit that is expected to arise from implementing the relevant Change.
- 2.4 The Secretary of State shall have an unfettered discretion as to whether or not to agree such a proposal but if he does so agree and a Qualifying Change in consequence occurs then in agreeing or determining Revised Inputs the provisions referred to in paragraph 2.3 above shall apply.

3. **Capital Expenditure**

3.1 **Capital Expenditure Threshold**

The Franchisee shall notify the Secretary of State promptly if it reasonably expects that a Change to which paragraph 1 or 2 relates would require it to incur, singly or in aggregate with other Changes from time to time, Capital Expenditure in excess of one per cent (1%) of its annual Turnover as disclosed by its latest available Annual Audited Accounts and, when so notified, the Secretary of State shall either:

- (a) withdraw (or direct the Franchisee to withdraw) the Change;
- (b) undertake to meet the excess through additional funding as and when such Capital Expenditure is incurred; or

- (c) direct the Franchisee to use all reasonable endeavours to borrow or otherwise raise the money required to fund any Change on commercial terms and at rates which are consistent with market conditions at the time, unless borrowing or otherwise raising such money would result in the Franchisee failing to comply with the financial covenants contained in Schedule 12 (Financial Covenants and Bonds).

3.2 Franchisee to Seek Finance

If the Secretary of State elects to require the Franchisee to use all reasonable endeavours as described in paragraph 3.1(c) then the Franchisee shall:

- (a) seek finance from a representative range of lending institutions and other financial institutions including those which at that time provide finance to the Franchisee, the Guarantor and the Parent;
- (b) if it is unable to raise funding, provide the Secretary of State with all information the Secretary of State may reasonably require in relation to the efforts made by the Franchisee and the reasons for a failure to raise additional finance;
- (c) so far as it is able (having used all reasonable efforts to do so), the Franchisee shall provide to the Secretary of State letters from lenders and financiers it has approached for finance stating their reasons for refusing to provide it and if the Secretary of State so requires, arrange and attend meetings with them for the Secretary of State to discuss those reasons; and
- (d) if funding is not available, or is not available on terms that the Secretary of State considers to be commercial terms or at rates which are consistent with market conditions at that time the Secretary of State may:
 - (A) withdraw the Change; or
 - (B) undertake to fund the Capital Expenditure as and when such Capital Expenditure is incurred.

3.3 Treatment of Borrowings in Revised Inputs

In calculating the Revised Inputs for the purposes of any Change referred to in this paragraph 3, the Franchisee shall account for the Capital Expenditure in accordance with GAAP, taking into account the basis on which such Capital Expenditure has been financed.

3.4 **Meaning of Capital Expenditure**

The expression "**Capital Expenditure**" when used in this Schedule 9.3 refers to the nature of the expenditure incurred by the Franchisee and, accordingly, does not include expenditure incurred under operating leases.

**SCHEDULE 9.4
SECRETARY OF STATE RISK ASSUMPTIONS**

1. Abstraction

1.1 Subject to paragraphs 1.2 and 1.3 below and to paragraph 9 of Appendix 2 to Schedule 9.1, it shall be a Change if at any time after the Start Date the total number of scheduled Calls in Relevant WCML Services differs from the corresponding number set out in the entries in tables 1 and 2 below. For the avoidance of doubt, the Change relates solely to revenue as determined by MOIRA.

Table 1: Southbound services

Station	Description of Calls	Total number of scheduled Calls in Relevant WCML Services per week (in a normal week)		
		Weekdays (per day)		Weekends (total for Saturday and Sunday)
		Total Calls	Calls made by the Relevant WCML Services arriving at London Euston between 0700 and 0959	Total Calls
Watford Junction	Any Calls that are not set-down-only (i.e. Calls that allow London-bound passengers to board at Watford Jn)	0	0	0
Milton Keynes Central	Any Calls that are not set-down-only (i.e. Calls that allow London-bound passengers to board at Milton Keynes Central)	56	7	90
Lichfield Trent Valley	Any Calls	4	2	7

Rugeley Trent Valley	Any Calls	0	0	0
Tamworth	Any Calls	4	2	3
Nuneaton	Any Calls	7	4	8

Table 2: Northbound services

Station	Description of Calls	Total number of scheduled Calls in Relevant WCML Services (in a normal week)		
		Weekdays (per day)		Weekends (total for Saturday and Sunday)
		Total Calls	Calls made by the Relevant WCML Services departing from London Euston between 1600 and 1859	Total Calls
Watford Junction	Any Calls that are not pick-up-only (i.e. Calls that allow passengers from London to alight at Watford Junction)	0	0	0
Milton Keynes Central	Any Calls that are not pick-up-only (i.e. Calls that allow passengers from London to board at Milton Keynes Central)	49 (Mon-Wed) 47 (Thu) 48 (Fri)	3 (Mon-Thu) 4 (Fri)	88
Lichfield Trent Valley	Any Calls	6	3	7
Rugeley Trent Valley	Any Calls	0	0	0
Tamworth	Any Calls	6	3	4
Nuneaton	Any Calls	7	2	11

- 1.2 In a case where the total number of scheduled Calls in Relevant WCML Services is greater than the number indicated in Table 1 or Table 2, a Change shall not arise under paragraph 1.1 unless the Franchisee has

demonstrated to the satisfaction of the Secretary of State that, on direction of the Secretary of State, it has used reasonable endeavours to object, to make representations and to withhold consent in respect of any actual or proposed act or omission by Network Rail in relation to proposed changes to the number of scheduled Calls in Relevant WCML Services at the stations listed in tables 1 and 2 within the Franchise Period.

- 1.3 All decreases in revenue referred to in this paragraph must arise directly as a result of the circumstances listed in this paragraph 1 and shall be calculated by using MOIRA data only in accordance with paragraph 9 of Appendix 2 to Schedule 9.1. To the extent that revenue decreases, the Threshold Amount shall be disapplied and the revised inputs shall be calculated in the following way:
- (a) any proportion of such decrease in revenue of the Franchisee in any Franchisee Year that is equal to or less than [REDACTED²⁵¹] in that Franchisee Year shall be excluded from the calculation of that Change;
 - (b) any proportion of such decrease in revenue that is greater than [REDACTED²⁵²] in that Franchisee Year but is equal to or less than [REDACTED²⁵³] in that Franchisee Year shall be included for the purpose of calculating such Change such that 25% of the decrease in revenue in that Franchisee Year is included in the calculation of that Change;
 - (c) any proportion of such decrease in revenue that is greater than [REDACTED²⁵⁴] in that Franchisee Year but is equal to or less than [REDACTED²⁵⁵] in that Franchisee Year shall be included for the purpose of calculating such Change such that 50% of the decrease

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252 Date of redaction 28/08/2018 - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

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in revenue in that Franchisee Year is included in the calculation of that Change;

- (d) any proportion of such decrease in revenue that is greater than [REDACTED²⁵⁶] in that Franchisee Year but is equal to or less than [REDACTED²⁵⁷] in that Franchisee Year shall be included for the purpose of calculating such Change such that 75% of the decrease in revenue in that Franchisee Year is included in the calculation of that Change; and
- (e) any proportion of such decrease in revenue that is greater than [REDACTED²⁵⁸] in that Franchisee Year shall be included for the purpose of calculating such Change such that 90% of the decrease in revenue in that Franchisee Year is included in the calculation of that Change.

1.4 All increases in revenue referred to in this paragraph 1 shall be a Change subject to the Threshold Amount.

2 Timetable Development Rights

2.1 Provided that the Franchisee has fully complied with paragraph 12 of Schedule 1.1, it shall be a Change if, as a consequence of major infrastructure works taking place in connection with the HS2 Project at or on the approaches to London Euston, the Franchisee is not able to obtain the Timetable Development Rights that it requires to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Requirement in respect of railway passenger services to or from London Euston.

256 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

257 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

258 28 August 2018 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Schedule 9.5
Specified Infrastructure Related Change

1. Definitions

1.1 In this Schedule 9.5 unless the context otherwise requires, the following words and expressions have the following meanings:

"Base Assumption" means as the context requires an assumption specified in Part A of the IAD;

"Infrastructure Action Programme" has the meaning given to it in paragraph 4.4(b) of this Schedule 9.5;

"IAD" means the document in agreed terms marked "IAD" as it may subsequently be amended or restated in accordance with paragraphs 4.4(a) or 4.5 of this Schedule 9.5. Each amendment and restatement of the document shall be updated as necessary to state:

(a) in Part A the then applicable Base Assumptions as any of them may be amended following any Change pursuant to paragraph 4.9 of this Schedule 9.5; and

(b) in Part B the then applicable Working Assumptions;

"IAD Review" has the meaning given to it in paragraph 4.1 of this Schedule 9.5;

"Infrastructure Review Date" means the date falling six (6) months after the Start Date and every six (6) months thereafter together with any additional interim dates as may be agreed between the parties;

"Working Assumption" means as the context requires an assumption specified in Part B of the IAD.

2. Background and commercial principles

The Secretary of State and the Franchisee acknowledge and agree that:

(a) one or more of the Working Assumptions may cease to be correct in circumstances which involve complex and interrelated infrastructure and rolling stock change, the consequences of which may require mitigating action to be taken during the Franchise Term;

(b) one of the reasons that the Franchisee has been appointed by the Secretary of State to operate the Franchise Services is that it is a skilled and experienced train operator with the ability to manage these circumstances in a way that is, so far as is reasonably practicable, consistent with the efficient and effective delivery of railway infrastructure and rolling stock projects in accordance with planned timescales and budgets;

(c) there are risk areas that are within the control of the Franchisee but it is also the case that successful delivery of infrastructure projects is materially dependent on third parties (including Network Rail) and

other external factors which the Franchisee has limited or no ability to control;

- (d) accordingly in this Schedule 9.5 (Specified Infrastructure Related Change) and the relevant provisions of Schedule 6.1 (Franchise Specific Obligations) the parties have sought to allocate risk between them and establish a process for mitigating risks that materialise or are likely to materialise on a reasonable and good faith basis in accordance with the following general principles:
- (i) regular and effective reporting by the Franchisee;
 - (ii) regular and effective discussion and engagement between the parties leading to appropriate decision making;
 - (iii) effective risk management and the taking of appropriate risk mitigation actions on a timely basis;
 - (iv) review of, and where appropriate adjustment to, agreed risk mitigation actions in response to developing circumstances; and
 - (v) the use of rail industry regulated compensation mechanisms under Access Agreements and the Network Code in appropriate circumstances and the provision of appropriate Change adjustments under the Franchise Agreement whilst at the same time avoiding any multiple compensation to the Franchisee in relation to the same losses or excessive compensation including where applicable by way of retrospective adjustment through Franchise Payments or otherwise where it subsequently becomes apparent that the Franchisee has received multiple compensation in relation to the same loss or excessive compensation.

3. Change to Base Assumptions

- 3.1 Subject to paragraph 3.2 below it shall be a Change if any infrastructure output that is the subject of a Base Assumption for use in delivering the Passenger Services first becomes available on a date that is later than the Base Assumption Date or to a lesser specification in a way that materially adversely affects the Passenger Services.
- 3.2 If there is a Change pursuant to paragraph 3.1 and the Secretary of State reasonably determines that this is caused by any unreasonable action or inaction of the Franchisee or the Franchisee not acting in accordance with its obligations pursuant to clause 5.1 of the Franchise Agreement the Secretary of State shall have the right to require that:
- (a) where the Franchisee is wholly and exclusively responsible for such circumstances arising there shall be no Change; or
 - (b) where the Franchisee is partly responsible for such circumstances arising if there is a Qualifying Change then the impacts of relevant actions or inactions of the Franchisee, or its not acting in accordance

with its obligations pursuant to clause 5.1 of the Franchise Agreement, shall not be taken into account in such Qualifying Change to the extent that to do so would be to compensate the Franchisee in relation to adverse impacts for which it was responsible.

- 3.3 Where there is a Change pursuant to paragraph 3.1 there will be a further Change when the relevant infrastructure output is available for use in delivering the Passenger Services.
- 3.4 It is agreed by the parties that where there is one or more Qualifying Changes pursuant to paragraph 3.1, 3.3 and/or 4.9 and there is an interrelationship between that Qualifying Change and any other such Qualifying Change then:
- (a) Model Changes and Revised Inputs shall be established and applied to the Financial Model, Runs of the Financial Model shall be performed and any Estimated Revisions shall be made in an appropriately co-ordinated way to take proper account of such interrelationships; and
 - (b) the Franchisee shall not be entitled to recover more than once in relation to the same loss suffered by it.
- 3.5 In assessing whether any matters under this Schedule 9.5 give rise to a Change which is a Qualifying Change it shall be permissible in relation to any Base Assumption to take into account all actions in an Infrastructure Action Programme relating to such Base Assumption, triggers of such Base Assumption and amendments to such Base Assumption.

4. Infrastructure Reviews

- 4.1 Not less than three nor more than six weeks prior to each Infrastructure Review Date (and otherwise in accordance with such timescales as the parties may agree in relation to any interim Infrastructure Review Date) the Franchisee shall deliver to the Secretary of State a written review of each of the Working Assumptions including its latest forecast for achievement of the Working Assumptions based on the reasonable knowledge of the Franchisee with appropriate supporting information (the "**IAD Review**"). The IAD Review shall identify in relation to each Working Assumption:
- (a) whether the Franchisee remains reasonably confident that the Working Assumption will be met; and
 - (b) if the Franchisee does not remain reasonably confident that the Working Assumption will be met:
 - (i) whether there are any steps which may be taken by the Franchisee to increase to a reasonable level its confidence that the Working Assumption will be met, with an assessment of the relevant implications of such steps;
 - (ii) where it is reasonably able to provide the same, its forecast for when the Working Assumption is likely to be met, identifying

any material concerns or conditions and any changes from any forecast previously provided;

- (iii) what a revised Working Assumption should reasonably be in order for the Franchisee to be reasonably confident that it will be met, with reasons and supporting information (to the extent reasonably available to the Franchisee) including (where an amendment to the relevant existing Base Assumption is proposed) an estimate by the Franchisee of the nature and extent of any Change which would be involved in amending and restating the relevant Base Assumption to reflect such revised Working Assumption; and
- (iv) how likely it is that any such forecast or revised Working Assumption will require further revision in future and what the probable parameters of such further revision are expected to be with reasons and supporting information (taking into account the information reasonably available to the Franchisee at the time),

it being acknowledged that the Franchisee shall be permitted to weight its review towards Working Assumptions which are falling due first or in respect of which there are material concerns or which in its reasonable opinion require attention or which the Secretary of State otherwise requests are given priority attention in the relevant IAD Review, as the case may be.

The IAD Review shall also include:

- (a) a report on progress against any Infrastructure Action Programme already established under paragraph 4.4 and not then completed;
- (b) identification (taking into account the information reasonably available to the Franchisee at the time) of any changes or anticipated changes to the forecasts or assumptions on which actions in the Infrastructure Action Programme have been based or other developments which it considers should be taken into account; and
- (c) any proposals for an Infrastructure Action Programme to be established or (where one already exists) revised, together with an estimate by the Franchisee of the nature and extent of any Change which would be involved in amending and restating the Infrastructure Action Programme.

- 4.2 Where in the context of carrying out any IAD Review from time to time the Franchisee believes that any matter relevant to a Working Assumption will be delayed beyond the end of the Franchise Term (as it may be extended pursuant clause 5.2 (Additional Reporting Periods)) the Franchisee shall provide its reasonable and informed view (based on the information reasonably available to it) of the likely implications of this for the Successor Operator and the Secretary of State. The Franchisee shall actively engage

with Network Rail and other relevant parties for the purpose of ensuring each IAD Review is as accurate as reasonably practicable under the circumstances.

4.3 The Franchisee shall:

- (a) provide such additional information as the Secretary of State shall reasonably request in relation to the contents of each IAD Review; and
- (b) meet with the Secretary of State to discuss the contents of each IAD Review.

4.4 The Secretary of State and the Franchisee shall use reasonable endeavours to agree within two months of an Infrastructure Review Date (or by such other date as the parties may agree):

- (a) an amended and restated IAD including updating, as appropriate, each of the Working Assumptions by reference to the then prevailing circumstances and taking proper account of the interrelationships between them;
- (b) as appropriate, a programme of actions ("**Infrastructure Action Programme**") intended to mitigate the impacts of any forecasts for or material changes to any of the Working Assumptions taking into account the interrelationships between them, the importance attached to ensuring that relevant outputs are delivered in accordance with relevant programmes and the overriding duties of the Secretary of State in relation to the proper expenditure of public monies. The Infrastructure Action Programme shall record any material forecasts or assumptions on which proposed mitigations are based in order to help identify aspects of the mitigation which may require review if those forecasts or assumptions prove incorrect or are otherwise subject to change.

4.5 Following each Infrastructure Review Date after the first Infrastructure Review Date any then existing Infrastructure Action Programme shall be amended and restated to take account of any latest or updated forecasts, changes to Working Assumptions and the latest programme with effect from the date that a further Infrastructure Action Programme is agreed or reasonably determined by the Secretary of State.

4.6 In the event that the Secretary of State and the Franchisee fail to agree an amended or restated IAD or Infrastructure Action Programme the Secretary of State shall have the right to reasonably determine them (or to determine that no amendments shall be made, or no Infrastructure Action Programme shall be put in place as the case may be). Where the Secretary of State declines to include within an Infrastructure Action Programme any action proposed by the Franchisee, the failure of the Franchisee to take that action shall not be regarded as a failure on the part of the Franchisee to act reasonably to mitigate any Qualifying Change pursuant to paragraph 3.1.

- 4.7 It shall be a term of the Franchise Agreement that the Franchisee shall use all reasonable endeavours to comply with any Infrastructure Action Programme.
- 4.8 In connection with the establishment of any amended and restated IAD and/or any Infrastructure Action Programme the Franchisee and the Secretary of State acting reasonably shall consider and to the extent possible reach agreement upon the likelihood that any Change will occur pursuant to paragraph 3.1.
- 4.9 Following consideration by him pursuant to paragraph 4.8 and discussion with the Franchisee (and without prejudice to the occurrence of a Change at the latest when the relevant facts are not in accordance with the relevant Base Assumption) the Secretary of State shall have the right (but not the obligation) to require that a Change shall have occurred in consequence of any Base Assumption being different to any revised Working Assumption in relation to the corresponding infrastructure output contained in the amended and restated IAD.

In such circumstances:

- (a) the Secretary of State and the Franchisee shall agree or (in the absence of agreement) the Secretary of State shall reasonably determine an adjusted Base Assumption to be included in the amended and restated IAD;
 - (b) the difference between the relevant Base Assumption as it existed before the amended and restated IAD and the relevant adjusted Base Assumption included in the amended and restated IAD shall be a Change;
 - (c) the Change provisions of paragraph 3.1 shall remain in force on the basis that (subject to any further application of this paragraph 4.9) any Change pursuant to paragraph 3.1 shall be assessed when the relevant actual position is known by reference to the adjusted Base Assumptions included in Part A of the amended and restated IAD; and
 - (d) this process may be repeated on subsequent IAD Reviews.
- 4.10 Where the Franchisee is required to implement an Infrastructure Action Programme or any revised Infrastructure Action Programme and the relevant impacts of such implementation are not addressed in any Change pursuant to paragraphs 3.1 and 4.9 or otherwise then the requirement for the Franchisee to implement an Infrastructure Action Programme (or the revision to that programme) shall be a Change and the provisions of paragraph 9 "Estimated Revisions" of Schedule 9.1 (Financial and Other Consequences of Change) shall apply where appropriate. If the implementation of an Infrastructure Action Programme gives rise to any other Change (for example in consequence of a change to the Train Service Requirement) leading to there being more than one Qualifying Change it is

agreed that Model Changes and Revised Inputs shall be established and applied to the Financial Model and Runs of the Financial Model shall be performed in a co-ordinated way to take proper account of relevant interdependencies.

4.11 Where the Secretary of State reasonably determines that the requirement to implement an Infrastructure Action Programme is caused by any unreasonable action or inaction of the Franchisee or the Franchisee not acting in accordance with its obligations pursuant to clause 5.1 of the Franchise Agreement the Secretary of State shall have the right to require that:

(a) where the Franchisee is wholly and exclusively responsible for such circumstances arising there is no Change; or

(b) where the Franchisee is partly responsible for such circumstances arising, then if there is any Qualifying Change the impacts of relevant actions or inactions of the Franchisee, or its not acting in accordance with its obligations pursuant to clause 5.1 of the Franchise Agreement, shall not be taken into account in such Qualifying Change to the extent that to do so would be to compensate the Franchisee in relation to adverse impacts that it was responsible for.

4.12 The Franchisee and the Secretary of State acknowledge and agree that any revised Working Assumptions in an amended and restated IAD may include dates that fall outside of the Franchise Term or only fall within the Franchise Term if the Secretary of State exercises his rights pursuant to clause 5.2 (Additional Reporting Periods) to extend the Franchise Term. It is acknowledged that this will not lead to the Franchisee acquiring any liability arising after the end of the Franchise Term.

4.13 It is acknowledged that circumstances may arise on short notice with a short term impact between Infrastructure Review Dates which increase the likelihood of a Change occurring pursuant to paragraph 3.1 or which are otherwise related to the Working Assumptions and may lead to adverse impacts on the delivery of the Franchise Services. In such cases the parties will expeditiously discuss such circumstances and possible mitigations. The Secretary of State and the Franchisee may following such discussions agree mitigating actions and, where appropriate, related financial adjustments. Proper account shall be taken of any such mitigating actions and related financial adjustments in subsequent Infrastructure Action Programmes and Changes pursuant to paragraphs 3.1, 4.9 or 4.10.

5. Use of rail industry compensation mechanisms and rights of the Secretary of State in relation to multiple or excessive compensation in relation to relevant losses

5.1 The Secretary of State and the Franchisee acknowledge that railway industry procedures including Station Change and Network Change are designed to compensate train operators fairly in relation to rail infrastructure disruption and changes and agree that the Franchisee should

pursue any relevant rights to obtain compensation in a reasonable way so that, where relevant, any Qualifying Change pursuant to this Schedule 9.5 (Specified Infrastructure Related Change) shall assume that the Franchisee has been or will be paid such compensation.

- 5.2 The Franchisee shall notify the Secretary of State as soon as reasonably practicable if it becomes aware of circumstances which mean that it has been, may have been or is likely to be compensated more than once or excessively in relation to the same adverse financial impact in connection with any matter pertaining to a Working Assumption. For these purposes a compensation claim properly made under railway industry procedures including Station Change and Network Change shall not be regarded as excessive but without prejudice to the rights of the Secretary of State if the Franchisee has in consequence of such a claim received multiple compensation with regard to the same loss. Such notification shall identify the relevant circumstances and quantify the potential excess compensation. If requested by the Secretary of State the Franchisee shall provide such further information in relation to relevant circumstances as the Secretary of State may reasonably require.
- 5.3 Where the Secretary of State believes that the Franchisee has been or may be compensated more than once or excessively in relation to the same adverse financial impact in respect of any matter pertaining to any Working Assumption the Secretary of State shall, except where the circumstances have been notified to the Secretary of State by the Franchisee pursuant to paragraph 5.2 above, identify the relevant circumstances and quantify the potential excess compensation. Where the circumstances have been notified to the Secretary of State by the Franchisee pursuant to paragraph 5.2 above, the Secretary of State shall confirm that he agrees with the Franchisee's view of the circumstances and the amount of the potential excess compensation or notify the Franchisee of any different view that he may have and his reasons for having such a different view.
- 5.4 The Franchisee shall be entitled to make representations to the Secretary of State in relation to any Secretary of State notification pursuant to paragraph 5.3 above. The parties shall discuss any representations made in good faith with the intention of agreeing whether or not there has been any excess compensation of the Franchisee and, if so, how much the relevant amount is. In the event that agreement cannot be reached within twenty Weekdays the Secretary of State shall have the right to reasonably determine whether there has been excess compensation and, if so, the amount of such excess compensation.
- 5.5 Where the amount of any excess compensation of the Franchisee is agreed or reasonably determined there shall be an adjustment to the Franchise Payment due in relation to the Reporting Period after that in which relevant agreement was reached or the Secretary of State made his determination or, where agreement or determination occurs after the end of the Franchise Period, by way of a direct payment from the Franchisee to the Secretary of State. Such adjustment shall be of an amount equal to the amount of excess

compensation received by the Franchisee as agreed or reasonably determined by the Secretary of State and not otherwise repaid by the Franchisee.

SCHEDULE 10
Remedies, Events of Default and Termination Events

Schedule 10.1:	Procedure for remedying a Contravention of the Franchise Agreement
Schedule 10.2:	Events of Default and Termination Events
Schedule 10.3:	Force Majeure and Business Continuity
Schedule 10.4:	Liability

Schedule 10.1

Procedure for Remedying a Contravention of the Franchise Agreement**1. Contraventions of the Franchise Agreement**

1.1 The Franchisee shall notify the Secretary of State, so far as possible before it may occur and in any event as soon as reasonably practicable thereafter, of any contravention by the Franchisee of any provision of the Franchise Agreement. This includes where the Franchisee is under an obligation to use all reasonable endeavours to achieve a particular result by a particular time, where such result is not achieved by such time.

1.2 The Franchisee shall deliver to the Secretary of State, or procure the delivery to the Secretary of State of, such information, records or documents as the Secretary of State may request within such period as the Secretary of State may reasonably require for the purpose of determining the existence, likelihood, nature or scope of any contravention of, Event of Default or Termination Event under, the Franchise Agreement.

2. Remedies for Contraventions of the Franchise Agreement

If the Secretary of State is satisfied that the Franchisee is contravening or is likely to contravene any term of the Franchise Agreement, he may serve a notice on the Franchisee requiring it to propose such steps as the Franchisee considers appropriate for the purpose of securing or facilitating compliance with the term in question (a **"Remedial Plan Notice"**).

3. Remedial Plan Notices

3.1 Each Remedial Plan Notice shall specify the following:

- (a) the term or terms of the Franchise Agreement that the Secretary of State is satisfied that the Franchisee is contravening or is likely to contravene (each a **"Relevant Term"**); and
- (b) the time period (**"Remedial Plan Period"**) within which the Secretary of State requires the Franchisee to provide an appropriate plan for the purpose of facilitating or securing compliance with such Relevant Term (a **"Remedial Plan"**).

4. Remedial Plans

4.1 If the Secretary of State issues a Remedial Plan Notice, the Franchisee shall submit a Remedial Plan to the Secretary of State within the Remedial Plan Period.

4.2 Each Remedial Plan shall set out:

- (a) the Relevant Term which has caused such Remedial Plan to be required;

- (b) an explanation of the reasons for the contravention or likely contravention of the Relevant Term;
- (c) the steps proposed for the purposes of securing or facilitating compliance with the Relevant Term; and
- (d) the time period within which the Franchisee proposes to implement those steps.

5. Remedial Agreements

- 5.1 If the Secretary of State is satisfied that the matters within such Remedial Plan referred to in paragraphs 4.2(c) and (d) are appropriate (with or without further modification as the Parties may agree) he may require the Franchisee to enter into a supplemental agreement (the "**Remedial Agreement**") with the Secretary of State to implement those matters.
- 5.2 It is a term of the Franchise Agreement that the Franchisee (at its own cost) complies with each Remedial Agreement in accordance with its terms.

6. Effect of Force Majeure Event on a Remedial Agreement

- 6.1 Without prejudice to the operation of paragraph 2.1 of Schedule 10.2 (Events of Default and Termination Events), the following provisions shall apply in relation to Force Majeure Events affecting the Franchisee's performance of their obligations pursuant to a Remedial Agreement:
- (a) the Franchisee shall give written notice to the Secretary of State promptly after the Franchisee becomes aware (and in any event within 24 hours after becoming aware) of the occurrence or likely occurrence of a Force Majeure Event which will or is likely to affect the Franchisee's ability to comply with a Remedial Agreement within the period specified therein;
 - (b) each notice submitted in accordance with paragraph 6.1(a) shall state the extent or likely extent of the relevant Force Majeure Event and in the case of a Force Majeure Event which has not occurred at such time, the reasons why the Franchisee considers it likely to occur;
 - (c) the Franchisee shall use, and shall continue to use, all reasonable endeavours to avoid or reduce the effect or likely effect of any Force Majeure Event on its ability to comply with any Remedial Agreement; and
 - (d) subject to the Franchisee having complied with its obligations under paragraphs 6.1(a) to 6.1(c) (inclusive) the Franchisee shall be entitled to a reasonable extension of the remedial period applicable to a Remedial Agreement in order to take account of the effect of a Force Majeure Event which has occurred on the Franchisee's ability to comply with that Remedial Agreement.

7. Monitoring by the Secretary of State

- 7.1 Following the occurrence of a contravention of the Franchise Agreement, the Secretary of State may at his option (but shall not be obliged to) commence or increase the level and/or frequency of monitoring (whether by inspection, audit or otherwise) of the Franchisee's performance of any relevant obligations until such time as the Franchisee demonstrates, to the Secretary of State's reasonable satisfaction, that it is capable of performing and will perform such obligations as required by the Franchise Agreement.
- 7.2 The Franchisee shall co-operate fully with the Secretary of State in relation to the monitoring referred to in paragraph 7.1.
- 7.3 The results of such monitoring will be reviewed at each Franchise Performance Meeting held pursuant to Schedule 11.1 (Franchise Performance Meetings).
- 7.4 The Franchisee shall compensate the Secretary of State for all reasonable costs incurred by the Secretary of State in carrying out such monitoring.

Schedule 10.2

Events of Default and Termination Events**1. Definition of Events of Default**

Each of the following is an "**Event of Default**":

1.1 Insolvency

- (a) **Administration:** Any step being taken by any person with a view to the appointment of an administrator to the Franchisee, the Parent, any Bond Provider or the Guarantor;
- (b) **Insolvency:** Any of the Franchisee, the Parent, any Bond Provider or the Guarantor stopping or suspending or threatening to stop or suspend payment of all or, in the reasonable opinion of the Secretary of State, a material part of (or of a particular type of) its debts, or being unable to pay its debts, or being deemed unable to pay its debts under Section 123(1) or (2) of the Insolvency Act 1986 except that in the interpretation of this paragraph the words "it is proved to the satisfaction of the court that" in sub-section (1)(e) and sub-section (2) of Section 123 shall be deemed to be deleted;
- (c) **Arrangements with Creditors:** The directors of the Franchisee, the Parent, any Bond Provider or the Guarantor making any proposal under Section 1 of the Insolvency Act 1986, or any of the Franchisee, the Parent, any Bond Provider or the Guarantor proposing or making any agreement for the deferral, rescheduling or other readjustment (or proposing or making a general assignment or an arrangement or composition with or for the benefit of creditors) of all or, in the reasonable opinion of the Secretary of State, a material part of (or of a particular type of) its debts, or a moratorium being agreed or declared in respect of or affecting all or, in the reasonable opinion of the Secretary of State, a material part of (or of a particular type of) its debts;
- (d) **Security Enforceable:** Any expropriation, attachment, sequestration, execution or other enforcement action or other similar process affecting any property of the Franchisee or the whole or a substantial part of the assets or undertaking of the Franchisee, the Parent, any Bond Provider or the Guarantor, including the appointment of a receiver, administrative receiver, manager or similar person to enforce that security;
- (e) **Stopping Business/Winding-Up:** Any step being taken by the Franchisee, the Parent, any Bond Provider or Guarantor with a view to its winding-up or any person presenting a winding-up petition or any of the Franchisee, the Parent, any Bond Provider or Guarantor ceasing or threatening to cease to carry on all or, in the reasonable opinion of the Secretary of State, a material part of its business, except for the purpose of and followed by a reconstruction,

amalgamation, reorganisation, merger or consolidation on terms approved by the Secretary of State before that step is taken;

- (f) **Railway Administration Order:** A railway administration order being made in relation to the Franchisee under Sections 60 to 62 of the Act; and
- (g) **Analogous Events:** Any event occurring which, under the Law of any relevant jurisdiction, has an analogous or equivalent effect to any of the events listed in this paragraph 1.1,

subject, in the case of any relevant event occurring in relation to a Bond Provider where no such other Event of Default has occurred and is unremedied or continuing at such time, to a period of twenty (20) Weekdays having elapsed in order to allow the Franchisee to replace the relevant Bond Provider.

1.2 Non-payment

The Franchisee failing to pay to the Secretary of State any amount due under the Franchise Agreement within twenty eight (28) days of the due date for such payment.

1.3 Change of Control

A Change of Control other than in accordance with the prior consent of the Secretary of State pursuant to clause 8 (Change of Control and Facilitation Fee).

1.4 Revocation of Licence

Revocation of any Licence required to be held by the Franchisee in order to comply with its obligations under the Franchise Agreement.

1.5 Safety Certificate and Safety Authorisation

The Safety Certificate and/or Safety Authorisation of the Franchisee being withdrawn or terminated.

1.6 Passenger Service Performance²⁵⁹

Except in respect of any Reporting Period falling within the Initial Reporting Stage or the Cancellations Initial Reporting Stage, the Franchisee's performance in relation to any Benchmark is equal to or worse than the Default Performance Level for that Benchmark for:

²⁵⁹ 11 January 2019 (Date of DOA) – Contract variation agreed by the Secretary of State and Franchisee.

- (a) **any three (3) consecutive Reporting Periods;**
- (b) **any four (4) Reporting Periods within a period of thirteen (13) consecutive Reporting Periods; or**
- (c) **any five (5) Reporting Periods within a period of twenty six (26) consecutive Reporting Periods.**

1.7 **Non-compliance with Remedial Agreements and Orders under the Act**

- (a) Non-compliance by the Franchisee with a Remedial Agreement, where such non-compliance is reasonably considered by the Secretary of State to be material.
- (b) Non-compliance by the Franchisee with:
 - (i) a provisional order;
 - (ii) a final order;
 - (iii) a penalty; or
 - (iv) any other order made relating to contravention of either a relevant condition or requirement (as defined in Section 55 of the Act) or another order,

in each case made by the Secretary of State under the Act.

- (c) Non-compliance by the Franchisee with any enforcement notice issued to it by the Secretary of State pursuant to Section 120 of the Act.
- (d) **NOT USED.**

1.8 **Financial Ratios**

Breach by the Franchisee of either or both of the Financial Ratios specified in paragraph 2 of Schedule 12 (Financial Covenants and Bonds).

1.9 **Breach of Law**

- (a) It becoming unlawful for the Franchisee to provide all or, in the reasonable opinion of the Secretary of State, a material part of the Passenger Services or to operate all or, in the reasonable opinion of the Secretary of State, a material number of the Stations or Depots (except to the extent not required under the Franchise Agreement);
- (b) The Franchisee or any of the directors or senior managers of the Franchisee being convicted of manslaughter, fraud or any other indictable criminal offence in each case relating directly to the provision and operation of the Franchise Services; or

- (c) The Franchisee being, in the reasonable opinion of the Secretary of State, in material non-compliance with a prohibition or enforcement order (or the equivalent thereof) issued by the ORR pursuant to its safety functions. If the Franchisee makes an appeal against such prohibition or enforcement order (or such equivalent thereof) in accordance with its terms, no Event of Default shall have occurred under this paragraph 1.9(c) until such appeal has been determined to be unsuccessful.

1.10 **Contravention of Other Obligations**

The occurrence of the following:

- (a) the Franchisee contravening to an extent which is reasonably considered by the Secretary of State to be material any one or more of its obligations under the Franchise Agreement (other than such non-performance or non-compliance as may constitute an Event of Default under the provisions of this Schedule 10.2 other than this paragraph 1.10);
- (b) the service by the Secretary of State on the Franchisee of a written notice specifying:
 - (i) such contravention; and
 - (ii) to the extent the contravention is capable of being remedied, the reasonable period within which the Franchisee is required to so remedy; and
- (c) the Franchisee:
 - (i) contravening such obligation or obligations again to an extent which is reasonably considered by the Secretary of State to be material; or
 - (ii) permitting the contravention to continue; or
 - (iii) if the contravention is capable of remedy, failing to remedy such contravention within such period as the Secretary of State has specified in the notice served pursuant to paragraph 1.10(b) (ii).

1.11 **Non-membership of Inter-Operator Schemes**

The Franchisee ceasing to be a member of, or ceasing to participate in or to be party to, any of the Inter-Operator Schemes, or having its membership or participation therein suspended.

1.12 **Bonds**

- (a) Any Performance Bond or Season Ticket Bond ceasing to be a legal, valid and binding obligation on the relevant Bond Provider (other

than in accordance with its terms) or it otherwise becoming unlawful or impossible for such Bond Provider to perform its obligations thereunder;

- (b) A failure by the Franchisee to procure the provision to the Secretary of State of a Performance Bond (or Performance Bonds provided pursuant to paragraph 4.3 of Schedule 12 (Financial Covenants and Bonds)) which individually or in aggregate fulfil the requirements of Schedule 12 (Financial Covenants and Bonds); or
- (c) A failure by the Franchisee to procure the provision to the Secretary of State of a Season Ticket Bond (or Season Ticket Bonds provided pursuant to paragraph 5.9A of Schedule 12 (Financial Covenants and Bonds)) which individually or in aggregate fulfil the requirements of Schedule 12 (Financial Covenants and Bonds).

1.13 Key Contracts

Termination of any Key Contract, or the failure by the Franchisee to take all reasonable steps to enter into an appropriate replacement contract prior to the scheduled expiry date of any Key Contract, except where requested by the Secretary of State or to the extent that the Franchisee has demonstrated to the reasonable satisfaction of the Secretary of State that for the duration of the Franchise Term:

- (a) it is no longer necessary for it to be party to such Key Contract; or
- (b) it has made adequate alternative arrangements in order to be able to continue to provide and operate the Franchise Services.

1.14 Funding Deed

A failure by the Franchisee or the Guarantor to comply with their respective obligations under the Funding Deed.

1.15 Rolling Stock Leases

A failure by the Franchisee to enter into a new Rolling Stock Lease in accordance with paragraph 2.3(a) of Schedule 1.6 (The Rolling Stock) in respect of the Unspecified Additional Rolling Stock.

2. Definition of Termination Events

Each of the following is a "**Termination Event**":

- 2.1 any Force Majeure Event continues with the effect of preventing the Franchisee from delivering, wholly or mainly, the Passenger Services for more than six (6) consecutive months; or
- 2.2 the warranty given by the Franchisee pursuant to paragraph 6.1 (Tax Compliance) of Schedule 12 (Financial Covenants and Bonds) is materially untrue; or

- 2.3 the Franchisee commits a material breach of its obligation to notify the Secretary of State of any Occasion of Tax Non-Compliance in respect of any Affected Party (as defined in paragraph 6.3 of Schedule 12 (Financial Covenants and Bonds)) as required by paragraph 6.2(a) of Schedule 12 (Financial Covenants and Bonds); or
- 2.4 the Franchisee fails to provide details of proposed mitigating factors as required by paragraph 6.2(b) of Schedule 12 (Financial Covenants and Bonds) which in the reasonable opinion of the Secretary of State, are acceptable.
- 2.5 the Secretary of State serves a Competition Event Notice on the Franchisee pursuant to clause 15.5 (Competition).

3. **Consequences of Events of Default**

The occurrence of an Event of Default shall constitute a contravention of the Franchise Agreement by the Franchisee. On the occurrence of an Event of Default, the provisions of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement) shall apply.

4. **Notification of Event of Default**

The Franchisee shall notify the Secretary of State as soon as reasonably practicable on, and in any event within twenty four (24) hours of, it becoming aware of the occurrence of an Event of Default or an event which is likely to result in the occurrence of an Event of Default. The Franchisee shall take such action or steps as the Secretary of State may require to remedy any Event of Default or potential Event of Default.

5. **Termination Notices**

- 5.1 The Secretary of State may, on and at any time after the occurrence of:
 - (a) (subject to paragraphs 5.2 and 5.3) an Event of Default which:
 - (i) is unremedied or continuing; and
 - (ii) the Secretary of State considers to be material; or
 - (b) a Termination Event specified in paragraph 2.1 of this Schedule 10.2 which is unremedied or continuing; or
 - (c) a Termination Event specified in paragraphs 2.2, 2.3, 2.4 and 2.5 of this Schedule 10.2,

terminate the Franchise Agreement by serving a Termination Notice on the Franchisee. The Franchise Agreement shall terminate with effect from the date specified in any such Termination Notice.

5.2 The Secretary of State may not serve a Termination Notice in respect of an Event of Default in relation to which a Remedial Plan Notice has been issued until the Remedial Plan Period has expired.

5.3 The Secretary of State may not serve a Termination Notice in respect of an Event of Default for which the Franchisee is implementing a Remedial Agreement in accordance with its terms.

6. Consequences of Termination or Expiry

6.1 Upon termination of the Franchise Agreement (whether through default or effluxion of time or otherwise) the obligations of the Parties shall cease except for:

- (a) any obligations arising as a result of any antecedent contravention of the Franchise Agreement;
- (b) any obligations which are expressed to continue in accordance with the terms of the Franchise Agreement; and
- (c) any other obligations which give effect to such termination or to the consequences of such termination or which otherwise apply (expressly or impliedly) on or after such termination.

6.2 Nothing in this paragraph 6 shall prevent the Secretary of State from bringing an action against the Franchisee in connection with the termination of the Franchise Agreement prior to the expiry of the Franchise Term.

Schedule 10.3
Force Majeure and Business Continuity

1. Definition of Force Majeure Events

The following events shall constitute "**Force Majeure Events**", subject to the conditions specified in paragraph 2 being satisfied:

- (a) the Franchisee or any of its agents or subcontractors is prevented or restricted by Network Rail (including by virtue of the implementation of any Contingency Plan) from gaining access to any section or part of track (including any track running into, through or out of a station). For the purposes of this paragraph 1:
 - (i) references to a party being prevented or restricted from gaining access to any section or part of track shall mean that such party is not permitted to operate any trains on the relevant section or part of track, or is only permitted to operate a reduced number of trains from that which it was scheduled to operate;
 - (ii) the period of such prevention or restriction shall be deemed to commence with effect from the first occasion on which the Franchisee is prevented or restricted from operating a train on such section or part of track;
 - (iii) references in paragraphs 1(a)(i) and 1 (a) (ii) to the operation of trains include scheduled empty rolling stock vehicle movements; and
 - (iv) "**Contingency Plan**" means a contingency plan (as defined in the Railway Operational Code or where the Railway Operational Code ceases to exist such other replacement document of a similar or equivalent nature which contains a definition of contingency plan similar to that contained in the Railway Operational Code) implemented by and at the instigation of Network Rail, or such other contingency or recovery plan as the Secretary of State may agree from time to time;
- (b) the Franchisee or any of its agents or subcontractors is prevented or restricted by Network Rail or any Facility Owner (other than a Facility Owner which is an Affiliate of the Franchisee) from entering or leaving:
 - (i) any station or part thereof (excluding any prevention or restriction from gaining access to any section or part of track running into, through or out of a station); or
 - (ii) any depot or part thereof (including the movement of trains on tracks within any depot but excluding any prevention or

restriction from gaining access to any track outside such depot running into or out of that depot);

- (c) any of the following events occurs:
 - (i) a programme of Mandatory Modifications commences;
 - (ii) any Rolling Stock Units are damaged by fire, vandalism, sabotage or a collision and are beyond repair or beyond economic repair; or
 - (iii) a government authority prevents the operation of Rolling Stock Units on the grounds of safety,

and, in each case, the greater of two (2) Rolling Stock Units and ten (10) per cent of all rolling stock vehicles used by the Franchisee in the provision of the Passenger Services in relation to any Service Group are unavailable for use in the provision of the Passenger Services as a result of the occurrence of such event;

- (d) the Franchisee prevents or restricts the operation of any train on safety grounds provided that:
 - (i) the Franchisee has, either before or as soon as reasonably practicable after initiating such prevention or restriction, sought the confirmation of the ORR in exercise of its safety functions, or any relevant other body with statutory responsibility for safety in the circumstances, of the necessity of such prevention or restriction; and
 - (ii) if and to the extent that the ORR, or other relevant body with statutory responsibility for safety in the circumstances, in exercise of its safety functions indicates that such prevention or restriction is not necessary, then no Force Majeure Event under this paragraph 1(d) shall continue in respect of that restriction or prevention after the receipt of such indication from the ORR or other relevant body;
- (e) act of God, war damage, enemy action, terrorism or suspected terrorism, riot, civil commotion or rebellion (together "**Emergency Events**") or the act of any government instrumentality (including the ORR but excluding the Secretary of State) in so far as the act of government instrumentality directly relates to any of the Emergency Events, provided that there shall be no Force Majeure Event under this paragraph 1(e) by reason of:
 - (i) the suicide or attempted suicide of any person that does not constitute an act of terrorism;

- (ii) the activities of the police, fire service, ambulance service or other equivalent emergency service that are not in response to acts of terrorism or suspected terrorism; or
 - (iii) an act of God which results in the Franchisee or its agents or subcontractors being prevented or restricted by Network Rail from gaining access to any relevant section or part of track; and
- (f) any strike or other Industrial Action by any or all of the employees of the Franchisee or any or all of the employees of:
- (i) Network Rail;
 - (ii) the operator of any other railway facility; or
 - (iii) any person with whom the Franchisee has a contract or arrangement for the lending, seconding, hiring, contracting out or supervision by that person of train drivers, conductors, other train crew or station or depot staff used by the Franchisee in the provision of the Franchise Services,
- or of the agents or sub-contractors of any such person listed in paragraphs 1(f) (i) to 1(f) (iii).

2. **Conditions to Force Majeure Events**

- 2.1 The occurrence, and continuing existence of a Force Majeure Event shall be subject to satisfaction of the following conditions:
- (a) in relation to an event occurring under paragraph 1 (a), that event has continued for more than twelve (12) consecutive hours;
 - (b) the Franchisee notifies the Secretary of State within two (2) Weekdays of it becoming aware or, if circumstances dictate, as soon as reasonably practicable thereafter, of:
 - (i) the occurrence or likely occurrence of the relevant event; and
 - (ii) the effect or the anticipated effect of such event on the Franchisee's performance of the Passenger Services;
 - (c) at the same time as the Franchisee serves notification on the Secretary of State under paragraph 2.1(b), it informs the Secretary of State of the steps taken and/or proposed to be taken by the Franchisee to prevent the occurrence of, and/or to mitigate and minimise the effects of, the relevant event and to restore the provision of the Passenger Services;

- (d) the relevant event did not occur as a result of:
 - (i) any act or omission to act by the Franchisee or its agents or subcontractors, save that in respect of the occurrence of Industrial Action in accordance with paragraph 1(f), the provisions of paragraph 2.2 apply; or
 - (ii) the Franchisee's own contravention of, or default under, the Franchise Agreement, any Access Agreement, Rolling Stock Related Contract, Property Lease or any other agreement;
- (e) the Franchisee used and continues to use all reasonable endeavours to avert or prevent the occurrence of the relevant event and/or to mitigate and minimise the effects of such event on its performance of the Passenger Services and to restore the provision of the Passenger Services as soon as reasonably practicable after the onset of the occurrence of such event; and
- (f) the Franchisee shall, to the extent reasonably so requested by the Secretary of State, exercise its rights and remedies under any relevant agreement to prevent the occurrence or recurrence of any such event and to obtain appropriate redress and/or compensation from any relevant person.

2.2 Where:

- (a) Industrial Action in accordance with paragraph 1(f) occurs as a result of an act or omission to act by the Franchisee or its agents or subcontractors;
 - (b) the Secretary of State reasonably believes that it was reasonable for the Franchisee, its agents or subcontractors (as the case may be) so to act or omit to act; and
 - (c) the other conditions specified in paragraph 2.1 have been satisfied,
- such occurrence shall be a Force Majeure Event.

3. Consequences of Force Majeure Events

- 3.1 The Franchisee shall not be responsible for any failure to perform any of its obligations under the Franchise Agreement, nor shall there be any contravention of the Franchise Agreement if and to the extent that such failure is caused by any Force Majeure Event.
- 3.2 If any Force Majeure Event continues, with the effect of preventing the Franchisee from delivering, wholly or mainly, the Passenger Services for more than six (6) consecutive months, it shall be a Termination Event in accordance with paragraph 2.1 (Definition of Termination Events) of Schedule 10.2 (Events of Default and Termination Events).

4. **Business Continuity**

4.1 **Obligation to Produce a BCP**

- (a) Within one (1) month following the Start Date the Franchisee shall produce and provide to the Secretary of State a written Business Continuity Plan in respect of the Franchise Services and the people, facilities and assets used to provide them which is consistent with the requirements of ISO 22301.
- (b) Within one (1) month of the end of each Franchisee Year the Franchisee shall provide to the Secretary of State a certificate addressed to the Secretary of State and signed by a statutory director of the Franchisee confirming that the Business Continuity Plan is consistent with the requirements of the ISO 22301.

4.2 **No Relief under Force Majeure**

- (a) Nothing in paragraph 3 (Consequences of Force Majeure Events) will relieve the Franchisee from its obligations under the Franchise Agreement to create, implement and operate the Business Continuity Plan.
- (b) If a Force Majeure Event affecting the Franchisee occurs which is an event or circumstance that is within the scope of the Business Continuity Plan, then paragraph 3.1 will only apply to that Force Majeure Event to the extent that the impacts of that Force Majeure Event would have arisen even if:
 - (i) the Franchisee had complied with this paragraph 4; and
 - (ii) the Business Continuity Plan had been fully and properly implemented and operated in accordance with this paragraph 4 and the terms of the Business Continuity Plan in respect of that Force Majeure Event.

Schedule 10.4
Liability

1. Exclusion of Liability

1.1 Liability with respect to Passengers and Third Parties

- (a) The Franchisee hereby acknowledges that the Secretary of State will not be responsible for the actions of the Franchisee or any Affiliate of the Franchisee and that, except as expressly provided in the Franchise Agreement, the Franchisee shall provide and operate the Franchise Services at its own cost and risk without recourse to the Secretary of State or government funds or guarantees.
- (b) The Franchisee, on demand, shall hold the Secretary of State fully protected and indemnified in respect of all losses, liabilities, costs, charges, expenses, actions, proceedings, claims or demands incurred by or made on the Secretary of State in connection with any death, personal injury, loss or damage suffered by passengers or by any third party using or affected by the Franchise Services which is caused or contributed to by the Franchisee, any Affiliate of the Franchisee, or any employee, agent, contractor or sub-contractor of the Franchisee or of any Affiliate of the Franchisee.

1.2 Liability of the Secretary of State

Neither the Secretary of State nor any of his officers, agents or employees shall in any circumstances be liable to the Franchisee for any loss or damage caused by the negligent exercise of any powers reserved to the Secretary of State under the Franchise Agreement, except to the extent that such negligence also constitutes a contravention of an obligation of the Secretary of State under the Franchise Agreement. The Franchisee may not recover from the Secretary of State or any of his officers, agents, or employees any amount in respect of loss of profit or consequential loss.

2. Review or Monitoring by the Secretary of State

- 2.1 The Secretary of State may for his own purposes (whether under the Franchise Agreement or under any other arrangement or otherwise and whether before or after the date of the Franchise Agreement) monitor or review any proposals, plans or projects (or any aspect thereof) of the Franchisee under the Franchise Agreement, but no review, enquiry, comment, statement, report or undertaking, made or given by or on behalf of the Secretary of State during such review or monitoring (and no failure to undertake, make or give any review, enquiry, comment or statement) shall operate to exclude or relieve either Party from or reduce or otherwise affect the obligations of such Party under the Franchise Agreement.
- 2.2 The exercise by or on behalf of the Secretary of State of (or, as the case may be, any failure to exercise) any of his functions, rights or obligations in respect of any review or monitoring process shall not in any way impose

any liability, express or implied, on the Secretary of State to any other Party save to the extent that the exercise (or failure to exercise) of any of such functions, rights or obligations results in a contravention by the Secretary of State of an express provision of the Franchise Agreement and the Secretary of State does not make or give any representation or warranty, either express or implied, as to whether any proposal, plan or project will enable either Party to comply with its obligations under the Franchise Agreement.

SCHEDULE 11
Franchise Performance Meetings and Management Information

Schedule 11.1:	Franchise Performance Meetings
Schedule 11.2:	Management Information
	Appendix 1: Environmental Information
	Appendix 2: Operational Information
	Appendix 3: Summary of Reporting and Other Requirements

Schedule 11.1
Franchise Performance Meetings

1. Franchise Performance Meetings

- 1.1 The Parties shall hold a Franchise Performance Meeting at least once in every Reporting Period (or such other interval as the Secretary of State may notify to the Franchisee in writing) at a time and location notified to the Franchisee by the Secretary of State.
- 1.2 The Franchisee shall ensure that:
- (a) each of its representatives at all Franchise Performance Meetings have full power and authority delegated to them by the Franchisee to act and to make binding decisions on behalf of the Franchisee and shall include such directors and/or senior managers of the Franchisee as the Secretary of State may require; and
 - (b) representatives of the Parent (which shall include such directors and/or senior managers of the Parent as the Secretary of State may require) attend every quarterly Franchise Performance Meeting.
- 1.3 The Franchisee shall prepare and present such reports to each Franchise Performance Meeting as the Secretary of State may reasonably request. The Franchisee's obligations under this paragraph 1.3 are subject to the Franchisee receiving at least twenty eight (28) days' notice of the requirement to prepare and present any such report.
- 1.4 No comment or failure to comment nor any agreement or approval, implicit or explicit by the Secretary of State at such meetings will relieve the Franchisee of any of its obligations under the Franchise Agreement. The Franchisee shall only be relieved of any of its obligations under the Franchise Agreement through the signed written agreement of the Secretary of State.

Schedule 11.2
Management Information

1. Corporate Information

- 1.1 The Franchisee shall provide the following information to the Secretary of State on the Start Date and shall notify the Secretary of State of any change to such information within twenty one (21) days of such change:
- (a) its name;
 - (b) its business address and registered office;
 - (c) its directors and company secretary;
 - (d) its auditors;
 - (e) its trading name or names; and
 - (f) to the best of the Franchisee's knowledge and belief, having made due and diligent enquiry, the identity of all persons holding, separately or acting by agreement, directly or indirectly, the right to cast more than twenty per cent (20%) of the votes at general meetings of the Franchisee.
- 1.2 The Franchisee shall inform the Secretary of State of any material change or proposed material change in its business (including the employment or the termination of employment of any Key Personnel, the termination of any Key Contract and any litigation or other dispute which may have a material effect on its business) and any material change in or restructuring of the capitalisation or financing of the Franchisee, the Parent or the Guarantor.

2. Information about Assets used in the Franchise

The Franchisee shall at all times during the Franchise Term maintain (and shall provide copies to the Secretary of State when requested to do so from time to time) records covering the following information:

- (a) for each Primary Franchise Asset or other asset which is the subject of, or operated under, a Key Contract:
 - (i) the progress and completion of all work described in the maintenance schedules and manuals;
 - (ii) all operating manuals (including any safety related regulations); and
 - (iii) all permits, licences, certificates or other documents required to operate such asset; and
 - (iv) a printed or electronic list of all assets owned by the Franchisee from time to time (excluding, unless otherwise requested by the Secretary of State, any office furniture and consumable items).

3. Identification of Key Personnel and Provision of Organisation Chart

3.1 The Franchisee shall identify and provide to the Secretary of State a schedule of Key Personnel who shall be employed by the Franchisee in the performance of the Franchise Agreement. This shall include but not be limited to the following persons:

- (a) a managing director whose role will include the overall management of the operation of the Franchise Services;
- (b) a train service delivery director, whose role will include responsibility for ensuring compliance by the Franchisee with Schedule 7.1 (Performance Benchmarks
- (c) a safety director, whose role will include responsibility for ensuring that the Franchisee complies with its legal obligations in relation to the Franchise Services including the Safety Certificate; and
- (d) a finance director, whose role will include responsibility in relation to the Financial Model.

3.2 The Franchisee shall nominate a board director of the Franchisee (or at the Secretary of State's discretion, a director of the Parent or an Affiliate) within seven (7) days of the date of this Agreement. Such director's responsibilities include overseeing, at a strategic level, the Franchisee's interface with the Secretary of State in relation to Sections 119 to 121 (inclusive) of the Act and co-ordinating relevant activities and delivery of counter terrorist security on behalf of the Franchisee in connection with the Franchisee's compliance with relevant instructions issued by the Secretary of State under Section 119 of the Act from time to time. Such board level director shall be identified by job title in the organisation chart referred to in paragraph 3.3 and shall be deemed part of the Key Personnel.

3.3 On or before the Start Date the Franchisee shall provide to the Secretary of State an organisation chart detailing the responsibilities and reporting lines of each of the Key Personnel and shall update such chart (and provide a copy to the Secretary of State promptly thereafter) as and when any changes occur.

4. Operational and Performance related Information to be provided by the Franchisee

4.1 The Franchisee shall provide to the Secretary of State the information specified in Appendix 2 (Operational Performance Information) to this Schedule 11.2 at the times specified therein.

4.2 Appendix 2 (Operational Performance Information) to this Schedule 11.2 shall be interpreted in accordance with any guidance issued by the Secretary of State from time to time for that purpose.

5. Maintenance of Records

5.1 The Franchisee shall maintain true, up to date and complete records of all of the information required to be provided by the Franchisee under the Franchise Agreement.

- 5.2 Each record required to be maintained by the Franchisee in accordance with this Schedule 11.2 shall be held for a period of six (6) years following the date on which such record was required to be created.
- 5.3 References to records in this Schedule 11.2 shall include records maintained under any Previous Franchise Agreement to the extent that such records relate to services equivalent to the Franchise Services and the Franchisee has access to them (which it shall use all reasonable endeavours to secure).
- 5.4 The Franchisee shall not be responsible for any records maintained under any Previous Franchise Agreement, as referred to in paragraph 5.3, being true, complete and up to date. As soon as reasonably practicable after becoming aware that any such records are not true, complete and up to date, the Franchisee shall take all reasonable steps to remedy any such deficiency, and shall thereafter maintain such records in accordance with paragraph 5.1.

6. **Right to Inspect**

- 6.1 The Franchisee shall, if requested by the Secretary of State, allow the Secretary of State and his representatives and advisers:
- (a) to inspect and copy any records referred to in this Schedule 11.2 and the Secretary of State may verify any such records; and
 - (b) to inspect and copy at any reasonable time any books, records and any other material kept by or on behalf of the Franchisee and/or its auditors and any assets (including the Franchise Assets) used by the Franchisee in connection with the Franchise Services.
- 6.2 The Franchisee shall make available to the Secretary of State, his representatives and advisers the information referred to in paragraph 6.1 and grant or procure the grant of such access (including to or from third parties) as the Secretary of State, his representatives and advisers shall reasonably require in connection therewith. The obligation of the Franchisee under this paragraph 6.2 shall include an obligation on the Franchisee to grant or procure the grant of such access to premises (including third party premises) where the information referred to in paragraph 6.1 is kept by or on behalf of the Franchisee.
- 6.3 The Secretary of State, his representatives and advisers shall be permitted to take photographs, film or make a video recording, or make any other kind of record of any such inspection.
- 6.4 If any inspection reveals that information previously supplied to the Secretary of State was, in the reasonable opinion of the Secretary of State, inaccurate in any material respect or if such inspection reveals any other contravention of the Franchisee's obligations under the Franchise Agreement which the Secretary of State considers to be material, the costs of any such inspection shall be borne by the Franchisee.

7. Information to the Passengers' Council and Local Authorities

The Franchisee shall comply with any reasonable requests and guidance issued by the Secretary of State from time to time in respect of the provision of information to and co-operation and consultation with the Passengers' Council and Local Authorities.

8. Periodic Update Reports

8.1 The Franchisee shall (including in accordance with the requirements of paragraph 5.1 (Review of Compliance) of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations)) prepare and submit to the Secretary of State a periodic report in each Reporting Period containing such information as the Secretary of State may reasonably specify on or after commencement of this Agreement or from time to time in accordance with paragraph 8.2 below for the previous quarter, or such other period as may be reasonably required and disaggregated to the extent that the Secretary of State shall require.

8.2 The Franchisee's obligations under this paragraph 8 are subject to the Franchisee receiving at least twenty eight (28) days' notice of:

- (a) the requirement to prepare any such report; and
- (b) any amendments required to the contents of such report.

9. Financial and Operational Information

9.1 Accounting Records

The Franchisee shall prepare and at all times during the Franchise Term maintain true, up to date and complete accounting records as are required to be kept under Section 386 of the Companies Act 2006. Such records shall be prepared on a consistent basis for each Reporting Period.

9.2 Reporting Period Financial Information

- (a) The Franchisee shall deliver to the Secretary of State, within ten (10) Weekdays of the end of each Reporting Period:
 - (i) Management Accounts for such Reporting Period, setting out a cashflow statement, profit and loss account and balance sheet for that Reporting Period and cumulatively for the Franchisee Year to date;
 - (ii) Written confirmation that the Management Accounts, to the best of the knowledge, information and belief of the board of directors of the Franchisee, contain a true and accurate reflection of the current assets and liabilities of the Franchisee (including contingent assets or liabilities and known business risks and opportunities) and, to the extent that they do not, identify in a written report relevant issues in reasonable detail and provide such further information that the Secretary of State shall reasonably require in relation; and

(iii) In circumstances where the Franchisee was in a Lock-up Period during such Reporting Period, written confirmation from a statutory director of the Franchisee that the Franchisee has complied with the restrictions applicable during a Lock-up Period pursuant to paragraph 3 of Schedule 12 (Financial Covenants and Bonds).

(b) The Management Accounts shall also set out:

(i) sufficient information to enable the Secretary of State to calculate Actual Operating Costs and Modified Revenue on a cumulative basis for the previous thirteen (13) Reporting Periods;

(ii) the ratio of the Franchisee's:

(A) Total Modified Revenue to its Total Actual Operating Costs; and

(B) Total Forecast Modified Revenue to its Total Forecast Operating Costs,

together with supporting information showing how the Franchisee has calculated such ratios including a breakdown of the Modified Revenue, Forecast Modified Revenue, Actual Operating Cost and Forecast Operating Costs for each of the Reporting Periods used for the purposes of the calculation of the ratios pursuant to this paragraph 9.2(b);

(iii) a comparison of the Franchisee's financial performance during such period against the forecast provided by the Franchisee in the then current Business Plan;

(iv) a comparison of the Franchisee's cumulative financial performance during the Franchisee Year in which such period occurs against the forecast referred to in paragraph 9.2(b) (iii);

(v) a detailed statement and a detailed and comprehensive written explanation of any material differences between such Management Accounts and the forecast referred to in paragraph 9.2(b) (iii);

(vi) where the level of financial performance reported in the Management Accounts is, in the reasonable opinion of the Secretary of State, materially worse than forecast by the Franchisee in its current Business Plan, the Secretary of State may require the Franchisee to prepare and submit to him, as soon as reasonably practicable, a Financial Action Plan to ensure that the level of financial performance forecast in its current Business Plan for the remainder of the currency of that Business Plan is achieved and the Franchisee shall use all reasonable endeavours to implement such Financial Action Plan;

(vii) a detailed statement and explanation of any Agreed Funding Commitment and PCS Advances (each as defined in the Funding Deed) provided during such Reporting Period and any repayments made during such Reporting Period in respect of (i) previously provided Agreed Funding Commitments as against the AFC Plan (as defined in the Funding Deed) and (ii) PCS Advances; and

- (viii) a detailed written statement and written explanation of the costs incurred for each Approved Enabling Fund Scheme during that Reporting Period.

9.3 Quarterly Financial Information

- (a) Within twenty (20) Weekdays after the end of the third (3rd), sixth (6th), ninth (9th) and twelfth (12th) Reporting Periods in each Franchisee Year, the Franchisee shall deliver to the Secretary of State the following information:
- (i) an updated version of the profit and loss forecast, cash flow forecast and forecast balance sheet provided in accordance with paragraph 10.1(iv) together with a detailed and comprehensive written explanation as to any changes in such forecast from the previous forecast provided pursuant to the provisions of this Schedule 11.2, for each of the following thirteen (13) Reporting Periods; and
 - (ii) a statement of calculation demonstrating the Franchisee's performance against each of the financial covenants in paragraph 2 of Schedule 12 (Financial Covenants and Bonds) at the beginning of each Reporting Period and a forecast of performance against such covenants for each of the following thirteen (13) Reporting Periods.
- (b) Where any Reporting Period falls partly within one Franchisee Year and partly within another, the results for each section of such Reporting Period falling either side of such Franchisee Year end shall be prepared on an accruals basis for each such section of such Reporting Period.

9.4 Annual Financial Information

- (a) Within fifteen (15) Weekdays of the end of each Franchisee Year, the Franchisee shall deliver to the Secretary of State its Annual Management Accounts for that Franchisee Year.
- (b) **NOT USED.**
- (c) ^{xviii} Within four (4) Reporting Periods after the end of each Franchisee Year, the Franchisee shall deliver to the Secretary of State the following information:
- (i) certified true copies of its annual report and Annual Audited Accounts for that Franchisee Year, together with copies of all related directors' and auditors' reports;
 - (ii) a reconciliation to the Management Accounts for the same period in a format to be agreed with the Secretary of State;
 - (iii) a statement from the Franchisee's auditors confirming compliance with the financial covenants in paragraph 2 of Schedule 12 (Financial Covenants and Bonds); and
 - (iv) a statement from the Franchisee (signed by a statutory director of the Franchisee) confirming compliance with the reporting requirements of paragraph 9.2(b) (vii) of this Schedule.

9.5 Accounting Standards and Practices

- (a) Each set of Management Accounts and Annual Management Accounts shall:
- (i) be in the formats set out in the document in the agreed terms marked FF or in such other format as the Secretary of State may reasonably specify from time to time;
 - (ii) be prepared consistently in accordance with the Franchisee's normal accounting policies, details of which shall be supplied on request to the Secretary of State; and
 - (iii) identify to the reasonable satisfaction of the Secretary of State, any changes in such accounting policies from those policies that were applied in preparing each of the profit and loss account, the cashflow projection and the balance sheet contained in the Financial Model Placed in Escrow on the date of the Franchise Agreement.
- (b) The Annual Audited Accounts shall:
- (i) be prepared and audited in accordance with GAAP, consistently applied and in accordance with the Companies Act 2006; and
 - (ii) give a true and fair view of:
 - (A) the state of affairs, profits and financial condition of the Franchisee for the period covered by such accounts; and
 - (B) the amount of its total revenue (being all revenue whatsoever from any source obtained from any commercial or non-commercial activity or undertaking of the Franchisee, such revenue to be disaggregated by reference to revenue derived by the Franchisee from:
 - (i) the sale of tickets;
 - (ii) income received from Network Rail pursuant to Schedule 4 and Schedule 8 to the Track Access Agreement;
 - (iii) car park revenue; and
 - (iv) other income;
 - (C) or to such other level of disaggregation as may be notified to the Franchisee by the Secretary of State from time to time) derived by the Franchisee in respect of that Franchisee Year.

9.6 Parent and Guarantor Accounts

The Franchisee shall, upon the request of the Secretary of State, promptly deliver to, or procure delivery to, the Secretary of State, certified true copies of the annual reports and audited accounts of the Parent and the Guarantor, together with copies of all related directors' and auditors' reports. If any of the Parent or the Guarantor is domiciled outside

England and Wales, the equivalent documents in the jurisdiction of residence of the Parent or the Guarantor (as applicable) shall be delivered to the Secretary of State.

9.7 Secretary of State Audit of calculations provided pursuant to paragraph 9.2(b) (ii)

- (a) Without prejudice to paragraph 2.2 of Schedule 12 (Financial Covenants and Bonds) or to any other rights of the Secretary of State under the Franchise Agreement, the Secretary of State and his representatives shall be permitted to inspect at any time the books, records and any other material kept by or on behalf of the Franchisee in order to check or audit any item contained in or relating to the Management Accounts in so far as they relate to the statement of calculations required by paragraph 9.2(b)(ii) of this Schedule 11.2 and any other matter in connection with the Franchisee's obligations under paragraph 2 of Schedule 12 (Financial Covenants and Bonds).
- (b) The Franchisee shall make available to the Secretary of State and his representatives such information and grant such access or procure the grant of such access (including to or from third parties) as they shall reasonably require in connection with any audit to be carried out pursuant to paragraph 9.7(a). If any audit carried out pursuant to paragraph 9.7(a) reveals, in the reasonable opinion of the Secretary of State, any material inaccuracy in the Management Accounts (but only in so far as such accounts relate to the statement of calculations required by paragraph 9.2(b)(ii)) then the Secretary of State may exercise its rights as described in paragraphs 2.2(c) or 2.2(d) of Schedule 12 (Financial Covenants and Bonds) and the Franchisee shall pay all reasonable costs of any such audit as a monitoring cost pursuant to paragraph 7.4 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement).

10. Business Plans

10.1 Initial Business Plan

- (a) Within one (1) Reporting Period of the Start Date, the Franchisee shall deliver to the Secretary of State its Initial Business Plan, describing its planned activities for each Franchisee Year during the Franchise Term, which shall include:
 - (i) a description as to how the Franchisee will meet its obligations under the Franchise Agreement for the Franchise Term, supported by operational plans demonstrating this;
 - (ii) details of any investments proposed to be made or procured by the Franchisee in relation to the Franchise Services during the Franchise Term;
 - (iii) a summary of the Franchisee's plans for marketing and developing the Franchise Services; and
 - (iv) a profit and loss forecast, cash flow forecast and forecast balance sheet for each of the twenty six (26) Reporting Periods following the Start Date, together with a list of assumptions on the basis of which each such forecast has been prepared.

10.2 Annual Business Plans

- (a) The Franchisee shall, at all times during the Franchise Term, provide to the Secretary of State any annual business plan (in written or electronic form) that it provides to its Parent (or any other document or documents which individually or collectively can reasonably be considered to be an annual business plan) in relation to a Franchisee Year (other than the first Franchisee Year) and which describes the Franchisee's planned activities for such Franchisee Year or describes the manner in which the Franchisee will meet its obligations under the Franchise Agreement in respect of that Franchisee Year (the "**Annual Business Plan**"). Any such Annual Business Plan shall be provided to the Secretary of State within one month of submission of same to the Parent. Where the Franchisee does not produce an annual business plan it shall notify the Secretary of State of all the periodic plans that it does produce and:
- (i) the Secretary of State shall be entitled to copies of such periodic plans as he shall reasonably determine; and
 - (ii) any such periodic plans shall be deemed to be Annual Business Plans for the purposes of this paragraph 10.2.
- (b) The Franchisee shall, at the same time as it submits the Annual Business Plan to the Secretary of State in accordance with paragraph 10.2 (or to the extent that no Annual Business Plan is submitted to the Parent in any Franchisee Year, not more than three (3) Reporting Periods and not less than one (1) Reporting Period prior to the start of each Franchisee Year), provide to the Secretary of State:
- (i) a revised profit and loss forecast, cash flow forecast and forecast balance sheet for each of the thirteen (13) Reporting Periods in the relevant Franchisee Year and each subsequent Franchisee Year of the Franchise Period; and
 - (ii) an annual improvement plan providing:
 - (A) details of any new technologies, processes, developments and/or proposals which could improve the provision of the Franchise Services, reduce the cost of providing the Franchise Services or enable the Franchise Services to be provided more efficiently;
 - (B) an analysis of the impact of any technologies, processes, developments and/or proposals that are proposed in relation to the Franchise Services, including analyses of the costs of and timescale for effecting such changes and the impact on the provision of the Franchise Services;
 - (C) details of those technologies, processes, developments and/or proposals which the Franchisee proposes to implement during the relevant Franchisee Year; and
 - (D) an analysis of the technologies, processes, developments and/or proposals which the Franchisee implemented in the previous Franchisee Year including details of any cost reductions and/or

efficiency gains arising from the same and a reconciliation to the annual improvement plan for that previous Franchisee Year.

- (c) The Secretary of State may at any time require the Franchisee to produce a Business Action Plan in respect of any aspect of the Business Plan. Such Business Action Plan may include steps relating to:
 - (i) timetable and service pattern development;
 - (ii) Station facility improvement;
 - (iii) performance management improvement;
 - (iv) customer service improvement; and
 - (v) improvements in the quality of service delivery or the efficiency of delivery of the Franchise Services.
- (d) The Franchisee shall comply with any guidance issued by the Secretary of State about how and with whom any consultation on the content of a Business Action Plan is to take place.
- (e) Any proposal in a Business Action Plan shall only be implemented if and to the extent that the Secretary of State decides it is appropriate to do so and subject to any conditions which he may impose.

11. Safety Information

11.1 Safety

- (a) The Franchisee shall co-operate with any request from any relevant competent authority for provision of information and/or preparation and submission of reports detailing or identifying compliance with safety obligations set out in the Safety Regulations including any breaches of the Safety Regulations.
- (b) The Franchisee shall notify the Secretary of State as soon as practicable of the receipt and contents of any formal notification relating to safety or any improvement or prohibition notice received from the ORR. Immediately upon receipt of such notification or notice, the Franchisee shall provide the Secretary of State with a copy of such notification or notice.
- (c) The Franchisee shall participate in industry groups and committees addressing the domestic and European safety agenda of the Railway Group.

12. Further Information

12.1 The Franchisee shall:

- (a) deliver to the Secretary of State, or procure the delivery to the Secretary of State of, such information, records or documents as he may request within such period as he may reasonably require and which relate to or are connected with the Franchisee's performance of the Franchise Agreement; and

- (b) procure that each Affiliate of the Franchisee complies with paragraph 12.1(a) in respect of any information, records or documents that relate to its dealings with the Franchisee in connection with the Franchisee's performance of its obligations under the Franchise Agreement.

12.2 The information referred to in paragraph 12.1 shall include:

- (a) any agreement, contract or arrangement to which the Franchisee is a party in connection with any rolling stock vehicles used in the operation of the Passenger Services;
- (b) in so far as the Franchisee has or is able to obtain the same, any other agreement contract or arrangement which may be associated with the procurement, leasing, financing or maintenance of any such rolling stock vehicles;
- (c) any agreement for the manufacture or supply of any rolling stock vehicles; or
- (d) any arrangements for the securitisation of any lease granted in respect of such rolling stock vehicles.

12.3 The Secretary of State may require the Franchisee to provide:

- (a) the information required to be provided under this Schedule 11.2 more frequently than set out in this Schedule 11.2;
- (b) the information required to be provided under this Schedule 11.2, or, in the Secretary of State's discretion, more detailed financial information, at any time in connection with the re-letting of the Franchise; and
- (c) such unaudited accounts under such accounting policies as may be prescribed by the Secretary of State, acting reasonably, from time to time.

13. **Information from Third Parties**

13.1 The Franchisee shall, if the Secretary of State so requests, use all reasonable endeavours to ensure that the Secretary of State has direct access to any information, data or records relating to the Franchisee which is or are maintained by third parties and to which the Secretary of State is entitled to have access, or of which the Secretary of State is entitled to receive a copy under the Franchise Agreement.

13.2 The Franchisee shall, if the Secretary of State so requests, procure the provision by RSP to the Secretary of State of such information, data and records as the Franchisee is entitled to receive under the Ticketing and Settlement Agreement, in such form as the Secretary of State may specify from time to time.

13.3 The obligations of the Franchisee under this Schedule 11.2 to provide information to the Secretary of State shall not apply if the Secretary of State notifies the Franchisee that he has received the relevant information directly from any other person (including Network Rail or RSP). The Franchisee shall, if the Secretary of State so requests, confirm or validate any such information which is received from any such other person.

13.4 The Franchisee shall promptly advise the Secretary of State of any changes that are to be made to its systems or processes or the systems and processes of the RSP that will, in the reasonable opinion of the Franchisee, materially affect the continuity of any of the records that are provided pursuant to this Schedule 11.2. Any such advice shall include an assessment of the materiality of the relevant change.

14. **Compatibility of Information**

14.1 All financial, operational or other information, and any data and records required to be provided to the Secretary of State under the Franchise Agreement shall be provided, if so requested by the Secretary of State, in a form compatible with the Secretary of State's electronic data and records systems on the Start Date, as modified from time to time in accordance with paragraph 3 of Schedule 13.1 (Rail Industry Initiatives).

14.2 The Franchisee shall ensure that the interconnection of such systems or the provision of such information, data and records to the Secretary of State under the Franchise Agreement will not result in any infringement of any third party Intellectual Property Rights to which its systems or such information, data or records may be subject.

15. **Environmental Information**

15.1 **Environmental Information Data Collection Plan**

- (a) The Franchisee shall, by no later than three (3) months after the Start Date, provide a report to the Secretary of State setting out:
- (i) which measures included in the Dataset the Franchisee is unable to provide, despite using reasonable endeavours to do so ("**Excluded Data**");
 - (ii) for each item of Excluded Data, the technical, operational or commercial reason why the Franchisee is unable to provide the Excluded Data; and
 - (iii) a plan ("**Environmental Data Collection Plan**") detailing, in relation to each item of Excluded Data, the actions which the Franchisee would need to take in order to be able to provide such Excluded Data, the Franchisee's best estimate of the cost of taking such action and the date by which, if such actions were taken, the Franchisee would be able to begin providing such Excluded Data to the Secretary of State.
- (b) The Dataset, excluding any measures which the Secretary of State agrees, acting reasonably, that the Franchisee is, despite using reasonable endeavours, unable to provide, shall be referred to as the "**Initial Dataset**".
- (c) The Secretary of State may require:
- (i) the Franchisee to implement the Environmental Data Collection Plan in whole or in part; and/or
 - (ii) the Franchisee to take such other actions as, in the reasonable opinion of the Secretary of State, would enable the Franchisee to provide any item of Excluded Data,

following which the relevant item of Excluded Data will form part of the Initial Dataset.

- (d) Where the Franchisee is:
 - (i) undertaking works, whether at a Station or Depot or in respect of rolling stock;
 - (ii) procuring rolling stock; or
 - (iii) taking any other action which could enable the Franchisee to provide any items of Excluded Data in a cost effective manner,

the Franchisee will use reasonable endeavours to do so in a manner which would enable the Franchisee to provide any relevant item of Excluded Data (and any item of Excluded Data which the Franchisee becomes able to provide as a result will, with effect from the date on which the Franchisee becomes able to provide the same, form part of the Initial Dataset).

- (e) With effect from the Start Date the Franchisee shall measure and collect the data included in the Initial Dataset.
- (f) The Franchisee may, in its discretion, measure and collect additional data provided that the minimum required under the Initial Dataset is adhered to and the Franchisee will co-operate with the Secretary of State to seek to identify improvements in the efficiency and/or cost effectiveness of the collection of the data in the Dataset.
- (g) The Franchisee shall ensure that the form of measurement of the Initial Dataset enables it to report a consolidated periodic or annual usage figure to the Secretary of State as specified for each measure in paragraph 1 of Appendix 1 (Environmental Information) to this Schedule 11.2.

15.2 Environmental Impact Monitoring Report and Environmental Impact Monitoring Audit

- (a) The Franchisee shall submit to the Secretary of State a report setting out the result of the data collection of the Initial Dataset required by this paragraph 15 in accordance with the applicable granularity and regularity specified in paragraph 1 of Appendix 1 (Environmental Information) to this Schedule 11.2 (the **"Environmental Impact Monitoring Report"**) within three (3) months following the end of each Franchisee Year.
- (b) The Franchisee shall procure a suitably qualified independent body (such independent body to be appointed only with the prior written approval of the Secretary of State) to undertake an annual independent written audit of the data provided in the Environmental Impact Monitoring Report and the collection methodology of the Initial Dataset in respect of each Franchisee Year (the **"Environmental Impact Monitoring Audit"**).
- (c) The Franchisee shall procure that the independent body appointed pursuant to paragraph 15.2(b) includes in the Environmental Impact Monitoring Audit:

- (i) a retrospective assessment (covering the Franchisee Year to which the audit relates) of the Franchisee's data collection methodology and level of data granularity carried out in accordance with this paragraph 15.2 and any recommendations by the independent body in respect of such methodology;
 - (ii) a verification of the accuracy of past data submissions made in respect of the Initial Dataset and as summarised in the Environmental Impact Monitoring Report; and
 - (iii) an assessment of the Franchisee's proposed data collection methodology and level of data granularity for the following Franchisee Year's data collection, and
 - (iv) where the independent body has identified as part of its audit any errors, discrepancies or concerns with any of the items described in paragraphs 15.2(c)(i) to (iii) above, whether these are, in the reasonable opinion of the independent body undertaking the audit material or minor errors, discrepancies or concerns.
- (d) The Franchisee shall submit a copy of the Environmental Impact Monitoring Audit to the Secretary of State at the same time as Environmental Impact Monitoring Report is submitted in accordance with paragraph 15.2(a) above.
- (e) Where the Environmental Impact Monitoring Audit highlights errors, discrepancies or concerns with any of the items described in paragraphs 15.2(c)(i) to (iii) above, the Franchisee shall, at the Franchisee's cost:
- (i) **in the case of minor errors, discrepancies or concerns which are capable of rectification without material additional expenditure** - rectify such minor errors, discrepancies or concerns and resubmit the relevant Environmental Impact Monitoring Report updated to address these to the Secretary of State as soon as reasonably practicable, and in any event within ten (10) Weekdays, following the date of the submission of the Environmental Impact Monitoring Audit to the Secretary of State so that there is a complete and accurate record of the data in question;
 - (ii) **in the case of material errors, discrepancies or concerns which are capable of rectification** - rectify such material errors, discrepancies or concerns and resubmit the relevant Environmental Impact Monitoring Report updated to address these to the Secretary of State as soon as reasonably practicable, and in any event within ten (10) Weekdays, following the date of submission of the Environmental Impact Monitoring Audit to the Secretary of State so that there is a complete and accurate record of the data in question; and
 - (iii) in the case of concerns in relation to the Franchisee's data collection methodology and level of data granularity for the forthcoming Franchisee Year's data collection – make such amendments to such methodology as recommended in the Environmental Impact Monitoring Audit so as to address those concerns.

16. Environmental Impact Targets

16.1 Environmental Impact Targets set by the Secretary of State

The Secretary of State sets out in paragraph 2 of Appendix 1 (Environmental Information) of this Schedule 11.2 the targets for improving the environmental performance of the Franchise (the "**Environmental Impact Targets**"), and the Franchisee shall meet such Environmental Impact Targets during the Franchise Period.

16.2 Performance against the Environmental Impact Targets

- (a) For each Franchisee Year the Secretary of State shall determine the Franchisee's performance against each Environmental Impact Target on an annual basis (within two (2) Reporting Periods of receipt of the Environmental Impact Monitoring Report) by comparing:
- (i) **for traction carbon emissions:** the Franchisee's performance set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Target for the relevant Franchisee Year, in accordance with the annual trajectory specified in the Sustainable Development Strategy;
 - (ii) **for non-traction energy use:** the Franchisee's performance as set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Targets;
 - (iii) **for waste:** the Franchisee's performance as set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Targets;
 - (iv) **for mains water:** for the second (2nd) Franchisee Year, the number of automatic water meters installed against the total number of water meters. These details shall be reported by the Franchisee within three (3) months of the end of the second (2nd) Franchisee Year. For subsequent Franchisee Years, the Franchisee's performance as set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Targets.
- (b) For the purposes of undertaking the comparison pursuant to paragraph 16.2(a), the results referred to in paragraphs 16.2(a)(i) to (iii) (as the case may be) shall be rounded up to one (1) decimal place with the midpoint (that is, 4.45) rounded upwards (that is, 4.5).
- (c) As soon as reasonably practicable following the Start Date and in any event within six (6) months of the Start Date, the Franchisee shall produce and provide to the Secretary of State for approval an implementation plan for the duration of the Franchise Period which is capable of achieving each of the Environmental Impact Targets each Franchisee Year (as such implementation plan may be revised in accordance with paragraph 16.3 (the "**Environmental Impact Targets Plan**")).

- (d) Following the Secretary of State’s approval, the Franchisee shall use all reasonable endeavours to implement the Environmental Impact Targets Plan (including any such plan which is revised in accordance with paragraph 16.2(e)) in order to achieve the Environmental Impact Targets.
- (e) Notwithstanding the requirements of this paragraph 16.2, the Franchisee shall review its then current Environmental Impact Targets Plan and revise such plan as necessary by the end of the fifth (5th) Franchisee Year to ensure that such plan, in the reasonable opinion of the Secretary of State, is capable of achieving each Environmental Impact Target in each Franchisee Year.

16.3 Remedial Actions

- (a) In the event that an Environmental Impact Target is not met in any Franchisee Year, the Franchisee shall as soon as reasonably practicable produce and provide to the Secretary of State a revised Environmental Impact Targets Plan which, in the reasonable opinion of the Secretary of State, is capable of achieving the Environmental Impact Targets.
- (b) The Franchisee shall use all reasonable endeavours to implement the revised Environmental Impact Targets Plan, which shall be the Environmental Impact Targets Plan for the purposes of the Franchise Agreement.

16.4 Publication

The Franchisee shall publish (in such format as the Secretary of State may reasonably require) details of its performance against the Environmental Impact Targets in widely accessible forms including, as a minimum, publishing them on its website and in each Customer Report.

**APPENDIX 1 TO SCHEDULE 11.2
Environmental Information**

1. Environmental Impact Monitoring Dataset

Table 1			
Subject	Unit	Granularity	Regularity
TRACTION	EC4T (kWh)	Breakdown per distinct fleet - metered	Four (4) week period
	EC4T (kWh)	Breakdown per distinct fleet - unmetered	Four (4) week period
	Gas-oil (litres)	Breakdown per distinct fleet	Four (4) week period
NONTRACTION	Electricity (kWh)	Total	Four (4) week period or monthly
	Gas (kWh)	Total	Four (4) week period or monthly
	Gas-oil (litres)	Total	Four (4) week period or monthly
CARBON	Scope 1 emissions (tonnes)	Total	Annual
	Scope 2 emissions (tonnes)	Total	Annual
	Embodied carbon in new infrastructure projects over the amount set out in paragraph 10.3 (b) (Sustainable Construction) of Schedule 13.1 (Rail Industry Initiatives)	Total	Per project
WATER	Mains Water consumption (m ³)	Total	Annual
	Water recycling initiatives	Narrative	Annual
WASTE	Waste generated (tonnes)	Total	Annual
	Waste recycled (tonnes)	Total	Annual
	Waste subject to other recovery (tonnes)	Total	Annual
	Waste to landfill (tonnes)	Total	Annual
	Hazardous waste	Total	Annual

Table 1			
Subject	Unit	Granularity	Regularity
ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)	Enforcement/information Notices	Total	Annual
	Environmental fines or prosecutions	Total	Annual
	Environmental incidents reported through the EMS	Total	Annual
	Environmental training records % personnel briefed/trained	Total	Annual

2. Environmental Impact Targets

Table 2			
Traction Carbon Emissions	Non-Traction Energy Use	Waste	Mains Water
<p><i>A reduction of 49% in kg CO2E per vehicle km against the 0.920 CO2E per vehicle km over the Franchise Term, such reduction to be achieved in accordance with the Sustainable Development Strategy referred to in paragraph 10.1 (Sustainable Development Strategy) of Schedule 13.1 (Rail Industry Initiatives), which will contain a target for each Franchisee Year for this purpose.</i></p>	<p>1. By the Expiry Date, an overall reduction in kilowatt hours (kWh) of an amount expressed as a percentage equal to (A) + (B) + (C) (calculated in accordance with paragraph 2 below), against the 2015/16 baseline figure of 24,868,570 kWh (the "Overall kWh Reduction").</p> <p>2. For the purposes of paragraph 1 of this table 2, the references to (A), (B) and (C) shall have the meanings given to them below:</p> <p>(A) means an amount equal to the product of:</p> <p>(i) the total number of Franchisee Years comprised in the Franchise Term which are of thirteen (13) Reporting Periods in duration; and</p> <p>(ii) two point five per cent (2.5%);</p> <p>(B) means, if the first Franchisee Year is of less than thirteen (13) Reporting Periods in duration, an amount expressed as a percentage in relation to that Franchisee Year which is derived by the application of the following formula:</p> <p>2.5 x (FY/13)</p> <p>where:</p>	<p>From the end of the second (2nd) Franchisee Year, the Franchisee must send zero waste to landfill and must recycle or prepare for re-use, ninety per cent (90%) of waste (by weight) per Franchisee Year.</p>	<p>By the end of the second (2nd) Franchisee Year, the Franchisee must install automatic meter readings (AMR) for all water meters, where practicable. The Franchisee shall determine a baseline of water consumption by the end of the third (3rd) Franchisee Year, such baseline to be agreed with the Secretary of State. The Franchisee shall develop a target to reduce water consumption against the agreed baseline referred to above by the end of the fourth (4th)</p>

Table 2			
Traction Carbon Emissions	Non-Traction Energy Use	Waste	Mains Water
	<p>FY means the number of Reporting Periods in the first Franchisee Year during the Franchise Term; and</p> <p>(C) means, if the Final Franchisee Year is of less than thirteen (13) Reporting Periods in duration, an amount expressed as a percentage in relation to that Franchisee Year which is derived by the application of the following formula:</p> <p>2.5 x (FY/13)</p> <p>where:</p> <p>FY means the number of Reporting Periods in the Final Franchisee Year during the Franchise Term.</p> <p>3. By 31 March 2022, a reduction in kWh of an amount equal to not less than fifty per cent (50%) of the Overall kWh Reduction.</p> <p>4. By 31 March 2024, a reduction in kWh of an amount equal to not less than seventy five per cent (75%) of the Overall kWh Reduction.</p>		<p>Franchisee Year, such target to be agreed with the Secretary of State.</p>

APPENDIX 2 TO SCHEDULE 11.2
Operational Performance Information

1. Information about the performance of the Franchisee

- 1.1 The Franchisee shall at all times during the Franchise Term maintain records in relation to its operational performance under the Franchise Agreement, covering the areas and the information described in this Appendix 2. Such information shall include details as to whether or not any curtailment, diversion, delay or failure to attain any connection is attributable, in the Franchisee's opinion, to either a Force Majeure Event or the implementation of a Service Recovery Plan.
- 1.2 The Franchisee shall, subject to paragraph 1.3, provide to the Secretary of State the information set out in the following tables at the frequency specified in the Column of each such table headed "**When information to be provided**".
- 1.3 When so requested by the Secretary of State, the Franchisee shall, within such reasonable period as the Secretary of State may specify, make such information available for review by the Secretary of State by reference to:
- (a) such level of disaggregation (including by Route or Service Group) as is reasonably specified by the Secretary of State; and
 - (b) any particular day, week or other longer period as is reasonably specified by the Secretary of State.
- 1.4 The following key shall apply to the table in this Appendix 2:

A =	Information to be provided on or before any Passenger Change Date;
B =	Information to be provided for every Reporting Period within ten (10) days of the last day of each Reporting Period; and
C =	Information to be provided annually within ten (10) Weekdays of the last day of each Franchisee Year.

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Number of Passenger Services		
Number of Passenger Services in the Timetable	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day	[number]	B
Number of Cancellations and Partial Cancellations		
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Partial Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Cancellation attributable to the Franchisee's implementation of a Service Recovery Plan	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Partial Cancellation attributable to the Franchisee's implementation of a Service Recovery Plan	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Network Rail Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Network Rail Partial Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Disputed Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Disputed Partial Cancellation	[number]	B
Number of Disputed Cancellations and Disputed Partial Cancellations for the twelve (12) preceding Reporting Periods for which the attribution remains in dispute between Network Rail and the Franchisee	[number]	B

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Number of Disputed Cancellations and Disputed Partial Cancellations from the twelve (12) preceding Reporting Periods for which disputed attribution has been resolved or determined since the Franchisee's previous report including whether each relevant Disputed Cancellation and/or Disputed Partial Cancellation was attributed to Network Rail or to the Franchisee	[number]	B
Where there is a difference between the Timetable and the Plan of the Day on any day the following: (a) the fact of such difference; and (b) the number of: (i) Passenger Services affected; and (ii) Cancellations or Partial Cancellations which would have arisen if the Timetable on that day had been the same as the Plan of the Day	[number]	B
Where there is a difference between the Plan of the Day and the Enforcement Plan of the Day on any day: (a) the fact of such difference; (b) the number of: (i) Passenger Services affected; and (ii) Cancellations or Partial Cancellations which would have arisen if the Plan of the Day had been the same as the Enforcement Plan of the Day	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a cancellation and which satisfied the conditions of the term Cancellation, except that such cancellations occurred for reasons attributable to the occurrence of a Force Majeure Event	[number]	B

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a partial cancellation and which satisfied the conditions of the term Partial Cancellation, except that such partial cancellations occurred for reasons attributable to the occurrence of a Force Majeure Event	[number]	B
Number of Short Formations		
Number of Passenger Services that have less than the required Passenger Carrying Capacity specified in the Train Plan	[number]	B
Number of Passenger Services that have less than the required Passenger Carrying Capacity specified in the Train Plan attributable to the Franchisee's implementation of a Service Recovery Plan	[number]	B
Number of Passenger Services that have less than the required Passenger Carrying Capacity specified in the Train Plan attributable to the occurrence of a Force Majeure Event	[number]	B
Number of Passenger Services scheduled (excluding Cancellations or Partial Cancellations)	[number]	B
Minutes Delay		
Number of Minutes Delay attributable to the Franchisee	[minutes]	B
Number of Minutes Delay attributable to Network Rail;	[minutes]	B
Number of Minutes Delay attributable to any other Train Operator	[minutes]	B
Number of Minutes Delay for such Reporting Period for which the attribution is in dispute between Network Rail and the Franchisee	[minutes]	B
Number of Minutes Delay for the twelve (12) preceding Reporting Periods for which the attribution remains in dispute between Network Rail and the Franchisee	[minutes]	B

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Number of Minutes Delay from the twelve (12) preceding Reporting Periods for which disputed attribution has been resolved or determined since the Franchisee's previous report and the number of such Minutes Delay attributed to each of the Franchisee and Network Rail as a result of such resolution or determination	[minutes]	B
Number of Minutes Delay attributed to the occurrence of a Force Majeure Event	[minutes]	B
CaSL and PPM		
Number of Passenger Services in the Plan of the Day	[number]	B
Number of Passenger Services cancelled. For these purposes, " cancelled " shall have the same meaning as adopted by Network Rail for the calculation of PPM.	[number]	B
Number of Passenger Services as specified in the Plan of the Day which arrive at their scheduled terminating station 30 minutes or more late	[number]	B
Number of Passenger Services as specified in the Plan of the Day which arrive at their terminating station on time. For these purposes, " on time " shall have the same meaning as adopted by Network Rail for the calculation of PPM.	[number]	B
Train Mileage		
Planned Train Mileage	[mileage]	A
Actual Train Mileage	[mileage]	B

APPENDIX 3 TO SCHEDULE 11.2
Summary of Reporting and Other Requirements

This Appendix contains a non-exhaustive summary of the obligations on the Franchisee throughout this Agreement in respect of the provision of information to the Secretary of State which are not set out in this Schedule 11.2. This summary is for guidance only. If there are any inconsistencies with the other contents of the Schedules mentioned below (including any Appendix), those other contents shall apply.

Reference	Summary of Obligation
Paragraph 11.2(a) (Consultation on Significant Alterations to the Timetable) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide a comprehensive summary of the proposed changes from the Timetable then in force.
Paragraphs 11.2(e) and 11.2(f) (Consultation on Significant Alterations to the Timetable) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to publish a report containing a summary of the main issues raised by respondents to the consultation.
Paragraph 13.1 (Certification and Notification by Franchisee of Exercising Timetable Development Rights) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide a certificate addressed to the Secretary of State signed by a statutory director in respect of the exercise of timetable development rights.
Paragraph 13.3 (a) (Certification and Notification by Franchisee of Exercising Timetable Development Rights) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide copies to the Secretary of State of correspondence in respect of discussions with Network Rail.
Paragraph 14.5 (Finalising the Train Plan) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide the Train Plan certified as true and accurate by a statutory director.
Paragraph 15.1 (Capacity Mitigation Plan) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide a Capacity Mitigation Plan if required by the Secretary of State.

Reference	Summary of Obligation
Paragraph 16.2 (New or amended Train Service Requirement by Secretary of State and Franchisee's Informed Opinion) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide informed opinion in respect of a new or amended Train Service Requirement.
Paragraph 7.7 of Schedule 1.2 (Operating Obligations)	Provide evidence to the Secretary of State of the steps taken under Paragraph 7 (Obligation to use all reasonable endeavours under this Schedule 1.2).
Paragraph 8 (Publication of Performance Data) of Schedule 1.4 (Passenger Facing Obligations)	Requirements to publish performance data.
Paragraph 9 (Publication of Complaints and Faults Handling Data) of Schedule 1.4 (Passenger Facing Obligations)	Requirements to publish complaints and fault handling data.
Paragraph 1 (Passenger Numbers Information) of Schedule 1.5 (Information about Passengers)	Requirement to provide Secretary of State information about the use by passengers of the Passenger Services.
Paragraph 7 (Information about Station Improvement Measures) of Schedule 1.7 (Stations)	Requirement to maintain and provide records regarding Station improvement measures and measures taken to improve Station environments.
Paragraph 2.2 (Rolling Stock Related Contracts and Insurance Arrangements) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases)	Obligation to provide a copy of all draft Rolling Stock Related Contracts and all executed Rolling Stock Related Contracts and any agreements amending the Rolling Stock Related Contracts including such other information as required by the Secretary of State together with a justification of the Franchisee's proposed rolling stock maintenance strategy and provision of analysis of whole life costs.

Reference	Summary of Obligation
Paragraph 3.5(b) (Cascaded Rolling Stock and Delayed Cascade Mitigation Plan) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases)	Requirement to produce a Delayed Cascade Mitigation Plan.
Paragraph 1.5 (Local Authority Concessionary Travel Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Local Authority Concessionary Travel Schemes.
Paragraph 2.6 (Multi-Modal Fares Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Multi-Modal Fares Schemes.
Paragraph 3.3 (Discount Fares Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Discount Fares Schemes.
Paragraph 4.4 (Inter-Operator Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Inter-Operator Schemes.
Paragraph 4 (Specific additional obligations relating to persons with disabilities) of Schedule 4 (Accessibility and Inclusivity)	Recording of obligations relating to persons with disabilities.
Paragraph 1 (Information) of Schedule 5.8 (Fares Regulation Information and Monitoring)	Requirement to provide a summary of the Prices of London Commuter Fares, West Midlands Commuter Fares and Protected Fares to the Secretary of State no later than week twelve (12) of each Fares Setting Round.
Paragraph 2.1 (Monitoring) of Schedule 5.8 (Fares Regulation Information and Monitoring)	Requirement to provide information relating to the Prices of London Commuter Fares, West Midlands Commuter Fares and Protected Fares to the Secretary of State and information relating to the Gross Revenue of the Franchisee in relation to the any particular Fare or Fares or any particular period.

Reference	Summary of Obligation
Paragraph 2.2 (Monitoring) of Schedule 5.8 (Fares Regulation Information and Monitoring)	Requirement to provide written confirmation to the Secretary of State from a statutory director whether the Franchisee has complied with the obligations under Schedule 5 (Fares and Smart Ticketing) during each Fares Setting Round.
Paragraph 5 (Review of Compliance) of Schedule 6.2 (Committed Obligations) Part 2 (Special Terms related to Committed Obligations)	Requirement to provide such evidence of compliance with Committed Obligations as the Secretary of State may request.
Paragraph 2 (Reporting Requirements) of Schedule 7.1 (Operational Performance)	Reporting requirements relating to the operational performance information set out in Appendix 2 (Operational Performance Information) of Schedule 11.2 (Management Information).
Paragraph 17 (Service Recovery Plans and Force Majeure) of Schedule 7.1 (Operational Performance)	Requirement to provide comprehensive records relating to the implementation of a Service Recovery Plan.
Paragraph 26.2 (Action Plans) of Schedule 7.1 (Operational Performance)	Requirement to produce an Action Plan to secure a Required Performance Improvement.
Paragraph 15.1 (Short Formation Benchmarks and Annual Short Formation Benchmarks) of Schedule 7.1 (Operational Performance)	Reporting requirements relating to Short Formation Benchmarks and Annual Short Formation Benchmarks.
Paragraph 18.6 (Submission of Records relating to the implementation of a Service Recovery Plan) of Schedule 7.1 (Operational Performance)	Requirement to provide comprehensive records relating to the implementation of a Service Recovery Plan.
Paragraph 19.9 (Action Plans) of Schedule 7.1 (Operational Performance)	Requirement to produce an Action Plan to secure a Required Performance Improvement.
Paragraph 5 (Required Improvement and NRPS Action Plans) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme)	Requirement to produce a NRPS Action Plan to secure any Required Improvement for submission to the Secretary of State.

Reference	Summary of Obligation
Paragraph 9 (Customer and Stakeholder Engagement Strategy) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme)	Requirement to provide to the Secretary of State any proposed revisions to the Customer and Stakeholder Engagement Strategy.
Paragraph 10 (Customer Report) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme)	Requirement to produce and publish a Customer Report.
Paragraph 11 (CCIF Scheme) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme)	Requirement to provide details of any CCIF Scheme proposed by the Franchisee.
Paragraph 12.1 (Customer Service and Satisfaction Data) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme)	Requirement to publish details of the Franchisee's level of adherence to scheduled ticket office opening hours and performance in respect of Passenger Assistance service.
Paragraph 12.2 and 12.3 (Customer Service and Satisfaction Data) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme)	Requirement to publish NRPS scores achieved by the Franchisee.
Paragraph 2 (Relevant Profit Report) of Schedule 8.2 (Profit Share Mechanism)	Reporting requirements relating to Relevant Profit Reports.
Paragraph 11 (Information) of Schedule 9.1 (Financial and Other Consequences of Change)	Requirement to provide information in respect of obligations under Schedule 9.1 as the Secretary of State may request.
Paragraph 1 (Franchisee's Obligations) of Schedule 9.2 (Identity of Financial Model)	Requirement to provide the Financial Model and the Escrow Documents.
Paragraphs 3 (Remedial Plan Notices) and 4 (Remedial Plans) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement)	Obligation to provide certain information in a Remedial Plan Notices/Remedial Plans.

Reference	Summary of Obligation
Paragraph 4 (Business Continuity) of Schedule 10.3 (Force Majeure and Business Continuity)	Requirement to provide a Business Continuity Plan.
Paragraph 1.3 (Franchise Performance Meetings) of Schedule 11.1 (Franchise Performance Meetings)	Requirement to prepare and present such reports to each Franchise Performance Meeting as the Secretary of State may reasonably requests.
Paragraph 2 (Community Rail Partnerships) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide a Community Rail Report.
Paragraph 8 (Small and Medium-sized Enterprises) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide breakdown of Small and Medium-sized Enterprises.
Paragraph 9 (Apprenticeships) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide record of apprenticeships offered.
Paragraph 10.1(d) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to submit a copy of the assessment report produced by an independent body in respect of performance against the Rail Safety and Standard's Board's Sustainable Development Self-Assessment Framework.
Paragraph 10.1(f) of Schedule 13.1 (Rail Industry Initiatives)	Obligation to produce an improvement plan in respect of the targets against the Sustainable Development Strategy.
Paragraph 10.1(h) of Schedule 13.1 (Rail Industry Initiatives)	Obligation to provide a report identifying progress in respect of delivering a sustainable franchise and revisions to the Sustainable Development Strategy.
Paragraph 10.1(j) of Schedule 13.1 (Rail Industry Initiatives)	Requirement on the Franchisee to publish its Sustainable Development Strategy on the request of the Secretary of State.
Paragraph 10.2 of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide copies of the certification audit reports and a copy of the ISO50001 Energy Review.

Reference	Summary of Obligation
Paragraph 12.6 (Minimum Wi-Fi Service on Train) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide the Secretary of State with the MCS Report.
Paragraph 12.12 MCS Route Signal Survey of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide the Secretary of State with the MCS Route Signal Survey.
Paragraph 9 (Provision of Information to the Secretary of State) of Schedule 14.4 (Designation of Franchise Assets)	Obligation to provide such information as the Secretary of State requires in respect of Primary Franchise Assets including details of Security Interests.
Paragraph 5 (Miscellaneous) of Schedule 14.5 (Dealing with Franchise Assets)	Obligation to provide such information as the Secretary of State requires in respect of Security Interests.
Paragraph 1.3 (Process for issue of a Certificate of Completion for RV Assets) of Schedule 14.6 (Residual Value Mechanism)	Obligation to provide such information as the Secretary of State requires in respect of RV Assets.
Paragraph 2 (Maintenance Requirements for RV Assets) of Schedule 14.6 (Residual Value Mechanism)	Obligation to provide a schedule of condition in respect of RV Assets.
Paragraphs 2 (Preparation for Reletting) and 3 (Data Site Information) of Schedule 15.1 (Reletting Provisions)	Obligation to provide certain information to the Secretary of State in respect of a reletting of the Franchise.
Paragraph 1 (Handover Package Status) of Schedule 15.3 (Handover Package)	Requirement to produce and maintain the Handover Package.
Paragraph 2 (Director's Certificate) of Schedule 15.3 (Handover Package)	Requirement to provide a director's certificate in each Franchisee Year.
Paragraph 9 (Information about Passengers) of Schedule 15.4 (Provisions Applying on and after Termination)	Requirement to provide passenger numbers information, CRM Data and Yield Management Data on expiry of the Franchise Period.

Reference	Summary of Obligation
Paragraph 2.2 (Net Asset Statement) of Appendix 2 (Form of Supplemental Agreement) of Schedule 15.4 (Provisions Applying on and after Termination)	Obligation to prepare and provide a net asset statement under the supplemental agreement.
Paragraph 6 (Discharge of Obligations) of Schedule 16 (Pensions)	Obligation to provide a certificate signed by the Trustee in relation to the Franchise Sections stating that the Franchisee has fully complied with its obligations under the Railways Pensions Scheme.
Paragraph 10 (Redactions) of Schedule 17 (Confidentiality and Freedom of Information)	Obligation to provide details of provisions of the Franchise Documents or any such variations which the Franchisee believes are exempt from the Freedom of Information Act, Environmental Information Regulations or the Act.

SCHEDULE 12
Financial Covenants and Bonds

Schedule 12:	Financial Covenants and Bonds
	Appendix 1: Form of Performance Bond
	Appendix 2: Form of Season Ticket Bond

SCHEDULE 12
Financial Covenants and Bonds

1. Obligations

Except to the extent that the Secretary of State may otherwise agree from time to time, the Franchisee shall not:

- (a) incur any liability or financial indebtedness except in the ordinary course of providing and operating the Franchise Services;
- (b) make any loan or grant any credit, or have or permit to subsist any loan or any credit, to any person (other than the deposit of cash with a Bank as permitted under paragraph (d) or to an employee in the ordinary course of its business);
- (c) create or permit to subsist any Security Interest over any of its assets or property or give any guarantee or indemnity to or for the benefit of any person or otherwise assume liability or become obliged (actually or contingently) in respect of any obligation of any other person, in each case other than in the ordinary course of the business of providing and operating the Franchise Services; or
- (d) create or acquire any subsidiary or make or have any investment in any other entity, except for the deposit of cash with a Bank.

2. Financial Ratios

2.1 The Franchisee covenants that as at the end of each Reporting Period during the Franchise Term:

- (a) the ratio of its Modified Revenue to its Actual Operating Costs during the Preceding thirteen (13) Reporting Periods of the Franchise Term (or, prior to the end of the thirteenth such Reporting Period, during all preceding Reporting Periods) will equal or exceed the ratio of 1.050:1; and
- (b) the ratio of its Forecast Modified Revenue to its Forecast Operating Costs for the next thirteen (13) Reporting Periods (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, for all such remaining Reporting Periods) will equal or exceed the ratio of 1.050:1; and

for the purposes of this paragraph 2 "**Preceding thirteen (13) Reporting Periods**" means the Reporting Period just ended and the preceding twelve (12) Reporting Periods of the Franchise Term.

2.2 If:

- (a) in respect of any Reporting Period, the Franchisee fails pursuant to paragraph 9.2(b) of Schedule 11.2 (Management Information) to provide a statement of calculation of performance against the

covenants set out in paragraph 2.1(b) for each of the next thirteen (13) Reporting Periods (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, for all such remaining Reporting Periods) following any such Reporting Period; or

- (b) the Secretary of State reasonably considers that any particular item of Forecast Modified Revenue or Forecast Operating Cost used for the purposes of determining the Franchisee's performance against the covenants set out in paragraph 2.1(b) has not been accounted for on a reasonable basis (including where the accounting treatment looks to the form rather than the substance),

then the Secretary of State may:

- (i) in the circumstances referred to in paragraph 2.2(a) above reasonably determine the ratio of the Forecast Modified Revenue and Forecast Operating Cost on the basis of information available to him; or
- (ii) in the circumstances referred to in paragraph 2.2(b) above require any such particular item of Forecast Modified Revenue or Forecast Operating Cost to be adjusted in a manner which is fair and reasonable and, so far as reasonably determinable, on the basis on which such particular item of Forecast Modified Revenue or Forecast Operating Cost should have been accounted for by the Franchisee as reasonably determined by the Secretary of State,

in either case after having exercised his rights under paragraph 9.7 (Secretary of State Audit of calculations provided pursuant to paragraph 9.2(b) (ii)) of Schedule 11.2 (Management Information) to the extent that he considers appropriate in the circumstances for the purpose of making any such reasonable determination.

3. **Breach of Financial Ratios**

3.1 The Franchisee shall not during any Lock-up Period, do any of the following without the Secretary of State's consent:

- (a) declare or pay any dividend (equity or preference) or make any other distribution including surrendering any taxable losses to any of its Affiliates or pay any of its Affiliates in respect of taxable losses that they wish to surrender to the Franchisee, without the prior written consent of the Secretary of State;
- (b) pay management charges to any of its Affiliates in excess of those specified in the Initial Business Plan; or
- (c) make payment under any intra-group borrowings,

provided that, during the Lock-up Period, the Franchisee may repay any borrowing and/or make any payment in respect of interest accrued on such borrowing, in each case relating to the Agreed Funding Commitment in accordance with the AFC Plan (each as defined in the Funding Deed).

3.2 **"Lock-up Period"** means any period from the time when either of the ratios referred to in paragraphs 2.1(a) and 2.1(b) falls below the ratio of 1.070:1 until the time at which the Secretary of State is satisfied that the relevant ratio is again above the ratio of 1.070:1.

3.3 Failure by the Franchisee at any time to comply with either of the ratios referred to in paragraph 2.1 shall be an Event of Default under paragraph 1.8 of Schedule 10.2 (Events of Default and Termination Events).

4. **Performance Bond**

4.1 The Franchisee shall procure that there shall be a valid and effective Performance Bond in place with effect from the date of the Franchise Agreement, and the Franchisee shall procure that there shall be a valid and effective Performance Bond in place:

- (a) throughout the Franchise Period; and
- (b) for a period that is the later of the date:
 - (i) falling one (1) month after the determination of the Purchase Price (as defined in any Supplemental Agreement) under the Supplemental Agreement; and
 - (ii) that is seven (7) Reporting Periods after the end of the Franchise Period.

The provisions of this paragraph 4.1 shall survive the termination of the Franchise Agreement.

4.2 Each Performance Bond shall:

- (a) be substantially in the form of Appendix 1 (Form of Performance Bond) to this Schedule 12;
- (b) be issued by a Bond Provider;
- (c) in the case of the Initial Performance Bond, have a value of 15 million in the case of any Replacement Performance Bond, have a value equal to the amount determined under paragraph 4.4; and
- (d) have a minimum duration of three (3) years.

4.3 Provision of Replacement Performance Bond

- (a) The Franchisee may replace the then current Performance Bond at any time.
- (b) The Franchisee shall replace each Performance Bond at least six (6) months prior to its scheduled expiry with a Replacement Performance Bond.
- (c) If at any time the Secretary of State reasonably considers the Bond Provider under the then current Performance Bond to be unacceptable, the Secretary of State may require the Franchisee within twenty (20) Weekdays to procure the execution and delivery of a new Performance Bond by a Bond Provider acceptable to the Secretary of State.

4.4 Amount of Replacement Performance Bond

The value of any Replacement Performance Bond shall be as follows:

- (a) in relation to the first Replacement Performance Bond, an amount which is £15,000,000 x **RPI**; and
- (b) in relation to each subsequent Replacement Performance Bond an amount which is the amount of the Replacement Performance Bond that it is replacing x RPI,

and, for the purpose of this paragraph 4.4, **RPI** shall be the quotient of the Retail Prices Index for the month for which the Retail Prices Index has most recently been determined on the date on which the Franchisee is to replace the Performance Bond divided by the Retail Prices Index for the month in which the Performance Bond that is being replaced was required to be delivered to the Secretary of State.

4.5 Demands under the Performance Bond

- (a) The Performance Bond shall be on terms that it is payable without further enquiry by the Bond Provider to the Secretary of State in full in London on first written demand by the Secretary of State on the Bond Provider, certifying as to any one or more of the following:
 - (i) that the Franchise Agreement has:
 - (A) either terminated or expired and, in either case, in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State; and/or
 - (B) terminated solely as a consequence of the occurrence of one or more Events of Default or a Termination Event of a type described in paragraphs 2.2, 2.3, 2.4 and 2.5 of Schedule 10.2 (Events of Default and

Termination Events) or pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement in circumstances where the Secretary of State has incurred or expects to incur losses, liabilities, costs or expenses in connection with early termination of the Franchise;

- (ii) that a railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Act;
- (iii) the occurrence of an Event of Default:
 - (A) under paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) in relation to the Performance Bond; or
 - (B) under paragraph 1.12(b) of Schedule 10.2 (Events of Default and Termination Events),

whether or not the Franchise Agreement is, or is to be, terminated as a result thereof;

- (iv) that the Franchisee has failed to perform or comply with its obligations under any Supplemental Agreement;
 - (v) that the Franchisee has failed to provide a replacement Performance Bond complying with this paragraph 4 at least six (6) months prior to the scheduled expiry of the existing Performance Bond; or
 - (vi) the Franchisee has failed to procure the execution and delivery of a new Performance Bond by a Bond Provider acceptable to the Secretary of State when required to do so in accordance with paragraph 4.3(c).
- (b) If the Secretary of State makes a demand under the Performance Bond, he shall, within a reasonable period, account to the Franchisee for the proceeds of such Performance Bond less the amount of the losses, liabilities, costs or expenses which, in the reasonable opinion of the Secretary of State, the Secretary of State or a Successor Operator has incurred or suffered or may be reasonably likely to incur or suffer including as a result of:
- (i) early termination of the Franchise Agreement; and/or
 - (ii) any failure by the Franchisee to perform or comply with any of its obligations to the Secretary of State under the Franchise Agreement or to a Successor Operator under the Supplemental Agreement,

and which are not otherwise recovered by the Secretary of State (including pursuant to Clause 7.3 of the Funding Deed).

It is agreed that for the purposes of paragraph 4.5(b) losses, liabilities, costs or expenses which the Secretary of State or a Successor Operator has incurred or suffered or may be reasonably likely to incur or suffer shall include any losses, liabilities, costs or expenses consequent upon the fact that the Successor Operator and any Train Operators that might succeed it in providing all or any of the Franchise Services during the remainder of the Franchise Term may do so on a different financial basis with regard to amounts equivalent to the Franchise Payments payable pursuant to Schedule 8 of the Franchise Agreement than the financial basis on which the Franchisee provided the Franchise Services pursuant to the Franchise Agreement.

- (c) Nothing in paragraph 4.5(b) shall oblige the Secretary of State to account to the Franchisee for the proceeds of such Performance Bond in the circumstances described in paragraphs 4.5(a)(iii), 4.5(a)(v) or 4.5(a)(vi) until such time as the Franchisee has procured a replacement Performance Bond which complies with the requirements of paragraph 4.

4.6 **Characteristics of Performance Bond Provider**

- (a) In determining whether a Bond Provider under any replacement Performance Bond is acceptable, the Secretary of State may exercise his discretion and shall not be obliged to accept a Bond Provider accepted under any previous Performance Bond.
- (b) The Franchisee shall provide such information relating to any Bond Provider or proposed Bond Provider as the Secretary of State may require from time to time.

4.7 **Provision of more than one Performance Bond**

The Franchisee shall be permitted subject to the prior consent of the Secretary of State (such consent not to be unreasonably withheld or delayed) to meet its obligations to provide a valid and effective Performance Bond by providing up to three valid and effective Performance Bonds, the aggregate value of which at all times is equal to the value determined under paragraph 4.4. With the exception of the value of each individual Performance Bond the provisions of the Franchise Agreement in relation to the Performance Bond shall be deemed to apply separately in relation to each such Performance Bond. Where more than one Performance Bond is provided the Secretary of State shall have a discretion as to whether to make a demand under some or all of such Performance Bonds and the extent to which he accounts for the proceeds of each such Performance Bond in accordance with the provisions of paragraph 4.5(b).

5. Season Ticket Bond

5.1 Provision of Season Ticket Bond

The Franchisee shall procure that, for each Franchisee Year throughout the Franchise Term and during the relevant call period specified in Clauses 4 and 5 of the Season Ticket Bond, there shall be in place a valid and effective Season Ticket Bond substantially in the form of Appendix 2 (Form of Season Ticket Bond) to this Schedule 12.

5.2 Provision of Replacement Season Ticket Bond

No later than one (1) Reporting Period before the expiry of each Bond Year, the Franchisee shall provide to the Secretary of State (or procure that the Secretary of State receives) a Season Ticket Bond for the following Bond Year:

- (a) substantially in the form of Appendix 2 (Form of Season Ticket Bond) to this Schedule 12 (or in any other form acceptable to the Secretary of State in his discretion);
- (b) duly executed and delivered by a Bond Provider acceptable to the Secretary of State; and
- (c) in an amount determined in accordance with paragraph 5.3.

5.3 Amount of Season Ticket Bond

The amount of any Season Ticket Bond shall vary for each Reporting Period during the Bond Year to which the Season Ticket Bond relates in accordance with the following formula:

$$STBA = STL \times \frac{((RPI \times 100) + k)}{100} \times Z$$

Where:

STBA equals the amount of the Season Ticket Bond in the relevant Reporting Period;

STL equals in respect of such Reporting Period:

- (a) the maximum amount which would be payable by the Franchisee in respect of Season Ticket Fares under and in accordance with a Supplemental Agreement and paragraph 3.3 of Schedule 15.4 (Provisions Applying on and after Termination) and the rights and liabilities of the Franchisee relating to an obligation of carriage under the terms of any Season Ticket Fares which were transferred under a Transfer Scheme relating to that Supplemental Agreement to a Successor Operator at that time; and

(b) the Stored Credit Balance which would be held by the Franchisee, if the Franchise Agreement were to terminate on any day during the Reporting Period (the "**Relevant Reporting Period**") falling thirteen (13) Reporting Periods before such Reporting Period,

provided that for these purposes only:

- (i) Season Ticket Fares shall mean any Season Ticket Fare which expires more than seven (7) days after it first comes into effect;
- (ii) the Start Date shall be assumed, where relevant, to have occurred before the commencement of the Relevant Reporting Period; and
- (iii) if STL cannot reasonably be determined at the time at which the Franchisee is required under paragraph 5.4 to provide its estimate of the amount of the relevant Season Ticket Bond (including because the Relevant Reporting Period has not yet occurred), the Relevant Reporting Period shall be the Reporting Period falling twenty six (26) Reporting Periods before the Reporting Period in the relevant Bond Year;

RPI equals the quotient of the Retail Prices Index for the month for which the Retail Prices Index has most recently been determined at the time the Franchisee is required under paragraph 5.4 to provide its estimate of the amount of the relevant Season Ticket Bond divided by the Retail Prices Index for the month falling twelve (12) months before such month;

k has the value attributed to it in Schedule 5 (Fares and Smart Ticketing) for the Fare Year in which the Reporting Period in the relevant Bond Year falls; and

Z equals +1 or, if the Relevant Reporting Period falls twenty six (26) Reporting Periods before such Reporting Period, an amount equal to:

$$\frac{(RPI \times 100) + 100}{100}$$

where **RPI** and **k** are determined for the twelve (12) months and the Fare Year preceding the twelve (12) months and the Fare Year for which RPI and k are respectively determined above.

5.4 The Franchisee shall supply to the Secretary of State, not later than three (3) Reporting Periods before the end of each Bond Year, its estimate of the amount of the Season Ticket Bond for each Reporting Period during the following Bond Year and shall supply such details as the Secretary of State may request in connection therewith.

5.5 The Franchisee and the Secretary of State shall endeavour to agree the amount of such Season Ticket Bond by no later than two (2) Reporting

Periods before the end of each Bond Year. If the Parties are unable to agree the amount of the Season Ticket Bond in respect of any Reporting Period during the following Bond Year, the matter shall be resolved in accordance with the Dispute Resolution Rules.

5.6 If the amount of the Season Ticket Bond for each Reporting Period during a Bond Year has not been agreed two (2) Reporting Periods before the end of the preceding Bond Year, then, until the amount is agreed or determined in accordance with the Dispute Resolution Rules, the amount thereof shall be the amount determined by the Secretary of State.

5.7 The Secretary of State and the Franchisee may agree to increase or reduce the amount covered or required to be covered under a Season Ticket Bond from time to time.

5.8 **Demands under the Season Ticket Bond**

(a) The Season Ticket Bond shall be on terms that it is payable without further enquiry by the Bond Provider to the Secretary of State in full in London on first written demand by the Secretary of State on the Bond Provider, certifying as to any one or more of the following:

- (i) that the Franchise Agreement has terminated or expired;
- (ii) that a railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Act; or
- (iii) that an Event of Default:
 - (A) under paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) in relation to the Season Ticket Bond; or
 - (B) under paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events),

has occurred (whether or not the Franchise Agreement is, or is to be, terminated as a result thereof).

(b) If the Secretary of State makes a demand under the Season Ticket Bond, he shall account to the Franchisee for the proceeds of such Season Ticket Bond remaining following settlement of all liabilities or obligations of the Franchisee in respect of any Season Ticket Fares and/or Stored Credit Balance that may be transferred or is transferred whether under a Transfer Scheme (or otherwise) to a Successor Operator.

5.9 **Characteristics of Season Ticket Bond Provider**

(a) In determining whether a Bond Provider under any replacement Season Ticket Bond is acceptable, the Secretary of State may

exercise his discretion and shall not be obliged to accept a Bond Provider accepted under any previous Season Ticket Bond.

- (b) The Franchisee shall provide such information relating to any Bond Provider or proposed Bond Provider as the Secretary of State may require from time to time.
- (c) The Secretary of State agrees that, subject to receipt of a Season Ticket Bond in an amount determined in accordance with paragraph 5.3 in respect of any Bond Year, he shall release the relevant Bond Provider from any liability under the Season Ticket Bond provided in relation to the preceding Bond Year on the expiry of such Bond Year, provided that no Event of Default has occurred and is unremedied or continuing.

5.9A **Provision of more than one Season Ticket Bond**

The Franchisee shall be permitted subject to the prior consent of the Secretary of State (such consent not to be unreasonably withheld or delayed) to meet its obligations to provide a valid and effective Season Ticket Bond by providing up to three (3) valid and effective Season Ticket Bonds, the aggregate value of which at all times is equal to the value determined under paragraph 5.3. With the exception of the value of each individual Season Ticket Bond the provisions of the Franchise Agreement in relation to the Season Ticket Bond shall be deemed to apply separately in relation to each such Season Ticket Bond. Where more than one (1) Season Ticket Bond is provided the Secretary of State shall have a discretion as to whether to make a demand under one or more of such Season Ticket Bonds and the extent to which he accounts to the Franchisee for the proceeds of each such Season Ticket Bond in accordance with the provisions of paragraph 5.8(b).

5.10 **Meaning of "Reporting Period"**

References in this paragraph 5 to a "**Reporting Period**" shall be construed, where the Franchisee so requests and the Secretary of State consents (such consent not to be unreasonably withheld), to be references to each consecutive seven (7) day period (or such other period as may be agreed) during such Reporting Period. The Franchisee may only make such a request in respect of a maximum of two (2) Reporting Periods in each Bond Year and only where the amount of the Season Ticket Bond over any such period would, in the reasonable opinion of the Franchisee, differ materially if determined by reference to such seven (7) day periods.

6. **Tax Compliance**

- 6.1 The Franchisee represents and warrants that as at the Start Date, it has notified the Secretary of State in writing of any Occasions of Tax Non-Compliance where the Franchisee (including where the Franchisee is an unincorporated joint venture or consortium, the members of that unincorporated joint venture or consortium) is the Affected Party (as defined in paragraph 6.3 below) or any litigation that it is involved in that

is in connection with any Occasions of Tax Non Compliance where the Franchisee (including where the Franchisee is a joint venture or consortium, the members of that joint venture or consortium) is the Affected Party.

6.2 If, at any point during the Franchise Term, an Occasion of Tax Non-Compliance occurs in relation to any Affected Party, the Franchisee shall:

- (a) notify the Secretary of State in writing of such fact within five (5) Weekdays of its occurrence; and
- (b) promptly provide to the Secretary of State:
 - (i) details of the steps which the Affected Party is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
 - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Secretary of State may reasonably require.

6.3 For the purposes of this paragraph 6, the following defined terms shall have the following meanings:

"DOTAS" means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue & Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992;

"General Anti-Abuse Rule" means:

- (a) the legislation in Part 5 of the Finance Act 2013; and
- (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;

"Relevant Tax Authority" means HM Revenue & Customs, or, if applicable, a tax authority in the jurisdiction in which the Affected Party is established.

**APPENDIX 1 TO SCHEDULE 12
Form of Performance Bond**

[DOCUMENT "PB" - PERFORMANCE BOND]

Dated [INSERT DATE]

[INSERT NAME OF BOND PROVIDER]

Performance Bond

*Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR*

To: Secretary of State for Transport
33 Horseferry Road
London
SW1P 4DR
(the Secretary of State)

Whereas:

We are informed that you have entered into a franchise agreement dated [INSERT DATE] (the "**Franchise Agreement**") with [INSERT NAME OF FRANCHISEE] (the "**Franchisee**"). Pursuant to the Franchise Agreement the Franchisee will provide certain railway passenger services.

We are further informed that the Franchise Agreement requires that the Secretary of State receives a duly executed performance bond in the amount of [£INSERT AMOUNT]] (the "**Bond Value**") to secure the performance by the Franchisee of and its compliance with their respective obligations under the Franchise Agreement and any Supplemental Agreement.

Accordingly:

We hereby unconditionally and irrevocably undertake to pay to you in full in London, immediately upon receipt of your first written demand on us in the form set out in the Schedule and, without further enquiry, the sum specified therein. Such written demand shall state:

- (a) the Call Event (as defined in Clause 2 hereof) that has occurred; and
- (b) the date of occurrence of such Call Event.

You may call on us for the whole or part of the amount of our liability hereunder and you may make any number of calls on us up to a maximum aggregate amount of the Bond Value. All sums payable hereunder shall be paid free of any restriction or condition and free and clear of and (except to the extent required by law) without any deduction or withholding, whether for or on account of tax, by way of set-off or otherwise.

1. The undertaking given by us above shall operate provided that:
 - (a) our maximum liability shall be limited to a sum or sums not exceeding in the aggregate the amount of the Bond Value or such lesser amount as you may notify us of from time to time in writing, separately from any demand, shall constitute the Bond Value of this Bond; and
 - (b) notwithstanding anything contained herein, our liability hereunder shall expire on the earlier of:
 - (i) the date falling six (6) months after the date on which any railway administration order is made in relation to the

Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993; and

- (ii) the later of:
 - (A) the date falling one (1) month after the determination of the Purchase Price (as defined in any Supplemental Agreement) under each relevant Supplemental Agreement; and
 - (B) the date falling seven (7) Reporting Periods after the end of the Franchise Period; and
 - (C) the end of the Franchise Term; and
- (iii) [INSERT DATE],

except in respect of any written demand for payment complying with all the requirements hereof which is received by us on or before such date for either the Bond Value, or for such lesser amount which, when aggregated with any previous demands, amounts to the Bond Value or less, after which date this undertaking shall be void whether returned to us or not.

2. **"Call Event"** means, in this Bond, any of:

- (a) the termination or expiry of the Franchise Agreement in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State;
- (b) the termination of the Franchise Agreement solely as a consequence of the occurrence of one or more Events of Default or a Termination Event of a type described in paragraphs 2.2, 2.3, 2.4 and 2.5 of Schedule 10.2 (Events of Default and Termination Events) or pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement in circumstances where the Secretary of State has incurred or expects to incur losses, liabilities, costs or expenses in connection with early termination of the West Midlands franchise;
- (c) the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993;
- (d) the occurrence of an Event of Default under the Franchise Agreement in respect of:
 - (i) paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement in relation to the Performance Bond; or
 - (ii) paragraph 1.12(b) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement,

whether or not the Franchise Agreement is, or is to be, terminated as a result thereof;

- (e) the failure by the Franchisee to perform or comply with its obligations under any Supplemental Agreement;
 - (f) the failure by the Franchisee to provide the Secretary of State with a replacement Performance Bond which complies with paragraph 4 of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement at least six (6) months prior the scheduled expiry of the existing Performance Bond; or
 - (g) the failure by the Franchisee to procure the execution and delivery of a new Performance Bond by a Bond Provider in favour of and acceptable to the Secretary of State when required to do so in accordance with paragraph 4.3(c) of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement.
3. This undertaking is made to you, your successors and your assigns.
 4. This undertaking shall not be discharged or released by time, indulgence, waiver, alteration or release of, or in respect to, the obligations of the Franchisee under the Franchise Agreement or any Supplemental Agreement or any other circumstances that might operate as a release of a guarantor at law or in equity.
 5. You may make demand or give notice to us under this Bond in writing by hand or email transmission to us as follows:

Address: [INSERT BOND PROVIDER'S ADDRESS]

Email Address: [INSERT BOND PROVIDER'S EMAIL ADDRESS]
 6. References in this Bond to the Franchise Agreement and the Supplemental Agreement are to the Franchise Agreement and any Supplemental Agreement as amended from time to time.
 7. Where used in this Bond, capitalised terms have the same meanings as in the Franchise Agreement.
 8. This Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [INSERT DAY AND MONTH] of [INSERT YEAR].

SCHEDULE TO THE PERFORMANCE BOND**SPECIMEN DEMAND NOTICE**

To: [INSERT NAME AND ADDRESS OF BOND PROVIDER]

[INSERT DATE OF DEMAND NOTICE]

We refer to the performance bond issued by you on [INSERT DATE OF BOND] (the "**Performance Bond**") in connection with the franchise agreement (the "**Franchise Agreement**") entered into between the Secretary of State for Transport (the "**Secretary of State**") and [INSERT NAME OF FRANCHISEE] (the "**Franchisee**") on [INSERT FRANCHISE AGREEMENT SIGNATURE DATE].

We hereby notify you that the following Call Event (as defined in the Performance Bond) occurred on [INSERT DATE OF OCCURRENCE OF CALL EVENT]: **[DRAFTING NOTE: DELETE AS APPROPRIATE]**

- [The Franchise Agreement has **[terminated/expired]** on [INSERT DATE OF TERMINATION/EXPIRY] in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State.]
- The Franchise Agreement has terminated solely as a consequence of the occurrence of one or more Events of Default or a Termination Event of a type described in paragraphs 2.2, 2.3, 2.4 and 2.5 of Schedule 10.2 (Events of Default and Termination Events) or pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement on [INSERT DATE OF TERMINATION] in circumstances where the Secretary of State has incurred or expects to incur losses, liabilities, costs or expenses in connection with the termination of the [INSERT NAME OF THE FRANCHISE] franchise.
- [A railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993.]
- [That an Event of Default under the Franchise Agreement has occurred under:
 - [(a) paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement in relation to the Performance Bond; or]
 - [(b) paragraph 1.12(b) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement.]]
- [The Franchise Agreement has terminated pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with early termination of the [INSERT NAME OF FRANCHISE] franchise.]
- [The Franchisee has failed to perform or comply with its obligations under any Supplemental Agreement.]

- [The Franchisee has failed to provide a replacement Performance Bond (as described in the Franchise Agreement) complying with paragraph 4 of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement at least six (6) months prior to the scheduled expiry of the existing Performance Bond.]

- [The Franchisee has failed to procure the execution and delivery of a new Performance Bond by a Bond Provider acceptable to the Secretary of State when required to do so in accordance with paragraph 4.3(c) of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement.]

We hereby demand immediate payment from you of [SPECIFY ALTERNATIVE AMOUNT IF NOT BOND VALUE] or the Bond Value, whichever is smaller.

Please arrange for immediate payment of the relevant amount as follows:

[INSERT ACCOUNT DETAILS TO WHICH BOND MONIES TO BE PAID INTO]

Where used in this Notice, capitalised terms have the same meanings as in the Franchise Agreement.

For and on behalf of **Secretary of State for Transport**

.....

**APPENDIX 2 TO SCHEDULE 12
Form of Season Ticket Bond**

DOCUMENT "STB" - SEASON TICKET BOND

Dated [INSERT DATE]

[INSERT NAME OF BOND PROVIDER]

Season Ticket Bond

*Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR*

To: Secretary of State for Transport
33 Horseferry Road
London
SW1P 4DR
(the "**Secretary of State**")

Whereas:

We are informed that you have entered into a franchise agreement dated [INSERT DATE] (the "**Franchise Agreement**") with [INSERT NAME OF FRANCHISEE] (the "**Franchisee**") under which the Franchisee will provide certain railway passenger services.

We are further informed that the Franchise Agreement requires that the Secretary of State receives a duly executed season ticket bond to secure the performance by the Franchisee of and its compliance with its obligations under the Franchise Agreement and any Supplemental Agreement.

Accordingly:

We hereby unconditionally and irrevocably undertake to pay to you in full in London, immediately upon receipt of your first written demand on us in the form set out in Schedule 1 (Specimen Demand Notice) and, without further enquiry, the sum specified therein. Such written demand shall state:

- (a) the Call Event (as defined in Clause 2) that has occurred; and
- (b) the date of occurrence of such Call Event.

You may call on us for the whole or part of the amount of our liability hereunder and you may make any number of calls on us up to a maximum aggregate amount of the Bond Value (as defined in Clause 3). All sums payable hereunder shall be paid free and clear of any restriction or condition and free and (except to the extent required by law) without any deduction or withholding, whether for or on account of tax, by way of set-off or otherwise.

1. The undertaking given by us above shall operate provided that:
 - (a) our maximum liability shall be limited to a sum or sums not exceeding in the aggregate the amount of the Bond Value on the date of occurrence of the Call Event stated in your written demand on us; and
 - (b) you may only call on us (whether on one or more occasions) in relation to one Call Event, such Call Event to be determined by reference to the first written demand which is received by us in the form set out in Schedule 1 (Specimen Demand Notice).
2. "**Call Event**" means, in this Bond, any of:

- (a) the termination or expiry of the Franchise Agreement;
 - (b) the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993; or
 - (c) the occurrence of an Event of Default under paragraph 1.12(a) (in relation to a Season Ticket Bond) or paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement (whether or not the Franchise Agreement is, or is to be, terminated as a result thereof).
3. Bond Value shall mean, in respect of any date, the amount specified in Schedule 2 (Bond Value) as being the value of this Bond for such date (provided that for these purposes the date of occurrence of the Call Event specified in Clause 2(c) shall be deemed to be the last date for which a Bond Value is assigned under Schedule 2 (Bond Value) of this Bond).
4. Notwithstanding anything contained herein, but subject to Clause 5, our liability hereunder in respect of any Call Event shall expire no later than the end of the Franchise Term and:
- 4.1 in relation to a Call Event specified in Clauses 2(a) and 2(b), at noon (London time) on the date falling three (3) business days after the date of occurrence of such Call Event (business day being a day on which banks are open for business in the City of London); and
 - 4.2 in relation to any other Call Event, on the day falling one (1) month after the last date for which a Bond Value is assigned under Schedule 2 of this Bond unless you notify us in writing prior to the relevant expiry time that the relevant Call Event has occurred (whether or not you call on us at the same time under this Bond).
5. If you do notify us under Clause 4 our liability shall expire on:
- 5.1 if the Call Event in respect of which you may call on us under this Bond is the termination of the Franchise Agreement, the date falling one (1) month after the determination of the Purchase Price (as defined in the Supplemental Agreement) under each relevant Supplemental Agreement;
 - 5.2 if the Call Event in respect of which you may call on us under this Bond is the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993, the date falling three (3) months after the making of such railway administration order; or
 - 5.3 if the Call Event in respect of which you may call on us under this Bond is the occurrence of an Event of Default under paragraph 1.12(a) (in relation to a Season Ticket Bond) or paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement (whether or

not the Franchise Agreement is, or is to be, terminated as a result thereof), the date falling one (1) month after your notification to us under Clause 4,

except, in each case, in respect of any written demand for payment complying with all the requirements hereof which is received by us on or before the relevant date, after which date this undertaking shall be void whether returned to us or not.

6. This undertaking is made to you, your successors and your assigns.
7. This undertaking shall not be discharged or released by time, indulgence, waiver, alteration or release of, or in respect to, the obligations of the Franchisee under the Franchise Agreement or any Supplemental Agreement or any other circumstances that might operate as a release of a guarantor at law or in equity.
8. You may make demand or give notice to us under this Bond in writing by hand or email transmission to us as follows:

Address: [INSERT BOND PROVIDER'S ADDRESS]

Email Address: [INSERT BOND PROVIDER'S EMAIL ADDRESS]
9. References in this Bond to the Franchise Agreement and the Supplemental Agreement are to the Franchise Agreement and the Supplemental Agreement as amended from time to time and terms defined therein shall have the same meaning in this Bond.
10. Where used in this Bond, capitalised terms have the same meanings as in the Franchise Agreement.
11. This Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [INSERT DAY AND MONTH] of [INSERT YEAR].

**SCHEDULE 1 TO THE SEASON TICKET BOND
SPECIMEN DEMAND NOTICE**

To: [INSERT NAME AND ADDRESS OF BOND PROVIDER]

[INSERT DATE OF DEMAND NOTICE]

We refer to the season ticket bond issued by you on [INSERT DATE OF BOND] (the "**Season Ticket Bond**") in connection with the franchise agreement (the "**Franchise Agreement**") entered into between the Secretary of State for Transport (the "**Secretary of State**") and [INSERT NAME OF FRANCHISEE] (the "**Franchisee**") on [INSERT FRANCHISE AGREEMENT SIGNATURE DATE].

We hereby notify you that the following Call Event (as defined in the Season Ticket Bond) occurred on [INSERT DATE OF OCCURRENCE OF CALL EVENT]: **[DRAFTING NOTE: DELETE AS APPROPRIATE]**

- [The Franchise Agreement **[terminated/expired]** on [INSERT DATE OF [TERMINATION/EXPIRY]].
- [A railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993.]
- [An Event of Default occurred under paragraph 1.12(a) (in relation to a Season Ticket Bond) or paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement.]

We hereby demand immediate payment from you of [SPECIFY ALTERNATIVE AMOUNT IF NOT BOND VALUE] or the Bond Value, whichever is smaller.

Please arrange for immediate payment of the relevant amount as follows:

[INSERT ACCOUNT DETAILS TO WHICH BOND MONIES TO BE PAID INTO]

Where used in this Notice, capitalised terms have the same meanings as in the Franchise Agreement.

For and on behalf of **Secretary of State for Transport**

.....

SCHEDULE 2 TO THE SEASON TICKET BOND

Bond Value

Call Event occurring in Reporting Period	Bond Value £
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	

SCHEDULE 13
Rail Industry Initiatives and Innovation Obligations

Schedule 13.1:	Rail Industry Initiatives
	Appendix 1: Community Rail Partnerships
Schedule 13.2:	Innovation Obligations
	Appendix 1: NOT USED

Schedule 13.1
Rail Industry Initiatives

1. British Transport Police

1.1 The Franchisee shall give due consideration to any request by the British Transport Police to provide suitable accommodation (including additional or alternative accommodation) or facilities at Stations to enable the British Transport Police to effectively perform the services owed to the Franchisee under any contract or arrangement entered into between the British Transport Police and the Franchisee.

1.2 The Franchisee shall:

(a) work with the British Transport Police to:

(i) reduce crime and anti-social behaviour on the railway;

(ii) reduce minutes lost to police-related disruption;

(iii) increase passenger confidence with personal security on train and on station;

(b) work in partnership with the British Transport Police and conduct an annual assessment of the security and crime risk at all Stations and across the Franchise generally;

(c) co-operate with the British Transport Police to provide it with access to records and/or systems maintained by the Franchisee which relate to lost property to enable the British Transport Police to have access to such information when dealing with items reported to them as lost; and

(d) consult with the British Transport Police as to its requirements in relation to records and/or systems and shall ensure that the British Transport Police has access to such records and/or systems within fifteen (15) Weekdays of the Start Date and in any event within five (5) Weekdays of the notification of a crime by the British Transport Police.

1.3 The Franchisee shall consult with the British Transport Police in relation to plans to develop any part of the land within a Property Lease which could affect staff or customers and give the British Transport Police an opportunity to advise on and/or provide comments on any opportunities for the enhancement of safety and reduction in crime.

2. Community Rail Partnerships

2.1 The Franchisee shall become a member of and shall continue to participate in the Community Rail Partnerships relevant to the Passenger Services, including but not limited to the Community Rail Partnerships listed in the table in Appendix 1 to this Schedule 13.1 (and any successor Community

Rail Partnership). As part of such participation the Franchisee shall identify a senior Franchise Employee whose duties shall include:

- (a) supporting the Community Rail Partnerships;
- (b) ensuring managerial focus within the Franchisee's organisation to enable the Franchisee meet its Community Rail Partnership obligations; and
- (c) leading on the Franchisee's development of community rail projects.

2.2 The Franchisee shall, at the request of the Secretary of State:

- (a) co-operate with the Secretary of State, Network Rail, ACoRP, local transport authorities and/or any other person as the Secretary of State may nominate for the purposes of developing and furthering the success of the Community Rail Partnerships;
- (b) co-operate with, establish and/or participate in any Community Rail Partnership;
- (c) provide technical support in respect of timetable specification for the Community Rail Partnerships, including providing appropriate journey and revenue data; and
- (d) co-operate in the development of the Secretary of State's initiatives to examine:
 - (i) options for a more cost effective delivery of the railway passenger services operated on any Community Rail Route (such options to include changes in working practices of the relevant Franchise Employees, reducing rolling stock lease costs and maximising opportunities for obtaining local funding of development at relevant stations and developing new ways of maintaining and renewing relevant railway infrastructure); and
 - (ii) the actual costs incurred in operating, maintaining and renewing the infrastructure relevant for such Community Rail Route.

2.3 The Franchisee shall use reasonable endeavours to develop and implement Community Rail Partnership initiatives in order to increase the use of the Passenger Services by non-users of the Passenger Services and tourists including, where appropriate, the development of and implementation of marketing strategies.

2.4 The Secretary of State may at any time, by proposing a Variation pursuant to paragraph 1.1(a) of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes), require the Franchisee to develop and/or implement any changes to the Franchise Services and/or the transfer of any Franchise Services to another Train Operator in order to

- deliver either of the initiatives that were examined pursuant to paragraph 2.2(d).
- 2.5 The Franchisee shall become a member and shall continue to participate in the National Community Rail Steering Group.
- 2.6 Within three (3) months of the Start Date in respect of the first Franchisee Year and no later than three (3) months before the start of each subsequent Franchisee Year, the Franchisee shall provide to the Secretary of State a report ("**Community Rail Report**") setting out the distribution of the CRP Amount in full amongst the Community Rail Partnerships identified in paragraphs 2.1 and 2.2.
- 2.7 The Community Rail Report shall contain the following information:
- (a) a statement confirming that the Franchisee's distribution of funds to the Community Rail Partnerships takes account of the Secretary of State's then current published Community Rail Strategy;
 - (b) a statement confirming that the Franchisee has discussed the funding of the Community Rail Partnerships with ACoRP and has taken sufficient account of ACoRP's views;
 - (c) confirmation that the Franchisee has discussed with all Community Rail Partnerships the aims and needs of such partnerships and the funding required to achieve these;
 - (d) a table setting out the relevant portions of the CRP Amount which are to be paid to each Community Rail Partnership (on a non-indexed basis) over the next three (3) years (it being acknowledged that these amounts are likely to be different for each Community Rail Partnership);
 - (e) the activities undertaken by the Franchisee pursuant to paragraph 2.3 of this Schedule 13; and
 - (f) such further information as the Secretary of State may from time to time request.
- 2.8 Within twenty-eight (28) days of the signature date of this Agreement, the Franchisee shall notify the Community Rail Partnerships of the CRP Amount which shall be distributed to such partnerships during the Franchise Term. The Franchisee shall within thirty (30) days of the commencement of each Franchisee Year, make the relevant payments totalling the CRP Amount to each of the Community Rail Partnerships identified in the Community Rail Report for that year.
- 2.9 The Franchisee shall hold an annual conference for the Community Rail Partnerships' officers and station adopters in conjunction with ACoRP to encourage the spread of best practice and to communicate plans for

franchise development. The first such conference shall be held within six (6) months of the Start Date.

- 2.10 The Franchisee shall devise and implement in collaboration with relevant Community Rail Partnership, a "**station adopters scheme**" under which members of the local community can "**adopt**" a local Station and engage in activities such as:
- (a) promotion of the Passengers Services calling at the Station;
 - (b) monitoring and reporting faults, damage and anti-social and criminal behaviour;
 - (c) carrying out minor Station cleaning and maintenance tasks and the development and cultivation of station gardens.

The Franchisee shall take reasonable steps to promote the station adopters scheme and provide safety and other training and support to participants.

- 2.10A From April 2020, the Franchisee shall incur expenditure of an additional [REDACTED²⁶⁰] per annum on Community Rail Partnership initiatives, which shall include encouragement of:

- (a) additional Community Rail Partnerships relevant to the Franchise; and
- (b) Level 2 Station Adoptions.

- 2.11 In collaboration with the relevant Community Rail Partnership and other Stakeholders the Franchisee shall use reasonable endeavours to identify sources of third party funding for the Community Rail Partnerships and encourage such third parties to make funding commitments.

3. **Development of Industry Systems**

The Franchisee shall fully and effectively co-operate, in a manner consistent with it being a responsible Train Operator of the Franchise, with Network Rail, the Secretary of State, ORR and all other relevant railway industry bodies and organisations in relation to the development of anything that can reasonably be considered to be a railway industry system including systems in relation to the attribution of train delay, the allocation of revenue and the collection and dissemination of industry wide information.

260 Date of redaction 28/08/2018 - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

4. **Co-operation with Industry Schemes**

The Franchisee shall co-operate (in good faith) with the Secretary of State, the relevant Local Authority and/or any other affected railway industry parties in the development and the implementation of initiatives relating to its participation in multi-modal fares schemes and Traveline (the "**Industry Schemes**"), where such Industry Schemes relate to the Franchise.

5. **Co-operation with Local Authority Sponsored Projects**

5.1 **General co-operation with Local Authority in respect of schemes**

The Franchisee shall co-operate in good faith with any Local Authority that seeks to promote a scheme for the provision of additional or varied Passenger Services including by attending meetings, contributing to feasibility schemes and project plans and liaising with relevant industry participants including Network Rail. This paragraph 5.1 does not oblige the Franchisee to incur any cost in the actual provision of the revised Passenger Services.

5.2 Not used.

5.3 Not used.

6. **Co-operation with Network Rail and Alliancing**

6.1 **General Co-operation**

The Franchisee shall use all reasonable endeavours to work with Network Rail to identify ways in which co-operation between the Franchisee and Network Rail can be enhanced, costs can be reduced and closer working and alignment of incentives can improve value for money within the parameters of this Agreement.

6.2 **Sharing of information with Network Rail**

The Franchisee shall to the extent reasonably requested by Network Rail share with Network Rail all relevant data including, but not limited to GPS data and data derived from geometry measurement systems, forward facing CCTV, driver advisory systems, train condition monitoring systems fitted to any rolling stock within the Train Fleet. Any such data provided to Network Rail shall be provided in such format as Network Rail may reasonably request without charge.

6.3 **General Alliance with Network Rail**

(a) The Franchisee shall use all reasonable endeavours to enter into an alliance agreement with Network Rail as soon as reasonably practicable following the Start Date and in any event by no later than the date that is six (6) months from the Start Date.

- (b) The alliance agreement to be entered into by the Franchisee pursuant to this paragraph 6.3 shall be of the type that will not require the Franchisee's obligations under the Franchise Agreement to be varied in any way and shall include ways in which Network Rail and the Franchisee can work together to:
 - (i) deliver safety improvements;
 - (ii) deliver improvements in operational performance of the Passenger Services (including improvements to service quality); and
 - (iii) develop joint initiatives and projects that deliver value for money for the railway.

6.4 Alliance Agreement with Network Rail

- (a) Where the Franchisee considers that it is appropriate to enter into an alliance agreement with Network Rail that would require its obligations under this Agreement to be varied (an "Alliance Agreement") it may make a proposal for the Secretary of State to consider. The Franchisee agrees that any such proposal (unless otherwise agreed by the Secretary of State) shall:
 - (i) be for the purposes of improved delivery of some or all of the following:
 - (A) the efficient and cost effective operation of some or all of the network over which the Passenger Services operate;
 - (B) the efficient and cost effective maintenance of some or all of the network over which the Passenger Services operate;
 - (C) the efficient and cost effective renewal of some or all of the network over which the Passenger Services operate;
 - (D) the efficient and cost effective delivery of some or all enhancement projects on the network over which the Passenger Services operate; and
 - (E) such other infrastructure enhancement projects as may be agreed by the Franchisee and Network Rail and approved by the Secretary of State during the Franchise Term;
 - (ii) be on terms which are commercially fair and reasonable so that:
 - (A) the incentives of the Franchisee and Network Rail are more effectively aligned in a way that gives a

reasonable expectation that the matters subject to the alliance will be delivered in a more efficient and effective way;

- (B) the financial and operational risk of the Franchisee arising out of the operation of the Franchise is not unreasonably increased (including through the agreement of appropriate limitations of liability); and
 - (C) the Secretary of State has rights to require the termination of the Alliance Agreement in appropriate circumstances including so that the term of the alliance is aligned with the Franchise Term and liabilities do not accrue to any Successor Operator.
- (b) The Franchisee shall provide such information, updates and reports on the progress of its negotiation with Network Rail as the Secretary of State shall reasonably require and meet with the Secretary of State to discuss the progress of the negotiations when reasonably requested to do so.
- (c) On reaching agreement in principle with Network Rail on the terms of an Alliance Agreement the Franchisee shall present the draft Alliance Agreement to the Secretary of State for approval and shall not enter into any such agreement without the prior written consent of the Secretary of State (which he shall have an unfettered discretion to withhold).
- (d) The Franchisee agrees that any approval of an Alliance Agreement shall (without prejudice to the unfettered discretion of the Secretary of State to refuse to consent to such an alliance) be conditional upon:
- (i) the Secretary of State being satisfied that such Alliance Agreement is consistent with the provisions of paragraph 6.4 (a) (ii) above;
 - (ii) the Franchisee agreeing to a fair and reasonable allocation of the gain from such alliance being passed to the Secretary of State (whether through profit share or otherwise) consistent with the role of the Secretary of State in funding the railway network; and
 - (iii) the Franchisee entering into a deed of amendment to the Franchise Agreement in a form reasonably determined by the Secretary of State.

7. **Route Efficiency Benefit Share Mechanism/REBS Mechanism**

- 7.1 The Franchisee shall obtain the prior consent of the Secretary of State prior to exercising any rights it may have under the Track Access Agreement or otherwise to opt out from the Route Efficiency Benefit Share Mechanism.

7.2 Where a Train Operator under a Previous Franchise Agreement has exercised its rights under a track access agreement to opt out from the Route Efficiency Benefit Share Mechanism, the Franchisee shall take all steps necessary to ensure that it **opts back into** the Route Efficiency Benefit Share Mechanism including through agreement of a new Track Access Agreement or a variation of an existing Track Access Agreement.

8. **Small and Medium-sized Enterprises**

8.1 The Franchisee shall at all times keep accurate and complete records of its use of and interaction with SMEs in delivering the Franchise Services.

8.2 By no later than 31 January in each year (and within one (1) month of the end of the Franchise Period) the Franchisee shall deliver to the Secretary of State a breakdown of the number of SMEs used by the Franchisee in providing the Franchise Services during the calendar year (or part thereof) which ended on the immediately preceding 31 December or at the end of the Franchise Period (as applicable).

9. **Apprenticeships**

9.1 The Franchisee shall at all times keep accurate and complete records of the training and Apprenticeships offered by the Franchisee and/or its immediate UK based supply chain in delivering the Franchise Services. In particular, in relation to each Reporting Period the Franchisee shall record:

- (a) the number of new Apprenticeships created, continuing and concluding by it in that Reporting Period; and
- (b) in relation to each Franchise Employee that commences an Apprenticeship:
 - (i) the level of each such Apprenticeship as described in the Regulated Qualifications Framework;
 - (ii) the skills category within which such Apprenticeship falls;
 - (iii) the full date of birth of that Franchise Employee;
 - (iv) the gender of that Franchise Employee (except in relation to those who do not permit disclosure);
 - (v) whether that Franchise Employee is of BAME origin (except in relation to those who do not permit disclosure);
 - (vi) the postcode of the location at which that Franchise Employee is principally employed at (e.g. the relevant train crew depot of train crew); and
 - (vii) the first half of that Franchise Employee's residential postcode.

Such information shall be provided to the Secretary of State with the quarterly financial information to be provided pursuant to paragraph 9.3 of Schedule 11.2 (Management Information) or at such other time as the Secretary of State may specify.

- 9.1A In order to comply with Data Protection requirements, the Franchisee must ensure that each apprentice employed is made aware that their data (including sensitive personal data) will be shared with the Department for Transport to enable it to monitor achievement of the apprenticeship targets set out in the Transport Infrastructure Skills Strategy and check for any inadvertent duplication of records. Apprentices should be made aware that information will be anonymised before appearing in any reports and will be retained for a period of 7 years.
- 9.2 By no later than 31 January in each year (and within one (1) month of the end of the Franchise Period) the Franchisee shall deliver to the Secretary of State a breakdown of the number of training and Apprenticeships created by the Franchisee and/or its supply chain in providing the Franchise Services during the calendar year (or part thereof) which ended on the immediately preceding 31 December or at the end of the Franchise Period (as applicable).
- 9.3 The Franchisee shall ensure that the number of Franchise Employees who begin an Apprenticeship in any Franchisee Year shall constitute 2.5% of the total number of Franchise Employees (the "**Apprenticeships Requirement**"), provided that:
- (a) the Apprenticeships Requirement shall be subject to a pro rata reduction in relation to the first Franchisee Year, it being acknowledged that for such purposes the first Franchisee Year shall be treated as commencing on the date on which the Skills and Leadership Strategy is adopted by the Franchisee pursuant to paragraph 9.4 of this Schedule 13.1 (Rail Industry Initiatives); and
 - (b) the Apprenticeships Requirement shall be subject to a pro rata reduction in relation to the final Franchisee Year.
- 9.4 ^{xviii}The Franchisee shall submit a draft Skills and Leadership Strategy to the Secretary of State by a date no later than three (3) months of the Start Date. Such draft Skills and Leadership Strategy shall set out the comprehensive, robust and deliverable strategy of the Franchisee for providing an appropriately skilled and trained workforce of Franchise Employees based on a skills gap analysis including through the delivery of the Apprenticeships specified in the Apprenticeship Table. The draft Skills and Leadership Strategy shall take into account the likely short, medium and long term requirements of the Franchisee and Successor Operators including in the context of expected change to the Franchise Services (including as a result of technological change) and the age profile of the Franchise Employees. The draft Skills and Leadership Strategy shall include a management / leadership maturity model, to help target and improve investment in developing leadership and management . The Franchisee

shall meet with the Secretary of State to discuss the draft Skills and Leadership Strategy and shall have due regard to the opinions of the Secretary of State. The Skills and Leadership Strategy shall be finalised and adopted by the Franchisee within six (6) months of the Start Date and the Franchisee shall implement it in accordance with its terms from the date that it is adopted.

9.5 The Franchisee shall:

- (a) undertake and complete a review of its Skills and Leadership Strategy and compliance with the Apprenticeships Table during each of the second and fourth Franchisee Years; and
- (b) provide the Secretary of State with any proposed revisions to the Skills and Leadership Strategy and the Apprenticeships Table arising out of such review by no later than the end of each such Franchisee Year.

9.6 The aim of such review shall be to update the Skills and Leadership Strategy by reference to an updated skills gap analysis and to ensure that the Skills and Leadership Strategy continues to effectively achieves its purposes to the greatest extent reasonably practicable. The review shall check compliance with the targets contained in the Apprenticeship Table and if they have not been met shall propose robust and effective strategies and methodologies to be contained in the revised Skills and Leadership Strategy to ensure delivery in future. The review may propose amendments to the Apprenticeships Table that are consistent with any proposed revisions to the Skills and Leadership Strategy. Any revisions to the Skills and Leadership Strategy (including the Apprenticeships Table) shall require the consent of the Secretary of State (such consent not to be unreasonably withheld or delayed). The Franchisee shall implement any revised Skills and Leadership Strategy in accordance with its terms from the date that the Secretary of State consents to the relevant revisions.

10. Sustainability and other related initiatives

10.1 Sustainable Development Strategy

- (a) By no later than six (6) months following the Start Date, the Franchisee shall consult with the RSSB and such other Stakeholders as agreed between the Secretary of State and the Franchisee (or, in the absence of agreement, such Stakeholders as the Secretary of State shall determine) in order to agree:
 - (i) key priority sustainable development areas;
 - (ii) the outcomes associated with such key priority and sustainable development areas;
 - (iii) the annual traction carbon trajectory (CO₂E/vehicle km) for the duration of the Franchise Term; and

- (iv) target levels according to the Rail Safety and Standards Board Sustainable Development Self-Assessment Framework that will be reached by the end of third (3rd) and sixth (6th) Franchisee Years.
- (b) The Franchisee shall develop the Sustainable Development Strategy to reflect such consultation and the Franchisee shall propose and agree a final version of the Sustainable Development Strategy with the RSSB and the Secretary of State by no later than twelve (12) months after the Start Date for the purposes of the Franchise Agreement. Such agreed strategy shall be the Sustainable Development Strategy for the purposes of the Franchise Agreement, provided that in the absence of agreement between the Parties of the Sustainable Development Strategy shall be the strategy determined by the Secretary of State (acting reasonably).
- (c) The Franchisee shall at all times comply with the Sustainable Development Strategy. Any amendments to the Sustainable Development Strategy must be agreed by the Secretary of State.
- (d) By no later than three (3) months following the end of the third (3rd) and sixth (6th) Franchisee Years, the Franchisee shall procure a suitably qualified independent body (such independent body to be appointed only with the prior written approval of the Secretary of State) to undertake an assessment of performance against the Rail Safety and Standards Board's Sustainable Development Self-Assessment Framework and produce a report in respect of such assessment, such assessment to review performance against the targets set out in the Sustainable Development Strategy.
- (e) The Franchisee shall submit a copy of the assessment report produced by the independent body pursuant to paragraph 10.1(d) to the Secretary of State within six (6) months following the end of the third (3rd) and sixth (6th) Franchisee Years.
- (f) Where the assessment report identifies a significant shortfall against the targets set out in the Sustainable Development Strategy, the Franchisee must as soon as reasonably practicable and in any event within two (2) months, produce an improvement plan which, in the reasonable opinion of the Secretary of State, is capable of achieving the targets set out within the Sustainable Development Strategy.
- (g) The Franchisee shall use all reasonable endeavours to implement the improvement plan referred to in paragraph 10.1(f) and improve its performance against the targets set out in the Sustainable Development Strategy against the agreed timeframes for performance as set out in the revised Sustainable Development Strategy.

- (h) The Franchisee shall, within three (3) months following the end of each Franchisee Year, provide to the Secretary of State a report showing:
 - (i) progress against the outcomes in key priority sustainable development areas;
 - (ii) progress on development of Franchise Employees to ensure they have the skills and knowledge required to deliver a sustainable franchise; and
 - (iii) proposed revisions to the Sustainable Development Strategy (such revisions to include those revisions reflecting feedback and advice from Stakeholders, and which have been consulted on with RSSB).
- (i) The Franchisee shall obtain the Secretary of State's consent to any amendments to the Sustainable Development Strategy proposed pursuant to paragraph 10.1(h) (iii) before such amendments are adopted and the Sustainable Development Strategy updated.
- (j) On request by the Secretary of State, the Franchisee shall publish (in such form as the Secretary of State may reasonably determine):
 - (i) all or any part of its Sustainable Development Strategy; and/or
 - (ii) all or any of the information described in paragraphs 10.1(h)(i) to (h)(iii).

10.2 Environmental Management and Sustainability Accreditation

- (a) The Franchisee shall, by no later than the date which is eighteen (18) months after the Start Date, attain and, at all times thereafter, maintain certification pursuant to ISO14001:2015 and ISO50001:2011 or equivalent standards.
- (b) The Franchisee shall provide the Secretary of State with copies of the certification audit reports and a copy of their ISO50001 Energy Review within four (4) weeks of their certification and each subsequent recertification during the Franchise Period.

10.3 Sustainable Construction

For construction projects (including building refurbishment or fit out):

- (a) which are either being funded by the Franchisee or in respect of which the Franchisee has design responsibility; and
- (b) in respect of which the total capital cost exceeds £1,000,000 (indexed by the Retail Prices Index in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments)),

the Franchisee shall use reasonable endeavours to achieve at least an **"excellent"** rating from an accredited assessor using BREEAM (or a rating equivalent to **"excellent"** in an equivalent recognised standard such as the SKA Rating Standard as appropriate) at both the design stage and the post-construction stage unless the Secretary of State (acting reasonably) agrees that the relevant project is not of a suitable scale or type to be so assessed and the Franchisee shall provide to the Secretary of State such information in relation to any construction project as the Secretary of State may reasonably request.

11.1 National Joint ROSCO Project

- (a) The Franchisee shall co-operate in good faith with the relevant third parties involved in the implementation of the National Joint ROSCO Project (including Network Rail and the relevant ROSCOs) with the intention of ensuring the timely, efficient and cost effective implementation of the National Joint ROSCO Project and, in particular assisting in the development, installation, testing, commissioning and implementation of the relevant ERTMS equipment on the first in class units for which the Franchisee is identified as the **"Lead TOC"** under the National Joint ROSCO Project.
- (b) The Parties agree and acknowledge that Network Rail shall be responsible for the capital costs for the design and fitment of the relevant ERTMS equipment on each first in class unit and the National Joint ROSCO Project.
- (c) If requested by the Secretary of State, the Franchisee shall provide an update on their engagement with the National Joint ROSCO Project at the Franchise Performance Meetings.

12. Minimum Wi-Fi Service on Trains

12.1 For the purposes of this paragraph 12, the following definitions shall apply:

"Ethernet" means a system for connecting a number of computer systems to form a local area network, with protocols to control the passing of information and to avoid simultaneous transmission by two or more systems, in accordance with the IEEE 802.3 standard;

"Free of Charge" shall mean:

- (a) the passenger does not have to pay to use the Mobile Communication Services on an ad-hoc or on-going basis; and
- (b) the use of the Mobile Communication Services by the passenger is independent of any Wi-Fi or cellular minutes or Wi-Fi or cellular data allowances (such as 3G or 4G mobile broadband) the individual passenger may have through any subscription with one or more

telecommunication internet service providers or mobile network operators;

"MCS Backstop Date" means by no later than 31 December 2018;

"MCS Equipment" means the equipment including the hardware, data communications cabling, power, equipment racks, external aerials and cabling required for the Mobile Communications Services;

"MCS Report" has the meaning given to it in paragraph 12.6;

"MCS Route Signal Survey" has the meaning set out in paragraph 12.12; and

"Train to Internet Coverage" means the availability of one or more commercial networks (such as 3G or 4G high speed packet access provided by third party mobile network operators) and/or any alternative network solutions installed along the rail network upon which the Passenger Services operate to work together with the MCS Equipment installed on trains to permit access to the internet.

- 12.2 By no later than the MCS Backstop Date and throughout the remainder of the Franchise Period, the Franchisee shall provide the Mobile Communication Services in both first class and Standard Class Accommodation on all its Train Fleet used for the provision of Passenger Services, other than Passenger Services where the end-to-end journey time is less than five (5) minutes.
- 12.3 The Mobile Communication Services procured by the Franchisee pursuant to paragraph 12.2 shall provide the Minimum Wi-Fi Service and be provided Free of Charge to all passengers who use the Passenger Services.
- 12.4 The **"Minimum Wi-Fi Service"** means, subject to paragraph 12.5, a wireless internet service which allows each passenger to browse web pages on the internet and send and receive mail electronically through any mobile, tablet or computer device that they may use for this purpose and which is, subject to the availability of the Train to Internet Coverage, available for use by each passenger at all times for the duration of each passenger's journey.
- 12.5 To ensure a non-discriminatory Minimum Wi-Fi Service is offered to any passenger, the Franchisee shall be permitted:
- (a) to dynamically manage the available bandwidth on an active user or select vehicles basis as required, in accordance with a fair-usage policy to be published by the Franchisee; and
 - (b) to filter the type of services which may be accessed by a passenger using the Mobile Communication Services, including by restricting passenger access to video and audio streaming services, peer-to-peer file sharing and inappropriate content.

- 12.6 The Franchisee shall monitor the performance of the Mobile Communication Services for the purposes of providing to the Secretary of State a report on the performance of the Mobile Communication Services, and such report shall be submitted to the Secretary of State one (1) month after the end of each Franchisee Year or on such other more frequent basis as is agreed between the Secretary of State and the Franchisee (the "**MCS Report**").
- 12.7 The MCS Report shall include information on the:
- (a) customer usage statistics in respect of the applicable period including:
 - (i) the number of passengers using the Mobile Communication Services;
 - (ii) the average duration (in minutes and seconds) of connections to the Mobile Communication Services; and
 - (iii) the average data received and transmitted;
 - (b) statistics on the availability of the Mobile Communication Services including the duration of any significant periods of time during which the Mobile Communication Services were not available, the reason for such unavailability and the action taken by the Franchisee in respect of such unavailability; and
 - (c) information on the average internet speed (in megabits per second) and the average latency figures (in milliseconds) experienced by passengers in respect of each connected device which is using the Mobile Communication Services, by route, together with any factors which, in the Franchisee's reasonable opinion, have affected and/or contributed to such average internet speed and latency figures.
- 12.8 Where, in the Secretary of State's reasonable opinion, the performance of the Mobile Communication Services reported in the MCS Report is poor, or has changed significantly between Reporting Periods, the Franchisee shall provide reasons for such poor performance and/or fluctuating performance (as applicable) to the Secretary of State, together with any remedial or mitigating action that the Franchisee proposes to take in respect of the poor and/or fluctuating performance of the Mobile Communication Services.
- 12.9 ²⁶¹**By the MCS Backstop Date, the Franchisee shall procure that all rolling stock vehicles (except for six Class 172/0 units that will be completed by 24 June 2019 and nine Class 350/4 units that will be completed by 31 May 2020) comprised in its Train Fleet and used for the provision of the Passenger Services are fitted with the MCS**

²⁶¹ 22 October 2019 (Date of Contract Change) – Contract variation agreed by the Secretary of State and Franchisee

Equipment as is necessary to ensure compliance with the requirements of this paragraph 12.

12.10 Any MCS Equipment procured by the Franchisee in accordance with paragraph 12.9 shall, subject to paragraph 12.11, form a through rolling stock unit Ethernet backbone including inter-carriage connectivity capable of gigabit transmission speeds.

12.11 Where any rolling stock vehicle comprised in the Train Fleet as at the Start Date is already fitted with through rolling stock unit Ethernet backbones that are not compliant with the requirements of paragraphs 12.10 but are capable of complying with the other requirements of this paragraph 12, the Franchisee shall be permitted to retain these cables and the provisions of paragraphs 12.10 shall not apply in respect of such rolling stock vehicle.

12.12 MCS Route Signal Survey

- (a) The Franchisee shall undertake a signal-strength survey of all Routes ("**MCS Route Signal Survey**") for the purposes of the Mobile Communications Services to determine the likely Train to Internet Coverage, data speeds, coverage and availability of data services to trains on that Route to establish a non-binding baseline for determining the likely:
 - (i) per passenger data connection speeds;
 - (ii) typical latencies; and
 - (iii) the number of simultaneous Wi-Fi connected passengers that can be supported.
- (b) The MCS Route Signal Survey shall be undertaken as part of the initial planning and design activities associated with the implementation of the Mobile Communication Services and installation of the MCS Equipment or as the Secretary of State reasonably directs.
- (c) A report and data in respect of the MCS Route Signal Survey shall be shared with the Secretary of State by the Franchisee in an appropriate format that will not require specialist software to access or interpret. The Franchisee shall grant to the Secretary of State a perpetual, non-exclusive, irrevocable, world-wide, paid-up, royalty-free licence to use, copy, modify, transmit, distribute and publish the MCS Route Signal Survey for any purpose, and such licence shall be transferable and/or capable of being sub-licensed.

12.13 The Franchisee shall:

- (a) market the availability of Mobile Communication Services to passengers via:

- (i) the Franchisee's public webpage, together with terms and conditions, a fair-usage policy and "how to use the service guides"; and
 - (ii) on-board physical notices, for example, a notice which reads: "*Free Wi-Fi Available Here*";
- (b) ensure all branding of the Mobile Communication Services is that of the Franchisee.

12.14 The provisions of paragraphs 5 (Review of Compliance), 6 (Remedy for Late Completion or non-Delivery of Committed Obligations), 8 (Third Party Consents, Agreement and Conditions) and 9 (Definition of "all reasonable endeavours" or "reasonable endeavours") of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply in respect of the obligations of the Franchisee specified in this paragraph 12, provided that references to a 'Committed Obligation' in paragraphs 5, 6, 8 and 9 of Part 2 (Special Terms) of Schedule 6.2 (Committed Obligations) shall be construed as references to the Franchisee's obligations under this paragraph 12 in respect of the Mobile Communication Services.

13. **NOT USED**

**APPENDIX 1 TO SCHEDULE 13.1
Community Rail Partnerships**

	Community Rail Partnership	Rail Line/Services forming Community Rail Partnership
1.	The Abbey Line CRP	Watford Junction to St Albans Abbey
2.	The Marston Vale CRP	Bedford to Bletchley

Schedule 13.2
Innovation Obligations

1. **NOT USED**
2. **Innovation Strategy**
 - 2.1 By the first anniversary of the Start Date, the Franchisee shall submit its Innovation Strategy to the Secretary of State for approval (such approval not to be unreasonably withheld) and thereafter every one (1) year, the Franchisee shall submit to the Secretary of State for approval (such approval not to be unreasonably withheld) a revised Innovation Strategy updated in accordance with the requirements of paragraph 2.2.
 - 2.2 Each Innovation Strategy submitted in accordance with paragraph 2.1 must have regard to the following core requirements:
 - (a) how the Franchisee has developed, and proposes to develop during the Franchise Term, its innovation capability, including leadership, employees, systems and processes, and how progress is measured;
 - (b) how the Franchisee has utilised, and proposes to utilise during the Franchise Term, effective techniques for capturing ideas from employees, passengers, the community, industry partners and the supply chain; and
 - (c) how, during the Franchise Term, the Franchisee will partner and collaborate with other organisations and seek third party funding (where appropriate) in order to assist bringing new technologies, processes, business models and products to the rail market, that are viable for implementation during the Franchise Term.
 - 2.3 The Franchisee shall at all times comply with its Innovation Strategy.

**APPENDIX 1 TO SCHEDULE 13.2
Not Used**

SCHEDULE 14
Preservation of Assets

Schedule 14.1:	Maintenance of Franchise
Schedule 14.2:	Maintenance of Operating Assets
Schedule 14.3:	Key Contracts
	Appendix 1: List of Key Contracts
Schedule 14.4:	Designation of Franchise Assets
	Appendix 1: List of Primary Franchise Assets
Schedule 14.5:	Dealing with Franchise Assets
Schedule 14.6:	Residual Value Mechanism
	Appendix 1: List of the RV Assets
Schedule 14.7:	Incentivising Long-Term Investment

Schedule 14.1
Maintenance of Franchise

1. Maintenance as a going concern

- 1.1 The Franchisee shall maintain and manage the business of providing the Franchise Services so that, to the greatest extent possible and practicable:
- (a) the Franchisee is able to perform its obligations under the Franchise Agreement; and
 - (b) a Successor Operator would be able to take over the business of providing the Franchise Services immediately at any time.
- 1.2 The Franchisee's obligation under paragraph 1.1 shall include an obligation to ensure that any computer and information technology systems of the Franchisee shared in whole or in part with Affiliates or third parties can be operated by a Successor Operator as a stand-alone system without continued reliance on such Affiliates or other third parties immediately from the date of termination of the Franchise Agreement without any reduction in functionality or any increase in maintenance or support costs to the Successor Operator (this obligation being without prejudice to any requirement for the Franchisee to obtain consent to such arrangements relating to sharing computer and information technology systems from the Secretary of State).
- 1.3 The Franchisee shall use all reasonable endeavours to ensure that such Successor Operator would have immediate access to all Franchise Employees and Primary Franchise Assets for such purpose.
- 1.4 The Franchisee shall maintain and manage the business of providing the Franchise Services on the basis that such business will be transferred, in the manner contemplated under the Franchise Agreement, as a going concern at the end of the Franchise Period to, and continued immediately thereafter by, a Successor Operator.
- 1.5 The Franchisee shall use all reasonable endeavours to ensure that an appropriate number of employees (having sufficient skills, qualifications and experience) will transfer by operation of Law to any Successor Operator following the expiry of the Franchise Period and in so doing shall plan for the recruitment and training of Franchise Employees to continue up until the end of the Franchise Term.
- 1.6 The Franchisee shall comply with all reasonable requirements of the Secretary of State to obtain or maintain the property and rights that a Successor Operator would require, or that it would be convenient for it to have, on the basis that the same will transfer by operation of Law to any Successor Operator following the expiry of the Franchise Term.
- 1.7 At the end of the Franchise Term, the Franchisee shall:

(a) [REDACTED²⁶²]

(b) [REDACTED²⁶³]

2. Post-Franchise timetables

2.1 Both prior to and following the selection of a Successor Operator (whether a franchisee or otherwise and whether or not subject to the satisfaction of any conditions), the Franchisee shall:

(a) co-operate with, where a Successor Operator has been appointed, that Successor Operator, or where not, the Secretary of State; and

(b) take such steps as may reasonably be requested by the Secretary of State,

so as to ensure the continuity of, and orderly handover of control over of the Franchise Services.

2.2 The steps that the Secretary of State may reasonably request the Franchisee to take pursuant to paragraph 2.1 include:

(a) participating in any timetable development process that takes place during the Franchise Period, but which relates to any timetable period applying wholly or partly after the expiry of the Franchise Term ("**Successor Operator Timetable**"), including bidding for and securing any Successor Operator Timetable, whether or not:

(i) the Successor Operator has been identified; or

(ii) there is in place an Access Agreement relating to the period over which that Successor Operator Timetable is intended to be operated;

(b) using reasonable endeavours to seek amendments to and/or extensions of Access Agreements which can be transferred to the Successor Operator on expiry of the Franchise Period;

262 13 June 2019 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

263 13 June 2019 (Date of Redactions Approval) - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (c) assisting the Secretary of State or the Successor Operator (as the case may be) in the preparation and negotiation of any new Access Agreement relating to any Successor Operator Timetable; and/or
- (d) entering into that Access Agreement in order to secure the relevant priority bidding rights required by the Successor Operator to operate that Successor Operator Timetable, provided that the Franchisee shall not be required to enter into any such Access Agreement unless the Secretary of State has first provided to it confirmation in writing that he will include that Access Agreement in any Transfer Scheme pursuant to paragraph 3.1 of Schedule 15.4 (Provisions Applying on and after Termination).

Schedule 14.2
Maintenance of Operating Assets

1. Operating Assets

- 1.1 The Franchisee shall maintain, protect and preserve the assets (including any Intellectual Property Rights or intangible assets) employed in the performance of its obligations under the Franchise Agreement (the "**Operating Assets**") in good standing or good working order, subject to fair wear and tear.
- 1.2 The Franchisee shall carry out its obligations under paragraph 1.1 so that the Operating Assets may be transferred at the end of the Franchise Period to a Successor Operator and used by such Successor Operator in the provision or operation of similar services to the Franchise Services.
- 1.3 Where any Operating Asset is lost, destroyed or otherwise beyond repair, the Franchisee shall replace the Operating Asset with property, rights or liabilities in modern equivalent form to the Operating Asset to be replaced. The Franchisee shall at all times maintain an appropriate volume of Spares, and/or an appropriate level of access to Spares from a third party, to enable it to perform its obligations under the Franchise Agreement.
- 1.4 The Secretary of State may at any time require the Franchisee to provide to the Secretary of State a schedule specifying the condition of any asset or class of assets that he specifies for this purpose. Such schedule shall cover such aspects of asset condition as the Secretary of State may reasonably require. If the Parties are unable to agree the content of such schedule of condition, either Party may refer the dispute for resolution in accordance with the Dispute Resolution Rules. Until such dispute is resolved, the Franchisee shall comply with the Secretary of State's requirements in respect of such schedule of condition.
- 1.5 The Franchisee shall keep vested in it at all times during the Franchise Period all Franchise Assets designated as such pursuant to Schedule 14.4 (Designation of Franchise Assets) as it may require in order to comply with:
- (a) the Licences;
 - (b) any contracts of employment with Franchise Employees;
 - (c) any relevant Fares;
 - (d) any Key Contracts; and
 - (e) any applicable safety legislation regulations or safety standards and the Safety Certificate,

in order to ensure that the Secretary of State may designate such assets as Primary Franchise Assets.

2. **Brand Licence and Branding**

2.1 **Brand Licences**

The Franchisee shall comply with its obligations under each of the Brand Licences.

2.2 **Branding**

Subject to any applicable obligations or restrictions on the Franchisee (including the terms of the Rolling Stock Leases), the Franchisee may apply registered or unregistered trade marks (including company names, livery and other distinctive get-up) to any assets owned or used by it in the operation and provision of the Franchise Services.

- (a) Subject to paragraphs 2.2(c) and (g), the Franchisee may:
 - (i) in respect of unregistered Marks, provide or procure the provision of an irrevocable undertaking to any relevant Successor Operator to the effect that neither it nor the owner of the Marks will enforce such rights as it may have or may in the future have in respect of such Marks against such Successor Operator and its successors; and
 - (ii) in respect of registered Marks, grant or procure the grant of an irrevocable licence to use such Marks to such Successor Operator and its successors.
- (b) Any such licence or undertaking under paragraph 2.2(a) shall be in such form as the Secretary of State shall reasonably require except that the terms of any such licence and, to the extent appropriate, any such undertaking shall accord with the provisions of paragraph 8.3 of Schedule 15.4 (Provisions Applying on and after Termination).
- (c) Subject to paragraph 2.2(g), to the extent that:
 - (i) the Franchisee does not provide a relevant undertaking or licence in accordance with paragraph 2.2(a);
 - (ii) the Secretary of State considers the relevant Marks to be so distinctive or otherwise such that a Successor Operator could not reasonably be asked to use the relevant assets to which the Marks are applied; or
 - (iii) the Franchisee has not otherwise removed or covered such Marks in such a way as may be reasonably acceptable to the Secretary of State prior to the expiry of the Franchise Period,

then the Franchisee shall pay to the relevant Successor Operator such amount as may be agreed between the Franchisee and such

Successor Operator, as being the reasonable cost (including any Value Added Tax for which credit is not available under Sections 25 and 26 of the Value Added Tax Act 1994) of covering such Marks or otherwise removing all indications of or reference to the Marks in a manner reasonably acceptable to the Secretary of State. Such amount shall not in any event exceed the cost to the Successor Operator of replacing such Marks with its own. If the Franchisee and the relevant Successor Operator fail to agree such cost within twenty eight (28) days of the expiry of the Franchise Period, the Franchisee shall submit such dispute for resolution in accordance with such dispute resolution procedures as the Secretary of State may require.

- (d) The amount to be paid to a Successor Operator under paragraph 2.2(c) may include the reasonable cost of:
- (i) removing or covering Marks from the exterior of any rolling stock vehicle;
 - (ii) removing or covering interior indications of the Marks including upholstery and carpets;
 - (iii) replacing or covering all station or other signs including bill boards; and
 - (iv) otherwise ensuring that such removal, covering or replacement is effected with all reasonable care and in such manner that the relevant assets may reasonably continue to be used by a Successor Operator in the provision of the Franchise Services.
- (e) The Franchisee shall, in addition to making a payment under paragraph 2.2(c) grant or procure the grant of a licence or undertaking complying with paragraphs 2.2(a) and (b) except that such licence shall only be for such period as may be agreed between the Franchisee and the Successor Operator as being reasonably required by the Successor Operator to remove the Marks from all relevant assets without causing excessive disruption to the operation of services similar to the Franchise Services provided by such Successor Operator. If such period cannot be agreed, the Franchisee shall submit such dispute for resolution in accordance with such dispute resolution procedures as the Secretary of State may require.
- (f) The Secretary of State shall determine at or around the end of the Franchise Period, and after consultation with the Franchisee, the maximum liability of the Franchisee under paragraph 2.2(c) and the maximum length of licence or undertaking under paragraph 2.2(e).
- (g) The provisions of paragraphs 2.2(a) to 2.2(f) shall not apply to the extent that the relevant asset is not to be used by a Successor Operator in the provision of services similar to the Franchise

Services. The Secretary of State shall notify the Franchisee as soon as he becomes aware of whether or not any such asset is to be so used.

2.3 Non-designation of New Brands

Subject to paragraph 2 of Schedule 6.1 the Secretary of State agrees not to designate as a Primary Franchise Asset any registered or unregistered trade mark which is developed by the Franchisee.

Schedule 14.3
Key Contracts

1. Key Contracts

1.1 The provisions of this Schedule 14.3 apply to all contracts designated as Key Contracts from time to time.

1.2 The Key Contracts as at the date of the Franchise Agreement are set out in Appendix 1 (List of Key Contracts) to this Schedule 14.3. The Franchisee shall, in respect of any category of agreement, contract, licence or other arrangement which, by virtue of the provisions of this paragraph 1.2, is a Key Contract and to which the Franchisee, as at date of the Franchise Agreement, is not already a party:

(a) inform the Secretary of State from time to time of any such agreement, contract, licence or other arrangement which it may be intending to enter into; and

(b) the provisions of paragraph 5.1 shall apply in respect of any such agreement, contract, licence or other arrangement.

1.3 Without prejudice to the provisions of paragraphs 2, 3 and 4 of this Schedule 14.3, Appendix 1 (List of Key Contracts) to this Schedule 14.3 shall be amended as considered necessary from time to time to take account of any:

(a) designation by the Secretary of State of any actual or prospective agreement, contract, licence or other arrangement or any category of agreement, contract, licence or other arrangement, to which or under which the Franchisee is (or may become) a party or a beneficiary pursuant to paragraph 2 of this Schedule 14.3; or

(b) de-designation by the Secretary of State of any Key Contract pursuant to paragraph 3 of this Schedule 14.3; or

(c) re-designation by the Secretary of State pursuant to paragraph 4 of this Schedule 14.3.

1.4 The Franchisee shall enter into any and all Key Contracts which are necessary for the Franchise Agreement to continue in accordance with clause 5.2 (Duration of the Franchise Agreement).

2. Designation of Key Contracts

2.1 Where the Secretary of State considers that it is reasonably necessary for securing the continued provision of the Franchise Services or the provision of services similar to the Franchise Services by a Successor Operator in accordance with the Franchise Agreement, he may make a designation pursuant to paragraph 2.2.

2.2 The Secretary of State may at any time, by serving notice on the Franchisee, designate as a Key Contract:

- (a) any actual or prospective agreement, contract, licence or other arrangement; and/or
- (b) any category of agreement, contract, licence or other arrangement, to which or under which the Franchisee is (or may become) a party or a beneficiary,

with effect from the date specified in such notice.

2.3 Key Contracts may include any agreement, contract, licence or other arrangement whether in written, oral or other form, whether formal or informal and whether with an Affiliate of the Franchisee or any other person and may include any arrangement for the storage of assets (including electronic systems or Computer Systems) or accommodation of employees.

3. **De-designation of Key Contracts**

The Secretary of State may at any time, by serving a notice on the Franchisee, de-designate any Key Contract from continuing to be a Key Contract with effect from the date specified in such notice.

4. **Re-designation of Key Contracts**

The Secretary of State may at any time, by serving notice on the Franchisee, re-designate as a Key Contract anything which has ceased to be designated as a Key Contract in accordance with paragraph 3 with effect from the date specified in such notice.

5. **Direct Agreements**

5.1 Unless the Secretary of State otherwise agrees, or unless directed to do so by the ORR, the Franchisee shall not enter into any prospective Key Contract unless the counterparty to that prospective Key Contract:

- (a) is a Train Operator; or
- (b) has entered into a Direct Agreement with the Secretary of State in respect of that prospective Key Contract, providing on a basis acceptable to the Secretary of State, amongst other things, for the continued provision of the Passenger Services and/or the continued operation of the Stations and Depots in the event of:
 - (i) breach, termination or expiry of such Key Contract;
 - (ii) termination or expiry of the Franchise Agreement; or
 - (iii) the making of a railway administration order in respect of the Franchisee.

5.2 Where the Secretary of State designates or re-designates as a Key Contract:

- (a) any agreement, contract, licence or other arrangement to which the Franchisee is already a party; or
- (b) any category of agreement, contract, licence or other arrangement where the Franchisee is already a party to a contract, licence or other arrangement which, by virtue of the Secretary of State's designation or re-designation, is classified in such category,

the Franchisee shall use all reasonable endeavours to assist the Secretary of State in entering into a Direct Agreement as envisaged by paragraph 5.1(b).

5.3 The Franchisee shall pay to the Secretary of State an amount equal to any losses, costs, liabilities, charges or expenses which may be suffered or incurred by the Secretary of State under the provisions of any Direct Agreement and which may be notified to the Franchisee as a result of, or in connection with:

- (a) any breach by the Franchisee of the terms of the Key Contract to which the relevant Direct Agreement relates; or
- (b) any unsuccessful claim being brought by the Franchisee against the counterparty of any such Key Contract in relation to the termination of such Key Contract.

6. **Emergencies**

6.1 Where any emergency may arise in connection with the provision and operation of the Franchise Services, the Franchisee:

- (a) may enter into on a short-term basis such contracts, licences or other arrangements as it considers necessary or appropriate to deal with the emergency;
- (b) need not procure that the relevant counterparty enters into a Direct Agreement in respect of such contracts or use all reasonable endeavours to assist the Secretary of State in entering into the same;
- (c) shall promptly inform the Secretary of State of any such emergency and contracts, licences or other arrangements which it proposes to enter into; and
- (d) shall take such action in relation to such emergency, contracts, licences or other arrangements as the Secretary of State may request.

7. No Amendment

The Franchisee shall not without the prior consent of the Secretary of State (which shall not be unreasonably withheld) vary, or purport to vary, the terms or conditions of any Key Contract at any time, unless directed to do so by the ORR.

8. Replacement of Key Contracts

The Franchisee shall, prior to the scheduled expiry date of any Key Contract (or, if earlier, such other date on which it is reasonably likely that such Key Contract will terminate), take all reasonable steps to enter into an appropriate replacement contract (whether with the counterparty to the existing Key Contract or not) and shall comply with the reasonable instructions of the Secretary of State in relation to such replacement contract.

9. Termination of Key Contracts

The Franchisee shall, to the extent so requested by the Secretary of State, exercise its right to terminate any Key Contract on the Expiry Date.

APPENDIX 1 TO SCHEDULE 14.3
List of Key Contracts

The following items have as at the date of the Franchise Agreement been agreed between the Parties to be Key Contracts:

1. any Access Agreement to which the Franchisee is a party other than in its capacity as a Facility Owner;
2. any Property Lease and all side agreements relating to such relevant Property Lease;
3. any Rolling Stock Related Contract including the Rolling Stock Leases listed in Table 1 (Original Rolling Stock), Table 2 (Specified Rolling Stock) and Table 3 (Unspecified Additional Rolling Stock) of Appendix 1 (The Composition of the Train Fleet) to Schedule 1.6 (The Rolling Stock);
4. **NOT USED;**
5. any contract or arrangement for the lending, seconding, hiring, contracting out, supervision, training, assessment, or accommodation by another Train Operator or other third party of any train drivers, conductors or other train crew used by the Franchisee in the provision of the Passenger Services;
6. any contract or arrangement for the subcontracting or delegation to another Train Operator or other third party of the provision of any of the Passenger Services (whether or not the consent of the Secretary of State is required to such subcontracting or delegation under paragraph 4 of Schedule 1.1 (Franchise Services and Service Development));
7. any contract or arrangement with a Train Operator or other third party (other than an Access Agreement) for the provision to the Franchisee of train dispatch, performance or supervision of platform duties, security activities, evacuation procedures, advice or assistance to customers, assistance to disabled customers, operation of customer information systems, cash management or ticket issuing systems administration;
8. any contract or arrangement with a Train Operator or other third party for the provision of breakdown or recovery, and track call services to assist in the provision of the Passenger Services;
9. any contract or arrangement for the supply of spare parts or Spares;
10. any contract or arrangement for the maintenance of track and other related infrastructure;
11. any licences of Marks to the Franchisee;
12. any contract or arrangement relating to the operation of smart ticketing;
13. any licence of any CRM System or Yield Management System; and

14. any contract or arrangement for the provision or lending of Computer Systems (other than the CRM System and Yield Management System) used by the Franchisee for the delivery of the Franchise Services and any MCS Contract.

Schedule 14.4
Designation of Franchise Assets

1. Franchise Assets

- 1.1 Subject to paragraph 1.2, all property, rights and liabilities of the Franchisee from time to time during the Franchise Period shall be designated as Franchise Assets and shall constitute Franchise Assets for the purposes of Section 27(11) of the Act.
- 1.2 The rights and liabilities of the Franchisee in respect of the following items shall not be designated as Franchise Assets and shall not constitute franchise assets for the purposes of Section 27(11) of the Act:
- (a) any contracts of employment;
 - (b) the Franchise Agreement and any Transfer Scheme or Supplemental Agreement;
 - (c) the Ticketing and Settlement Agreement;
 - (d) any sums placed on deposit with a bank or other financial institution;
 - (e) such other property, rights and liabilities as the Franchisee and the Secretary of State may agree from time to time or as the Secretary of State may de-designate as Franchise Assets under paragraph 10.2; and
 - (f) any Rolling Stock Leases.

2. Primary Franchise Assets²⁶⁴

- 2.1 The following property, rights and liabilities shall (to the extent that they constitute Franchise Assets) be designated as Primary Franchise Assets with effect from the following dates:
- (a) the property, rights and liabilities listed as such in the table in Appendix 1 (List of Primary Franchise Assets) to this Schedule 14.4 (which constitute Primary Franchise Assets agreed between the Parties as at the date of the Franchise Agreement), on the Start Date;

²⁶⁴ 29 January 2020 (Date of Contract Change Letter) Contract variation agreed by the Secretary of State and Franchisee.

- (b) any additional property, rights and liabilities designated under paragraph 3 during the Franchise Period, on the date of such designation;
- (c) any property or right which is vested in the Franchisee and used for the purpose of maintaining, replacing, repairing or renewing any property designated as Primary Franchise Assets and which forms or replaces part or all of such designated property on completion of such maintenance, replacement, repair or renewal, on the date of its use for such purpose;
- (d) the rights and liabilities of the Franchisee under any Key Contract designated under paragraph 5, on the date of such designation;
- (e) the rights and liabilities of the Franchisee in respect of the terms of any Fare or Discount Card designated under paragraph 6, on the date of such designation;
- (f) any CRM Data and/or Yield Management Data and, to the extent that any CRM System and/or Yield Management System is the property of the Franchisee, such CRM System and/or Yield Management System on the later of the Start Date and:
 - (i) in relation to CRM Data or Yield Management Data, the date on which such CRM Data or Yield Management Data (as applicable) is collected; or
 - (ii) in relation to any such CRM System or Yield Management System, the date on which such CRM System or Yield Management System is created,

save, in relation to CRM Data and Yield Management Data, any data in respect of which the Data Subject has not consented to such data being disclosed and processed by any Successor Operator and/or the Secretary of State;
- (g) any licence of any CRM System and/or Yield Management System, on the date of such licence;
- (h) an RV Asset on the date in which such RV Asset is brought into operational use as specified in the applicable Certification of Completion; and
- (i) Actual Passenger Demand information (and all Intellectual Property Rights in respect of the same), on the date such information is supplied to the Secretary of State pursuant to paragraph 1.1 of Schedule 1.5 (Information about Passengers).

2.2 **[Deleted²⁶⁵]**3. **Designation of Additional Primary Franchise Assets**

Subject to paragraph 2.2(f) the Secretary of State may at any time and from time to time during the Franchise Period, by serving notice on the Franchisee, designate any or all of the Franchise Assets as Primary Franchise Assets. Such designation shall take effect from the delivery of such notice and may refer to all or certain categories of property, rights or liabilities. Any such notice shall specify the reasons for such designation. On or before designation of any Franchise Asset as a Primary Franchise Asset, the Secretary of State may agree not to subsequently de-designate such Primary Franchise Asset without the prior written consent of the Franchisee. If the Secretary of State so agrees, the notice designating the relevant Franchise Asset as a Primary Franchise Asset shall state that the Secretary of State shall not de-designate such Primary Franchise Asset without the prior written consent of the Franchisee.

4. **Designation during last twelve (12) months of Franchise Period**

If the Secretary of State designates a Franchise Asset as a Primary Franchise Asset under paragraph 3 at any time during the last twelve (12) months of the Franchise Period then, within twenty eight (28) days of such designation, the Secretary of State may de-designate such Primary Franchise Asset by serving notice on the Franchisee provided that, in relation to any Primary Franchise Asset in respect of which the Secretary of State agreed pursuant to paragraph 3 that he would not de designate without the prior written consent of the Franchisee, such consent has been obtained. Such de-designation shall take effect upon delivery of such notice.

5. **Designation of Key Contracts as Primary Franchise Assets**

The Secretary of State shall, subject to paragraphs 1.2(b) and 7, be entitled to designate any Key Contract as a Primary Franchise Asset at any time during the Franchise Period by serving notice on the Franchisee. Such designation shall take effect from delivery of such notice.

6. **Designation of Fares and Discount Cards**

The Secretary of State may designate any Fare or Discount Card as a Primary Franchise Asset at any time during the Franchise Period by serving a notice on the Franchisee. Such designation shall take effect from delivery of such notice.

²⁶⁵ 29 January 2020 (Date of Contract Change Letter) Contract deletion agreed by the Secretary of State and Franchisee.

7. **Rights and Liabilities**

The Secretary of State, in designating the rights and liabilities of the Franchisee (whether under a particular contract or other arrangement) as a Primary Franchise Asset may, in his discretion, elect to designate some but not all of the rights and liabilities under a particular contract or other arrangement, or to designate only those rights and liabilities arising after or otherwise relating to a period after a particular time (including the period after the expiry of the Franchise Period) or to those relating only to the Franchise Services or a particular part thereof.

8. **Disputes over Designation**

- 8.1 The Franchisee may object in writing to the Secretary of State to any designation pursuant to paragraph 3 or 4.
- 8.2 Such objection may be made solely on the grounds that the designation of the relevant property, rights or liabilities specified in the objection is not, in the Franchisee's opinion, reasonably necessary to secure the continued provision of the Franchise Services by a Successor Operator on the expiry of the Franchise Period on a basis reasonably acceptable to the Secretary of State or to facilitate the transfer to such Successor Operator of the provision of the Franchise Services at such time.
- 8.3 Any such objection may only be made within twenty eight (28) days of a designation made more than twelve (12) months prior to the end of the Franchise Period or fourteen (14) days of a designation made during the last twelve (12) months of the Franchise Period.
- 8.4 The Secretary of State shall respond to any such objection as soon as reasonably practicable and shall take account of any representations made by the Franchisee regarding the use of the relevant Primary Franchise Asset otherwise than in the provision and operation of the Franchise Services.
- 8.5 If the Franchisee's objection cannot be resolved by agreement within a period of fourteen (14) days from the date of submission of that objection, the Franchisee may refer the dispute for resolution in accordance with the Dispute Resolution Rules.
- 8.6 Any body duly appointed to resolve such dispute shall determine whether or not the designation of the relevant property, rights or liabilities was reasonably necessary for securing that the Franchise Services may continue to be provided by a Successor Operator on the expiry of the Franchise Period on a basis reasonably acceptable to the Secretary of State or otherwise facilitating the transfer of the provision of the Franchise Services at such time, and accordingly whether or not they should cease to be so designated.
- 8.7 If any dispute as to any designation pursuant to paragraph 3 remains outstanding on the expiry of the Franchise Period, then such dispute shall be deemed to cease immediately before the expiry of the Franchise Period

and the relevant Franchise Assets shall continue to be designated as Primary Franchise Assets on and after the expiry of the Franchise Period.

9. **Provision of Information to the Secretary of State**

9.1 The Franchisee shall provide such information as the Secretary of State may reasonably require in order to satisfy the Secretary of State that any Franchise Assets which are to be designated as Primary Franchise Assets after the Start Date under this Schedule 14.4 will at the time of such designation be vested in the Franchisee. Such information may include details of any Security Interests over such property, rights and liabilities.

9.2 The Franchisee shall further provide such information as to the property, rights and liabilities of the Franchisee as the Secretary of State may reasonably require in connection with the designation of Primary Franchise Assets. Such information shall be supplied to the Secretary of State within such timescale as the Secretary of State may reasonably require.

10. **De-Designation of Franchise Assets and Primary Franchise Assets**

10.1 The Secretary of State and the Franchisee may agree in writing at any time during the Franchise Period that a Franchise Asset shall cease to be so designated as a Franchise Asset or that a Primary Franchise Asset shall cease to be so designated as a Primary Franchise Asset, and the relevant Franchise Asset or Primary Franchise Asset (as the case may be) shall cease to be designated upon such agreement coming into effect.

10.2 The Secretary of State may in addition at any time during the Franchise Period, by serving notice on the Franchisee, cause a Franchise Asset which is not a Primary Franchise Asset to cease to be so designated as a Franchise Asset. Such Franchise Asset shall cease to be so designated on the date specified in such notice.

10.3 The Secretary of State may in addition, at any time during the Franchise Period, by serving notice on the Franchisee, cause a particular Primary Franchise Asset to cease to be designated as such provided that, in relation to any Primary Franchise Asset in respect of which the Secretary of State agreed pursuant to paragraph 3 that he would not de designate without the prior written consent of the Franchisee, such consent has been obtained. Such Primary Franchise Asset shall cease to be so designated on the date specified in such notice. Such right may be exercised, in respect of any rights and liabilities in respect of a Fare or Discount Card, at any time and, in respect of any other Primary Franchise Asset, no later than one (1) year prior to the expiry of the Franchise Term.

11. **Amendment of the List of Primary Franchise Assets**

The table in Appendix 1 (List of Primary Franchise Assets) to this Schedule 14.4 shall be amended as the Secretary of State considers

necessary or desirable from time to time to take account of designation and de-designation of Primary Franchise Assets pursuant to this Schedule 14.4.

12. **Spares**

The obligation of the Franchisee to maintain, preserve and protect the Operating Assets (as such term is defined in paragraph 1.1 of Schedule 14.2 (Maintenance of Operating Assets)) under Schedule 14.2 (Maintenance of Operating Assets) shall, in respect of Spares, include the obligation to replace any Spare which has been designated as a Primary Franchise Asset, which subsequent to its designation ceases to be part of the stock of Spares available to the Franchisee for use in the provision of the Franchise Services, with an equivalent Spare of equal or better quality than the Spare so replaced.

**APPENDIX 1 TO SCHEDULE 14.4
List of Primary Franchise Assets**

Description of Primary Franchise Asset	Commitment not to de-designate
[REDACTED ²⁶⁶]	
[REDACTED]	[REDACTED]

266 Date of redaction 28/08/2018 - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Schedule 14.5
Dealing with Franchise Assets

1. Assets not Designated as Primary Franchise Assets

1.1 This paragraph 1 relates to any Franchise Assets that are property or rights and are not designated as Primary Franchise Assets.

1.2 For the purposes of Section 27(3) of the Act, the Secretary of State consents to the Franchisee:

(a) transferring or agreeing to transfer any such Franchise Assets or any interests in, or right over, any such Franchise Assets; and

(b) creating or extinguishing, or agreeing to create or extinguish, any interest in, or right over, any such Franchise Assets.

2. Liabilities not Designated as Primary Franchise Assets

2.1 This paragraph 2 relates to any liabilities which are not designated as Primary Franchise Assets.

2.2 For the purposes of Section 27(3) of the Act, the Secretary of State consents to the Franchisee entering into any agreement under which any such liability is released or discharged, or transferred to another person.

3. Franchise Assets and Primary Franchise Assets

3.1 This paragraph 3 relates to Franchise Assets (whether or not designated as Primary Franchise Assets) which are property or rights.

3.2 The Secretary of State hereby consents to the installation of Spares which have been designated as Primary Franchise Assets on any rolling stock vehicles. Any Spare which is so installed shall cease to be so designated on such installation.

3.3 For the purposes of Section 27(3) of the Act, the Secretary of State hereby consents to the Franchisee creating or agreeing to create any Security Interest over any of these Franchise Assets to the extent that the terms of any such Security Interest provided that:

(a) if the relevant Franchise Asset becomes the subject of a transfer scheme made under Section 12 and Schedule 2 of the Railways Act 2005, it shall be fully and automatically released from the relevant Security Interest immediately before the coming into force of such transfer scheme;

(b) if the relevant Franchise Asset is assigned, novated or otherwise transferred to another person pursuant to and in accordance with the Franchise Agreement, it shall be fully and automatically released

from the relevant Security Interest immediately before such assignment, novation or transfer; and

- (c) such Security Interest shall not be enforced or enforceable until the date on which such Franchise Asset ceases to be designated as a Franchise Asset.

4. **Prohibition on Other Security Interests**

The Franchisee shall not create or agree to create a Security Interest over any Franchise Asset except on the terms permitted under paragraph 3.3.

5. **Miscellaneous**

The Franchisee shall promptly inform the Secretary of State of any Security Interest arising at any time over any of its property or rights and shall provide the Secretary of State with such information in relation thereto as he may reasonably require.

Schedule 14.6
Residual Value Mechanism

1. Provisions relating to RV Assets

1.1 The provisions of paragraphs 3, 4, 7, 8 and 10 to 12 of Schedule 14.4 (Designation of Franchise Assets) (inclusive) shall not apply in respect of any RV Asset.

1.2 De-Designation of RV Assets as Primary Franchise Assets

The Secretary of State may, at any time during the Franchise Period, by serving notice on the Franchisee cause a particular RV Asset designated as a Primary Franchise Asset pursuant to paragraph 2.1(h) of Schedule 14.4 (Designation of Franchise Assets) to cease to be designated as such on the occurrence of any of the following:

- (a) such RV Asset is lost, destroyed or otherwise beyond repair after the date upon which it is designated as a Primary Franchise Asset pursuant to paragraph 2.1(h) of Schedule 14.4 (Designation of Franchise Assets) and such RV Asset is not replaced; or
- (b) the Secretary of State and the Franchisee agree in writing at any time during the Franchise Period that such RV Asset shall cease to be so designated as a Primary Franchise Asset; or
- (c) for an RV Asset that is a Network Rail Fixture Asset the applicable Station Access Conditions or Depot Access Conditions are amended at any time after the date of designation of such RV Asset such that the Franchisee ceases to be responsible under the applicable Station Access Conditions or Depot Access Conditions (as the case may be) for the maintenance, repair and renewal of such RV Asset.

Such RV Asset shall cease to be designated as a Primary Franchise Asset with effect from the date specified in any notice served by the Secretary of State pursuant to this paragraph 1.2 and the table in Appendix 1 to Schedule 14.6 (List of the RV Assets) shall be deemed to be amended and thereafter shall be amended to take account of any such de-designation.

1.3 Process for issue of a Certificate of Completion for RV Assets

- (a) Within twenty (20) days of the date upon which an RV Asset is brought into operational use the Franchisee shall provide to the Secretary of State such information as is required by the Secretary of State for, and in the detail needed for demonstrating that such RV Asset has been brought into operational use and evidencing the actual capital cost incurred by the Franchisee on the procurement of such RV Asset including the following:
 - (i) the information described in paragraph 9 of Schedule 14.4 (Designation of Franchise Assets), including such information

as the Secretary of State may require pursuant to paragraph 9.2 of Schedule 14.4 (Designation of Franchise Assets);

- (ii) information which shows the actual date upon which such RV Asset was brought into operational use (including photographic evidence or any other kind of record which shows that such RV Asset has been brought into operational use);
 - (iii) in respect of an RV Asset that is a Network Rail Fixture Asset, written confirmation from Network Rail that:
 - (A) such RV Asset will be owned by the Franchise and remain the unencumbered asset of the Franchisee for the duration of the asset life of such RV Asset or the duration of the Franchise Period (whichever is the shorter); and
 - (B) the Franchisee has the responsibility under the Station Access Conditions or the Depot Access Conditions (as the case may be) applicable in relation to such Station or Depot (as the case may be) to maintain, repair and renew such RV Asset from the date upon which such RV Asset property is brought into operational use for the duration of the asset life of such RV Asset or the duration of the Franchise Period (whichever is the shorter);
 - (iv) information evidencing the actual capital cost of procuring such RV Asset (including receipts and other supporting evidence);
 - (v) information which shows that such RV Asset satisfies the requirements of the Committed Obligations to which it relates; and
 - (vi) the information required by paragraph 1.5; and
 - (vii) such other information as the Secretary of State may reasonably require for the purposes of satisfying himself that such RV Asset has been brought into operational use by a date that is no later than four (4) years after the Start Date and verifying the actual capital costs incurred by the Franchisee on the procurement of such RV Asset.
- (b) Subject to receipt of the information required in paragraph 1.3(a) and none of the events described in paragraph 1.2 having occurred, the Secretary of State shall issue to the Franchisee a certificate of completion ("**Certificate of Completion**") which shall specify for the purposes of this Agreement the date upon which the relevant RV Asset was brought into operational use provided that nothing in

this paragraph 1.3(b) shall oblige the Secretary of State to issue a Certificate of Completion in respect of any RV Asset:

- (i) if the Secretary of State, acting reasonably is not satisfied that such RV Asset will at the time of such designation be vested in the Franchisee;
 - (ii) if the Secretary of State reasonably determines that such RV Asset does not satisfy the requirements of the Committed Obligation to which it relates;
 - (iii) that is brought into operational use on a date that is later than the date which is four (4) years after the Start Date; or
 - (iv) where the confirmation from Network Rail referred in paragraph 1.3(a)(iii) has not been issued.
- (c) The Secretary of State may, prior to the issue of a Certificate of Completion in respect of an RV Asset, exercise his rights under paragraph 6 (Right to Inspect) of Schedule 11.2 (Management Information) to inspect an RV Asset for the purposes of satisfying himself that such RV Asset satisfies the requirements of the Committed Obligation to which it relates.

1.4 Adjustments to the Transfer Value

If:

- (a) the Franchise Agreement is extended as contemplated in clause 5 (Duration of the Franchise Agreement) then the Secretary of State shall adjust the RV Asset Transfer Value applicable to each RV Asset by depreciating each such RV Asset on a straight line basis from the date specified for such RV Asset in Column 3 of Appendix 1 to this Schedule 14.6 ("**Planned Delivery Date**") until the end of the Franchise Period (as extended) and so that:
 - (i) the Revised RV Asset Transfer Value will be the residual value of the RV Asset following such depreciation as at the end of the Franchise Period (as extended) or, if the RV Asset has been fully depreciated on that basis at that time, nil; and
 - (ii) from the date of the extension of the Franchise Agreement Column 2 of the table in Appendix 1 to this Schedule 14.6 (List of the RV Assets) shall be deemed to be and shall be restated in the amounts of the Revised RV Asset Transfer Value; or
- (b) the actual capital cost incurred by the Franchisee in procuring any RV Asset is less than the amount specified in Column 5 of the table in Appendix 1 to this Schedule 14.6 (List of the RV Assets) in respect of any such RV Asset, then:

- (i) the Secretary of State shall with effect from the date upon which a Certificate of Completion is issued in respect of such RV Asset adjust the RV Transfer Value applicable to such RV Asset by using the same principles as were specified in the Financial Model and Record of Assumption for the calculation of the initial RV Transfer Value except that actual capital cost for such RV Asset shall replace the capital cost specified for such RV Asset in Column 5 of the table of Appendix 1 to this Schedule 14.6 (List of the RV Assets) in order to calculate the Revised RV Asset Transfer Value; and
 - (ii) Column 2 of the table in Appendix 1 to this Schedule 14.6 (List of the RV Assets) shall, from the date of any such adjustment be deemed to be restated and shall be restated in the amounts of the Revised RV Asset Transfer Value.
- (c) For the purposes of this paragraph 1.4:
- (i) **"RV Asset Transfer Values"** means each of the transfer values relating to the RV Assets as specified in Column 2 of the table in Appendix 1 to this Schedule 14.6 (List of RV Assets);
 - (ii) **"Revised RV Asset Transfer Values"** means each of the RV Asset Transfer Values as adjusted by the Secretary of State in accordance with the provisions of paragraph 1.4(a) or paragraph 1.4(b) (as applicable).

2. Maintenance Requirements for RV Assets

- 2.1 At the same time as the Franchisee provides the information required pursuant to paragraph 1.3(a) in respect of any RV Asset, the Franchisee shall submit to the Secretary of State a schedule of condition specifying the condition of such RV Asset as at the date upon which such RV Asset was brought into operational use as specified in the applicable Certificate of Completion. Such schedule of condition must be approved by the Secretary of State and shall be in respect of such aspects of an RV Asset as the Secretary of State may reasonably require. The Franchisee shall ensure that each RV Asset is maintained, preserved and protected in at least the same condition, subject to fair wear and tear, as specified in the applicable schedule of condition as approved by the Secretary of State in respect of such RV Asset pursuant to this paragraph 2.1. In respect of any RV Asset that is a Network Rail Fixture Asset the Franchisee shall ensure that any schedule of condition prepared as required by this paragraph 2.1 shall comply with the Franchisee's maintenance obligations relating to such Network Rail Fixture Asset under the applicable Station Access Conditions and/or Depot Access Conditions (as the case may be).
- 2.2 Subject to paragraph 2.3, where the Franchisee has failed to demonstrate to the reasonable satisfaction of the Secretary of State that it has complied

with its maintenance obligations in paragraph 2.1 in respect of any RV Asset then the Secretary of State may by notice in writing to the Franchisee require that the RV Asset Transfer Value payable by a Successor Operator required pursuant to the Supplemental Agreement to pay to the Franchisee the RV Asset Transfer Value for such RV Asset ("**Relevant Successor Operator**") is adjusted downwards by an amount that is equal to the amount that is agreed by the Franchisee and the Relevant Successor Operator (or on failure to agree, as reasonably determined by the Secretary of State) as being the amount reasonably expected to be incurred by the Relevant Successor Operator for putting such RV Asset in the condition required pursuant to paragraph 2.1.

- 2.3 The provisions of paragraph 2.2 shall not apply in circumstances where the Franchisee and the Relevant Successor Operator agree that the Franchisee shall either:
- (a) rectify any relevant non-compliance with the requirements of paragraph 2.1; or
 - (b) indemnify the Relevant Successor Operator (the form of such indemnity to be in a form that is acceptable to the Relevant Successor Operator) against the reasonable costs of putting the relevant RV Asset in the condition required by paragraph 2.1.

**APPENDIX 1 TO SCHEDULE 14.6
List of the RV Assets**

Column 1	Column 2	Column 3	Column 4	Column 5
Description of the RV Assets	RV Asset Transfer Value (£)	Planned Delivery Date	Is RV Asset a Network Rail Fixture Asset (Yes/No)	Capital Cost (£)
[REDACTED ²⁶⁷]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

267 Date of redaction 28/08/2018 - Where text has been omitted from the document this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Schedule 14.7
Incentivising Long Term Investment

This Schedule sets out the Secretary of State's guidance on how he approaches incentivising long term investment. Nothing in this Schedule is intended to limit or be limited by the provisions of paragraph 2.2 of Schedule 14.4 (Designation of Franchise Assets)

1. The Secretary of State wishes to encourage the Franchisee to:
 - (a) improve the efficiency;
 - (b) reduce the cost; and
 - (c) enhance the revenue earning potential of the delivery of services to passengers,from the commencement of the Franchise, through the Franchise Term and into the successor franchises.
2. It is recognised however that the Franchise Term may be perceived to be a barrier to undertaking investment or change programmes where:
 - (a) the time scale for implementation limits the benefit to the Franchisee; or
 - (b) the business case for such investment or change has a payback period longer than the Franchise Term.
3. In this context investment or change may be considered to encompass:
 - (a) capital investments undertaken solely by the Franchisee;
 - (b) capital investments undertaken by the Franchisee in association with others;
 - (c) total or partial substitution of certain train services by bus services where an enhanced service level could be provided for reduced cost or where the provision of bus services improves the overall capacity of the network or delivers other benefits;
 - (d) changes in working practices of the Franchisee's employees;
 - (e) changes in the contracted roles and responsibilities between the Franchisee and its major suppliers; and
 - (f) operational changes.
4. Accordingly, the Franchisee is encouraged to propose schemes that seek to achieve the objectives set out in paragraph 1 for consideration by the Secretary of State during the Franchise Term.

5. In considering the Franchisee's proposals for any investment or change proposed to be undertaken, the Secretary of State will recognise:
- (a) the capital cost and proposed payment profile;
 - (b) legitimate costs of the Franchisee in developing, procuring, delivering and project managing the project;
 - (c) the life of any capital assets and the duration of the benefits stream arising;
 - (d) the remaining Franchise Term and the projected payback period;
 - (e) the benefits associated with undertaking the investment early rather than waiting until the Franchise is re-let;
 - (f) the risks of cost overrun or under performance of the projected benefits;
 - (g) a profit element for undertaking the project commensurate with the risks of the proposed project; and
 - (h) alternative benefit sharing arrangements which could be based on:
 - (i) a capital lump sum when the expenditure is incurred;
 - (ii) an enhanced Franchise Payment over the Franchise Term;
 - (iii) a balloon payment on expiry of the Franchise which allocates a proportion of future benefits to the Franchisee;
 - (iv) an ongoing payment if the benefits materialise after the Franchise Term; and/or
 - (v) any combination of any of paragraphs 5(h) (i) to 5(h) (iv) inclusive.
6. In evaluating the Franchisee's proposals for any investment or change proposed to be undertaken and to enable best value for money to be obtained from third party financiers, the Secretary of State shall also give consideration to the appropriateness of the provision, by the Secretary of State, of an undertaking (or other form of comfort) pursuant to Section 54 of the Act.

SCHEDULE 15
Obligations Associated with Termination

Schedule 15.1:	Reletting Provisions
Schedule 15.2:	Last Twelve (12) or Thirteen (13) months of Franchise Period and other conduct of business provisions
Schedule 15.3:	Handover Package
	Appendix 1: Form of Handover Package
Schedule 15.4:	Provisions Applying on and after Termination
	Appendix 1: Form of Transfer Scheme
	Appendix 2: Form of Supplemental Agreement

Schedule 15.1
Reletting Provisions

1. Reletting of Franchise

- 1.1 The Franchisee acknowledges that the Secretary of State may wish, at or before the expiry of the Franchise Period, either to invite persons to tender for the right to provide all or some of the Passenger Services under a franchise agreement or alternatively to enter into a franchise agreement in respect of all or some of the Passenger Services without having gone through a tendering process.
- 1.2 The Franchisee further acknowledges that the Secretary of State has in certain circumstances a duty under Section 30 of the Act to secure the continued provision of services equivalent to the Passenger Services on expiry or termination of the Franchise Agreement. The Franchisee accordingly accepts and agrees to the restrictions and obligations imposed on it under Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development), Schedule 14 (Preservation of Assets) and this Schedule 15 (Obligations Associated with Termination).

2. Preparation for Reletting

- 2.1 The Franchisee shall, if so requested by the Secretary of State:
- (a) provide the Secretary of State and his representatives and advisers with access to officers, the Franchise Employees and all books, records and other materials kept by or on behalf of the Franchisee in connection with the Franchise Services (including electronic or magnetic records, any CRM System and any Yield Management System) for the purpose of assisting such representatives and advisers:
 - (i) to prepare reports or other documents in connection with any invitation to potential Successor Operators to tender for the right and obligation to operate all or any of the Franchise Services;
 - (ii) to prepare invitations to other potential franchisees to tender for the right and obligation to provide any other railway passenger services or operate any other additional railway asset; or
 - (iii) to enter into any franchise agreement or other agreement (including any agreement entered into by the Secretary of State in fulfilment of his duties under Section 30 of the Act) relating to the services equivalent to the Franchise Services, without undergoing a tendering process,

provided that the exercise of such access rights by the Secretary of State and his representatives and advisers shall not unduly interfere

with the continuing provision and operation of the Franchise Services by the Franchisee.

- 2.2 The Franchisee shall, if so requested by the Secretary of State, at its own cost, publish and display such publicity and promotional material and notices as the Secretary of State may provide to the Franchisee for the purposes of informing passengers of any matters relating to the Tendering/Reletting Process including:
- (a) the commencement of any Tendering/Reletting Process;
 - (b) making passengers aware of any consultation being undertaken by the Secretary of State in relation to any such Tendering/Reletting Process; and
 - (c) informing passengers of the outcome of any Tendering/Reletting Process.
- 2.3 The obligation to publish and display pursuant to paragraph 2.2 shall mean making the relevant publicity and promotional material and notices available to passengers by such means as the Secretary of State may reasonably require including by displaying publicity and promotional material and notices at Stations and on trains, publishing relevant information in any reports published to passengers or including such information in any leaflets, newspapers or other promotional material published to passengers by the Franchisee from time to time.
3. **Data Site Information**
- 3.1 The Franchisee shall make available to the Secretary of State and his representatives and advisers such Data Site Information (as defined at paragraph 3.5) as they shall reasonably require in connection with the matters referred to in paragraph 2.1 by no later than three (3) months after the date of such request.
- 3.2 The Franchisee shall prepare and present such information in such manner (including in disaggregated form) as the Secretary of State may require, and shall provide such assistance as the Secretary of State may require in connection with the verification of such information.
- 3.3 The Franchisee shall provide such confirmation in relation to the accuracy of:
- (a) the contents of the documents referred to in paragraph 2.1; and
 - (b) any Data Site Information uploaded to such electronic data site as the Secretary of State may require pursuant to paragraph 3.4,
- in each case, as the Secretary of State shall require from time to time.
- 3.4 The Franchisee shall upload such Data Site Information as the Secretary of State may require to such electronic data site as he may specify and shall

make a sufficient number of appropriate staff available for that purpose. The Franchisee shall ensure that such staff are trained in the use of such data site (such training to be at the expense of the Secretary of State). For the avoidance of doubt, the Data Site Information required by the Secretary of State under this paragraph may cover the entire Franchise Period or any part of it.

3.5 **"Data Site Information"** means information relating to any of the following:

- (a) the Franchise or the Franchisee, any Affiliate of the Franchisee or their respective businesses (including their audited and management accounts, asset registers and contract lists);
- (b) past and present demand for the Franchise Services or any similar services (including passenger count data, Yield Management Data and CRM Data);
- (c) information required to be provided by the Franchisee pursuant to Schedule 1.5 (Information about Passengers);
- (d) the total revenue (being all revenue whatsoever from any source obtained from any commercial or non-commercial activity or undertaking of the Franchisee) received or which the Franchisee expects to receive during the Franchise Period;
- (e) the Franchisee's safety authorisation, safety certificate or safety management system (in each case as defined in the Safety Regulations);
- (f) any other safety matter;
- (g) the arrangements contained within the Railways Pension Scheme, the Pension Trust, the Franchise Section, or any other pension arrangement in respect of employees of the Franchisee or employees of any person who was a franchisee or franchise operator in relation to a Previous Franchise Agreement;
- (h) the management structure of the Franchisee's business (including organograms and any planned changes);
- (i) employees and contractors (including details of responsibilities, job title, remuneration, grade, qualifications and any other personnel records);
- (j) terms and conditions of employment and human resources policies;
- (k) public and working timetables;
- (l) driver, other train crew and rolling stock diagrams;

- (m) rolling stock (including train and vehicle miles, restrictions of use, fleet examinations and servicing, fleet performance, casualty data and any relevant reports);
- (n) any station (including any leases, documents of title, maintenance arrangements, station facilities, plans and contingency or security plans relating to any station);
- (o) health and safety and environmental information;
- (p) copies of contracts (including Access Agreements, policies of insurance, property, rolling stock and other leases, catering contracts, contracts for outsourced services, and rolling stock maintenance and spares contracts);
- (q) Network Rail charges and requirements (including rules of the route/plan);
- (r) any information technology system (hardware or software) used or owned by the Franchisee or any Affiliate of the Franchisee (including any software licences);
- (s) performance data;
- (t) customer service (including staffing levels, call volumes and opening hours);
- (u) fares and fares baskets;
- (v) relationships with stakeholders (including minutes of meetings with unions, Passenger Transport Executives, local authorities or Transport for London); or
- (w) any other matter which the Secretary of State may specify from time to time,

and in this paragraph 3.5, the term "**employee**" includes any person engaged by the Franchisee pursuant to a contract of personal service.

3.6 The Franchisee shall:

- (a) comply with its obligations under paragraph 2.1 or this paragraph 3 promptly and in any case in accordance with any reasonable timetable with which the Secretary of State requires the Franchisee by notice in writing to comply;
- (b) where the Secretary of State raises with the Franchisee any query in relation to any Data Site Information, make a full and substantive response to such query within five (5) Weekdays. Such response shall include any further information requested by the Secretary of State in relation to such query; and

- (c) nominate a person to whom:
- (i) all queries or requests for information pursuant to paragraph 3.6(b);
 - (ii) requests for access to premises pursuant to paragraph 5; and
 - (iii) requests for access to employees,

shall be addressed and who shall be responsible for complying with any such queries or requests for information and such requests for access to employees and premises. The Franchisee shall notify the Secretary of State (his representatives and advisers) of the name and contact details of such person.

3.7 In connection with any proposal (whether or not yet finalised) to enter into separate franchise agreements and/or other agreements with more than one Successor Operator, each relating to some only of services equivalent to the Franchise Services (whether or not together with other railway passenger services) at or following the end of the Franchise Period, the Franchisee agrees and acknowledges that the Secretary of State may require:

- (a) that the Franchisee provides the Secretary of State with additional information and reports and analysis in respect of such Service Groups as the Secretary of State may specify. This may include:
 - (i) information relating to the operational and financial performance of the Franchisee in relation to such Service Groups; and
 - (ii) identification of those employees, assets and liabilities which relate to such Service Groups together with an indication of the extent to which the same are shared between the operation of different Service Groups; and
- (b) subject to paragraph 3.8, that the Franchisee reorganises the business of providing services equivalent to the Franchise Services in order to facilitate the transfer anticipated by this Schedule 15.1 on an ongoing basis of the business of providing the Franchise Services within each of such Service Groups to separate Successor Operators. This may include, to the extent reasonably practicable:
 - (i) the re-organisation of personnel such that an appropriate number of employees (having sufficient skills, qualifications and experience) will transfer by operation of Law to each Successor Operator of each such Service Group; and/or
 - (ii) entering into additional or clarificatory contractual or other arrangements so that the Successor Operator of each such

Service Group will have the necessary assets and rights to operate the Franchise Services within that Service Group; and

- (c) that the Franchisee uploads Data Site Information to more than one data site.
- 3.8 Subject to paragraph 3.9, the Secretary of State shall reimburse any reasonable expenses that the Franchisee may incur in complying with its obligations under this paragraph 3.
- 3.9 Without prejudice to any other rights the Secretary of State may have (under the Franchise Agreement or otherwise) in respect of any contravention by the Franchisee of its obligations under this paragraph 3, if the Secretary of State is of the reasonable opinion that the Franchisee does not have sufficient resources to enable its compliance with its obligations under this paragraph 3 he may:
- (a) require the Franchisee (at its own cost) to employ; or
 - (b) after notification to the Franchisee, employ,
- such suitable additional resource as may be required to ensure that the Franchisee can comply with its obligations under this paragraph 3. The Franchisee shall reimburse to the Secretary of State, by way of adjustment to Franchise Payments, any proper costs (including staff costs) incurred by him in the employment of any such additional resource pursuant to paragraph 3.9(b).
- 3.10 To the extent reasonably practicable, prior to taking any of the actions referred to in paragraph 3.9, the Secretary of State shall allow the Franchisee a reasonable opportunity to make representations to him concerning the exercise by the Secretary of State of his rights under paragraph 3.9 but the Secretary of State shall not be obliged by those representations to refrain from exercising any of the actions specified under paragraph 3.9.
4. **Non-Frustration of Transfer to Successor Operator**
- 4.1 The Franchisee shall take no action or steps which is or are designed, directly or indirectly:
- (a) to prevent, prejudice or frustrate the transfer as a going concern of the business of providing the Franchise Services at the end of the Franchise Period to a Successor Operator; or
 - (b) to avoid, frustrate or circumvent any provision of the Franchise Agreement (including in particular the provisions of Schedule 14 (Preservation of Assets) and this Schedule 15) which is included in whole or in part for the purpose of preventing any such preventive, prejudicial or frustrating action or steps.

- 4.2 Subject to the restrictions set out in paragraph 4.1 and the other provisions of the Franchise Agreement, the Franchisee may take such action as it may require for the purposes of bidding to become, or becoming, a Successor Operator.
5. **Inspection Rights at premises used for the provision of the Franchise Services**
- 5.1 Without limiting any other rights of the Secretary of State under the Franchise Agreement and subject to paragraph 5.2, the Franchisee shall, if so requested by the Secretary of State, permit the Secretary of State (or his nominee, which for these purposes shall include potential Successor Operators including potential bidders who have expressed an interest in tendering for the right and obligation to operate any or all of the Franchise Services) to have such access to premises owned or occupied by the Franchisee or any of its Affiliates (including Stations and Depots and which for these purposes shall include any premises used in connection with the provision of the Franchise Services by the Franchisee or any of its Affiliates) as the Secretary of State may reasonably require in connection with any Tendering/Reletting Process including for the purposes of inspecting such premises (including the taking of inventories) and undertaking such surveys as may be necessary or desirable for the purposes of ascertaining the condition of any such premises.
- 5.2 The Secretary of State shall use reasonable endeavours to ensure that any access rights required pursuant to paragraph 5.1 shall be undertaken so as not to unduly interfere with the continuing provision and operation of the Franchise Services by the Franchisee.

Schedule 15.2

Last Twelve (12) Or Thirteen (13) Months Of Franchise Period And Other Conduct Of Business Provisions**1. Last Twelve (12) or Thirteen (13) Month Period**

1.1 Where reference is made in the Franchise Agreement to the last twelve (12) or thirteen (13) months of the Franchise Period, such period shall be deemed to commence on the earliest of the following dates:

- (a) the date which is twelve (12) or thirteen (13) months, as the case may be, prior to the Expiry Date or if the actual date of expiry of the Franchise Period is known the date which is twelve (12) or thirteen (13) months prior to that date;
- (b) the date on which the Secretary of State notifies the Franchisee that such period of twelve (12) or thirteen (13) months shall be deemed to commence on the grounds that the Secretary of State reasonably considers that an Event of Default may occur within the following twelve (12) months; or
- (c) the date on which the Secretary of State notifies the Franchisee that such period of twelve (12) or thirteen (13) months shall be deemed to commence on the grounds that the Secretary of State considers it reasonably likely that the Franchise Agreement will be terminated by agreement between the Parties within such period.

1.2 Any such period (which may be longer or shorter than twelve (12) or thirteen (13) months, as the case may be) shall expire on the Expiry Date or, if earlier:

- (a) in the case of periods commencing under paragraph 1.1(b) or 1.1(c), the date falling twelve (12) or thirteen (13) months after the date of any notice under paragraph 1.1(b) or 1.1(c); or
- (b) such earlier date as the Secretary of State may determine.

2. Terms of Employment of Existing Employees

2.1 The Franchisee shall not, and shall secure that each other relevant employer shall not, without the prior consent of the Secretary of State (which shall not be unreasonably withheld), vary or purport or promise to vary the terms or conditions of employment of any Franchise Employee (in particular, the Franchisee shall not promise to make any additional payment or provide any additional benefit or vary any term or condition relating to holiday, leave or hours to be worked) where such variation or addition:

- (a) takes effect in the last twelve (12) months of the Franchise Period unless it is in the ordinary course of business and, when aggregated with any other variation or addition which takes effect during such period, represents an increase in the remuneration of a Franchisee

Employee of no more than the amount determined in accordance with the following formula:

$\frac{MAWE + JAWWE + SAWE + DAWWE}{4}$	
Where:	
MAWE	is the change in the Average Weekly Earnings between March in the preceding twelve (12) months and the corresponding March one (1) year before, expressed as a percentage;
JAWWE	is the change in the Average Weekly Earnings between June in the preceding twelve (12) months and the corresponding June one (1) year before, expressed as a percentage;
SAWE	is the change in the Average Weekly Earnings between September in the preceding twelve (12) months and the corresponding September one year before, expressed as a percentage; and
DAWWE	is the change in the Average Weekly Earnings between December in the preceding twelve (12) months and the corresponding December one (1) year before, expressed as a percentage;

- (b) wholly or partly first takes effect after the end of the Franchise Period;
- (c) results in any such employment not being terminable by the Franchisee or other relevant employer within six (6) months of the expiry of the Franchise Period;
- (d) relates to a payment or the provision of a benefit triggered by termination of employment;
- (e) relates to the provision of a benefit (excluding base salary) which any such employee will or may have a contractual right to receive after the expiry of the Franchise Period; or

- (f) prevents, restricts or hinders any such employee from working for a Successor Operator or from performing the duties which such employee performed for the Franchisee.

It is agreed that the Franchisee will be permitted to make a decrease in the remuneration of any Franchise Employee that takes effect in the last twelve (12) months of the Franchise Period without first obtaining the consent of the Secretary of State in circumstances where such decrease is in the ordinary course of business and when aggregated with any other variation which takes effect during such period, represents a decrease in the remuneration of a Franchise Employee of no more than the amount determined in accordance with the formula contained in paragraph 2.1(a) where a calculation pursuant to such formula gives rise to a negative percentage. In any other circumstances the prior consent of the Secretary of State will be required to any decrease in the remuneration of a Franchise Employee in the last twelve (12) months of the Franchise Period.

- 2.2 Without limiting the foregoing, the Franchisee shall consult the Secretary of State as soon as reasonably practicable in any circumstances in which the Secretary of State's consent under paragraph 2.1 may be required. Further, it shall always be deemed to be reasonable for the Secretary of State to withhold his consent to a variation or addition which is prohibited without such consent under paragraph 2.1(a) provided the Secretary of State:

- (a) makes an overall increase in Franchise Payments equal to the amount of the direct net losses suffered by the Franchisee on the days when the Passenger Services are affected by Industrial Action taken by the Franchise Employees which is a consequence of a refusal by the Secretary of State to agree to the variation or addition; and
- (b) agrees that, to the extent that the Franchisee would otherwise be in contravention of the Franchise Agreement as a consequence of the Industrial Action referred to in this paragraph 2.2, no such contravention shall have occurred, save where such contravention relates to safety requirements.

- 2.3 The expression "**promise to vary**" when used in paragraph 2.2 includes any offer or indication of willingness to vary (whether or not such offer or willingness is made conditional upon obtaining the Secretary of State's consent).

3. **Terms of Employment of New Employees**

- 3.1 The Franchisee shall not, and shall secure that each other relevant employer shall not, without the prior consent of the Secretary of State (which shall not be unreasonably withheld), create or grant, or promise to create or grant, terms or conditions of employment for any Franchise Employee where the employment of such Franchise Employee by the Franchisee or

such other relevant employer may commence on or after the Start Date if and to the extent that:

- (a) such terms or conditions are, in the reasonable opinion of the Franchisee, materially different from the terms or conditions of employment of equivalent or nearest equivalent Franchise Employees at the date on which such employment is scheduled to commence; and
- (b) if such terms or conditions were granted to such equivalent Franchise Employees already employed by the Franchisee by way of variation to their terms or conditions of employment, the Franchisee would be in contravention of paragraph 2.1.

4. **Changes in Numbers and Total Cost of Employees**

4.1 Subject to and excluding any increase in the remuneration of Franchise Employees permitted under paragraph 2.1, the Franchisee shall not, and shall secure that each other relevant employer shall not, without the prior written consent of the Secretary of State (which shall not be unreasonably withheld) increase or decrease in the last twelve (12) months of the Franchise Period the number of Franchise Employees such that:

- (a) the total number of Franchise Employees or the total cost per annum to the Franchisee and each other relevant employer of employing all Franchise Employees is increased; or
- (b) the total number of Franchise Employees is decreased,

in each case, by more than five per cent (5%) during such period of twelve (12) months provided that where the last twelve (12) or thirteen (13) months of the Franchise Period has been deemed to have commenced under paragraph 1.1 and the period of the restriction contemplated by this paragraph 4 lasts longer than twelve (12) months such restriction shall apply in respect of the longer period.

5. **Fares**

5.1 **Reduction in Prices of Fares**

- (a) During the last thirteen (13) months of the Franchise Period the Franchisee shall not, without the prior written consent of the Secretary of State (not to be unreasonably withheld), set the Price or Child Price of or sell (except to the extent required to do so under the terms of the Ticketing and Settlement Agreement as a result of the Price or Child Price of a Fare being set by another person) any Fare which would entitle the purchaser of such Fare to travel on all or any of the Passenger Services after the Franchise Period for an amount which is less than the Price or the Child Price of that Fare immediately before the commencement of such thirteen (13) month

period or, in the case of a new Fare, the Price of its nearest equivalent immediately before the commencement of such period.

- (b) Paragraph 5.1(a) shall not prevent the Franchisee from giving any discount or reduction to which the purchaser of a Fare may be entitled by virtue of:
 - (i) presenting a Discount Card (or any equivalent replacement thereof) issued by the Franchisee before the commencement of such thirteen (13) month period and to which the purchaser would have been entitled before the commencement of such period;
 - (ii) presenting a Discount Card issued by another train operator;
 - (iii) the Passenger's Charters or the passenger's charter of any other train operator; or
 - (iv) any relevant conditions of carriage.
- (c) The Franchisee shall procure that persons acting as its agent (except persons acting in such capacity by virtue of having been appointed under Parts II to VI of Chapter 9 of the Ticketing and Settlement Agreement or by being party to the Ticketing and Settlement Agreement) shall comply with the provisions of paragraph 5.1(a) to the extent that such provisions apply to the selling of Fares by the Franchisee.

5.2 Percentage Allocations

- (a) Except to the extent that the Secretary of State may consent from time to time (such consent not to be unreasonably withheld), the Franchisee shall not, in the last thirteen (13) Reporting Periods of the Franchise Period, take any action or step which may result in its Percentage Allocation (as defined in the Ticketing and Settlement Agreement) in respect of any Rail Product (as defined in the Ticketing and Settlement Agreement) being reduced.
- (b) The Franchisee shall notify the Secretary of State before taking any such action or step in the last thirteen (13) Reporting Periods of the Franchise Period and upon becoming aware of any other person proposing to take any action or step which may have the same effect. The Franchisee shall take such action as the Secretary of State may reasonably request in order to prevent any such reduction, including submitting any dispute to any relevant dispute resolution procedures.

5.3 **Restrictions in respect of Sale of Advance Purchase Train-specific Fares**

- (a) It is acknowledged that the Franchisee will make available for sale prior to the end of the Franchise Period Advance Purchase Train-specific Fares which are valid for travel after the end of the Franchise Period.
- (b) In making such Advance Purchase Train-specific Fares available for purchase the Franchisee shall not change its commercial practice in terms of the number of such Advance Purchase Train-specific Fares made available or the Passenger Services on which they are valid for use when compared with its previous commercial practice in respect of Advance Purchase Train-specific Fares valid for travel prior to the end of the Franchise Period.
- (c) The Franchisee will be permitted to take into account reasonable seasonal factors in determining its previous commercial practice. In assessing reasonableness, account will be taken of the Franchisee's practice in addressing such seasonal factors in the corresponding period in the previous year.

6. **Voting on Scheme Councils**

6.1 Subject to paragraph 7.4, during the last twelve (12) months of the Franchise Period the Franchisee shall give the Secretary of State reasonable notice of:

- (a) any meeting of:
 - (i) a scheme council of an Inter-Operator Scheme on which the Franchisee is represented; or
 - (ii) a scheme management group of any Inter-Operator Scheme:
 - (A) in which the Franchisee has a permanent position; or
 - (B) where the Franchisee employs a member of such group;
- (b) the resolutions to be voted upon at any such meeting; and
- (c) the Franchisee's voting intentions.

6.2 Subject to paragraph 7, the Franchisee shall vote at any such meeting in the manner required by the Secretary of State.

7. **Successor Operator**

7.1 Where the Franchisee has been notified by the Secretary of State that a Successor Operator has been selected (whether a franchisee or otherwise and whether or not such selection is conditional), the Franchisee shall give such Successor Operator reasonable notice of:

- (a) any meeting referred to in paragraph 6.1(a);
 - (b) any resolutions to be voted upon at any such meeting where such resolutions might reasonably be considered to affect the interests of such Successor Operator; and
 - (c) the Franchisee's voting intentions.
- 7.2 The Franchisee shall discuss with the Successor Operator in good faith with a view to agreeing the way the Franchisee should vote on the resolutions referred to in paragraph 7.1(b). In the absence of any agreement, the Franchisee shall, as soon as reasonably practicable thereafter, having regard to the deadline for voting on such resolutions, refer the matter to the Secretary of State for determination.
- 7.3 The Secretary of State shall reasonably determine the way the Franchisee should vote on any resolutions referred to him in accordance with paragraph 7.2, having regard to the transfer of the Franchise Services as a going concern at the end of the Franchise Period.
- 7.4 Where paragraph 7 applies, the Franchisee shall vote at any meeting referred to in paragraph 6.1(a) in accordance with any agreement pursuant to paragraph 7.2 or determination pursuant paragraph 7.3.

Schedule 15.3
Handover Package

1. Handover Package Status

1.1 The Franchisee shall:

(a) on or before the Start Date, provide to the Secretary of State:

(i) the Handover Package; and

(ii) a letter in a form approved by and addressed to the Secretary of State confirming the details of any insurer providing insurance to the Franchisee and authorising the insurer (and any relevant broker) to release any insurance-related information to any of the Secretary of State, a Successor Operator or its agent on demand;

(b) maintain the Handover Package and update it at least every three (3) Reporting Periods; and

(c) in respect of the information required pursuant to paragraph 1.1(a) (ii), supply revised information and/or letters to the Secretary of State as and when required in order to ensure that such information and letters remain accurate and up to date.

1.2 The Franchisee shall ensure that any Successor Operator will have immediate access to the Handover Package on the expiry of the Franchise Period.

1.3 The Franchisee shall also ensure that the Key Contacts List is provided to the Secretary of State within twenty four (24) hours of the receipt of any Termination Notice.

1.4 From the date that the Station Asset Management Plan or the Station Social and Commercial Development Plan is created pursuant to Schedule 1.7 (Stations) the Franchisee shall update the Handover Package to include the Station Asset Management Plan and the Station Social and Commercial Development Plan (and a copy of all previous Station Asset Management Plans and Station Social and Commercial Development Plans) and shall supply updated versions of the Station Asset Management Plan and the Station Social and Commercial Development Plan whenever such plans are updated in accordance with Schedule 1.7 (Stations).

2. Director's Certificate

Once in each Franchisee Year, the Franchisee shall provide to the Secretary of State a certificate signed by a nominated and duly authorised director of the Franchisee, addressed to the Secretary of State, which confirms that the Handover Package contains the information and objects specified in Appendix 1 (Form of Handover Package) to this Schedule 15.3 and that such information is accurate as at the date of the certificate.

**APPENDIX 1 TO SCHEDULE 15.3
Form of Handover Package**

1. Property

A list of all property owned, leased, operated or occupied by the Franchisee which shall include the address and contact telephone number of each property. Where applicable, the list will also include the name, address and telephone number of the lessor and/or the party which has granted authority to use or occupy the property, and any relevant reference numbers applicable to that lease or occupation.

2. Contracts

A printed or electronic list (in a format acceptable to the Secretary of State) of all contracts (sales, purchases or otherwise including leases and licences) between the Franchisee and the counterparty or counterparties to each such contract, showing the name, address and telephone number of each counterparty; the contract reference number of the Franchisee and each counterparty (if any); and the contract price/value, term and expiry date. This requirement shall apply to all contracts unless otherwise agreed by the Secretary of State.

3. Systems

A list of the electronic systems in use by the Franchisee, together with the name, office address and telephone number of the Franchisee's Information Technology Manager (or the holder of any equivalent post) who is responsible for administration of each such system.

4. Daily Operations

A printed or electronic list (in a format acceptable to the Secretary of State) of all assets owned or operated by the Franchisee, together with their location.

5. Insurance

A list of the names, addresses and telephone numbers of all insurers and any relevant broker providing insurance to the Franchisee, together with the relevant policy numbers and other references and details of any outstanding claims or unresolved disputes.

6. Safety Certificate

A complete copy of the Safety Certificate, an electronic copy of the Franchisee's application for the Safety Certificate (in Microsoft Word format or such other format as is acceptable to the Secretary of State) and full details of the Franchisee's safety management system in place to support the Safety Certificate.

Schedule 15.4

Provisions Applying on and after Termination**1. Novation of Access Agreements on Termination of the Franchise Agreement**

1.1 The Franchisee shall, to the extent so requested by the Secretary of State on termination of the Franchise Agreement, in relation to any Access Agreement to which it is a party, novate its interest under any relevant Access Agreement (and any related Collateral Agreement) to the Secretary of State or as he may direct.

1.2 Such obligation to novate shall be subject to the agreement of any counterparty to such Access Agreement or Collateral Agreement and, to the extent applicable, the ORR.

1.3 Such novation shall be on such terms as the Secretary of State may reasonably require, including:

(a) that the Franchisee shall not be released from any accrued but unperformed obligation, the consequences of any breach of the relevant agreement which is the subject of arbitration or litigation between the Parties or any liability in respect of any act or omission under or in relation to the relevant agreement prior to, or as at the date of, any such novation (except to the extent that the Secretary of State or his nominee agrees to assume responsibility for such unperformed obligation, such liability or the consequences of such breach in connection with the relevant novation); and

(b) that neither the Secretary of State nor his nominee shall be obliged, in connection with such novation, to agree to assume responsibility for any unperformed obligation, liability or consequences of a breach of the relevant agreement referred to in paragraph 1.3(a),

but shall not, unless the Franchisee otherwise agrees, be on terms which release any counterparty to the relevant agreement from any liability to the Franchisee arising prior to the date of such novation.

1.4 The Franchisee shall, on the occurrence of the circumstances specified in paragraph 1.1 in relation to any other Train Operator who is a party to an Access Agreement to which the Franchisee is also party, agree to the novation of the relevant Train Operator's interest under the relevant Access Agreement to the Secretary of State or as he may direct, subject, to the extent applicable, to the consent of the ORR. The provisions of paragraph 1.3 shall apply to any such novation.

1.5 The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to novate its interest or agree to the novation of another Train Operator's interest under this paragraph 1.

2. Co-operation with Successor Operator

2.1 In order to ensure the continuity of, and an orderly handover of control over, the Franchise Services, the Franchisee shall co-operate with:

- (a) where a Successor Operator has been appointed, such Successor Operator; or
- (b) where a Successor Operator has not been so appointed, the Secretary of State,

and shall take such steps as may be reasonably requested by the Secretary of State in connection therewith.

2.2 In satisfaction of its obligations under paragraph 2.1, the Franchisee shall make appropriately skilled and qualified Franchise Employees reasonably available to attend such meetings with the Secretary of State, the Successor Operator, Network Rail, any rolling stock lessor and/or and other relevant third party as are reasonably required in order to determine:

- (a) those actions that are required in order to facilitate such continuity and orderly handover, in particular those actions arising under, but not limited to, the following agreements:
 - (i) Access Agreements;
 - (ii) Property Leases;
 - (iii) agreements in relation to Shared Facilities;
 - (iv) Rolling Stock Leases;
 - (v) Rolling Stock Related Contracts;
 - (vi) any other Key Contract; and
- (b) without prejudice to the Secretary of State's rights under this Schedule 15.4, those rights and liabilities as may be specified in any Transfer Scheme.

3. Transfer of Primary Franchise Assets

3.1 Option Arrangements

- (a) The Secretary of State hereby grants to the Franchisee the right to require the Secretary of State to make, and the Franchisee hereby grants to the Secretary of State the right to make, a Transfer Scheme in accordance with Section 12 and Schedule 2 of the Railways Act 2005 for the transfer of any or all Primary Franchise Assets on the expiry of the Franchise Period.

- (b) On or within fourteen (14) days before the expiry of the Franchise Period:
 - (i) either Party may serve notice on the other Party specifying the Primary Franchise Assets to be transferred; and
 - (ii) the other Party may (within such timescale) serve a subsequent notice specifying any additional Primary Franchise Assets to be transferred.
- (c) The Secretary of State may (and shall if required by the Franchisee) make one or more such Transfer Schemes for the transfer of the Primary Franchise Assets specified in any such notice within fourteen (14) days after service of such notice (except in relation to any such Primary Franchise Assets which are, in accordance with Schedule 14.4 (Designation of Franchise Assets), de-designated as such prior to the end of the Franchise Period).
- (d) Any Franchise Assets or Primary Franchise Assets which are not so transferred shall cease to be designated as such fourteen (14) days after service of such notice.

3.2 Supplemental Agreement

Without prejudice to the duties, powers, rights and obligations of the Secretary of State under the Railways Act 2005 in respect of any Transfer Scheme, any Transfer Scheme shall impose on the Franchisee and the transferee an obligation to enter into an agreement substantially in the form of the Supplemental Agreement which shall provide for the determination of amounts to be paid in respect of the property, rights and liabilities which are transferred under such Transfer Scheme. The Franchisee shall enter into any such Supplemental Agreement and shall comply with its obligations thereunder.

3.3 Payment of Estimated Transfer Price

- (a) The Secretary of State may require the Franchisee to pay to any transferee under a Transfer Scheme, or may require any such transferee to pay to the Franchisee, on the day on which the Transfer Scheme comes into force such sum as the Secretary of State may determine should be so paid having regard to:
 - (i) his estimate of the sum likely to be paid under the relevant Supplemental Agreement in respect of the Primary Franchise Assets being transferred under the relevant Transfer Scheme;
 - (ii) his estimate of any other sums likely to be paid thereunder;
 - (iii) the financial condition of the Franchisee and the transferee and whether any estimate so paid would be likely to be repaid, if in excess of the sums eventually payable thereunder; and

- (iv) such other matters as the Secretary of State may consider appropriate.
- (b) The Franchisee shall pay to any such transferee the sum determined by the Secretary of State in accordance with paragraph 3.3(a) on the day on which the relevant Transfer Scheme comes into force.

3.4 Possession of Franchise Assets

On the coming into force of a Transfer Scheme, the Franchisee shall deliver up to the Secretary of State (or his nominee) possession of the Primary Franchise Assets transferred under such Transfer Scheme.

4. Associated Obligations on Termination

4.1 Assistance in Securing Continuity

- (a) In order to facilitate the continuity of the Franchise Services on expiry of the Franchise Period, the Franchisee shall take such steps, both before and after the expiry of the Franchise Period, as the Secretary of State may reasonably require, to assist and advise any Successor Operator in providing and operating the Franchise Services.
- (b) In particular, the Franchisee shall provide any Successor Operator with such records and information relating to or connected with the Franchise Services as the Secretary of State may reasonably require (other than confidential financial information but including all records relating to the Franchise Employees).

4.2 Access

On the expiry of the Franchise Period, the Franchisee shall grant the Secretary of State and his representatives such access as the Secretary of State may reasonably request to any property owned, leased or operated by the Franchisee at such time, for the purpose of facilitating the continued provision of the Franchise Services.

4.3 Key Contracts

- (a) The Franchisee shall provide such assistance to any Successor Operator as the Secretary of State may reasonably require in ensuring that, pursuant to any Direct Agreements, such Successor Operator may enter into (or enjoy the benefit of) contracts equivalent to the relevant Key Contracts (or part thereof).
- (b) In satisfaction of its obligations under paragraph 4.3(a), the Franchisee shall terminate, surrender, cancel or undertake not to enforce its rights under any Key Contract (or part thereof) provided that nothing in this paragraph shall require the Franchisee to undertake not to enforce any rights under a Key Contract relating to the period prior to the expiry of the Franchise Period.

4.4 Change of Name

The Franchisee shall cease to use any trade marks which are licensed to the Franchisee under any of the Brand Licences forthwith upon expiry of the Franchise Period and shall take all necessary steps to change any company name which incorporates any such marks as soon as practicable.

4.5 Property Leases

- (a) The Franchisee shall, on the expiry of the Franchise Period, if requested by the Secretary of State, assign its interest under all or any Property Leases to the Secretary of State or as he may direct, subject where applicable to the agreement of any other party to such Property Lease or the ORR.
- (b) Such assignment shall be on such terms as the Secretary of State may reasonably require, including:
 - (i) that the Franchisee shall not be released from any accrued but unperformed obligation, the consequences of any antecedent breach of a covenant or obligation in the Property Leases or any liability in respect of any act or omission under or in relation to the Property Lease prior to, or as at the date of, any such assignment (except to the extent that the Secretary of State or his nominee agrees to assume responsibility for such unperformed obligation, such liability or the consequences of such breach in connection with the relevant assignment); and
 - (ii) that neither the Secretary of State nor his nominee shall be obliged, in connection with such assignment, to agree to assume responsibility for any unperformed obligation, liability or consequences of a breach referred to in paragraph 4.5(b) (i), and the Franchisee shall indemnify the Secretary of State or his nominee, as the case may be, on demand, on an after-tax basis against any costs, losses, liabilities or expenses suffered or incurred in relation thereto.
- (c) The Franchisee shall, on the occurrence of any of the circumstances specified in paragraph 4.5(a) in relation to any other Train Operator who is a party to a Property Lease to which the Franchisee is also party, agree to the assignment of such Train Operator's interest under the relevant Property Lease to the Secretary of State or as he may direct, subject, where applicable, to the consent of Network Rail. The provisions of paragraph 4.5(b) shall apply to any such assignment.
- (d) The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to assign its interest or

agree to the assignment of another Train Operator's interest under this paragraph 4.

5. **Actions required immediately on Handover**

5.1 The Franchisee shall immediately on the expiry of the Franchise Period make available to the Secretary of State:

- (a) information as to the status of each purchase order or contract, including its award date, anticipated delivery date, confirmation of receipt of goods or services and the payment records for each purchase order, together with any matters in dispute with the appointed subcontractor and, to the extent that the Franchisee is a subcontractor to another Train Operator, equivalent information in respect of that Train Operator; and
- (b) information concerning any contract necessary for the continued operation of the Franchise where a procurement or bidding process has been initiated.

5.2 The Franchisee agrees that the Secretary of State or his agents may have access to and use free of charge any information contained in any Computer System or in hard copy format as he sees fit (for the purposes of continuing the operation of the Franchise Services).

6. **Maintenance Records**

6.1 The Franchisee shall immediately on expiry of the Franchise Period provide to the Secretary of State:

- (a) records of the status of the maintenance of the rolling stock vehicles used in the provision of the Passenger Services;
- (b) records of the status of the maintenance of any lifting equipment;
- (c) a list of any deferred maintenance; and
- (d) records of the status of the maintenance of any depot or station which is a Franchise Asset,

including the extent of completion of examinations and the modification status of each such rolling stock vehicle

7. **Ticketing Arrangements**

7.1 The Franchisee shall provide immediately on expiry of the Franchise Period a statement certifying:

- (a) all ticketing transactions with the public or credit card agencies that are in process and not yet complete, together with any allocations on multi-modal travel with other agencies or local authorities;

- (b) the extent of any outstanding claims with ticketing settlement agencies;
- (c) refund arrangements (whether under the Passenger's Charters or not) with members of the public or other Train Operators or ticketing settlement agencies that are in process and not yet complete; and
- (d) commissions owed and/or due.

8. Franchisee's Intellectual Property

- 8.1 On the expiry of the Franchise Period, the Franchisee will grant to any Successor Operator licences of any Intellectual Property Rights which:
- (i) is owned by or licensed to the Franchisee;
 - (ii) was not owned by or licensed to it immediately prior to the Start Date;
 - (iii) has not been designated as a Primary Franchise Asset;
 - (iv) does not represent or constitute a Mark; and
 - (v) may, in the reasonable opinion of the Secretary of State, be necessary for any Successor Operator to operate the Franchise Services on an efficient and economic basis after the expiry of the Franchise Period.
- 8.2 When agreeing the terms on which Intellectual Property Rights is to be licensed to it, the Franchisee shall use all reasonable endeavours to ensure that such terms include the right to sub-license such Intellectual Property Rights in accordance with this paragraph 8. The Franchisee shall not enter into a licence that does not include such a provision without first obtaining the Secretary of State's prior written consent (such consent not to be unreasonably withheld).
- 8.3 Any licence of any Intellectual Property Rights shall be granted to the relevant Successor Operator for such period as the Secretary of State may determine to be reasonably necessary for the purpose of securing continuity of the provision of the Franchise Services. Such licence shall be free of charge and royalty-free for a minimum of three (3) months.
- 8.4 If the licence to any Intellectual Property Rights is for a period in excess of three (3) months, the grant of the licence shall be subject to payment of a reasonable royalty (backdated to the expiry of the Franchise Period) on the basis of a willing licensor and licensee entering into a licence on comparable terms to similar licences of such Intellectual Property Rights. If the Franchisee and the relevant Successor Operator are unable to agree such royalty, the Franchisee shall submit such dispute for resolution in accordance with such dispute resolution rules as the Secretary of State may require.

- 8.5 Any such licence shall be in such form as the Secretary of State shall reasonably determine and shall:
- (a) be non-exclusive and limited to use solely for the purposes of the provision and operation of the Franchise Services and will not provide for any right to use such Intellectual Property Rights for any other purpose (including its marketing or exploitation for any other purpose);
 - (b) be terminable on material breach by the Successor Operator;
 - (c) contain an indemnity from the Franchisee to the effect that to the best of its knowledge and belief it owns the relevant Intellectual Property Rights or has the right to license it and the licensing of it and the subsequent use of the Intellectual Property Rights will not infringe any third party Intellectual Property Rights; and
 - (d) require the Successor Operator, to the extent that it relates to any trade marks, to use such trade marks in such manner as may reasonably be required by the Franchisee provided that it shall not be reasonable for the Franchisee to require any such trade mark to be used in a manner materially different from its use during the Franchise Period.

9. **Information about Passengers**

- 9.1 The Franchisee shall immediately on the expiry of the Franchise Period make available to the Secretary of State and/or his nominee:
- (a) passenger numbers information specified in paragraph 1 of Schedule 1.5 (Information about Passengers), in such format and to such level of disaggregation as the Secretary of State and/or his nominee may reasonably require; and
 - (b) the CRM Data and Yield Management Data.

**APPENDIX 1 TO SCHEDULE 15.4
Form of Transfer Scheme**

Dated [INSERT DATE]

**TRANSFER SCHEME
OF
THE SECRETARY OF STATE FOR TRANSPORT
MADE PURSUANT TO SCHEDULE 2 OF THE RAILWAYS ACT 2005**

**IN FAVOUR OF
[INSERT NAME OF SUCCESSOR OPERATOR]**

**IN RESPECT OF
CERTAIN PROPERTY, RIGHTS AND LIABILITIES
OF
[INSERT NAME OF FRANCHISEE]**

Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR

TRANSFER SCHEME

Whereas:

- (A) [INSERT NAME OF FRANCHISEE] (the "**Transferor**") has been providing certain services for the carriage of passengers by railway and operating certain stations and light maintenance depots pursuant to a franchise agreement with the Secretary of State for Transport (the "**Secretary of State**") dated [INSERT DATE] (the "**Franchise Agreement**").
- (B) The Franchise Agreement terminated or is to terminate on [INSERT DATE] and [INSERT NAME OF SUCCESSOR OPERATOR] (the "**Transferee**") is to continue the provision of all or part of such services or the operation of all or some of such stations and light maintenance depots under a new franchise agreement or in connection with the performance or exercise of the duties and powers of the Secretary of State to secure the provision of such services or the operation of such stations or light maintenance depots.
- (C) Certain property, rights and liabilities of the Transferor which were designated as franchise assets for the purpose of the Franchise Agreement are to be transferred to the Transferee under a transfer scheme made by the Secretary of State under Section 12 and Schedule 2 of the Railways Act 2005.

The Secretary of State, in exercise of the powers conferred on him by Schedule 2 of the Railways Act 2005, hereby makes the following scheme:

1. **Definitions and Interpretation**

In this Transfer Scheme functions has the meaning ascribed to it in the Railways Act 2005 and relevant enactment has the meaning ascribed to it in paragraph 6 of Schedule 2 of the Railways Act 2005.

2. **Transfer of Property, Rights and Liabilities**

With effect from [INSERT DATE] the property, rights and liabilities of the Transferor specified or described in the Schedule shall be transferred to, and vest in, the Transferee.

3. **Statutory Functions**

Subject to any amendment to the relevant enactment which comes into force on or after the date on which this Transfer Scheme is made, there shall be transferred to the Transferee all the functions of the Transferor under any relevant enactments if and to the extent that any such relevant enactment:

- (a) relates to any property which is to be transferred by this Transfer Scheme; or

- (b) authorises the carrying out of works designed to be used in connection with any such property or the acquisition of land for the purpose of carrying out any such works.

4. **Supplemental Agreement**

Each of the Transferor and the Transferee shall enter into the Supplemental Agreement (as defined in the Franchise Agreement) on the coming into force of this Transfer Scheme.

This Transfer Scheme is made by the Secretary of State on [INSERT DATE].

SEAL REF NO:

THE CORPORATE SEAL
OF THE SECRETARY OF
STATE FOR TRANSPORT
IS HEREUNTO AFFIXED:



**Authenticated by authority of the
Secretary of State for Transport**

SCHEDULE TO THE TRANSFER SCHEME

***[LIST RELEVANT FRANCHISE ASSETS TO BE TRANSFERRED TO
SUCCESSOR OPERATOR]***

**APPENDIX 2 TO SCHEDULE 15.4
Form of Supplemental Agreement**

Dated [INSERT DATE]

[INSERT NAME OF OUTGOING FRANCHISEE]

- and -

[INSERT NAME OF SUCCESSOR OPERATOR]

SUPPLEMENTAL AGREEMENT

to the transfer scheme dated [INSERT DATE] made
by the Secretary of State for Transport in respect of
certain property rights and liabilities of
[INSERT NAME OF OUTGOING FRANCHISEE]

Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR

THIS SUPPLEMENTAL AGREEMENT is made on [INSERT DAY] [INSERT YEAR]

BETWEEN:

- (1) [INSERT NAME OF OUTGOING FRANCHISEE] whose registered office is at [INSERT ADDRESS OF REGISTERED OFFICE] (the "**Transferor**"); and
- (2) [INSERT NAME OF SUCCESSOR OPERATOR] whose registered office is at [INSERT ADDRESS OF REGISTERED OFFICE] (the "**Transferee**").

WHEREAS

- (A) The Transferor has been providing certain services and the carriage of passengers by railway and operating certain stations and light maintenance depots pursuant to a franchise agreement with the Secretary of State for Transport (the "**Secretary of State**") dated [INSERT DATE] (the "**Franchise Agreement**").
- (B) The Franchise Agreement terminated or is to terminate on [INSERT DATE] and the Transferee has been selected by the Secretary of State to continue the provision of all or part of such services pursuant either to a franchise agreement with the Secretary of State or arrangements made with the Secretary of State in connection with the Secretary of State's duties and powers.
- (C) Certain property, rights and liabilities of the Transferor are to be transferred to the Transferee pursuant to a transfer scheme made by the Secretary of State on [INSERT DATE] under Section 12 and Schedule 2 of the Railways Act 2005 (the "**Transfer Scheme**").
- (D) This Agreement is supplemental to the Transfer Scheme and sets out certain terms between the Transferor and the Transferee in relation to the transfer of such property, rights and liabilities under the Transfer Scheme and the transfer of certain other property, rights and liabilities at the same time.

IT IS AGREED THAT:

1. DEFINITIONS AND INTERPRETATION

Definitions

- 1.1 The following words and expressions shall have the following meaning:

"Business" means such of the undertaking or part of the undertaking of the Transferor prior to the Transfer Date as may be continued by the Transferee after the Transfer Date;

"Credit" has the meaning assigned to that term under the Ticketing and Settlement Agreement;

"Debit" has the meaning assigned to that term under the Ticketing and Settlement Agreement;

"Estimated Completion Payment" has the meaning ascribed to that term in Clause 2.1;

"Net Asset Statement" means the statement to be drawn up pursuant to Clause 2.2;

"Net Asset Value" means the aggregate of the amounts of the Relevant Franchise Assets, the Relevant Contract Liabilities, the Relevant Debits and Credits and the Relevant Employee Liabilities as shown in the Net Asset Statement agreed or determined pursuant to Clause 2.2;

"Purchase Price" has the meaning ascribed to that term in Clause 2.1;

"Relevant Contract Liabilities" means such rights and liabilities of the Transferor as may be transferred to the Transferee on the expiry of the Franchise Period in relation to any Licence, Access Agreement or Property Lease under paragraphs 1 and 4.5 of Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement;

"Relevant Debits and Credits" means such Debits and Credits of the Transferor which relate to Fares sold before the Transfer Date and which may be received by the Transferee as a result of Clause 11-33 of the Ticketing and Settlement Agreement;

"Relevant Employee Liabilities" means such rights and liabilities of the Transferor (or any other relevant employer or person) under any contracts of employment relating to the Relevant Employees which have been or are to be transferred to the Transferee by virtue of the operation of Law (including the Transfer Regulations);

"Relevant Employees" means all persons employed in the Business immediately before the Transfer Date (whether employed by the Transferor or otherwise) whose contract of employment has been or is to be transferred to the Transferee by virtue of the operation of Law (including the Transfer Regulations) or any other person employed at any time in the Business in respect of whom liabilities arising from a contract of employment or employment relationship have or will be transferred by virtue of the operation of Law (including the Transfer Regulations);

"Relevant Franchise Assets" means such of the property, rights and liabilities that are legally or beneficially owned by the Transferor and which are or are to be transferred to the Transferee under the Transfer Scheme;

"Reporting Accountants" means such firm of accountants as may be selected by agreement between the parties within four (4) weeks of the preparation of the Net Asset Statement or, in the absence of such agreement, selected by the Secretary of State upon the request of either party;

"Season Ticket Fare" means a Fare which entitles the purchaser to make an unlimited number of journeys in any direction during the period for which, and between the stations and/or the zones for which, such Fare is valid;

"Stored Credit Balance" means any monetary amount held by the Franchisee which a passenger can apply at a future date to the purchase of a Fare (stored in any medium);

"Taxation" comprises all forms of taxation, duties, contributions and levies of the United Kingdom whenever imposed and (except in so far as attributable to the unreasonable delay or default of the Transferee) all penalties and interest relating thereto;

"TOGC" has the meaning assigned to that term in Clause 6.2;

"Transfer Date" means the date and, where relevant, the time on or at which the Transfer Scheme comes into force;

"Transfer Regulations" means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended, replaced or substituted from time to time);

"Transferring Assets and Liabilities" has the meaning assigned to that term in Clause 2.1; and

"Undisclosed Employee" has the meaning assigned to that term in Clause 7.1(d).

Construction and Interpretation

- 1.2 In this Agreement terms and expressions defined in the Franchise Agreement shall have the same meaning and the terms **"contract of employment"**, **"collective agreement"**, **"employee representatives"** and **"trade union"** shall have the same meanings respectively as in the Transfer Regulations.

2. TRANSFER PRICE

2.1 Amount and Payment

The price for the transfer of:

- (a) the Relevant Franchise Assets;
- (b) the Relevant Contract Liabilities;
- (c) the Relevant Debits and Credits; and
- (d) the Relevant Employee Liabilities,

(together the "**Transferring Assets and Liabilities**") shall (subject to adjustment as expressly provided in this Agreement) be an amount equal to the Net Asset Value (the "**Purchase Price**"). The sum of [£INSERT AMOUNT], as determined under paragraph 3.3 of Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement (the "**Estimated Completion Payment**") shall be paid in immediately available funds by the Transferor to the Transferee, or by the Transferee to the Transferor, as determined under paragraph 3.3 of Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement, on the Transfer Date. On determination of the Purchase Price a balancing payment (if any) shall be made by the Transferor to the Transferee or the Transferee to the Transferor (as the case may be) in accordance with Clause 2.1.

2.2 **Net Asset Statement**

The Transferee shall procure that, as soon as practicable and in any event not later than two (2) months following the Transfer Date, there shall be drawn up a statement showing a true and fair view of the aggregate of the amount of each separate asset and liability of the Transferring Assets and Liabilities as at the Transfer Date.

2.3 The Net Asset Statement shall be:

- (a) drawn up in the manner described in the Schedule;
- (b) prepared on such basis as would enable the Transferee's auditors, if so requested, to give an unqualified audit report thereon to the effect that it had been drawn up in accordance with the schedule; and
- (c) presented, initially as a draft, to the Transferor immediately following its preparation for review in conjunction with its auditors.

2.4 If the Transferor and the Transferee have failed to agree the Net Asset Statement within four (4) weeks following such presentation, the matter shall be referred to the Reporting Accountants who shall settle and complete the Net Asset Statement as soon as practicable and shall determine the amount of the Net Asset Value as shown by the Net Asset Statement.

2.5 **Adjustment of Price**

If the Purchase Price exceeds or is less than the Estimated Completion Payment, the Transferee shall pay to the Transferor or, as the case may be, the Transferor shall pay to the Transferee, in either case within fourteen (14) days of the agreement or determination of the Net Asset Value, an amount equal to such excess or deficiency together in either case with interest thereon calculated from the Transfer Date at the Interest Rate.

3. REFERENCES TO THE REPORTING ACCOUNTANTS

Whenever any matter is referred under this Agreement to the decision of the Reporting Accountants:

- (a) the Reporting Accountants shall be engaged jointly by the parties on the terms set out in this Agreement and otherwise on such terms as shall be agreed, provided that neither party shall unreasonably (having regard, amongst other things, to the provisions of this Agreement) refuse its agreement to terms proposed by the Reporting Accountants or by the other party. If the terms of engagement of the Reporting Accountants have not been settled within fourteen (14) days of their appointment having been determined (or such longer period as the parties may agree) then, unless one party is unreasonably refusing its agreement to those terms, such accountants shall be deemed never to have been appointed as Reporting Accountants, save that the accountants shall be entitled to their reasonable expenses under Clause 3(d), and new Reporting Accountants shall be selected in accordance with the provisions of this Agreement;
- (b) if Reporting Accountants acting or appointed to act under this Agreement resign, withdraw, refuse to act, or are disqualified for any reason from performing their duties then, except as may be agreed between the parties, the parties shall appoint a replacement in accordance with the definition of Reporting Accountants;
- (c) the Reporting Accountants shall be deemed to act as experts and not as arbitrators;
- (d) the Reporting Accountants shall have power to allocate their fees and expenses for payment in whole or in part by any party at their discretion. If not otherwise allocated they shall be paid as to half by the Transferor and as to half by the Transferee;
- (e) each of the parties shall promptly on request supply to the Reporting Accountants all such documents and information as they may require for the purpose of the reference;
- (f) the decision of the Reporting Accountants shall (in the absence of objection on the grounds of any manifest error discovered within fourteen (14) days of the issue of their decision) be conclusive and binding (and in accordance with Clause 3(g) below) and shall not be the subject of any appeal by way of legal proceeding or arbitration or otherwise; and
- (g) without prejudice to Clauses 3(a) to 3(f) above, either party may, prior to or during the course of the reference to the Reporting Accountants, seek a declaration from the court on a relevant point of law, including but not limited to a point of legal interpretation. Upon such application for a declaration being issued and served all

applicable time limits relative to the reference to the Reporting Accountant shall be stayed pending the outcome of such application (including any appeal). The Reporting Accountants are bound to make their determination in a manner consistent with the findings of the Court.

4. **WARRANTY**

The Transferor warrants and represents to the Transferee that the Relevant Contract Liabilities and the Relevant Franchise Assets are, to the extent they are property or rights, transferring to the Transferee free and clear of all Security Interests.

5. **INTEREST**

If the Transferor or the Transferee defaults in the payment when due of any sum payable under this Agreement (whether determined by agreement or pursuant to an order of a court or otherwise) the liability of the Transferor or the Transferee (as the case may be) shall be increased to include interest on such sum from the date when such payment is due until the date of actual payment (after as well as before judgement) at a rate equal to the Interest Rate. Such interest shall accrue from day to day.

6. **VALUE ADDED TAX**

- 6.1 All amounts under this Agreement are expressed as exclusive of Value Added Tax where Value Added Tax is applicable.
- 6.2 The Transferor and the Transferee shall use all reasonable endeavours to secure that the transfer of the Transferring Assets and Liabilities is treated for Value Added Tax purposes as the transfer of a business as a going concern ("**TOGC**") and accordingly as neither a supply of goods nor a supply of services for the purposes of Value Added Tax.
- 6.3 If HM Revenue & Customs direct that the transfer of the Transferring Assets and Liabilities cannot be treated as a TOGC, the Transferor shall provide the Transferee with a copy of such direction within five (5) days of receipt thereof by the Transferor.
- 6.4 The Transferee shall thereafter pay upon the receipt of a valid tax invoice the amount of any Value Added Tax which as a result of that direction may be chargeable on the transfer of the Transferring Assets and Liabilities. If the aforementioned direction was issued as a result of any action or inaction of the Transferee then the Transferee shall in addition to the Value Added Tax indemnify the Transferor for any penalties and interest that may be incurred upon receipt of such evidence from HM Revenue & Customs.
- 6.5 If the Transferee considers the direction issued by HM Revenue & Customs referred to in Clause 6.3 to be incorrect then, without prejudice to the Transferee's obligation under Clause 6.4 to pay to the Transferor the amount of any Value Added Tax which as a result such direction may be

chargeable on the transfer of the Transferring Assets and Liabilities, the Transferee may, within thirty (30) days of receipt of such direction by the Transferor, give notice to the Transferor that it requires the Transferor to appeal such direction. Upon requesting such an appeal the Transferee agrees to indemnify the Transferor for all reasonable costs that the Transferor may incur in taking such action upon receipt of evidence of those costs. If such an appeal is successful the Transferor agrees to reimburse the Transferee for such reasonable costs and penalties and interest to the extent that those costs have been reimbursed by HM Revenue & Customs.

- 6.6 If any amount paid by the Transferee to the Transferor in respect of Value Added Tax pursuant to this Agreement is subsequently found to have been paid in error the Transferor shall issue a valid tax credit note for the appropriate sum to the Transferee and promptly repay such amount to the Transferee.
- 6.7 If any amount is payable by the Transferor to the Transferee in respect of the transfer of the Relevant Franchise Assets, Relevant Contract Liabilities, Relevant Debits and Credits and Relevant Employee Liabilities pursuant to this Agreement, Clauses 6.3 to 6.6 inclusive shall apply mutatis mutandis to such payment substituting Transferor for Transferee and vice versa.
- 6.8 All of the records referred to in Section 49 of the Value Added Tax Act 1994 relating to the Business (being the purchase records) shall be retained by the Transferor and the Transferor shall undertake to the Transferee to:
- (a) preserve those records in such manner and for such periods as may be required by law; and
 - (b) give the Transferee as from the Transfer Date reasonable access during normal business hours to such records and to take copies of such records.

7. EMPLOYEES

7.1 Transfer Regulations

The parties accept that, to the extent that the undertaking or part of the undertaking of the Transferor is continued by the Transferee after the Transfer Date, this Agreement and the transfer of the Business which is effected in connection with the Transfer Scheme are governed by the Transfer Regulations and the following provisions shall apply in connection therewith:

- (a) the contract of employment of each of the Relevant Employees (save, to the extent provided by the Transfer Regulations, insofar as such contract relates to any occupational pension scheme) shall be transferred to the Transferee with effect from the Transfer Date which shall be the **"time of transfer"** under the Transfer Regulations and the Transferee shall employ each such Relevant Employee on the terms of those contracts of employment (save, to

the extent provided by the Transfer Regulations, insofar as such contract relates to any occupational pension scheme) with effect from the Transfer Date;

- (b) the Transferor shall perform and discharge all its obligations in respect of all the Relevant Employees for its own account up to and including the Transfer Date including, without limitation, discharging all wages and salaries of the Relevant Employees, all employer's contributions to any relevant occupational pension scheme and all other costs and expenses related to their employment (including, without limitation, any Taxation, accrued holiday pay, accrued bonus, commission or other sums payable in respect of service prior to the close of business on the Transfer Date) and shall indemnify the Transferee and keep the Transferee indemnified against each and every action, proceeding, liability (including, without limitation, any Taxation), cost, claim, expense (including, without limitation, reasonable legal fees) or demand arising from the Transferor's failure so to discharge;
- (c) the Transferor shall indemnify the Transferee and keep the Transferee indemnified against each and every action, proceeding, cost, claim, liability (including, without limitation, any Taxation), expense (including, without limitation, reasonable legal fees) or demand which relates to or arises out of any act or omission by the Transferor or any other event or occurrence prior to the Transfer Date and which the Transferee may incur in relation to any contract of employment or collective agreement concerning one or more of the Relevant Employees pursuant to the provisions of the Transfer Regulations or otherwise including, without limitation, any such matter relating to or arising out of:
 - (i) the Transferor's rights, powers, duties and/or liabilities (including, without limitation, any Taxation) under or in connection with any such contract of employment or collective agreement, which rights, powers, duties and/or liabilities (as the case may be) are or will be transferred to the Transferee in accordance with the Transfer Regulations; or
 - (ii) anything done or omitted before the Transfer Date by or in relation to the Transferor in respect of any such contract of employment or collective agreement or any Relevant Employee, which is deemed by the Transfer Regulations to have been done or omitted by or in relation to the Transferee save where the thing done or omitted to be done before the Transfer Date relates to the Transferee's failure to comply with its obligations referred to in Clause 7.4;
- (d) if any contract of employment or collective agreement which is neither disclosed in writing to the Transferee by the Transferor prior to the Transfer Date nor made available to the Secretary of State under Schedule 15.3 (Handover Package) of the Franchise

Agreement prior to the Transfer Date shall have effect as if originally made between the Transferee and any employee (the "**Undisclosed Employee**") or a trade union or employee representatives as a result of the provisions of the Transfer Regulations (without prejudice to any other right or remedy which may be available to the Transferee):

- (i) the Transferee may, upon becoming aware of the application of the Transfer Regulations to any such contract of employment or collective agreement terminate such contract or agreement forthwith;
 - (ii) the Transferor shall indemnify the Transferee against each and every action, proceeding, cost, claim, liability (including, without limitation, any Taxation), expense (including, without limitation, reasonable legal fees) or demand relating to or arising out of such termination and reimburse the Transferee for all costs and expenses (including, without limitation, any Taxation) incurred in employing such employee in respect of his employment following the Transfer Date; and
 - (iii) the Transferor shall indemnify the Transferee in respect of any Undisclosed Employee on the same terms mutatis mutandis as the Transferor has indemnified the Transferee in respect of a Relevant Employee pursuant to the terms of Clauses 7.1(b) and 7.1(c); and
- (e) the Transferor shall indemnify the Transferee and keep the Transferee indemnified against each and every action, proceeding, cost, claim, liability (including without limitation, any Taxation) expense (including, without limitation, reasonable legal fees) or demand which relates to or arises out of any dismissal (including, without limitation, constructive dismissal) by the Transferor of any employee (not being a Relevant Employee) and which the Transferee may incur pursuant to the provisions of the Transfer Regulations.

7.2 Transferee's Indemnities

The Transferee shall indemnify the Transferor and keep the Transferor indemnified against each and every action, proceeding, liability (including, without limitation, any Taxation), cost, claim, loss, expense (including reasonable legal fees) and demand arising out of or in connection with:

- (a) any substantial change in the working conditions of the Relevant Employees to his or her detriment or any of them occurring on or after the Transfer Date;
- (b) the change of employer occurring by virtue of the Transfer Regulations and/or the Franchise Agreement being significant and detrimental to any of the Relevant Employees;

- (c) the employment by the Transferee on or after the Transfer Date of any of the Relevant Employees other than on terms (including terms relating to any occupational pension scheme) at least as good as those enjoyed prior to the Transfer Date or the termination of the employment of any of them on or after the Transfer Date; or
- (d) any claim by any Relevant Employee (whether in contract or in tort or under statute (including the Treaty of the European Community or European Union and any Directives made under any such Treaty or any successor thereof)) for any remedy (including, without limitation, for unfair dismissal, redundancy, statutory redundancy, equal pay, sex or race discrimination) as a result of any act or omission by the Transferee after the Transfer Date.

7.3 The Transferee shall indemnify the Transferor and keep the Transferor indemnified against each and every action, proceeding, liability, cost, claim, loss, expense (including reasonable legal fees) and demand which arises as a result of it not providing or not having provided, in accordance with its obligations under the Transfer Regulations, the Transferor in writing with such information and at such time as will enable the Transferor to carry out its duties under Regulation 13(2)(d) and 13(6) of the Transfer Regulations concerning measures envisaged by the Transferee in relation to the Relevant Employees.

7.4 **Details of Relevant Employees**

Without prejudice to the Transferor's duties under the Transfer Regulations, the Transferor warrants to the Transferee that it has (to the extent not made available to the Secretary of State under Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement prior to the Transfer Date) provided the Transferee prior to the Transfer Date with full particulars of:

- (a) each Relevant Employee, including name, sex, and the date on which continuity of employment began for each Relevant Employee for statutory purposes;
- (b) terms and conditions of employment of each such person;
- (c) all payments, benefits or changes to terms and conditions of employment promised to any such person;
- (d) dismissals of Relevant Employees or termination of employment effected within twelve (12) months prior to the Transfer Date including the Transfer Date;
- (e) all agreements or arrangements entered into in relation to the Relevant Employees between the Transferor, any Affiliate of the Transferor or any other relevant employer and any trade union or association of trade unions or organisation or body of employees including employee representatives and elected representatives; and

- (f) all strikes or other Industrial Action taken by any Relevant Employee within twelve (12) months prior to the Transfer Date including the Transfer Date.

7.5 The Transferor and Transferee shall deliver to each of the Relevant Employees letters in an agreed form from the Transferor and Transferee as soon as is practicable after the execution of this Agreement (to the extent not already delivered prior to the Transfer Date).

8. MISCELLANEOUS PROVISIONS

8.1 Variations in Writing

No variation of this Agreement shall be effective unless in writing and signed by duly authorised representatives of the parties.

8.2 Partial Invalidity

If any provision in this Agreement shall be held to be void, illegal, invalid or unenforceable, in whole or in part, under any enactment or rule of law, such provision or part shall to that extent be deemed not to form part of this Agreement but the legality, validity and enforceability of the remainder of this Agreement shall not be affected.

8.3 Further Assurance

Each of the parties agrees to execute and deliver all such further instruments and do and perform all such further acts and things as shall be necessary or expedient for the carrying out of the provisions of this Agreement.

8.4 Notices

Any notice or other communication requiring to be given or served under or in connection with this Agreement shall be in writing and shall be sufficiently given or served if delivered or sent to the registered office of the recipient or:

- (a) in the case of the Transferor to [\[INSERT NAME OF TRANSFEROR\]](#) at:

[\[INSERT ADDRESS\]](#)

[\[INSERT EMAIL ADDRESS\]](#)

Attention: [\[INSERT NAME\]](#)

- (b) in the case of the Transferee to [\[INSERT NAME OF TRANSFEEE\]](#) at:

[\[INSERT ADDRESS\]](#)

[\[INSERT EMAIL ADDRESS\]](#)

Attention: **[INSERT NAME]**

Any such notice or other communication shall be delivered by email transmission, by hand or sent by courier or prepaid first class post. If sent by courier such notice or communication shall conclusively be deemed to have been given or served at the time of despatch. If sent by post such notice or communication shall conclusively be deemed to have been received two (2) Weekdays from the time of posting.

8.5 Counterparts

This Agreement may be executed in any number of counterparts each of which shall be deemed an original, but all the counterparts shall together constitute one and the same instrument.

8.6 Third Parties

This Agreement does not create any rights under the Contracts (Rights of Third Parties) Act 1999 which is enforceable by any person who is not a party to it.

8.7 Governing Law and Jurisdiction

This Agreement (and any non-contractual obligations arising out of or in connection with it) shall be governed by and construed in accordance with the laws of England and Wales and the parties irrevocably agree that the courts of England and Wales are to have exclusive jurisdiction to settle any disputes which may arise out of or in connection with this Agreement.

IN WITNESS whereof the parties hereto have executed this Agreement the day and year first before written.

SIGNED FOR AND ON
BEHALF OF THE
**[INSERT NAME OF
TRANSFEROR]:**

DIRECTOR:

DIRECTOR/SECRETARY:

SIGNED FOR AND ON
BEHALF OF THE
**[INSERT NAME OF
TRANSFeree]:**

DIRECTOR:

DIRECTOR/SECRETARY:

SCHEDULE TO THE SUPPLEMENTAL AGREEMENT

Net Asset Statement

The Net Asset Statement shall be drawn up (except to the extent otherwise agreed by the Transferor and the Transferee) in accordance with accounting principles generally accepted in the United Kingdom and such that the Transferring Assets and Liabilities are valued on the following basis:

1. Rights and liabilities relating to an obligation of carriage under the terms of any Fare shall be valued in accordance with the following formula:

$$(C - D) \times \frac{A}{B} + E$$

Where:

C	equals the Credit (exclusive of any Valued Added Tax) received by the Transferor in respect of the Fare provided that:
	(a) such Credit shall be deemed not to include any reduction in respect of a discount allowed to the purchaser of the Fare pursuant to the Passenger's Charters or any other passenger's charter of the Transferor;
	(b) if the Fare is a Season Ticket Fare, such Credit shall be the New Credit (as defined in the Ticketing and Settlement Agreement) relating to that Season Ticket Fare on the Transfer Date if different to the Credit that was in fact received by the Transferor in respect of such Season Ticket Fare;
	(c) such Credit shall be net of any Private Settlement Credit (as defined in the Ticketing and Settlement Agreement) arising in respect of that Fare; and
	(d) such Credit shall be deemed to exclude any Credit received by the Transferor in respect of any commission due to it in respect of the sale of such Fare (provided that for these purposes the amount of such commission shall not exceed the National Standard Rate of Commission (as defined in the Ticketing and Settlement Agreement) in respect of the Fare);

D	<p>equals the Debit (exclusive of any Value Added Tax) received by the Transferor in respect of the commission due in respect of the sale of the Fare (provided that for these purposes the amount of such commission shall not exceed the National Standard Rate of Commission (as defined in the Ticketing and Settlement Agreement) in respect of the Fare);</p>
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$\frac{A}{B}$ equals:	<p>(a) in the case of a Season Ticket Fare, the number of journeys which the purchaser of the Fare is estimated to make from (and including) the Transfer Date to (and including) the last day on which the Fare is valid (including any extensions to its original period of validity) divided by the total number of journeys which the purchaser of the Fare is estimated to make with that Fare (as determined in each case in accordance with Schedule 28 of the Ticketing and Settlement Agreement);</p>
	<p>(b) in the case of any other Fare which entitles the holder thereof to make more than two journeys, the number of days for which the Fare continues to be valid after the Transfer Date (including any extensions to its original period of validity) divided by the total number of days for which such Fare is valid on issue (except to the extent that it can reasonably be estimated what proportion of the journeys which could be made on issue of the Fare have not been made prior to the Transfer Date); or</p>
	<p>(c) in the case of any other Fare, zero; and</p>

E	<p>equals, if $\frac{A}{B}$ is greater than zero:</p> <p>the amount of any discount to which it can be reasonably estimated that the purchaser of the Fare would be entitled pursuant to the Passenger's Charters or any other passenger's charter of the Transferor on purchasing an equivalent Fare on the expiry of the relevant Fare,</p>
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and for these purposes a Credit or Debit shall be deemed to be received when the relevant Fare is Accepted for Clearing (as defined in the Ticketing and Settlement Agreement).

2. Rights and liabilities relating to an Excess Fare, Reservation or Upgrade (as such terms are defined in the Ticketing and Settlement Agreement) shall be valued at zero unless such Excess Fare, Reservation or Upgrade involves more than two journeys, in which case they shall be valued in accordance with paragraph 1 and references to Fare in paragraph 1 shall be construed accordingly.
3. Rights and liabilities under a Discount Card shall be valued in accordance with the following formula:

$$(C - D) \times \frac{A}{B}$$

Where:

C	equals the Credit (exclusive of any Value Added Tax) received by the Transferor in respect of the Discount Card;
D	equals the Debit (exclusive of any Value Added Tax) received by the Transferor in respect of the commission due in respect of the sale of the Discount Card (provided that for these purposes the amount of such commission shall not exceed the National Standard Rate of Commission (as defined in the Ticketing and Settlement Agreement) in respect of the Discount Card); and
$\frac{A}{B}$	equals the number of days for which the Discount Card continues to be valid after the Transfer Date (including any extensions to its original period of validity) divided by the total number of days for which such Discount Card is valid on issue, or in the case of any Discount Card listed in Schedules 12 or 39 of the Ticketing and Settlement Agreement on the Start Date, zero,

and for these purposes a Credit or Debit shall be deemed to be received when the relevant Discount Card is Accepted for Clearing (as defined in the Ticketing and Settlement Agreement).

4. Relevant Debits and Credits shall be valued at the full amount of such Debits and Credits (inclusive of any Value Added Tax) but excluding any Debits and Credits arising in respect of Adjustment Amounts (as defined in the Ticketing and Settlement Agreement) which are received by the Transferee in respect of a change to the Credit which is used to value any relevant

Season Ticket Fare under paragraph 1 of this Schedule to the extent such Adjustment Amounts (as defined in the Ticketing and Settlement Agreement) relate to a period after the Transfer Date.

5. Rights and liabilities in respect of any contract, lease, licence or other equivalent arrangement (excluding rights and liabilities valued under paragraphs 1 to 4) shall be valued at nil except to the extent that the relevant rights and liabilities include matters specified in the left hand Column of the following table, which shall be valued on the basis specified in the right hand Column of the following table:

Rights and Liabilities	Value
Any accrued rights to receive payment	Monetary amounts so accrued, subject to any provision being made for payment not being received from any other person
Any right to receive payment in respect of goods and/or services provided by the Transferor prior to the Transfer Date where the due date for such payment is after the Transfer Date	Amount payable under such contract, lease, licence or other equivalent arrangement for the goods and/or services so provided by the Transferor, subject to any provision being made for payment not being received from any other person
Any accrued liabilities to make payment	Monetary amounts so accrued
Any liability to make payment in respect of goods and/or services provided to the Transferor prior to the Transfer Date where the due date for such payment is after the Transfer Date	Amount payable under such contract, lease, licence or other equivalent arrangement for the goods and/or services provided to the Transferor
Any rights in respect of which payment has already been made by the Transferor	Monetary amounts so paid, subject to any provision being made for such rights not being exercisable against any other person
Any liabilities in respect of which payment has already been received by the Transferor	Monetary amounts so received

Rights and Liabilities	Value
Any liability resulting from any breach of or failure by the Transferor to comply with the terms of any such contract, lease, licence or other equivalent arrangement	Amount of such liability or, to the extent that such amount is not ascertained, the parties reasonable estimate of the amount of such liability

6. CRM Data, Yield Management Data and Actual Passenger Demand information (and all Intellectual Property Rights in respect of the same) shall be valued at nil.
7. The Stored Credit Balance held by the Franchisee at the Transfer Date shall be valued at the monetary amount so held.
8. Any asset arising as a result of an Approved CCIF Scheme shall be valued at nil.
9. Any ITSO equipment (including smartcard and ITSO Certified Smartmedia readers and ITSO database) and any Intellectual Property Rights associated with that ITSO equipment transferred from the Transferor to the Transferee pursuant to the Transfer Scheme shall be valued at nil.
10. Any RV Asset shall be valued at an amount that is equivalent to the RV Asset Transfer Value of such RV Asset as specified in Column 2 of the table in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) of the Franchise Agreement, as such RV Asset Transfer Value may be adjusted or deemed to have been adjusted pursuant to paragraphs 1.4 or 1.6 of Schedule 14.6 (Residual Value Mechanism) of the Franchise Agreement.
11. Any other property, rights or liabilities shall be valued on the basis of a willing vendor and purchaser and ongoing usage within the railway industry.

SCHEDULE 16
Pensions

Schedule 16:	Pensions
	Appendix 1: List of Shared Costs Sections

SCHEDULE 16

Pensions

1. Definitions

Unless otherwise defined in the Franchise Agreement, terms used in this Schedule 16 shall have the meanings given to them in the Railways Pension Scheme.

2. Franchise Sections

The Franchisee shall participate in and become the Designated Employer in relation to the Shared Cost Sections of the Railway Pension Scheme as specified in Appendix 1 to this Schedule 16 (together the "**Franchise Sections**") in respect of the Franchise Services. Subject to paragraphs 3 and 4.2(d) membership of a Franchise Section will be offered to each employee of a Franchisee only.

3. Closed Schemes

3.1 Subject to any requirements of Her Majesty's Revenue and Customs, the Franchisee shall take any necessary steps (including entering into any relevant deed of participation) to allow Closed Scheme Employees to continue in membership of the British Railways Superannuation Fund or the BR (1974) Pension Fund in accordance with their terms during the Franchise Period.

3.2 For the purposes of this paragraph 3, "**Closed Scheme Employees**" means such of the employees of the Franchisee who were, immediately prior to the commencement of their employment with the Franchisee, members of either of the British Railways Superannuation Fund or the BR (1974) Pension Fund.

4. Variations in benefits, contributions and investment

4.1 If a Franchisee is considering making a proposal that falls within the scope of paragraphs 4.2(a) to 4.2(g) inclusive, it shall promptly consult with the Secretary of State in relation to that proposal prior to putting such a proposal to the Pensions Committee of any Franchise Section, the Trustee of the Railways Pension Scheme (the "**Trustee**"), or to any trade union. The Franchisee must otherwise consult in good time with the Secretary of State in relation to any proposal falling within the scope of paragraphs 4.2(a) to 4.2(g) inclusive.

4.2 Separately and in addition to complying with its obligations under paragraph 4.1, the Franchisee shall not, without the prior written consent of the Secretary of State (which may be given on such terms and subject to such conditions as the Secretary of State thinks fit):

- (a) restructure or change the composition of the earnings of employees of the Franchisee in such a way as to increase the part of those

earnings which qualifies as pensionable earnings under the rules of the Railways Pension Scheme applicable to any Franchise Section (the "**Franchise Section Rules**") or take any action (or consent to the taking of any action) which could detrimentally affect the funding of any Franchise Section, including varying or providing different or additional benefits under that Franchise Section or promising to do so, unless this change:

- (i) is required by Law; or
 - (ii) only affects benefits payable in respect of past service of members of that Franchise Section and on or prior to the effective date of the change the Franchisee pays an additional cash payment to the Trustee which, in the opinion of the Actuary, meets in full the additional funding cost imposed on that Franchise Section; or
 - (iii) would not lead to substantial changes in the funding of any Franchise Section and is the result of the normal application of the Franchise Section Rules in the ordinary day to day running of the business of the Franchise, for example, where individual employees are, from time to time promoted or transferred to higher paid or different employment which has a different composition of earnings;
- (b) make or consent to any proposal to change any of the provisions of the Pension Trust in respect of the Franchise Sections unless the change is required by Law;
 - (c) provide retirement, death or life assurance benefits in respect of any of its employees other than under any Franchise Section or as provided in paragraph 3;
 - (d) omit to provide the above-mentioned benefits in respect of its employees save that, without prejudice to any rights which any such employee may otherwise have, the Franchisee shall not under this Schedule 16 be obliged for the purposes of the Franchise Agreement to offer such benefits to any employee employed on a fixed term contract of twelve (12) months or less;
 - (e) take any action (or consent to the taking of any action) which could affect the contributions payable by Participating Employers under any Franchise Section, including exercising any discretion allowed to the Franchisee as Designated Employer arising out of any actuarial valuation of a Franchise Section, and varying or providing different or additional benefits under the Franchise Sections in respect of future service, unless such action is required by Law;
 - (f) close a Franchise Section to new members; or

- (g) take (or omit to take) any action which could result in any Franchise Section being wound up, in whole or in part.
- 4.3 The Franchisee shall consult with the Secretary of State on:
- (a) any proposal made by the Trustee to change the statement of investment principles applicable to any Franchise Section; and
 - (b) any proposal to alter the rate of contributions payable by the Franchisee or its employees under a new schedule of contributions for the Franchise Section.
- 4.4 With respect to any proposal falling within the scope of paragraph 4.3(a) or 4.3(b), the Franchisee shall also consult with the Trustee on the basis of any response it receives from the Secretary of State in relation to any such proposal.

5. **Funding Liabilities**

- 5.1 The Franchisee shall pay the employer contributions required under the schedule of contributions applicable to each Franchise Section (or either of the British Railways Superannuation Fund or the BR (1974) Pension Fund in which it participates) in respect of the Franchise Term subject to the provisions of paragraph 5.2 below.
- 5.2 Where, during the Franchise Term, Franchise Services are aggregated or disaggregated by the Secretary of State (for example, as a result of remapping) and, as a consequence, a Franchise Section of which the Franchisee is the Designated Employer is required to accept a transfer in or to make a transfer out of members, the Secretary of State shall ensure that the Franchisee has no liability for any resulting deterioration immediately arising in the funding level of the Franchise Section measured in accordance with the Franchise Sections' technical provisions in Part 3 of the Pensions Act 2004, or for any amount arising under Article 7(4) of the Railway Pensions (Protection and Designation of Schemes) Order 1994. Notwithstanding the above the Secretary of State shall have no liability for any future deterioration in the funding levels of the Franchise Section linked to such transfer in or out of members.

6. **Discharge of Obligations**

- 6.1 The Secretary of State may at any time during the Franchise Term seek information from the Trustee with a view to satisfying himself that the Franchisee and the other Participating Employers (if any) have fully discharged their respective obligations under the Railways Pension Scheme, including their obligations in respect of the payment of contributions to any Franchise Section.
- 6.2 The Franchisee shall, at its expense, promptly provide such information in relation to any Franchise Section, including actuarial advice and

information, as the Secretary of State may from time to time request and shall authorise and consent to the Trustee doing so.

6.3 The Franchisee shall, in respect of the Franchise Term, use all reasonable endeavours to provide to the Secretary of State:

- (a) within one (1) month of the expiry of each Franchisee Year; and
- (b) at other times as soon as practicable following a request by the Secretary of State,

a certificate signed by the Trustee in relation to the Franchise Sections stating either that the Franchisee has fully complied with its obligations under the Railways Pensions Scheme, including its obligation to contribute to the Franchise Sections or, if it has not so complied, stating the extent to which it has not done so. Where the certificate is given pursuant to paragraph 6.3(a), it shall cover the relevant Franchisee Year. Where the certificate has been given pursuant to paragraph 6.3(b), it shall cover such period as the Secretary of State shall specify.

6.4 If the Trustee does not certify under paragraph 6.3 in relation to the Franchise Sections that the Franchisee has fully complied with its obligations under the Railways Pension Scheme or if the Secretary of State otherwise reasonably considers that the Franchisee has not complied with such obligations, the Secretary of State may adjust Franchise Payments payable under Schedule 8 (Payments) by an amount which is, in his opinion, no greater than the amount of any contribution that the Franchisee has thereby failed to make or avoided making.

6.5 The Secretary of State may, under paragraph 6.4, continue to make such adjustments to Franchise Payments payable under Schedule 8 (Payments) until such time as he reasonably determines that the relevant contributions have been made in full by the Franchisee. Following that determination, any amounts so withheld by the Secretary of State shall become payable (without interest) on the next day on which a Franchise Payment becomes payable under Schedule 8 (Payments), being a day which falls no less than seven (7) days after such determination or, if there is no such day, fourteen (14) days after the date of such determination. To the extent that the Secretary of State has not so determined within four (4) weeks after the expiry of the Franchise Period, the Franchisee's right to receive the amount so withheld under the Franchise Agreement shall lapse and the Secretary of State shall not be obliged to pay such amount.

7. **Termination of Franchise**

The Secretary of State shall at the end of the Franchise Period ensure that the Franchisee has no liability for any deficit in the Franchise Sections (other than for contributions due and payable by the Franchisee to the Franchise Sections for any period prior to the end of the Franchise Term) and shall have no right to benefit from any surplus which may exist in the Franchise Sections. For the avoidance of doubt, this paragraph 7 shall apply where

the Franchise Services are either aggregated or disaggregated (for example, as a result of remapping).

APPENDIX 1 TO SCHEDULE 16
List of Shared Costs Sections

Shared Costs Sections
London Midland Shared Cost Section of the Railway Pensions Scheme

SCHEDULE 17
Confidentiality and Freedom Of Information

Schedule 17:	Confidentiality and Freedom of Information
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SCHEDULE 17
Confidentiality and Freedom of Information

1. Confidentiality

Subject to the provisions of the Act, the Transport Act, the Railways Act 2005, the Environmental Information Regulations, the Freedom of Information Act (and any code of practice or other guidance related to the same) and paragraphs 2 to 8 and 10 inclusive of this Schedule 17, each Party shall hold in confidence all documents, materials and other information, whether technical or commercial, supplied by or on behalf of the other Party (including all documents and information supplied in the course of proceedings under the Dispute Resolution Rules or the rules of any other dispute resolution procedures to which a dispute is referred in accordance with the Franchise Agreement) (all together the "**Confidential Information**") and shall not, except with the other Party's prior written authority, publish or otherwise disclose any Confidential Information otherwise than as expressly provided for in the Franchise Agreement unless or until the recipient Party can demonstrate that any such document, material or information is in the public domain through no fault of its own and through no contravention of the Franchise Agreement, whereupon to the extent that it is in the public domain this obligation shall cease.

2. Disclosure of Confidential Information

2.1 Each Party may disclose any data or information acquired by it under or pursuant to the Franchise Agreement or information relating to a dispute arising under the Franchise Agreement without the prior written consent of the other Party if such disclosure is made in good faith:

- (a) to any Affiliate of such Party or outside consultants or advisers of such Affiliate, upon obtaining from such Affiliate and/or such outside consultants or advisers of such Affiliate an undertaking of confidentiality equivalent to that contained in paragraph 1;
- (b) to any outside consultants or advisers engaged by or on behalf of such Party and acting in that capacity, upon obtaining from such consultants or advisers an undertaking of confidentiality equivalent to that contained in paragraph 1;
- (c) to any lenders, security trustee, bank or other financial institution (and its or their advisers) from which such Party is seeking or obtaining finance, upon obtaining from any such person an undertaking of confidentiality equivalent to that contained in paragraph 1;
- (d) to the extent required by Law or pursuant to an order of any court of competent jurisdiction or under the Dispute Resolution Rules or the rules of any other dispute resolution procedures to which a dispute is referred in accordance with the Franchise Agreement or

the rules of a recognised stock exchange or a formal or informal request of any taxation authority;

- (e) to any insurer, upon obtaining from such insurer an undertaking of confidentiality equivalent to that contained in paragraph 1;
- (f) to any director, employee or officer of such Party, to the extent necessary to enable such Party to perform its obligations under the Franchise Agreement or to protect or enforce its rights under the Franchise Agreement;
- (g) by the Franchisee, to the ORR, the Passenger's Council or a Local Authority; or
- (h) by the Secretary of State (with the consent of the Franchisee (such consent not to be unreasonably withheld or delayed)) to West Midlands Rail and its consultants and advisors, upon obtaining from West Midlands Rail or its relevant consultant or advisor (as the case may be) an undertaking of confidentiality equivalent to that contained in paragraph 1.

2.2 The Secretary of State may disclose the Confidential Information of the Franchisee:

- (a) on a confidential basis to any Central Government Body for any proper purpose of the Secretary of State or of the relevant Central Government Body;
- (b) to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
- (c) to the extent that the Secretary of State (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
- (d) on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in paragraph 2.2(a) of this Schedule 17 (including any benchmarking organisation) for any purpose relating to or connected with the Franchise;
- (e) on a confidential basis for the purpose of the exercise of its rights under this Agreement, including but not limited to its right of audit, assessment or inspection pursuant to paragraph 6 of Schedule 11.2 (Management Information) and its rights pursuant to Schedule 15.1 (Reletting Provisions);
- (f) on a confidential basis to a Local Authority or other relevant Stakeholder to the extent that the Secretary of State (acting reasonably) deems such disclosure necessary or appropriate for the purposes of the development and/or implementation of any

proposal promoted by (or on behalf of) such Local Authority or other relevant Stakeholder in relation to the provision of additional, varied and/or extended Passenger Services, introduction of new stations or enhancements to Stations or other infrastructure schemes which impact on the Franchise; or

- (g) on a confidential basis to a proposed successor, transferee or assignee of the Secretary of State in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Agreement,

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Secretary of State under this paragraph 2.2 of this Schedule 17.

3. **Publication of Certain Information**

3.1 Notwithstanding the provisions of paragraph 1, the Secretary of State may publish (whether to the press, the public or to one or more individuals, companies or other bodies, including to any prospective Successor Operator) in such form and at such times as he sees fit, the following (irrespective of whether the same was provided to the Secretary of State by the Franchisee or a third party):

- (a) any or all of the Franchise Documents provided that the Secretary of State will, prior to publishing the same, redact from any Franchise Document any information contained therein which the Secretary of State and the Franchisee agree or failing which the Secretary of State determines, in his absolute discretion, is exempt from disclosure in accordance with the provisions of the Freedom of Information Act and/or the Environmental Information Regulations;
- (b) the amount of any Franchise Payments payable under the Franchise Agreement and the aggregate amount of Franchise Payments paid in each year under the Franchise Agreement;
- (c) such information as the Secretary of State may consider reasonably necessary to publish in connection with the performance of his functions in relation to any Closure or proposed Closure;
- (d) the amount of any payments by the Franchisee under the Passenger's Charters;
- (e) such information (including CRM Data and Yield Management Data) as may reasonably be required in connection with any Tendering/Reletting Process or the retendering or reletting of any other railway passenger services, provided that such information may only be published during the period of, or during the period leading up to, such retendering or reletting;

- (f) any reports and accounts delivered to him under Schedule 13 (Rail Industry Initiatives and Innovation Obligations) including any analyses, statistics and other information derived from such reports and accounts;
 - (g) the results of any monitoring or measurement of the performance of the Franchisee in the provision of the Franchise Services (including any information provided under Schedule 11 (Franchise Performance Meetings and Management Information));
 - (h) the results, on a Service Group, Route, station or other comparable basis, of any calculation of passenger numbers under Schedule 1.5 (Information about Passengers);
 - (i) the results of any survey under Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCIF Scheme);
 - (j) the results of any assessment or inspection under Schedule 11.2 (Management Information);
 - (k) details of the Franchisee's plans and performance in respect of safety;
 - (l) such information as the Secretary of State may reasonably require to include in his annual report in respect of the Franchisee provided that, in preparing that report, the Secretary of State shall have regard to the need for excluding, so far as is practicable, the matters specified in paragraphs (a) and (b) of Section 71(2) of the Act for this purpose, taking references in those paragraphs to the ORR as references to the Secretary of State; and
 - (m) such information as the Secretary of State may reasonably require to publish at or around the expiry or possible termination of the Franchise Period in order to secure continuity of the provision and operation of the Franchise Services.
- 3.2 Without prejudice to any other provision of this Schedule 17, the Secretary of State may publish any other information relating to the Franchisee if he has previously notified the Franchisee and the Franchisee does not demonstrate to the reasonable satisfaction of the Secretary of State within fourteen (14) days of such notification that the publication of such information would, in the reasonable opinion of the Franchisee, have a material adverse effect on its business. If the Franchisee attempts so to demonstrate to the Secretary of State but he is not so satisfied, the Secretary of State shall allow seven (7) more days before publishing the relevant information.

4. **Service Development Information**

Nothing in this Schedule 17 shall be deemed to prohibit, prevent or hinder, or render either Party liable for, the disclosure by either Party to Network

Rail, the ORR, other Train Operators, any operators of services for the carriage of goods by rail, the Passengers' Council and/or any Local Authority of any information relating to the development of the Train Service Requirement in accordance with Schedule 1.1 (Franchise Services and Service Development).

5. Publication by Secretary of State

Nothing in this Schedule 17 shall be deemed to prohibit, prevent or hinder, or render the Secretary of State liable for, the disclosure of any information by the Secretary of State to the ORR, the Parliamentary Commissioner for Administration, a Minister of the Crown, any department of the government of the United Kingdom, the Scottish Parliament, the National Assembly of Wales, the Mayor of London, the Greater London Authority or any department or officer of any of them or of information which is otherwise disclosed for the purpose of facilitating the carrying out of his functions.

6. Provision of Information to the ORR

The Franchisee hereby authorises the Secretary of State to provide to the ORR, to the extent so requested by the ORR, such information as may be provided to the Secretary of State in relation to the Franchisee under the Franchise Agreement.

7. Disclosure by Comptroller and Auditor General

The Parties recognise that the Comptroller and Auditor General may, in pursuance of his functions under the Exchequer and Audit Department Act 1921, the National Audit Act 1983 and the Government Resources and Accounts Act 2000, disclose information which he has obtained pursuant to those Acts and which a Party to the Franchise Agreement would not be able to disclose otherwise than under this Schedule 17.

8. Continuing Obligation

This Schedule 17 (and any other provisions necessary to give effect hereto) shall survive the termination of the Franchise Agreement, irrespective of the reason for termination.

9. Freedom of Information - General Provisions

- 9.1 The Franchisee acknowledges and shall procure that its agents and subcontractors acknowledge that the Secretary of State is subject to the requirements of the Freedom of Information Act and the Environmental Information Regulations and accordingly the Franchisee shall and shall procure that its agents and subcontractors shall assist and co-operate with the Secretary of State to enable the Secretary of State to comply with his information disclosure obligations under the Freedom of Information Act and/or the Environmental Information Regulations.

- 9.2 Notwithstanding paragraph 10 (Redactions), the Franchisee shall (and shall procure that its agents and subcontractors shall):
- (a) transfer to the Secretary of State any Requests for Information received by the Franchisee (or its agents or subcontractors) as soon as practicable and in any event within two (2) Weekdays of receiving any such Request for Information;
 - (b) provide the Secretary of State with a copy of all information in its (or their) possession or power in the form that the Secretary of State requires within five (5) Weekdays of the Secretary of State's request (or within such other period as he may specify); and
 - (c) provide all necessary assistance as reasonably requested by the Secretary of State to enable him to respond to any Request for Information within the time for compliance set out in Section 10 of the Freedom of Information Act or Regulation 5 of the Environmental Information Regulations as applicable.
- 9.3 The Secretary of State shall be responsible for determining in his absolute discretion, and notwithstanding any other provision in the Franchise Agreement or any other agreement, whether Confidential Information (as such term is defined in paragraph 1 of this Schedule 17) and/or any other information is exempt from disclosure in accordance with the provisions of the Freedom of Information Act and/or the Environmental Information Regulations.
- 9.4 The Franchisee shall not and shall procure that its agents and subcontractors shall not respond directly to any Request for Information unless expressly authorised to do so by the Secretary of State.
- 9.5 The Franchisee acknowledges and shall procure that its agents and subcontractors acknowledge that notwithstanding any provision to the contrary in the Franchise Agreement the Secretary of State may be obliged under the Freedom of Information Act and/or the Environmental Information Regulations and any related Code of Practice or other guidance to disclose information concerning the Franchisee and/or its agents and subcontractors:
- (a) in certain circumstances without consulting the Franchisee (or its agents and/or subcontractors where applicable); or
 - (b) following consultation with the Franchisee and having taken its views into account (and the views of its agents and/or subcontractors where applicable),

provided always that where applicable the Secretary of State shall in accordance with the provisions of the Freedom of Information Act and/or the Environmental Information Regulations take reasonable steps where appropriate to give the Franchisee advance notice or failing that to draw the disclosure to the Franchisee's attention after any such disclosure.

10. Redactions

10.1 Subject to paragraph 9 (Freedom of Information - General Provisions), by no later than the date which is:

- (a) four (4) weeks after the date of this Agreement (in respect of the Franchise Documents referred to in paragraph (a) of the definition thereof);
- (b) thirty (30) days after the date of notification by the Secretary of State to the Franchisee of another agreement that is required for publication (in respect of the Franchise Documents referred to in paragraph (b) of the definition thereof; and
- (c) thirty (30) days after the date of any document varying the terms of any Franchise Document,

the Franchisee will provide to the Secretary of State details of any provisions of the Franchise Documents or any such variation which the Franchisee believes are exempt from disclosure in accordance with the provisions of the Freedom of Information Act, the Environmental Information Regulations and/or Section 73(3) of the Act (the "**Redactions**").

10.2 For each such Redaction the Franchisee should specify:

- (a) the exact text of the Franchise Document or variation that the Franchisee proposes is redacted;
- (b) whether the Franchisee proposes that the Redaction applies in relation to the publication of the relevant Franchise Document or variation on the website of the Department for Transport, on the register required to be maintained by the Secretary of State pursuant to Section 73 of the Act or on both such website and such register; and
- (c) the reasons why the Franchisee believes that the proposed Redaction is justified in accordance with the Freedom of Information Act, the Environmental Information Regulations and/or Section 73(3) of the Act.

10.3 The Secretary of State shall consult with the Franchisee in relation to the Franchisee's proposed Redactions (provided that the same are provided to the Secretary of State in accordance with paragraph 10.1). If the Secretary of State and the Franchisee are unable to agree upon any proposed Redaction, the Secretary of State shall be entitled to determine, in his absolute discretion, whether or not to make such proposed Redaction. If the Franchisee does not provide its proposed Redactions to the Secretary of State in accordance with paragraph 10.1, the Franchisee shall be deemed to have consented to publication of the relevant document without any Redactions.

DEROGATION PAGE

ⁱ 25 February 2020 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 9 of Schedule 1.1 (Train Service Requirement – Purpose and Responsibility).

Original Due Date: 01/03/2020

Revised Due Date: 17/05/2020

ⁱⁱ 20 December 2019 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 5.1 of Schedule 1.6 (Controlled Emission Toilets).

Original Due Date: 01/01/2020

Revised Due Date: 01/01/2021

ⁱⁱⁱ 20 December 2019 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 6.1 of Schedule 1.6 for Class 323s (Baby Changing Facilities).

Original Due Date: 31/12/2019

Revised Due Date: 30/09/2020

^{iv} 6 September 2019 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 41(b) of Schedule 6.2 (Additional Stabling and Servicing Capacity at Worcester Depot).

Original Due Date: 01/05/2019

Revised Due Date: 31/12/2019

^v 6 September 2019 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 41(c) of Schedule 6.2 (Additional Stabling and Servicing Capacity at Worcester Depot).

Original Due Date: 01/05/2019

Revised Due Date: 31/08/2019

^{vi} [REDACTED]

^{vii} 16 March 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 53.2 of Schedule 6.2 (WMSBU Brand Livery).

Original Due Date: 10/01/2018

Revised Due Date: 09/02/2018

viii 23 December 2019 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 53.4(b) of Schedule 6.2 (WMSBU Brand Livery) in relation to certain Class 172/3 Rolling Stock Units so that the deadline for compliance with WMSBU Branded Livery for these units only can be extended from 31 December 2019 to 31 November 2020.

Original Due Date: 31/12/2019

Revised Due Date: 30/11/2020

ix 15 October 2019 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 55.2 of Schedule 6.2 (Station Branding) for Kidderminster, Stratford upon Avon and Stechford.

Original Due Date: 31/10/2019

Revised Due Date: 31/05/2020

x 16 March 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 55.2 of Schedule 6.2 (Station Branding). The Franchisee will bring forward the painting of the lamp posts and the replacement of signs in those stations covered by 55.2(a) to 31 December 2018.

Original Due Date: 31/10/2019

Revised Due Date: 31/12/2018

xi 16 March 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 56.1 of Schedule 6.2 (Uniforms).

Original Due Date: 10/03/2018

Revised Due Date: 31/08/2018

xii 12 April 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 59.3 of Schedule 6.2 (Marketing and Promotion - Minimum Expenditure for Franchise Year 1).

Original Due Date: 31/03/2018

Revised Due Date: 31/07/2018

^{xiii} 21 August 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 66.1(a) of Schedule 6.2 (Ticket Barriers).

Original Due Date: 31/05/2018

Revised Due Date: 30/04/2019

^{xiv} 21 August 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 66.1(b) of Schedule 6.2 (Ticket Barriers).

Original Due Date: 31/05/2018

Revised Due Date: 30/04/2019

^{xv} 27 September 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 84.4 of Schedule 6.2 (Cycle Improvement Scheme).

Original Due Date: 30/09/2018

Revised Due Date: 30/11/2018

^{xvi} 17 July 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 90.5 of Schedule 6.2 (Transport Integration Forum).

Original Due Date: 31/03/2018

Revised Due Date: 31/03/2019

^{xvii} 26 July 2019 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 9.4(c) of Schedule 11.2 (Annual Financial Information).

Original Due Date: 20/07/2019

Revised Due Date: 02/08/2019

^{xviii} 8 March 2018 (Date of Derogation Letter) – The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 9.4 of Schedule 13.1 (Rail Industry Initiatives) to deliver the draft Skills and Leadership Strategy by 31/07/2018 and implement final version by 28/09/2018.

Original Due Date: 31/07/2018

Revised Due Date: 28/09/2018