



Dated 2 December 2015

**THE SECRETARY OF STATE FOR TRANSPORT
LONDON & BIRMINGHAM RAILWAY LIMITED**

**FRANCHISE AGREEMENT
West Midlands**

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This Agreement is made on

2015

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) **LONDON & BIRMINGHAM RAILWAY LIMITED** (Company Number 05814584), whose registered office is at 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne NE1 6EE (the **Franchisee**).

Whereas

- (A) The Secretary of State and the Franchisee were parties to the Previous Franchise Agreement pursuant to which the Franchisee provided the Previous Passenger Services. The Previous Franchise Agreement expires at 01:59 on 1 April 2016 and pending the award of a new franchise agreement the parties have agreed that the Franchise Services will be provided by the Franchisee pursuant to this Franchise Agreement during the period from the Start Date until the Expiry Date.
- (B) The Secretary of State has issued direction under Section 26(1) of the Act that the person who is appointed as a franchisee to provide the Franchise Services under a franchise agreement need not be selected from among those who submit tenders in response to an invitation to tender.
- (C) 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 this 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.
- (D) The Franchisee wishes to be appointed as the Secretary of State's franchisee for the Franchise and intends, on the terms of this 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.
- (E) The parties have agreed terms on which the Franchisee will provide the Franchise Services and wish to record their agreement. The following provisions of this Franchise Agreement are intended to reflect and give effect to the matters referred to in Recitals (A) to (D) inclusive.

1 INTERPRETATION

1.1 In this 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 this Franchise Agreement;

- (c) the words “include”, “including” and “in particular” are to be construed without limitation;
- (d) references to any person include its successors, transferees or assignees;
- (e) the words “subsidiary”, “subsidiary undertaking”, and “parent undertaking” each have the same meaning in this Franchise Agreement as in Section 1162 of the Companies Act 2006;
- (f) references to documents “in the agreed terms” are references to documents initialled by or on behalf of the Secretary of State and the Franchisee. As at the date of this Franchise Agreement the documents “in the agreed terms” are as follows:
 - (i) **BCFD** Birmingham Commuter Fares Document;
 - (ii) **DL** Depot Lease;
 - (iii) **FF** Financial Formats;
 - (iv) **FM** Financial Model;
 - (v) **IBP** Initial Business Plan;
 - (vi) **ISDP** Initial Sustainable Development Plan;
 - (vii) **LCFD** London Commuter Fares Document;
 - (viii) **OM** Operational Model;
 - (ix) **PC** Passenger’s Charter;
 - (x) **PSM** Passenger Survey Methodology;
 - (xi) **PFD** Protected Fares Document;
 - (xii) **POA** Power of Attorney;
 - (xiii) **ROA** Record of Assumptions;
 - (xiv) **SDS** Sustainable Development Strategy;
 - (xv) **SL** Station Lease;
 - (xvi) **SLC** Service Level Commitment
 - (xvii) **TP** Train Plan;
 - (xviii) **CSES** Customer and Stakeholder Engagement Strategy; and
 - (xix) **Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000;**
- (g) references in any of the agreements comprising the Franchise Agreement to Recitals, clauses, Schedules, Parts, paragraphs and Appendices are to Recitals, clauses,

Schedules, Parts of Schedules, paragraphs of Schedules and Appendices of Schedules of that agreement, unless expressly specified to the contrary, and the Schedules and Appendices form part of this Franchise Agreement;

- (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 this 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) words importing the masculine gender include the feminine and vice-versa, and words in the singular include the plural and vice-versa;
- (n) 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;
- (o) 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;
- (p) 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;
- (q) 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 Charter, 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;

- (r) references to stations at which any train calls include stations at which such train commences or terminates its journey;
- (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 2 shall be construed, where relevant, as being references to the terms defined as such in the 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) 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;
- (w) references to sums of money being expended by the Franchisee shall be to such sums exclusive of Value Added Tax;
- (x) 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;
- (y) references to a “contravention of the Franchise Agreement” (and cognate expressions) are to be construed as meaning a breach of this Franchise Agreement;
- (z) 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;
- (aa) the Secretary of State is acting as part of the Crown; and
- (bb) references to “profit” shall be construed as meaning profit before corporation tax, determined in accordance with GAAP.

2 DEFINITIONS

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

"16 to 25 Railcard"	means a Discount Card issued under the Discount Fare Scheme referred to in paragraph (a)(ii) of the definition of Discount Fare Scheme;
"2010 Nominal Ticket Sales"	has the meaning given to it in paragraph 3 of Schedule 5.4 (Regulation of Fares Basket Values);
"2010 Ticket Revenue"	has the meaning given to it in paragraph 4.1 of Schedule 5.4 (Regulation of Fares Basket Values);

"Access Agreement"	has the meaning given to the term "access agreement" in Section 83(1) of the Act;
"Act"	means the Railways Act 1993 and any regulations or orders made thereunder;
"Actual CaSL Performance Level"	means, in respect of a Franchisee Year, the moving annual average CaSL Figures most recently published by Network Rail for that Franchisee Year in relation to the Franchisee;
"Actual Operating Costs"	<p>means:</p> <p>(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:</p> <ul style="list-style-type: none">(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); and(vi) lease payments in relation to on-balance sheet leased assets, <p>but excluding any of the following expenses that are payable in that period:</p> <ul style="list-style-type: none">(A) interest relating to on-balance sheet leased assets;(B) depreciation;(C) amortisation;(D) bad debt provisions; and(E) International Accounting Standards Nineteen pension service and interest accounting costs (non-cash element only) in respect of the Franchise Sections and any other pension schemes to the extent connected with the Franchise;

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 (iv) 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;

"Actual Passenger Demand"	has the meaning given to it in paragraph 1.1 of Schedule 1.5 (Information about Passengers);
"Actual PPM Performance Level"	means, in respect of a Franchisee Year, the moving annual average PPM Figures most recently published by Network Rail for that Franchisee Year in relation to the Franchisee;
"Actuary"	has the meaning given to it in the Pension Trust;
"Additional Expenditure"	has the meaning given to it in paragraph 2.8 of Schedule 7.2 (National Rail Passenger Surveys and Customer);
"Administration Fee"	has the meaning given to it in paragraph 4.3 of Schedule 10.3 (Events of Default and Termination Events);
"Advance Purchase Train-specific Fares"	has the meaning given to it under the Ticketing and Settlement Agreement;

- "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;
- "Aggregated Qualifying Change"** means two 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 9.5 (Variations and Incentivising Beneficial Changes)); 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:
- (c) the net present value of the adjustment in Franchise Payments which would result from a Run of the Financial Model in respect of each Change shall be calculated in accordance with the process described in the definition of Qualifying Change; and
 - (d) 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 11.7 of Schedule 13 (Information and Industry Initiatives);
- "Alternative NRPS"** has the meaning given to such term in paragraph 1.6 of Schedule 7.2 (National Rail Passenger Surveys);
- "Ancillary Service"** means any service specified in paragraph 5 of Schedule 1.6 (Franchise Services);
- "Annual Audited Accounts"** means the accounts of the Franchisee which:
- (a) comply with paragraph 3.11 of Schedule 13 (Information and Industry Initiatives); and

(b) are delivered to the Secretary of State by the Franchisee in accordance with paragraph 3.9 of Schedule 13 (Information and Industry Initiatives) and certified by the Franchisee's auditors as true and fair;

"Annual Benchmark"

means any of the Annual Cancellations Benchmark or the Annual TOC Minute Delay Benchmark;

"Annual Benchmark Table"

means, in relation to:

(a) any Annual Cancellations Benchmark, the Annual Cancellations Benchmark Table; and

(b) any Annual TOC Minute Delay Benchmark, the Annual TOC Minute Delay Benchmark Table;

"Annual Business Plan"

means the plan to be provided by the Franchisee to the Secretary of State in accordance with paragraph 2.3 of Schedule 13 (Information and Industry Initiatives);

"Annual Cancellations Benchmark"

means, for each Performance Calculation Year, each of the benchmarks specified in the Annual Cancellations Benchmark Table for that Performance Calculation Year provided that where a Performance Calculation Year is shorter than 13 Reporting Periods then the Annual Cancellations Benchmark for that Performance Calculation Year shall be as determined pursuant to paragraph 5.1(a) of Schedule 7.1 (Performance Benchmarks);

"Annual Cancellations Benchmark Table"

means the table set out in Part 2 (Annual Cancellations Benchmark Table) of Appendix 1 (Cancellations Benchmark and Annual Cancellations Benchmark) of Schedule 7.1 (Performance Benchmarks);

"Annual Cap Performance Level"

means, in relation to an Annual Benchmark for any Performance Calculation Year, the number set out in Column 2 of the Annual Benchmark Table relating to that Annual Benchmark and in the row of that table for that Performance Calculation Year;

"Annual CaSL Target Performance Level"

means, in respect of a Performance Calculation Year, the number set out in Column 5 of the Annual Cancellation Benchmark Table and in the row in that table for that Performance Calculation Year provided that where a Franchisee Year is shorter than 13 Reporting Periods then the Annual CaSL Target Performance Level for that Performance Calculation Year shall be as determined pursuant to paragraph 5.1(c) of Schedule 7.1 (Performance

Benchmarks);

1

"Annual Floor Performance Level"	means, in relation to an Annual Benchmark for any Performance Calculation Year, the number set out in Column 4 of the Annual Benchmark Table relating to that Annual Benchmark and in the row of that table for that Performance Calculation Year;
"Annual Franchise Payment"	means, in relation to any Franchisee Year, the amount determined in accordance with Schedule 8.2 (Annual Franchise Payments);
"Annual Franchise Payment Components"	means the values of "FXD", "VCRPI", "VCAWE", "PRPI" and "RRPI" specified for each Franchisee Year in the table set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments);
"Annual Management Accounts"	means the management accounts of the Franchisee which: <ul style="list-style-type: none"> (a) comply with paragraph 3.10 of Schedule 13 (Information and Industry Initiatives); and (b) are delivered to the Secretary of State by the Franchisee in accordance with paragraph 3.6 of Schedule 13 (Information and Industry Initiatives);
"Annual PPM Target Performance Level"	means, in respect of a Performance Calculation Year, the number set out in Column 5 of the Annual TOC Minute Delay Benchmark Table and in the row of that table for that Performance Calculation Year provided that where a Performance Calculation Year is shorter than 13 Reporting Periods then the Annual PPM Target Performance Level for that Performance Calculation Year shall be as determined pursuant to paragraph 5.1(e) of Schedule 7.1 (Performance Benchmarks);
"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 12 months after such day;
"Annual Target Performance Level"	means, in relation to an Annual Benchmark for any Performance Calculation Year, the number set out in Column 3 of the relevant Annual Benchmark

¹ Date of deletion: 29/02/2016

Table relating to that Annual Benchmark and in the row of that table for that Performance Calculation Year;

"Annual TOC Minute Delay Benchmark"	means, for each Performance Calculation Year, each of the benchmarks specified in the Annual TOC Minute Delay Benchmark Table for that Performance Calculation Year, provided that where a Performance Calculation Year is shorter than 13 Reporting Periods then the Annual TOC Minute Delay Benchmark for that Performance Calculation Year shall be as determined pursuant to paragraph 5.1(b) of Schedule 7.1 (Performance Benchmarks);
"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 (Performance Benchmarks);
"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;
"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;

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"Base National Rail Timetable"	means the December 2014 National Rail Timetable;
"Benchmark"	means any of the Cancellations Benchmark, the TOC Minute Delay Benchmark or the Short Formation Benchmark (as the context may require);
"Benchmark Table"	means, in relation to: (a) any Cancellations Benchmark, the Cancellations Benchmark Table; (b) any TOC Minute Delay Benchmark, the TOC Minute Delay Benchmark Table; and (c) any Short Formation Benchmark, the Short Formation Benchmark Table;
"Bid Profit Stream"	means the estimated total operating profit of the Franchisee from the date that the Change of Control (pursuant to paragraph 2.3 of Schedule 10.3 (Events of Default and Termination Events) 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 3.5 per cent. per annum (in real terms) as at the date of the Franchise Agreement);
"Birmingham 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 both Birmingham Stations;
"Birmingham Commuter Fares Basket"	means the grouping of the Birmingham 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 aggregate Prices or Child Prices, as the case may be, 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 Birmingham Commuter Fares Document;

"Birmingham Commuter Fares Document" means the document in the agreed terms marked **BCFD** as the same may be amended from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulation);

"Birmingham Stations" means for the purposes of Schedule 5 (Fares), the definitions of Birmingham Commuter Fare and Birmingham Services only, any of those stations located within the Metropolitan County of the West Midlands;

"Birmingham Services" means services provided between the Birmingham Stations but in respect of services beginning or ending outside of the Metropolitan County of the West Midlands ignoring such portions of their journey outside the Metropolitan County of West Midlands;

"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 31 March 2017 and any subsequent period of 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 13 Reporting Periods;

"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 trademarks;
"Breach Performance Level"	means, in relation to a Benchmark for any Reporting Period, the number set out in Column 2 of the Benchmark Table relating to that Benchmark and in the row of that Benchmark Table for that Reporting Period;
"British Transport Police"	means the British Transport Police created pursuant to Section 18 of the Railways and Transport Safety Act 2003 (or any successor or successors to its statutory policing functions);
"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 2.8 of Schedule 13 (Information and Industry Initiatives));
"Business Continuity Plan" and "BCP"	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 paragraph 3.3 of Schedule 10.4 (Force Majeure);
"Business Day"	has the meaning given to it in paragraph 1.5 of Appendix 3 to Schedule 13 (Information and Industry Initiatives);
"Business Plan"	means the Initial Business Plan or any Annual Business Plan, as the context requires, to be delivered in accordance with paragraphs 2.1 and 2.3 of Schedule 13 (Information and Industry Initiatives);
"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 50 per cent. 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 Benchmark"	means any of the performance levels in respect of Cancellations and Partial Cancellations set out in the Cancellations Benchmark Table;
"Cancellations Benchmark Table"	means the table set out in Part 1 (Cancellations Benchmark Table) of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) of Schedule 7.1 (Performance Benchmarks);
"Cancellations Figures"	<p>means the number of:</p> <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 Passenger Services operated in each Reporting Period;</p>
"Cancellations Performance Sum"	means an amount determined in accordance with paragraph 3.2 of Schedule 7.1 (Performance Benchmarks);
"Capacity Mitigation Plan"	has the meaning given to it in paragraph 8.1(a) of Schedule 1.1 (Service Development);
"Capital Expenditure"	has the meaning given to it in paragraph 2.4 of Schedule 9.5 (Variations and Incentivising Beneficial Changes);
"Cascaded Rolling Stock"	has the meaning given to it in paragraph 2.5 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
"CaSL"	means the measure of the proportion of trains (expressed as a percentage of Passenger Services which are scheduled to be provided under the Plan of the Day) which are cancelled, or arrive significantly late at their final scheduled destination measured on the basis that for this purpose, "significantly late" means arriving thirty minutes or more after the scheduled public arrival time at destination, as produced and/or published by Network Rail;
"CaSL Figures"	means the moving annual average percentage by Network Rail in respect of CaSL;
"CCTV Franchise Payment"	has the meaning given in paragraph 5.2 of Part 1 of

Adjustment"	Schedule 6.1 (Committed Obligations);
"Central Government Body"	has the meaning given to it in paragraph 2.3 of Schedule 17 (Confidentiality and Freedom of Information);
"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 Assumption specified in Schedule 9.3 (Secretary of State Risk Assumptions); (b) the Secretary of State and the Franchisee agree or the Secretary of State serves written notice on the Franchisee, exercising the Secretary of State's right to call any Priced Option: <ul style="list-style-type: none"> (i) on different terms from those specified in respect of that Priced Option in Part 2 (List of Priced Options) of Schedule 3 (Priced Options); and/or (ii) at any time after the last date for exercise of such Priced Option, <p style="margin-left: 40px;">in each case, only to the extent of the difference from the price quoted in Part 3 (Price in respect of the Priced Option) to Schedule 3 (Priced Options) caused by the difference in terms and/or the late timing of the agreement or call;</p> (c) a Charge Variation; (d) 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 8.4 (Track Access Adjustments and Station Charge Adjustments)); (e) a change to the Service Level Commitment previously in force pursuant to the issue of an amended or new Service Level Commitment in accordance with paragraph 9.6 of Schedule 1.1 (Service Development); (f) the Franchisee is required to take any action pursuant to paragraph 12.1(a) and/or paragraph 12.1(b) of Schedule 1.1 (Service Development);

- (g) the issue of any SLC (TDR) Amendments pursuant to paragraph 5.9 of Schedule 1.1 (Service Development) or any SLC (TDR) Amendments ceasing to have effect in accordance with paragraph 5.12 of Schedule 1.1;
- (h) the exercise by the Secretary of State of his rights pursuant to paragraph 1.6 of Schedule 7.1 (Performance Benchmarks);
- (i) 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;
- (j) the Secretary of State approves an amendment or proposed amendment to an Inter-Operator Scheme, as referred to in paragraph (a) of the definition of Inter-Operator Scheme to the extent and only to the extent that the Franchisee makes a saving as a consequence of such amendment or proposed amendment;
- (k) the imposition, subject to the provisions of paragraph 2.6 of Schedule 4 (Persons with Disabilities and Disability Discrimination), of any increased access charges in respect of EA Requirements at Franchisee Access Stations;
- (l) 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);
- (m) 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;
- (n) the Secretary of State exercises his rights pursuant to paragraph 2.5(b) of Schedule 2.2 (Security of Access, Rolling Stock, Leases, Station and Depot Leases);
- (o) not used;

- (p) a Variation to the terms of the Franchise Agreement pursuant to paragraph 1 of Schedule 9.5 (Variations and Incentivising Beneficial Changes);
- (q) the exercise by the Secretary of State of his rights pursuant to paragraph 18.2 of Schedule 13 (Information and Industry Initiatives);
- (r) Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
- (s) Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000; or
- (t) 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 9.5 (Variations and Incentivising Beneficial Changes);

"Change of Control"

has the meaning given to it in paragraph 2.3 of Schedule 10.3 (Events of Default and Termination Events);

"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 Communities 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 F11.5 of the Station Access Conditions in relation to any station which is not an Independent Station; or
 - (iii) Condition 42.5 of the Independent Station Access Conditions in relation to any station which is an Independent 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. 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 2.2 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;

"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 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). Any revisions to the Code of Practice shall be approved by the Disabled Persons Transport Advisory Committee;

"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;
"Committed Obligations"	means any of the Franchisee's obligations listed in Part 1 (Committed Obligations and Related Provisions) to Schedule 6.1 (Committed Obligations and Related Provisions);
"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 Route"	means any Route in respect of which the Secretary of State determines that any relevant Community Rail Partnership has an interest;
"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;
"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;
"consent"	has, for the purposes of paragraph 6 of Part 2 to Schedule 6.1 (Miscellaneous Provisions) only, the meaning given to it in paragraph 6.1 of Part 2 to Schedule 6.1 (Miscellaneous Provisions);
"Contingency Plan"	has the meaning given to it in paragraph 1(a)(iv) of Schedule 10.4 (Force Majeure);
"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"

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):

- (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;
- (b) controls or has the power to control the affairs and policies of that person or of any other person which Controls that person;
- (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) 30 per cent. 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 30 per cent. 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 30 per cent. or more of the assets of such person which would then be available for distribution,

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

"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;
"CPAY Agreement"			means the CPAY agreement (supplemental to the Pay As You Go Agreement) relating to acceptance of certain contactless payment cards for PAYG journeys in London dated 30 July 2014 between Transport Trading Limited and the operators listed in Schedule 1 of the CPAY agreement including the Franchisee;
"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 persons travelling on or purchasing tickets for travel on the Passenger Services or other services for the carriage of passengers by railway;
"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 3.4 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;
"Current Franchisee Accounting Year"			has the meaning given to it in paragraph 3.4(a) of Schedule 8.1 (Franchise Payments);
"Customer and Stakeholder Engagement Strategy"			means the Customer and Stakeholder Engagement Strategy in the agreed terms marked CSES;
"Customer Report"			means a report in the format and providing the information specified in the Customer and Stakeholder Engagement Strategy published in accordance with paragraph 3.2 of Schedule 7.2 (National Rail Passenger Surveys);
"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;
"Dataset"	means the data specified in Appendix 1 (Environmental Impact Monitoring Dataset) to Schedule 13 (Information and Industry Initiatives) as the same may be amended from time to time by the Secretary of State (acting reasonably);
"Data Site Information"	has the meaning given to it in paragraph 2.2(e) 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 column 3 of the Benchmark Table relating to that Benchmark and in the row of that Benchmark Table for that Reporting Period;
"Delayed Cascade Mitigation Plan"	has the meaning given to it in paragraph 2.7(c) 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(b) of Appendix 2 (Alternative Transport) to Schedule 4 (Persons with Disabilities and Disability Discrimination);
"Depot"	means a depot in respect of which the Franchisee has entered into a Depot Lease;
"Depot Lease"	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;
"Designated Employer"	has the meaning given to it in the Pension Trust;
"Destination Station"	has the meaning given to it in paragraph 2(b) of Appendix 2 (Alternative Transport) to Schedule 4 (Persons with Disabilities and Disability Discrimination);
"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" means the committee established under section 125 of the Transport Act 1985;

"Disaster" means, other than those specified in paragraphs 1(a) or 1(b) of Schedule 10.4 (Force Majeure), any unplanned interruption or event which significantly prevents or impairs the ability of the Franchisee to provide the Franchise Services (in whole or in part) or the ability of the Franchisee to operate systems or equipment relevant to the provision of the Franchise Services (in whole or in part);

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

"Discount Fare Scheme" means:

- (a) each of the following discount fare schemes:
 - (i) ATOC Disabled Persons Railcard Scheme dated 23 July 1995 between the participants therein;
 - (ii) ATOC Young Persons Railcard Scheme dated 23 July 1995 between the participants therein; and
 - (iii) ATOC Senior Railcard Scheme dated 23 July 1995 between the participants therein; or
- (b) 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;

"Disputed 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 50 per cent. 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;

"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 50 per cent. or more, but less than 100 per cent. of its scheduled journey 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;

"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://www.ridr.co.uk/rules.htm> (or such other applicable web address that is adopted by the Railway Industry Dispute Resolution Committee from time to time);

"Disputes Secretary"

means the person appointed as disputes secretary from time to time in accordance with the Dispute Resolution Rules;

"DOTAS"

has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Obligations and Covenants);

"EA"

means the Equality Act 2010;

"EA Claim"

has the meaning given to it in paragraph 3.1 of Schedule 4 (Persons with Disabilities and Disability Discrimination);

"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 20(4) of the EA;

"Emergency Events"	
"EMV"	has the meaning given to it in paragraph 1(e) of Schedule 10.4 (Force Majeure); 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"	means the Plan of the Day excluding any: (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, in each case: (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 Implementation Plan"	has the meaning given in paragraph 18.1(c) of Schedule 13 (Information and Industry Initiatives);
"Environmental Regulations"	Information means the Environmental Information Regulations 2004;
"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);
"Escrow Documents"	means those documents and other items referred to in paragraphs 1.1 and 1.2 of Schedule 9.2 (Identity of the Financial Model etc.);

"Estimated Profit Stream"

means estimated total operating profit of the Franchisee from the date that the Change of Control (pursuant to paragraph 2.3 of Schedule 10.3 (Events of Default and Termination Events)) 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:

- (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:
 - (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 Sections 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 the formula set out in paragraph 3.1(a)(iii) of the definition of "Relevant Profit" of Schedule 8.1 (Franchise Payments); 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 3.5 per cent. per annum (in real terms));

"Estimated Revisions"	has the meaning given to it in paragraph 9 of Schedule 9.1 (Financial and Other Consequences of Change);
"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 2 of Schedule 10.3 (Events of Default and Termination Events);
"Excluded Data"	has the meaning given in paragraph 18.1(a) of Schedule 13 (Information and Industry Initiatives);
"Existing Expenditure"	has the meaning given to it in paragraph 2.8(c)(i) of Schedule 7.2 (National Rail Passenger Surveys);

"Expiry Date"	means the later of: <ul style="list-style-type: none"> (a) 01:59 on 15 October 2017; or (b) any other time and date to which the Franchise Agreement is continued in accordance with paragraph 2 of Schedule 18 (Additional Reporting Periods);
"Facilitation Fee"	has the meaning given to it in paragraph 4.2 of Schedule 10.3 (Events of Default and Termination Events);
"Facility Owner"	has the meaning given to the term facility owner in Section 17(6) of the Act;
"Fare"	means: <ul style="list-style-type: none"> (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 Schedules 5.3 (Allocation of Fares to Fares Baskets) to 5.8 (Fares Regulation Information and Monitoring) (inclusive) and the definitions of Birmingham Commuter Fare, London 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: <ul style="list-style-type: none"> (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; (iii) a Cross London Ticket (as defined in the Through Ticketing (Non

Travelcard) Agreement); or

- (iv) sold under the Pay As You Go Agreement utilising TTL Smartmedia as defined in that agreement;

"Fare Year"	means the period from 1 January in any year to 31 December in the same year;
"Fares Basket"	means either the Commuter Fares Basket or the Protected Fares Basket;
"Fares Document"	means either the Birmingham Commuter Fares Basket or the London Commuter Fares Basket or the Protected Fares Basket;
"Fares Setting Round"	has the meaning given to it in the Ticketing and Settlement Agreement;
"Financial Action Plan"	means any action plan produced by the Franchisee pursuant to paragraph 3.3(f) of Schedule 13 (Information and Industry Initiatives), where the level of its financial performance specified in the Management Accounts is worse than forecast by the Franchisee in its current Business Plan;
"Financial Conduct Authority"	means the UK Financial Conduct Authority with company registered number 01920623 or such other regulatory body which may succeed or replace it from time to time;
"Financial Model"	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 etc.) and as subsequently revised in accordance with Schedule 9.2 (Identity of the Financial Model etc.);
"First Expenditure Franchisee Year"	has the meaning given to it in paragraph 2.8(c)(i) of Schedule 7.2 (National Rail Passenger Surveys);
"First Profit Share Threshold"	has the meaning given to it in paragraph 3 of Schedule 8.1 (Franchise Payments);
"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 10.4 (Force Majeure) where the conditions specified in paragraph 2 of Schedule 10.4 (Force Majeure) 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 3.4 of Schedule 13 (Information and Industry Initiatives);

"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 3.4 of Schedule 13 (Information and Industry Initiatives);

"Forecast Passenger Demand"

means the forecast prepared by the Franchisee pursuant to paragraph 5.2 of Schedule 1.1 (Service Development) and paragraph 1.4 of Schedule 1.5 (Information about Passengers) in respect of:

- (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; 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 proposed by the Secretary of State in the Request for Proposal to operate railway passenger services over the routes prescribed in paragraph 2.2 of Schedule 1.6 (Franchise Services);

"Franchise Agreement"

means this agreement as amended from time to time;

"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) the Franchise Agreement;
- (b) the Funding Deed;
- (c) the collateral agreement regulating the rights and obligations of the parties in the event that

a legal challenge is successfully raised as a result of the entering into of the Franchise Agreement;

- (d) the Service Level Commitment; and
- (e) any other agreement entered into as part of the award of the Franchise as 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 Letting Process Agreement"

means the agreement so entitled dated 22 October 2014 between the Secretary of State and the Franchisee entered into by the Franchisee as part of its proposal to secure the provision and operation of the Franchise Services;

"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;

"Franchisee Owned RV Asset"

means each of the assets listed in Column 1 of the table set out in Appendix 2 to Schedule 14.4 (Designation of Franchise Assets) which:

- (a) are not annotated in Column 8 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 such that they can be transferred to a Successor Operator at the applicable value specified in Column 7 of the table in Appendix 2 to Schedule 14.4 (as such value may be amended during the Franchise Term in accordance with the provisions of paragraphs 13.4 or 13.6);

"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 4 of Schedule 11 (Agreement Management Provisions);

"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 Schedule 10 (Remedies, Termination and Expiry);

"Franchise Section"

has the meaning given to it in paragraph 1 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 Accounting Year"

means any period of 12 months during the Franchise Period, beginning on 1st April and ending on 31st March, except that the first and last Franchisee Accounting Years may be for a period of less than 12 months and the first Franchisee Accounting Year shall begin on the Start Date and the last Franchisee Accounting Year shall end on the last day of the Franchise Period;

"Franchisee Year"	means any period of 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 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;
"Funding Deed"	means the deed made between the Secretary of State, the Franchisee and the Guarantor dated the date of the Franchise Agreement specifying the arrangements relating to the funding for the Franchisee by Govia Limited and giving rights to the Secretary of State in relation to such funding;
"Funding Deed Guarantee"	means the deed entered into between the Secretary of State and the Ultimate Parents on or about the date of this Franchise Agreement under which the Ultimate Parents provide to the Secretary of State a joint and several guarantee in respect of the obligations of the Parent under the Funding Deed;
"GAAP"	means generally accepted accounting principles in the United Kingdom, as derived from and including the accounting requirements of the Companies Act 2006, 'Statements of Standard Accounting Practice', 'Financial Reporting Standards', 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 Obligations and Covenants);
"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"	has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Obligations and Covenants);
"Handover Package"	means a package containing the information and objects specified in the Appendix (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:

- (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;

"ICDA Franchise Payment Adjustment" has the meaning given in paragraph 16.6 of Part 1 of Schedule 6.1 (Committed Obligations);

"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 2.6 of Schedule 8.4 (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 of Schedule 8.4 (Track Access Adjustments and Station Charge Adjustments);

"Industrial Action" has the meaning given to it in paragraph 1(f) of Schedule 10.4 (Force Majeure);

"Industry Schemes" has the meaning given to it in paragraph 10 of Schedule 13 (Information and Industry Initiatives);

"Initial Business Plan" means the business plan to be provided by the Franchisee to the Secretary of State as described in paragraph 2.1 of Schedule 13 (Information and Industry Initiatives) in the agreed terms marked **IBP**;

"Initial Dataset"	has the meaning given in paragraph 18.1 of Schedule 13 (Information and Industry Initiatives);
"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 Sustainable Development Plan"	means the initial sustainable development plan in the agreed terms marked ISDP ;
"Intellectual Property Rights"	means any patent, know-how, trade mark or name, service mark, design right (in each case whether registered or unregistered), copyright, rights in passing off, database right, rights in commercial or technical information, any other rights in any invention, discovery or process and any other intellectual property rights, whether registered or unregistered and including applications for the grant of any such rights and all rights or forms of protection having equivalent or similar effect in each case in the United Kingdom and anywhere else in the world;
"Interest Rate"	means a rate equivalent to two per cent. 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;
"Inter-Operator Schemes"	means: <ul style="list-style-type: none"> (a) each of the following schemes which relate to arrangements between the Franchisee and other participants in the railway industry: <ul style="list-style-type: none"> (i) ATOC Staff Travel Scheme dated 23 July 1995 between the participants named therein; (ii) Ticketing and Settlement Agreement; (iii) ATOC LRT Scheme dated 23 July 1995 between the participants named therein; (iv) Travelcard Agreement dated 15 October 1995 between London Regional Transport and the parties

named therein;

- (v) Through Ticketing (Non-Travelcard) Agreement dated 15 October 1995 (as amended and restated) between London Regional Transport and the parties named therein;
- (vi) National Rail Enquiry Scheme dated 11 June 1996 between the participants named therein; and
- (vii) the Pay As You Go Agreement;
- (viii) the CPAY Agreement; and
- (b) 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; and
- (c) any Discount Fare Scheme;

"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 it has created to enable the use of interoperable smartcards in transport and other areas;

"IOP"

means ITSO on Prestige;

"IOP Acceptance Date"

means the date that IOP is accepted under the provisions of the IOP Agreement;

"IOP Agreement"

means an agreement between the Secretary of State and Transport for London for the acceptance of ITSO Certified Smartmedia;

"IOP London Products"

means ITSO products equivalent to products currently accepted, retailed or fulfilled under the Travelcard Agreement and the Through Ticketing (Non-Travelcard) Agreement;

"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 and which have been fully certified by ITSO;

"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 all directors (statutory or otherwise) and the managers with responsibility for a department/function within the Franchisee's business (and in particular managers in the operations, commercial, personnel and public affairs departments (or in each case their nearest equivalents));
"Key Contract"	means: <ul style="list-style-type: none"> (a) each agreement and contract listed in the Appendix (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), <p>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;</p>
"Key Personnel"	means those persons identified by the Franchisee in accordance with paragraph 2.1 of Schedule 11 (Agreement Management Provisions);
"Late CCTV Franchise Payment Adjustment"	has the meaning given in paragraph 5.6 of Part 1 of Schedule 6.1 (Committed Obligations);
"Late LED Franchise Payment Adjustment"	has the meaning given in paragraph 2.7 of Part 1 of Schedule 6.1 (Committed Obligations);
"Late Parking Franchise Payment Adjustment"	has the meaning given in paragraph 1.8 of Part 1 of Schedule 6.1 (Committed Obligations);
"Late RV Franchise Payment Adjustment"	has the meaning given in paragraph 12.4 of Part 1 of Schedule 6.1 (Committed Obligations);
"Late TVM Franchise Payment Adjustment"	has the meaning given in paragraph 3.7 of Part 1 of Schedule 6.1 (Committed Obligations);
"Late TVM Upgrade Franchise Payment Adjustment"	has the meaning given in paragraph 6.6 of Part 1 of Schedule 6.1 (Committed Obligations);
"Late WIS Franchise Payment Adjustment"	has the meaning given in paragraph 15A.6 of Part 1

"Adjustment"	of Schedule 6.1 (Committed Obligations);
"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;
"LED Franchise Payment Adjustment"	has the meaning given in paragraph 2.3 of Part 1 of Schedule 6.1 (Committed Obligations);
"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;
"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 4 of Schedule 1.6 (Franchise Services) which may be provided by the Franchisee at the Depots and Stations;
"Local Authority"	<p>means:</p> <p>(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;</p>

- (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) any other body or council replacing any of the above from time to time; and
- (f) 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 Obligations and Covenants);

"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 station;
- (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);
- (d) PAYG Peak Fare or PAYG Off-Peak Fare (and their equivalent ITSO products) between each London Station and any other such station (and if and when CPAY is introduced the CPAY equivalent Peak and Off-Peak fares); and
- (e) any Flexi Season Ticket that may be offered for unlimited travel between each London Station and any other such station or other

station but which has restrictions on the permitted times of use or the volume of travel allowed. These restrictions may include permitting travel only on fewer than five days a week or outside Peak hours,

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 the 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 aggregate Prices or Child Prices, as the case may be, 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 London Commuter Fares Document;

"London Commuter Fares Document"

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 Regulation);

"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;

"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;
"Managed Station Area Lease"	<ul style="list-style-type: none"> (a) any lease of a Managed Station Area that the Franchisee is a party to at the Start Date; (b) a lease of any other Managed Station Area to which the Franchisee becomes party to during the Franchise Period;
"Management Accounts"	<p>means, in relation to any Reporting Period, the Franchisee's management accounts which:</p> <ul style="list-style-type: none"> (a) comply with paragraph 3.10 of Schedule 13 (Information and Industry Initiatives); and (b) are required to be delivered to the Secretary of State by the Franchisee in accordance with paragraphs 3.2 and 3.3 of Schedule 13 (Information and Industry Initiatives);
"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 trademarks 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;
"Minor Works"	has the meaning given to it in paragraph 2.7(a) of Schedule 4 (Persons with Disabilities and Disability Discrimination);
"Minor Works' Budget"	<p>means £250,000 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:</p> <ul style="list-style-type: none"> (a) for any Franchisee Year which is shorter than 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 Schedule 8.2 (Annual 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 (Persons with Disabilities and Disability Discrimination);

"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;

"Model Changes"

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

"Modified Class 350 Units"

means the Class 350 electric multiple units comprised in the Franchisee's Train Fleet that were modified pursuant to paragraph 11 of Part 5 (List of HLOS Committed Obligations) of Appendix 11 (Committed Obligations and HLOS Committed Obligations and Related Provisions) of the Previous Franchise Agreement;

"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,

where total debtors exclude any bad debts provision or write off and any capital-related debtors;

"MOIRA"

is the model in 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 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 as the Secretary of State may specify from time to time;
"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" or "NRPS"	means a passenger satisfaction survey in respect of the Franchise Services to be carried out by the Passengers' Council as described in paragraph 1 of Schedule 7.2 (Surveys and Customer);
"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;
"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;
"Network Rail"	means in respect of: <ul style="list-style-type: none"> (a) the network or any relevant facility: <ul style="list-style-type: none"> (i) Network Rail Infrastructure Limited, a company registered in England with registered number 02904587 whose registered office is at 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 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; or (b) which is included in the Enforcement Plan of the Day and which operates less than 50 per cent. 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 Fixture Asset"

means a tangible asset annotated as such in Column 8 of the table in Appendix 2 to Schedule 14.4 (Designation of Franchise Assets) 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(h) of Schedule 14.4 such that it can be transferred as the unencumbered property of the Franchisee to a Successor Operator at the applicable value specified in Column 7 of the table in Appendix 2 to Schedule 14.4 (as such value may be amended during the Franchise Term in accordance with the provisions of paragraphs 13.4 or 13.6);

"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 per cent. or more, but less than 100 per cent. of its scheduled journey 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;

"New Class 350/3 Units"

means the 10 Class 350/3 (4-car) electric multiple units which were procured by the Franchisee pursuant to paragraph 13 of Part 5 (List of HLOS Committed Obligations) of Appendix 11 (Committed Obligations and HLOS Committed Obligations and Related Provisions) of the Previous Franchise Agreement;

"New Insurance Arrangements"

has the meaning given to it in paragraph 2.2(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: the restated values of "FXD", "VCRPI", "VCAWE", "PRPI" and "RRPI" to be specified for each Franchisee Year in the Appendix (Figures for Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments);

"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;

"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);

"NRPS Benchmark"

means in relation to any Franchisee Year, the benchmark as set out in the relevant columns of the NRPS Benchmark Table;

"NRPS Benchmark Table"

means the table set out in Appendix 1 (NRPS Benchmark Table) of Schedule 7.2 (National Rail Passenger Surveys);

"Occasion of Tax Non-Compliance"

has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Obligations and Covenants);

"Off-Peak"

means, in relation to any Passenger Service, the period of time outside of the Peak;

"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: the values of "FXD", "VCRPI", "VCAWE", "PRPI" and "RRPI" to be specified for each Franchisee Year in the Appendix (Figures for

	Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments);
"Operating Assets"	has the meaning given to it in paragraph 1.1 of Schedule 14.2 (Maintenance of Operating Assets);
"Operational Model"	means the following models in the agreed terms marked OM : <ul style="list-style-type: none"> (a) the 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 paragraph 1.1 of Schedule 1.7 (Train Fleet);
"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;
"Parent"	means Govia Limited (Company Number 03278419) whose registered office is at 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne NE1 6EE;
"Parking Franchise Adjustment"	Payment has the meaning given in paragraph 1.4 of Part 1 of Schedule 6.1 (Committed Obligations);
"Partial Cancellation"	means a Passenger Service which is included in the Enforcement Plan of the Day and which Passenger Service: <ul style="list-style-type: none"> (a) misses a stop; or (b) completes 50 per cent. or more, but less than 100 per cent. of its scheduled journey as prescribed in the Enforcement Plan of the Day, <p>in each case, for reasons which are attributed to the Franchisee pursuant to its Track Access Agreement;</p>
"Participating Employer"	has the meaning given to it in the Pension Trust;
"Passenger Assistance Service"	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 rolling stock vehicles (as stated in Schedule 1.7 (The Train Fleet) or determined by the Secretary of State in accordance with paragraph 2.4 of Schedule 1.7) 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 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 such term in paragraph 1.4 of Schedule 7.2 (National Rail Passenger Surveys);
"Passenger's Charter"	means the Franchisee's service commitments to its passengers in the agreed terms marked PC , 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 and 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;
"Payment Date"	means the date for the payment of Franchise Payments in accordance with paragraph 2.3 of Schedule 8.1 (Franchise Payments);
"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 " or " PAYG ";
"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 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 Zone"

shall have the same meaning as "Zone" with the addition of the following stations:

Rickmansworth;
Carpenders Park;
Chorleywood;
Chalfont and Latimer;
Amersham;
Bushey;
Watford Junction; and
Watford High Street;

"Peak"

means the Morning Peak and the Evening Peak;

"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 such term under the Ticketing and Settlement Agreement;

"Performance Bond"

means the performance bond to be provided to the Secretary of State in the form set out in either Part A or Part B (as the case may be) of Appendix 1 to Schedule 12 (Financial Obligations and Covenants), as replaced or amended from time to time in accordance with Schedule 12 (Financial Obligations and Covenants);

"Performance Calculation Year"

means:

- (a) the period of 13 Reporting Periods starting on the Start Date (that day inclusive) in respect of the Cancellations Benchmark and the TOC Minute Delay Benchmark; or

- (b) each subsequent and non-overlapping period of 13 Reporting Periods during the Franchise Period commencing on the day after the last day of the preceding Performance Calculation Year,

provided that the last such period may be shorter than 13 Reporting Periods and shall end on the last day of the Franchise Period;

"Performance Strategy Plan"

has the meaning given to it in the Network Code;

"Performance Sum Adjustment Date"

means in the case of each Cancellations Performance Sum or TOC Minute Delay Performance Sum determined pursuant to paragraph 3 of Schedule 7.1 (Performance Benchmarks) and payable by the Secretary of State, the first Payment Date falling no less than seven days after that determination;

"Permanent Fare"

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

"Permitted Aggregate Increase"

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

"Permitted Individual Increase"

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 5.1 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 Schedules 9.1 (Financial and Other Consequences of Change) and 9.2 (Identity of Financial Model etc.) apply, audited following a Run

of the Financial Model and updated with any Revised Inputs; 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 Schedules 9.1 (Financial and Other Consequences of Change) and 9.2 (Identity of Financial Model etc.) apply, the inputs to the Financial Model derived therefrom following an audit of a Run of the Financial Model; and
- (c) in respect of the Record of Assumptions, delivery thereof,

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

"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;

"Power of Attorney"

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

"PPM Figures"

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

"Preceding 13 Reporting Periods"

has the meaning given to it in paragraph 2.1(c) of Schedule 12 (Financial Obligations and Covenants);

"Preceding Year Ticket Price"

has the meaning given to it in paragraph 2.1 of Schedule 5.5 (Regulation of Individual Fares);

"Previous Franchise Agreement"

means the franchise agreement dated 20 June 2007 and made between the Secretary of State and the Franchisee under which services equivalent to

the Franchise Services (or a material proportion thereof) were provided by the Franchisee on or about the day prior to the Start Date;

"Previous Passenger Services"

means:

- (a) any railway passenger services operated under the Previous Franchise Agreement (as applicable) that is the same or substantially the same as any Passenger Service in terms of departure and arrival times and stopping patterns; and
- (b) if no such railway passenger service is found under paragraph (a) such other railway passenger services operated under the Previous Franchise Agreement (as applicable) which is similar in terms of departure and arrival times and stopping patterns to the Passenger Services as the Secretary of State may reasonably determine;

"Previous Performance Level"

means the level of performance actually achieved in relation to the Previous Passenger Services;

"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 to the Ticketing and Settlement Agreement;

"Priced Option"

means any of the options set out in Part 2 (List of Priced Options) to Schedule 3 (Priced Options);

"Primary Franchise Assets"

means:

- (a) the property, rights and liabilities of the Franchisee listed in the Appendix (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;

"Prior Train Operator"

has the meaning given to it in paragraph 2.5 of Schedule 2.2 (Security of Access Agreements,

Rolling Stock Leases, Station and Depot Leases);

- "Process"** has the same meaning as in the Data Protection Act 1998;
- "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, Managed Station Area Lease, 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 or Child Prices, as the case may be, 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 1.9 of Schedule 9.5 (Variations 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 or Child 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 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 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 or Child Price of under the Ticketing and Settlement Agreement except to the extent that a Weekly Season Ticket for any such Flow is a Birmingham Commuter Fare or a London Commuter Fare;

"Public Performance Measure" or "PPM"

means the public performance measure as produced and/or published by Network Rail;

"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 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 3.5 per cent; 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 months after such day;
"Rail Safety and Standards Board"	means Rail Safety and Standards Board Limited, a company registered in England with registered number 04655675 whose registered office is at Block 2, Angel Square, 1 Torrens Street, London EC1V 1NY;
"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) 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 9.9 of Schedule 9.1 (Financial and Other Consequences of Change);
"Record of Assumptions"	<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) 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"> <li data-bbox="782 884 1415 996">(a) detailed assumptions, explanations of assumptions and parameters underlying the Financial Model; <li data-bbox="782 1030 1415 1142">(b) details of how Franchise Payments have been calculated (including by reference to a defined annual profit margin); <li data-bbox="782 1176 1415 1243">(c) a description of the functionality, operation and structure of the Financial Model; and <li data-bbox="782 1276 1415 1388">(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 Birmingham Commuter Fares, London Commuter Fares or Protected Fares for the period of 12 months which ended 31 March 2010 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 Child Price"

means the Child Price that is permitted to be charged by the Franchisee in respect of any Fare in any Fare Year, determined in accordance with paragraph 2.1 of Schedule 5.5 (Regulation of Individual Fares);

"Regulated Price"

means the Price that is permitted to be charged by the Franchisee in respect of any Fare in any Fare Year, determined in accordance with paragraph 2.1 of Schedule 5.5 (Regulation of Individual Fares);

"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);

"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

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 2.5 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 3 of Schedule 8.1 (Franchise Payments);
"relevant Reporting Period"	has, for the purposes of paragraph 5.3 of Schedule 12 (Financial Obligations and Covenants) only, the meaning given to it in that paragraph;
"Relevant Rolling Stock"	has the meaning given to it in paragraph 2.5 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
"relevant State"	has the meaning given to it in paragraph 10 of Schedule 19 (Other Provisions);
"Relevant Tax Authority"	has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Obligations and Covenants);
"Relevant Term"	has the meaning given to it in paragraph 1.2(a) of Schedule 10.1 (Remedial Plans and Remedial Agreements);
"Remedial Agreement"	has the meaning given to it in paragraph 1.5 of Schedule 10.1 (Remedial Plans and Remedial Agreements);
"Remedial Plan"	has the meaning given to it in paragraph 1.2(b) of Schedule 10.1 (Remedial Plans and Remedial Agreements);
"Remedial Plan Notice"	has the meaning given to it in paragraph 1.1 of Schedule 10.1 (Remedial Plans and Remedial Agreements);
"Replacement Agreement"	means an agreement entered into as a replacement for any Relevant Agreement;

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"Replacement Copy"	has the meaning given to it in paragraph 2.2(b) of Schedule 9.2 (Identity of the Financial Model etc.);
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"Reporting Period"	means:
	<ul style="list-style-type: none"> (a) for the purposes of the Season Ticket Bond, any consecutive seven-day period or any other period, each within a Reporting Period (as defined in paragraph (b)) agreed in accordance with paragraph 5.12 of Schedule 12 (Financial Obligations and Covenants); or (b) for all other purposes, a period of 28 days, provided that: <ul style="list-style-type: none"> (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 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 quarters"	has the meaning given to it in paragraph 18.8 of Schedule 13 (Information and Industry Initiatives);
"Reporting Year"	means a period normally commencing on 1 April in each calendar year, comprising 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;
"Request for Proposal"	means the request for proposal issued by the Secretary of State as part of the procurement process pursuant to which the Franchise Agreement was entered into;
"Required Improvement"	has the meaning given to it in paragraph 2.8 of Schedule 7.2 (National Rail Passenger Surveys and Customer);
"Required Improvement"	Performance has the meaning given to it in paragraph 3.7 of Schedule 7.1 (Performance Benchmarks);
"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;

"Retained Class 150 Vehicles"

means 6 of the Class 150 rolling stock vehicles which are retained on lease by the Franchisee until 25 June 2017;

"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 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;

"Revised Inputs"

has the meaning given to it in paragraph 4.2 of Schedule 9.1 (Financial and Other Consequences of Change);

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"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 13.4 of Schedule 14.4;

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"Right Time Figures"

means the moving annual average percentage published by Network Rail in respect of the Right Time Measure, rounded to one 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;
"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 Mechanism" or "REBS"	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 whether or not at route level;
"RSP"	means Rail Settlement Plan Limited;
"Run of the Financial Model"	means an operation of the Financial Model with the Revised Inputs and 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;
"RV Asset Transfer Values"	means each of the transfer values relating to the RV Assets as specified in Column 7 of the table in

Appendix 2 to Schedule 14.4;

"RV Franchise Adjustment"	Payment	has the meaning given in paragraph 12.1 of Part 1 of Schedule 6.1 (Committed Obligations);
"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;
"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;
"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 the Season Ticket Bond) to Schedule 12 (Financial Obligations and Covenants) and such other bond as may replace it from time to time under Schedule 12 (Financial Obligations and Covenants);
"Season Ticket Fare"		means: <ul style="list-style-type: none"> (a) for the purposes of Schedule 12 (Financial Obligations and Covenants) 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 Profit Share Threshold"	has the meaning given to it in paragraph 3 of Schedule 8.1 (Franchise Payments);
"Secretary of State Risk Assumptions"	means those assumptions set out in Schedule 9.3 (Secretary of State Risk Assumptions);
"Section 1 RV Asset"	means an asset to be delivered pursuant to paragraphs 1 to 6 (inclusive) of Section 1 of Part 1 of Schedule 6.1 (Committed Obligations);
"Section 2 RV Asset"	has the meaning given to it in paragraph 12.1 of Section 1 of Part 1 of Schedule 6.1 (Committed Obligations);
"Security Breach"	has the meaning given to it in paragraph 5.3(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;
"SEFT Deed"	means the agreement between the Secretary of State and the Franchisee specifying certain obligations in relation to equipment to be procured, installed, migrated, integrated and commissioned for the purposes of the South East Flexible Ticketing Programme;
"Service Group"	has the meaning given to it in the Passenger's Charter when used in relation to the Passenger's Charter, and when used in the Franchise Agreement it has the meaning given to it in the Track Access Agreement, or as specified by the Secretary of State from time to time;
"Service Level Commitment"	means the service level commitment more particularly described in paragraph 1 of Schedule 1.1 (Service Development) as it may subsequently be amended or replaced in accordance with Schedule 1.1 (Service Development);
"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 2009” 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 10.4 (Force Majeure);
"Settlement Proposal"	has the meaning given to it in paragraph 3.2 of Schedule 4 (Persons with Disabilities and Disability Discrimination);
"Shared Facilities"	means those facilities in respect of which the Franchisee and Network Rail carry out their respective activities concurrently;
"Short Formation Benchmark"	means any of the performance levels in respect of capacity operated in delivering the Passenger Services as set out in the Short Formation Benchmark Table;
"Short Formation Benchmark Table"	means the table set out in Part 1 of Appendix 3 of Schedule 7.1 (Performance Benchmarks);
"Short Formations Figures"	means the number of Passenger Services in any Reporting Period formed with fewer vehicles than specified in the Train Plan;
"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 ten minutes; (d) changes to clockface (or near clockface) service patterns (meaning the provision of railway passenger services at a specified time or times relative to the hour); and/or (e) significant changes to journey times and/or key connections at the Station or at other stations at which relevant railway passenger services call;
"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 day, one journey in Standard Class Accommodation between the stations and/or the zones for which the Fare is valid;
"Small and Medium-sized Enterprises ("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

"South East Flexible Ticketing Programme"	means the government funded scheme to introduce smart cards for passengers travelling by rail in the south east of England;
"SLC (TDR) Amendment"	has the meaning given to it in paragraph 5.9 of Schedule 1.1 (Service Development);
"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;
"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 02:00 on 1 April 2016;
"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 Station Lease or Access Agreement (as the case may be) to which it relates;
"Station Charge Adjustment"	means any adjustment to payments under an Access Agreement determined in accordance with paragraph 2 of Schedule 8.4 (Track Access Adjustments and Station Charge Adjustments);
"Station Lease"	means: (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 3 of Schedule 1.6 (Franchise Services) which may be provided by the Franchisee at the 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);
"Suburban Station"	means any station which is not a London Station and which is listed below or which is closer to London than (and on the same line as) the following stations: Shoeburyness, Southend Victoria, Southminster, Marks Tey (excluding Sudbury branch), Audley End (but not including Stansted Airport), Ashwell & Morden, Arlesey, Harlington, Bletchley (excluding Bedford branch), Aylesbury, Haddenham & Thame Parkway, Twyford (including Henley branch), Earley, Fleet, Alton, Whitley, Christ's Hospital, Brighton

(excluding Coastway), Windsor & Eton Riverside, East Grinstead, Crowborough, Wadhurst, Paddock Wood (including the line between Strood and Paddock Wood), Maidstone East, Canterbury East, 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 8(a) of Schedule 14.1 (Maintenance of Franchise);

"Sunday Cancellations"

means a Sunday Passenger Service:

- (i) which is included in the Enforcement Plan of the Day and which is cancelled and attributed to the Franchisee pursuant to its Track Access Agreement; or
- (ii) which is included in the Enforcement Plan of the Day and which operates less than 50 per cent. of its scheduled mileage for reasons attributed to the Franchisee pursuant to its Track Access Agreement.

"Sunday Passenger Service"

means any Passenger Service operated or scheduled to operate on a Sunday;

"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 Plan"

means the plan to be prepared in accordance with paragraph 19.3 of Schedule 13 (Information and

	Industry Initiatives);
"Sustainable Development Strategy"	means the sustainable development strategy in the agreed terms marked SDS ;
"Tablet Franchise Payment Adjustment"	has the meaning given in paragraph 4.3 of Part 1 of Schedule 6.1 (Committed Obligations);
"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;
"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;
"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 Events"	has the meaning given to it in paragraph 3 of Schedule 10.3 (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 (Termination and Expiry);
"Third Profit Share Threshold"	has the meaning given to it in paragraph 3 of Schedule 8.1 (Franchise Payments);
"Threshold Amount"	means £300,000 subject to indexation as follows: £300,000 x RPI Where: RPI is ascertained as follows: CRPI ORPI

where:

CRPI means the Retail Prices Index published in the December immediately preceding the commencement of that Franchisee Year; and

ORPI means the Retail Prices Index for December 2014, provided that, for the first Franchisee Year, RPI shall be one;

"Through Ticketing (Non-Travelcard) Agreement" means the agreement of that name referred to in paragraph (a)(v) of the definition of Inter-Operator 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 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;

"Timetabling and Train Planning Compliance Investigation"	has the meaning given to it in paragraph 2.1 of Schedule 1.2 (Operating Obligations);
"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 of Appendix 2 (TOC Minute Delay Benchmark Table) to Schedule 7.1 (Performance Benchmarks);
"TOC Minute Delay Performance Sum"	means an amount determined in accordance with paragraph 3.3 of Schedule 7.1 (Performance Benchmarks);
"Total Actual Operating Costs"	means the sum of the Actual Operating Costs for the relevant Reporting Period and each of the 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 13 Reporting Periods following the relevant Reporting Period (or, where there are less than 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 13 Reporting Periods following the relevant Reporting Period (or, where there are less than 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 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 8.4 (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 1.7 (The Train Fleet); and(b) any other rolling stock vehicles that the Secretary of State consents to in accordance with paragraph 2 of Schedule 1.7 (The Train Fleet) from time to time;
"Train Mileage"	means, in relation to any period, the aggregate train mileage covered during such period by each train used in the provision of the Passenger Services (excluding, any train mileage covered as a result of positioning or other movements of rolling stock vehicles outside the Timetable) and " Train Miles " shall be construed accordingly;
"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"	means the plan and/or diagram of the Franchisee for the operation of trains and train formations under the Timetable set out in the document in the agreed terms marked TP and any other Train Plan developed in accordance with Schedule 1.1 (Service Development) except that when used in Schedule 7.1 (Performance Benchmarks), it shall have the meaning given to it in paragraph 2.17 of Schedule 7.1 (Performance Benchmarks);
"Train Slots"	shall have the meaning given to it in the Network Code;
"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;
"Traveline"	means the website available at: http://www.traveline.info/ (or such other applicable web 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 free information on routes and times for door to door travel by bus, rail, tube, tram, coach and ferry around Great Britain;
"Transport for London or TfL"	means Transport for London as established under the Greater London Authority Act 1999;
"Transport Trading Limited" or "TTL"	means Transport Trading Limited (registered number 03914810) a wholly owned subsidiary of Transport for London;
"Travelcard Agreement"	means the agreement of that name referred to in paragraph (a)(iv) of the definition of Inter-Operator Schemes;
"Trustee"	has the meaning given to it in paragraph 3.1 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 and the receipt of Franchise Payments during such period;
"TVM Franchise Payment"	has the meaning given in paragraph 3.3 of Part 1 of

Adjustment"	Schedule 6.1 (Committed Obligations);
"TVM Upgrade Franchise Payment Adjustment"	has the meaning given in paragraph 6.2 of Part 1 of Schedule 6.1 (Committed Obligations);
"Ultimate Parents"	means: <ul style="list-style-type: none"> (a) The Go-Ahead Group plc (registered number 02100855 and having its registered office at 3rd Floor, 41-51 Grey Street, Newcastle Upon Tyne NE1 6EE); and (b) Keolis S.A. (registered in France under number 552 111 809 and having its registered office at 20-22 rue Le Peletier, 75009, Paris, France), <p>who are parties to the Funding Deed Guarantee and any reference to the "Ultimate Parents" may mean either of the above;</p>
"Underspend"	has the meaning given to it in paragraph 3.4 of Part 2 to Schedule 6.1 (Miscellaneous Provisions);
"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 9.5 (Variations and Incentivising Beneficial Changes);
"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 days after such day;
"West Midlands Rail"	means a consortium representing Local Authorities in the West Midlands region in relation to the West Midlands Devolution;
"West Midlands Devolution"	means the plans to devolve parts of the Passenger Services that constitute local services within the West Midlands region to within the remit of West Midlands Rail;
"WIS Franchise Payment"	has the meaning given in paragraph 15A.3 of Part 1

Adjustment"	of Schedule 6.1 (Committed Obligations);
"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.

3 COMMENCEMENT

3.1 The clauses of this Franchise Agreement and the following Schedules of this Franchise Agreement shall take effect and be binding upon each of the Secretary of State and the Franchisee immediately upon signature of this Franchise Agreement:

- (a) paragraph 1 of Schedule 2.1 (Asset Vesting and Transfer);
- (b) paragraph 2 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
- (c) paragraph 2 of Schedule 2.3 (Third Party Delivery of Passenger Services and Other Franchisees);
- (d) paragraph 4.3 of Schedule 4 (Persons with Disabilities and Disability Discrimination);
- (e) Schedule 5.1 (Purpose, Structure and Construction);
- (f) Schedule 5.3 (Allocation of Fares to Fares Baskets);
- (g) Schedule 5.7 (Changes to Fares and Fares Regulation);

- (h) Schedule 9 (Changes and Variations);
- (i) Schedule 10 (Remedies, Termination and Expiry);
- (j) paragraph 2 of Schedule 11 (Agreement Management Provisions);
- (k) paragraph 4 of Schedule 12 (Financial Obligations and Covenants);
- (l) paragraphs 1, 5, 6, 7 and 8 of Schedule 13 (Information and Industry Initiatives);
- (m) Schedule 14.3 (Key Contracts);
- (n) Schedule 17 (Confidentiality and Freedom of Information); and
- (o) Schedule 19 (Other Provisions).

3.2 The other provisions of this Franchise Agreement shall take effect and be binding upon the parties on and from the Start Date.

4 TERM

4.1 This Franchise Agreement shall terminate on the Expiry Date or on the date of any earlier termination pursuant to Schedule 10 (Remedies, Termination and Expiry).

5 GENERAL OBLIGATIONS

5.1 The Franchisee shall perform its obligations under this 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.

5.2 Any obligation on the part of the Franchisee to use all reasonable endeavours shall extend to consequent obligations adequately to plan and resource its activities, and to implement those plans and resources, with all due efficiency and economy.

5.3 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 this Franchise Agreement.

5.4 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 this Franchise Agreement.

6 RELATIONSHIP WITH PREVIOUS FRANCHISE AGREEMENT

6.1 Anything done or omitted to be done by the Franchisee under or in relation to or during the term of the Previous Franchise Agreement shall be regarded for the purpose of this Franchise Agreement as if it had been done or omitted to be done by the Franchisee under or in relation to and (only to the extent necessary to give effect to this Clause) during the term of this Franchise Agreement.

6.2 Without limiting the generality of Clause 6.1 any breach or contravention of the Previous Franchise Agreement shall be a breach or contravention of the Franchise Agreement, in so far as necessary to ensure that the Secretary of State shall have the same rights under and in respect of this Franchise Agreement in respect of that breach or contravention as it would have had under or in respect of the Previous Franchise Agreement had the Previous Franchise Agreement continued in force.

- 6.3 The Secretary of State agrees that he will not take any action to terminate the Franchise Agreement in respect of any Events of Default which may have existed or been alleged to exist at the Start Date.

7 COMPLIANCE WITH LAWS

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

8 ENTIRE AGREEMENT/WARRANTY

- 8.1 This Franchise Agreement contains all the terms which the parties have agreed in relation to the subject matter of this Franchise Agreement and supersedes all prior written or oral agreements, representations or understanding between the parties in relation to such subject matter.
- 8.2 The Franchisee hereby acknowledges that this Franchise Agreement has not been entered into wholly or partly in reliance on, nor has the Franchisee been given any warranty, statement, promise or representation other than as expressly set out in this Franchise Agreement. To the extent that any such warranties, statements, promises or representations have been given the Franchisee unconditionally and irrevocably waives any claims, rights or remedies which it might otherwise have had in relation to them.
- 8.3 Nothing in this Clause 8 will exclude any liability which one party would otherwise have to the other party in respect of any statements made fraudulently.
- 8.4 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 disclaimer of liability which is contained in the section entitled "Important Notice" of the Request for Proposal.
- 8.5 The Franchisee represents and warrants to the Secretary of State subject only to the matters fairly disclosed to the Secretary of State in writing (and accepted by him) or expressly provided for under the terms of this Franchise Agreement that all information, representations or other matters of fact communicated in writing to the Secretary of State and/or his advisers by the Franchisee, its directors, officers, employees, servants or agents in connection with or arising out of the Franchisee's proposals in connection with entering into this Franchise Agreement were (at the date submitted to the Secretary of State) and remain, in all material respects true, accurate and not misleading.

9 GOVERNING LAW

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 Franchise 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)
LONDON & BIRMINGHAM TRAINS LIMITED)

Director:

Director/Secretary:

SCHEDULE 1

PASSENGER SERVICE OBLIGATIONS

Schedule 1.1: 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: Franchise Services

Schedule 1.7: The Train Fleet

Schedule 1.1

Service Development

1 Service Level Commitment - Purpose And Responsibility

- 1.1 A Service Level Commitment is a minimum specification of the Passenger Services and capacity to be provided by the Franchisee.
- 1.2 The Service Level Commitment as at the date of the Franchise Agreement is in the agreed terms marked SLC, attached to this Agreement. Such Service Level Commitment shall remain in force unless and until amended or replaced pursuant of this Schedule 1.1. The Service Level Commitment does not in any way limit the Franchisee's obligations pursuant to paragraph 7 of this Schedule 1.1.
- 1.3 A Service Level Commitment 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.

2 Train Plan

- 2.1 A Train Plan is the plan or diagram of the Franchisee for the operation of trains and train formations under the Timetable.
- 2.2 The Franchisee shall submit to the Secretary of State a Train Plan in respect of each Timetable in accordance with this Schedule 1.1.
- 2.3 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 Service Level Commitment and paragraph 7 of this Schedule 1.1.
- 2.4 The Train Plan for the Timetable as at the Start Date is in the agreed terms marked **TP**.
- 2.5 Each Train Plan is to 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;
 - (e) its Forecast Passenger Demand; and
 - (f) where this has been requested by the Secretary of State and is capable of calculation, the Actual Passenger Demand.
- 2.6 A Train Plan shall be in any format that the Secretary of State may reasonably specify for this purpose.

3 Not used.**4 Consultation on Significant Alterations to the Timetable**

4.1 Notwithstanding any consultation the Secretary of State might separately undertake in respect of any amended or new draft Service Level Commitment issued pursuant to paragraph 9, the Franchisee shall where:

- (a) it intends that any future Timetable shall contain Significant Alterations compared to the Timetable then in force otherwise than as a result of restrictions of use proposed by Network Rail or due to its inability to secure the necessary Timetable Development Rights or due to the timetable otherwise able to be secured from Network Rail; and
- (b) such Significant Alterations are likely to have, in the reasonable opinion of the Franchisee, a materially adverse effect on:
 - (i) 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.

4.2 In conducting any consultation under paragraph 4.1 the Franchisee shall:

- (a) after first providing a summary to the Secretary of State regarding the Significant Alterations in the future timetable as soon as reasonably practicable give all Stakeholders notice and consult them in respect of the changes to the Passenger Services specified in such summary;
- (b) 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 12 weeks to respond in relation to major proposed Timetable changes but that the Franchisee and the Secretary of State in appropriate circumstances may agree a different period);
- (c) after sending or receiving any correspondence in respect of such notice or consultation, provide the Secretary of State with copies of such correspondence;
- (d) take due account of such bodies' views that are submitted to the Franchisee in accordance with any guidance referred to in paragraph 4.2(f);
- (e) inform the Secretary of State of any material changes that it would expect there to be to such timetable if the views of such bodies were accommodated; and
- (f) comply with such reasonable requirements and guidance as the Secretary of State may notify to it from time to time in respect of giving notice to and consulting such stakeholders in accordance with this paragraph 4.2.

5 Timetable Development Rights

- 5.1 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 Service Level Commitment and otherwise comply with its obligations under the Franchise Agreement (including under paragraph 7 of this Schedule 1.1).
- 5.2 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 and 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.
- 5.3 Subject to the remaining provisions of this paragraph 5, 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 Service Level Commitment and paragraph 7 of this Schedule 1.1 in accordance with its obligations under paragraph 11 of this Schedule 1.1.
- 5.4 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 4) act reasonably with the intention of obtaining a Timetable which enables paragraphs 7.1(a) and 7.1(b) 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 estimation of Forecast Passenger Demand made pursuant to paragraph 5.2.
- 5.5 Unless the Secretary of State otherwise directs, the Franchisee shall, for the purposes of securing a Timetable that complies with the Service Level Commitment and paragraph 7 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.
- 5.6 If the Secretary of State does not consider that the Franchisee has taken sufficient steps under paragraph 5.5, he may require the Franchisee to exercise its rights referred to in paragraph 5.5 in such manner as he reasonably considers appropriate in the circumstances, including:
- (a) disputing any actual or proposed act or omission by Network Rail in respect of any Timetable Development Rights; and
 - (b) submitting such dispute to any relevant dispute resolution arrangements or procedures and appealing against any award or determination under such arrangements or procedures, including to the ORR.
- 5.7 Subject to the Franchisee complying with its obligations under paragraph 5.5, 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 Service Level Commitment or paragraph 7 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 5.1;
- (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.

5.8 Not used.

5.9

- (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 Service Level Commitment 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 5.9(b) and 5.9(c) below) issue to the Franchisee such amendments to the Service Level Commitment ("**SLC (TDR) Amendment**") as the Secretary of State considers necessary such that the Franchisee is able to secure a Timetable in compliance with the Service Level Commitment as amended by the SLC (TDR) Amendments 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 an SLC (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 5.1; and
 - (ii) it is not relieved by paragraph 5.7 from liability for such failure to secure a Timetable that enables the Franchisee to operate railway passenger services that comply with the Service Level Commitment.
- (c) Where the Secretary of State reasonably considers that the failure to secure a Timetable that enables the Franchisee to operate the Service Level Commitment 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 SLC (TDR) Amendment shall not relieve the Franchisee of the obligation to comply with the Service Level Commitment 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.

5.10 Following issue of any SLC (TDR) Amendment pursuant to paragraph 5.9 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 Service Level Commitment without such SLC (TDR) Amendment.

- 5.11 Any SLC (TDR) Amendment issued pursuant to paragraph 5.9 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 Service Level Commitment without any such SLC (TDR) Amendment; and
 - (b) amount to a Change.
- 5.12 With effect from the date on which any SLC (TDR) Amendment ceases to have effect in accordance with paragraph 5.11:
- (a) the Service Level Commitment without such SLC (TDR) Amendment shall thereafter apply; and
 - (b) there shall be a further Change to the extent necessary so as, with effect from such date, to disapply the effect of the Change referred to in paragraph 5.11(b) in respect of such SLC (TDR) Amendment.

6 Certification and Notification by Franchisee of Exercising Timetable Development Rights

- 6.1 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 5.3.
- 6.2 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 6.1 is a true and accurate confirmation of compliance with its obligation specified in paragraph 5.3.
- 6.3 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 bearing on the ability of the Franchisee to deliver the Service Level Commitment through the Timetable or meet the requirements of paragraph 7 of this Schedule 1.1 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 6.3 and/or certification under paragraph 6.1 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.

7 Planning to meet Target Passenger Demand

7.1 Capacity and Timetable Planning

The Franchisee shall, in preparing its Timetable and Train Plan, unless the Secretary of State otherwise agrees, provide for the Passenger Carrying Capacity specified in the SLC and use all reasonable endeavours to:

- (a) provide for Passenger Carrying Capacity on each Passenger Service that meets as a minimum the Target Passenger Demand for that Passenger Service;
- (b) provide passengers with a reasonable expectation of a seat:
 - (i) on boarding any Passenger Service during each Off-Peak; and
 - (ii) 20 minutes after boarding (or such other time period as the Secretary of State may stipulate) any Passenger Service during each Peak.

7.2 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 paragraph 7.1, 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 Passenger Service during each Off-Peak; and
 - (ii) 20 minutes after boarding (or such other time period as the Secretary of State may stipulate) any Passenger Service during each Peak.

Timetable and Train Plan

7.3

- (a) Subject to paragraph 7.3(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 sub paragraphs 7.1 and 7.2 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 sub paragraphs 7.1 and 7.2 above.

Finalising the Train Plan

7.4 The Franchisee shall submit its Train Plan to the Secretary of State as soon as reasonably practicable after Network Rail has published the working timetable on which the Timetable is to be based.

7.5 The Secretary of State may notify the Franchisee of:

- (a) any respect in which he considers that the Train Plan does not comply with the requirements of this Schedule 1.1; and
- (b) any revisions that he requires to address such non-compliance,

and the Franchisee shall revise the Train Plan in accordance with the Secretary of State's requirements.

7.6 If the Franchisee considers that any of the revisions that the Secretary of State requires pursuant to paragraph 7.5(b) are not required for the Train Plan to comply with this Schedule 1.1 then:

- (a) it shall nevertheless make such revisions;
- (b) it may subsequently refer the question as to whether such revisions were so required for resolution in accordance with such dispute resolution procedure as the parties may agree or, in the absence of agreement, in accordance with the Dispute Resolution Rules; and
- (c) following determination of any such dispute, the parties shall take such steps as are required to give effect to such determination.

8 Capacity Mitigation Plan

8.1

- (a) Without prejudice to the obligation of the Franchisee to include in the Train Plan the capacity specified in the Service Level Commitment, if at any time the Franchisee is unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 7.1 (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**"). Such specification may, without limitation, include measures to be implemented by the Franchisee to:

- (i) remedy the circumstances leading to the Franchisee being unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 7.1; and/or
- (ii) 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;
- (iii) ensure, so far as is possible, that such excess is not unduly concentrated on any particular Route or Passenger Service; and
- (iv) minimise, so far as is possible, the extent to which passengers are required to stand:
 - (A) on boarding any Passenger Service during each Off-Peak; and
 - (B) 20 minutes after boarding (or such other time period as the Secretary of State may stipulate) any Passenger Service during each Peak,

in all such cases (unless the Secretary of State specifies to the contrary) taking into account both Actual Passenger Demand and Forecast Passenger Demand. 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 7.1 at any time within the next four years (including after the end of the Franchise Term) he 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.

- (b) 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:
 - (i) alterations to the Service Level Commitment;
 - (ii) modification of rolling stock or the acquisition of additional or replacement rolling stock;
 - (iii) alterations to Fares; and/or
 - (iv) alterations or enhancements to any track, signalling, station, depot or other relevant railway infrastructure.
- (c) The Capacity 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.
- (d) 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.

9 Franchisee Informed Opinion and new or amended Service Level Commitment

9.1 As and when required, whether for the purposes of considering alterations to the Service Level Commitment or otherwise, the Franchisee shall provide to the Secretary of State:

- (a) its informed estimate of Forecast Passenger Demand, in such format and to such level of disaggregation as the Secretary of State may reasonably require in order to assist the Secretary of State's decision making on future service level commitments, infrastructure, station and rolling stock vehicle investment, the best use of the network and the alleviation of overcrowding;
- (b) its informed opinion as to any changes to the current Service Level Commitment which:
 - (i) should be made in order to deliver an optimal range of railway passenger service patterns relative to Target Passenger Demand; and
 - (ii) could be implemented and operated without additional resources or an adjustment to the Franchise Payments;
- (c) its informed opinion as to any changes to the current Service Level Commitment which:
 - (i) would deliver an optimal range of railway passenger service patterns relative to Target Passenger Demand; and
 - (ii) could only be implemented and operated with additional resources and/or an adjustment to the Franchise Payments, together with an explanation as to:
 - (A) what additional resources and/or adjustments are necessary to make such changes; and
 - (B) why such additional resources and/or adjustments are necessary;
- (d) a draft of the Train Plan that it considers that each set of proposed changes would require.

9.2 Prior to issuing any amended or new Service Level Commitment the Secretary of State shall provide to the Franchisee his draft of any proposed amended or new Service Level Commitment stating the date upon which he proposes that such amended or new Service Level Commitment 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.

9.3 On receipt of any such draft of a proposed amended or new Service Level Commitment the Franchisee shall provide to the Secretary of State if so requested:

- (a) its informed opinion with supporting reasons as to the impact of the proposed amended or new Service Level Commitment on the delivery of an optimal range of

railway passenger services patterns relative to Target Passenger Demand and compliance with paragraph 7.1 of this Schedule;

- (b) its informed opinion 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 Service Level Commitment;
 - (c) its informed opinion with supporting reasons as to changes (if any) to the Benchmarks;
 - (d) its informed opinion of the process to be required to implement the proposed amendment to the Service Level Commitment together with a plan for the implementation of the amendment to the Service Level Commitment (including all steps required to ensure that the Franchisee can deliver a Timetable compliant with such amended or new Service Level Commitment) prepared in accordance with procedural arrangements specified by the Secretary of State pursuant to paragraph 10; and
 - (e) a draft of the Train Plan that it considers that the proposed amended or new Service Level Commitment would require.
- 9.4 There may be iterations of drafts of the proposed amended or new Service Level Commitment and the Franchisee shall to the extent required by the Secretary of State have the obligations described in this paragraph 9 in respect of all such iterations.
- 9.5 Processes contained in this paragraph 9 shall take place in accordance with procedural arrangements and timescales stipulated by the Secretary of State pursuant to paragraph 10.2.
- 9.6 The Secretary of State may, in accordance with any stipulation made under paragraph 10.2, issue to the Franchisee any amended or new Service Level Commitment that he requires the Franchisee to operate and notice of the changes (if any) to the Benchmarks. Such amended or new Service Level Commitment will be issued within a reasonable period 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 Service Level Commitment. In the absence of the Secretary of State issuing any amended or new Service Level Commitment the existing Service Level Commitment will remain in full force and effect. The degree of variation from any Service Level Commitment specified when the Franchise Agreement was entered into in respect of any particular period and brought about by any amended or new Service Level Commitment issued pursuant to this paragraph 9.6 shall (where relevant) be of a magnitude no greater than that contemplated in the Request for Proposal.
- 9.7 At the same time as the Secretary of State provides the Franchisee with a draft of any proposed amended or new Service Level Commitment pursuant to paragraph 9.2, the Secretary of State shall also provide to the Franchisee his opinion of any changes (if any) that are required to the Benchmarks.
- 9.8 The Secretary of State shall be permitted to carry out indicative Runs of the Financial Model for the purposes of considering the effects of his proposed amended or new Service Level Commitment.

10 Procedure

- 10.1 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 and others.
- 10.2 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 timetable development) and that the Secretary of State may amend any such stipulation from time to time.
- 10.3 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 10.2.
- 10.4 Any stipulation by the Secretary of State pursuant to paragraph 10.2:
- (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 9.5 (Variations and Incentivising Beneficial Changes) in conjunction with the Service Level Commitment; and
 - (c) may provide for iterations of drafts of any amended or new Service Level Commitment, Train Plan or Timetable and for indicative Runs of the Financial Model in relation thereto.
- 10.5 Any procedural arrangements and timescales stipulated by the Secretary of State pursuant to paragraph 10.2 shall have contractual effect between the Franchisee and the Secretary of State in accordance with the terms of such stipulation.

11 Obligations in relation to other Train Operators

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).

12 Provisions relating to Access Agreements and Property Leases

12.1 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.

12.2 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 10 Weekdays before the submission to the ORR; and
- (b) where no such approval is required, not less than 10 Weekdays prior to entering into such amendment or Access Agreement.

12.3 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.

12.4 If and to the extent that:

- (a) the Secretary of State exercises his rights pursuant to paragraph 12.1; and
- (b) the Franchisee's compliance with the Secretary of State's requirements pursuant to paragraph 12.1 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.

13 The Timetable and the Working Timetable

13.1 Any specification of railway passenger services in a Service Level Commitment shall (unless the Secretary of State states to the contrary) be regarded as relating to how those services are to be provided for in the National Rail Timetable that Network Rail publishes for passengers, and not how they are to be provided for in the working timetable that Network Rail issues to industry parties at the conclusion of its timetable development process.

- 13.2 Accordingly, the Franchisee's obligations specified in paragraph 5.3 shall be construed as an obligation to secure the requisite Train Slots in the working timetable to be issued by Network Rail at the conclusion of its timetable development process that will permit the Franchisee to operate railway passenger services that comply with the Service Level Commitment provided for in the relevant Timetable.
- 13.3 The Franchisee shall ensure, for each period between two 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 at the conclusion of its timetable development process.

Schedule 1.2

Operating Obligations

1 Daily Operating Obligations

- 1.1 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 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.
- 1.2 The Franchisee shall ensure that its performance in each Reporting Period, calculated as a moving annual average in accordance with Schedule 7.1 (Performance Benchmarks), does not exceed (that is, is neither equal to or worse than) each Breach Performance Level in respect of that Reporting Period. It shall be a contravention by the Franchisee of the terms of the Franchise Agreement if its performance exceeds (that is, is equal to or worse than) any Breach Performance Level in any Reporting Period.

2 Service Level Commitment and Capacity Compliance

- 2.1 If the Secretary of State considers that the Franchisee may have breached any of its obligations under paragraphs 5.1, 5.3, 5.4, 5.5, 7.1 and 7.2 of Schedule 1.1 (Service Development) or paragraph 1.1 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 5.1, 5.3, 5.4, 5.5, 7.1 and 7.2 of Schedule 1.1 (Service Development) and paragraph 1.1 of this Schedule 1.2 ("**Timetabling and Train Planning Compliance Investigation**").

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 5.1, 5.3, 5.4, 5.5, 7.1 and 7.2 of Schedule 1.1 (Service Development) and paragraph 1.1 of this Schedule 1.2 including:
- (i) evidence of 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) evidence of 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) 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 Service Level Commitment and paragraph 7 of Schedule 1.1 (Service Development) and fully co-operate with and provide all information needed to facilitate such audit.

2.2

- (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 paragraphs 5.1, 5.3, 5.4, 5.5, 7.1 and 7.2 of Schedule 1.1 (Service Development) and paragraph 1.1 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 2.2(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 2.1(b)).

2.3 The Secretary of State shall notify the Franchisee if he concludes pursuant to paragraph 2.2 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 1.1 of Schedule 10.1 (Remedial Plans and Remedial Agreements).

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 If the Secretary of State does not consider that the Franchisee has taken sufficient steps under paragraph 3.4, the Secretary of State may require the Franchisee to exercise its rights referred to in paragraph 3.4 in such manner as the Secretary of State may consider appropriate in the circumstances.

3.6 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 4.2, 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 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 and from the operation of such 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

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. The Franchisee shall, following a request by the Secretary of State to operate additional railway passenger services under this paragraph 5(a), provide to the Secretary of State a train plan which complies with the requirements of paragraph 2.5 and 2.6 of Schedule 1.1 (Service Development);
- (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.

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

7.1 Any obligation in this Schedule 1.2 on the part of the Franchisee to use all reasonable endeavours to operate railway passenger services shall 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 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 ten causes of delay 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 that defined review period (e.g. weekly / four 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 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 on 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 (as such term is defined under the Network Code).
- 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****The First Timetable**

1.1 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 1.1(a)(i) and 1.1(a)(ii); and
 - (iv) on the Franchisee's website; and
- (b) the timetables of other Train Operators at Stations, in accordance with paragraph 1.4.

Timetable Revisions and Alterations

1.2 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 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 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 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 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).

Other Train Operators' Timetables

- 1.4 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.

National Rail Timetable and National Rail Enquiry Scheme

- 1.5 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 Passenger Change Dates,

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

2 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 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 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 or Child Price (as the case may be) of such 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 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 Commuter Fare or Return Fare which is a Commuter Fare, 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 Commuter Fare, 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 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 Schedule 1.7 (The Train Fleet).

3.4 The Franchisee shall not sell or offer to sell:

- (a) any Fare in respect of which the:
 - (i) Prices are regulated under Schedules 5.4 (Regulation of Fares Basket Values) and 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 Schedules 5.4 (Regulation of Fares Basket Values) and 5.5 (Regulation of Individual Fares); and
 - (ii) Child Prices are regulated under Schedules 5.4 (Regulation of Fares Basket Values) and 5.5 (Regulation of Individual Fares), at prices that are greater than the Child Prices set for such Fares from time to time in accordance with Schedules 5.4 (Regulation of Fares Basket Values) and 5.5 (Regulation of Individual Fares);
- (b) any Fare or Discount Card which has a validity of 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 Schedules 5.4 (Regulation of Fares Basket Values) and 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 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares), sell or offer to sell at prices no greater than the Child Prices set for such Fares from time to time in accordance with Schedules 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual 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 the lowest amount that would be paid if that person were the holder of a 16 to 25 Railcard with no minimum fare (as amended or replaced from time to time) and whose purchase was made without condition; and
- (c) for all Fares:

- (i) do not sell or offer to sell any Fare or Discount Card with a validity of 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 3 of Schedule 15.2 (Last 12 or 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 Commuter Fare or Protected Fare for any additional services:

- (a) which are ancillary to the railway passenger service for which such 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 Charter**

4.1 **Content**

The Franchisee shall:

- (a) publish its Passenger's Charter:
 - (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 Charter at least every three years, in consultation with the Passengers' Council, and shall submit a draft of any revisions to the Passenger's Charter 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 Charter.

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

4.3 **Publishing the Passenger's Charter**

The Franchisee shall publicise its Passenger's Charter by:

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

save in respect of the Passenger's Charter which is effective on the Start Date, in which case the Franchisee shall publicise such Passenger's Charter 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 Charter to the operators of Franchisee Access Stations to enable such operators to publish it.

4.6 **Passenger's Charter 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 Charter (whether or not the Franchisee is legally obliged to do so); and
- (b) use all reasonable endeavours to make passengers aware of their right to claim compensation pursuant to the Passenger's Charter when the circumstances giving rise to that right arise, including by:
 - (i) displaying the relevant information on trains and at Stations;
 - (ii) making appropriate announcements to passengers on trains and at Stations; and
 - (iii) making compensation claim forms readily available to passengers at Stations and on the Franchisee's website,

and any other reasonable means requested in writing by the Secretary of State and agreed by the Franchisee (both parties acting reasonably) to reflect future advancements in technology.

4.7 The Franchisee shall use all reasonable endeavours:

- (a) to comply with any other obligations, statements and representations; and
- (b) to meet any other standards or targets of performance,

as are comprised in its Passenger's Charter from time to time.

5 Not Used**6 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 folding cycles on all Passenger Services and non-folding cycles wherever reasonably practicable.

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 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).

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, provide information to the Secretary of State on the extent of the use by passengers of the Passenger Services. 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 type of Rolling Stock Unit used in each case,
- (together, "**Actual Passenger Demand**").

1.2 The Franchisee shall obtain the information specified in paragraph 1.1:

- (a) on each Passenger Service;
- (b) on each Route; and
- (c) at any station or between any stations,

by (where this is fitted on a particular class of rolling stock comprised in the Train Fleet) utilising the automatic passenger counting system or otherwise through manual counts. The Secretary of State acting reasonably shall have the right to obtain such other information that the Franchisee has 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. Where an automatic passenger counting system has been fitted, the Franchisee shall use its reasonable endeavours to ensure that such system remains operational and in good working order (subject to fair wear and tear and temporary non-availability due to accidental damage, vandalism, maintenance, repair or replacement activities) throughout the Franchise Period.

1.3 The Franchisee shall provide to the Secretary of State all of the information generated by the technology specified in paragraph 1.2 including the information specified in paragraph 1.1:

- (a) using such systems, in such a format and to such level of disaggregation as the Secretary of State may reasonably require including by directly inputting data into a database maintained by the Secretary of State;
- (b) at a frequency and within timescales that the Secretary of State may reasonably request pursuant to paragraph 1.1;

- (c) to the extent requested by the Secretary of State, by using reasonable endeavours to provide 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
- (d) 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 At the same time as the Franchisee provides any information in accordance with paragraph 1.1, it shall (if the Secretary of State requests it to do so):

- (a) update any Forecast Passenger Demand accordingly in the same format and to the same level of disaggregation as the Secretary of State requires pursuant to paragraph 1.3(a); and
- (b) notify the Secretary of State of any such update.

1.5 **Manual Passenger Counts**

- (a) 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.
- (b) The Franchisee shall supply the details of any such counts undertaken to the Secretary of State, as soon as reasonably practicable but within 6 weeks from the date of completion of such counts, in such form as the Secretary of State may stipulate including by directly inputting data into a database maintained by the Secretary of State.
- (c) 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.

1.6 Not used

1.7 The Parties acknowledge that the information supplied under paragraph 1.1 above may constitute Confidential Information to which Schedule 17 (Confidentiality and Freedom of Information) applies.

2 Not used

3 CRM Data

3.1 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.
- 3.2 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.
- 3.3 Any consent referred to in paragraph 3.2 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 3.2.
- 3.4 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.

4 Yield Management Data

- 4.1 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).
- 4.2 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 3.1(a), 3.2, 3.3 and 5 of this Schedule 1.5 shall apply in respect of Yield Management Data in the same way as they apply to CRM Data.

5 Personal Data - General Provisions

- 5.1 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.

5.2 Pursuant to paragraph 5.1, 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.

5.3 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 5.3; 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 breach of the measures as set out herein; and
 - (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 5.3(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 a 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 5;
- (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).

Schedule 1.6

Franchise Services

1 Franchise Services

The Franchisee may at all times during the Franchise Term provide and operate the Franchise Services specified in this Schedule 1.6 and the Passenger Services.

2 Restrictions relating to Franchise Services

2.1 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.

2.2 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) West Midlands Snow Hill Services
 - (i) Birmingham Snow Hill – Whitlocks End / Henley-in-Arden / Stratford-upon-Avon
 - (ii) Birmingham Snow Hill – Dorridge/Leamington Spa/Stratford-upon-Avon
 - (iii) Birmingham Snow Hill – Stourbridge Junction – Kidderminster/Bromsgrove – Worcester/Great Malvern
 - (iv) Stourbridge Junction – Stourbridge Town
- (b) Trent Valley Services
 - (i) Stone – Barlaston – Wedgwood - Stoke-on-Trent (Rail Replacement bus service)
 - (ii) Stafford – Norton Bridge – Stone (Rail Replacement bus service)
 - (iii) Coventry - Nuneaton
 - (iv) London Euston - Rugby - Nuneaton – Stafford – Stone - Stoke-on-Trent Crewe
- (c) West Midlands New Street Local Services
 - (i) Birmingham New Street - Wolverhampton
 - (ii) Northampton - Rugby - Birmingham New Street
 - (iii) Birmingham New Street - Walsall/Hednesford – Rugeley Trent Valley
 - (iv) Birmingham New Street – Walsall
 - (v) Wolverhampton – Walsall

- (vi) Lichfield Trent Valley - Blake Street – Birmingham New Street - Longbridge – Redditch
 - (vii) Birmingham New Street –Worcester – Great Malvern / Hereford(via Bromsgrove)
- (d) West Midlands Inter Urban Services
- (i) Birmingham New Street/Wolverhampton - Wellington/Shrewsbury
 - (ii) Birmingham New Street - Crewe – Liverpool Lime Street
- (e) WCML Commuter: London to Northampton
- (i) London Euston – Northampton
- (f) WCML Branch Line Services
- (i) Watford Junction - St Albans Abbey
 - (ii) Bedford – Bletchley
- 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 The Franchisee shall not engage any Franchise Employee in any activity or business which it may not conduct or engage in under this paragraph 2.

3 Station Services

- 3.1 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.

3.2 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.

4 Light Maintenance Services

4.1 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 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.

4.2 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.

5 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 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 5(a) or which, if provided at a Station, would fall within paragraph 3 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. 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. of the number of Franchise Employees as at the Start Date, for over ninety per cent. of their normal working hours during such Reporting Period (including on a full-time basis); and
 - (ii) one per cent. 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 5(a) to 5(c) inclusive and 5(e) to 5(q) inclusive, or engaged in any other activity which is permitted under this Schedule 1.6;
- (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 in aggregate across all relevant depots not exceeding by more than ten per cent. the number so engaged or employed on the Start Date:
 - (i) Bletchley;
 - (ii) Tyseley (Birmingham); and
 - (iii) Soho (Birmingham);
- (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 telephone information relating to railway passenger services within Great Britain to passengers;
- (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 other Train Operators of train crew accommodation which is not comprised in a Station or Depot;
- (o) the provision or operation of Charter Services, subject to the Train Mileage of such Charter Services not exceeding in any Reporting Period two per cent. of the scheduled 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 3, 4 or 5(a) to 5(p), subject to the gross value of any such services or activity (excluding any attribution of costs) not exceeding £25,000 per annum in each Franchisee Year, per item and in aggregate, £250,000 per annum in each Franchisee Year, provided that in the second and each subsequent Franchisee Year (if applicable), these amounts will be increased by "RPI", and "RPI" shall have the meaning given to it in Schedule 8.2 (Annual Franchise Payments).

6 Affiliates of the Franchisee

Nothing in this Schedule 1.6 shall restrict any Affiliate of the Franchisee from having an interest in or participating in any business or activity.

Schedule 1.7**The Train Fleet****1 The Composition of the Train Fleet**

1.1 The Train Fleet consists of:

- (a) from the Start Date the rolling stock vehicles set out in Table 1 contained in this Schedule 1.7 with the capacity characteristics referred to there, until the lease expiry dates referred to there; and
- (b) from the date specified in Column 1 of Table 2 contained in this Schedule 1.7 the rolling stock vehicles set out in Table 2 with the capacity characteristics referred to there, until the lease expiry dates referred to there.

1.2 The Passenger Carrying Capacity of any rolling stock vehicles shall be determined by the Secretary of State in accordance with paragraph 2.4 (as applicable).

2 Changes to the Train Fleet

2.1 The Franchisee shall maintain the composition of the Train Fleet during the Franchise Term, 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.

2.2 The Franchisee shall procure that the rolling stock vehicles described in the Table below, 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 there.

2.3 During the Franchise Term, 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 consecutive Reporting Periods or more.

2.4 If any change is made to the Train Fleet in accordance with this Schedule 1.7, 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.

Table 1 (Original Rolling Stock)

Column 1	Column 2	Column 3				Column 4	Column 5
Class of vehicle	Number of vehicles and unit configuration	Capacity of units				Owner/ Lessor	Lease expiry date(s)
		Seats	Standing	Total	Standard Class		
Class 150	6 (2 car)	147	50	198	147	Angel Trains Limited	25 June 2017
Class 153	8 (1 car)	73	25	98	73	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Class 170	34 (2 car)	122	88	210	122	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Class 170	18 (3 car)	196	129	325	196	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Class 323	78 (3 car)	289	67	357	289	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
350 Desiro/1	120 (4 car)	206 (Standard Class) 24 (First Class)	154	360	206	Angel Trains Limited	The Expiry Date as defined under this Agreement
Class 350 Desiro/2	148 (4 car)	246 (Standard Class) 24 (First Class)	117	363	246	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Parry People Mover	2 (1 car)	22	38	60	22	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Class 172	24 (2 car)	139	84	223	139	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Class	45 (3 car)	219	132	351	219	Porterbrook	The Expiry Date as

172						Leasing Company Limited	defined under this Agreement
Class 350/3	40 (4 car)	214 (Standard Class) 24 (First Class)	149	363	214	Angel Trains Limited	The Expiry Date as defined under this Agreement
Class 319/0	4 (4 car)	303	106	409	303	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Class 319/2	4 (4 car)	241 (Standard Class) 12 (First Class)	84	325	241	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement
Class 319/4	12 (4 car) * 8 (4 car)	258 (Standard Class reducing to 254 post PRM) 12 (First Class) 254 (Standard Class) 12 (First Class)	90 (reducing to 89 post PRM) 89	348 (reducing to 343 post PRM) 343	258 (reducing to 254 post PRM) 254	Porterbrook Leasing Company Limited	The Expiry Date as defined under this Agreement

* Twelve Class 319/4 vehicles are scheduled to undergo certain PRM works during the Franchise Period which will reduce capacity slightly as set out in the table.

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

SCHEDULE 2

ASSETS, LEASES, THIRD PARTIES, OTHER FRANCHISE OPERATIONS 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: Third Party Delivery of Passenger Services and Other Franchisees

Schedule 2.4: Other Franchise Operations

Schedule 2.5: Transport, Travel and Other Schemes

Schedule 2.1

Asset Vesting and Transfer

1 Vesting of Property Leases

1.1 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.

1.2 In respect of any Property Leases specified in paragraph 1.3 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).

1.3 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.

- 1.4 The Franchisee shall not be in contravention of paragraph 1.3 if and to the extent that Network Rail refuses to enter into any leases specified therein.
- 1.5 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.

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 breach 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).

2.1A The Franchisee shall supply 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 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), the terms proposed by any person providing finance in relation to the relevant rolling stock (including cash flows), 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, 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, 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) to the Secretary of State.

2.1B 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).

2.2 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**").

2.3 Not used.

2.4 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.

- 2.5 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 paragraph 2.5, paragraph 2.6 and paragraph 2.7:

“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.

2.6

- (a) Where the Secretary of State exercises his right pursuant to paragraph 2.5(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 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 2.6(a) and the period that the Prior Train Operator retains any Cascaded Rolling Stock is more than ninety 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 2.6(a) shall not apply.
- (c) Where there is a Change pursuant to paragraphs 2.6(a) or 2.6(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.

2.7

- (a) Where the Secretary of State exercises his right pursuant to paragraph 2.5(b) 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:
 - (i) such failure to comply arises directly as a result of the Franchisee being unable to use the Cascaded Rolling Stock; and
 - (ii) the Franchisee uses all reasonable endeavours to comply with the relevant obligations notwithstanding the unavailability of the Cascaded Rolling Stock.
- (b) 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.
- (c) 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.

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 Assignment of Property Leases during the Franchise Term

- 3.1 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.

- 3.2 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 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 breach referred to in paragraph 3.2(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.
- 3.3 The Franchisee shall, on the occurrence of any of the circumstances specified in paragraph 3.1 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 3.2 shall apply to any such assignment.
- 3.4 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 3.

4 Station and Depot Leases

- 4.1 The Franchisee shall at all times enforce its rights under each Station Lease and Depot Lease.
- 4.2 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).

5 Station Subleases

5.1 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.

5.2 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 5.2(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.

5.3 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 months after the date of such notice.

Schedule 2.3**Third Party Delivery of Passenger Services and Other Franchisees****1 Subcontracting any Passenger Services**

- 1.1 Subject to paragraph 1.2, the Franchisee may not subcontract or delegate the provision of the Passenger Services without the prior written consent of the Secretary of State.
- 1.2 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 Train Mileage of the Passenger Services so delegated or subcontracted does not exceed 5 per cent. of the aggregate scheduled Train Mileage of the Franchisee in any Reporting Period; and
 - (e) the Franchisee continues to perform its obligations under Schedule 1.1 (Service Development) in respect of any subcontracted or delegated services.
- 1.3 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 1 and Schedule 14 (Preservation of Assets).

2 Other Franchisees

- 2.1 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.
- 2.2 The benefit of any arrangements of the type referred to in paragraph 2.1(b) shall be provided on substantially the same terms as previously obtained by the relevant franchisee, subject to paragraph 9 of Schedule 19 (Other Provisions) and paragraph 2.3, provided that the Secretary of State may exclude or modify any terms agreed or amended by such franchisee

in the 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.

- 2.3 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.
- 2.4 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.
- 2.5 References in this paragraph 2 to a franchisee include references to any franchise operator of that franchisee.

Schedule 2.4

Other Franchise Operations

1 Rolling Stock Testing and Commissioning

1.1 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, 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). Such co-operation 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.

2 Restrictions on Closures of Railway Passenger Services or Railway Facilities

2.1 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.

2.2 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.

3 Not Used

4 Royal Train

4.1 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.

- 4.2 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.

Schedule 2.5

Transport, Travel and Other Schemes

1 Not Used

2 Local Authority Concessionary Travel Schemes

2.1 The Franchisee shall:

- (a) subject to paragraph 2.2, participate in and comply with its obligations under:
 - (i) the London Concessionary Fares Scheme;
 - (ii) West Midlands PTE Concessionary Fares Scheme; and
 - (iii) any other concessionary travel 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 concessionary travel scheme listed in the Franchise Agreement the terms of which have been amended since the date of the Franchise Agreement; and
 - (ii) such other concessionary travel schemes as any relevant Local Authority may require or request it to participate in.

2.2 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 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,

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 (within the meaning of the Regulations) than it was immediately following the Start Date.

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:

- (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 (within the meaning of the Regulations) as a result of such participation.

2.4 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 2.1(b) and shall allow the Franchisee a reasonable opportunity to make representations to him with respect to any such participation.

- 2.5 The Franchisee shall supply to the Secretary of State, in respect of any concessionary travel 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 (within the meaning 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.
- 2.6 If the Secretary of State and the Franchisee are unable to agree whether the Franchisee will be financially no worse off (within the meaning of the Regulations), the Secretary of State and the Franchisee may resolve such dispute in accordance with the Dispute Resolution Rules.

3 Multi-modal Fares Schemes

3.1 The Franchisee shall:

(a) subject to paragraph 3.2, participate in and comply with its obligations under:

- (i) the West Midlands PTE Centrocarr Scheme; and
- (ii) any other multi-modal fares scheme which the Franchisee is required to participate in during the Franchise Term pursuant to paragraph 3.1(b);

including by co-operating in the implementation of any smart card technology pursuant to any such multi modal fares schemes; and

(b) subject to paragraph 3.3, if so requested by the Secretary of State, participate in and comply with its prospective obligations under:

- (i) any multi-modal fares scheme listed in paragraph 3.1(a), 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.

3.2 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 3.1(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.

3.3 The Secretary of State shall not require the Franchisee to participate in any scheme referred to in paragraph 3.1(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.

- 3.4 In determining whether the Franchisee shall, pursuant to paragraph 3.2, continue to participate or, pursuant to paragraph 3.3, 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 listed in paragraph 3.1(a), 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 listed in paragraph 3.1(a), 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 listed in paragraph 3.1(a), 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).
- 3.5 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 3.1(b) and shall allow the Franchisee a reasonable opportunity to make representations to it with respect to any such participation.
- 3.6 The Franchisee shall supply to the Secretary of State, in respect of any multi-modal fares schemes referred to in paragraph 3.1 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.
- 3.7 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.

4 Discount Fare Schemes

- 4.1 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.
- 4.2 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 4.1.

- 4.3 The Franchisee shall supply to the Secretary of State, in respect of any Discount Fare Scheme referred to in paragraph 4.1, 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.

5 Inter-Operator Schemes

- 5.1 The Franchisee shall participate in and comply with its obligations under the terms of each of the Inter-Operator Schemes.
- 5.2 Without limiting paragraphs 5.1 and 5.3, 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.
- 5.3 The Franchisee shall not amend, or agree or propose to amend, any Inter-Operator Scheme other than in accordance with its terms.
- 5.4 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 materially to affect the provision of the Franchise Services; and
 - (b) have regard to the Secretary of State's views in respect of any such proposal.
- 5.5 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.

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 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.

2 Terms on which Priced Option may be called

2.1 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.

Part 2 to Schedule 3 - List of Priced Options

1 Late Service to Rural and Branch Line Stations (Abbey Branch Line and Trent Valley Main Line)

Description, objective and specification

- 1.1 This Priced Option relates to:
- (a) the introduction of the following additional passenger services:
 - (i) one additional late evening round trip service each day on the Abbey branch line; and
 - (ii) later evening services on the Trent Valley main line each weekday (Monday to Friday):
 - (A) the introduction of a 19:46 (timing approximate) Euston-Crewe service;
 - (B) the introduction of a 20:46 (timing approximate) Euston-Crewe service via Weedon;
 - (C) changing the existing 20:13 (timing approximate) Euston-Crewe service to be a Euston-Birmingham service; and
 - (D) changing the existing 19:54 (timing approximate) Euston-Birmingham service to be a Euston-Northampton service.

Price for exercising this Priced Option

- 1.2 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 (Price in respect of the Priced Options) to this Schedule 3 and adjustments to Franchise Payments shall be made accordingly.

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

- 1.3 Provided that the Secretary of State has called this Priced Option by no later than the date of this Franchise Agreement, the Franchisee shall procure that this Priced Option is implemented on and from the Passenger Change Date in December 2016.

Other effects on the Franchise Agreement

- 1.4 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 Service Level Commitment and the Train Plan as are reasonably required to give effect to the implementation of this Priced Option.

Latest date for calling this Priced Option to maintain the price in paragraph 1.2

- 1.5 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 the date of this Franchise Agreement.

Implementation of this Priced Option

- 1.6 The implementation of this Priced Option is subject to the Franchisee obtaining the necessary track access and timetable development rights that it requires in order to operate the railway passenger services described in paragraph 1.1 provided that the Franchisee shall have used its reasonable endeavours to obtain such rights.

2 Services to Central Birmingham arriving prior to 10:00 on Sundays

Description, objective and specification

- 2.1 This Priced Option relates to the introduction of the following additional passenger services arriving in Central Birmingham prior to 10:00 on Sundays:

- (a) adding an additional diagram leg to the existing 09:42 Birmingham to Liverpool service so that the service starts from Rugby, departing Rugby at 08:55 (timing approximate) and arriving at Birmingham New Street at 09:34 (timing approximate), calling intermediately at Coventry, Tile Hill, Birmingham International and Marston Green;
- (b) changing the existing 09:18 Four Oaks to Birmingham New Street service to start at Lichfield Trent Valley, departing Lichfield Trent Valley at 09:01 (timing approximate) calling intermediately at Lichfield City, Shenstone, Blake Street and Butler's Lane;
- (c) adding an additional diagram leg to the existing 09:36 Birmingham to Lichfield Trent Valley service so that the service starts at Longbridge, departing Longbridge at 09:13 (timing approximate) and arriving at Birmingham New Street at 09:33 (timing approximate) calling at all intermediate stations;
- (d) adding an additional diagram leg to the existing 09:24 Birmingham Moor Street to Great Malvern service so that the service starts at Whitlocks End, departing Whitlocks End at 09:06 (timing approximate) and arriving at Birmingham Moor Street at 09:23 (timing approximate) calling intermediately at Shirley, Yardley Wood, Hall Green and Spring Road; and
- (e) introducing a new service starting at Dorridge, departing Dorridge at 08:57 (timing approximate) and arriving at Birmingham Snow Hill at 09:20 (timing approximate) calling intermediately at Widney Manor, Solihull, Olton, Acocks Green and Moor Street.

Price for exercising this Priced Option

- 2.2 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 (Price in respect of the Priced Options) to this Schedule 3 and adjustments to Franchise Payments shall be made accordingly.

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

- 2.3 Provided that the Secretary of State has called this Priced Option by no later than the date of this Franchise Agreement, the Franchisee shall procure that this Priced Option is implemented on and from the Passenger Change Date in December 2016.

Other effects on the Franchise Agreement

- 2.4 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 Service Level

Commitment and the Train Plan as are reasonably required to give effect to the implementation of this Priced Option.

Latest date for calling this Priced Option to maintain the price in paragraph 2.2

- 2.5 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 the date of this Franchise Agreement.

Implementation of this Priced Option

- 2.6 The implementation of this Priced Option is subject to the Franchisee obtaining the necessary track access and timetable development rights that it requires in order to operate the railway passenger services described in paragraph 2.1 provided that the Franchisee has used its reasonable endeavours to obtain such rights.

3 On Trains Wi-Fi

Description, objective and specification

- 3.1 This Priced Option relates to the introduction of Wi-Fi access across all of the Class 350 rolling stock that are comprised within the Train Fleet (the "**Class 350 Rolling Stock**").

Price for exercising this Priced Option

- 3.2 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 3 in Part 3 (Price in respect of the Priced Options) to this Schedule 3 and adjustments to Franchise Payments shall be made accordingly.

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

- 3.3 Provided that the Secretary of State has called this Priced Option by no later than the date of this Franchise Agreement, the Franchisee shall procure that this Priced Option is implemented on and from 1 October 2017.

Other effects on the Franchise Agreement

- 3.4 The Franchise Agreement shall be amended by the inclusion of a new Committed Obligation at paragraph 15A of Part 1 to Schedule 6.1 (List of Committed Obligations) which reads:

"15A.1 By no later than 1 October 2017 the Franchisee shall provide an operating wireless internet service ("**Wireless Internet Service**") on all the Class 350 rolling stock forming part of the Train Fleet used for the provision of the Passenger Services (the "**Class 350 Passenger Services**"). The Wireless Internet Service procured by the Franchisee shall:

- (a) be made available to all passengers who use the Class 350 Passenger Services at no cost to the passenger;
- (b) permit passengers connected to such service to, at a minimum, browse web pages on the internet and send and receive mails electronically through any mobile, tablet or computer device they may use for this purpose; and
- (c) subject to the availability of the Train To Internet Coverage the Wireless Internet Service on the Class 350 Passenger Services shall be available for use by passengers at all times for the duration of each passengers journey. "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 Class 350 Passenger Services operate to work together with the equipment installed on trains to permit access to the internet.

- 15A.2 The Franchisee shall monitor the performance of the Wireless Internet Service for the purposes of providing to the Secretary of State a report on the performance of the Wireless Internet Service, and such report shall be submitted to the Secretary of State one month after the commencement of the Wireless Internet Service on all Class 350 Passenger Services and annually thereafter one 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 "**WIS Report**").

The Franchisee shall use reasonable endeavours to procure a provider of the Wireless Internet Service who will supply the Franchisee with the following information for inclusion in the WIS Report:

- (a) customer usage statistics in respect of the applicable period including:
- (i) the number of passengers using the Wireless Internet Service;
 - (ii) the average duration (in minutes and seconds) of connections to the Wireless Internet Service; and
 - (iii) the average data received and transmitted; and
- (b) statistics on the availability of the Wireless Internet Service including the duration of any significant periods of time during which the Wireless Internet Service was not available, the reason for such unavailability, where known, and the action taken by the Franchisee in respect of such unavailability.

- 15A.3 In the event the Franchisee fails to deliver the Wireless Internet Service on all of the 308 Class 350 rolling stock vehicles pursuant paragraph 15A.1 above by 15 October 2017, the Franchisee shall pay to the Secretary of State an amount (a "**WIS Franchise Payment Adjustment**" or "**WFPA**") calculated by reference to the following formula:

$$(\text{WIS Increase Expected} - \text{WIS Increase Delivered}) \times \text{WIS Adjustment Value} = \text{WIS Franchise Payment Adjustment}$$

Where:

"**WIS Increase Expected**" means 308, being the number of Class 350 rolling stock vehicles specified upon which the Wireless Internet Service is to be delivered pursuant to paragraph 15A.1;

"**WIS Increase Delivered**" means the aggregate increase in the number of Class 350 rolling stock vehicles upon which the Wireless Internet Service is delivered by the Franchisee by no later than 15 October 2017; and

"**WIS Adjustment Value**" is £3,009 per Class 350 rolling stock vehicle.

- 15A.4 A WIS Franchise Payment Adjustment under paragraph 15A.3 shall be payable to the Secretary of State by way of an adjustment to the Franchise Payment on the Payment Date in respect of the Reporting Period which includes 15 October 2017.

15A.5 In the event that the WIS Franchise Payment Adjustment calculated in accordance with paragraph is a negative value, it shall be assumed to be nil for the purpose of calculating the Franchise Payments in paragraph 1 of Schedule 8.1.

15A.6 Subject to paragraph 15A.8, in the event the Franchisee:

- (c) increases in the number of Class 350 rolling stock vehicles upon which the Wireless Internet Service is delivered during the Franchise Period after 15 October 2017; and
- (d) the Franchisee has paid the Secretary of State a WIS Franchise Payment Adjustment,

the Secretary of State shall pay to the Franchisee an amount (a "**Late WIS Franchise Payment Adjustment**" or "**LWFPA**") calculated by reference to the following formula:

WIS Increase Delivered x WIS Adjustment Value = Late WIS Franchise Payment Adjustment

Where:

"**WIS Increase Delivered**" means in respect of a Reporting Period which commences on or after 15 October 2017, the incremental increase in the number of Class 350 rolling stock vehicles upon which the Wireless Internet Service is delivered by the Franchisee in that Reporting Period and, for the avoidance of doubt, excluding any incremental increase in the number of Class 350 rolling stock vehicles upon which the Wireless Internet Service is to be delivered as specified in paragraph 15A.1 actually delivered by the Franchisee in any previous Reporting Period; and

"**Late WIS Adjustment Value**" is £3,009 per Class 350 rolling stock vehicle.

15A.7 Any Late WIS Franchise Payment Adjustment under paragraph 15A.6 shall be payable to the Franchisee by way of an adjustment to the Franchise Payment for the Reporting Period next following the Reporting Period in which the relevant WIS Increase Delivered was achieved by the Franchisee.

15A.8 The Franchisee shall not be entitled to a WIS Franchise Payment Adjustment in respect of any increase if the aggregate of the WIS Increase Delivered as defined in paragraphs 15A.3 and 15A.6 across all relevant Reporting Periods exceeds the number of Class 350 rolling stock vehicles specified upon which the Wireless Internet Service is to be delivered pursuant to paragraph 15A.1."

Latest date for calling this Priced Option to maintain the price in paragraph 3.2

3.5 The latest date on which the Secretary of State may call this Priced Option in order to maintain the price quoted at paragraph 3.2 is the date of this Franchise Agreement.

4 Centro's SWIFT Smartcards

Description, objective and specification

4.1 This Priced Option relates to the Franchisee's participation in Centro's SWIFT Smartcard project, as set out in the Franchise Agreement amendment at paragraph 4.4.

Price for exercising this Priced Option

- 4.2 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 4 in Part 3 (Price in respect of the Priced Options) to this Schedule 3 and adjustments to Franchise Payments shall be made accordingly.

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

- 4.3 Provided that the Secretary of State has called this Priced Option by no later than 31 March 2016, the timescales for the implementation of this Priced Option shall be as indicated in paragraph 4.4.

Other effects on the Franchise Agreement

- 4.4 The Franchise Agreement shall be amended by the inclusion of a new Committed Obligation in Part 1 to Schedule 6.1 (List of Committed Obligations) which reads:

“30 Centro's SWIFT Smartcards

- 30.1 Subject to paragraph 30.2, the Franchisee shall:
- (a) from the Start Date, continue to accept Centro's SWIFT smartcards on Passenger Services within the West Midlands boundary in respect of direct debit multi-modal (nNetwork) customers;
 - (b) from *[insert the date that is 9 months after the date on which this Priced Option is called]* accept Centro's SWIFT smartcards on Passenger Services within the West Midlands boundary in respect of rail only (nTrain on direct debit) customers; and
- 30.2 The Franchisee shall not be required to perform its obligations under paragraph 30.1 if:
- (a) it is unable to obtain any consents that may be required under the relevant Station Leases and/or Access Agreement or any required agreements or consents from relevant trade unions provided that it has used all reasonable endeavours to obtain such consents and/or agreements; or
 - (b) any of the West Coast, Cross Country, Chiltern, and Wales & Borders franchise operators has not agreed to participate in the SWIFT smartcard scheme in sufficient time to enable the Franchisee to comply with its obligations."

Latest date for calling this Priced Option to maintain the price in paragraph 4.2

- 4.5 The latest date on which the Secretary of State may call this Priced Option in order to maintain the price quoted at paragraph 4.2 is 31 March 2016.

Implementation of this Priced Option

- 4.6 The implementation of this Priced Option is subject to:
- (a) the West Coast, Cross Country, Chiltern, and Wales & Borders franchise operators participating in the SWIFT (nTrain on direct debit) smartcard scheme; and

- (b) Centro confirming that the SWIFT (nTrain on direct debit) smartcard scheme shall become operational for rail travel,

before the Start Date.

5 Migration of Smartcard Back Office (HOPS) to Rail Settlement Plan (RSP)

Description, objective and specification

- 5.1 This Priced Option relates to the migration of the Franchisee's smartcard services currently provided by Applied Card Technologies Limited to Rail Settlement Plan's central back office (comprising Host Operator or Processing System (HOPS), Transaction Management System (TMS) and Smartcard Bureau Service (SBS)).

Price for exercising this Priced Option

- 5.2 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 5 in Part 3 (Price in respect of the Priced Options) to this Schedule 3 and adjustments to Franchise Payments shall be made accordingly.

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

- 5.3 Provided that the Secretary of State has called this Priced Option by no later than the date of this Franchise Agreement, the timescales for the implementation of this Priced Option is by the end of the seventh Reporting Period commencing after the date on which this Priced Option is called.

Other effects on the Franchise Agreement

- 5.4 The Franchise Agreement shall be amended by the inclusion of a new Committed Obligation in Part 1 to Schedule 6.1 (List of Committed Obligations) which reads:

"31 Migration of Smartcard Bank Office (HOPS) to Rail Settlement Plan (RSP)

The Franchisee shall on or before [*insert the date of the last day of the seventh Reporting Period commencing after the date on which this Priced Option is called*] migrate its smartcard back office to the Rail Settlement Plan's central smartcard back office, comprising HOPS, TMS, and SBS. The Franchisee shall on the same date also migrate its platform validator server in the event that RSP provides such functionality from the same date."

Latest date for calling this Priced Option to maintain the price in paragraph 5.2

- 5.5 The latest date on which the Secretary of State may call this Priced Option in order to maintain the price quoted at paragraph 5.2 is 31 March 2016.

Part 3 to Schedule 3 - Price in respect of the Priced Options

1 Late Service to Rural and Branch Line Stations (Abbey Branch Line and Trent Valley Main Line)

Table 1: Figures for Calculation of Annual Franchise Payments (Appendix to Schedule 8.2)

1.1 This table sets out the increment to the figures for calculation of the Annual Franchise Payments set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments) where this Priced Option is called on or prior to the date of this Franchise Agreement:

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Franchisee Year					
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.				
Year 2 (Core Part)					
Year 2 (Optional Part)					
Year 3 (Optional Part)					

2 Services to Central Birmingham arriving prior to 10:00 on Sundays

Table 2: Figures for Calculation of Annual Franchise Payments (Appendix to Schedule 8.2)

2.1 This table sets out the increment to the figures for calculation of the Annual Franchise Payments set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments) where this Priced Option is called on or prior to the date of this Franchise Agreement:

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Franchisee Year					
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.				
Year 2 (Core Part)					
Year 2 (Optional Part)					
Year 3 (Optional Part)					

3 On Trains Wi-Fi

Table 3: Figures for Calculation of Annual Franchise Payments (Appendix to Schedule 8.2)

3.1 This table sets out the increment to the figures for calculation of the Annual Franchise Payments set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments) where this Priced Option is duly called on or prior to the date of this Franchise Agreement:

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Franchisee Year					
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.				
Year 2 (Core Part)					
Year 2 (Optional Part)					
Year 3 (Optional Part)					

4 Swift Smartcards

Table 4: Figures for Calculation of Annual Franchise Payments (Appendix to Schedule 8.2)

4.1 This table sets out the increment to the figures for calculation of the Annual Franchise Payments set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments) where this Priced Option is duly called on or prior to 31 March 2016:

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Franchisee Year					
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.				
Year 2 (Core Part)					
Year 2 (Optional Part)					
Year 3 (Optional Part)					

5 Migration of Smartcard Back Office (HOPS) to Rail Settlement Plan (RSP)

Table 5: Figures for Calculation of Annual Franchise Payments (Appendix to Schedule 8.2)

5.1 This table sets out the increment to the figures for calculation of the Annual Franchise Payments set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to Schedule 8.2 (Annual Franchise Payments) where this Priced Option is duly called on or prior to 31 March 2016 :

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Franchisee Year					
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of				
Year 2 (Core Part)					

Year 2 (Optional Part)	Information Act 2000.
Year 3 (Optional Part)	

SCHEDULE 4

PERSONS WITH DISABILITIES AND DISABILITY DISCRIMINATION

Schedule 4: Persons with Disabilities and Disability Discrimination

Appendix 1: Minor Works

Appendix 2: Alternative Transport

SCHEDULE 4

Persons with Disabilities and Disability Discrimination

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 of the 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 economic 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 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 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 of 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 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 Rail 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 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 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 Not used.

4.2 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 Service (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) and where the Franchisee is responsible for making the reservation and/or delivering the seating accommodation or assistance reserved. 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;
- (b) record whether such seating accommodation and/or assistance is actually provided; and
- (c) provide such records to the ORR on its request.

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 most recent published Guidance on Disabled People's Protection Policies as at the date of the Franchise Agreement,

the Franchisee shall within six 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 (Alternative Transport) of this Schedule 4 in respect of the provision of alternative means of transportation 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:
 - (a) thresholds (above 15 millimetres) which do not comply with the Code of Practice; or
 - (b) 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**ALTERNATIVE TRANSPORT**

1 References in this Appendix to passengers are references to passengers with disabilities who are wheelchair users or otherwise severely mobility impaired.

2 Subject to paragraph 4, where:

- (a) a passenger wants to travel on a Passenger Service; and
- (b) 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 alternative transport for that passenger in accordance with paragraph 3.

3 The Franchisee shall provide alternative transport for the passenger referred to in paragraph 2:

- (a) 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;
- (b) 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
- (c) 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 are subject to:

- (a) reasonable prior notice of the passenger's requirement for alternative transport; and
- (b) the availability of suitable alternative transport (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 alternative transport).

SCHEDULE 5

FARES

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, Regulated Price or Regulated Child Price

Schedule 5.7: Changes to Fares and Fares Regulation

Schedule 5.8: Fares Regulation Information and Monitoring

Schedule 5.9: ITSO Certified Smartmedia

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:
- (a) Birmingham Commuter Fares, London Commuter Fares and Protected Fares are Created in accordance with the Ticketing and Settlement Agreement; and
 - (b) appropriate restrictions are placed on the Franchisee's ability to Create Fares.

Purpose of Fares Regulation

- 1.2 The purpose of Schedules 5.3 (Allocation of Fares to Fares Baskets) to 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 to one of the following Fares Baskets:
- (a) the Birmingham Commuter Fares Basket;
 - (b) the London 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 or Child Price of each Fare that is allocated by the Secretary of State to a Fares Basket. The limit on the Price or Child Price of each Fare is set by reference to:
- (a) the overall increase of the Prices and the Child Prices of all Fares in a Fares Basket; and
 - (b) the individual increase in the Price or the Child Price of each Fare in a Fares Basket.
- 1.5 Subject to the more detailed provisions of Schedules 5.4 (Regulation of Fares Basket Values) and 5.5 (Regulation of Individual Fares):
- (a) the overall increase of the Prices and the Child 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 or the Child 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 this paragraph 1.5, "k" shall have the meaning given to it in paragraph 4.2 of Schedule 5.4 (Regulation of Fares Basket Value) and "f" shall have the meaning given to it 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 and Child 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 or Child Price of any individual Fare in a Fares Basket.
- 2.5 Schedule 5.6 (Exceeding the Regulated Value, Regulated Price or Regulated Child Price) sets out the consequences of the Franchisee exceeding:
- (a) the Regulated Value of any Fares Basket; or
 - (b) the Regulated Price or Regulated Child 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 (ITSO Certified Smartmedia) sets out provisions relating to the introduction of ITSO Certified Smartmedia.

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) Schedules 5.3 (Allocation of Fares to Fares Baskets) to 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, the maximum Price or Child Price (as the case may be) for any Fare recorded by RSP in 2010 or the 2010 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, the maximum Price or Child Price (as the case may be) for any Fare recorded by RSP in 2010 or the 2010 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) Birmingham Commuter Fare;
- (c) London Commuter Fare; and
- (d) 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, Birmingham Commuter Fare, London 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 Birmingham Commuter Fares, London Commuter Fares and Protected Fares**

The Franchisee shall ensure that each Birmingham Commuter Fare, each London 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 the lowest amount that would be paid if that person were the holder of a 16 to 25 Railcard with no minimum fare (as amended or replaced from time to time) and whose purchase was made without condition.
- 2.2 The Franchisee shall not Create or agree to Create any Fare or Discount Card with a validity of 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 Birmingham Commuter Fare, each London 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 Birmingham Commuter Fare shall be allocated by the Secretary of State to the Birmingham Commuter Fares Basket, every London Commuter Fare shall be allocated by the Secretary of State to the London 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 or Child Price as the case may be) rank, in descending order according to their Gross Revenue for the period of 12 months which ended 31 March 2010:
- (i) all Birmingham Commuter Fares;
 - (ii) all London Commuter Fares; and
 - (iii) all Protected Fares;
- (b) aggregate, following such ranking:
- (i) those Birmingham 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 of the aggregate Reference Revenue of all Birmingham Commuter Fares;
 - (ii) 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 of the aggregate Reference Revenue of all London 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 of the aggregate Reference Revenue of all Protected Fares; and
- (c) designate, following such aggregation:
- (i) those Birmingham Commuter Fares referred to in paragraph 2.1(b)(i) as Non Fares Basket Fares;
 - (ii) those London Commuter Fares referred to in paragraph 2.1(b)(ii) as Non Fares Basket Fares; and

(iii) 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 Baskets), any Birmingham Commuter Fare or any London 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 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, Regulated Price or Regulated Child 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:

$P \times 2010 \text{ Nominal Ticket Sales}$

where:

P is the Price or Child Price (as the case may be) of that Fare at that time; and

2010 Nominal Ticket Sales is the number of nominal ticket sales of that Fare for 2010, 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 12 months which ended 31 March 2010; and

B is the Price or Child Price (as the case may be) for that Fare recorded by RSP in February 2010.

4 Regulated Value

4.1 The Regulated Value of a Fares Basket for any Fare Year shall be an amount equal to:

$2010 \text{ Ticket Revenue} \times \text{PPAI}$

where:

2010 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 12 months which ended 31 March 2010;

PPAI

is:

- (a) in respect of the Fare Year commencing 1 January 2011, the Permitted Aggregate Increase for that Fare Year; and
- (b) in respect of each Fare Year commencing on or after 1 January 2012, the product of the Permitted Aggregate Increase for each Fare Year between that Fare Year and the Fare Year which begins on 1 January 2011 (inclusively).

4.2 The Permitted Aggregate Increase in any Fare Year shall be an amount equal to:

$$PAI + \frac{(100 RPI) + k}{100}$$

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 per annum in respect of each Fare Year₁.

Schedule 5.5

Regulation of Individual Fares

1 Price or Child Price not to exceed Regulated Price or Regulated Child Price

1.1 The Franchisee shall procure that the Price or Child Price (as the case may be) of:

- (a) each Birmingham Commuter Fare included in the Birmingham Commuter Fares Basket;
- (b) each London Commuter Fare included in the London Commuter Fares Basket; and
- (c) each Protected Fare included in the Protected Fares Basket,

in any Fare Year does not exceed the Regulated Price or Regulated Child Price (as the case may be) for such Fare in that Fare Year.

1.2 The Franchisee shall procure that the Price or Child Price (as the case may be) of any Season Ticket Fare shall be the same in both directions.

2 Regulated Price

2.1 The Regulated Price or the Regulated Child Price (as the case may be) 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) Preceding Year Ticket Price x PII

where:

Preceding Year Ticket Price for the Fare Year commencing 1 January 2011, is the maximum Price or Child Price (as the case may be) for that Fare recorded by RSP in 2010 and, for any subsequent Fare Year, is the maximum Price or Child Price (as the case may be) recorded by RSP in the Fare Year preceding that Fare Year, provided that such maximum Price or Child Price (as the case may be) complied with the requirements of this Schedule 5. If such maximum Price or Child Price (as the case may be) did not so comply, then such maximum Price or Child Price (as the case may be) shall be the last Price or Child Price (as the case may be) 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.

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 per annum in respect of each Fare Year; and

f is equal to + zero

2.3 Where:

(a) the Franchisee sets the Price or Child Price (as the case may be) of any Commuter Fare or Protected Fare in any Fare Year; and

(b) the Secretary of State reasonably determines that the Price or Child Price (as the case may be) of such Birmingham Commuter Fare, London 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 or Regulated Child Price (as the case may be) pursuant to paragraph 2.1 in the next Fare Year shall be the maximum Price or Child Price (as the case may be) 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 or Child Price (as the case may be) of a Birmingham Commuter Fare or London Commuter Fare (as the case may be) for that Flow; and

- (b) has notified RSP of the Price or Child Price (as the case may be) of that Birmingham Commuter Fare or London Commuter Fare (as the case may be) in any Fares Setting Round,

the Franchisee shall not increase the Price or Child Price (as the case may be) of that Birmingham Commuter Fare or London Commuter Fare (as the case may be) 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, Regulated Price or Regulated Child 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 either the Birmingham Commuter Fares Basket, the London Commuter Fares Basket or the Protected Fares Basket:
- (a) it shall reduce the Price or Child 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 either the Birmingham Commuter Fares Basket or the London Commuter Fares Basket exceeds its Regulated Value in any Fare Year;
 - (b) such excess is caused by the Price or Child Price of any relevant Birmingham Commuter Fare or London Commuter Fare 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 and Child Prices of Fares under the Ticketing and Settlement Agreement or otherwise, to alter some or all of the other Birmingham Commuter Fares in the Birmingham Commuter Fares Basket and/or other London Commuter Fares in the London Commuter Fares Basket so as to avoid the Value of such Birmingham Commuter Fares Basket and/or London 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 or Child Price of any Birmingham Commuter Fare in the Birmingham Commuter Fares Basket or any London Commuter Fare in the London

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 Birmingham Commuter Fares Basket or London 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 or Child Price of any other Birmingham Commuter Fare or London Commuter Fare (as the case may be) at any time during that Fare Year, or any subsequent Fare Year, where such Price or Child Price has previously been set in a Fares Setting Round.

2 Exceeding the Regulated Price or Regulated Child 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 or Child 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 and/or Child 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 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 or Child Price of any Non Fares Basket Fare is reasonably constrained by the Price or Child 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 Birmingham Commuter Fare for a Flow has been included in the Birmingham Commuter Fares Basket, the Secretary of State may require the inclusion in the Birmingham 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 February 2010;
- (c) 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 February 2010;
- (d) 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
- (e) where the Secretary of State changes the Reference Revenue and/or the Gross Revenue of any Fare pursuant to paragraph 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 1.1(d) 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 2010 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 2010 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 12 months ending 31 March; and/or
 - (b) the value of factor B is recalculated by using the Price or Child Price (as the case may be) 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 that the value of the factors A and B are adjusted in respect of any or all Fares in the relevant Fares Basket.

3 Changes to the Reference Revenue, Gross Revenue, 2010 Nominal Ticket Sales and/or 2010 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 12 months ended 31 March 2010; and/or
 - (b) the Gross Revenue of all Birmingham Commuter Fares, London 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 12 months ended 31 March 2010; and/or
 - (c) the value of factor A in the formula for determining the 2010 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 12 months ended 31 March 2010; and/or
 - (d) the value of factor B in the formula for determining the 2010 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 2010; and/or

- (e) the 2010 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 12 months ended 31 March 2010.

3.2 Where, in accordance with paragraph 3.1(e), the 2010 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 or Child Prices beyond the levels permitted under Schedules 5.4 (Regulation of Fares Basket Values) and 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 Schedules 5.1 (Purpose Structure and Construction) to 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 the alteration of the value of f under paragraph 2.2 of Schedule 5.5 (Regulation of Individual)). 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 clause 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 Birmingham Commuter Fare, London 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 (the "**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 and Child 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 or Child 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 Birmingham Commuter Fares Document, London 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 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 and Child Prices of the Birmingham Commuter Fare, London Commuter Fare 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 or Child Price of any Birmingham Commuter Fare, London 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 or Child Prices) of the Initial Permanent Fare of any Birmingham Commuter Fare, London 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 or Child Prices of Birmingham Commuter Fares, London 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 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 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 to Fares) to this Schedule 5.8 (inclusive).

Schedule 5.9

ITSO Certified Smartmedia

1 Smart Ticketing

1.1 The Franchisee shall:

- (a) join and comply with any ATOC approved smart ticketing related schemes;
- (b) develop an approach to the use of smart ticketing to facilitate the roll out of more flexible ticket types and demand management over time;
- (c) co-operate with Network Rail, other Train Operators, relevant local authorities, passenger transport executives, combined authorities created pursuant to the Local Democracy, Economic Development and Construction Act 2009 and TfL in relation to the provision, maintenance and operation of smart ticketing equipment, and in relation to proposals to:
 - (i) introduce new multi-modal fare schemes; and
 - (ii) convert any multi-modal fare schemes to use smart ticketing.

1.2 The Franchisee will co-operate with TfL, the Secretary of State and relevant Train Operators in making such reasonable changes to joint ticketing products as are reasonably required to permit TfL to generate sufficient additional revenue to meet the IOP operating and maintenance costs as set out in the IOP Agreement subject to:

- (a) TfL meeting the Franchisee's reasonable and demonstrable costs as agreed in advance by the Secretary of State that are directly associated with the changes to such joint ticketing products;
- (b) any necessary changes to, or derogations from, fares regulation being granted by the Secretary of State; and
- (c) the Franchisee not being obliged to make any payment or transfer of revenue to TfL to cover TfL's IOP operating and maintenance costs as defined in the scope of the IOP Agreement, except in the case of a change where the Franchisee has agreed to pay for all or part of TfL's operating and maintenance costs associated with that change.

1.3 In relation to any ITSO Certified Smartmedia ticketing scheme, the Franchisee shall

- (a) continue to provide, make available and promote (and where applicable effectively maintain) such a scheme (including any associated equipment and resources) for the Franchise Period; and
- (b) ensure that all scheme components (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; and
 - (ii) version 02-00 of RSPS3002,

of the ITSO specification and the ITSO operating licence, or such subsequent versions as the Franchisee and the Secretary of State may agree; and

- (c) ensure that 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).

1.4 The Franchisee shall undertake such actions as the Secretary of State may reasonably require in connection with the introduction of smart ticketing on the network. The Secretary of State will reimburse the reasonable costs incurred by the Franchisee in complying with any such requirement provided that:

- (a) prior to incurring such costs, the Franchisee has obtained the Secretary of State's approval of the same; and
- (b) the Franchisee has not already recovered (or is able to recover) such costs through any Franchise Payment, pursuant to any other provision of this Franchise Agreement or pursuant to any other agreement between the Franchisee and the Secretary of State (including any SEFT Deed).

1.5 The Franchisee shall continue to allow passengers, at least to the same extent as on the Start Date, to print tickets in respect of the Passenger Services remotely.

SCHEDULE 6

COMMITTED OBLIGATIONS AND FRANCHISE SPECIFIC OBLIGATIONS

Schedule 6.1: Committed Obligations and Related Provisions

Schedule 6.2: West Midlands Franchise Specific Provisions

Schedule 6.3: HLOS Committed Obligations and Related Provisions

Schedule 6.1

Committed Obligations and Related Provisions

Part 1: List of Committed Obligations

Part 2: Miscellaneous Provisions

Part 1 to Schedule 6.1

List of Committed Obligations

Section 1 - RV Asset Committed Obligations (Unit Based Assets)

1 Additional Car Parking Spaces

- 1.1 Subject to final surveys, obtaining any relevant regulatory approvals and any consents that may be required under the relevant Station Leases and/or Access Agreements and (in the case of Watford Junction Station) Watford Council improving highway access to the car park at Watford Junction Station, the Franchisee shall create on or before 15 October 2017 not less than in aggregate 437 additional car parking spaces (by building or extending decked car parks that are fit for purpose and comply with all relevant regulatory approvals, third party consents and building regulations) at Tamworth Station, Hemel Hempstead Station and Watford Junction Station (above the number of spaces provided at those Stations as at the date of this Franchise Agreement) and in doing so shall incur expenditure of not less than £² (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management.
- 1.2 As at the date of this Franchise Agreement, the Franchisee acknowledges that it intends that the 437 new parking spaces referred to in paragraph 1.1 above shall be distributed and created as follows:

Station	No. of New car parking spaces	Planned delivery date
Tamworth	37	31 August 2016
Hemel Hempstead	200	31 December 2016
Watford Junction	200	30 August 2017

- 1.3 To the extent that the Franchisee cannot create the total number of 437 new car parking spaces at Tamworth Station, Hemel Hempstead Station and Watford Junction Station referred to in paragraph 1.1 above, despite using all reasonable endeavours to do so:
- (a) the Franchisee shall explain the circumstances of why the Franchisee cannot create the total number of 437 new car parking spaces at Tamworth Station, Hemel Hempstead Station and Watford Junction Station referred to in paragraph 1.1 above, despite using all reasonable endeavours to do so, and provide such further information as the Secretary of State, acting reasonably, may request; and
- (b) the Secretary of State may exercise his power at paragraph 6.2 of Part 2 to this Schedule 6.1 to modify paragraph 1.1 so as to require the Franchisee to deliver the maximum number of new car parking spaces at Tamworth Station, Hemel Hempstead Station and Watford Junction Station as is reasonably practicable in the

² Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

circumstances provided that, for the avoidance of doubt, such modification shall not amend paragraphs 1.4 to paragraph 1.10 below.

- 1.4 In the event the Franchisee fails to increase the capacity of the car park facilities of 437 new car parking spaces by 15 October 2017 pursuant to paragraph 1.1 above, the Franchisee shall pay to the Secretary of State an amount (a "**Parking Franchise Payment Adjustment**" or "**PFPA**") calculated by reference to the following formula:

$$\frac{(\text{Parking Capacity Increase Expected} - \text{Parking Capacity Increase Delivered}) \times \text{Parking Capacity Adjustment Value}}{\text{Parking Capacity Adjustment Value}} = \text{Parking Franchise Payment Adjustment}$$

Where:

"Parking Capacity Increase Expected" means 437, being the number of car parking spaces specified in paragraph 1.1;

"Parking Capacity Increase Delivered" means the aggregate increase in the number of car parking spaces at the Stations specified in paragraph 1.1 actually achieved by the Franchisee no later than 15 October 2017; and

"Parking Capacity Adjustment Value" is the adjustment value per car parking space listed in column 4 row 1 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 1.5 For the avoidance of doubt, the parties confirm that the Parking Franchise Payment Adjustments represent a genuine pre-estimate of the Secretary of State's loss as a result of any failure to deliver the Parking Capacity Increase Expected on or before 15 October 2017.
- 1.6 A Parking Franchise Payment Adjustment under paragraph 1.4 shall be payable to the Secretary of State by way of an adjustment to the Franchise Payment on the Payment Date in respect of the Reporting Period which includes 15 October 2017.
- 1.7 In the event that the Parking Franchise Payment Adjustment calculated in accordance with paragraph 1.4 is a negative value, it shall be assumed to be nil for the purpose of calculating the Franchise Payments in paragraph 1 of Schedule 8.1.
- 1.8 Subject to paragraph 1.10, in the event the Franchisee:
- (a) after 15 October 2017, increases the capacity of the car park facilities at the Stations set out in paragraph 1.1 during the Franchise Period; and
 - (b) the Franchisee has paid the Secretary of State a Parking Franchise Payment Adjustment,

the Secretary of State shall pay to the Franchisee an amount (a "**Late Parking Franchise Payment Adjustment**" or "**LPFPA**") calculated by reference to the following formula:

$$\text{Parking Capacity Increase Delivered} \times \text{Late Parking Capacity Adjustment Value} = \text{Late Parking Franchise Payment Adjustment}$$

Where:

"Parking Capacity Increase Delivered" means, in respect of a Reporting Period which commences on or after 15 October 2017, the incremental increase in the number of car parking spaces at the Stations specified in paragraph 1.1 actually delivered into operational use by the Franchisee in that Reporting Period and, for the avoidance of doubt, excluding any

incremental increase in the number of car parking spaces at the Stations specified in paragraph 1.1 actually delivered into operational use by the Franchisee in any previous Reporting Period; and

"Late Parking Capacity Adjustment Value" is the adjustment value per car parking space listed in column 4 of row 1 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 1.9 Any Late Parking Franchise Payment Adjustment under paragraph 1.8 shall be payable to the Franchisee by way of an adjustment to the Franchise Payment for the Reporting Period next following the Reporting Period in which the relevant Parking Capacity Increase Delivered was achieved by the Franchisee.
- 1.10 The Franchisee shall not be entitled to a Late Parking Franchise Payment Adjustment in respect of any increase in the capacity of the car park facilities it delivers if the aggregate of the Parking Capacity Increases Delivered as defined in paragraphs 1.4 and 1.8 across all relevant Reporting Periods exceeds 437.

2 LED Lighting

- 2.1 The Franchisee shall install and operate (for the remainder of the Franchise Term) by no later than 31 October 2016 not less than 623 new LED lights and in doing so shall incur expenditure of not less than £³ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management.
- 2.2 As at the date of this Franchise Agreement, the Franchisee acknowledges that it intends that the 623 new LED lights referred to in paragraph 2.1 above shall be distributed as follows:
- (a) 33 LED lights at Leighton Buzzard Station;
 - (b) 67 LED lights at Milton Keynes Central Station;
 - (c) 27 LED lights at Sutton Coldfield Station;
 - (d) 29 LED lights at Northampton Station;
 - (e) 71 LED lights in aggregate at Bletchley Station and/or Bletchley Depot; and
 - (f) 396 LED lights at Tyseley Depot.
- 2.3 In the event the Franchisee fails to increase the number of LED lights by 623 in accordance with paragraph 2.1 above by 15 October 2017, the Franchisee shall pay to the Secretary of State an amount (a **"LED Franchise Payment Adjustment"** or **"LFPA"**) calculated by reference to the following formula:

$$(LED\ Light\ Increase\ Expected - LED\ Light\ Increase\ Delivered) \times LED\ Light\ Adjustment\ Value = LED\ Franchise\ Payment\ Adjustment$$

Where:

³ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"LED Light Increase Expected" means 623, being the number of LED lights specified in paragraph 2.1;

"LED Light Increase Delivered" means the aggregate increase in the number of LED lights at the locations specified in paragraph 2.2 actually achieved by the Franchisee no later than 15 October 2017; and

"LED Light Adjustment Value" is the adjustment value per LED light listed in column 4 of row 2 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 2.4 For the avoidance of doubt, the parties confirm that the LED Franchise Payment Adjustments represent a genuine pre-estimate of the Secretary of State's loss as a result of any failure to deliver the LED Light Increase Expected on or before 15 October 2017.
- 2.5 An LED Franchise Payment Adjustment under paragraph 2.3 shall be payable to the Secretary of State by way of an adjustment to the Franchise Payment on the Payment Date in respect of the Reporting Period which includes 15 October 2017.
- 2.6 In the event that the LED Franchise Payment Adjustment calculated in accordance with paragraph 2.3 is a negative value, it shall be assumed to be nil for the purpose of calculating the Franchise Payments in paragraph 1 of Schedule 8.1.
- 2.7 Subject to paragraph 2.9, in the event the Franchisee:
- (a) after 15 October 2017, increases the number of LED lights at the locations set out in paragraph 2.1 during the Franchise Period; and
 - (b) the Franchisee has paid the Secretary of State an LED Franchise Payment Adjustment,

the Secretary of State shall pay to the Franchisee an amount (a **"Late LED Franchise Payment Adjustment"** or **"LLFPA"**) calculated by reference to the following formula:

$$\text{LED Light Increase Delivered} \times \text{LED Light Adjustment Value} = \text{Late LED Franchise Payment Adjustment}$$

Where:

"LED Light Increase Delivered" means in respect of a Reporting Period which commences on or after 15 October 2017, the incremental increase in the number of LED lights at the locations specified in paragraph 2.2 actually delivered into operational use by the Franchisee in that Reporting Period and, for the avoidance of doubt, excluding any incremental increase in the number of LED lights specified in paragraph 2.1 actually delivered into operational use by the Franchisee in any previous Reporting Period; and

"Late LED Adjustment Value" is the adjustment value per LED light listed in column 4 of row 2 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 2.8 Any Late LED Franchise Payment Adjustment under paragraph 2.7 shall be payable to the Franchisee by way of an adjustment to the Franchise Payment for the Reporting Period next following the Reporting Period in which the relevant LED Light Increase Delivered was achieved by the Franchisee.
- 2.9 The Franchisee shall not be entitled to a LED Franchise Payment Adjustment in respect of any increase in the number of LED lights it delivers if the aggregate of the LED Light

Increases Delivered as defined in paragraphs 2.3 and 2.7 across all relevant Reporting Periods exceeds 623.

3 Ticket Vending Machines

3.1 Subject to obtaining any consents that may be required under the relevant Station Leases and/or Access Agreements, the Franchisee shall on or before 31 December 2016 install and operate (for the remainder of the Franchise Term) in aggregate not less than 28 new ticket vending machines with the functionality that is not less than the functionality of the Scheidt & Bachmann ticket vending machines to be upgraded and/or replaced pursuant to paragraph 6.1 (one per station to be located in an existing covered area sheltered from the elements where reasonably practicable) at any of the following Stations with no or limited ticket retail facilities:

- (a) Adderley Park;
- (b) Albrighton;
- (c) Bedworth;
- (d) Berkswell;
- (e) Bilbrook;
- (f) Blakedown;
- (g) Bricket Wood;
- (h) Codsall;
- (i) Colwall;
- (j) Cosford;
- (k) Duddeston;
- (l) Dudley Port;
- (m) Garston;
- (n) Gravelly Hill;
- (o) Hampton-in-Arden;
- (p) Hartlebury;
- (q) How Wood;
- (r) Lye;
- (s) Oakengates;
- (t) Park Street;
- (u) Perry Barr;

- (v) Shenstone;
- (w) Shifnal;
- (x) Small Heath;
- (y) Stechford;
- (z) Stone;
- (aa) Tyseley; and
- (bb) Witton

and in so doing the Franchisee shall incur expenditure of not less than £⁴ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management.

3.2 To the extent that the Franchisee cannot install all of the 28 ticket vending machines at the locations referred to in paragraph 3.1, the Franchisee shall with the consent of the Secretary of State (such consent not to be unreasonably withheld or delayed) substitute the required number of new ticket vending machines, to achieve the installation of 28 ticket vending machines in aggregate, at one or more of the following alternative locations during the Franchise Term:

- (a) Apsley;
- (b) Bow Brickhill;
- (c) Earlswood;
- (d) Fenny Stratford;
- (e) Five Ways;
- (f) Ledbury;
- (g) Lidlington;
- (h) Ridgmont;
- (i) Selly Oak; and
- (j) Woburn Sands.

3.3 In the event the Franchisee fails to increase the number of ticket vending machines by 28 pursuant paragraph 3.1 or 3.2 above (subject to any agreement with the Secretary of State pursuant to paragraph 3.2) by 15 October 2017, the Franchisee shall pay to the Secretary of

⁴ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

State an amount (a "**TVM Franchise Payment Adjustment**" or "**TVMFPA**") calculated by reference to the following formula:

$$(TVM\ Increase\ Expected - TVM\ Increase\ Delivered) \times TVM\ Adjustment\ Value = TVM\ Franchise\ Payment\ Adjustment$$

Where:

"**TVM Increase Expected**" means 28, being the number of ticket vending machines specified in paragraph 3.1;

"**TVM Increase Delivered**" means the aggregate increase in the number of ticket vending machines at the locations specified in paragraph 3.1 or any alternative location agreed with the Secretary of State pursuant to paragraph 3.2 actually achieved by the Franchisee no later than 15 October 2017; and

"**TVM Adjustment Value**" is the adjustment value per ticket vending machine listed in column 4 of row 3 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 3.4 For the avoidance of doubt, the parties confirm that the TVM Franchise Payment Adjustments represent a genuine pre-estimate of the Secretary of State's loss as a result of any failure to deliver the TVM Increase Expected on or before 15 October 2017.
- 3.5 A TVM Franchise Payment Adjustment under paragraph 3.3 shall be payable to the Secretary of State by way of an adjustment to the Franchise Payment on the Payment Date in respect of the Reporting Period which includes 15 October 2017.
- 3.6 In the event that the TVM Franchise Payment Adjustment calculated in accordance with paragraph 3.3 is a negative value, it shall be assumed to be nil for the purpose of calculating the Franchise Payments in paragraph 1 of Schedule 8.1.
- 3.7 Subject to paragraph 3.9, in the event the Franchisee:
- (a) after 15 October 2017, increases the number of ticket vending machines at the locations set out in paragraph 3.1 or at such other location as may be approved by the Secretary of State pursuant to paragraph 3.2 during the Franchise Period; and
 - (b) the Franchisee has paid the Secretary of State an TVM Franchise Payment Adjustment,

the Secretary of State shall pay to the Franchisee an amount (a "**Late TVM Franchise Payment Adjustment**" or "**LTVMFPA**") calculated by reference to the following formula:

$$TVM\ Increase\ Delivered \times TVM\ Adjustment\ Value = Late\ TVM\ Franchise\ Payment\ Adjustment$$

Where:

"**TVM Increase Delivered**" means in respect of a Reporting Period which commences on or after 15 October 2017, the incremental increase in the number of ticket vending machines at the locations specified in paragraph 3.1 or any alternative location agreed pursuant to paragraph 3.2 actually delivered into operational use by the Franchisee in that Reporting Period and, for the avoidance of doubt, excluding any incremental increase in the number of ticket vending machines specified in paragraph 3.1 actually delivered into operational use by the Franchisee in any previous Reporting Period; and

"Late TVM Adjustment Value" is the adjustment value per ticket vending machine listed in column 4 of row 3 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 3.8 Any Late TVM Franchise Payment Adjustment under paragraph 3.7 shall be payable to the Franchisee by way of an adjustment to the Franchise Payment for the Reporting Period next following the Reporting Period in which the relevant TVM Increase Delivered was achieved by the Franchisee.
- 3.9 The Franchisee shall not be entitled to a TVM Franchise Payment Adjustment in respect of any increase in the number of ticket vending machines it delivers if the aggregate of the TVM Increases Delivered as defined in paragraphs 3.3 and 3.7 across all relevant Reporting Periods exceeds 28.

4 Tablets for Customer Facing Staff

- 4.1 The Franchisee shall by no later than 30 April 2016 procure not less than 200 new Tablets and in so doing the Franchisee shall incur expenditure of not less than £⁵ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). The Franchisee shall make available and have in use no less than 189 Tablets throughout the remainder of the Franchise Term to be used by customer facing and on call Franchise Employees for the purpose of improving the quality of information provided to passengers by Franchise Employees, particularly in times of disruption.
- 4.2 For the purpose of this paragraph 4, **"Tablet"** means an electronic tablet mobile device which has a touchscreen interface, 4G and wi-fi broadband enabled internet access and an operating system equipped with, and capable of downloading and running mobile 'real time' train running software application which will enable relevant Franchise Employees to provide appropriate, accurate and real-time train running information and other passenger-focused information to passengers and the term **"Tablets"** shall be construed accordingly.
- 4.3 In the event the Franchisee fails to deliver 200 Tablets pursuant paragraph 4.1 above by 15 October 2017, the Franchisee shall pay to the Secretary of State an amount (a **"Tablet Franchise Payment Adjustment"** or **"TFPA"**) calculated by reference to the following formula:

$$(Tablet Increase Expected - Tablet Increase Delivered) \times Tablet Adjustment Value = Tablet Franchise Payment Adjustment$$

Where:

"Tablet Increase Expected " means 200, being the number of Tablets specified in paragraph 4.1;

"Tablet Increase Delivered" means the aggregate increase in the number of Tablets actually achieved by the Franchisee no later than 15 October 2017; and

"Tablet Adjustment Value" is the adjustment value per Tablet listed in column 4 of row 4 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

⁵ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- 4.4 For the avoidance of doubt, the parties confirm that the Tablet Franchise Payment Adjustments represent a genuine pre-estimate of the Secretary of State's loss as a result of any failure to deliver the Tablet Increase Expected on or before 15 October 2017.
- 4.5 A Tablet Franchise Payment Adjustment under paragraph 4.3 shall be payable to the Secretary of State by way of an adjustment to the Franchise Payment on the Payment Date in respect of the Reporting Period which includes 15 October 2017.
- 4.6 In the event that the Tablet Franchise Payment Adjustment calculated in accordance with paragraph is a negative value, it shall be assumed to be nil for the purpose of calculating the Franchise Payments in paragraph 1 of Schedule 8.1.
- 4.7 The Franchisee shall not be entitled to a Tablet Franchise Payment Adjustment in respect of any increase in the number of Tablets it delivers if the aggregate of the Tablet Increase Delivered as defined in paragraphs 4.3 across all relevant Reporting Periods exceeds 200.

5 Station CCTV

- 5.1 Subject to final surveys, obtaining any relevant regulatory approvals and any consents that may be required under the relevant Station Leases and/or Access Agreements, the Franchisee shall by no later than 28 February 2017 upgrade and/or replace of 272 closed circuit television cameras ("**CCTV Cameras**"), and related support systems including hardware and/or software, at Stations where the current closed circuit television systems have failed, are failing or have reached the end of their life expectancy. In so doing the Franchisee shall incur expenditure of not less than £⁶ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management. The upgraded and/or replaced CCTV Cameras shall record images and ensure such images are available for use for a minimum period of 30 days from the date of any such recording. The images recorded must be of such quality to allow the images to be used as court evidence.
- 5.2 In the event the Franchisee fails to upgrade and/or replace 272 CCTV Cameras pursuant paragraph 5.1 above by 15 October 2017, the Franchisee shall pay to the Secretary of State an amount (a "**CCTV Franchise Payment Adjustment**" or "**CCTVFPA**") calculated by reference to the following formula:

$$(CCTV\ Replacements\ Expected - CCTV\ Replacements\ Delivered) \times CCTV\ Adjustment\ Value = CCTV\ Franchise\ Payment\ Adjustment$$

Where:

"**CCTV Replacements Expected** " means 272, being the number of CCTV Cameras specified in paragraph 5.1;

"**CCTV Replacements Delivered**" means the aggregate number of CCTV Cameras actually replaced or upgraded by the Franchisee no later than 15 October 2017; and

⁶ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

"CCTV Adjustment Value" is the adjustment value per CCTV System listed in column 4 of row 5 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 5.3 For the avoidance of doubt, the parties confirm that the CCTV Franchise Payment Adjustments represent a genuine pre-estimate of the Secretary of State's loss as a result of any failure to deliver the CCTV Replacements Expected on or before 15 October 2017.
- 5.4 A CCTV Franchise Payment Adjustment under paragraph 5.2 shall be payable to the Secretary of State by way of an adjustment to the Franchise Payment on the Payment Date in respect of the Reporting Period which includes 15 October 2017.
- 5.5 In the event that the CCTV Franchise Payment Adjustment calculated in accordance with paragraph is a negative value, it shall be assumed to be nil for the purpose of calculating the Franchise Payments in paragraph 1 of Schedule 8.1.
- 5.6 Subject to paragraph 5.8, in the event the Franchisee:
- (a) after 15 October 2017, increases the number of CCTV Cameras replaced or upgraded during the Franchise Period; and
 - (b) the Franchisee has paid the Secretary of State a CCTV Franchise Payment Adjustment,

the Secretary of State shall pay to the Franchisee an amount (a **"Late CCTV Franchise Payment Adjustment"** or **"LCCTVFPA"**) calculated by reference to the following formula:

$$\text{CCTV Replacements Delivered} \times \text{CCTV Adjustment Value} = \text{Late CCTV Franchise Payment Adjustment}$$

Where:

"CCTV Replacements Delivered" means in respect of a Reporting Period which commences on or after 15 October 2017, the incremental increase in the number of CCTV Cameras replaced or upgraded by the Franchisee in that Reporting Period and, for the avoidance of doubt, excluding any incremental increase in the number of CCTV Cameras specified in paragraph 5.1 actually replaced or upgraded by the Franchisee in any previous Reporting Period; and

"Late CCTV Adjustment Value" is the adjustment value per CCTV System listed in column 4 of row 5 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 5.7 Any Late CCTV Franchise Payment Adjustment under paragraph 5.6 shall be payable to the Franchisee by way of an adjustment to the Franchise Payment for the Reporting Period next following the Reporting Period in which the relevant CCTV Increase Delivered was achieved by the Franchisee.
- 5.8 The Franchisee shall not be entitled to a CCTV Franchise Payment Adjustment in respect of any increase in the number of CCTV Cameras it replaces or upgrade if the aggregate of the CCTV Replacements Delivered as defined in paragraphs 5.2 and 5.6 across all relevant Reporting Periods exceeds 272.

6 TVM Upgrade

6.1 The Franchisee shall by no later than 30 January 2017 procure, install and project manage the following upgrades (hardware and software) to 88 Scheidt & Bachman ticket vending machines at Stations:

- (a) anywhere to anywhere rail ticketing;
- (b) new customer interface;
- (c) contactless payment capability; and
- (d) adding monthly or longer season tickets to the tickets on demand product list

and in so doing the Franchisee shall incur expenditure of not less than £⁷ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management.

6.2 In the event the Franchisee fails to upgrade 88 ticket vending machines pursuant paragraph above 6.1 by 15 October 2017, the Franchisee shall pay to the Secretary of State an amount (a "**TVM Upgrade Franchise Payment Adjustment**" or "**TUFPA**") calculated by reference to the following formula:

$$(TVM\ Upgrades\ Expected - TVM\ Upgrades\ Delivered) \times TVM\ Upgrade\ Adjustment\ Value = TVM\ Upgrade\ Franchise\ Payment\ Adjustment$$

Where:

"**TVM Upgrades Expected**" means 88, being the number of ticket vending machines specified in paragraph 6.1;

"**TVM Upgrades Delivered**" means the aggregate increase in the number of ticket vending machines actually upgraded by the Franchisee no later than 15 October 2017; and

"**TVM Upgrade Adjustment Value**" is the adjustment value per ticket vending machine listed in column 4 of row 6 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

6.3 For the avoidance of doubt, the parties confirm that the TVM Upgrade Franchise Payment Adjustments represent a genuine pre-estimate of the Secretary of State's loss as a result of any failure to deliver the TVM Upgrade Increase Expected on or before 15 October 2017.

6.4 A TVM Upgrade Franchise Payment Adjustment under paragraph 6.2 shall be payable to the Secretary of State by way of an adjustment to the Franchise Payment on the Payment Date in respect of the Reporting Period which includes 15 October 2017.

6.5 In the event that the TVM Upgrade Franchise Payment Adjustment calculated in accordance with paragraph is a negative value, it shall be assumed to be nil for the purpose of calculating the Franchise Payments in paragraph 1 of Schedule 8.1.

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- 6.6 Subject to paragraph 6.8, in the event the Franchisee:
- (a) after 15 October 2017, increases the number of ticket vending machines upgrades during the Franchise Period; and
 - (b) the Franchisee has paid the Secretary of State a TVM Upgrade Franchise Payment Adjustment,

the Secretary of State shall pay to the Franchisee an amount (a "**Late TVM Upgrade Franchise Payment Adjustment**" or "**LTUFPA**") calculated by reference to the following formula:

$$\text{TVM Upgrades Delivered} \times \text{TVM Upgrade Adjustment Value} = \text{Late TVM Upgrade Franchise Payment Adjustment}$$

Where:

"**TVM Upgrades Delivered**" means in respect of a Reporting Period which commences on or after 15 October 2017, the incremental increase in the number of ticket vending machines upgraded by the Franchisee in that Reporting Period and, for the avoidance of doubt, excluding any incremental increase in the number of ticket vending machines specified in paragraph 4.1 actually replaced or upgraded by the Franchisee in any previous Reporting Period; and

"**Late TVM Upgrade Adjustment Value**" is the adjustment value per ticket vending machine upgrade listed in column 4 of row 6 in the table contained at Annex 1 to this Part 1 of Schedule 6.1.

- 6.7 Any Late TVM Upgrade Franchise Payment Adjustment under paragraph 6.6 shall be payable to the Franchisee by way of an adjustment to the Franchise Payment for the Reporting Period next following the Reporting Period in which the relevant TVM Upgrades Delivered was achieved by the Franchisee.
- 6.8 The Franchisee shall not be entitled to a TVM Upgrade Franchise Payment Adjustment in respect of any increase in the number of ticket vending machines it upgrades if the aggregate of the TVM Upgrades Delivered as defined in paragraphs 6.2 and 6.6 across all relevant Reporting Periods exceeds 88.

Section 2 - RV Asset Committed Obligations (Singular Assets)

7 Depot Fuel System

- 7.1 The Franchisee shall by no later than 31 December 2016 procure, install and project manage either a new or upgraded fuel management system at each of Tyseley Depot, Worcester Depot, Soho Depot and Bletchley Depot. In so doing, the Franchisee shall incur expenditure of not less than:
- (a) Tyseley Depot: £⁸;
 - (b) Worcester Depot: £⁹;

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- (c) Soho Depot: £¹⁰;
- (d) Bletchley Depot: £¹¹; and
- (e) RFID (Vehicle Logging): £¹²,

(unless in each case the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management.

8 Soho Depot Wireless Energy Management System

- 8.1 The Franchisee shall install and operate (for the remainder of the Franchise Term) a wireless energy management system which uses computer software to manage energy usage at Soho Depot by no later than 31 October 2016 and in so doing the Franchisee shall incur expenditure of not less than £¹³ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management.

9 IT equipment for engineering technicians at Tyseley

- 9.1 The Franchisee shall by no later than 30 April 2016 procure not less than 8 Tablets each with access to appropriate software to be used by Franchise Employees at Tyseley Depot who are engineering technicians for the purpose of:
- (a) improving the process for the identification, rectification and reporting of faults within the Train Fleet with the aim of improving the overall reliability of the Train Fleet; and
 - (b) improving access to the maintenance database and other documentation of the Franchisee

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and in so doing the Franchisee shall incur expenditure of not less than £¹⁴ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply).

10 E-Video Training Module at Tyseley Depot

10.1 The Franchisee shall by no later than 30 September 2016 develop, create and roll-out of an e-video training module to be utilised by the Franchisee in relation to the training of Franchise Employees at Tyseley Depot and in so doing the Franchisee shall incur expenditure of not less than £¹⁵ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). The e-video training module shall include at least the following:

- (a) safety critical depot induction training including a pass/fail assessment to identify where further training is required;
- (b) competency based assessments; and
- (c) instructional videos for certain technical aspects of the train examination and fault rectification process.

11 Train simulator(s)

11.1 The Franchisee shall by no later than 31 October 2016 provide at least one new driver train simulator at the Franchisee's office at 102 New Street, Birmingham (by upgrading the software and the hardware) and in so doing the Franchisee shall incur expenditure of not less than £¹⁶ (unless the Franchisee delivers the same stated objective for less than this amount and in which case paragraph 3.6 of Part 2 to Schedule 6.1 shall apply). Such expenditure may include the costs of procurement, installation and project management.

12 Payment Adjustments to be applied in relation to Committed Obligations set out in Section 2, paragraphs 7 to 11 (inclusive)

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Section 3 - Train Fleet Related Committed Obligations

13 Class 350/3 Energy Saving Module

- 13.1 The Franchisee shall procure that an energy saving module is fitted to the train management system and is operational (for the remainder of the Franchise Term) on the 10 units of class 350/3 rolling stock forming part of the Train Fleet by no later than 31 October 2016.

14 Class 323 Relays

- 14.1 It is acknowledged that each unit of the 26 units of class 323 rolling stock (in 3 car configuration) forming part of the Train Fleet includes approximately 78 relays (being the electromagnetic devices used to control and operate the functions on the rolling stock). The Franchisee shall by no later than 30 April 2017 procure the installation and operation (for the remainder of the Franchise Term) of such relays (new condition) on the Franchisee's fleet of Class 323 rolling stock.

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Section 4 - General Committed Obligations

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17 YES! Attitude Training

17.1 The Franchisee shall by no later than 31 December 2016 introduce and deliver to not less than 40 managers of customer facing Franchise Employees a 'YES! Attitude' customer service staff training programme and in doing so shall incur expenditure of not less than £¹⁷ (such expenditure to include the costs of training and additional project management). The YES! Attitude programme shall be designed to:

- (a) identify the impact of attitude on others;
- (b) introduce principles and ideas to seek to establish positive attitudes to deliver increased employee engagement, motivated employees and improved communication both internally between employees and externally between employees and customers; and
- (c) provide employees with an opportunity to undertake self-assessment exercises and produce a self-written action plan,

in order to improve the overall level of customer service provided by Franchise Employees.

18 Innovation Capability Maturity Model

18.1 The Franchisee shall on or before 31 March 2017 undertake an Innovation Capability Maturity Model self-assessment exercise which shall be comprised of an online survey of approximately 10% of the Franchise Employees (concentrating on middle to senior managers as well as other selected individuals) for the purpose of assessing, evaluating and benchmarking the Franchisee's capability to innovate.

18.2 The Franchisee shall provide the Secretary of State with a written report on the survey responses required by paragraph 18.1 within two (2) months after the closing date of the online survey setting out its recommendations and/or an action plan in order to address any points or concerns raised by the results of the survey.

19 Apprenticeships

19.1 The Franchisee shall use all reasonable endeavours to recruit 8 apprentices during the period between 1 January 2016 and 1 July 2017 as a result of an apprenticeship scheme in conjunction with Birmingham Metropolitan College. In doing so the Franchisee shall incur

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expenditure of not less than £¹⁸ (such expenditure to include the salary, pensions, national insurance, other employment costs of the apprentices and additional administration costs).

20 Employee Surveys

- 20.1 The Franchisee shall undertake a survey of the Franchise Employees on or before 31 May 2016 and on an annual basis thereafter in order to monitor opinions, concerns, motivation and commitment.
- 20.2 The Franchisee shall provide the Secretary of State with a written report on the responses to the employee survey required by paragraph 20.1 within three (3) months after the closing date of the online survey setting out a business action plan based on the results of the survey.

21 Employee Assistance Programme

- 21.1 The Franchisee shall from the Start Date and ongoing throughout the Franchise Term provide an employee assistance programme offering support, advice and counselling to Franchise Employees.

22 Prince's Trust

- 22.1 The Franchisee shall from the Start Date and ongoing throughout the Franchise Term engage with the Prince's Trust for the provision of short vocational skills training and work experience courses through the 'Get into Transport' programme which offers potential employment to successful participants.

23 Enhanced support for Community Rail Partnerships

- 23.1 In addition to its obligations at paragraph 14 of Schedule 13 (Information and Industry Initiatives), the Franchisee in relation to the period between the Start Date and 15 October 2017 shall:
- (a) pay in aggregate a grant of £¹⁹ to the Marston Vale Community Rail Partnership (²⁰ by 30 September 2016 and ²¹ by 15 October 2017); and
 - (b) pay in aggregate a grant of £²² to Abbey Line Community Rail Partnership (²³ by 30 September 2016 and ²⁴ by 15 October 2017),

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and shall promptly provide reasonable evidence to the Secretary of State that such payments have been made.

24 Train fleet cleanliness

- 24.1 The Franchisee shall from 31 July 2016 and ongoing throughout the Franchise Term shall appoint and employ 8 on board interior train cleaners and 1 cleaning manager working on cleaning the interior of trains operating on Passengers Services on the West Coast main line (including Trent Valley and Liverpool services) and the Abbey line (with a similar frequency of cleaning on both the West Coast main line and the Abbey line) and in doing so shall use all reasonable endeavours to deliver a 2% increase in the overall cleaning score on the customer satisfaction survey undertaken by the Franchisee in accordance with paragraph 28.

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27 Replacement of staff uniforms and personal protection equipment

27.1 The Franchisee shall by no later than 31 August 2016 expend not less than in aggregate £²⁵ in relation to a full re-issue of uniforms and personal protective equipment for Franchise Employees who currently require uniforms (as at the date of this Franchise Agreement).

28 Customer satisfaction surveys

28.1 The Franchisee shall from the Start Date and ongoing throughout the Franchise Term undertake a quarterly survey of a sample of not less than 6,000 passengers on the Passenger Services (which covers as a minimum a reasonable spread of surveys from passengers on the three (3) core markets (including community rail lines) of 1. commuter; 2. regional; and 3. inter-city West Coast long distance) throughout the Franchise Term for the purpose of assessing the degree of passenger satisfaction.

28.2 The Franchisee shall provide the Secretary of State with a written report on the responses to the survey carried out pursuant to paragraph 28.1 not later than three (3) months after the date of receipt by the Franchisee of the results of the applicable customer satisfaction survey setting out its recommendations and/or an action plan in order to address any points or concerns raised by the results of the survey.

28.3 The Franchisee shall undertake an annual consultation with the Secretary of State in order to seek feedback from the Secretary of State in respect of the questions included in the passenger satisfaction survey carried out pursuant to paragraph 28.1.

29 Centro related obligations

29.1 Advertising and Promotion of the Birmingham Services

(a) The Franchisee shall at its own cost co-operate and liaise with the passenger transport executive in the West Midlands known as Centro or any successor body to Centro ("**Centro**") in Centro's advertising and promotion of any service which constitutes a Birmingham Service.

(b) The Franchisee shall (at its own cost):

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- (i) publish such advertising and promotional material as Centro may reasonably require; and
- (ii) ensure that the Centro brand is used:
 - (A) for all publicity material published at the Birmingham Stations in respect of Birmingham Services; and
 - (B) to the extent reasonably practicable having regard to the need to diagram rolling stock efficiently, on the rolling stock used predominantly in the provision of the Birmingham Services.
- (c) Unless as otherwise agreed by Centro, the Franchisee agrees not to remove any Network West Midlands branding that is affixed, as at the Start Date, on station totems and running boards located at the Birmingham Stations.
- (d) For the purposes of this paragraph 29.1:
 - (i) **"Co-operate"** shall include attendance at meetings and assistance with the co-ordination of advertising and promotional activities and, at the reasonable request of Centro, provision of free advertising space to enable Centro to advertise and promote its publicity materials provided that such free advertising space shall be limited to 33 % of all available advertising space; and
 - (ii) **"publish"** shall include making the relevant advertising and promotional material available as directed by Centro at all Birmingham Stations.

29.2 Provision of Information to Centro

- (a) The Franchisee shall provide in relation to the Birmingham Stations and the Birmingham Services disaggregated passenger number information collected pursuant to paragraph 1 of Schedule 1.5 (Information about Passengers).
- (b) The Franchisee shall with regard to the Birmingham Services operated in the Morning Peak or the Evening Peak provide to Centro information in respect of each day in respect of Cancellations, Partial Cancellations and Minutes Delay occurring or incurred such information to be provided in respect of any day as soon as reasonably practicable but by no later than 12 noon the next day.
- (c) In respect of the Birmingham Services scheduled to be operated in the Morning Peak or the Evening Peak only the Franchisee shall within 10 days of the end of each Reporting Period provide the Centro with a summary of Cancellations, Partial Cancellations, Minutes Delay, trains operated with less passenger carrying capacity than provided for in the Train Plan and incidences of significant general disruption to services during that Reporting Period.
- (d) The Franchisee shall make such arrangements as may be considered reasonable to provide the information referred to in paragraph 29.2(b) on a "real time basis" through pagers or mobile phones to no more than 3 nominated representatives of Centro.

30 CCF Licences ²⁶

30.1 The Franchisee shall by no later than 17 May 2016 procure not less than six Control Centre of the Future (CCF) Licences from Network Rail and in doing so shall incur expenditure of not less than £25,897. The CCF Licences will cover the period for the 15 May 2016 to 15 October 2017.

30.2 The CCF Licences are to be split over the following locations:

- (a) Three licences at London Midland's Customer Service Centre (Control & Customer Relations);
- (b) One licence at London Euston Station;
- (c) One licence at Northampton Station/Depot; and
- (d) One licence at Watford Junction Station

²⁶ Date of insertion: 17/05/2016

Annex 1

Adjustments Values

Paragraph No.	Column 2 Asset Description	Column 3 Expected Number	Column 4 Adjustment Value
1	Additional Car Parking Spaces	437	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
2	LED Lighting	623	
3	Ticket Vending Machines	28	
4	Tablets for Customer Facing Staff	200	
5	CCTV Camera	272	
6	TVM upgrade	88	
7(a)	Depot Fuel System - Tyseley Depot	N/A	
7(b)	Depot Fuel System - Worcester Depot	N/A	
7(c)	Depot Fuel System - Soho Depot	N/A	
7(d)	Depot Fuel System - Bletchley Depot	N/A	
7(e)	Depot Fuel System - RFID (Vehicle Logging)	N/A	
8	Soho Depot Wireless Energy Management System	N/A	
9	IT equipment for engineering technicians at Tyseley	N/A	
10	E-Video Training Module at Tyseley Depot	N/A	
11	Train simulator(s)	N/A	

Annex 2

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Annex 3

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Part 2 to Schedule 6.1**Miscellaneous Provisions****1 Application**

This Part 2 of this Schedule 6.1 sets out further terms which apply to the Committed Obligations set out in Part 1 (List of Committed Obligations) to this Schedule 6.1 and the references to Committed Obligations in this Part 2 of this Schedule 6.1 are only to the Committed Obligations in Part 1 (List of Committed Obligations) of this Schedule 6.1.

2 Continuation of availability

2.1

- (a) Save as expressly provided in this Schedule 6.1, the Franchisee shall maintain facilities, activities or other matters established in accordance with its Committed Obligations throughout the remainder of the Franchise Term.
- (b) The provisions of this paragraph 2.1 shall apply in relation to each Committed Obligation 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.

2.2 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.

2.3 Where Part 1 (List of Committed Obligations) to this Schedule 6.1 includes a commitment regarding staffing or particular appointments the Franchisee plans to make:

- (a) the obligation of the Franchisee applies, but 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.

3 Expenditure commitments**Annual Expenditure**

3.1 Where Part 1 (List of Committed Obligations) to this Schedule 6.1 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.

Expenditure Commitments in real amounts

- 3.2 All expenditure commitments set out in Part 1 (List of Committed Obligations) to this Schedule 6.1, 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 Schedule 8.2 (Annual Franchise Payments)).

Expenditure by Network Rail

- 3.3 All amounts which the Franchisee has committed (whether unconditionally or otherwise) pursuant to Part 1 (List of Committed Obligations) to this Schedule 6.1 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.

Underspends

- 3.4 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**").
- 3.5 The Parties shall, acting reasonably, seek to agree an additional 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 additional 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.
- 3.6 Notwithstanding that paragraphs 3.4 and 3.5 shall not apply to the Committed Obligations set out in paragraphs 1 to 11 in Part 1 (List of Committed Obligations) to this Schedule 6.1, where in relation to any such Committed Obligation the Franchisee is able to achieve that stated objective and its capital expenditure is less than 85% of the full amount referred to in that Committed Obligation, the Franchisee shall provide to the Secretary of State any additional evidence required by the Secretary of State relating to the actual costs incurred in carrying out the relevant Committed Obligation on an open book basis including without limitation the costs and specifications of any assets, goods and materials procured by the Franchisee. Prior to the relevant Certificate of Completion being issued in accordance with paragraph 13.3 of Schedule 14.4, such information must demonstrate to the Secretary of State's reasonable satisfaction that the efficiencies in expenditure have been achieved without having a material detriment to the quality of the RV Asset being delivered pursuant to the relevant Committed Obligation.

4 Liaison And Co-Operation

Where the Franchisee is committed to liaison and co-operation under Part 1 (List of Committed Obligations) to this Schedule 6.1, 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.

5 Nature Of Commitment

- 5.1 Any commitment in terms of Part 1 (List of Committed Obligations) to this Schedule 6.1 shall be in addition to any obligation of the Franchisee elsewhere in this Franchise Agreement and nothing in this Schedule 6.1 shall limit or restrict an obligation imposed on the Franchisee elsewhere in this Franchise Agreement.
- 5.2 Save as expressly provided in Part 1 (List of Committed Obligations) to this Schedule 6.1, 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.
- 5.3 Where in Part 1 (List of Committed Obligations) to this Schedule 6.1, references are made to particular manufacturers or suppliers of equipment or services, the Franchisee may fulfil its relevant commitment by using reasonable equivalents.
- 5.4 Each commitment under this Schedule 6.1 shall come to an end on expiry of the Franchise Term for whatever reason, save in respect of any accrued payments owed pursuant to Part 3 (Late/Non-Completion of Committed Obligations) to this Schedule 6.1 but not yet paid.

6 Consents

- 6.1 Where, in delivering a Committed Obligation, the Franchisee is required to obtain one or more consents, the Franchisee shall use all reasonable endeavours to obtain such consents. If the Franchisee is unable to 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 6.2. For the purposes of this paragraph 6, 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.
- 6.2 The Secretary of State's approval for the purposes of this paragraph 6.2 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.
- 6.3 If the Secretary of State gives his approval pursuant to paragraph 6.2 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.

7 Review Of Compliance

- 7.1 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 (including progress against planned programme for delivery) is included in the periodic update reports provided in accordance with paragraph 4.6 of Schedule 11 (Agreement Management Provisions).
- 7.2 In addition to its obligation under paragraph 7.1 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.

8 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 Part 1 (List of Committed Obligations) to this Schedule 6.1, such late, partial or non-delivery shall constitute a contravention of the Franchise Agreement.

9 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 arising 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.

Schedule 6.2**West Midlands Franchise Specific Provisions****1 British Transport Police Accommodation**

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 in partnership with the British Transport Police to assess and review regularly the security and crime risk at all Stations and across the franchise generally;
- (b) 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; and
 - (iii) increase passenger confidence with personal security on train and on station; and
- (c) co-operate with the British Transport Police to provide the British Transport Police 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. The Franchisee shall consult with the British Transport Police as to its requirements in relation to such records and/or systems and shall ensure that the British Transport Police has access to such records and/or systems within 12 months of the Start Date.

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 The Specified Projects

2.1 The Franchisee shall from the Start Date until the completion of each Specified Project co-operate in good faith with all relevant parties responsible for the delivery of such Specified Project with the intention of assisting its timely, efficient and cost effective completion. To the extent that any Specified Project leads to the Franchisee having rights under railway industry procedures including Network Change or Station Change the Franchisee shall not act in a way designed to directly or indirectly prevent, prejudice or frustrate the delivery of such Specified Project and the Franchisee shall not unreasonably raise any objection under any railway industry procedure including Network Change or Station Change.

2.2 The Franchisee shall provide such information in respect of the Specified Projects as the Secretary of State may reasonably request from time to time.

2.3 For the purposes of this paragraph 2:

- (a) **“Specified Project”** means any of the following projects:
- (i) the East West Rail Project; and
 - (ii) the Electric Spine project (electrification of the line between Bedford and Bletchley)

together with such other infrastructure and station projects which impact on the routes over which the Passenger Services are operated (including those which are required to be delivered in consequence of a high level output specification or the operation of the high level output specification change process) and as are notified to the Franchisee by the Secretary of State from time to time; and

- (b) **“Station Change”** has the meaning given to the term “Proposal for Change” under the Station Access Conditions;

3 Not used

4 The HS2 Project

4.1 For the purposes of this paragraph 4:

- (a) **“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

- (b) **“Hybrid Bill”** means the High Speed Rail (London – West Midlands) Bill.

4.2 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 minimising disruption to Passenger Services and leading and delivering excellent and comprehensive communication with customers whilst maximising value for money to the taxpayer by minimising overall industry costs of the HS2 Project.

4.3 The parties acknowledge that the Secretary of State is seeking, through the Hybrid Bill being considered by Parliament at the date of this Franchise Agreement, to secure powers to construct HS2. The HS2 Project anticipates the redevelopment of London Euston Station and a number of interfaces with the Franchise.

4.4 The parties acknowledge that there are ongoing works and planning activities being carried out between the Secretary of State, the Franchisee, HS2 Limited, Network Rail and other relevant third parties to identify a series of interventions to mitigate the impact on Passengers and the Franchise Services of the redevelopment of London Euston Station. To the extent that the Franchisee is required by the Secretary of State to carry out such activities and works, and thereby incurs reasonable costs or loss of revenue in complying with such requirements, it is intended that any related obligations under this Agreement and/or the Previous Franchise Agreement and funding and compensation arrangements related to such activities and works shall be agreed by way of a Variation (as such term is defined under the

Previous Franchise Agreement) to the Previous Franchise Agreement and/or a Variation to this Franchise Agreement (as applicable) at the relevant time. In the event that there is a Variation (as such term is defined in the Previous Franchise Agreement) to the Previous Franchise Agreement pursuant to this paragraph 4.4, the parties shall simultaneously execute a Variation to this Agreement on the same terms.

Compensation under Industry Procedures

4.5 Without prejudice to paragraph 4.4, the Secretary of State and the Franchisee each acknowledge that no funding and compensation in respect of the delivery of the HS2 Project is included in the Financial Model. Accordingly:

- (a) the Franchisee shall exercise the rights available to it to pursue any applicable compensation in relation to the financial consequences of:
 - (i) its compliance with paragraph 4.2 and participation in the delivery of the HS2 Project; and
 - (ii) the impact of the HS2 Project (including any adverse impacts on costs and revenue under this Agreement)

in accordance with railway industry procedures, including Network Change and Station Change as applicable; and

- (b) the Franchisee is not restricted or prevented from exercising its rights under those industry procedures to secure such compensation.

4.6 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:

- (a) act in a way designed to directly or indirectly prevent, prejudice or frustrate the delivery of the HS2 Project; and
- (b) 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.

4.7 The parties acknowledge and agree that notwithstanding paragraphs 4.6(a) and 4.6(b) 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 4.2.

Resourcing and Reporting

4.8 Notwithstanding paragraph 4.5, the Franchisee shall throughout the Franchise Term allocate such appropriate Franchise Employees 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.

- 4.9 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 in relation to the HS2 Project as it affects passengers of the Franchise and the Franchise Services.
- 4.10 The Franchisee shall:
- (a) provide such additional information within its possession as the Secretary of State shall reasonably request in relation to the HS2 Project; and
 - (b) if requested by the Secretary of State, develop and implement contingency plans relating to any of the risks identified pursuant to paragraph 4.9 (and any other risks reasonably identified by the Secretary of State in relation to the HS2 Project as such risk affects passengers of the Franchise and the Franchise Services) as the Secretary of State may reasonably require for the purpose of mitigating each relevant risk and ensuring that the adverse impacts on passengers and the Franchise Services of any relevant risk arising are mitigated to the greatest extent reasonably practicable.

Compliance with the Franchise Agreement

- 4.11 Where as a direct consequence (such direct consequence to be reasonably evidenced by the Franchisee) the implementation of the HS2 Project prevents or will prevent the Franchisee from complying with any of its obligations under this Agreement, the Franchisee may, on giving written notice to the Secretary of State, request relief from such obligations or propose reasonable amendments to this Agreement as are reasonably considered to be appropriate to hold constant the risk of the Franchisee breaching the relevant obligation(s). Any relief and/or amendments proposed by the Franchisee in accordance with this paragraph 4.11 shall be considered in good faith by the Secretary of State and the Secretary of State, acting reasonably, may issue derogations to the Franchisee or agree to vary the relevant obligations under this Agreement provided that the Franchisee has taken all reasonable steps to mitigate the impact of the HS2 Project on its ability to comply with the relevant requirements of the Agreement. Where the Secretary of State, acting reasonably, declines to agree to vary the relevant provisions he shall provide the Franchisee with the reasons for his decision.

HS2 Project Agreements

- 4.12 Notwithstanding paragraph 11 of Schedule 13, where pursuant to its obligations under paragraph 4.2 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.
- 4.13 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 4; 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.

5 Co-operation in respect of West Midlands Devolution

5.1 The Franchisee shall co-operate with the Secretary of State and act reasonably and in good faith in its engagement with them in relation to West Midlands Devolution.

5.2 Pursuant to its obligations in paragraph 5.1, the Franchisee shall, if so requested by the Secretary of State:

- (a) upon reasonable notice, attend meetings with the Secretary of State, West Midlands Rail and other relevant bodies specified by the Secretary of State to discuss and provide an opinion on any relevant issues;
- (b) provide information, data, reports, analysis and copy documentation reasonably required by the Secretary of State and/or West Midlands Rail to assist in its assessment of the implications of West Midlands Devolution including:
 - (i) driver, other train crew and rolling stock diagrams, health and safety and environmental information, Network Rail charges and performance data;
 - (ii) information in respect of the terms and conditions of employees and human resources policies including pensions information and documentation; and
 - (iii) any other information as the Secretary of State may specify from time to time.
- (c) review and comment of implementation timetables and programmes for the commencement of the operation of the West Midlands Devolution; and
- (d) provide such assistance as is reasonably required by the Secretary of State and/or West Midlands Rail to assist in the making of arrangements for the West Midlands Devolution.

6 Where text has been omitted from the document, this is because the Director General Rail or 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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Schedule 6.3

HLOS Committed Obligations and Related Provisions

Part 1: List of HLOS Committed Obligations

Part 2: Miscellaneous Provisions – HLOS Committed Obligations

Part 3: Late/Non-Completion of HLOS Committed Obligations

Part 1 to Schedule 6.3

List of HLOS Committed Obligations

1 Definitions

In this Part 1 to Schedule 6.3:

"Additional" means additional to the passenger carrying capacity provided by the Franchisee's Train Plan as at the Passenger Change Date in December 2014 unless expressly stated otherwise;

"HLOS Committed Obligations" means the obligations set out in this Part 1 of Schedule 6.3 (HLOS Committed Obligations) and the term **"HLOS Committed Obligation"** shall be construed accordingly;

2 Additional Passenger Services

2.1 The Franchisee shall continue to provide additional passenger services between Milton Keynes Central/Bletchley/Watford and London Euston (in each direction) with effect from the Start Date.

2.2 The Franchisee and the Secretary of State intend that each Train Plan submitted to the Secretary of State by the Franchisee from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable incorporating the additional passenger services required by paragraph 2.1 will show the services listed below.

06:33 Bletchley to London Euston
 07:57 Watford Junction to London Euston
 08:15 Watford Junction to London Euston
 17:40 London Euston to Watford Junction
 18:20 London Euston to Milton Keynes Central

2.3 Notwithstanding the intention stated in paragraph 2.2:

- (a) where Network Rail exercises its flexing rights from time to time under the Track Access Agreement; or
- (b) the Franchisee reasonably considers it to be necessary in order to comply with its obligations under Schedule 1.1 (Service Development) and Schedule 1.2 (Operating Obligations) of the Agreement,

the Franchisee may submit a Train Plan to the Secretary of State from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable which shows an equivalent number of additional passenger services running between Milton Keynes Central/Bletchley/Watford and London Euston but at different times.

2.4 The Service Level Commitment has been amended to incorporate the additional passenger services referred to in this paragraph 2.

3 Capacity Requirements into London Euston

3.1 Through the continued implementation of the obligations set out in paragraph 2, the Franchisee shall ensure that with effect on and from the Start Date the Franchisee's Train Plan includes in respect of Passenger Services arriving at London Euston:

- (a) provision of passenger carrying capacity for at least 22,144 in the Morning Peak, of which at least 11,165 are between 0800 and 0859. Such passenger carrying capacity means the PIXC capacity of the rolling stock formation planned on the Passenger Services arriving at Euston Station in the applicable Morning Peak hours; and
- (b) provision of passenger carrying capacity for at least 23,990 in the Evening Peak, of which at least 9,077 are between 1700 and 1759. Such passenger carrying capacity means the PIXC capacity of the rolling stock formation planned on the Passenger Services departing Euston Station in the applicable Evening Peak hours.

4 Not Used

5 Not Used

6 Stabling for vehicles currently stabled in sidings at Bletchley LMD

The Franchisee shall continue at all times to provide capacity for at least 32 vehicles which, as at the Start Date, is provided at sidings at Bletchley LMD.

7 Not Used

8 Not Used

9 Not Used

10 Strengthened services on radial routes centred on Birmingham New Street, Birmingham Moor Street and Birmingham Snow Hill stations

10.1 The Franchisee shall continue to use:

- (a) at least four of the six Retained Class 150 Vehicles or four of the six Replacement Class 153 Vehicles; and
- (b) five other vehicles comprised in its Train Fleet

to generate a total of nine additional vehicles to strengthen passenger services in both the Morning Peak and the Evening Peak on radial routes centred on Birmingham New Street, Birmingham Moor Street and Birmingham Snow Hill stations.

10.2 As at the Start Date the Franchisee and the Secretary of State intend that each Train Plan submitted to the Secretary of State by the Franchisee from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable incorporating the strengthened passenger services required by paragraph 10.1 will show the services listed below being operated in the formations there indicated.

05.58 Shrewsbury to Birmingham New Street (3 vehicles)

06.39 Rugeley to Birmingham New Street (3 vehicles)

06.47 Great Malvern to Birmingham New Street (4 vehicles)

- 06.50 Worcester to Whitlocks End (4 vehicles)
- 07.08 Leamington Spa to Birmingham Moor Street (5 vehicles)
- 07.14 Worcester to Birmingham Snow Hill (4 vehicles)
- 07.35 Worcester to Birmingham Snow Hill (6 vehicles)
- 07.41 Rugeley to Birmingham New Street (4 vehicles)
- 07.46 Leamington Spa to Birmingham Moor Street (6 vehicles)
- 16.13 Birmingham Snow Hill to Worcester (4 vehicles)
- 16.28 Birmingham Snow Hill to Stratford (4 vehicles)
- 17.13 Birmingham Snow Hill to Worcester (6 vehicles)
- 17.19 Birmingham New Street to Hereford (5 vehicles)
- 17.36 Birmingham Snow Hill to Worcester (5 vehicles)
- 17.42 Birmingham New Street to Rugeley (4 vehicles)
- 18.12 Birmingham New Street to Rugeley (3 vehicles)
- 18.22 Birmingham Snow Hill to Dorridge (4 vehicles)
- 18.23 Birmingham Snow Hill to Kidderminster (4 vehicles)

10.3 Notwithstanding the intention stated in paragraph 10.2:

- (a) where Network Rail exercises its flexing rights from time to time under the Track Access Agreement; or
- (b) the Franchisee reasonably considers it to be necessary in order to comply with its obligations under Schedule 1.1 (Service Development) and Schedule 1.2 (Operating Obligations) of the Agreement,

the Franchisee may submit a Train Plan to the Secretary of State from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable which shows Retained Class 150 Vehicles or the Replacement Class 153 Vehicles (as the case may be) and the five other vehicles comprised in its Train Fleet being used to strengthen other passenger services in the Morning Peak and the Evening Peak on radial routes centred on Birmingham New Street, Birmingham Moor Street and Birmingham Snow Hill stations.

10.4 The current Service Level Commitment has been amended to incorporate changes to passenger services that enable the provision of the strengthened passenger services referred to in this paragraph 10.

10.5 Through the implementation of the HLOS Committed Obligation set out in this paragraph 10, the Franchisee shall ensure that the Franchisee's Train Plan includes:

- (a) in respect of Passenger Services in the Morning Peak on radial routes arriving at Birmingham New Street, Birmingham Moor Street and Birmingham Snow Hill stations, provision of Additional passenger carrying capacity (standard class) for at least 2006, of which at least 576 are in the middle hour of the Morning Peak; and
- (b) in respect of Passenger Services in the Evening Peak on radial routes departing from Birmingham New Street and Birmingham Snow Hill stations, provision of Additional passenger carrying capacity (standard class) for at least 1270, of which at least 415 are in the middle hour of the Evening Peak.

11 Not Used**12 Additional off-Peak services London – Northampton and London – Birmingham/Crewe**

12.1 The Franchisee shall continue to use the Modified Class 350 Units to revise its Passenger Services between London – Northampton and London – Birmingham/Crewe (Routes G, I and Q of the Service Level Commitment) such that with effect from the Start Date, its Monday – Saturday off-Peak service on those Routes includes at least one additional path per off-Peak hour in each direction between London Euston and Northampton stations as compared to the Timetable being operated by the Franchisee immediately before the Passenger Change Date in December 2012.

12.2 The Franchisee and the Secretary of State intend that each Train Plan submitted to the Secretary of State by the Franchisee from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable incorporating the revised Passenger Services required by paragraph 12.1 will show the services listed below being operated in each hour covered by paragraph 12.1.

xx.13* London Euston to Birmingham New Street (first stop Leighton Buzzard)

xx.46* London Euston to Crewe (via the Weedon route Milton Keynes Central – Rugby, first stop Milton Keynes Central)

xx.49* London Euston to Birmingham New Street (via Northampton, first stop Watford Junction)

xx.02* Crewe to London Euston (either via Northampton or via the Weedon route Rugby – Milton Keynes Central, last stop Milton Keynes Central)

xx.13* Birmingham New Street to London Euston (last stop Leighton Buzzard)

xx.53* Birmingham New Street to London Euston (via Northampton, last stop Watford Junction)

* These times may flex by a few minutes in some hours of the day

12.3 Notwithstanding the intention stated in paragraph 12.2:

(a) where Network Rail exercises its flexing rights from time to time under the Track Access Agreement; or

(b) the Franchisee reasonably considers it to be necessary in order to comply with its obligations under Schedule 1.1 (Service Development) of the Agreement and Schedule 1.2 (Operating Obligations) of the Agreement,

the Franchisee may submit a Train Plan to the Secretary of State from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable which shows the Modified Class 350 Units comprised in its Train Fleet being used to operate other off-Peak Passenger Services to and from London Euston station on Routes G, I and Q of the Service Level Commitment.

12.4 The current Service Level Commitment has been amended to incorporate changes to Passenger Services that enable the provision of the additional Passenger Services referred to in the preceding paragraphs of this paragraph 12. It is hereby agreed that the amendment of the current Service Level Commitment pursuant to this paragraph 12.4 shall not constitute the occurrence of a Change.

13 Not Used**14 Additional Peak capacity to and from London Euston station**

- 14.1 The Franchisee shall continue to use 7 of the New Class 350/3 Units and the Modified Class 350 Units to revise its Passenger Services between London – Northampton and London – Birmingham/Crewe (Routes G, I and Q of the Service Level Commitment) such that, with effect on and from the Start Date, its Monday – Friday Peak service on those Routes consists of at least 11 'fast line' services which arrive at London Euston station in the Morning Peak and at least 11 'fast line' services which depart from London Euston station in the Evening Peak.
- 14.2 The Franchisee and the Secretary of State intend that each Train Plan submitted to the Secretary of State by the Franchisee from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable incorporating the Passenger Services required by paragraph 14.1 will show the services listed below being operated.

Arriving at London Euston station in the Morning Peak

0518 Crewe to London Euston (non-stop from Northampton)
 0553 Birmingham New Street to London Euston (via Northampton, non-stop from Leighton Buzzard)
 0613 Rugby to London Euston (via Northampton, non-stop from Leighton Buzzard)
 0618 Northampton to London Euston (calls at Leighton Buzzard then Watford Junction)
 0633 Birmingham New Street to London Euston (non-stop from Northampton)
 0652 Crewe to London Euston (via the direct line Rugby-Milton Keynes Central)
 0654 Birmingham New Street to London Euston (non-stop from Leighton Buzzard)
 0712 Northampton to London Euston (non-stop from Leighton Buzzard)
 0733 Birmingham New Street to London Euston (via Northampton, calls at Milton Keynes Central then Watford Junction)
 0738 Northampton to London Euston (non-stop from Leighton Buzzard)
 0825 Northampton to London Euston (non-stop from Leighton Buzzard)

Departing from London Euston station in the Evening Peak

1613 London Euston to Northampton (non-stop to Leighton Buzzard)
 1646 London Euston to Crewe (non-stop to Milton Keynes Central then Rugby)
 1650 London Euston to Birmingham New Street (via Northampton, non-stop to Leighton Buzzard)
 1713 London Euston to Birmingham New Street (via Northampton, non-stop to Milton Keynes Central)
 1716 London Euston to Northampton (non-stop to Leighton Buzzard)
 1746 London Euston to Crewe (non-stop to Milton Keynes Central then Rugby)
 1749 London Euston to Birmingham New Street (via Northampton, non-stop to Leighton Buzzard)
 1813 London Euston to Birmingham New Street (via Northampton, non-stop to Milton Keynes Central)
 1816 London Euston to Birmingham New Street (via Northampton, non-stop to Leighton Buzzard)
 1849 London Euston to Crewe (via Northampton, non-stop to Milton Keynes Central)
 1852 London Euston to Birmingham New Street (via Northampton, non-stop to Leighton Buzzard)

14.3 Notwithstanding the intention stated in paragraph 14.2:

- (a) where Network Rail exercises its flexing rights from time to time under the Track Access Agreement; or
- (b) the Franchisee reasonably considers it to be necessary in order to comply with its obligations under Schedule 1.1 (Service Development) of the Agreement and Schedule 1.2 (Operating Obligations) of the Agreement,

the Franchisee may submit a Train Plan to the Secretary of State from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable which shows the New Class 350/3 Units comprised in its Train Fleet being used to operate other Peak Passenger Services to and from London Euston station on Routes G, I and Q of the Service Level Commitment.

15 Not Used

16 Not Used

17 Enhanced service frequency Redditch – Birmingham New Street

17.1 The Franchisee shall continue procure that, with effect on and from the Start Date, its Monday – Friday Peak service consists of three trains per hour arriving at Birmingham New Street station from Redditch station in the Morning Peak and three trains per hour departing from Birmingham New Street station to Redditch station in the Evening Peak.

17.2 The Franchisee and the Secretary of State intend that each Train Plan submitted to the Secretary of State by the Franchisee from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable incorporating the Passenger Services required by paragraph 17.1 will show the services listed below being operated.

Arriving at Birmingham New Street station in the Morning Peak

07.00 Lichfield – Birmingham New Street – Redditch
 07.14 Redditch – Birmingham New Street – Four Oaks
 07.20 Lichfield – Birmingham New Street – Redditch
 07.34 Redditch – Birmingham New Street – Lichfield
 07.41 Four Oaks – Birmingham New Street – Redditch
 07.52 Redditch – Birmingham New Street – Lichfield
 08.01 Lichfield – Birmingham New Street – Redditch
 08.12 Redditch – Birmingham New Street – Four Oaks
 08.21 Lichfield – Birmingham New Street – Redditch
 08.34 Redditch – Birmingham New Street – Lichfield
 08.42 Lichfield – Birmingham New Street – Redditch
 08.53 Redditch – Birmingham New Street – Lichfield
 09.01 Lichfield – Birmingham New Street – Redditch
 09.12 Redditch – Birmingham New Street – Four Oaks
 09.22 Lichfield – Birmingham New Street – Redditch
 09.33 Redditch – Birmingham New Street – Lichfield
 09.41 Four Oaks – Birmingham New Street – Redditch
 09.53 Redditch – Birmingham New Street – Lichfield

Departing from Birmingham New Street station in the Evening Peak

16.01 Lichfield – Birmingham New Street – Redditch
 16.15 Redditch – Birmingham New Street – Four Oaks
 16.22 Lichfield – Birmingham New Street – Redditch
 16.35 Redditch – Birmingham New Street – Lichfield
 16.42 Four Oaks – Birmingham New Street – Redditch
 16.55 Redditch – Birmingham New Street – Lichfield
 17.01 Lichfield – Birmingham New Street – Redditch
 17.15 Redditch – Birmingham New Street – Four Oaks
 17.22 Lichfield – Birmingham New Street – Redditch
 17.35 Redditch – Birmingham New Street – Lichfield
 17.41 Lichfield – Birmingham New Street – Redditch
 17.55 Redditch – Birmingham New Street – Lichfield
 18.01 Lichfield – Birmingham New Street – Redditch
 18.15 Redditch – Birmingham New Street – Four Oaks
 18.22 Lichfield – Birmingham New Street – Redditch
 18.35 Redditch – Birmingham New Street – Lichfield
 18.41 Four Oaks – Birmingham New Street – Redditch
 18.55 Redditch – Birmingham New Street – Lichfield

17.3 Notwithstanding the intention stated in paragraph 17.2:

- (a) where Network Rail exercises its flexing rights from time to time under the Track Access Agreement; or
- (b) the Franchisee reasonably considers it to be necessary in order to comply with its obligations under Schedule 1.1 (Service Development) of the Agreement and Schedule 1.2 (Operating Obligations) of the Agreement,

the Franchisee may submit a Train Plan to the Secretary of State from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable which shows other Peak Passenger Services being operated in each direction Lichfield – Redditch/Bromsgrove.

17.4 Through the implementation of the HLOS Committed Obligation set out in paragraph 17, the Franchisee shall ensure that the Franchisee's Train Plan includes:

- (a) in respect of Passenger Services departing from Redditch station and calling at Birmingham New Street station in the Morning Peak, provision of Additional passenger carrying capacity (standard class) from Redditch for at least 1071, (of which at least 357 are in the middle hour of the Morning Peak); and
- (b) in respect of Passenger Services arriving at Redditch station and calling at Birmingham New Street station in the Evening Peak, provision of Additional passenger carrying capacity (standard class) to Redditch for at least 1071, (of which at least 357 are in the middle hour of the Evening Peak),

and for the purposes of this paragraph 17, 'Additional' means additional to the passenger carrying capacity provided by the Franchisee's Train Plan as at the Passenger Change Date in December 2011.

18 Extension of electrified services Birmingham New Street – Bromsgrove

- 18.1 Subject to paragraph 18.6, the Franchisee shall procure that, with effect on and from the Passenger Change Date in December 2016, its Monday – Friday Peak service consists of three electric multiple unit trains per hour arriving at Birmingham New Street station from Bromsgrove station in the Morning Peak and three electric multiple unit trains per hour departing from Birmingham New Street station to Bromsgrove station in the Evening Peak. These services are an extension of the Monday – Saturday services that originate or terminate at Longbridge under the Previous Franchise Agreement.

In respect of Off-Peak electrified services Birmingham New Street – Bromsgrove, the Franchisee shall procure the following services:

Direction	Weekdays	Saturdays	Sundays
To Birmingham	0600 to 2300 two trains departing an hour with three an hour for two hours between 0630 and 0930 2300 to 2400 one train departing an hour	0600 to 2300 two trains departing an hour 2300 to 2400 one train departing an hour	0900 to 2300 one train departing an hour
From Birmingham	0600 to 2300 two trains arriving an hour with three an hour for two hours between 1600 and 1900 and one an hour between 2300 and 2400	0600 to 2300 two trains arriving an hour and one an hour between 2300 and 2400	1000 to 2300 one train arriving an hour

The start and finish of the service may vary by up to 30 minutes before and after the defined times provided that the services are provided for at least a continuous period of eighteen hours Mondays to Saturdays and fifteen hours on Sunday. Up to 10 minutes flex may be allowed each side of the hour provided that the full frequency of trains is provided over the day.

- 18.2 Operation of the Passenger Services described in paragraph 18.1 requires Network Rail to implement infrastructure works on the network consisting of the installation of overhead line equipment for traction current and the relocation of Bromsgrove station. These infrastructure works are to be funded by Network Rail and/or Centro and not by the Franchisee. Subject to the preceding sentence, the Franchisee shall exercise its rights under the Track Access Agreement (and any other rights which may be available to it) in the manner which best secures Network Rail's completion of those infrastructure works by the date set out in paragraph 18.1 on which operation of the Passenger Services described in paragraph 18.1 is required to commence. If the Secretary of State does not consider that the Franchisee has taken sufficient steps under this paragraph 18.2, he may require the Franchisee to exercise

its rights referred to in this paragraph 18.2 in such manner as she reasonably considers appropriate in the circumstances.

- 18.3 The Franchisee and the Secretary of State intend that each Train Plan submitted to the Secretary of State by the Franchisee from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable incorporating the Passenger Services required by paragraph 18.1 will show the services listed below being operated.

Arriving at Birmingham New Street station in the Morning Peak

07.02 Bromsgrove – Birmingham New Street – Lichfield
 07.12 Four Oaks – Birmingham New Street – Bromsgrove
 07.22 Bromsgrove – Birmingham New Street – Lichfield
 07.30 Lichfield – Birmingham New Street – Bromsgrove
 07.42 Bromsgrove – Birmingham New Street – Four Oaks
 07.51 Lichfield – Birmingham New Street – Bromsgrove
 08.03 Bromsgrove – Birmingham New Street – Lichfield
 08.12 Four Oaks – Birmingham New Street – Bromsgrove
 08.22 Bromsgrove – Birmingham New Street – Lichfield
 08.31 Lichfield – Birmingham New Street – Bromsgrove
 08.42 Bromsgrove – Birmingham New Street – Four Oaks
 08.51 Lichfield – Birmingham New Street – Bromsgrove
 09.03 Bromsgrove – Birmingham New Street – Lichfield
 09.11 Four Oaks – Birmingham New Street – Bromsgrove
 09.22 Bromsgrove – Birmingham New Street – Lichfield
 09.31 Lichfield – Birmingham New Street – Bromsgrove
 09.42 Bromsgrove – Birmingham New Street – Four Oaks
 09.51 Lichfield – Birmingham New Street – Bromsgrove

Departing from Birmingham New Street station in the Evening Peak

16.05 Bromsgrove – Birmingham New Street – Lichfield
 16.11 Four Oaks – Birmingham New Street – Bromsgrove
 16.25 Bromsgrove – Birmingham New Street – Lichfield
 16.31 Lichfield – Birmingham New Street – Bromsgrove
 16.45 Bromsgrove – Birmingham New Street – Four Oaks
 16.51 Lichfield – Birmingham New Street – Bromsgrove
 17.05 Bromsgrove – Birmingham New Street – Lichfield
 17.11 Four Oaks – Birmingham New Street – Bromsgrove
 17.25 Bromsgrove – Birmingham New Street – Lichfield
 17.31 Lichfield – Birmingham New Street – Bromsgrove
 17.45 Bromsgrove – Birmingham New Street – Four Oaks
 17.51 Four Oaks – Birmingham New Street – Bromsgrove
 18.05 Bromsgrove – Birmingham New Street – Lichfield
 18.11 Four Oaks – Birmingham New Street – Bromsgrove
 18.25 Bromsgrove – Birmingham New Street – Lichfield
 18.31 Lichfield – Birmingham New Street – Bromsgrove
 18.45 Bromsgrove – Birmingham New Street – Four Oaks
 18.51 Lichfield – Birmingham New Street – Bromsgrove

- 18.4 Notwithstanding the intention stated in paragraph 18.3:

- (a) where Network Rail exercises its flexing rights from time to time under the Track Access Agreement; or
- (b) the Franchisee reasonably considers it to be necessary in order to comply with its obligations under Schedule 1.1 (Service Development) of the Agreement and Schedule 1.2 (Operating Obligations) of the Agreement,

the Franchisee may submit a Train Plan to the Secretary of State from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable which shows other Peak Passenger Services being operated in each direction Lichfield – Bromsgrove/Redditch.

18.5 Subject to paragraph 18.6, through the implementation of the HLOS Committed Obligation set out in this paragraph 18, the Franchisee shall ensure that the Franchisee's Train Plan includes:

- (a) in respect of Passenger Services departing from Bromsgrove station and calling at Birmingham New Street station in the Morning Peak, provision of Additional passenger carrying capacity (standard class) from Bromsgrove for at least 3213, (of which at least 1071 are in the middle hour of the Morning Peak); and
- (b) in respect of Passenger Services arriving at Bromsgrove station and calling at Birmingham New Street station in the Evening Peak, provision of Additional passenger carrying capacity (standard class) to Bromsgrove for at least 3213, (of which at least 1071 are in the middle hour of the Evening Peak),

and for the purposes of this paragraph 18, 'Additional' means additional to the passenger carrying capacity provided by the Franchisee's Train Plan as at the Passenger Change Date in December 2011.

18.6 If the Franchisee cannot operate the Passenger Services referred to in paragraph 18.1 as a result of Network Rail's and/or Centro's failure to deliver the infrastructure works referred to in paragraph 18.2 (such failure to include without limitation any failure for Network Rail and/or Centro to deliver such infrastructure within a timescale which allows for any necessary training of Franchise Employees in relation to such infrastructure to be provided within a reasonable time period prior to the operation of the Passenger Services referred to in paragraph 18.1), the provisions of the preceding sub-paragraphs of this paragraph 18 shall cease to apply and instead the Franchisee shall submit a Train Plan to the Secretary of State from time to time pursuant to paragraph 2.2 of Schedule 1.1 (Service Development) of the Agreement in respect of a Timetable which shows the Rolling Stock Units which would have been used to operate those Passenger Services being used to operate other Monday-Friday Passenger Services with effect on and from the Passenger Change Date in December 2016. The Franchisee shall discuss its proposals for the alternative use of such Rolling Stock Units in accordance with the requirements of this paragraph 18.6 with the Secretary of State and shall have due regard to the Secretary of State's views as to the Passenger Services which they should be used to operate.

18.7 No later than the third Weekday prior to each Franchise Performance Meeting, the Franchisee shall provide to the Secretary of State, in accordance with any guidance the Secretary of State may issue to the Franchisee from time to time, a report detailing the Franchisee's progress with respect to the delivery of the additional Passenger Services required by paragraph 18.1, or paragraphs 18.4 or 18.6 where those paragraphs apply.

Part 2 to Schedule 6.3**Miscellaneous Provisions - HLOS Committed Obligations****1 Application**

This Part 2 to Schedule 6.3 sets out further terms which apply to the HLOS Committed Obligations set out in Part 1 (HLOS Committed Obligations) of Schedule 6.3.

2 Continuation of Availability

2.1 Save as expressly provided in this Schedule 6.3, the Franchisee shall maintain facilities established in accordance with its HLOS Committed Obligations throughout the remainder of the Franchise Term.

2.2 The Franchisee shall be treated as maintaining HLOS 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.

3 Expenditure Commitments**Annual Expenditure**

3.1 Where Part 1 (HLOS Committed Obligations) of Schedule 6.3 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.

Expenditure Commitments in real amounts.

3.2 All expenditure commitments set out in Part 1 (HLOS Committed Obligations) of Schedule 6.3, 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 Schedule 8.2 (Annual Franchise Payments) of the Agreement.

Expenditure by Network Rail

3.3 All amounts which the Franchisee has committed (whether unconditionally or otherwise) pursuant to Part 1 (HLOS Committed Obligations) of Schedule 6.3 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.

Expenditure by Third Parties

3.4 Without limiting paragraph 3.3, all amounts which the Franchisee has committed (whether unconditionally or otherwise) pursuant to Part 1 (HLOS Committed Obligations) of Schedule 6.3 to expend in connection with such commitment shall be in addition to any expenditure

made by any third party (including any Train Operator, Passenger Transport Executive or Local Authority) to the extent such expenditure is not directly funded or is not reimbursed by the Franchisee.

4 Nature of Commitment

- 4.1 Any commitment in terms of Part 1 (HLOS Committed Obligations) of Schedule 6.3 shall be in addition to any obligation of the Franchisee elsewhere in this Agreement and nothing in this Schedule 6.3 shall limit or restrict an obligation imposed on the Franchisee elsewhere in the Franchise Agreement.
- 4.2 Each commitment under Part 1 (HLOS Committed Obligations) of Schedule 6.3 shall come to an end on expiry of the Franchise Term for whatever reason, save in respect of any accrued payments owed pursuant to Part 3 (Late/Non-Completion of HLOS Committed Obligations) of Schedule 6.3 but not yet paid.

5 Third Party Consents, Agreement and Conditions

- 5.1 Where, in Part 1 (HLOS Committed Obligations) of Schedule 6.3, any commitment of the Franchisee is expressed to be conditional upon the satisfaction of any condition (including the occurrence of any event or the obtaining of any third party consents, approvals and/or entering into any agreement or arrangement with a third party) the Franchisee shall use all reasonable endeavours to procure that such condition is satisfied within such timescales (if any) as are set out in Part 1 (HLOS Committed Obligations) of Schedule 6.3 in relation to such obligations.
- 5.2 Without limiting paragraph 5.1 or any other commitment of the Franchisee, if any commitment of the Franchisee set out in Part 1 (HLOS Committed Obligations) of Schedule 6.3 is expressly subject to the satisfaction of any condition (including the occurrence of any event or the obtaining of any third party consents, approvals and/or entering into any agreement or arrangement with a third party) and the Franchisee is unable to satisfy such condition within the timescales set out in Part 1 (HLOS Committed Obligations) of Schedule 6.3 then paragraph 5.3 shall apply.
- 5.3 The Franchisee shall:
- (a) as soon as reasonably practicable notify the Secretary of State if it is unable to procure the satisfaction of any condition (including the occurrence of any event or the obtaining of any third party consents, approvals and/or entering into any agreement or arrangement with a third party) relating to any commitment set out in Part 1 (HLOS Committed Obligations) of Schedule 6.3 despite having complied with its obligations in paragraph 5.1;
 - (b) to the extent required by the Secretary of State (and at his absolute discretion) ensure that any amount that cannot be spent due to the non-fulfilment of any such condition is either spent as soon as reasonably practicable on such other improvements to enhance the quality of the Passenger Services and/or Station Services as are approved by the Secretary of State, or paid by the Franchisee to the Secretary of State at the next Payment Date or such other date as the Secretary of State may specify.

6 Review of Compliance

- 6.1 Progress with HLOS Committed Obligations is an agenda item for Franchise Performance Meetings and the Franchisee shall ensure that at such meetings, the Secretary of State is given such progress reports as he may reasonably request.
- 6.2 In addition to its obligation under paragraph 6.1, the Franchisee shall from time to time promptly provide such evidence of its compliance with any HLOS Committed Obligation as the Secretary of State may reasonably request.
- 6.3 Where in respect of any commitment in Part 1 (HLOS Committed Obligations) of Schedule 6.3 the Franchisee is required to provide a plan to assist the Secretary of State in the monitoring of the Franchisee's compliance with such commitment the Franchisee shall provide regular updates at the Franchise Performance Meetings of:
- (a) any progress it has made in the implementation of such plan since the last Franchise Performance Meeting;
 - (b) any material change to such plan;
 - (c) the occurrence or non-occurrence (as the case may be) of any event or series of events which were anticipated or not anticipated (as the case may be) at the time such plan was being finalised; and
 - (d) its informed opinion as to any amendments to such plan that it considers would be required to enable it to fulfil its obligations in respect of such commitment.

7 Transfer of Franchise Assets arising from HLOS Committed Obligations

Notwithstanding any provision to the contrary in any Supplemental Agreement, the Franchisee shall transfer to a Successor Operator for nil value any Franchise Asset arising from the delivery by the Franchisee of its HLOS Committed Obligations which is made the subject of a Transfer Scheme.

Part 3 to Schedule 6.3

Late/Non Completion of HLOS Committed Obligations

1 Definitions and references to the Table

1.1 In this Part 3:

"HLOS Committed Obligation Payment Adjustment" means, for any HLOS Committed Obligation, the amount specified as such for that HLOS Committed Obligation in column 5 of the Table;

"HLOS Franchise Payment Adjustment" means, for any HLOS Committed Obligation the amount specified as such for that HLOS Committed Obligation in column 6 of the Table;

"Net Subsidy Amount" means, for any HLOS Committed Obligation, the amount specified as such for that HLOS Committed Obligation in column 4 of the Table.

1.2 In this Part 3 references to the Table are references to the Table entitled 'HLOS Committed Obligations where HLOS Committed Obligation Payment Adjustments apply' set out in the Annex to this Part 3.

2 Late Completion or Non-Delivery of HLOS Committed Obligations

2.1 If the Franchisee fails to deliver in full any HLOS Committed Obligation in accordance with and by the timeframe specified for its delivery in Part 1 (HLOS Committed Obligations), such late, partial or non-delivery shall constitute a contravention of this Agreement.

3 HLOS Committed Obligation Payment Adjustments and HLOS Franchise Payment Adjustments

3.1 In addition to being a contravention of this Agreement where so provided pursuant to paragraph 2, if any HLOS Committed Obligation referred to in the Table is not delivered in full by the date specified for that HLOS Committed Obligation in column 3 of the Table, the Franchisee shall pay to the Secretary of State for each Reporting Period, or part thereof, for which that HLOS Committed Obligation remains undelivered in full (save as otherwise provided in the Table) an HLOS Committed Obligation Payment Adjustment of the amount set out in column 5 of the Table in respect of that HLOS Committed Obligation.

3.2 Not Used.

3.3 Not Used.

3.4 Not Used.

3.5 If the HLOS Committed Obligation referred to in paragraph 18 of Part 1 is not delivered in full by the date specified for that HLOS Committed Obligation in column 3 of the Table, the Franchisee shall pay to the Secretary of State for each Reporting Period, or part thereof, for which that HLOS Committed Obligation remains undelivered in full (save as otherwise

provided in column 6 of the Table) an HLOS Franchise Payment Adjustment of the amount set out in column 6 of the Table in respect of that HLOS Committed Obligation. For the avoidance of doubt, for the purposes of this paragraph 3.5 compliance with paragraph 18.6 of Part 1, where that paragraph applies, shall represent full compliance with paragraph 18 of Part 1 and no HLOS Franchise Payment Adjustment shall be payable in such circumstances.

- 3.6 If any HLOS Committed Obligation referred to in paragraph 18 of the Table is not delivered in full by the last day of the Franchise Term and the aggregate amount of all HLOS Franchise Payment Adjustments paid by the Franchisee in respect of the non-delivery of that HLOS Committed Obligation by that date is less than the Net Subsidy Amount for that HLOS Committed Obligation, the Franchisee shall pay to the Secretary of State a sum equal to the difference such that the total amount paid by the Franchisee in HLOS Franchise Payment Adjustments in respect of the non-delivery of that HLOS Committed Obligation is then equal to the Net Subsidy Amount for that HLOS Committed Obligation. Any such payment shall be paid in accordance with Schedule 8.1 (Franchise Payments) of the Agreement as if it were an HLOS Franchise Payment Adjustment.
- 3.7 Not Used.
- 3.8 Not Used.
- 3.9 Where, in relation to any HLOS Committed Obligation that is expressed in terms of a requirement to spend a specified sum in fulfilling its stated objective:
- (a) the Franchisee is able to achieve that stated objective (either by the original intended means or by other means which have been first approved by the Secretary of State) within the timeframe specified for its delivery without spending the full amount referred to in that HLOS Committed Obligation, the Franchisee shall to the extent required by the Secretary of State (and at his absolute discretion), ensure that a sum equal to the unspent amount is either spent as soon as reasonably practicable on such other improvements to enhance the quality of the Passenger Services and/or Station Services as are approved by the Secretary of State, or paid by the Franchisee to the Secretary of State at the next Payment Date or such other date as the Secretary of State may specify; or
 - (b) the Franchisee at any time abandons its attempts to achieve the stated objective:
 - (i) the Franchisee shall, to the extent required by the Secretary of State (and at his absolute discretion), ensure that a sum equal to the aggregate amount of the part of the Annual HLOS Franchise Payments which the Franchisee has already received from the Secretary of State for the fulfilment of the stated objective is either spent as soon as reasonably practicable on such other improvements to enhance the quality of the Passenger Services and/or Station Services as are approved by the Secretary of State, or paid by the Franchisee to the Secretary of State at the next Payment Date or such other date as the Secretary of State may specify; and
 - (ii) any part of the Annual HLOS Franchise Payments relating to the fulfilment of the stated objective which the Franchisee has not yet received from the Secretary of State shall, to the extent required by the Secretary of State (and at his absolute discretion), either be treated as payable to the Franchisee for the delivery of such other improvements as have been approved by the Secretary of State under paragraph 3.9(b)(i), or shall immediately cease to be

due and payable in which case the Annual HLOS Franchise Payments shall be adjusted accordingly.

- 3.10 If the Secretary of State approves other improvements to enhance the quality of the Passenger Services and/or Station Services pursuant to paragraph 3.9:
- (a) Part 1 (HLOS Committed Obligations) and this Part 3 shall be amended to reflect the terms of any new commitments; and
 - (b) no HLOS Committed Obligation Payment Adjustment shall be payable in respect of any unspent amount that relates to that HLOS Committed Obligation.
- 3.11 It is acknowledged by the parties that the Secretary of State has rights under Section 57A of the Act to impose on the Franchisee a penalty of such amount as is considered reasonable where the Secretary of State is satisfied that the Franchisee has contravened or is contravening the provisions of this Agreement. The parties hereby agree that the Franchisee's obligation to pay an HLOS Committed Obligation Adjustment is without prejudice to the Secretary of State's rights under the Act and the amounts of each HLOS Committed Obligation Adjustment is not representative of what may be considered by the Secretary of State to be a reasonable amount in respect of the exercise of his rights under Section 57A of the Act. In determining what is a reasonable amount for the purposes of Section 57A of the Act, the Secretary of State shall, subject to and without prejudice to his duties under the Act, take into account any amount that has already been paid by the Franchisee under this Part 3 in respect of the contravention of the relevant provision of this Agreement.
- 3.12 Where in relation to any of the HLOS Committed Obligations in paragraph 18.5 of Part 1 (HLOS Committed Obligations), the Franchisee has ensured some but not all of the additional passenger carrying capacity by the relevant delivery date, the applicable HLOS Committed Obligation Payment Adjustment and HLOS Franchise Payment Adjustment shall each be reduced pro rata by reference to the additional passenger carrying capacity that has been ensured.

4 Waiver and adjustment of payments under this Part 3 and extension of time for delivery

- 4.1 Subject to paragraph 4.2, the Secretary of State may at his reasonable discretion decide to waive his rights to receive any payments payable under this Part 3 in respect of a late, partial or non-delivery of any HLOS Committed Obligation.
- 4.2 In deciding whether to waive such rights the Secretary of State may, but shall not be obliged to take into consideration the circumstances under which the late, partial or non-delivery of any HLOS Committed Obligation arose.

Annex to Part 3

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

SCHEDULE 7

PERFORMANCE BENCHMARKS

Schedule 7.1: Performance Benchmarks

Appendix 1:

Part 1: Cancellations Benchmark Table

Part 2: Annual Cancellations Benchmark Table

Part 3: Annual Cancellations Payment Table

Appendix 2:

Part 1: TOC Minute Delay Benchmark Table

Part 2: Annual TOC Minute Delay Benchmark Table

Part 3: Annual TOC Minute Delay Payment Table

Appendix 3:

Part 1: Short Formation Benchmark Table

Schedule 7.2: National Rail Passenger Surveys

Appendix 1: NRPS Benchmark Table

Schedule 7.1

Performance Benchmarks

1 Benchmarks and Annual Benchmarks

Location and amendment of Benchmarks and Annual Benchmarks

- 1.1 The Cancellations Benchmarks are set out in the table in Part 1 (Cancellations Benchmark Table) of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) to this Schedule 7.1.
- 1.2 The Annual Cancellations Benchmarks are set out in the table in Part 2 (Annual Cancellations Benchmark Table) of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) to this Schedule 7.1.
- 1.3 The TOC Minute Delay Benchmarks are set out in the table in Part 1 (TOC Minute Delay Benchmark Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule 7.1.
- 1.4 The Annual TOC Minute Delay Benchmarks are set out in the table in Part 2 (Annual TOC Minute Delay Benchmark Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule 7.1.
- 1.5 The Short Formation Benchmarks are set out in the table in Part 1 (Short Formation Table) of Appendix 3 (Short Formation Benchmark Table) to this Schedule 7.1.
- 1.6 The Secretary of State may at any time after a Charging Review vary, on giving not less than 3 months' notice in writing, any of the Benchmarks and/or the Annual Benchmarks 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 1.6, the relevant Benchmark Tables and/or Annual Benchmark Tables shall be deemed to have been amended accordingly.
- 1.7 In the event that enabling works for the HS2 Project (as defined in paragraph 4.1 of Schedule 6.2) commence during the Franchise Term, the Franchisee shall within two months of the commencement of such enabling works submit to the Secretary of State its reasonable view of the level of performance against each Benchmark and Annual Benchmark that is in each case realistically achievable by a skilled and experienced Train Operator in relation to each Reporting Period from the commencement of the enabling works for the HS2 Project (as defined in paragraph 4.1 of Schedule 6.2) for the remainder of the Franchise Term. The Secretary of State shall take account of such view and within two months of receipt of the Franchisee's proposal on each Benchmark and Annual Benchmark may vary:
- (a) each of the benchmarks specified in each Benchmark; and
 - (b) each of the benchmarks specified in each Annual Benchmark,

for each Reporting Period during the period commencing on the date of commencement of such enabling works for the HS2 Project (as defined in paragraph 4.1 of Schedule 6.2) and ending on the end of the Franchise Term to reflect the Secretary of State's reasonable view of the level of performance that is realistically achievable by a skilled and experienced Train Operator during such period. When the Secretary of State notifies his decision pursuant to

this paragraph 1.7, the relevant Benchmark Table and Annual Benchmark Table shall be deemed to have been amended accordingly.

2 Information Provisions

Cancellations Benchmarks and Annual Cancellations Benchmarks

2.1 At the end of each Reporting Period, the Franchisee shall, in accordance with the relevant requirements of Appendix 3 (Operational Information) to Schedule 13 (Information and Industry Initiatives), report to the Secretary of State:

- (a) the total number of Cancellations and Partial Cancellations in that Reporting Period;
- (b) the total number of Disputed Cancellations and Disputed Partial Cancellations in that Reporting Period;
- (c) the total number of Network Rail Cancellations and Network Rail Partial Cancellations in that Reporting Period;
- (d) the total number of Disputed Cancellations and Disputed Partial Cancellations from the 12 preceding Reporting Periods for which the attribution remains in dispute; and
- (e) the total number of Disputed Cancellations and Disputed Partial Cancellations for which the disputed attribution has been resolved since the Franchisee's last report pursuant to this paragraph 2.1 (including whether each relevant Disputed Cancellation and/or Disputed Partial Cancellation was attributed to Network Rail or to the Franchisee).

2.2 For each Reporting Period, the Secretary of State shall calculate a moving annual average of the Franchisee's performance against the Cancellations Benchmark in accordance with the following formula:

$$\frac{A+D}{13}$$

where:

A is ascertained as follows:

$$\frac{B}{C} \times 100$$

where:

B is the total number of Cancellations or Partial Cancellations of Passenger Services in that Reporting Period, on the basis that:

- (a) each Cancellation shall count as 1;
- (b) each Partial Cancellation shall count as 0.5; and
- (c) any Cancellations or Partial Cancellations during that Reporting Period which were caused by:

- (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 4.3, be disregarded in determining such total number of Cancellations and Partial Cancellations;

C is the total number of Passenger Services scheduled to be operated in the Enforcement Plan of the Day of that Reporting Period, disregarding, if the Franchisee has complied with paragraph 4.3 of this Schedule 7.1, any Cancellations or Partial Cancellations during that Reporting Period which were caused by:

- (iii) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or
- (iv) the occurrence or continuing effect of a Force Majeure Event; and

D is the sum of the values of A in each of the 12 preceding Reporting Periods.

2.3 At the end of each Performance Calculation Year the Secretary of State shall calculate a moving annual average of the Franchisee' performance against the Annual Cancellations Benchmark in accordance with the following formula:

$$\text{ACTUAL}_C = \frac{\sum A}{B}$$

where:

ACTUAL_C is the moving annual average of the Franchisee's performance against the Annual Cancellations Benchmark for that Performance Calculation Year;

$\sum A$ is the sum of the values of A as determined in accordance with paragraph 2.2 for each Reporting Period in that Performance Calculation Year; and

B is in respect of a Performance Calculation Year consisting of 13 Reporting Periods, 13 and in respect of a Performance Calculation Year consisting of less than 13 Reporting Periods, the number of Reporting Periods in such Performance Calculation Year.

2.4 Where there are any Disputed Cancellations and/or Disputed Partial Cancellations at the end of a Reporting Period and/or a Performance Calculation Year (as applicable) the Secretary of State shall, for the purpose of performing the calculations referred to in paragraphs 2.2 and/or 2.3 allocate any Disputed Cancellations and/or Disputed Partial Cancellations between the Franchisee and Network Rail in the proportions of:

A to B

where

A is the total number of undisputed Cancellations and/or Partial Cancellations (that is, which are not Disputed Cancellations or Disputed Partial Cancellations) from the 12 preceding Reporting Periods including any Disputed Cancellations or Disputed Partial

Cancellations which were resolved or determined (and attributed to the Franchisee) during such 12 preceding Reporting Periods; and

- B is the total number of undisputed Network Rail Cancellations and/or Network Rail Partial Cancellations (that is, which are not Disputed Cancellations or Disputed Partial Cancellations) from the 12 preceding Reporting Periods including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to Network Rail) during such 12 preceding Reporting Periods.

TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks

2.5 At the end of each Reporting Period the Franchisee shall, in accordance with the relevant requirements of Appendix 3 (Operational Information) to Schedule 13 (Information and Industry Initiatives), report to the Secretary of State:

- (a) the total number of Minutes Delay:
- (i) in that Reporting Period attributable to the Franchisee;
 - (ii) in that Reporting Period for which the attribution is in dispute between Network Rail and the Franchisee;
 - (iii) from the 12 preceding Reporting Periods for which the attribution remains in dispute; and
 - (iv) from the 12 preceding Reporting Periods for which disputed attributions have been resolved or determined since the Franchisee's last report pursuant to this paragraph 2.5, and the number of such Minutes Delay attributed to each of the Franchisee and Network Rail as a result of such resolution or determination; and
- (b) the aggregate Train Mileage operated in that Reporting Period.

2.6 For each Reporting Period, 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:

$$\frac{A}{D}$$

where:

A is the sum of the number of Minutes Delay that are attributable to the Franchisee:

- (i) in such Reporting Period; and
- (ii) in the 12 preceding Reporting Periods;

D is ascertained as follows:

$$\frac{B}{1000}$$

where:

B is the sum of the actual Train Mileage operated by the Franchisee:

(iii) in such Reporting Period; and

(iv) in the 12 preceding Reporting Periods.

2.7 At the end of each Performance Calculation Year the Secretary of State shall calculate a moving annual average of the Franchisee's performance against the Annual TOC Minute Delay Benchmark in accordance with the following formula:

$$ACTUAL_{MD} \frac{AA}{AD}$$

where:

ACTUAL_{MD} is the Franchisee's performance against the Annual TOC Minute Delay Benchmark for that Performance Calculation Year;

AA is the sum of the number of Minutes Delay that are attributable to the Franchisee's in each Reporting Period in that Performance Calculation Year; and

AD is ascertained as follows:

$$\frac{AB}{1000}$$

where:

AB is the sum of the actual Train Mileage operated by the Franchisee in each Reporting Period in that Performance Calculation Year.

2.8 In performing the calculation pursuant to paragraphs 2.6 and/or 2.7, the Secretary of State shall disregard any Minutes Delay that are caused by the occurrence or continuing effect of a Force Majeure Event.

2.9 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 Performance Calculation Year (as applicable) the Secretary of State shall, for the purpose of performing the calculation referred to in paragraph 2.6 and/or 2.7, allocate any disputed Minutes Delay between the Franchisee and Network Rail in the proportions of:

A to B

where:

A is the total number of undisputed Minutes Delay from the 12 preceding Reporting Periods that are attributable to the Franchisee including any disputed attributions which were resolved or determined during such 12 preceding Reporting Periods; and

B is the total number of undisputed Minutes Delay from the 12 preceding Reporting Periods that are attributable to Network Rail including any disputed attributions which were resolved or determined during such 12 preceding Reporting Periods.

- 2.10 The Franchisee agrees with the Secretary of State to comply with the requirements of the Track Access Agreement in respect of Minutes Delay attribution.

Short Formation Benchmarks

- 2.11 At the end of each Reporting Period, the Franchisee shall, in accordance with the relevant requirements of Appendix 3 (Operational Information) to Schedule 13 (Information and Industry Initiatives), report to the Secretary of State the total number of Passenger Services in that Reporting Period operated with less than the Passenger Carrying Capacity specified for each such Passenger Service in the Train Plan.
- 2.12 For each Reporting Period, the Secretary of State shall calculate the Franchisee's performance against the Short Formations Benchmark in accordance with the following formula:

$$\frac{A + D}{13}$$

where:

A is ascertained as follows:

$$\frac{B}{C} \times 100$$

where:

- B is the total number of Passenger Services in that Reporting Period operated with less than the Passenger Carrying Capacity specified for each such Passenger Service in the Train Plan, disregarding, if the Franchisee has complied with paragraph 4.3, any such Passenger Services which were operated in that way as a result of:
- (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;
- C is the total number of Passenger Services scheduled to be operated in that Reporting Period, disregarding, if the Franchisee has complied with paragraph 4.3, any Passenger Services operated with less than the Passenger Carrying Capacity specified for each such Passenger Service in the Train Plan as a result of:
- (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; and
- D is the sum of the values of A in each of the 12 preceding Reporting Periods; and

- 2.13 For the purposes of the calculations to be undertaken by the Secretary of State pursuant to paragraph 2.12, any Passenger Service that is the subject of a Cancellation or a Partial Cancellation shall be disregarded.

First 12 Reporting Periods of the Franchise Term

- 2.14 For as long as fewer than 13 Reporting Periods have elapsed following the Start Date, the Secretary of State shall, for the purposes of performing the calculations referred to in paragraphs 2.2, 2.6 and 2.12 assume performance at the Previous Performance Level in respect of the relevant Reporting Periods (up to a maximum of the 12 Reporting Periods) that precede the Start Date.

Calculations

- 2.15 The Secretary of State shall perform the calculations referred to in paragraphs 2.2, 2.3, 2.6, 2.7 and 3 rounded to two decimal places, with the midpoint (that is, 11.115) rounded upwards (that is, 11.12).

Notice of Performance Results

- 2.16 As soon as reasonably practicable after the end of each Reporting Period and each Performance Calculation Year, the Secretary of State shall notify the Franchisee of the results of the calculations performed pursuant to this paragraph 2.

Meaning of Train Plan

- 2.17 For the purposes of this Schedule 7.1, Train Plan shall, unless otherwise stated, mean the then current Train Plan and which includes any amendments thereto pursuant to paragraph 3 of Schedule 1.2 (Operating Obligations) where:
- (a) such amendments are required as a consequence of Network Rail exercising its rights pursuant to the Track Access Agreement; and
 - (b) the Franchisee has complied with the provisions of such paragraph in respect thereof.

3 Performance Sum Payments

- 3.1 At the end of each Performance Calculation Year the Secretary of State shall, in accordance with this paragraph 3, calculate the Cancellations Performance Sum and the TOC Minute Delay Performance Sum payable by the Secretary of State to the Franchisee or required to be incurred by the Franchisee (as the case may be).

3.2 Cancellations Performance Sum

Where for any Performance Calculation Year, the Franchisee performance in relation to the Annual Cancellations Benchmark as calculated pursuant to paragraph 2.3 (that is, the value of ACTUAL_c) is:

- (a) less than (that is, better than) the Annual Target Performance Level for that Annual Cancellations Benchmark and is less than (that is, better than) or equal to the Annual Cap Performance Level for such Annual Cancellations Benchmark, in each case for that Performance Calculation Year, then the Cancellations Performance Sum in respect of that Performance Calculation Year shall, subject to paragraph 3.6, be payable by the Secretary of State to the Franchisee and shall be an amount calculated as follows:

$$(\text{TARGET}_C - \text{CAP}_C) \times \text{PBP}_C$$

where:

TARGET_C is the Annual Target Performance Level relating to that Annual Cancellations Benchmark for that Performance Calculation Year;

CAP_C is the Annual Cap Performance Level relating to that Annual Cancellations Benchmark for that Performance Calculation Year;

PBP_C is, in respect of any Performance Calculation Year, an amount calculated as follows:

$$\text{PBP}_C \times \text{RPI}$$

where:

PBP_C is where the Actual CaSL Performance Level is:

(i) less than (that is better than) or equal to the Annual CaSL Target Performance Level for that Performance Calculation Year, the amount equal to the amount specified in row 3 in the column headed "With Multiplier" of the table in Part 3 (Annual Cancellations Payment Table) of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) to this Schedule 7.1; and

(ii) more than (that is worse than) the Annual CaSL Target Performance Level for that Performance Calculation Year, the amount specified in row 3 in the column headed "Without Multiplier" of the table in Part 3 (Annual Cancellation Payment Table) of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) to this Schedule 7.1.

RPI is the quotient of the Retail Prices Index for the December which immediately precedes the commencement of the relevant Performance Calculation Year divided by the Retail Prices Index for December 2014 (provided that for the first Performance Calculation Year RPI shall be one);

(b) less than (that is, better than) or equal to the Annual Target Performance Level for that Annual Cancellations Benchmark but more than (that is, worse than) the Annual Cap Performance Level for that Annual Cancellations Benchmark, in each case for that Performance Calculation Year, then the Cancellations Performance Sum in respect of that Performance Calculation Year shall subject to paragraph 3.6 be payable by the Secretary of State to the Franchisee and shall be an amount calculated as follows:

$$(\text{TARGET}_C - \text{ACTUAL}_C) \times \text{PBP}_C$$

where:

TARGET_C has the meaning given to it in paragraph 3.2(a);

ACTUAL_C has the meaning given to it in paragraph 2.3; and

PBP_C has the meaning given to it in paragraph 3.2(a);

- (c) more than (that is, worse than) the Annual Target Performance Level for that Annual Cancellations Benchmark but less than (that is, better than) the Annual Floor Performance Level for that Annual Cancellations Benchmark, in each case for that Performance Calculation Year, then the Cancellations Performance Sum in respect of that Performance Calculation Year shall be required to be incurred by the Franchisee in accordance with paragraph 3.7 and shall subject to paragraph 3.6 be an amount calculated as follows:

$$(\text{ACTUAL}_C - \text{TARGET}_C) \times \text{PPP}_C$$

where:

ACTUAL_C has the meaning given to it in paragraph 2.3;

TARGET_C has the meaning given to it in paragraph 3.2(a);

PPP_C is, in respect of any Performance Calculation Year, an amount calculated as follows:

$$\text{PPP}_C \times \text{RPI}$$

where

PPP_C where the Actual CaSL Performance Level is:

- (i) more than (that is worse than) the Annual CaSL Target Performance Level for that Performance Calculation Year, the amount equal to the amount specified in row 4 in the column headed "With Multiplier" of the table in Part 3 (Annual Cancellations Payment Table) of Appendix 1 (Cancellation Benchmarks and Annual Cancellations Benchmarks) to this Schedule 7.1; or
- (ii) less than (that is better than) or equal to the Annual CaSL Target Performance Level for that Performance Calculation Year, the amount equal to the amount specified in row 4 in the column headed "Without Multiplier" of the table in Part 3 (Annual Cancellations Payment Table) of Appendix 1 (Cancellation Benchmarks and Annual Cancellations Benchmarks) to this Schedule 7.1;

RPI has the meaning given to it in paragraph 3.2(a); and

- (d) more than (that is, worse than) or equal to the Annual Floor Performance Level for that Annual Cancellations Benchmark for that Performance Calculation Year then the Cancellations Performance Sum in respect of that Performance Calculation Year shall be required to be incurred by the Franchisee in accordance with paragraph 3.7 and shall subject to paragraph 3.6 be an amount calculated as follows:

$$(\text{FLOOR}_C - \text{TARGET}_C) \times \text{PPP}_C$$

where:

FLOOR_C is the Annual Floor Performance Level relating to that Annual Cancellations Benchmark for that Performance Calculation Year;

TARGET_C has the meaning given to it in paragraph 3.2(a); and

PPP_C has the meaning given to it in paragraph 3.2(c).

3.3 TOC Minute Delay Performance Sum

Where for any Performance Calculation Year, the Franchisee's performance in relation to the Annual TOC Minute Delay Benchmark as calculated pursuant to paragraph 2.7 (that is, the value of ACTUAL_{MD}) is:

- (a) less than (that is, better than) the Annual Target Performance Level for that Annual TOC Minute Delay Benchmark and is less than (that is, better than) or equal to the Annual Cap Performance Level for such Annual TOC Minute Delay Benchmark, in each case for that Performance Calculation Year, then the TOC Minute Delay Performance Sum in respect of that Performance Calculation Year shall be payable by the Secretary of State to the Franchisee and shall subject to paragraph 3.6 be an amount calculated as follows:

$$(TARGET_{MD} - CAP_{MD}) \times PBP_{MD}$$

where:

TARGET_{MD} is the Annual Target Performance Level relating to that Annual TOC Minute Delay Benchmark for that Performance Calculation Year;

CAP_{MD} is the Annual Cap Performance Level relating to that Annual TOC Minute Delay Benchmark for that Performance Calculation Year;

PBP_{MD} is, in respect of any Performance Calculation Year, an amount calculated as follows:

$$PBP_{MD} \times RPI$$

where:

PBP_{MD} is, where the Actual PPM Performance Level is:

- (i) more than (that is, better than) or equal to the Annual PPM Target Performance Level for that Performance Calculation Year, the amount equal to the amount specified in row 3 of the column headed "With Multiplier" of the table in Part 3 (Annual TOC Minute Delay Payment Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule 7.1; and
- (ii) less than (that is worse than) the Annual PPM Target Performance Level for that Performance Calculation Year, the amount specified in row 3 of the column headed "Without Multiplier" of the table in Part 3 (Annual TOC Minute Delay Payment Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule 7.1;

RPI is the quotient of the Retail Prices Index for the December which immediately precedes the commencement of the relevant Performance Calculation Year divided by the Retail Prices Index for December 2014 (provided that for the first Performance Calculation Year RPI shall be one);

- (b) less than (that is, better than) or equal to the Annual Target Performance Level for that Annual TOC Minute Delay Benchmark but more than (that is, worse than) the Annual Cap Performance Level for that Annual TOC Minute Delay Benchmark, in each case for that Performance Calculation Year, then the TOC Minute Delay Performance Sum in respect of that Performance Calculation Year shall be payable by the Secretary of State to the Franchisee and shall subject to paragraph 3.4 be an amount calculated as follows:

$$(\text{TARGET}_{\text{MD}} - \text{ACTUAL}_{\text{MD}}) \times \text{PBP}_{\text{MD}}$$

where:

$\text{TARGET}_{\text{MD}}$ has the meaning given to it in paragraph 3.3(a);

$\text{ACTUAL}_{\text{MD}}$ has the meaning given to it in paragraph 2.7; and

PBP_{MD} has the meaning given to it in paragraph 3.3(a);

- (c) more than (that is, worse than) the Annual Target Performance Level for that Annual TOC Minute Delay Benchmark but less than (that is, better than) the Annual Floor Performance Level for that Annual TOC Minute Delay Benchmark, in each case for that Performance Calculation Year, then the TOC Minute Delay Performance Sum in respect of that Performance Calculation Year shall be required to be incurred by the Franchisee in accordance with paragraph 3.6 and shall subject to paragraph 3.7 be an amount calculated as follows:

$$(\text{ACTUAL}_{\text{MD}} - \text{TARGET}_{\text{MD}}) \times \text{PPP}_{\text{MD}}$$

where:

$\text{ACTUAL}_{\text{MD}}$ has the meaning given to it in paragraph 2.7;

$\text{TARGET}_{\text{MD}}$ has the meaning given to it in paragraph 3.3(a);

PPP_{MD} is, in respect of any Performance Calculation Year, an amount calculated as follows:

$$\text{PPP}_{\text{MD}} \times \text{RPI}$$

where:

PPP_{MD} is, where the Actual PPM Performance Level is:

- (i) less than (that is worse than) the Annual PPM Target Performance Level for that Performance Calculation Year, the amount equal to the amount specified in row 4 of the column headed "With Multiplier" of the table in Part 3 (Annual TOC Minute Delay Payment Table) of Appendix 2 (TOC

Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule 7.1; and

- (ii) more than (that is better than) or equal to the Annual PPM Target Performance Level for that Performance Calculation Year, the amount equal to the amount specified in row 4 of the column headed "Without Multiplier" of the table in Part 3 (Annual TOC Minute Delay Payment Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule 7.1;

RPI has the meaning given to it in paragraph 3.3(a); and

- (d) more than (that is, worse than) or equal to the Annual Floor Performance Level for that Annual TOC Minute Delay Benchmark for that Performance Calculation Year then the TOC Minute Delay Performance Sum in respect of that Performance Calculation Year shall be required to be incurred by the Franchisee in accordance with paragraph 3.7 and shall subject to paragraph 3.6 be an amount calculated as follows:

$$(\text{FLOOR}_{\text{MD}} - \text{TARGET}_{\text{MD}}) \times \text{PPP}_{\text{MD}}$$

where:

FLOOR_{MD} is the Annual Floor Performance Level relating to that Annual TOC Minute Delay Benchmark for that Performance Calculation Year;

$\text{TARGET}_{\text{MD}}$ has the meaning given to it in paragraph 3.3(a); and

PPP_{MD} has the meaning given to it in paragraph 3.3(c).

3.4 **Not Used**

3.5 For the purpose of the calculations referred to in this paragraph 3, 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. 1.5% equals 1.5).

3.6 The maximum amount:

- (a) payable by the Secretary of State by way of Cancellations Performance Sum and TOC Minute Delay Performance Sum shall, in respect of any Performance Calculation Year, be limited to an aggregate amount of £1,000,000 x RPI (where RPI has the meaning given to it in paragraph 3.2(a)); and
- (b) to be incurred as expenditure by the Franchisee by way of Cancellations Performance Sum and TOC Minute Delay Performance Sum, shall, in respect of any Performance Calculation Year, be limited to an aggregate amount of £1,000,000 x RPI (where RPI has the meaning given to it in paragraph 3.2(a)).

provided that in respect of any Performance Calculation Year of less than 13 Reporting Periods each of the maximum amounts calculated in accordance with paragraphs 3.6(a), and 3.6(b) shall be multiplied by the number of whole Reporting Periods in the relevant Performance Calculation Year and then divided by 13.

The Secretary of State shall be entitled to set off any liability for payment under this Schedule 7.1 against any sum owed to it by the Franchisee under this Schedule 7.1.

3.7 Where following calculation of the Cancellations Performance Sum or the TOC Minute Delay Performance Sum, the Franchisee is required to incur expenditure, the Franchisee shall incur expenditure equal to the amount of the Cancellations Performance Sum and/or the TOC Minute Delay Performance Sum due from the Franchisee in order to secure:

- (a) where the Franchisee is obliged to incur expenditure equal to the amount of the Cancellations Performance Sum, an improvement in the Franchisee's performance against the Annual Cancellations Benchmark so that such level is better than or equal to the Annual Target Performance Level for the Annual Cancellations Benchmark; and/or
- (b) where the Franchisee is obliged to incur expenditure equal to the amount of the TOC Minute Delay Performance Sum, an improvement in the Franchisee's performance against the Annual TOC Minute Delay Benchmark so that such level is better than or equal to the Annual Target Performance Level for the Annual TOC Minute Delay Benchmark,

or, in each case, as the Secretary of State may otherwise direct (the "**Required Performance Improvement**").

3.8 Without limiting paragraph 3.7, on each occasion that the Franchisee becomes obliged to incur expenditure equal to the amount of the Cancellations Performance Sum and/or the TOC Minute Delay Performance Sum to secure a Required Performance Improvement, the Franchisee shall produce an action plan which is consistent with its obligations under paragraph 3.7 and in compliance with the following provisions:

- (a) the Franchisee shall (1) produce, (2) obtain the Secretary of State's approval of, and (3) commence the implementation of the action plan within three months after the notification of the results of calculations in accordance with paragraph 2.19;
- (b) the action plan will 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 plan shall include specific review dates; and
 - (iv) how performance of the action is to be measured; and
- (c) the action plan will identify the amount of the Cancellations Performance Sum and/or the TOC Minute Delay Performance Sum associated with each action.

3.9 The Franchisee shall, except to the extent otherwise agreed by the Secretary of State in advance, implement each action plan referred to in paragraph 3.8 in accordance with its terms.

- 3.10 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 paragraph 3.8(a) shall not relieve the Franchisee of its obligations under this Schedule 7.1 or any other provisions of the Franchise Agreement.
- 3.11 Each Cancellations Performance Sum and TOC Minute Delay Performance Sum calculated pursuant to paragraphs 3.2, and 3.3 (respectively) in respect of any Performance Calculation Year payable by the Secretary of State to the Franchisee shall, subject to paragraph 3.12, be paid by way of adjustment to Franchise Payments on the Performance Sum Adjustment Date.
- 3.12 Upon the termination of this Franchise Agreement:
- (a) the Franchisee shall pay to the Secretary of State, by way of adjustment to Franchise Payments, an amount equivalent to the amount of any Cancellations Performance Sum and/or TOC Minute Delay Performance Sum due from the Franchisee and which it has not yet incurred as at the end of the Franchise Period; or
 - (b) the Secretary of State shall pay to the Franchisee, by way of adjustment to Franchise Payments, an amount equivalent to the amount of any Cancellation Performance Sum and/or TOC Minute Delay Performance Sum payable by the Secretary of State in respect of the final Performance Calculation Year.

4 Consequences for Poor Performance

- 4.1 The Franchisee shall procure that in each Reporting Period the moving annual average of:
- (a) Cancellations and Partial Cancellations (calculated in accordance with paragraph 2.2 of this Schedule 7.1) does not exceed (that is, is neither equal to nor worse than) the Breach Performance Levels and the Default Performance Levels specified in the cells relating to each such Reporting Period in the Cancellations Benchmark Table;
 - (b) the Minutes Delay occurring in respect of the Passenger Services which are attributable to the Franchisee (including in accordance with paragraph 2.9 of this Schedule 7.1) per 1000 Train Miles actually operated (calculated in accordance with paragraph 2.6 of this Schedule 7.1) does not exceed (that is, is neither equal to nor worse than) the Breach Performance Levels and the Default Performance Levels specified in the cells relating to such Reporting Period in the TOC Minute Delay Benchmark Table; and
 - (c) the Franchisee's performance (calculated in accordance with paragraph 2.12) does not exceed (that is, is neither equal to nor worse than) the Breach Performance Levels and the Default Performance Levels specified in the cells relating to such Reporting Period in the Short Formation Benchmark Table.
- 4.2 Certain consequences of the Franchisee's performance exceeding (that is, equalling or being worse than) the Breach Performance Levels and Default Performance Levels relating to each Benchmark are set out in Schedule 10 (Remedies, Termination and Expiry).

Submission of Records Relating to the Implementation of a Service Recovery Plan

- 4.3 The Franchisee shall, within eight 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 relevant paragraph of the Service Recovery Plan) which relate to the implementation of such Service Recovery Plan during that Reporting Period.

5 Determination of the Annual Benchmarks for Performance Calculation Years that are shorter than 13 Reporting Periods

5.1 Where a Performance Calculation Year is shorter than 13 Reporting Periods the Secretary of State will perform the following calculations for the purposes of determining the Annual Cancellations Benchmark and the Annual TOC Minute Delay Benchmark relating to that Performance Calculation Year:

- (a) in respect of the Annual Cancellations Benchmark for that Performance Calculation Year:

$$\frac{\sum A}{B}$$

where:

$$\sum A \text{ is:}$$

- (i) for the Annual Cap Performance Level, the sum of the data relevant for each of the Reporting Periods in that Performance Calculation Year, such data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Performance Calculation Year as more particularly set out in the document in 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 Performance Calculation Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Performance Calculation Year as more particularly set out in the document in 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 Performance Calculation Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Performance Calculation Year as more particularly set out in the document in agreed terms marked **ABD**; and

B is the number of Reporting Periods in that Performance Calculation Year; and

- (b) in respect of the Annual TOC Minute Delay Benchmark for that Performance Calculation Year:

$$\frac{\sum AA}{AB}$$

where:

$$\sum AA \text{ is:}$$

- (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 Performance Calculation 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 Performance Calculation Year as more particularly set out in the document in 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 Performance Calculation 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 Performance Calculation Year as more particularly set out in the document in 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 Performance Calculation 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 Performance Calculation Year as more particularly set out in the document in agreed terms marked **ABD**; and

AB is ascertained as follows:

$$\frac{B}{1000}$$

where:

B is:

- (i) for the Annual Cap Performance Level, the sum of the Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Performance Calculation Year, such Train Mileage data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Performance Calculation Year as more particularly set out in the document in agreed terms marked **ABD**; or
- (ii) for the Annual Target Performance Level, the sum of the Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Performance Calculation Year, such Train Mileage data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Performance Calculation Year as more particularly set out in the document in agreed terms marked **ABD**; or
- (iii) for the Annual Floor Performance Level, the sum of the Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Performance Calculation Year, such Train Mileage data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Performance Calculation Year as

more particularly set out in the document in agreed terms marked **ABD**; and

- (c) in respect of the Annual CaSL Target Performance Level for that Franchisee Year:

$$\frac{\sum A}{B}$$

where:

$$\sum A \text{ is:}$$

the sum of the data relevant for each of the Reporting Periods in that Performance Calculation Year, such data being the data which was used for the purposes of determining the Annual CaSL Target Performance Level in respect of a full Performance Calculation Year as more particularly set out in the document in the agreed terms marked ABD; and

B is the number of Reporting Periods in that Performance Calculation Year; and

$$\frac{\sum A}{B}$$

where:

$$\sum A \text{ is:}$$

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 PPM Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; and

B is the number of Reporting Periods in that Franchisee Year.

6 Network Rail Claim

- 6.1 The Franchisee shall not include in any claim for compensation from Network Rail under Schedule 8 of the Track Access Agreement any amounts to compensate the Franchisee for any loss suffered or costs incurred as a result of the Franchisee:

- (a) not being entitled to receive from the Secretary of State the amounts specified in:
- (i) row 3 or row 4 of the column headed "With Multiplier" of the table in Part 3 (Annual Cancellations Payment Table) of Appendix 1 (Cancellations Benchmark and Annual Cancellations Benchmark) of Schedule 7.1 (Performance Benchmarks); or

- (ii) row 3 or row 4 of the column headed "With Multiplier" of Part 3 (Annual TOC Minute Delay Payment Table) of Appendix 2 (Annual TOC Minute Delay Benchmark Table) of Schedule 7.1 (Performance Benchmarks); and
- (b) being required to incur the amounts specified in:
 - (i) row 3 or row 4 of the column headed "With Multiplier" of the table in Part 3 (Annual Cancellations Benchmark Table) of Appendix 1 (Cancellations Benchmark and Annual Cancellations Benchmark) of Schedule 7.1 (Performance Benchmarks); or
 - (ii) row 3 or row 4 of the column headed "With Multiplier" of the table in Part 3 (Annual TOC Minute Delay Payment Table) of Appendix 2 (Annual TOC Minute Delay Benchmark Table) of Schedule 7.1 (Performance Benchmarks).

Without prejudice to the Secretary of State's rights under Schedule 10 (Remedies, Termination and Expiry), if the Franchisee receives compensation from Network Rail in respect of the losses and costs referred to in this paragraph 6.1, the Franchisee shall pay such compensation received to the Secretary of State within five Weekdays of receipt.

APPENDIX 1 TO SCHEDULE 7.1

CANCELLATIONS BENCHMARKS AND ANNUAL CANCELLATIONS BENCHMARKS

Part 1 – Cancellations Benchmark Table

Reporting Period	Breach Performance Level	Default Performance Level
	(% Cancelled)	(% Cancelled)
Year 1 Period 1 (2016/17_P01)	0.84	0.87
Year 1 Period 2 (2016/17_P02)	0.84	0.87
Year 1 Period 3 (2016/17_P03)	0.83	0.87
Year 1 Period 4 (2016/17_P04)	0.83	0.87
Year 1 Period 5 (2016/17_P05)	0.83	0.87
Year 1 Period 6 (2016/17_P06)	0.83	0.86
Year 1 Period 7 (2016/17_P07)	0.83	0.87
Year 1 Period 8 (2016/17_P08)	0.84	0.88
Year 1 Period 9 (2016/17_P09)	0.85	0.90
Year 1 Period 10 (2016/17_P10)	0.87	0.91
Year 1 Period 11 (2016/17_P11)	0.87	0.91
Year 1 Period 12 (2016/17_P12)	0.87	0.91
Year 1 Period 13 (2016/17_P13)	0.88	0.92
Year 2 Period 1 (2017/18_P01)	0.87	0.91
Year 2 Period 2 (2017/18_P02)	0.85	0.90
Year 2 Period 3 (2017/18_P03)	0.84	0.88
Year 2 Period 4 (2017/18_P04)	0.82	0.86
Year 2 Period 5 (2017/18_P05)	0.79	0.83
Year 2 Period 6 (2017/18_P06)	0.77	0.81
Year 2 Period 7 (2017/18_P07)	0.76	0.79
Year 2 Period 8 (2017/18_P08)	0.74	0.78
Year 2 Period 9 (2017/18_P09)	0.72	0.76
Year 2 Period 10 (2017/18_P10)	0.72	0.76
Year 2 Period 11 (2017/18_P11)	0.71	0.74
Year 2 Period 12 (2017/18_P12)	0.71	0.74
Year 2 Period 13 (2017/18_P13)	0.70	0.73
Year 3 Period 1 (2018/19_P01)	0.70	0.73
Year 3 Period 2 (2018/19_P02)	0.70	0.73
Year 3 Period 3 (2018/19_P03)	0.70	0.73
Year 3 Period 4 (2018/19_P04)	0.70	0.73
Year 3 Period 5 (2018/19_P05)	0.70	0.73
Year 3 Period 6 (2018/19_P06)	0.70	0.73
Year 3 Period 7 (2018/19_P07)	0.70	0.73
Year 3 Period 8 (2018/19_P08)	0.70	0.73
Year 3 Period 9 (2018/19_P09)	0.70	0.73
Year 3 Period 10 (2018/19_P10)	0.70	0.73
Year 3 Period 11 (2018/19_P11)	0.70	0.73
Year 3 Period 12 (2018/19_P12)	0.70	0.73
Year 3 Period 13 (2018/19_P13)	0.70	0.73

START OF THE FRANCHISE

The Reporting Period in the cells entitled "Year 1 Period 1 (2016/17_P01)" shall be the first Reporting Period of the first Performance Calculation Year in the Franchise Term

Part 2 – Annual Cancellations Benchmark Table

Column 1	Column 2	Column 3	Column 4	Column 5
Performance Calculation Year	Annual Cap Performance Level (% Cancelled)	Annual Target Performance Level (% Cancelled)	Annual Floor Performance Level (% Cancelled)	Annual CaSL Target Performance Level (%)
Year 1 (2016/17)	0.62	0.72	0.77	2.62
Year 2 (2017/18) to P07	0.52	0.62	0.68	2.48
Year 2 (2017/18) Full Year	0.47	0.57	0.62	2.40
Year 3 (2018/19) to P07	0.52	0.62	0.68	2.39
Year 3 (2018/19) Full Year	0.47	0.57	0.62	2.38

Part 3 – Annual Cancellations Payment Table

Where text has been omitted from the document, this is because the Director General Rail or 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 7.1

TOC MINUTE DELAY BENCHMARKS AND ANNUAL TOC MINUTE DELAY BENCHMARKS

Part 1 – TOC Minute Delay Benchmark Table

Reporting Period	Breach Performance Level	Default Performance Level
	(relevant Minutes Delay/1000 Train Miles)	(relevant Minutes Delay/1000 Train Miles)
Year 1 Period 1 (2016/17_P01)	15.57	16.25
Year 1 Period 2 (2016/17_P02)	15.59	16.27
Year 1 Period 3 (2016/17_P03)	15.63	16.31
Year 1 Period 4 (2016/17_P04)	15.66	16.34
Year 1 Period 5 (2016/17_P05)	15.71	16.39
Year 1 Period 6 (2016/17_P06)	15.73	16.42
Year 1 Period 7 (2016/17_P07)	15.77	16.45
Year 1 Period 8 (2016/17_P08)	15.78	16.46
Year 1 Period 9 (2016/17_P09)	15.82	16.51
Year 1 Period 10 (2016/17_P10)	15.79	16.48
Year 1 Period 11 (2016/17_P11)	15.74	16.43
Year 1 Period 12 (2016/17_P12)	15.72	16.40
Year 1 Period 13 (2016/17_P13)	15.66	16.34
Year 2 Period 1 (2017/18_P01)	15.59	16.27
Year 2 Period 2 (2017/18_P02)	15.53	16.20
Year 2 Period 3 (2017/18_P03)	15.44	16.12
Year 2 Period 4 (2017/18_P04)	15.34	16.01
Year 2 Period 5 (2017/18_P05)	15.24	15.90
Year 2 Period 6 (2017/18_P06)	15.16	15.82
Year 2 Period 7 (2017/18_P07)	15.07	15.72
Year 2 Period 8 (2017/18_P08)	14.96	15.61
Year 2 Period 9 (2017/18_P09)	14.82	15.47
Year 2 Period 10 (2017/18_P10)	14.79	15.43
Year 2 Period 11 (2017/18_P11)	14.77	15.41
Year 2 Period 12 (2017/18_P12)	14.72	15.36
Year 2 Period 13 (2017/18_P13)	14.67	15.31
Year 3 Period 1 (2018/19_P01)	14.67	15.31
Year 3 Period 2 (2018/19_P02)	14.67	15.31
Year 3 Period 3 (2018/19_P03)	14.67	15.31
Year 3 Period 4 (2018/19_P04)	14.67	15.31
Year 3 Period 5 (2018/19_P05)	14.67	15.31
Year 3 Period 6 (2018/19_P06)	14.67	15.31
Year 3 Period 7 (2018/19_P07)	14.67	15.31
Year 3 Period 8 (2018/19_P08)	14.67	15.31
Year 3 Period 9 (2018/19_P09)	14.67	15.31
Year 3 Period 10 (2018/19_P10)	14.67	15.31
Year 3 Period 11 (2018/19_P11)	14.67	15.31
Year 3 Period 12 (2018/19_P12)	14.67	15.31
Year 3 Period 13 (2018/19_P13)	14.67	15.31

START OF THE FRANCHISE

The Reporting Period in the cells entitled “Year 1 Period 1 (2016/17_P01)” shall be the first Reporting Period of first Performance Calculation Year in the Franchise Term.

Part 2 – Annual TOC Minute Delay Benchmark Table

Column 1	Column 2	Column 3	Column 4	Column 5
Performance Calculation Year	Annual Cap Performance Level (relevant Minutes Delay per 1000 train miles)	Annual Target Performance Level (relevant Minutes Delay per 1000 train miles)	Annual Floor Performance Level (relevant Minutes Delay per 1000 train miles)	Annual PPM Target Performance Level
Year 1 (2016/17)	12.62	13.62	14.12	88.86%
Year 2 (2017/18) to P07	10.01	11.01	11.51	89.21%
Year 2 (2017/18) Full Year	11.76	12.76	13.26	89.49%
Year 3 (2018/19) to P07	10.01	11.01	11.51	89.58%
Year 3 (2018/19) Full Year	11.76	12.76	13.26	89.68%

Part 3 – Annual TOC Minute Delay Payment Table

Where text has been omitted from the document, this is because the Director General Rail or 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 7.1

SHORT FORMATION BENCHMARK TABLE

Part 1 – Short Formation Benchmark Table

Reporting Period	Breach Performance Level	Default Performance Level
	(% Short Formed)	(% Short Formed)
Year 1 Period 1 (2016/17_P01)	2.10	2.20
Year 1 Period 2 (2016/17_P02)	2.10	2.20
Year 1 Period 3 (2016/17_P03)	2.10	2.20
Year 1 Period 4 (2016/17_P04)	2.10	2.20
Year 1 Period 5 (2016/17_P05)	2.10	2.20
Year 1 Period 6 (2016/17_P06)	2.10	2.20
Year 1 Period 7 (2016/17_P07)	2.10	2.20
Year 1 Period 8 (2016/17_P08)	2.10	2.20
Year 1 Period 9 (2016/17_P09)	2.10	2.20
Year 1 Period 10 (2016/17_P10)	2.10	2.20
Year 1 Period 11 (2016/17_P11)	2.10	2.20
Year 1 Period 12 (2016/17_P12)	2.10	2.20
Year 1 Period 13 (2016/17_P13)	2.10	2.20
Year 2 Period 1 (2017/18_P01)	2.10	2.20
Year 2 Period 2 (2017/18_P02)	2.10	2.20
Year 2 Period 3 (2017/18_P03)	2.10	2.20
Year 2 Period 4 (2017/18_P04)	2.10	2.20
Year 2 Period 5 (2017/18_P05)	2.10	2.20
Year 2 Period 6 (2017/18_P06)	2.10	2.20
Year 2 Period 7 (2017/18_P07)	2.10	2.20
Year 2 Period 8 (2017/18_P08)	2.10	2.20
Year 2 Period 9 (2017/18_P09)	2.10	2.20
Year 2 Period 10 (2017/18_P10)	2.10	2.20
Year 2 Period 11 (2017/18_P11)	2.10	2.20
Year 2 Period 12 (2017/18_P12)	2.10	2.20
Year 2 Period 13 (2017/18_P13)	2.10	2.20
Year 3 Period 1 (2018/19_P01)	2.10	2.20
Year 3 Period 2 (2018/19_P02)	2.10	2.20
Year 3 Period 3 (2018/19_P03)	2.10	2.20
Year 3 Period 4 (2018/19_P04)	2.10	2.20
Year 3 Period 5 (2018/19_P05)	2.10	2.20
Year 3 Period 6 (2018/19_P06)	2.10	2.20
Year 3 Period 7 (2018/19_P07)	2.10	2.20
Year 3 Period 8 (2018/19_P08)	2.10	2.20
Year 3 Period 9 (2018/19_P09)	2.10	2.20
Year 3 Period 10 (2018/19_P10)	2.10	2.20
Year 3 Period 11 (2018/19_P11)	2.10	2.20
Year 3 Period 12 (2018/19_P12)	2.10	2.20
Year 3 Period 13 (2018/19_P13)	2.10	2.20

START OF THE FRANCHISE

The Reporting Period in the cells entitled “Year 1 Period 1 (2016/17_P01)” shall be the first Reporting Period of the first Performance Calculation Year in the Franchise Term.

Schedule 7.2**National Rail Passenger Surveys****1 Conduct of National Rail Passenger Surveys**

- 1.1 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.
- 1.2 The Secretary of State shall 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 1.3; 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.
- 1.3 The Franchisee shall, as soon as reasonably practicable after such information is made available to the Franchisee in accordance with paragraph 1.2, publicise its performance against the NRPS Benchmark by displaying such information in its Customer Report and displaying such information at all of the Stations and on its website.
- 1.4 It is agreed by the Franchisee that, subject to paragraph 1.5, 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**").
- 1.5 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 Benchmark as he reasonably considers appropriate to hold constant such risk.

- 1.6 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.

2 NRPS Benchmark

- 2.1 It is agreed by the Secretary of State and the Franchisee that, subject to paragraph 1.6, the results of the National Rail Passenger Survey(s) carried out by the Passengers' Council in any Franchisee Year shall be used to determine the Franchisee's performance against the NRPS Benchmark for that Franchisee Year. If in any Franchisee Year the Passengers' Council has conducted:

- (a) only one National Rail Passenger Survey in that Franchisee Year then the performance of the Franchisee against the NRPS Benchmark shall be measured against the results of such National Rail Passenger Survey; or
- (b) more than one National Rail Passenger Survey in that Franchisee Year then the performance of the Franchisee against the NRPS Benchmark shall be measured against the average of the results of all of the National Rail Passenger Surveys conducted by the Passengers' Council in that Franchisee Year.

Performance Results/Required Remedial Actions

- 2.2 For each Franchisee Year the Secretary of State shall determine the Franchisee's performance against the NRPS Benchmark by comparing:

- (a) if only one 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 Benchmark applicable in respect of that Franchisee Year; or
- (b) if more than one 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 Benchmark applicable in respect of that Franchisee Year,

provided that the results of any National Passenger Survey conducted before the Start Date but published after the Start Date shall not be taken into account in determining the Franchisee's performance against the NRPS Benchmark.

For the purposes of undertaking the comparison pursuant to this paragraph 2.2, the results referred to in paragraph 2.2(a) or paragraph 2.2(b) (as the case may be) shall be rounded up to one decimal place with the midpoint (that is, 4.45) rounded upwards (that is, 4.5).

- 2.3 If, following the Secretary of State's determination pursuant to any of paragraphs 2.2(a) or 2.2(b) (as the case may be), the results show that the level of customer satisfaction is below the NRPS Benchmark then the Franchisee shall, unless the Secretary of State shall otherwise direct, incur Additional Expenditure:
- (a) in order to secure the Required Improvement; or
 - (b) as a payment to the Secretary of State, as the Secretary of State may direct as its sole discretion; or
 - (c) as the Secretary of State may direct otherwise at its sole discretion.
- 2.4 Without limiting paragraph 2.3, on each occasion that the Franchisee becomes obliged to incur Additional Expenditure to secure a Required Improvement, the Franchisee shall produce an action plan which is consistent with its obligations under paragraph 2.3 and in compliance with the following provisions:
- (a) the Franchisee shall (1) produce, (2) obtain the Secretary of State's approval of, and (3) commence the implementation of the action plan within three 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 1.2;
 - (b) the 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 Benchmark;
 - (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 action plan will identify the Additional Expenditure associated with each action.
- 2.5 The Franchisee shall, except to the extent otherwise agreed by the Secretary of State in advance, implement each action plan referred to in paragraph 2.4 in accordance with its terms.
- 2.6 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 paragraph 2.4(a) shall not relieve the Franchisee of its obligations under this Schedule 7.2 or any other provisions of the Franchise Agreement.
- 2.7 Upon the termination of this Franchise Agreement the Franchisee shall pay to the Secretary of State, by way of adjustment to Franchise Payments, an amount equivalent to the amount of any Additional Expenditure that the Franchisee is committed to incur pursuant to paragraph 2.3 and which it has not yet incurred as at the end of the Franchise Period.
- 2.8 For the purposes of this Schedule 7.2:

“Additional Expenditure” means £²⁷ save that:

- (a) for any Franchisee Year which is shorter than 13 Reporting Periods, the applicable amount shall be reduced pro rata;
- (b) for each Franchisee Year (other than the first Franchisee Year) the Additional Expenditure applicable in relation to such Franchisee Year shall be determined as follows:

$AD \times RPI$

where:

AD is £²⁸; and

RPI has the meaning given to it in Schedule 8.2 (Annual Franchise Payments); and

- (c) such additional expenditure shall be additional to:
 - (i) any sums provided for expenditure in respect of the same or similar commitments in the Business Plan for the Franchisee Year (the **“First Expenditure Franchisee Year”**) in which the obligation to incur Additional Expenditure under paragraph 2.3 first arises (the **“Existing Expenditure”**), and in any subsequent Franchisee Year, shall be in addition to the amount of the Existing Expenditure as increased by an amount equivalent to any increase in the Retail Prices Index between the beginning of the First Expenditure Franchisee Year and the beginning of that subsequent Franchisee Year; and
 - (ii) without limiting the preceding paragraph 2.8(c)(i), 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 (Persons with Disabilities and Disability Discrimination), Part 1 (List of Committed Obligations) to Schedule 6.1 (Committed Obligations and Related Provisions) and Schedule 7 (Performance Benchmarks).

“Required Improvement” means an improvement in the level of customer satisfaction as measured by a National Rail Passenger Survey so that such level is equal to or higher than the NRPS Benchmark.

3 Customer Report

- 3.1 The Franchisee shall undertake consultations with passengers, potential passengers and other users of the rail network (including in each case by undertaking consultations with: (i) persons who are protected by a Disabled People’s Protection Policy; and (ii) persons with other protected characteristics within the meaning of the EA) in accordance with and shall otherwise comply with the Customer and Stakeholder Engagement Strategy.

²⁷ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

²⁸ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

3.2 The Franchisee shall:

- (a) by no later than the Start Date; and
- (b) thereafter at least twice each Franchisee Year,

publish the 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 20 of Schedule 13 (Information and Industry Initiatives).

3.3 The Secretary of State and the Franchisee acknowledge and agree that, as regards the Customer Reports to be published by the Franchisee pursuant to paragraph 3.2(b) above, the first Customer Report of each Franchisee Year shall be prepared in respect of the first six Reporting Periods of that Franchisee Year and the second Customer Report of each Franchisee Year shall be prepared in respect of the last seven Reporting Periods of that Franchisee Year. This pattern of Reporting shall be continued in subsequent Franchisee Years.

APPENDIX 1 TO SCHEDULE 7.2

NRPS BENCHMARK TABLE

Franchisee Year	NRPS BENCHMARK
	OVERALL CUSTOMER SATISFACTION WITH THE JOURNEY
Year 1 (Core)	85%
Year 2 (Core Part)	86%
Year 2 (Optional Part)	86%
Year 3 (Optional Part)	86%

SCHEDULE 8

PAYMENTS

Schedule 8.1: Franchise Payments

Appendix 1: Profit Share Thresholds

Appendix 2: Components of AFA and DFR

Schedule 8.2: Annual Franchise Payments

Appendix: Figures for the Calculation of Annual Franchise payments

Schedule 8.3: Miscellaneous Payment Provisions

Schedule 8.4 Track Access Adjustments and Station Charge Adjustments

Schedule 8.1

- 1 Where text has been omitted from the document, this is because the Director General Rail or 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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- 1.2 Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
- 1.3 Where text has been omitted from the document, this is because the Director General Rail or 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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- (b) Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
- (c) Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

2 **Payment of Franchise Payments**

- 2.1 The Secretary of State shall notify the Franchisee, no less than seven 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.
- 2.6 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 9 (Governing Law) of this Franchise Agreement. Any such dispute shall not affect the obligation of either party to pay a Franchise Payment notified in accordance with this paragraph 2.
- 2.7 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.
- 2.8 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 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 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.

3 Profit Share

- 3.1 For the purposes of this paragraph 3:

“First Profit Share Threshold” means an amount in respect of any Franchisee Accounting Year determined as follows:

FPST is the amount prescribed for these purposes in paragraph 1 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.1 in respect of each Franchisee Accounting Year \times RPI \times (NRP / ENRP),

where:

FPST means the First Profit Share Threshold for that Franchisee Accounting Year;

RPI has the meaning given to it in Schedule 8.2 (Annual Franchise Payments);

NRP means the whole number of Reporting Periods in that Franchisee Accounting Year; and

ENRP means the expected number of Reporting Periods in that Franchisee Accounting Year.

“Second Profit Share Threshold” means an amount in respect of any Franchisee Accounting Year determined as follows:

SPST is the amount prescribed for these purposes in paragraph 2 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.1 in respect of each Franchisee Accounting Year \times RPI \times (NRP / ENRP),

where:

SPST means the Second Profit Share Threshold for that Franchisee Accounting Year;

RPI has the meaning given to it in Schedule 8.2 (Annual Franchise Payments);

NRP means the whole number of Reporting Periods in that Franchisee Accounting Year; and

ENRP means the expected number of Reporting Periods in that Franchisee Accounting Year.

“Third Profit Share Threshold” means an amount in respect of any Franchisee Accounting Year determined as follows:

TPST is the amount prescribed for these purposes in paragraph 3 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.1 in respect of each Franchisee Accounting Year \times RPI \times (NRP / ENRP),

where:

TPST means the Third Profit Share Threshold for that Franchisee Accounting Year;

RPI has the meaning given to it in Schedule 8.2 (Annual Franchise Payments);

NRP means the whole number of Reporting Periods in that Franchisee Accounting Year; and

ENRP means the expected number of Reporting Periods in that Franchisee Accounting Year.

“Relevant Profit” means, subject to paragraph 3.4, in respect of any Franchisee Accounting Year, the total profit of the Franchisee for that Franchisee Accounting Year calculated by applying the accounting policies and standards set out in the Record of Assumptions and applied through the Financial Model:

(a) after taking into account in respect of that Franchisee Accounting Year:

- (i) Franchise Payments; and
- (ii) the Franchisee's normal pension contributions in relation to the Franchisee Sections and any other pension schemes to the extent connected with the Franchise; and
- (iii) 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 follows:

AFA x RPI

where:

AFA is the amount specified in respect of each Franchisee Accounting Year in column 2 of the table set out in paragraph 1 of Appendix 2 to this Schedule 8.1 (Franchise Payments); and

RPI has the meaning given to it in the definition of Threshold Amount; and

- (iv) any sums payable by or to the Franchisee pursuant to the terms of the Supplemental Agreement; and
 - (v) 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 Accounting Year; and
- (b) before taking into account in respect of that Franchisee Accounting 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 Sections 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 Licence (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 Accounting Year;
 - (vi) fees, remuneration and pension contributions in respect of any statutory director and officers of the Franchisee in excess of an amount to be determined as follows:

DFR x RPI

where:

DFR is the amount specified in respect of each Franchisee Accounting Year in column 2 of the table set out in paragraph 2 of Appendix 2 (Components of AFA and DFR) to this Schedule 8.1; and

RPI has the meaning given to it Schedule 8.2 (Annual Franchise Payments)

- (vii) all liabilities arising prior to the Start Date or in consequence (directly or indirectly) of the Franchisee being a party to the Previous Franchise Agreement including those liabilities identified in the final annual financial statements and annual audited accounts prepared by the Franchisee in relation to the final franchisee year under the Previous Franchise Agreement. Such liabilities shall not include liabilities in relation to the Franchise Services arising after the start of the Franchise Term pursuant to agreements or arrangements entered into prior to the start of the Franchise Term;
- (viii) interest, finance income and finance charges (other than finance items recognised in respect of retirement benefits); and
- (ix) 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.

Where the calculation of Relevant Profit requires account to be taken of amounts prescribed in the Financial Model or the Record of Assumptions by reference to Franchisee Years rather than Franchisee Accounting Years the Secretary of State shall reasonably determine any calculation required to apply such amounts on a pro rata basis by reference to Franchisee Accounting Years.

3.2 If the Annual Audited Accounts in respect of any Franchisee Accounting Year show that the Relevant Profit for that Franchisee Accounting Year exceeds the First Profit Share Threshold then the Franchisee shall pay to the Secretary of State:

- (a) ²⁹ of Relevant Profit in excess of the First Profit Share Threshold but less than the Second Profit Threshold;
- (b) ³⁰ of Relevant Profit in excess of the Second Profit Share Threshold but less than the Third Profit Share Threshold; and
- (c) ³¹ of Relevant Profit in excess of the Third Profit Share Threshold.

3.3 Subject to paragraphs 3.5 and 3.6 below, payments due under paragraph 3.2 shall be paid as part of the Franchise Payment for the first Reporting Period falling 30 or more days after delivery of the Annual Audited Accounts by the Franchisee to the Secretary of State under paragraph 3.9 of Schedule 13 (Information and Industry Initiatives) or if there is no such Reporting Period, within 30 days of the date of such delivery.

3.4

²⁹ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

³⁰ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

³¹ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (a) If in any Franchisee Accounting Year (or any period of 12 consecutive months after the end of the Franchise Period) (the “**Current Franchisee Accounting Year**”) the Franchisee receives a compensation or other settlement payment of at least ³² × 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 Accounting Year or Franchisee Accounting Years, then the Franchisee shall notify the Secretary of State of such payment as soon as reasonably practicable and for the purposes of this paragraph 3 and notwithstanding its other terms:
- (i) the payment which relates to such other Franchisee Accounting Year shall be attributed to that other Franchisee Accounting Year and not treated as received in the Current Franchisee Accounting Year;
 - (ii) where and to the extent any payments under this paragraph 3 in respect of any other Franchisee Accounting Year would have been made or would have been higher had that amount actually been received in that other Franchisee Accounting Year, the Franchisee shall pay a reconciliation amount to the Secretary of State within 30 days after delivery of the Annual Audited Accounts that relate to the Current Franchisee Accounting Year by the Franchisee to the Secretary of State under paragraph 3.9 of Schedule 13 (Information and Industry Initiatives) or, if there is no further requirement on the Franchisee to deliver Annual Audited Accounts following the end of the Franchise Period, within 30 days of the Franchisee receiving the relevant payment; and
 - (iii) RPI has the meaning given to it in Schedule 8.2 (Annual Franchise Payments).
- (b) 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 the accounting policies of the Franchisee from those set out in the Record of Assumptions and applied through the Financial Model.
- (c) Without prejudice to paragraph 3.4(a) where the Annual Audited Accounts in relation to any previous Franchisee Accounting 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 Accounting 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 3.2 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. Any payment due to the Secretary of State shall be paid by the Franchisee within 30 days of the Secretary of State notifying the Franchisee that he requires a payment to be made pursuant to this paragraph.

³² Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- 3.5 The Franchisee shall, within 10 days after delivery of any Annual Audited Accounts under paragraph 3.9 of Schedule 13 (Information and Industry Initiatives), deliver to the Secretary of State a report identifying:
- (a) the amount of total profit and the adjustments made in the calculation of Relevant Profit pursuant to paragraph 3.1;
 - (b) any items falling under paragraph 3.4(a), including details of the allocation across Franchisee Accounting Years of such items; and
 - (c) any adjustments or restatements made in relation to the Annual Audited Accounts in respect of any previous Franchisee Accounting Year

and shall provide such additional information, records or documents as the Secretary of State may reasonably require in relation to such matters (including an unqualified written report from the Franchisee's auditors which confirm that any such 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).

- 3.6 Any profit share payment pursuant to paragraph 3.2 to be made in respect of the final Franchisee Accounting Year shall be determined in accordance with this paragraph 3 but shall be paid within 30 days of the Secretary of State giving written notice to the Franchisee of the amount of such profit share payment.
- 3.7 If the Franchisee fails to provide the Annual Audited Accounts for the final Franchisee Accounting Year within seven Reporting Periods of the expiry of the final Franchisee Accounting Year pursuant to paragraph 3.9 of Schedule 13 (Information and Industry Initiatives), the Secretary of State shall be entitled (but not obliged) to determine any Profit Share Adjustment in accordance with this paragraph 3 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 8.1**PROFIT SHARE THRESHOLDS**

- 1 The prescribed amounts for the component of FPST for the relevant Franchisee Accounting Year and for the purposes of the definition of First Profit Share Threshold are as set out in the table below:

Franchisee Accounting Year	
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
Year 2 (Core Part)	
Year 2 (Optional Part)	
Year 3 (Optional Part)	

- 2 The prescribed amounts for the component of SPST for the relevant Franchisee Accounting Year and for the purposes of the definition of Second Profit Share Threshold are as set out in the table below:

Franchisee Accounting Year	
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
Year 2 (Core Part)	
Year 2 (Optional Part)	
Year 3 (Optional Part)	

- 3 The prescribed amounts for the component of TPST for the relevant Franchisee Accounting Year and for the purposes of the definition of Third Profit Share Threshold are as set out in the table below:

Franchisee Accounting Year	
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
Year 2 (Core Part)	
Year 2 (Optional Part)	
Year 3 (Optional Part)	

APPENDIX 2 TO SCHEDULE 8.1**COMPONENTS OF AFA AND DFR**

- 1 The amounts for the purposes of the component of AFA in paragraph 3.1(a)(v) of Schedule 8.1 (Franchise Payments) are set out in the table below:

Franchisee Accounting Year	
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
Year 2 (Core Part)	
Year 2 (Optional Part)	
Year 3 (Optional Part)	

- 2 The amounts for the purposes of the component of DFR in paragraph 3.1(b)(vi) of Schedule 8.1 (Franchise Payments) are set out in the table below:

Franchisee Accounting Year	
Year 1	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
Year 2 (Core Part)	
Year 2 (Optional Part)	
Year 3 (Optional Part)	

Schedule 8.2

Annual Franchise Payments

1 Annual Franchise Payments

The Annual Franchise Payment for any Franchisee Year is an amount equal to:

$$\text{AFP} = \text{FXD} + (\text{VCRPI} \times \text{RPI}) + (\text{VCAWE} \times \text{AWE}) + (\text{PRPI} \times \text{RPI}) + (\text{RRPI} \times \text{RPI})$$

where:

- AFP** equals the Annual Franchise Payment in the relevant Franchisee Year;
- FXD** means the figure shown in respect of the relevant Franchisee Year in column 2 of the table set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.2;
- VCRPI** means the figure shown in respect of the relevant Franchisee Year in column 3 of the table set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.2;
- RPI** is the quotient of the Retail Prices Index for the December which immediately precedes the commencement of the relevant Franchisee Year divided by the Retail Prices Index for December 2014;
- VCAWE** means the figure shown in respect of the relevant Franchisee Year in column 4 of the table set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.2;
- AWE** is the quotient of the Average Weekly Earnings for the December which immediately precedes the commencement of the relevant Franchisee Year divided by the Average Weekly Earnings for December 2014;
- PRPI** means the figure shown in respect of the relevant Franchisee Year in column 5 of the table set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.2; and
- RRPI** means the figure shown in respect of the relevant Franchisee Year in column 6 of the table set out in the Appendix (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.2 (and which shall always be expressed as a negative number).

APPENDIX TO SCHEDULE 8.2

FIGURES FOR CALCULATION OF ANNUAL FRANCHISE PAYMENTS

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

Schedule 8.3

Miscellaneous Payment Provisions

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.

Schedule 8.4

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 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 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 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 is the value of "Lt" for the Franchisee Year in which the Reporting Period falls under:

- (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
- (b) if the relevant station is an Independent Station, Condition 42.3 of the Independent Station Access Conditions relating to that Independent Station,

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);

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.

- 2.2 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 "L" under any relevant Access Agreement.

- 2.3 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 "L" under paragraph 2.1.
- 2.4 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.
- 2.5 The value of "L" when used in the computation in paragraph 2.1 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.
- 2.6 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.
- 2.7 References in this paragraph 2 to "L", 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, "L", 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 8.5

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Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

APPENDIX TO SCHEDULE 8.5

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

SCHEDULE 9

CHANGES AND VARIATIONS

Schedule 9.1: Financial and Other Consequences of Change

Appendix 1: Summary Flow Chart

Appendix 2: Agreement or Determination of Revised Inputs

Annex to Appendix 2: Incentivising Long Term Investment

Schedule 9.2: Identity of the Financial Model etc.

Schedule 9.3: Secretary of State Risk Assumptions

Schedule 9.4: Not Used

Schedule 9.5: Variations and Incentivising Beneficial Changes

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, 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):
 - (i) 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 to Schedule 8.1 (Franchise Payments) (“**Profit Share Components**”); and
 - (ii) the restatement of the values of AFA and DFR as specified in respect of each Franchisee Year in paragraphs 1 and 2 (respectively) of Appendix 2 to Schedule 8.1 (“**AFA/DFR Components**”); and
- (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) 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 etc.) 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:

- (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 months of the notification or agreement of that Change if it is a Variation pursuant to paragraph 1.1 of Schedule 9.5 (Variations and Incentivising Beneficial Changes); or
 - (ii) within six 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 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 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 etc.) to a "**Change**" are to a Change in respect of which the requirements in paragraph 1.3 have been satisfied.

1.6 Appendix 1 (Summary Flow Chart) to this Schedule 9.1 contains a flow chart summary of the process described in this Schedule 9.1. This is for guidance only and if there are any inconsistencies between this flow chart and any other of the contents of Schedule 9 (Changes and Variations), the latter shall apply.

2 Timescales

2.1 Where this Schedule 9.1 applies, any resulting restatement of the Annual Franchise Payment Components, the Profit Share Components, the AFA/DFR Components and/or the Benchmarks and/or the Annual Benchmarks (as applicable) shall be made in accordance with this Schedule:

- (a) where it is reasonably practicable to do so, at least three Reporting Periods prior to the Change; or
- (b) where the timescale in 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, the Profit Share Components, the AFA/DFR Components to be made before the Change occurs, then paragraph 9 (Estimated Revisions) shall apply.

3 How any adjustments to Franchise Payments will be established

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, the Profit Share Components and the AFR/DFR Components by, in each case, 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 etc.) 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 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 etc.), 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 6 promptly after they have been agreed or determined.

5 Changes to Benchmarks and/or the 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 (whether in terms of increasing or reducing that risk).

5.2 Any notice pursuant to 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 the Annual Benchmarks shall be revised to the extent that such revision is reasonably considered to be appropriate to hold constant the risk of the Franchisee failing to satisfy the requirements of that Benchmark. 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 the Annual Benchmarks under this paragraph 5, regard may be had to:

(a) any relevant assumptions in the Record of Assumptions; and/or

(b) the contents of an Operational Model; and/or

(c) 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 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 paragraph 6.2, 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 purposes of paragraph 7.1, 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 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 Restatement of Annual Franchise Payment Components and/or Benchmarks and/or the Annual Benchmarks

- 8.1 When the New Results have been certified by the Secretary of State or the auditor in accordance with paragraph 7 then if:
- (a) there is any difference between the Old Results and the New Results; and
 - (b) the New Results are such that the Change:
 - (i) meets the criteria for a Qualifying Change; or
 - (ii) with other Changes meets the criteria for an Aggregated Qualifying Change

the Annual Franchise Payment Components, the Profit Share Components and the AFR/DFR Components shall be restated in the amounts of the New Results; and
 - (c) if any changes to the Benchmarks and/or the Annual Benchmarks have been agreed or determined in accordance with paragraph 5, the Benchmarks and/or the Annual Benchmarks shall be restated to give effect to those changes.
- 8.2 Subject to paragraph 8.3, the restatement of the Annual Franchise Payment Components the Profit Share Components and the AFA/DFR 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.
- 8.3 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 9.9,

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 days after agreement or determination of the amount of the reconciliation payment

required (or if there is no such Payment Date, within 14 days after such agreement or determination).

9 Estimated Revisions

9.1 This paragraph 9 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.

9.2 Where this paragraph 9 applies, the Secretary of State shall make the Estimated Revisions described in paragraph 9.3:

- (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.

9.3 The **Estimated Revisions** are the Secretary of State's estimates of the New Results which will apply once the process in paragraphs 4 to 8 of this Schedule 9.1 has been completed in respect of the Change. For the avoidance of doubt, Revised Inputs are not made in order to generate or take account of the Estimated Revisions.

9.4 The estimates referred to in paragraph 9.3 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 some provision to be made in respect of adjustments to the Annual Franchise Payment Components, the Profit Share Components and the AFA/DFR 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 9.2; and
- (c) the Secretary of State shall be entitled to adjust any Estimated Revision notified pursuant to paragraph 9.2 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.

9.5 In the circumstances described in paragraph 9.2 and paragraph 9.4(c) the Annual Franchise Payment Components, the Profit Share Components and the AFA/DFR 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.

- 9.6 The Secretary of State shall use all reasonable endeavours to notify the Franchisee of the Estimated Revisions required by paragraph 9.2 at least two Reporting Periods before he considers the Change is likely to occur. If, having exercised all reasonable endeavours, the Secretary of State cannot provide two Reporting Periods' notice, he shall provide such notification as soon as reasonably practicable afterwards.
- 9.7 The restatement of the Annual Franchise Payment Components, the Profit Share Components and the AFA/DFR Components referred to in paragraph 9.5 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.
- 9.8 No estimate made by the Secretary of State pursuant to this paragraph 9 shall prejudice the Secretary of State's subsequent determination of any Revised Input or Model Change pursuant to paragraph 4.
- 9.9 Subject to paragraph 9.10, where adjustments to Franchise Payments have resulted from the operation of paragraph 9.5. 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 9.5; 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 9.9(a) have been paid/or are to be paid.
- 9.10 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 9.5.
- 9.11 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 9.9(b); or
 - (ii) where paragraph 9.10 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 9.9(b); or
 - (ii) where paragraph 9.10 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 after agreement or determination (or if none, within 14 days after such agreement or determination).

10 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.

11 Costs

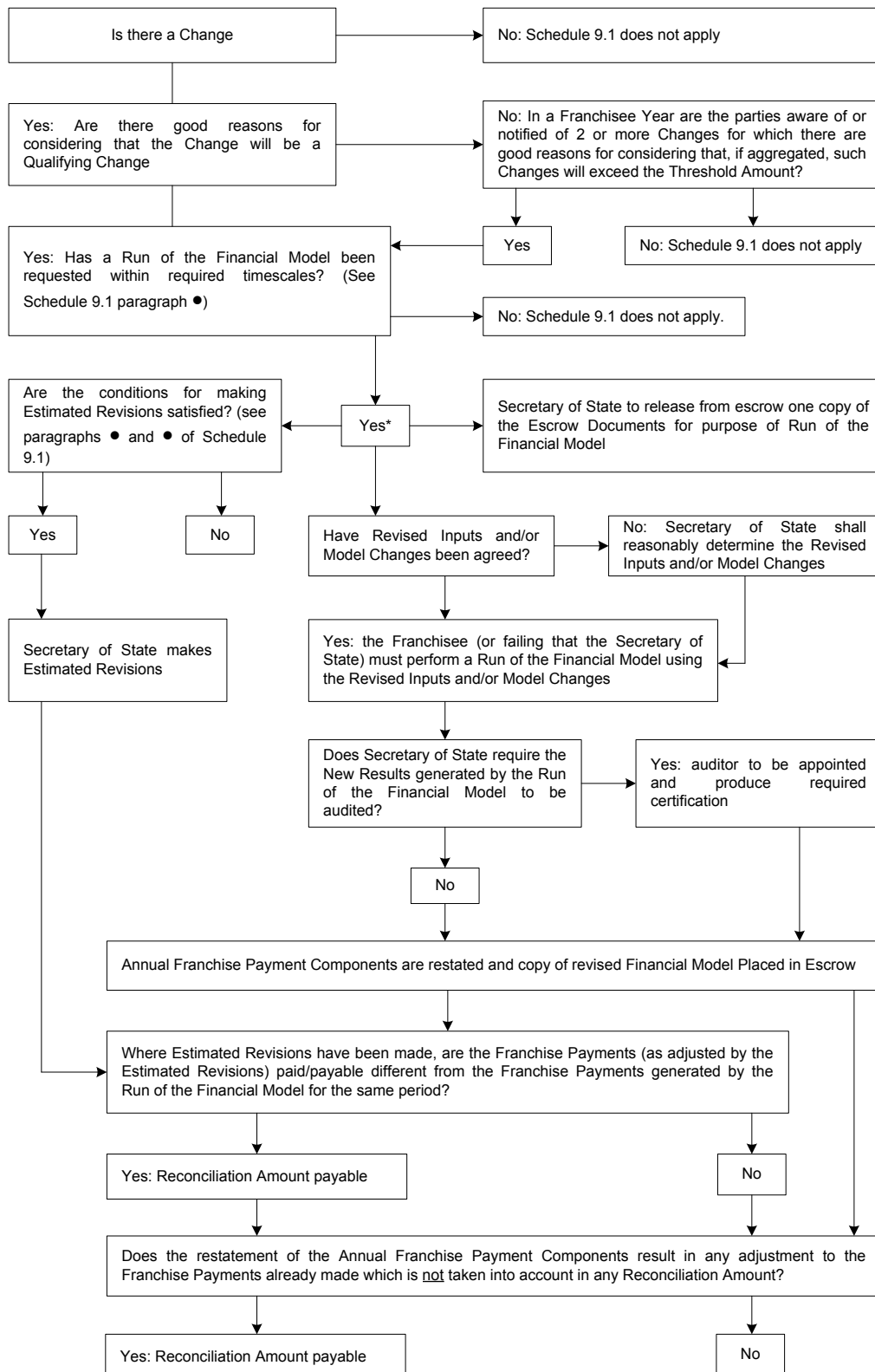
11.1 This paragraph deals with the costs incurred by the Franchisee in connection with any audit required by the Secretary of State pursuant to paragraph 7.

11.2 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:
 - (i) not used; and
 - (ii) in the case of a Change falling within any of the following subparagraphs within the definition of Change:
 - (A) an event set out in any Secretary of State Risk Assumption specified in Schedule 9.3 (Secretary of State Risk Assumptions); and
 - (B) a Charge Variation; and
- (b) where paragraph 11.2(a) does not apply, the Secretary of State shall only be responsible for the reasonable costs 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.

APPENDIX 1 TO SCHEDULE 9.1

SUMMARY FLOW CHART



* **Note:** that in these circumstances, either party may serve notice (before Revised Inputs in respect of the Change are agreed or determined) that it considers a Change has or will have a material effect on the risk of the Franchisee failing to satisfy the requirements of a Benchmark. See Schedule 9 paragraph 5

APPENDIX 2 TO SCHEDULE 9.1

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

ANNEX TO APPENDIX 2 TO SCHEDULE 9.1**Incentivising Long Term Investment**

This Appendix sets out the Secretary of State's guidance on how he approaches incentivising long term investment.

- 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 9.2**Identity of the Financial Model etc.****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) together with hard format copies of the output template of the Financial Model in the format set out in the document in agreed terms marked **FF** (the "**Escrow Documents**") to the Secretary of State in the agreed form, accompanied by a notice that those Escrow Documents are to be Placed in Escrow.
- 1.2 The Franchisee shall deliver two copies of the Escrow Documents in accordance with paragraph 1.1 of this Schedule 9.2:
- (a) on the date of the Franchise Agreement;
 - (b) within seven 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 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.
- 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 1.2(a) or (as the case may be) is in accordance with paragraphs 1.2(b) or 1.2(c)

2 Secretary of State's Obligations

- 2.1 The Secretary of State shall:
- (a) within three 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 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 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.
- (e) 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;
 - (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 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
 - (d) 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 required form in accordance with paragraph 1.2(a), 1.2(b) or 1.2(c) as the case may be.

Schedule 9.3

Secretary of State Risk Assumptions

Schedule 9.4

Not Used

Schedule 9.5

Variations and Incentivising Beneficial Changes

1 Variations to the Franchise Agreement and Incentivising Beneficial Changes

- 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 Request for Proposal 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) clause 4 (Term) of this Franchise Agreement;
 - (b) Schedules 8 (Payments), 9 (Changes and Variations), 10 (Remedies, Termination and Expiry), 12 (Financial Obligations and Covenants), 14 (Preservation of Assets), 18 (Additional Reporting Periods) and Schedule 19 (Other Provisions); and
 - (c) the definitions set out at clause 2 (Definitions) of this Franchise 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 1.2(a) and 1.2(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.
- 1.8 The Secretary of State shall be under no obligation to consider a Variation proposed by the Franchisee but if he wishes to do so, he shall do so pursuant to paragraph 1.1 of this Schedule 9.5.
- 1.9 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 5 of Appendix 2 (Agreement or Determination of Revised Inputs) to Schedule 9.1 (Financial and Other Consequences of Change).
- 1.10
- (a) 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 Franchise 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.
 - (b) 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:

- (i) fairly rewards the Franchisee for proposing the Change; and
 - (ii) 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.
- (c) 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 sub paragraph 1.10(b) above shall apply.

2 Capital Expenditure

Capital Expenditure Threshold

2.1 The Franchisee shall notify the Secretary of State promptly if it reasonably expects that a Change to which paragraph 1 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. 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 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 Obligations and Covenants).

Franchisee to Seek Finance

2.2 If the Secretary of State elects to require the Franchisee to use all reasonable endeavours as described in paragraph 2.1(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 Parent and/or either of the Ultimate Parents;
- (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:

- (i) withdraw the Change; or
- (ii) undertake to fund the Capital Expenditure as and when such Capital Expenditure is incurred.

Treatment of Borrowings in Revised Inputs

- 2.3 In calculating the Revised Inputs for the purposes of any Change referred to in this paragraph 2, 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.

Meaning of Capital Expenditure

- 2.4 The expression **Capital Expenditure** when used in this Schedule 9.5 refers to the nature of the expenditure incurred by the Franchisee and, accordingly, does not include expenditure incurred under operating leases.

SCHEDULE 10

REMEDIES, TERMINATION AND EXPIRY

Schedule 10.1: Remedial Plans and Remedial Agreements

Schedule 10.2: Termination and Expiry

Schedule 10.3: Events of Default and Termination Events

Schedule 10.4: Force Majeure

Schedule 10.5: Liability

Schedule 10.1**Remedial Plans and Remedial Agreements****1 Remedies for Contraventions of the Franchise Agreement**

- 1.1 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**").

Contents of Remedial Plan Notices

- 1.2 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 within which the Secretary of State requires the Franchisee to provide an appropriate plan for the purpose of facilitating or securing compliance with any Relevant Term (a "**Remedial Plan**").

Contents of Remedial Plans

- 1.3 If the Secretary of State issues a Remedial Plan Notice, the Franchisee shall submit a Remedial Plan to the Secretary of State within the period specified in such Remedial Plan Notice.
- 1.4 Each Remedial Plan shall set out:
- (a) the Relevant Term which has caused a 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.

Remedial Agreements

- 1.5 If the Secretary of State is satisfied that the matters referred to in paragraph 1.4(c) and 1.4(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.
- 1.6 It is a term of the Franchise Agreement that the Franchisee (at its own cost) complies with the Remedial Agreement in accordance with its terms.

Effect of Force Majeure Event

- 1.7 Without prejudice to the operation of paragraph 3.2 of Schedule 10.4 (Force Majeure), the following provisions shall apply in relation to Force Majeure Events affecting performance of a Remedial Agreement:
- (a) the Franchisee shall give written notice to the Secretary of State promptly after it 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 1.7(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 1.7(a) to 1.7(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 any Remedial Agreement.

Occurrence of a Contravention

- 1.8 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.
- 1.9 The Franchisee shall co-operate fully with the Secretary of State in relation to the monitoring referred to in paragraph 1.8.
- 1.10 The results of such monitoring will be reviewed at each Franchise Performance Meeting held pursuant to Schedule 11 (Agreement Management Provisions).
- 1.11 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**Termination and Expiry****1 Termination Notices**

1.1 The Secretary of State may, on and at any time after the occurrence of:

- (a) (subject to paragraphs 1.2 and 1.3) 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 3(a) of Schedule 10.3 (Events of Default and Termination Events) which is unremedied or continuing; or
- (c) a Termination Event specified in any of paragraphs 3(b) to 3(d) of Schedule 10.3 (Events of Default and Termination Events),

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.

1.2 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 period has expired within which the Franchisee is required to deliver to the Secretary of State the Remedial Plan specified in such Remedial Plan Notice.

1.3 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.

2 Consequences of Termination or Expiry

2.1 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.

2.2 Nothing in this paragraph 2 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

Events of Default and Termination Events

1 Provisions Relating to Events of Default

Contravention

- 1.1 The occurrence of an Event of Default shall constitute a contravention of the Franchise Agreement by the Franchisee.

Notification of Event of Default

- 1.2 The Franchisee shall notify the Secretary of State as soon as reasonably practicable on, and in any event within 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.

Consequences of Event of Default

- 1.3 On the occurrence of an Event of Default, the provisions of Schedule 10.1 (Remedial Plans and Remedial Agreements) shall apply.

2 Events of Default

Each of the following is an Event of Default:

Insolvency

2.1

- (a) **Administration:** Any step being taken by any person with a view to the appointment of an administrator to the Franchisee or the Parent, or either, or both, of the Ultimate Parents or any Bond Provider;
- (b) **Insolvency:** Any of the Franchisee or the Parent, or either, or both, of the Ultimate Parents or Bond Provider 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 or the Parent, or either, or both, of the Ultimate Parents or any Bond Provider making any proposal under Section 1 of the Insolvency Act 1986, or any of the Franchisee or the Parent, or either, or both, of the Ultimate Parents or any Bond Provider 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, or either, or both, of the Ultimate Parents or any Bond Provider, 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, or either, or both, of the Ultimate Parents or any Bond Provider with a view to its winding-up or any person presenting a winding-up petition or any of the Franchisee or the Parent, or either, or both, of the Ultimate Parents or any Bond Provider 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 2.1,

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 20 Weekdays having elapsed in order to allow the Franchisee to replace the relevant Bond Provider.

Non-payment

- 2.2 The Franchisee failing to pay to the Secretary of State any amount due under the Franchise Agreement within 28 days of the due date for such payment.

Change of Control

- 2.3 Otherwise than in accordance with a prior consent of the Secretary of State given under paragraph 4 of this Schedule 10.3, 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 (any such change a “**Change of Control**”) and for the purposes of this paragraph 2.3, 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.

Revocation of Licence

- 2.4 Revocation of any Licence required to be held by the Franchisee in order to comply with its obligations under the Franchise Agreement.

Safety Certificate and Safety Authorisation

- 2.5 The Safety Certificate and/or Safety Authorisation of the Franchisee being withdrawn or terminated.

Passenger Service Performance

- 2.6 The Franchisee's performance in relation to any Benchmark exceeds (that is, is equal to or worse than) the Default Performance Level for that Benchmark for:
- (a) any three consecutive Reporting Periods;
 - (b) any four Reporting Periods within a period of 13 consecutive Reporting Periods; or
 - (c) any five Reporting Periods within a period of 26 consecutive Reporting Periods.

Remedial Agreements and Enforcement Orders

2.7

- (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.

2.8 **Not used.**

Financial Ratios

- 2.9 Breach by the Franchisee of either or both of the financial ratios specified in paragraph 2 of Schedule 12 (Financial Obligations and Covenants).

Breach of Law

2.10

- (a) It is 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 so to do 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.
- (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 2.10(c) until such appeal has been determined to be unsuccessful.

Contravention of Other Obligations

2.11 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 10.3 other than this paragraph 2.11);
- (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 contravening such obligation or obligations again to an extent which is reasonably considered by the Secretary of State to be material or permitting the contravention to continue or, 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 2.11(b)(ii).

Non-membership of Inter-Operator Schemes

2.12 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.

Bonds

2.13

- (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 any 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 4.9 of Schedule 12 (Financial Obligations and Covenants)) which individually or in aggregate fulfil the requirements of Schedule 12 (Financial Obligations and Covenants); or

- (c) A failure by the Franchisee to procure the provision to the Secretary of State of a Season Ticket Bond which fulfils the requirements of Schedule 12 (Financial Obligations and Covenants).

Key Contracts

- 2.14 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.

Rolling Stock Leases

- 2.15 A failure by the Franchisee to enter into a new Rolling Stock Lease in respect of substitute rolling stock vehicles.
- 2.16 Not used.

Funding Deed

- 2.17 A failure by the Franchisee or the Guarantor to comply with their respective obligations under the Funding Deed and/or a failure by either, or both, of the Ultimate Parents to comply with their respective obligations under the Funding Deed Guarantee.

Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- 2.18 Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.
- 2.19 Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

3 Termination Events

The Secretary of State may terminate the Franchise Agreement in accordance with Schedule 10.2 (Termination and Expiry) if:

- (a) any Force Majeure Event continues with the effect of preventing the Franchisee from delivering wholly or mainly the Passenger Services for more than six consecutive months; or
- (b) the warranty given by the Franchisee pursuant to paragraph 6 of Schedule 12 (Financial Obligations and Covenants) is materially untrue; or

- (c) the Franchisee commits a material breach of its obligation to notify the Secretary of State of any Occasion of Tax Non-Compliance as required by paragraph 6.2(a) of Schedule 12 (Financial Obligations and Covenants); or
- (d) the Franchisee fails to provide details of proposed mitigating factors as required by paragraph 6.2(b) of Schedule 12 (Financial Obligations and Covenants) which in the reasonable opinion of the Secretary of State, are acceptable,

(each a “**Termination Event**”).

4 Facilitation Fee

- 4.1 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 paragraph 2.3).
- 4.2 The Secretary of State may require the Franchisee to pay a fee in consideration of the grant of such consent (the “**Facilitation Fee**”).
- 4.3 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.
- 4.4 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 paragraphs 4.9 or 4.10, 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.
- 4.5 The Facilitation Fee shall be a sum equal to the greater of:
 - (a) one million pounds sterling (£1,000,000); or
 - (b) where the Estimated Profit Stream is greater than the Bid Profit Stream 5% of the difference between the Bid Profit Stream and the Estimated Profit Stream.
- 4.6 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.
- 4.7 Any determination by the Secretary of State for the purposes of paragraphs 4.5 or 4.6 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).

- 4.8 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.
- 4.9 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.
- 4.10 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.

Schedule 10.4**Force Majeure****1 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 Rolling Stock Units and ten 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 if the agents or sub-contractors of any such person listed in paragraphs 1(f)(i) to 1(f)(iii) and for the purposes of this paragraph Industrial Action shall include any concerted action taken in connection with the employment of such employees (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.

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 12 consecutive hours;
- (b) the Franchisee notifies the Secretary of State within two 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

On Obligations

- 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 consecutive months, it shall be a Termination Event in accordance with paragraph 3(a) of Schedule 10.3 (Events of Default and Termination Events).

3.3 Business Continuity

First BCP

- (a) Within 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, that is adequate to minimise the effect of and deal promptly and efficiently with any Disaster which will as a minimum:
 - (i) reflect the degree of skill, care, foresight and prudence which can reasonably be expected from a highly experienced and competent operator of railway passenger services;
 - (ii) use what the industry would (at the relevant time) regard as the best generally accepted processes, techniques and materials; and
 - (iii) comply with all Laws.

Obligation to Maintain the BCP

- (b) The Franchisee shall, at all times, maintain and comply with the Business Continuity Plan, and ensure that it is, at all times, able to implement the Business Continuity Plan immediately upon an event occurring which the Business Continuity Plan is expressed to cover, or reasonably can be expected to cover.
- (c) The Franchisee shall update the Business Continuity Plan at least once during each Franchisee Year.

- (d) The Franchisee will, on request, provide a copy of the Business Continuity Plan to the Secretary of State and will provide to the Secretary of State any other information that the Secretary of State may reasonably require in relation thereto.
- (e) Nothing in this paragraph 3 will relieve the Franchisee from its obligations under this Franchise Agreement to create, implement and operate the Business Continuity Plan. Accordingly, 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, or would have been had the Franchisee and/or Business Continuity Plan complied with this paragraph 3.3, 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 the Business Continuity Plan had complied with paragraph 3.3 and had been fully and properly implemented and operated in accordance with paragraph 3.3 and the terms of the Business Continuity Plan in respect of that Force Majeure Event.

On Payments

- 3.4 Following the occurrence of a Force Majeure Event, the payment of Franchise Payments shall continue unaffected.

Schedule 10.5**Liability****1 Exclusion of Liability****Liability with respect to Passengers and Third Parties**

- 1.1 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.
- 1.2 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.

Liability of the Secretary of State

- 1.3 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**AGREEMENT MANAGEMENT PROVISIONS****1 Not Used****2 Identification of Key Personnel and Provision of Organisation Chart**

2.1 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 and overall delivery of all obligations of the Franchisee under this Agreement;
- (b) a train service delivery manager, whose role will include responsibility for ensuring compliance by the Franchisee with Schedule 7.1 (Performance Benchmarks);
- (c) a safety manager, whose role will include responsibility for ensuring that the Franchisee complies with its legal obligations and all Licence requirements in relation to the Franchise Services including the Safety Certificate;
- (d) a finance manager, whose role will include responsibility in relation to the Financial Model; and
- (e) passenger safety and security director, whose role will 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 (including crime reduction and/or intervention activities) 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.

2.2 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.

3 Not Used**4 Franchise Performance Meetings**

4.1

- (a) The parties shall hold a Franchise Performance Meeting at least once in every quarter (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.
- (b) The Franchisee shall ensure that:
 - (i) 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

- (ii) 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 as the Secretary of State may require.

4.2 Not used.

4.3 Not used.

4.4 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 4.4 are subject to the Franchisee receiving at least 28 days' notice of the requirement to prepare and present any such report.

4.5 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.

4.6 **Periodic Update Reports**

- (a) In addition to the obligation at paragraph 4.4 above, the Franchisee shall 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 upon commencement of this Franchise Agreement or from time to time in accordance with paragraph 4.6(b) 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).
- (b) The Franchisee's obligations under this paragraph 4.6 are subject to the Franchisee receiving at least 28 days' notice of:
 - (i) the requirement to prepare any such report; and
 - (ii) any amendments required to the contents of such report.

5 Right of Assessment or Inspection

5.1 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 Schedule 13 (Information and Industry Initiatives) 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.

5.2 The Franchisee shall make available to the Secretary of State, his representatives and advisers the information referred to in paragraph 5.1 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 5.2 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 5.1 is kept by or on behalf of the Franchisee.

- 5.3 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.
- 5.4 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.

SCHEDULE 12

FINANCIAL OBLIGATIONS AND COVENANTS

Schedule 12: Financial Obligations and Covenants

Appendix 1: Form of Performance Bond

Appendix 2: Form of Season Ticket Bond

SCHEDULE 12

Financial Obligations and Covenants

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 1(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 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 13 Reporting Periods (or, where there are less than 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
- (c) for the purposes of this paragraph 2 “**Preceding 13 Reporting Periods**” means the Reporting Period just ended and (subject as provided in paragraph 2.1(a)) the preceding 12 Reporting Periods of the Franchise Term.

2.2 If:

- (a) in respect of any Reporting Period, the Franchisee fails pursuant to paragraph 3.3(b) of Schedule 13 (Information and Industry Initiatives) to provide a statement of calculation of performance against the covenants set out in paragraph 2.1(b) for each of the next 13 Reporting Periods (or, where there are less than 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 2.1(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 3.13 of Schedule 13 (Information and Industry Initiatives) 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.

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 at or 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 2.9 of Schedule 10.3 (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 month after the determination of the Purchase Price (as defined in any Supplemental Agreement) under the Supplemental Agreement; and
 - (ii) that is seven Reporting Periods after the end of the Franchise Period:
- (c) The Performance Bond that the Franchisee shall procure is in place pursuant to paragraph 4.1 and any replacement Performance Bonds shall:
- (i) be substantially in the form set out in Part A of Appendix 1 (Form of Initial Performance Bond) to this Schedule 12 in relation to the first Performance Bond provided by the Franchisee and in the form set out in Part B of Appendix 1 (Form of Performance Bond) to this Schedule 12 in relation to any subsequent Performance Bond provided by the Franchisee;
 - (ii) have a value equal to the amount determined under paragraph 4.4; and
 - (iii) have a duration of three years except where a Performance Bond is to be renewed and the period of time from the date from which such Performance Bond is to be put in place until the date seven Reporting Periods after the end of the Franchise Term is less than three years, the duration of such Performance Bond shall be from the date of such renewal until the date which is from the date of such renewal until the date seven Reporting Periods after the end of the Franchise Period.

The provisions of this paragraph 4.1 shall survive the termination of the Franchise Agreement.

Provision of Replacement Performance Bond

- 4.2 The Franchisee may replace the Performance Bond at any time, provided that the Secretary of State receives a replacement Performance Bond:
- (a) substantially in the form of Appendix 1 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 4.4.
- 4.3 The Franchisee shall replace any Performance Bond at least six months prior to its scheduled expiry with a replacement that complies with the requirements of paragraph 4.2.

Amount of Performance Bond

- 4.4 The amount of any Performance Bond shall be £³³

Demands under the Performance Bond

- 4.5

³³ Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

- (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, 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 paragraph 3(b) to 3(d) of Schedule 10.3 (Events of Default and Termination Events) in circumstances where the Secretary of State has incurred or expects to incur additional costs 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 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) in relation to the Performance Bond; or
 - (B) under paragraph 2.13(b) of Schedule 10.3 (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 months prior to the scheduled expiry of the existing Performance Bond; or
 - (vi) that 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 4.8.
- (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.

- (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 paragraph 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.

Characteristics of Performance Bond Provider

- 4.6 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.
- 4.7 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.
- 4.8 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 20 Weekdays to procure the execution and delivery of a new Performance Bond by a Bond Provider acceptable to the Secretary of State. This applies:
- (a) notwithstanding the other provisions of this paragraph 4; and
- (b) irrespective of the scheduled expiry date of the then current Performance Bond.

Provision of more than one Performance Bond

- 4.9 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

Provision of Season Ticket Bond

- 5.1 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 set out in Part A of Appendix 2 (Form of Season Ticket Bond) to this Schedule 12 in relation to the first Season Ticket Bond provided by the Franchisee and in the form set out in Part B of Appendix 2 of this Schedule 12 in relation to any subsequent Season Ticket Bond provided by the Franchisee.

Provision of Replacement Season Ticket Bond

- 5.2 No later than one 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 set out in Part B of Appendix 2 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.

Amount of Season Ticket Bond

- 5.3 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 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 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 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 12 months before such month, provided that, for the first Franchisee Year, RPI shall be one;

- k has the value attributed to it in Schedule 5 (Fares) 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 26 Reporting Periods before such Reporting Period, an amount equal to:

$$\frac{(RPI \times 100) + k}{100}$$

where RPI and k are determined for the 12 months and the Fare Year preceding the 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 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 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 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.

Demands under the Season Ticket Bond

- 5.8
 - (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 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) in relation to the Season Ticket Bond; or

(B) under paragraph 2.13(c) of Schedule 10.3 (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.

Characteristics of Season Ticket Bond Provider

- 5.9 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.
- 5.10 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.
- 5.11 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.

Meaning of Reporting Period

- 5.12 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-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 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-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 or any litigation that it is involved in that is in connection with any Occasions of Tax Non Compliance.
- 6.2 If, at any point during the Franchise Term, an Occasion of Tax Non-Compliance occurs, the Franchisee shall:
- (a) notify the Secretary of State in writing of such fact within 5 Weekdays of its occurrence; and
- (b) promptly provide to the Secretary of State:

- (i) details of the steps which the Franchisee 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 (Tax Compliance), 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;

“Halifax Abuse Principle” means the principle explained in the CJEU Case C-255/02 Halifax and others;

“Occasion of Tax Non-Compliance” means:

- (a) any tax return of the Franchisee 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:
 - (i) a Relevant Tax Authority successfully challenging the Franchisee 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 Franchisee 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 Franchisee 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

“Relevant Tax Authority”

means HM Revenue & Customs, or, if applicable, a tax authority in the jurisdiction in which the Franchisee is established.

APPENDIX 1 TO SCHEDULE 12

PART A - FORM OF INITIAL PERFORMANCE BOND

DOCUMENT "IPB" - PERFORMANCE BOND

Dated

20[◆]

[*BOND PROVIDER*]

Initial 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**")

You have entered into:

- (a) a franchise agreement dated 20 June 2007 (the "**Previous Franchise Agreement**") with London & Birmingham Railway Limited (Company number 05814584) (the "**Franchisee**") which is due to expire on 1 April 2016 at 01:59; and
- (b) an interim franchise agreement dated [_____] (the "**Franchise Agreement**") with the Franchisee which is due to expire at 01:59 on [•], subject to any later date to which it is extended in accordance with its terms,

under which the Franchisee will provide certain railway passenger services (together the "**Franchise Agreements**").

The Franchise Agreements require you to receive a duly executed performance bond in the amount of £[INSERT] (pounds sterling [INSERT]) with the amount reducing to £[INSERT] (pounds sterling [INSERT]) with effect from 02:00 on [INSERT DATE] such reduction only to occur if the Franchise Agreement has been entered into and has not terminated prior to 02:00 on [INSERT DATE] (the "**Bond Value**") to secure the performance by the Franchisee of and its compliance with its obligations under the Franchise Agreements and any applicable Supplemental Agreement under either of the Franchise Agreements (together the "**Supplemental Agreements**").

Accordingly:

This duly executed performance bond (the "**New Performance Bond**") shall from the date of its execution replace and supersede the Performance Bond number [INSERT NUMBER] provided to you in respect of the Previous Franchise Agreement and last amended by a deed executed by us on [INSERT DATE] (the "**Original Performance Bond**").

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 Performance Bond; and
 - (b) notwithstanding anything contained herein, our liability hereunder shall expire on the earlier of:
 - (i) the date falling six 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) where the Previous Franchise Agreement has been terminated or expires and the Franchise Agreement has either not been entered into or has been terminated before the Start Date under the Franchise Agreement, the later of:
 - (A) the date falling one month after the determination of the Purchase Price (as defined in the Supplemental Agreement under the Previous Franchise Agreement) under the Supplemental Agreement under the Previous Franchise Agreement; and
 - (B) the date falling seven Reporting Periods after the end of the Franchise Period (as defined in the Previous Franchise Agreement); and
 - (C) the end of the Franchise Term (as defined in the Previous Franchise Agreement); and
 - (iii) where the Previous Franchise Agreement has been terminated or expires and the Franchise Agreement has either not been entered into or has been terminated before the Start Date under the Franchise Agreement, [insert date that is 7 Reporting Periods after the Franchise Term (as defined in the Previous Franchise Agreement)] [INSERT DATE];
 - (iv) where the Previous Franchise Agreement has been terminated or expires and the Franchise Agreement has been entered into and remains in force at its Start Date the later of:
 - (A) the date falling one month after the determination of the Purchase Price (as defined in the Supplemental Agreement under the Franchise Agreement) under the Supplemental Agreement under the Franchise Agreement; and
 - (B) the date falling seven Reporting Periods after the end of the Franchise Period (as defined in the Franchise Agreement); and
 - (C) the end of the Franchise Term (as defined in the Franchise Agreement); and
 - (v) where the Previous Franchise Agreement has been terminated or expired and the Franchise Agreement has been entered into and remains in force at its Start Date, [insert date that is 7 Reporting Periods after the Franchise Term (as defined in the Franchise Agreement)] [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 Performance Bond, any of:

- (a) the termination (otherwise than by expiry) of the Previous Franchise Agreement in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State;
- (b) the expiry of the Previous Franchise Agreement in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State and the Franchise Agreement has either not been entered into or has been terminated before the Start Date under the Franchise Agreement;
- (c) the termination of the Previous Franchise Agreement solely as a consequence of the occurrence of one or more Events of Default in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with termination of the West Midlands franchise;
- (d) 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;
- (e) 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 paragraph 3(b) to 3(d) of Schedule 10.3 (Events of Default and Termination Events) in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with termination of the West Midlands franchise;
- (f) the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993;
- (g) the occurrence of an Event of Default under either Franchise Agreement in respect of:
 - (i) paragraph 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) of the relevant Franchise Agreement in relation to the Performance Bond; or
 - (ii) paragraph 2.13(b) of Schedule 10.3 (Events of Default and Termination Events) of the relevant Franchise Agreement,

whether or not the relevant Franchise Agreement is, or is to be, terminated as a result thereof;
- (h) the failure by the Franchisee to perform or comply with its obligations under any applicable Supplemental Agreement under either of the Franchise Agreements;
- (i) 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 Obligations and Covenants) of the relevant Franchise Agreement; or

(j) 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 4.8 of Schedule 12 (Financial Obligations and Covenants) of either of the relevant Franchise Agreements.

3 This undertaking is made to you, your successors and your assigns, subject to written notice of assignment being given to us.

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 either Franchise Agreement or any applicable Supplemental Agreements 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 Performance Bond in writing by hand, by post or by courier to us as follows:

Address: [Bond Provider's address]

6 References in this Performance Bond to the Franchise Agreements and the Supplemental Agreements are to the Franchise Agreements and any Supplemental Agreements as amended from time to time.

7 Where used in this Performance Bond, capitalised terms have the same meanings as in the respective Franchise Agreements.

8 This Performance Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [day and month] of [year].

SCHEDULE TO THE INITIAL PERFORMANCE BOND

SPECIMEN DEMAND NOTICE

To: [name and address of Bond Provider]

[date of demand notice]

We refer to the performance bond issued by you on [date of Performance 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 [name of Franchisee] (the “**Franchisee**”) on [Franchise Agreement signature date].

We hereby notify you that the following Call Event (as defined in the Performance Bond) occurred on [date of occurrence of Call Event]: [delete as appropriate].

[the termination (otherwise than by expiry) of the Previous Franchise Agreement in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State;]

[the expiry of the Previous Franchise Agreement in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State and the Franchise Agreement has either not been entered into or has been terminated before the Start Date under the Franchise Agreement;]

[the termination of the Previous Franchise Agreement solely as a consequence of the occurrence of one or more Events of Default in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with termination of the West Midlands franchise;]

[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;]

[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 paragraph 3(b) to 3(d) of Schedule 10.3 (Events of Default and Termination Events) in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with termination of the West Midlands franchise;]

[the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993;]

[the occurrence of an Event of Default under either Franchise Agreement in respect of:

- (i) paragraph 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) of the relevant Franchise Agreement in relation to the Performance Bond; or
- (ii) paragraph 2.13(b) of Schedule 10.3 (Events of Default and Termination Events) of the relevant Franchise Agreement,

whether or not the relevant Franchise Agreement is, or is to be, terminated as a result thereof;]

[the failure by the Franchisee to perform or comply with its obligations under any applicable Supplemental Agreement under either of the Franchise Agreements;]

[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 Obligations and Covenants) of the relevant Franchise Agreement;]

[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 4.8 of Schedule 12 (Financial Obligations and Covenants) of either of the relevant Franchise Agreements;]

We hereby demand immediate payment from you of [specify alternative amount if not Bond Value] or the Bond Value (being the sum of [INSERT IN NUMBERS AND WORDS] or [INSERT IN NUMBERS AND WORDS]), whichever is smaller.

Please arrange for immediate payment of the relevant amount as follows:

[account details to which Performance 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

PART B - FORM OF PERFORMANCE BOND

[DOCUMENT "PB" - PERFORMANCE BOND]

Dated

20[●]

[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**”)

We are informed that you have entered into a franchise agreement dated [_____] (the “**Franchise Agreement**”) with [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 performance bond in the amount of [To be populated in for the duration of the Bond in accordance with 4.4] (the “**Bond Value**”) 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 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 Performance Bond; and
- (b) notwithstanding anything contained herein, our liability hereunder shall expire on the earlier of:
 - (i) the date falling six 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 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 Reporting Periods after the end of the Franchise Period; and

(C) the end of the Franchise Term; and

(iii) [date],³⁴

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 Performance 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 such type as described in any of paragraphs 3(b) to 3(d) (as the case may be) of Schedule 10.3 (Events of Default and Termination Events) in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with 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 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) of the Franchise Agreement in relation to the Performance Bond; or
 - (ii) paragraph 2.13(b) of Schedule 10.3 (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 Obligations and Covenants) of the Franchise Agreement; 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 4.8 of Schedule 12 (Financial Obligations and Covenants) 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

³⁴ Such date to be consistent with the obligations of the Franchisee pursuant to paragraph 4.1(b)(iii) of Schedule 12 of 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 Performance Bond in writing by hand or facsimile transmission to us as follows:

Address: [Bond Provider's address]

Facsimile Number: [Bond Provider's fax number]

- 6 References in this Performance 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 Performance Bond, capitalised terms have the same meanings as in the Franchise Agreement.

- 8 This Performance Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [day and month] of [year].

SCHEDULE TO THE PERFORMANCE BOND

SPECIMEN DEMAND NOTICE

To: [name and address of Bond Provider]
[date of demand notice]

We refer to the performance bond issued by you on [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 [name of Franchisee] (the “**Franchisee**”) on [Franchise Agreement signature date].

We hereby notify you that the following Call Event (as defined in the Performance Bond) occurred on [date of occurrence of Call Event]: [delete as appropriate].

[The Franchise Agreement has [terminated/expired] on [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 on [date of termination] in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with the termination of the West Midlands 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 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) of the Franchise Agreement in relation to the Performance Bond; or]

[(b) paragraph 2.13(b) of Schedule 10.3 (Events of Default and Termination Events) of the Franchise Agreement.]]

[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 Obligations and Covenants) of the Franchise Agreement at least six 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 4.8 of Schedule 12 (Financial Obligations and Covenants) 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:

[account details to which Performance 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

PART A - FORM OF INITIAL SEASON TICKET BOND

DOCUMENT "ISTB" - SEASON TICKET BOND

Dated

20[•]

[BOND PROVIDER]

Initial 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**")

You have entered into:

- a) a franchise agreement dated 20 June 2007 (the "**Previous Franchise Agreement**") with London & Birmingham Railway Limited (Company number 05814584) (the "**Franchisee**") which is due to expire on 1 April 2016 at 01:59; and
- b) an interim franchise agreement dated [_____] (the "**Franchise Agreement**") with the Franchisee which is due to expire 01:59 on [INSERT DATE], subject to any later date to which it is extended in accordance with its terms,

under which the Franchisee will provide certain railway passenger services (together the "**Franchise Agreements**").

The Franchise Agreements require you to receive a duly executed season ticket bond to secure the performance by the Franchisee of and its compliance with certain of its obligations under the relevant Franchise Agreement and any applicable Supplemental Agreement under either of the Franchise Agreements (together the "**Supplemental Agreements**").

Accordingly:

This duly executed Season Ticket Bond (the "**New Season Ticket Bond**") shall from the date of its execution replace and supersede the Season Ticket Bond Ref.: [INSERT REF. NUMBER] dated [INSERT DATE] provided to you in respect of the Previous Franchise Agreement (the "**Original Season Ticket Bond**").

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 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 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 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.

2 Call Event means, in this Season Ticket Bond, any of:

- (a) the termination (otherwise than by expiry) of the Previous Franchise Agreement
- (b) the expiry of the Previous Franchise Agreement in circumstances where the Franchise Agreement has either not been entered into or has been terminated before the Start Date under the Franchise Agreement;
- (c) the termination or expiry of the Franchise Agreement on or at any time after its Start Date;
- (d) the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act; or
- (e) the occurrence of an Event of Default under either Franchise Agreement in respect of:
 - (i) paragraph 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) of the relevant Franchise Agreement in relation to the Season Ticket Bond; or
 - (ii) paragraph 2.13(c) of Schedule 10.3 (Events of Default and Termination Events) of the relevant Franchise Agreement,

whether or not the relevant 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 as being the value of this Season Ticket Bond for such date (provided that for these purposes the date of occurrence of the Call Event specified in clause 2(e) shall be deemed to be the last date for which a Bond Value is assigned under Schedule 2 of this Season Ticket 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 (as defined in the Franchise Agreement) or, where the Franchise Agreement has not been entered into or terminates before the end of the Franchise Term (as defined in the Previous Franchise Agreement), the end of the Franchise Term as defined in the Previous Franchise Agreement and:

- (a) in relation to a Call Event specified in any of clauses 2(a) to 2(d) inclusive, at noon (London time) on the date falling three 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
- (b) in relation to any other Call Event, on the day falling one month after the last date for which a Bond Value is assigned under Schedule 2 of this Season Ticket 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 Season Ticket Bond).

- 5 If you do notify us under clause 4 our liability shall expire on:
- (a) if the Call Event in respect of which you may call on us under this Season Ticket Bond is the termination of either the Previous Franchise Agreement or the Franchise Agreement, the date falling one month after the determination of the Purchase Price (as defined in the relevant Supplemental Agreement) under the relevant Supplemental Agreement; or
 - (b) if the Call Event in respect of which you may call on us under this Season Ticket 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 months after the making of such railway administration order; or
 - (c) if the Call Event in respect of which you may call on us under this Season Ticket Bond is the occurrence of an Event of Default under paragraph 2.13(a) (in relation to a Season Ticket Bond) or paragraph 2.13(c) of Schedule 10.3 (Events of Default and Termination Events) of the Previous Franchise Agreement (whether or not the Previous Franchise Agreement is, or is to be, terminated as a result thereof), the date falling one month after your notification to us under clause 4; or
 - (d) if the Call Event in respect of which you may call on us under this Season Ticket Bond is the occurrence of an Event of Default under paragraph 2.13(a) (in relation to a Season Ticket Bond) or paragraph 2.13(c) of Schedule 10.3 (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 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 any 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 Season Ticket Bond in writing by hand, by post or by courier to us as follows:
- Address: [Bond Provider's address]
- 9 References in this Season Ticket Bond to the Franchise Agreements and the Supplemental Agreements are to the Franchise Agreements and the Supplemental Agreements as amended from time to time and terms defined therein shall have the same meaning in this Season Ticket Bond.
- 10 Where used in this Season Ticket Bond, capitalised terms have the same meanings as in the relevant Franchise Agreement.
- 11 This Season Ticket Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [day and month] of [year].

SCHEDULE 1 TO THE INITIAL SEASON TICKET BOND

SPECIMEN DEMAND NOTICE

To: [Name and address of Bond Provider]
[date of demand notice]

We refer to the season ticket bond issued by you on [date of Bond] (the "**Season Ticket Bond**") in connection with the original franchise agreement (the "**Previous Franchise Agreement**") entered into between the Secretary of State for Transport (the "**Secretary of State**") and London & Birmingham Railway Limited (Company number 05814584) (the "**Franchisee**") and which is due to expire on 1 April 2016 at 01:59.

We hereby notify you that the following Call Event (as defined in the Season Ticket Bond) occurred on [date of occurrence of Call Event]: [delete as appropriate].

[the termination (otherwise than by expiry) of the Previous Franchise Agreement]

[the expiry of the Previous Franchise Agreement in circumstances where the Franchise Agreement has either not been entered into or has been terminated before the Start Date under the Franchise Agreement]

[the termination or expiry of the Franchise Agreement on or at any time after its Start Date]

[the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act]

[the occurrence of an Event of Default under either the Previous Franchise Agreement or the Franchise Agreement in respect of:

- (i) paragraph 2.13(a) of Schedule 10.3 (Events of Default and Termination Events) of the Previous Franchise Agreement or the Franchise Agreement in relation to the Season Ticket Bond; or
- (ii) paragraph 2.13(c) of Schedule 10.3 (Events of Default and Termination Events) of the Previous Franchise Agreement or 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:

[account details to which Bond monies to be paid into]

Where used in this Notice, capitalised terms have the same meanings as in the Previous Franchise Agreement or the (as the case may be) Franchise Agreement.

For and on behalf of
Secretary of State for Transport

SCHEDULE 2 TO THE INITIAL SEASON TICKET BOND

Call Event occurring in Reporting Period	
1	Where text has been omitted from the document, this is because the Director General Rail or 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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13	

PART B - FORM OF SEASON TICKET BOND

DOCUMENT "STB" - SEASON TICKET BOND

Dated

20[●]

[*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 [_____] (the “**Franchise Agreement**”) with [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 certain of 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 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 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 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.

2 Call Event means, in this Season Ticket 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; or
- (c) the occurrence of an Event of Default under paragraph 2.13(a) (in relation to a Season Ticket Bond) or 2.13(c) of Schedule 10.3 (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 as being the value of this Season Ticket 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 of this Season Ticket 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:
- (a) in relation to a Call Event specified in clauses 2(a) and 2(b), at noon (London time) on the date falling three 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
 - (b) in relation to any other Call Event, on the day falling one month after the last date for which a Bond Value is assigned under Schedule 2 of this Season Ticket 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 Season Ticket Bond).
- 5 If you do notify us under clause 4 our liability shall expire on:
- (a) if the Call Event in respect of which you may call on us under this Season Ticket Bond is the termination of the Franchise Agreement, the date falling one month after the determination of the Purchase Price (as defined in the Supplemental Agreement) under each relevant Supplemental Agreement;
 - (b) if the Call Event in respect of which you may call on us under this Season Ticket 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 months after the making of such railway administration order; or
 - (c) if the Call Event in respect of which you may call on us under this Season Ticket Bond is the occurrence of an Event of Default under paragraph 2.13(a) (in relation to a Season Ticket Bond) or paragraph 2.13(c) of Schedule 10.3 (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 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 Season Ticket Bond in writing by hand, post or by courier to us as follows:

Address: [Bond Provider's address]

Facsimile Number: [Bond Provider's fax number]

- 9 References in this Season Ticket 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 Season Ticket Bond.
- 10 Where used in this Season Ticket Bond, capitalised terms have the same meanings as in the Franchise Agreement.
- 11 This Season Ticket Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [day and month] of [year].

SCHEDULE 1 TO THE SEASON TICKET BOND

SPECIMEN DEMAND NOTICE

To: [Name and address of Bond Provider]
[date of demand notice]

We refer to the season ticket bond issued by you on [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 [name of Franchisee] (the “**Franchisee**”) on [Franchise Agreement signature date].

We hereby notify you that the following Call Event (as defined in the Season Ticket Bond) occurred on [date of occurrence of Call Event]: [delete as appropriate].

[The Franchise Agreement [terminated][expired] on [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 2.13(a) (in relation to a Season Ticket Bond) or paragraph 2.13(c) of Schedule 10.3 (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:

[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
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[Dates to be specified]	

SCHEDULE 13

INFORMATION AND INDUSTRY INITIATIVES

Schedule 13 Information and Industry Initiatives

Appendix 1: Environmental Impact Monitoring Dataset

Appendix 2: Key Assets

Appendix 3: Operational Information

SCHEDULE 13**Information and Industry Initiatives****1 General Information****Corporate Information**

- 1.1 The Franchisee shall provide the following information to the Secretary of State on or before the Start Date and shall notify the Secretary of State of any change to such information within 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 20 per cent. 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 or the Parent or either, or both, of the Ultimate Parents.

Operational and Performance-related Information to be provided by the Franchisee

- 1.3 The Franchisee shall provide to the Secretary of State the information specified in the Appendices to this Schedule 13 at the times specified therein.
- 1.4 The Appendices to this Schedule 13 shall be interpreted in accordance with any guidance issued by the Secretary of State from time to time for that purpose.

Maintenance of Records

- 1.5 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.
- 1.6 Each record required to be maintained by the Franchisee in accordance with this Schedule 13 shall be held for a period of six years following the date on which such record was required to be created.
- 1.7 References to records in this Schedule 13 shall include records maintained under any previous franchise agreement to the extent that such records relate to the Franchise Services and the Franchisee has access to them (which it shall use all reasonable endeavours to secure).

- 1.8 The Franchisee shall not be responsible for any records maintained under any previous franchise agreement, as referred to in paragraph 1.7, 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 1.5.

Information to Passengers' Council and Local Authorities

- 1.9 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.

2 Business Plans

Initial Business Plan

- 2.1 On or before 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:
- (a) a description as to how the Franchisee will be able to meet its obligations under the Franchise Agreement for the Franchise Term, supported by operational plans demonstrating this;
 - (b) details of any investments proposed to be made or procured by the Franchisee in relation to the Franchise Services during the Franchise Term;
 - (c) a summary of the Franchisee's plans for marketing and developing the Franchise Services; and
 - (d) a profit and loss forecast, cash flow forecast and forecast balance sheet for each of the first 13 Reporting Periods following the Start Date, together with a list of assumptions on the basis of which each such forecast has been prepared.

- 2.2 Not used.

Annual Business Plans

- 2.3 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**").
- 2.4 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:
- (a) the Secretary of State shall be entitled to copies of such periodic plans as he shall reasonably determine; and

- (b) any such periodic plans shall be deemed to be Annual Business Plans for the purposes of this paragraph 2.4.
- 2.5 The Franchisee shall, at the same time as it submits the Annual Business Plan to the Secretary of State in accordance with paragraph 2.3 (or to the extent that no Annual Business Plan is submitted to the Parent in any Franchisee Year, not more than three Reporting Periods and not less than one Reporting Period prior to the start of each Franchisee Year), provide to the Secretary of State a revised profit and loss forecast, cash flow forecast and forecast balance sheet for each of the 13 Reporting Periods in the relevant Franchisee Year and each subsequent Franchisee Year of the Franchise Term.
- 2.6 Not used.
- 2.7 The Franchisee shall not be relieved of any of its obligations under the Franchise Agreement as a result of any comment or failure to comment by the Secretary of State on any Business Plan or any agreement with or approval, implicit or explicit, of any Business Plan by the Secretary of State at any time.
- 2.8 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:
- (a) timetable and service pattern development;
 - (b) Station facility improvement;
 - (c) performance management improvement;
 - (d) customer service improvement; and
 - (e) improvements in the quality of service delivery or the efficiency of delivery of the Franchise Services.
- 2.9 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.
- 2.10 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.

3 Financial And Operational Information

Accounting Records

- 3.1 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.

Reporting Period Financial Information

- 3.2 The Franchisee shall deliver to the Secretary of State, within two weeks of the end of each Reporting Period:

- (a) 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;
- (b) 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 thereto; and
- (c) 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 Obligations and Covenants).

3.3 The Management Accounts shall also set out:

- (a) sufficient information to enable the Secretary of State to calculate Actual Operating Costs and Modified Revenue on a cumulative basis for the previous thirteen Reporting Periods;
- (b) the ratio of the Franchisee's:
 - (i) Total Modified Revenue to its Total Actual Operating Costs; and
 - (ii) 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 3.3(b);
- (c) a comparison of the Franchisee's performance during such period against the forecast provided by the Franchisee in the then current Business Plan;
- (d) a comparison of the Franchisee's cumulative performance during the Franchisee Year in which such period occurs against the forecast referred to in paragraph 3.3(c);
- (e) a detailed statement and explanation of any material difference between such Management Accounts and the forecast referred to in paragraph 3.3(c); and
- (f) 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.

Quarterly Financial Information

- 3.4 ⁱ Within four weeks after the end of the third, sixth, ninth and twelfth Reporting Periods in each Franchisee Year, the Franchisee shall deliver to the Secretary of State the following information:
- (a) an updated version of the profit and loss forecast, cash flow forecast and forecast balance sheet provided in accordance with paragraph 2.1(d), for each of the following 13 Reporting Periods; and
 - (b) a statement of calculation demonstrating the Franchisee's performance against each of the financial covenants in paragraph 2 of Schedule 12 (Financial Obligations and Covenants) at the beginning of each Reporting Period and a forecast of performance against such covenants for each of the following 13 Reporting Periods.
- 3.5 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.

Annual Financial Information

- 3.6 Within three weeks of the end of each Franchisee Year, the Franchisee shall deliver to the Secretary of State its Annual Management Accounts for that Franchisee Year.
- 3.7 **Not used** ³⁵
- 3.8 Not Used.
- 3.9 Within seven Reporting Periods after the end of each Franchisee Year, the Franchisee shall deliver to the Secretary of State the following information:
- (a) 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. The auditors' report shall certify that the accounting for any annual performance related bonuses paid to the directors and managers as referred to in paragraph 3.1(b)(vi) of Schedule 8.1 (Franchise Payments) provides a true and fair view; and
 - (b) a reconciliation to the Management Accounts for the same period; and
 - (c) a statement from the Franchisee's auditors confirming compliance with the financial covenants in paragraph 2 of Schedule 12 (Financial Obligations and Covenants).

Accounting Standards and Practices

- 3.10 Each set of Management Accounts and Annual Management Accounts shall:
- (a) 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;
 - (b) 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

³⁵ Date of change: 29/02/2016

- (c) 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.

3.11 ***The Annual Audited Accounts shall*** ³⁶:

- (a) ***save as stated in the notes thereto, be prepared and audited in accordance with GAAP, consistently applied and in accordance with the Companies Act 2006; and***
- (b) ***together with those notes and subject to any qualifications contained in any relevant auditors' report, give a true and fair view of:***
- (i) ***the state of affairs, profits and financial condition of the Franchisee for the period covered by such accounts; and***
- (ii) ***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 the sale of tickets, income received from Network Rail pursuant to Schedule 4 and Schedule 8 to the Track Access Agreement and other income (including car park revenue) 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.***

Parent Accounts/Ultimate Parent Accounts

- 3.12 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 of the Ultimate Parents, together with copies of all related directors' and auditors' reports. If the Parent or either, or both, of the Ultimate Parents is domiciled outside England and Wales, the equivalent documents in the jurisdiction of residence of the Parent or the relevant Ultimate Parent(s) (as the case may be) shall be delivered to the Secretary of State.

Secretary of State Audit of calculations provided pursuant to paragraph 3.3(b) of Schedule 13 Information and Industry Initiatives)

- 3.13 Without prejudice to paragraph 2.2 of Schedule 12 (Financial Obligations and Covenants) 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 3.3(b) of this Schedule 13 and any other matter in connection with the Franchisee's obligations under paragraph 2 of Schedule 12 (Financial Obligations and Covenants).
- 3.14 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

³⁶ Date of change: 29/02/2016

pursuant to paragraph 3.13. If any audit carried out pursuant to paragraph 3.13 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 3.3(b)) then the Secretary of State may exercise its rights as described in paragraphs 2.2(b)(i) or 2.2(b)(ii) of Schedule 12 (Financial Obligations and Covenants) and the Franchisee shall pay all reasonable costs of any such audit as a monitoring cost pursuant to paragraph 1.11 of Schedule 10.1 (Remedial Plans and Remedial Agreements).

4 Safety Information

Safety

- 4.1 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.
- 4.2 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 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.
- 4.3 The Franchisee shall participate in industry groups and committees addressing the domestic and European safety agenda of the Railway Group.

5 Further Information

- 5.1 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 5.1(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.
- 5.2 The information referred to in paragraph 5.1(a) 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.
- 5.3 The Secretary of State may require the Franchisee to provide:

- (a) the information required to be provided under this Schedule 13 more frequently than set out in this Schedule 13;
- (b) the information required to be provided under this Schedule 13, 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.

6 Contraventions of the Franchise Agreement

- 6.1 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.
- 6.2 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.

7 Information from Third Parties

- 7.1 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.
- 7.2 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.
- 7.3 The obligations of the Franchisee under this Schedule 13 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.
- 7.4 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 13. Any such advice shall include an assessment of the materiality of the relevant change.

8 Compatibility of Information

- 8.1 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 9.

- 8.2 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.

9 Development of Industry Systems

The Franchisee shall actively 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.

10 Co-operation with Various 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.

11 Co-operation with Network Rail and Alliancing

- 11.1 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 Franchise Agreement.

- 11.2 Where the Franchisee considers pursuant to its obligations under paragraph 11.1 above that it is appropriate to enter into an Alliance Agreement with Network Rail 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:

- (a) be for the purposes of improved delivery of some or all of the following:
 - (i) the efficient and cost effective operation of some or all of the network over which the Passenger Services operate;
 - (ii) the efficient and cost effective maintenance of some or all of the network over which the Passenger Services operate;
 - (iii) the efficient and cost effective renewal of some or all of the network over which the Passenger Services operate;
 - (iv) the efficient and cost effective delivery of some or all enhancement projects on the network over which the Passenger Services operate; and
 - (v) 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; and
- (b) be on terms which are commercially fair and reasonable so that:

- (i) 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;
 - (ii) 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
 - (iii) 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.
- 11.3 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.
- 11.4 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).
- 11.5 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:
 - (a) the Secretary of State being satisfied that such Alliance Agreement is consistent with the provisions of paragraph 11.2 above;
 - (b) 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 (which it is agreed shall be at least 25 per cent. of the gain from the alliance that is not allocated to Network Rail); and
 - (c) the Franchisee entering into a deed of amendment to the Franchise Agreement in a form reasonably determined by the Secretary of State.
- 11.6 Not used.
- 11.7 References in this paragraph 11 to an "**Alliance Agreement**" are to a separate written agreement between Network Rail and the Franchisee (and possibly but not necessarily others) which establishes or amends or terminates arrangements of an alliancing nature which address all or any of the matters referred to in paragraph 11.2. An agreement shall not be treated as an "**Alliance Agreement**" if it is:
 - (a) an Access Agreement or Property Lease or Service Recovery Plan or entered into in accordance with the National Stations Improvement Programme or the Access for All programme;
 - (b) entered into under arrangements contemplated by, or to which it is required to be a party under, a Licence, an Access Agreement, Property Lease, Service Recovery

Plan, the Network Code, the Independent Station Access Conditions, the National Station Access Conditions or the Railway Operational Code;

- (c) entered into as contemplated or permitted by paragraph 7 of Schedule 1.2 (Operating Obligations), paragraph 1.5 of Schedule 1.4 (Passenger Facing Obligations), paragraph 5 of Schedule 1.6 (Franchise Services), paragraph 1 of Schedule 2.4 (Other Franchise Operations), paragraph 2 of Schedule 4 (Persons with Disabilities and Disability Discrimination), paragraph 1 of Schedule 5.9 (ITSO Certified Smartmedia), paragraphs 9 or 14 of this Schedule 13 (Information and Industry Initiatives), or paragraph 2 of Schedule 15.4 (Provisions Applying on and after Termination); or
- (d) confirmed by the Secretary of State on application by the Franchisee not to be an Alliance Agreement,

provided that (subject as may be agreed under paragraph 11.7(d)) in the event that such an agreement does require any amendment to the terms of this Franchise Agreement it shall be treated as an Alliance Agreement.

- 11.8 Where participation in a Route Efficiency Benefit Share Mechanism is made available to the Franchisee under a Track Access Agreement after the Start Date, the Franchisee must elect not to participate in such mechanism for all of its Routes. Should the Franchisee for any reason fail to comply with this requirement and participate in such a mechanism, then the Secretary of State reserves the right to fully recover from the Franchisee any financial benefits paid to it under the mechanism and the Franchisee agrees that the Secretary of State shall be entitled to receive details of those benefits from Network Rail or any other relevant party.

12 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 £250,000 (indexed by the Retail Prices Index in the same way as variable costs are indexed in Schedule 8.2 (Annual Franchise Payments)),

the Franchisee shall use reasonable endeavours to achieve at least an “excellent” rating from an accredited assessor using Building Research establishment environmental assessment methodology (or an equivalent recognised standard) 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.

13 Environmental Management and Sustainability Accreditation

The Franchisee shall, by no later than the date which is 18 months after the Start Date, attain and, at all times thereafter, maintain accreditation pursuant to ISO14001 and ISO50001 or equivalent standards.

14 Community Rail Partnerships

The Franchisee shall, at the request of the Secretary of State, co-operate with the Secretary of State, Network Rail, the 'Association of Community Rail Partnerships', the relevant Community Rail Partnership and/or any other person as the Secretary of State may nominate in the development of the Secretary of State's initiatives in relation to options for a more cost effective delivery of the railway passenger services operated on any Community Rail Route.

15 Station Investment

15.1 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.

15.2 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) use all reasonable endeavours to achieve any necessary amendments to any Station Leases in order to facilitate the implementation of those opportunities.

16 Small and Medium-sized Enterprises

16.1 The Franchisee shall at all times keep accurate and complete records of its use of and interaction with SMEs in delivering the Franchise Services.

16.2 By no later than 31 January in each year (and within one 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).

17 Apprenticeships

17.1 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.

17.2 By no later than 31 January in each year (and within one 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 offered 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).

18 Environmental impact monitoring, data collection and contractual targets

18.1 The Franchisee shall, by no later than 3 months after the Start Date, provide a report to the Secretary of State setting out:

- (a) which measures included in the Dataset the Franchisee is unable to provide, despite using reasonable endeavours to do so ("**Excluded Data**");
- (b) for each item of Excluded Data, the technical, operational or commercial reason why the Franchisee is unable to provide the Excluded Data; and
- (c) a plan ("**Environmental Data Implementation 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.

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**".

18.2 The Secretary of State may require:

- (a) the Franchisee to implement the Environmental Data Implementation Plan in whole or in part; and/or
- (b) 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.

18.3 Where the Franchisee is:

- (a) undertaking works, whether at a station or depot or in respect of rolling stock;
- (b) procuring rolling stock; or
- (c) taking any other action which could enable the Franchisee to provide any item 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).

18.4 With effect from the date which is 3 months after the Start Date, the Franchisee shall measure, collect and provide to the Secretary of State in accordance with this paragraph 18, that data included on the Initial Dataset so as to allow the Secretary of State and the Franchisee to understand the current environmental performance of the Franchise and any potential for improvement in terms of environmental impact.

18.5 The Franchisee may, in its discretion, measure and collect additional data provided that the minimum required 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.

- 18.6 The Franchisee shall ensure that the form of measurement of the Initial Dataset enables it to report a consolidated quarterly or annual (as applicable) usage figure to the Secretary of State for each reporting quarter or Franchisee Year (as applicable).
- 18.7 The Franchisee shall submit to the Secretary of State a report setting out the result of the of the data collection required by paragraph 18 within four weeks following the end of each (i) reporting quarter during the Franchise Period and (ii) Franchisee Year (as applicable).
- 18.8 For the purpose of this paragraph 18 “**reporting quarters**” are 1st April to 30th June, 1st July to 30th September, 1st October to 31st December and 1st January to 31st March. The first reporting quarter of the Franchise Period for the purpose of the report shall begin on the Start Date and end on the last day of the reporting quarter in which the Start Date falls, and the final quarter shall end on the last day of the Franchise Period.
- 18.9 The Franchisee shall submit the report required by paragraph 18.7 above to the Secretary of State in such format as the Secretary of State may (acting reasonably) from time to time specify. Such report will include the actual quarterly or annual results (as applicable).

19 Sustainability

- 19.1 The Franchisee shall at all times comply with the Sustainable Development Strategy.
- 19.2 By no later than six months following the Start Date, the Franchisee shall consult with the Rail Safety and Standards Board, 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) on the Initial Sustainable Development Plan in order to finalise (i) the key priority sustainable development areas specified in the Initial Sustainable Development Plan and (ii) the targets associated with such key priority sustainable development areas.
- 19.3 The Franchisee shall revise the Initial Sustainable Development Plan to reflect such consultation and the Franchisee shall propose and agree a final version of the sustainable development plan with the Rail Safety and Standards Board and the Secretary of State by not later than 12 months after the Start Date. Such agreed plan shall be the Sustainable Development Plan for the purposes of the Franchise Agreement, provided that in the absence of agreement between the parties the Sustainable Development Plan shall be the plan determined by the Secretary of State (acting reasonably).
- 19.4 The Franchisee shall 1 year after the Sustainable Development Plan is agreed in accordance with paragraph 19.3 above, and annually thereafter, provide to the Secretary of State a report showing:
- (a) progress against the targets in key priority sustainable development areas;
 - (b) progress on development of staff to ensure they have the skills and knowledge required to deliver a sustainable franchise;
 - (c) proposed revisions to the Sustainable Development Plan (such revisions to include those revisions reflecting feedback and advice from stakeholders, and which have been consulted on with Rail Safety and Standards Board).

- 19.5 Subject to the Secretary of State consenting to such amendments to the Sustainable Development Plan, such revised Sustainable Development Plan shall be the Sustainable Development Plan for the purposes of the Franchise Agreement.
- 19.6 On request by the Secretary of State, the Franchisee shall publish (in such form as the Secretary of State may reasonably determine):
- (a) all or any part of its Sustainable Development Strategy; and/or
 - (b) all or any of the information described in paragraphs 19.4(a), 19.4(b) and/or 19.4(c).

20 Performance Data

- 20.1 The Franchisee shall in accordance with paragraph 20.2 (and in such format as the Secretary of State may reasonably require) 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) the Short Formations Figures;
 - (b) the Cancellations Figures;
 - (c) PPM Figures;
 - (d) Right Time Figures; and
 - (e) CaSL Figures.

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

- 20.2 The Franchisee shall ensure that the data published by it pursuant to paragraph 20.1 shall in each case:
- (a) be shown in relation to all Passenger Services and also disaggregated by reference to Service Groups;
 - (b) 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 thirty minutes and fifty nine minutes;
 - (B) by between sixty minutes and one hundred and nineteen minutes; and
 - (C) by one hundred and twenty 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;

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

20.3 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 3.2 of Schedule 7.2, the Franchisee shall publish (in such format as the Secretary of State may reasonably require):

- (a) the mean average of the statistics required to be published pursuant to paragraph 20.1 in relation to each of the Short Formations Figures, Cancellations Figures, PPM Figures, Right Time Figures and CaSL 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 Customer Report, since the Start Date;
- (b) from the third Customer Report onwards a summary comparison of the mean average of the statistics provided pursuant to paragraph 20.3(a) as against the equivalent mean average statistics provided for the same Reporting Periods in the previous Franchisee Year;
- (c) an update on the key activities undertaken by the Franchisee to improve its performance in relation to achieving and exceeding its targets in relation to the Cancellations Figures, PPM Figures, Right Time Figures and CaSL Figures and minimising the number of Passenger Services recorded in the Short Formations Figures during the period referred to in paragraph 20.3(a); and
- (d) 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 achieving its targets in relation to and exceeding the Cancellations Figures, PPM Figures, Right Time Figures and CaSL Figures and minimising the number of Passenger Services recorded in the Short Formations Figures .

Complaints and Faults Handling Data

20.4 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 3.2 of Schedule 7.2, the Franchisee shall publish (in such format as the Secretary of State may reasonably require) 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:

- (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) (ii) where Notified Faults are not resolved within 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 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 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.

Customer Service and Satisfaction Data

20.5 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 3.2 of 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 Customer Report onwards) a comparison with the relevant statistics or results (as applicable) provided for the same Reporting Periods in the previous Franchisee Year.

20.6 Within 20 Weekdays of the publication of each National Rail Passenger Survey carried out by the Passengers' Council during the Franchise Term, the Franchisee shall publish on its web site (in such format as the Secretary of State may reasonably require) details of the scores achieved by the Franchisee in such National Rail Passenger Survey:

20.7 The Franchisee shall ensure that the NRPS scores published by it pursuant to paragraph 20.6 are also recorded in the subsequent Customer Report which relates to the Reporting Periods during which the applicable NRPS scores were achieved, along with:

- (a) from the third Customer Report onwards, a comparison with the NRPS scores achieved 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) a comparison against the NRPS Benchmark for the Reporting Periods in question accompanied by a supporting narrative describing the outcomes and implications of the results of such comparison exercise;
- (c) 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 Benchmark (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 Customer Report, since the Start Date, for the purposes of improving the Franchisee's performance in relation to achieving and exceeding the NRPS Benchmark (for instance, the planned application of Additional Expenditure); and
- (d) details of any other initiatives planned to be implemented by the Franchisee to improve passenger experience.

20.8 The Franchisee shall also 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 13

ENVIRONMENTAL IMPACT MONITORING DATASET

Environmental Impact Monitoring Dataset SUBJECT (UNIT)		GRANULARITY	REGULARITY
TRACTION	EC4T (kWh)	Breakdown per distinct fleet – metered	4-week period
	EC4T (kWh)	Breakdown per distinct fleet - unmetered	4-week period
	Gas-oil (litres)	Breakdown per distinct fleet	4-week period
NONTRACTION	Electricity (kWh)	Total	4-week period or monthly
	Gas (kWh)	Total	4-week period or monthly
	Gas-oil (litres)	Total	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 £250,000	Total	Per project
WATER	Mains Water consumption (m3)	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
ENVIRONMENTAL MANAGEMENT SYSTEM	Enforcement/information Notices	Total	Annual
	Environmental fines or prosecutions	Total	Annual
	Environmental incidents reported through EMS	Total	Annual
	Environmental training records % personnel briefed/trained	Total	Annual

APPENDIX 2 TO SCHEDULE 13**KEY ASSETS****1 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
- (b) 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).

APPENDIX 3 TO SCHEDULE 13**OPERATIONAL 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 3. 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 3:
- A = Information to be provided on or before any Passenger Change Date;
 - B = Information to be provided for every Reporting Period within 17 days of the last day of each Reporting Period; and
 - C = Information to be provided annually within 10 days of the last day of each Franchisee Year.
- 1.5 For the purpose of this Appendix 3, a **Business Day** is any day between Monday to Friday (inclusive) excluding public holidays.
- 1.6 The Franchisee shall, in addition to its obligation under paragraph 1.2, provide the information required in the table headed "Number of Cancellations and Partial Cancellation" in respect of the Sunday Passenger Services.

Table 1 Operational 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	[number]	B

Information to be provided	Information (format)	When information to be provided
the Day		
Number of Cancellations and Partial Cancellations		
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Cancellation and/or Sunday 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 12 preceding Reporting Periods for which the attribution remains in dispute between Network Rail and the Franchisee	[number]	B
Number of Disputed Cancellations and Disputed Partial Cancellations from the 12 preceding Reporting Periods for which disputed attribution has been resolved or determined since the Franchisee's previous report pursuant to paragraph 2.1 of Schedule 7.1 (Performance Benchmarks) 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	[number]	B

Information to be provided	Information (format)	When information to be provided
(b) the number of: <ul style="list-style-type: none"> (i) Passenger Services affected; and (ii) Cancellations, Sunday Cancellations or Partial Cancellations which would have arisen if the Timetable on that day had been the same as the Plan of the Day 		
Where there is a difference between the Plan of the Day and the Enforcement Plan of the Day on any day: <ul style="list-style-type: none"> (a) the fact of such difference; and (b) the number of: <ul style="list-style-type: none"> (i) Passenger Services affected; and (ii) Cancellations, Sunday 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
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
Capacity		
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
Minutes Delay and Punctuality		
Number of Minutes Delay attributable to the Franchisee	[minutes]	B

Information to be provided	Information (format)	When information to be provided
Number of Minutes Delay attributable to Network Rail	[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 12 preceding Reporting Periods for which the attribution remains in dispute between Network Rail and the Franchisee	[minutes]	B
Number of Minutes Delay from the 12 preceding Reporting Periods for which disputed attribution has been resolved or determined since the Franchisee's previous report pursuant to paragraph 2.5 of Schedule 7.1 (Performance Benchmarks) 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
Train Mileage		
Aggregate Train Mileage scheduled in the Timetable	[mileage]	A
Aggregate Train Mileage operated	[mileage]	B

SCHEDULE 14

PRESERVATION OF ASSETS

Schedule 14.1: Maintenance of Franchise

Schedule 14.2 Maintenance of Operating Assets

Schedule 14.3 Key Contracts

Appendix: List of Key Contracts

Schedule 14.4 Designation of Franchise Assets

Appendix 1: List of Primary Franchise Assets

Appendix 2: List of RV Assets

Schedule 14.5 Dealings with Franchise Assets

Schedule 14.1**Maintenance of Franchise****Maintenance as going concern**

- 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.
- 2 The Franchisee's obligation under paragraph 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).
- 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.
- 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.
- 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.
- 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 Period.

Post-Franchise timetables

- 7 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.

- 8 The steps that the Secretary of State may reasonably request the Franchisee to take pursuant to paragraph 6 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;
 - (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 Licences And Branding

Brand Licences

- 2.1 The Franchisee shall comply with its obligations under each of the Brand Licences.

Branding

2.2 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 trademarks (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 2.2(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 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 2.2(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.

Non-designation of New Brands

- 2.3 The Secretary of State agrees not to designate as a Primary Franchise Asset any registered or unregistered trademark 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 the Appendix (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 Franchisee 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, the Appendix (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.

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

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 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;
- 3 any Rolling Stock Related Contract including the Rolling Stock Leases listed in Table 1 of Schedule 1.7 (The Train Fleet);
- 4 any contract for the maintenance and renewal works at Stations including any framework delivery contracts for the provision of building and civil engineering works, mechanical and electrical works at Stations;
- 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 organisation, 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 organisation, 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 1 of Schedule 2.3 (Third Party Delivery of Passenger Services and Other Franchisees));
- 7 any contract or arrangement with a Train Operator, or other third party organisation, (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 organisation, for the provision of breakdown or recovery, and track call services to assist in the provision of the Passenger Services;
- 9 any content or arrangement with a Train Operator, or other third party organisation, for the provision of fleet maintenance inclusive of cleaning;
- 10 any contract or arrangement for the supply of spare parts or Spares;
- 11 any contract or arrangement for the maintenance of track and other related infrastructure;
- 12 any licences of Marks to the Franchisee;
- 13 any licence of any CRM System or Yield Management System;
- 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.

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 Assets

- 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 Appendix (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;
 - (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) any RV Asset on the date on which the Secretary of State issues the Franchisee a Certificate of Completion in respect of that RV Asset; 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).

3 Designation of Additional Primary Franchise Assets

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 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 12 months of the Franchise Period then, within 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.

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 28 days of a designation made more than 12 months prior to the end of the Franchise Period or 14 days of a designation made during the last 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 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 year prior to the expiry of the Franchise Term.

11 Amendment of the Appendix to this Schedule 14.4

The Appendix (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 Primary Franchise Assets under this Schedule 14.4 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.

13 Provisions relating to RV Assets

- 13.1 The provisions of paragraphs 3, 4 and 7 to 11 shall not apply in respect of any RV Asset.

13.2 The Secretary of State shall designate as a Primary Franchise Asset each RV Asset on the date on which the Secretary of State issues the Franchisee a Certificate of Completion in respect of that RV Asset. 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 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 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.

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 13.2 and the table in Appendix 2 to this Schedule 14.4 shall be deemed to be amended and thereafter shall be amended to take account of any such de-designation.

Process for issue of a Certificate of Completion

13.3

- (a) Within 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, including such information as the Secretary of State may require pursuant to paragraph 9.2;
 - (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 Franchisee and remain the unencumbered asset of the Franchisee for the duration of the Franchise Period;
 - (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 Franchise Period;

- (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 13.5; 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 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 13.3(a) and none of the events described in paragraph 13.2 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 Franchise Agreement the date upon which the relevant RV Asset was brought into operational use provided that nothing in this paragraph 13.3(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) where the confirmation from Network Rail referred in paragraph 13.3(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, by exercising his rights under paragraph 5 (Right of Assessment or Inspection) of Schedule 11 (Agreement Management Provisions) 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.
- (d) For the avoidance of doubt in relation to Section 1 RV Assets, the Franchisee shall be entitled to apply for a Certificate of Completion in respect of the number of units comprised in that Section 1 RV Asset which have been brought into operational use notwithstanding that not all of the number of units specified in the relevant Committed Obligation comprised in that Section 1 RV Asset have been delivered into operational use at the relevant time.

Adjustments to the Transfer Value

- 13.4 If the Franchise Agreement is extended as contemplated in paragraph 1.2 of Schedule 18 (Additional Reporting Periods) 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 its Planned Delivery Date until the end of the Franchise Period (as extended) and so that:

- (a) 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
- (b) from the date of the extension of the Franchise Agreement Column 7 of the table in Appendix 2 to this Schedule 14.4 shall be deemed to be and shall be restated in the amounts of the Revised RV Asset Transfer Value.

Maintenance Requirements for RV Assets

- 13.5 At the same time as the Franchisee provides the information required pursuant to paragraph 13.3(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 13.5. 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 13.5 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).
- 13.6 Subject to paragraph 13.7, 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 13.5 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 13.5.
- 13.7 The provisions of paragraph 13.6 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 13.5; 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 13.5.

Partial delivery of Section 1 RV Assets

- 13.8 The RV Asset Transfer Value set out in Column 7 of the table in Appendix 2 to this Schedule 14.4 in respect of Section 1 RV Assets is on a per unit basis. To the extent that a Certificate of Completion is issued pursuant to paragraph 13.3 in respect of a Section 1 RV Asset, the total RV Asset Transfer Value in respect of such Section 1 RV Asset shall be the relevant RV

Asset Transfer Value per unit as set out in Column 7 of the table in Appendix 2 to this Schedule 14.4 multiplied by the number of units delivered by the Franchisee (provided that this multiplier number shall not exceed the number of units to be delivered by the Franchisee in the relevant Committed Obligation in respect of that Section 1 RV Asset).

APPENDIX 1 TO SCHEDULE 14.4

LIST OF PRIMARY FRANCHISE ASSETS

Description of Primary Franchise Asset	Commitment not to de-designate
Gates at the following stations (with corresponding asset numbers in brackets): Euston (2018), Watford Junction (2019), Hemel Hempstead (2020), Bletchley (2021), Northampton (SLI009545H) and Milton Keynes (2023)	No
Tribute including chip and pin with asset number 3976	No
Quickfare Replacement (S&B Machines) with asset number 2012	No
Newbury data printers (Tribute) with asset number 2002/2013	No
CCTV installations at Wythall and Alvechurch with asset number 2004	No
New Waiting Shelters at Hampton in Arden, Lye, Blake Street, Widney Manor, Barnt Green, Four Oaks, Perry Barr, Hamstead, Stechford, Acocks Green and Tile Hill all with asset number 2006	No
Local Information Control Centre Server currently located at PO Box 4323 102 New Street, Birmingham, B2 4JB with asset number 2010	No
Real Time CIS Installations at the following stations, all with asset number 2007: Birmingham Snow Hill, Bromsgrove, Colwall, Great Malvern, Kidderminster, Ledbury, Malvern Link, Stourbridge Junction, Stourbridge Town, Stratford Upon Avon, Telford Central, Wellington, Worcester Foregate Street and Worcester Shrub Hill	No
Automated PA Installations at the following stations all with asset number 31066: Birmingham Snow Hill, Bromsgrove, Colwall, Great Malvern, Henley in Arden, Kidderminster, Ledbury, Malvern Link, Redditch, Stourbridge Junction, Stourbridge Town, Stratford Upon Avon, Telford Central, Wellington, Worcester Foregate Street, Worcester Foregate Street, Worcester Shrub Hill, Acocks Green, Adderley Park, Berkswell, Canley, Coseley, Dudley Port, Gravelly Hill, Hampton in Arden, Lea Hall, Smethwick Rolfe Street, Stetchford, Tile Hill, Tipton and Widney Manor.	No
Scheidt and Bachman Ticket Vending Machines at the following Stations all with asset number 2003: Barnt Green (1), Bournville (1), Four Oaks (1), Kings Norton (2), Lichfield City (1), Longbridge (1), Northfield (1), Redditch (1), Selly Oak (2), Solihull (1), Stourbridge Junction (1), Sutton Coldfield (1), University (2), Walsall (1), Nuneaton (1), Telford (1), Worcester Foregate Street (1) and Worcester Shrub Hill (1).	No
Agreement for 25 years lease relating to land on the north west side of Burton Old Road Lichfield between Mark Starkey Properties Limited and London & Birmingham Railway Ltd	No

Description of Primary Franchise Asset	Commitment not to de-designate
The maintenance services agreement in relation to Class 170 rolling stock between London Midland and XC Trains Limited	No
Cycle facilities at the following stations: Hemel Hempstead, Tring, Watford Junction, Whitlock's End, Droitwich Spa, Rugeley Trent Valley, Kiddeminster, Stone, Long Buckby, Kings Langley, Hagley, Whythall, Birmingham New Street, Birmingham Snow Hill, Longbridge, Leighton Buzzard, Selly Oak, Stourbridge Junction, Longbridge and Rowley Regis.	No

APPENDIX 2 TO SCHEDULE 14.4

List of the RV Assets

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Description of the RV Asset							Is RV Asset a Network Rail Fixture Asset (Yes/No)
Day 1 Car Parks	Where text has been omitted from the document, this is because the Director General Rail or Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.						No
An additional car parking space created by a demountable car park at Tamworth Station, Hemel Hempstead Station or Watford Junction Station							No
An additional LED Light							No
An additional Ticket Vending Machines							No
An additional Tablet (for Customer Facing Staff)							No
An additional CCTV System							No
An additional TVM upgrade							No
A Fuel System at Tyseley Depot							No
A Fuel System at Worcester Depot							No

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Description of the RV Asset							Is RV Asset a Network Rail Fixture Asset (Yes/No)
A Fuel System at Soho Depot							No
A Fuel System at Bletchley Depot							No
A Fuel System at RFID (vehicle logging)							No
Soho Depot Wireless Energy Management System							No
IT equipment for engineering technicians at Tyseley							No
E-Video Training Module at Tyseley Depot							No
Train simulator							No

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 15

OBLIGATIONS ASSOCIATED WITH TERMINATION

Schedule 15.1: Reletting Provisions

Schedule 15.2 Last 12 or 13 Months of Franchise Period

Schedule 15.3 Handover Package

Appendix: 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 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 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 Schedule 1.6 (Franchise Services), Schedule 14 (Preservation of Assets) and this Schedule 15.

2 Preparation for Reletting

- 2.1 The Franchisee shall, if so requested by the Secretary of State, 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:
- (a) 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;
 - (b) 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
 - (c) 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 services equivalent to any of 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

- (a) The Franchisee shall make available to the Secretary of State and his representatives and advisers such Data Site Information (as defined at paragraph 2.2(e)) as they shall reasonably require in connection with the matters referred to in paragraph 2.1.
- (b) 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.
- (c) The Franchisee shall provide such confirmation in relation to the accuracy of:

- (i) the contents of the documents referred to in paragraph 2.1; and
- (ii) any Data Site Information uploaded to such electronic data site as the Secretary of State may require pursuant to paragraph 2.2(d)

in each case, as the Secretary of State shall require from time to time.

- (d) 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.

- (e) **“Data Site Information”** means information relating to any of the following:

- (i) 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);
- (ii) past and present demand for the Franchise Services or any similar services (including passenger count data, Yield Management Data and CRM Data));
- (iii) information required to be provided by the Franchisee pursuant to Schedule 1.5 (Information about Passengers);
- (iv) 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;
- (v) the Franchisee’s safety authorisation, safety certificate or safety management system (in each case as defined in the Safety Regulations);
- (vi) any other safety matter;
- (vii) the arrangements contained within the Railways Pension Scheme, the Pension Trust, the Franchise Sections, or any other pension arrangement in respect of employees of the Franchisee or employees of any person who was a franchisee in relation to a previous franchise agreement;
- (viii) the management structure of the Franchisee’s business (including organograms and any planned changes);
- (ix) employees and contractors (including details of responsibilities, job title, remuneration, grade, qualifications and any other personnel records);
- (x) terms and conditions of employment and human resources policies;
- (xi) public and working timetables;
- (xii) driver, other train crew and rolling stock diagrams;

- (xiii) rolling stock (including train and vehicle miles, restrictions of use, fleet examinations and servicing, fleet performance, casualty data and any relevant reports);
- (xiv) any station (including any leases, documents of title, maintenance arrangements, station facilities, plans and contingency or security plans relating to any station);
- (xv) health and safety and environmental information;
- (xvi) 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);
- (xvii) Network Rail charges and requirements (including rules of the route/plan);
- (xviii) any information technology system (hardware or software) used or owned by the Franchisee or any Affiliate of the Franchisee (including any software licences);
- (xix) performance data;
- (xx) customer service (including staffing levels, call volumes and opening hours);
- (xxi) fares and fares baskets;
- (xxii) relationships with stakeholders (including minutes of meetings with unions, Passenger Transport Executives, local authorities or Transport for London);
or
- (xxiii) any other matter which the Secretary of State may specify from time to time,

and in this paragraph 2.2(e) the term “**employee**” includes any person engaged by the Franchisee pursuant to a contract of personal service.

- (f) The Franchisee shall:
 - (i) comply with its obligations under paragraph 2.1 or this paragraph 2.2 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; and
 - (ii) 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 5 working days. Such response shall include any further information requested by the Secretary of State in relation to such query; and
 - (iii) nominate a person to whom:
 - (A) all queries or requests for information pursuant to paragraph 2.2(f)(ii);
 - (B) requests for access to premises pursuant to paragraph 4; and
 - (C) 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.

- 2.3 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 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 2.4, that the Franchisee reorganises the business of providing 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.
- 2.4 Subject to paragraph 2.5, the Secretary of State shall reimburse any reasonable out-of-pocket expenses that the Franchisee may incur in complying with its obligations under this paragraph 2.
- 2.5 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 2, 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 2 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 2. 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 2.5(b).

- 2.6 To the extent reasonably practicable, prior to taking any of the actions referred to in paragraph 2.5, 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 2.5 but the Secretary of State shall not be obliged by those representations to refrain from exercising any of the actions specified under paragraph 2.5.

3 Non-Frustration of Transfer to Successor Operator

- 3.1 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.
- 3.2 Subject to the restrictions set out in paragraph 3.1 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.

4 Inspection Rights at premises used for the provision of the Franchise Services

- 4.1 Without limiting any other rights of the Secretary of State under the Franchise Agreement and subject to paragraph 4.2, 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.
- 4.2 The Secretary of State shall use reasonable endeavours to ensure that any access rights required pursuant to paragraph 4.1 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 12 or 13 Months of Franchise Period and other conduct of business provisions****1 Last 12 or 13 Month Period**

1.1 Where reference is made in the Franchise Agreement to the last 12 or 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 12 or 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 12 or 13 months prior to that date;
- (b) the date on which the Secretary of State notifies the Franchisee that such period of 12 or 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 12 months; or
- (c) the date on which the Secretary of State notifies the Franchisee that such period of 12 or 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 12 or 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 12 or 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 Franchise Employees**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 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 Franchise Employee of no more than the amount determined in accordance with the following formula:

$$\frac{MAWE + JAWE + SAWE + DAWE}{4}$$

4

where:

MAWE is the change in the Average Weekly Earnings between March in the preceding 12 months and the corresponding March one year before, expressed as a percentage;

JAWWE is the change in the Average Weekly Earnings between June in the preceding 12 months and the corresponding June one year before, expressed as a percentage;

SAWE is the change in the Average Weekly Earnings between September in the preceding 12 months and the corresponding September one year before, expressed as a percentage; and

DAWE is the change in the Average Weekly Earnings between December in the preceding 12 months and the corresponding December one 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 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 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 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 2.1 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).

Terms of Employment of New Employees

- 2.4 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.

Changes in Numbers and Total Cost of Employees

- 2.5 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 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. during such period of 12 months provided that where the last 12 months or 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 2.5 lasts longer than 12 months such restriction shall apply in respect of the longer period.

3 Fares

Reduction in Prices of Fares

3.1

- (a) During the last 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 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 3.1(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 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 Charter 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 3.1(a) to the extent that such provisions apply to the selling of Fares by the Franchisee.

Percentage Allocations

3.2

- (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 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 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.

Restrictions in respect of Sale of Advance Purchase Train-specific Fares

3.3

- (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.

4 Inter-Operator Schemes**Voting on Scheme Councils**

4.1 Subject to paragraph 4.6, during the last 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.

4.2 Subject to paragraph 4.3, the Franchisee shall vote at any such meeting in the manner required by the Secretary of State.

Successor Operator

4.3 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 4.1(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.
- 4.4 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 4.3(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.
- 4.5 The Secretary of State shall reasonably determine the way the Franchisee should vote on any resolutions referred to him in accordance with paragraph 4.4, having regard to the transfer of the Franchise Services as a going concern at the end of the Franchise Period.
- 4.6 Where paragraph 4.3 applies, the Franchisee shall vote at any meeting referred to in paragraph 4.1(a) in accordance with any agreement pursuant to paragraph 4.4 or determination pursuant paragraph 4.5.

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 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 24 hours of the receipt of any Termination Notice.

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 the Appendix (Form of Handover Package) to this Schedule 15.3 and that such information is accurate as at the date of the certificate.

APPENDIX 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

A complete copy of the Safety Certificate 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 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 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:

- (a) not used;
- (b) 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:
 - (i) 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:
 - (A) Access Agreements;
 - (B) Property Leases;
 - (C) agreements in relation to Shared Facilities;
 - (D) Rolling Stock Leases;
 - (E) Rolling Stock Related Contracts; and
 - (F) any other Key Contract; and
 - (ii) 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

Option Arrangements

3.1

- (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 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 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 14 days after service of such notice.

Supplemental Agreement

- 3.2 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.

Payment of Estimated Transfer Price

3.3

- (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.

Possession of Franchise Assets

- 3.4 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

Assistance in Securing Continuity

4.1

- (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).

Access

- 4.2 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.

Key Contracts

- 4.3
 - (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.

Change of Name

- 4.4 The Franchisee shall cease to use any trademarks 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.

Property Leases

- 4.5
 - (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

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

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 Charter 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

- (a) On the expiry of the Franchise Period, the Franchisee will grant to any Successor Operator licences of any intellectual property 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.
- (b) When agreeing the terms on which intellectual property 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 in accordance with this paragraph 8.1. 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).

8.2

- (a) Any such licence 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 and shall be free of charge and royalty-free for a period of one month or less.

- (b) If such licence is for a period in excess of one month, 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. 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.

8.3 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 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 or has the right to license it and the licensing of it and the subsequent use of the intellectual property will not infringe any third party intellectual property rights; and
- (d) require the Successor Operator, to the extent that it relates to any trademarks, to use such trademarks 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 trademark to be used in a manner materially different from its use during the Franchise Period.

9 Information about Passengers

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 _____ 20[•]

TRANSFER SCHEME

OF

THE SECRETARY OF STATE FOR TRANSPORT

MADE PURSUANT TO SCHEDULE 2 OF THE RAILWAYS ACT 2005

IN FAVOUR OF

[SUCCESSOR OPERATOR]

IN RESPECT OF

CERTAIN PROPERTY, RIGHTS AND LIABILITIES

OF

[FRANCHISEE]

Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR

TRANSFER SCHEME

Whereas:

- (A) [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 [_____] (the “**Franchise Agreement**”).
- (B) The Franchise Agreement terminated or is to terminate on [_____] and [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 [_____] 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 [_____] .

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 _____ 20[●]

[OUTGOING FRANCHISEE]

and

[SUCCESSOR OPERATOR]

SUPPLEMENTAL AGREEMENT

to the transfer scheme dated [●] made
by the Secretary of State for Transport in respect of
certain property rights and liabilities of
[OUTGOING FRANCHISEE]

Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR

This Supplemental Agreement is made on [_____] 20[_____]

BETWEEN

[OUTGOING FRANCHISEE] whose registered office is at [registered office] (the “Transferor”); and

[SUCCESSOR OPERATOR] whose registered office is at [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 [_____] (the “Franchise Agreement”).
- (B) The Franchise Agreement terminated or is to terminate on [_____] 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 [_____] 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 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

Amount and Payment

- 2.1 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 £[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 2.5.

Net Asset Statement

- 2.2 The Transferee shall procure that, as soon as practicable and in any event not later than two 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 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.

Adjustment of Price

- 2.5 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 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 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 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 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 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 Not used.
- 6.9 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

Transfer Regulations

- 7.1 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.

Transferee's Indemnities

- 7.2 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 the Secretary of State of 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.

Details of Relevant Employees

- 7.4 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 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 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

Variations in Writing

8.1 No variation of this Agreement shall be effective unless in writing and signed by duly authorised representatives of the parties.

Partial Invalidity

8.2 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.

Further Assurance

8.3 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.

Notices

8.4 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 [name of Transferor] at:

[address]

Attention: [name]

(b) in the case of the Transferee to [name of Transferee] at:

[address]

Attention: [name]

8.5 Any such notice or other communication shall be delivered 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 Weekdays from the time of posting.

Counterparts

8.6 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.

Third Parties

8.7 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.

Governing Law

8.8 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
[TRANSFEROR] }

DIRECTOR:

DIRECTOR/SECRETARY:

SIGNED FOR AND ON
BEHALF OF THE
[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 Charter 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 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);

$$\frac{A}{B} \text{ equals}$$

- (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);
- (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

(c) in the case of any other Fare, zero; and

E equals, if $\frac{A}{B}$ is greater than zero:

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 Charter or any other passenger's charter of the Transferor on purchasing an equivalent Fare on the expiry of the relevant Fare.

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 relate to a period after the Transfer Date.

- 5 Rights and liabilities in respect of any contract, lease (including any Station 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
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 and Yield Management Data and Actual Passenger Demand information 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 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.

- 9 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 7 of the table in Part 2 of the Appendix to Schedule 14.4 (Designation of Franchise Assets) of the Franchise Agreement, as such RV Asset Transfer Value may be adjusted or deemed to have been adjusted pursuant to paragraphs 13.4 or 13.6 of Schedule 14.4 of the Franchise Agreement.
- 10 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****1 Franchise Sections**

The Franchisee shall participate in and continue to be the Designated Employer in relation to the West Midlands Franchise Shared Cost Section of the Railway Pension Scheme (the “**Franchise Sections**”) in respect of the Franchise Services. Subject to paragraphs 2 and 3.2(d) membership of a Franchise Section will be offered to each employee of a Franchisee only.

2 Closed Schemes

2.1 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.

2.2 For the purposes of this paragraph 2, “**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.

3 Variations in benefits, contributions and investment

3.1 If a Franchisee is considering making a proposal that falls within the scope of paragraphs 3.2(a) to 3.2(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 Sections, 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 3.2(a) to 3.2(g) inclusive.

3.2 Separately and in addition to complying with its obligations under paragraph 3.1, 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 applicable to any Franchise Sections or take any action (or consent to the taking of any action) which could detrimentally affect the funding of any Franchise Sections, including varying or providing different or additional benefits under that Franchise Sections 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 Sections 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 Sections; or

- (iii) would not lead to substantial changes in the funding of any Franchise Sections and is the result of the normal application of that Franchise Sections' 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 Sections or as provided in paragraph 2;
- (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 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 Sections, including exercising any discretion allowed to the Franchisee as Designated Employer arising out of any actuarial valuation of a Franchise Sections, 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 Sections to new members; or
- (g) take (or omit to take) any action which could result in any Franchise Sections being wound up, in whole or in part.

3.3 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 Sections; 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 Sections.

3.4 With respect to any proposal falling within the scope of paragraph 3.3(a) or 3.3(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.

4 Funding liabilities

4.1 The Franchisee shall pay the employer contributions required under the schedule of contributions applicable to each Franchise Sections (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 4.2 below.

4.2 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 Sections 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 Sections 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 Sections linked to such transfer in or out of members.

5 Discharge of obligations

5.1 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 Sections.

5.2 The Franchisee shall, at its expense, promptly provide such information in relation to any Franchise Sections, 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.

5.3 The Franchisee shall, in respect of the Franchise Term, use all reasonable endeavours to provide to the Secretary of State:

- (a) within one 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 5.3(a), it shall cover the relevant Franchisee Year. Where the certificate has been given pursuant to paragraph 5.3(b), it shall cover such period as the Secretary of State shall specify.

5.4 If the Trustee does not certify under paragraph 5.3 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.

5.5 The Secretary of State may, under paragraph 5.4, 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 days after such determination or, if there is no such day, 14 days after the date of such determination. To the extent that the Secretary of State has not so determined within four 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.

6 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 6 shall apply where the Franchise Services are either aggregated or disaggregated (for example, as a result of remapping).

7 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.

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 of this Schedule 17 inclusive, 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; or

(g) by the Franchisee, to the ORR, Passengers' Council or a Local Authority.

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 this Franchise Agreement;
- (e) on a confidential basis for the purpose of the exercise of its rights under this Franchise Agreement, including but not limited to its right of audit, assessment or inspection pursuant to paragraph 5 of Schedule 11 (Agreement Management Provisions) 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 Franchise 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.

2.3 For the purposes of paragraph 2.2, the following defined terms shall have the following meanings:

"Central Government Body" 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:

- (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.

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 Charter;
 - (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 (Information and Industry Initiatives) 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 (Agreement Management Provisions));
 - (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 Survey);
 - (j) the results of any assessment or inspection under Schedule 11 (Agreement Management Provisions);
 - (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 publish in connection with any Priced Option;
 - (m) 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

- (n) 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 14 days of such notification that the publication of such information would, in the reasonable opinion of the Franchisee, be materially detrimental to 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 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, Passengers' Council and/or any Local Authority of any information relating to the development of the Service Level Commitment in accordance with Schedule 1.1 (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 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 working days 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 working days 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, by no later than the date which is:

- (a) 4 weeks after the date of this Franchise Agreement (in respect of the Franchise Documents referred to in paragraphs (a) to (d) of the definition thereof);
- (b) 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 (e) of the definition thereof); and
- (c) 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 ("**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.

SCHEDULE 18

ADDITIONAL REPORTING PERIODS

1 Expiry Date

Subject to paragraph 2, the Franchise Agreement shall expire at 01:59 on 15 October 2017.

2 Continuation for up to additional 13 Reporting Periods

If the Secretary of State gives notice to the Franchisee not less than three months before the date of expiry specified in paragraph (a) of the definition of Expiry Date, the Franchise Agreement shall continue after such date on the terms set out in the Franchise Agreement for not less than one and not more than thirteen (13) Reporting Periods as the Secretary of State may stipulate.

3 Key Contracts

The Franchisee shall enter into any and all Key Contracts which are necessary for the Franchise Agreement to continue or be extended in accordance with this Schedule 18.

SCHEDULE 19**OTHER PROVISIONS****1 Rights Cumulative**

The rights 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 under the general Law. The exercise of such rights 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.

2 Disputes**Disputes under the Franchise Agreement**

- 2.1 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.
- 2.2 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.
- 2.3 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:
- (a) 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;
 - (b) the other party shall respond within 20 working days 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;
 - (c) 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;
 - (d) 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 9 (Governing Law) of this Franchise Agreement; and
 - (e) nothing in this paragraph 2.3 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.

- 2.4 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 Disputes Secretary 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).

Disputes under Other Agreements

- 2.5 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.
- 2.6 Such notification shall be made both:
- (a) at the time of such submission (and such notification shall include reasonable details of the nature of the dispute); and
 - (b) 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).
- 2.7 The Franchisee shall provide such further details of any dispute referred to in paragraph 2.5 as the Secretary of State may reasonably request from time to time.

3 Notices

Notices

- 3.1
- (a) Any notice, notification or other communication under or in connection with the matters specified in Schedule 10.2 (Termination and Expiry) 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
 E-mail: franchise.notices@dft.gsi.gov.uk
 Attention: Director - Rail Commercial

Name: London & Birmingham Railway Limited
 Address: 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne NE1 6EE
 E-mail: Patrick.Verwer@londonmidland.com

Attention: Managing Director

(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 paragraph 3.1(a); or
- (ii) by electronic data transfer,

except that it shall be marked for the attention of the Contract Manager or the Franchise Manager (as the case may be).

Deemed Receipt

3.2 Any notice or other communication issued pursuant to paragraph 3.1 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 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).

4 Assignment

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).

5 Set Off

5.1 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.

5.2 Notwithstanding paragraph 5.1 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.

6 Miscellaneous Provisions

Waivers

6.1

- (a) Either party may at any time waive any obligation of the other party under the Franchise Agreement and the obligations of the parties hereunder shall be construed accordingly.
- (b) No waiver by either party of any default by the 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.

Time Limits

- 6.2 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 best 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.

Partial Invalidity

- 6.3 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.

Further Assurance

- 6.4 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.

Rights of Third Parties

6.5

- (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 paragraph 6.5.
- (b) Any Successor Operator or potential Successor Operator nominated by the Secretary of State and notified to the Franchisee for the purposes of this paragraph 6.5 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 paragraphs 6.5(c) and 6.5(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 paragraph 6.5(b).
- (d) The person nominated under paragraph 6.5(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 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).

Secretary of State's Consent or Approval

- 6.6 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.

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, Termination and Expiry).

8 Currency

If at any time the Bank of England or other competent monetary authority of the United Kingdom or competent organ of H. M. Government of the United Kingdom recognises the Euro as lawful currency and tender of the United Kingdom, the Secretary of State may, by reasonable notice to the Franchisee and the Franchisee may by reasonable notice to the Secretary of State, elect that all payment obligations arising under the Franchise Agreement shall be denominated and/or constituted in Euros on the basis that all outstanding amounts and obligations previously denominated and/or constituted in pounds sterling shall be translated into Euros at the exchange rate applied or recognised by the United Kingdom authority or organ which granted recognition of the Euro for the purpose of such translation on the date on which it granted recognition of the Euro.

9 Arm's Length Dealings

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

10 Non discrimination

- (a) 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:
- (i) of nationality, against a person who is a national of and established in an EEA State; or
 - (ii) that the goods to be supplied under the contract originate in another EEA State.

For the purpose of this paragraph, "**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).

Derogations Page

- i By virtue of a derogation, the Secretary of State has granted the Franchise Operator the following: a derogation against Schedule 13, paragraph 3.4 of the Franchise Agreement. The derogation allows the Franchise Operator to submit the Quarterly Financial Information by 29 July 2016 instead of 22 July 2016 in order to enable their financial reporting to the Department to coincide with their Owing Group's year end reporting.

Start date: 22/07/2016 End date: 29/07/2016