

Dated 7 APRIL 2017

RAIL PUBLIC REGISTER COPY
REDACTED IN ACCORDANCE WITH FOIA 2000

- (1) The Secretary of State for Transport
- (2) First MTR South Western Trains Limited

SOUTH WESTERN
FRANCHISE AGREEMENT

TABLE OF CONTENTS

Clauses

1.	INTERPRETATION.....	17
2.	AGREED DOCUMENTS.....	20
3.	DEFINITIONS.....	21
4.	COMMENCEMENT.....	108
5.	DURATION OF THE FRANCHISE AGREEMENT.....	110
6.	GENERAL OBLIGATIONS.....	110
7.	ASSIGNMENT.....	111
8.	CHANGE OF CONTROL AND FACILITATION FEE.....	111
9.	COMPLIANCE WITH LAWS.....	112
10.	CUMULATIVE RIGHTS AND REMEDIES.....	112
11.	DISPUTE RESOLUTION PROCEDURE.....	113
12.	NOTICES.....	114
13.	SET-OFF.....	115
14.	MISCELLANEOUS PROVISIONS.....	116
15.	COMPETITION.....	118
16.	ENTIRE AGREEMENT.....	120
17.	GOVERNING LAW AND JURISDICTION.....	120
	SCHEDULE 1 - PASSENGER SERVICE OBLIGATIONS.....	122
	SCHEDULE 1.1.....	123
	FRANCHISE SERVICES AND SERVICE DEVELOPMENT.....	123
	PART 1 - FRANCHISE SERVICES.....	123
1.	FRANCHISE SERVICES.....	123
2.	RESTRICTIONS RELATING TO FRANCHISE SERVICES.....	123
3.	RESTRICTIONS ON CLOSURES OF RAILWAY PASSENGER SERVICES OR RAILWAY FACILITIES.....	125
4.	SUBCONTRACTING ANY PASSENGER SERVICES.....	125
5.	STATION SERVICES.....	126
6.	LIGHT MAINTENANCE SERVICES.....	126
7.	ANCILLARY SERVICES.....	127
8.	ROYAL TRAIN.....	129
	PART 2 - SERVICE DEVELOPMENT.....	130
9.	TRAIN SERVICE SPECIFICATION - PURPOSE AND RESPONSIBILITY.....	130
10.	TRAIN PLAN.....	130
11.	CONSULTATION ON SIGNIFICANT ALTERATIONS TO THE TIMETABLE.....	131
12.	TIMETABLE DEVELOPMENT RIGHTS.....	133
13.	CERTIFICATION AND NOTIFICATION BY FRANCHISEE OF EXERCISING TIMETABLE DEVELOPMENT RIGHTS.....	135
14.	PLANNING TO MEET TARGET PASSENGER DEMAND.....	136
15.	CAPACITY MITIGATION PLAN.....	137
16.	NEW OR AMENDED TRAIN SERVICE SPECIFICATION BY THE SECRETARY OF STATE AND FRANCHISEE INFORMED OPINION.....	139
17.	PROCEDURAL ARRANGEMENTS AND TIMESCALES.....	141

18.	OBLIGATIONS IN RELATION TO OTHER TRAIN OPERATORS.....	142
19.	PROVISIONS RELATING TO ACCESS AGREEMENTS AND PROPERTY LEASES....	142
20.	THE TIMETABLE AND NETWORK RAIL'S WORKING TIMETABLE.....	143
	SCHEDULE 1.2	144
	OPERATING OBLIGATIONS.....	144
1.	DAILY OPERATING OBLIGATIONS	144
2.	TIMETABLING AND TRAIN PLANNING COMPLIANCE INVESTIGATION	144
3.	TIMETABLE CHANGES PROPOSED BY NETWORK RAIL.....	146
4.	TIMETABLE CHANGES PROPOSED BY THE FRANCHISEE	146
5.	TIMETABLE CHANGES REQUESTED BY THE SECRETARY OF STATE	147
6.	OBLIGATIONS OF THE FRANCHISEE IN THE EVENT OF DISRUPTION TO RAILWAY PASSENGER SERVICES	147
7.	OBLIGATION TO USE ALL REASONABLE ENDEAVOURS UNDER THIS SCHEDULE 1.2.....	148
	SCHEDULE 1.3	152
	NOT USED.....	152
	SCHEDULE 1.4	153
	PASSENGER FACING OBLIGATIONS.....	153
1.	PUBLISHING THE TIMETABLE.....	153
2.	COMMUNICATING LATE TIMETABLE CHANGES.....	155
3.	FARES SELLING RESTRICTIONS	155
4.	PASSENGER'S CHARTER.....	158
5.	END TO END JOURNEYS AND CYCLES	159
6.	STATUTORY NOTICES	159
7.	TRAIN AND STATION CLEANING.....	160
8.	PUBLICATION OF PERFORMANCE DATA	160
9.	PUBLICATION OF COMPLAINTS AND FAULTS HANDLING DATA	161
	SCHEDULE 1.5	163
	INFORMATION ABOUT PASSENGERS	163
1.	PASSENGER NUMBERS INFORMATION.....	163
2.	MANUAL PASSENGER COUNTS	164
3.	TECHNOLOGY FOR OBTAINING THE INFORMATION REFERRED TO IN PARAGRAPH 1.2.....	165
4.	CRM DATA	165
5.	YIELD MANAGEMENT DATA.....	166
6.	PERSONAL DATA - GENERAL PROVISIONS.....	166
7.	RAIL PASSENGER COUNTS DATABASE	168
8.	INTELLECTUAL PROPERTY RIGHTS AND GENERAL PROVISIONS	171
	SCHEDULE 1.6	173
	THE ROLLING STOCK.....	173
1.	PURPOSE	173
2.	THE COMPOSITION OF THE TRAIN FLEET	173
3.	CHANGES TO THE TRAIN FLEET	173
4.	ROLLING STOCK TESTING AND COMMISSIONING.....	174
5.	CONTROLLED EMISSION TOILETS	174

6.	BABY CHANGING FACILITIES	175
7.	METERED TRAIN OPERATOR STATUS	175
	APPENDIX 1 TO SCHEDULE 1.6	176
	SCHEDULE 1.7	179
	STATIONS	179
1.	STATION ASSET MANAGEMENT	179
2.	GREY ASSETS	182
3.	STATION SOCIAL AND COMMERCIAL DEVELOPMENT PLAN	183
4.	CONSULTATIONS	184
5.	NOT USED	184
6.	SECURITY AT STATIONS	184
7.	INFORMATION ABOUT STATION IMPROVEMENT MEASURES	185
8.	NOT USED	186
9.	STATION INVESTMENT	186
	APPENDIX 1 TO SCHEDULE 1.7	187
	LIST OF STATIONS AND CAR PARKS WITH SECURE STATIONS ACCREDITATION AND SECURE CAR PARKS ACCREDITATION	187
	APPENDIX 2 TO SCHEDULE 1.7	193
	INFORMATION ABOUT STATION IMPROVEMENT MEASURES	193
	APPENDIX 3 TO SCHEDULE 1.7	196
	NOT USED	196
	APPENDIX 4 TO SCHEDULE 1.7	197
	NOT USED	197
	SCHEDULE 2 - ASSETS, LEASES, OTHER FRANCHISEES AND SCHEMES	198
	SCHEDULE 2.1	199
	ASSET VESTING AND TRANSFER	199
1.	NOT USED	199
2.	VESTING OF PROPERTY LEASES DURING THE FRANCHISE TERM	199
	SCHEDULE 2.2	201
	SECURITY OF ACCESS AGREEMENTS, ROLLING STOCK LEASES, STATION AND DEPOT LEASES	201
1.	NOVATION OF ACCESS AGREEMENTS DURING THE FRANCHISE TERM	201
2.	ROLLING STOCK RELATED CONTRACTS AND INSURANCE ARRANGEMENTS	202
3.	CASCADED ROLLING STOCK AND DELAYED CASCADE MITIGATION PLAN	203
4.	ASSIGNMENT OF PROPERTY LEASES DURING THE FRANCHISE TERM	205
5.	STATION AND DEPOT LEASES	206
6.	STATION SUBLEASES	207
	SCHEDULE 2.3	208
	OTHER FRANCHISEES	208
1.	OTHER FRANCHISEES	208
	SCHEDULE 2.4	209
	NOT USED	209
	SCHEDULE 2.5	210
	TRANSPORT, TRAVEL AND OTHER SCHEMES	210
1.	LOCAL AUTHORITY CONCESSIONARY TRAVEL SCHEMES	210

2.	MULTI-MODAL FARES SCHEMES	211
3.	DISCOUNT FARE SCHEMES	213
4.	INTER-OPERATOR SCHEMES	213
	APPENDIX 1 TO SCHEDULE 2.5	214
	LIST OF TRANSPORT, TRAVEL AND OTHER SCHEMES	214
	SCHEDULE 3	216
	NOT USED	216
	SCHEDULE 4	217
	ACCESSIBILITY AND INCLUSIVITY	217
1.	RELATIONSHIP WITH OTHER OBLIGATIONS RELATING TO PERSONS WITH DISABILITIES	218
2.	PHYSICAL ALTERATIONS AND ACCESSIBILITY OF STATIONS	218
3.	DEALING WITH CLAIMS RELATING TO STATIONS	221
4.	SPECIFIC ADDITIONAL OBLIGATIONS RELATING TO PERSONS WITH DISABILITIES	222
	APPENDIX 1 TO SCHEDULE 4	224
	MINOR WORKS	224
	APPENDIX 2 TO SCHEDULE 4	225
	ACCESSIBLE TRANSPORT ARRANGEMENTS	225
	SCHEDULE 5	226
	FARES AND TICKETING	226
	SCHEDULE 5.1	227
	PURPOSE, STRUCTURE AND CONSTRUCTION	227
1.	PURPOSE OF SCHEDULE 5	227
2.	STRUCTURE OF SCHEDULE 5	228
3.	CONSTRUCTION	228
	SCHEDULE 5.2	230
	FRANCHISEE'S OBLIGATION TO CREATE FARES	230
1.	CREATION OF COMMUTER FARES AND PROTECTED FARES	230
2.	RESTRICTIONS ON CREATION OF FARES	230
	SCHEDULE 5.3	231
	ALLOCATION OF FARES TO FARES BASKETS	231
1.	ALLOCATION OF FARES TO FARES BASKETS	231
2.	DESIGNATION OF NON FARES BASKET FARES	231
	SCHEDULE 5.4	233
	REGULATION OF FARES BASKET VALUES	233
1.	VALUE OF FARES BASKET NOT TO EXCEED REGULATED VALUE	233
2.	VALUE	233
3.	PROJECTED REVENUE	233
4.	REGULATED VALUE	233
	SCHEDULE 5.5	235
	REGULATION OF INDIVIDUAL FARES	235
1.	PRICE OR CHILD PRICE NOT TO EXCEED REGULATED PRICE OR REGULATED CHILD PRICE	235
2.	REGULATED PRICE	235

3.	COMPULSORY INTER AVAILABLE FLOWS	236
	SCHEDULE 5.6	237
	EXCEEDING THE REGULATED VALUE, REGULATED PRICE OR REGULATED CHILD PRICE 237	
1.	EXCEEDING THE REGULATED VALUE.....	237
2.	EXCEEDING THE REGULATED PRICE OR REGULATED CHILD PRICE.....	238
	SCHEDULE 5.7	239
	CHANGES TO FARES AND FARES REGULATION	239
1.	CHANGES TO FARES BASKETS	239
2.	CHANGES TO THE 2010 NOMINAL TICKET SALES	240
3.	CHANGES TO THE REFERENCE REVENUE, GROSS REVENUE, 2010 NOMINAL TICKET SALES AND/OR 2010 TICKET REVENUE	240
4.	CHANGES TO PRICES	241
5.	CHANGES TO FARES REGULATION.....	241
6.	CHANGES TO COMPULSORY INTER AVAILABLE FLOWS	241
7.	CHANGE OF LEAD OPERATOR/MAJOR FLOW OPERATOR.....	242
8.	CHANGES TO FARES DOCUMENTS	242
	SCHEDULE 5.8	243
	FARES REGULATION INFORMATION AND MONITORING.....	243
1.	INFORMATION	243
2.	MONITORING	243
	SCHEDULE 5.9	244
	SMART TICKETING	244
1.	SMART TICKETING	244
	SCHEDULE 6	246
	FRANCHISE SPECIFIC OBLIGATIONS AND COMMITTED OBLIGATIONS	246
	SCHEDULE 6.1	247
	FRANCHISE SPECIFIC OBLIGATIONS	247
1.	CROSSRAIL	247
2.	DIGITAL RAILWAY PROGRAMME	249
3.	CROSSRAIL 2	250
4.	HEATHROW SOUTHERN ACCESS	250
5.	CREATION OF AN ISLAND LINE BUSINESS UNIT AND COOPERATION.....	250
6.	ISLAND LINE CCI SCHEME.....	252
7.	STATION IMPROVEMENTS	255
8.	STATUS OF GUILDFORD AND CLAPHAM JUNCTION STATIONS	255
9.	POTENTIAL DEVOLUTION TO TRANSPORT FOR LONDON	256
10.	TRANSFER OF STATIONS FROM THE GREAT WESTERN FRANCHISE	258
11.	REPORT ON OPTIMISATION OF PASSENGER SERVICES ON SPECIFIED ROUTES	259
12.	AUTOMATIC SELECTIVE DOOR OPENING CAPABILITY OF THE TRAIN FLEET	260
13.	TSS ENHANCEMENT SERVICES.....	260
14.	INFRASTRUCTURE PROJECTS.....	262
15.	BOXING DAY SERVICES	263
16.	DEPOT AND STABLING WORKS AND WATERLOO INTERNATIONAL "FIT OUT" ..	264

17.	CO-OPERATION WITH NETWORK RAIL AND THE PREVIOUS FRANCHISEE IN RELATION TO THE DEPOT AND STABLING WORKS	269
18.	ACQUISITION OF CP5 ROLLING STOCK	270
19.	INTRODUCTION INTO PASSENGER SERVICE OF CP5 ROLLING STOCK	275
20.	GAUGING RISK	278
21.	PROJECT MANAGEMENT	282
22.	CLASS 158 UNIT	284
23.	WATERLOO INTERNATIONAL LEASE CHARGE FRANCHISE PAYMENT ADJUSTMENTS	284
	APPENDIX 1 TO SCHEDULE 6.1	288
	PART 1 - SOUTH WEST CORE NETWORK	288
	PART 2 - SOUTH WEST OUTER NETWORK	290
	SCHEDULE 6.2	291
	COMMITTED OBLIGATIONS	291
	PART 1 - COMMITTED OBLIGATIONS	291
	PART 2 - SPECIAL TERMS RELATED TO COMMITTED OBLIGATIONS	439
1.	CONTINUATION OF AVAILABILITY	439
2.	EXPENDITURE COMMITMENTS	439
3.	LIAISON AND CO-OPERATION	440
4.	NATURE OF COMMITMENT	440
5.	REVIEW OF COMPLIANCE	441
6.	REMEDY FOR LATE COMPLETION OR NON-DELIVERY OF COMMITTED OBLIGATIONS	441
7.	SPECIMEN SCHEMES	441
8.	THIRD PARTY CONSENTS, AGREEMENT AND CONDITIONS	441
9.	DEFINITION OF "ALL REASONABLE ENDEAVOURS" OR "REASONABLE ENDEAVOURS"	442
10.	DESIGNATION OF ASSETS COMPRISED IN COS AS PRIMARY FRANCHISE ASSETS	442
	SCHEDULE 6.3	444
	NOT USED	444
	SCHEDULE 7	445
	PERFORMANCE BENCHMARKS	445
	SCHEDULE 7.1	446
	OPERATIONAL PERFORMANCE	446
1.	DEFINITIONS, CHANGES TO BENCHMARKS AND ANNUAL BENCHMARKS AND NOTICE OF PERFORMANCE RESULTS	446
2.	REPORTING REQUIREMENTS	452
	PART A – NON-FINANCIAL ENFORCEMENT REGIME	453
3.	CANCELLATION CALCULATION: VALUE OF A	453
4.	CANCELLATION CALCULATIONS DURING THE INITIAL REPORTING STAGE	453
5.	CANCELLATION CALCULATION DURING THE BREACH REPORTING STAGE	454
6.	CANCELLATION CALCULATIONS DURING THE SUBSEQUENT REPORTING STAGE	454
7.	NOT USED.	454
8.	NOT USED.	454

9.	NOT USED.	454
10.	TOC MINUTE DELAY CALCULATIONS DURING THE INITIAL REPORTING STAGE	454
11.	TOC MINUTE DELAY CALCULATIONS DURING THE BREACH REPORTING STAGE	455
12.	TOC MINUTE DELAY CALCULATIONS DURING THE SUBSEQUENT REPORTING STAGE.....	455
13.	NOT USED.	456
14.	NOT USED.	456
15.	SHORT FORMATIONS.....	456
16.	CALCULATIONS.....	458
17.	SERVICE RECOVERY PLANS AND FORCE MAJEURE	458
18.	CONSEQUENCES FOR POOR PERFORMANCE – BENCHMARKS.....	458
19.	ANNUAL CANCELLATIONS CALCULATIONS.....	460
20.	ANNUAL TOC MINUTE DELAY CALCULATIONS.....	460
21.	ANNUAL SHORT FORMATION CALCULATIONS.....	461
22.	PERFORMANCE SUM PAYMENTS – ANNUAL BENCHMARKS AND ANNUAL MEASURES.....	461
23.	DETERMINATION OF THE ANNUAL BENCHMARKS AND ANNUAL MEASURES FOR FRANCHISEE YEARS THAT ARE LESS THAN THIRTEEN REPORTING PERIODS BUT ARE SIX (6) REPORTING PERIODS OR MORE.....	472
24.	DETERMINATION OF THE ACTUAL CASL PERFORMANCE LEVEL AND THE ACTUAL PPM PERFORMANCE LEVEL FOR FRANCHISEE YEARS THAT ARE LESS THAN 13 REPORTING PERIODS BUT ARE SIX (6) REPORTING PERIODS OR MORE.	476
25.	NETWORK RAIL CLAIM.....	477
26.	CONSEQUENCES FOR POOR PERFORMANCE – ANNUAL BENCHMARKS AND ANNUAL MEASURES	477
27.	PAYMENTS MADE BY SECRETARY OF STATE	479
28.	NOT USED	479
29.	PAYMENTS IN RESPECT OF THE FINAL FRANCHISEE YEAR	479
30.	ALLOCATION OF DISPUTED CANCELLATIONS/DISPUTED PARTIAL CANCELLATIONS.....	480
31.	ALLOCATION OF DISPUTED MINUTES DELAY.....	481
	APPENDIX 1 TO SCHEDULE 7.1.....	483
	CANCELLATIONS BENCHMARKS AND ANNUAL CANCELLATIONS BENCHMARKS	483
	PART 1 - CANCELLATIONS BENCHMARK TABLE	483
	PART 2 - ANNUAL CANCELLATIONS BENCHMARK TABLE	486
	PART 3 - ANNUAL CANCELLATIONS PAYMENT TABLE.....	487
	APPENDIX 2 TO SCHEDULE 7.1.....	488
	TOC MINUTE DELAY BENCHMARKS AND ANNUAL TOC MINUTE DELAY BENCHMARKS .	488
	PART 1 - TOC MINUTE DELAY BENCHMARK TABLE	488
	PART 2 - ANNUAL TOC MINUTE DELAY BENCHMARK TABLE....	ERROR! BOOKMARK NOT DEFINED.
	PART 3 - ANNUAL TOC MINUTE DELAY PAYMENT TABLE.....	ERROR! BOOKMARK NOT DEFINED.
	APPENDIX 3 TO SCHEDULE 7.1.....	494
	SHORT FORMATION BENCHMARKS AND ANNUAL SHORT FORMATION BENCHMARKS .	494
	PART 1 - SHORT FORMATION BENCHMARK TABLE	494

PART 2 - ANNUAL SHORT FORMATION BENCHMARK TABLE	ERROR! BOOKMARK NOT DEFINED.
PART 3 - ANNUAL SHORT FORMATION PAYMENT TABLE.....	ERROR! BOOKMARK NOT DEFINED.
APPENDIX 4 TO SCHEDULE 7.1	500
CASL MEASURE	500
PART 1 - ANNUAL CASL TABLE.....	500
PART 2 - ANNUAL CASL PAYMENT TABLE.....	501
APPENDIX 5 TO SCHEDULE 7.1	502
PPM MEASURE	502
PART 1 - ANNUAL PPM TABLE	502
PART 2 - ANNUAL PPM PAYMENT TABLE	503
SCHEDULE 7.2	504
NATIONAL RAIL PASSENGER SURVEYS, CUSTOMER REPORT AND CCI SCHEME	
504	
1. DEFINITIONS	504
2. CONDUCT OF NATIONAL RAIL PASSENGER SURVEYS	505
3. NRPS BENCHMARKS	506
4. PERFORMANCE REVIEW	506
5. REQUIRED IMPROVEMENT AND NRPS ACTION PLANS.....	507
6. ADDITIONAL EXPENDITURE	507
7. PAYMENTS ON TERMINATION	508
8. CONSULTATIONS	508
9. CUSTOMER AND STAKEHOLDER ENGAGEMENT STRATEGY	509
10. CUSTOMER REPORT	509
11. CCI SCHEME	510
12. CUSTOMER SERVICE AND SATISFACTION DATA	512
APPENDIX 1 TO SCHEDULE 7.2	514
NRPS BENCHMARK TABLE	514
SCHEDULE 7.3	517
NOT USED	517
SCHEDULE 8	518
PAYMENTS	518
SCHEDULE 8.1	519
FRANCHISE PAYMENTS	
519	
1. FRANCHISE PAYMENTS	519
2. PAYMENT OF FRANCHISE PAYMENTS.....	523
3. INTEREST	523
4. DISPUTES UNDER SCHEDULE 8.....	523
5. INDUSTRIAL ACTION	524
6. NO DOUBLE RECOVERY.....	524
APPENDIX 1 TO SCHEDULE 8.1	525
ANNUAL FRANCHISE PAYMENTS.....	525
APPENDIX 2 TO SCHEDULE 8.1	528
FIGURES FOR CALCULATION OF ANNUAL FRANCHISE PAYMENTS.....	528

SCHEDULE 8.2	530
PROFIT SHARE MECHANISM	530
1. PROFIT SHARE	530
2. ADDITIONAL COMPENSATION OR SETTLEMENT PAYMENTS	537
3. RELEVANT PROFIT REPORT	538
4. PAYMENT OF PROFIT SHARE AND DETERMINATION BY THE SECRETARY OF STATE	539
APPENDIX 1 TO SCHEDULE 8.2	540
PROFIT SHARE THRESHOLDS	540
APPENDIX 2 TO SCHEDULE 8.2	544
COMPONENTS OF AFA AND DFR	544
SCHEDULE 8.3	546
TRACK ACCESS ADJUSTMENTS AND STATION CHARGE ADJUSTMENTS	546
1. TRACK ACCESS ADJUSTMENTS	546
2. STATION CHARGE ADJUSTMENT	548
SCHEDULE 8.4	550
GDP ADJUSTMENT PAYMENTS	550
1. PURPOSE AND APPLICATION OF SCHEDULE	550
2. DEFINITIONS	550
3. GDP ADJUSTMENT PAYMENT	551
4. GDP ADJUSTMENT PAYMENTS (GDPA)	552
5. GDP RECONCILIATION PAYMENTS (GDPR ₁ AND GDPR ₂)	554
6. FINAL ADJUSTMENTS/RECONCILIATIONS	555
APPENDIX 1 TO SCHEDULE 8.4	557
DFT _{GDP} RW	557
APPENDIX 2 TO SCHEDULE 8.4	558
ADJUSTED TARGET GDP INDEX	558
SCHEDULE 8.5	559
CLE ADJUSTMENT PAYMENTS	559
1. PURPOSE AND APPLICATION OF SCHEDULE	559
2. DEFINITIONS	559
3. CLE ADJUSTMENT PAYMENT	560
4. CLE ADJUSTMENT PAYMENTS (CLEA)	561
5. CLE RECONCILIATION PAYMENT (CLER)	563
6. FINAL ADJUSTMENTS/RECONCILIATIONS	564
APPENDIX 1 TO SCHEDULE 8.5	565
DFT _{CLE} RW	565
APPENDIX 2 TO SCHEDULE 8.5	566
ADJUSTED TARGET CLE INDEX	566
SCHEDULE 9.1	568
FINANCIAL AND OTHER CONSEQUENCES OF CHANGE	568
1. PURPOSE AND APPLICATION OF SCHEDULE	568
2. TIMESCALES	569
3. HOW ANY ADJUSTMENTS TO FRANCHISE PAYMENTS WILL BE ESTABLISHED ..	569
4. HOW MODEL CHANGES AND/OR REVISED INPUTS WILL BE ESTABLISHED	570

5.	CHANGES TO BENCHMARKS AND/OR ANNUAL BENCHMARKS	570
6.	RUN OF THE FINANCIAL MODEL FOLLOWING AGREEMENT OR DETERMINATION OF THE REVISED INPUTS AND MODEL CHANGES	571
7.	CERTIFICATION OR AUDIT OF THE NEW RESULTS	571
8.	COSTS OF AUDIT	572
9.	RESTATEMENT OF ANNUAL FRANCHISE PAYMENT COMPONENTS AND/OR BENCHMARKS AND/OR ANNUAL BENCHMARKS AND/OR PROFIT SHARE COMPONENTS	573
10.	ESTIMATED REVISIONS	575
11.	INFORMATION	578
	APPENDIX 1 TO SCHEDULE 9.1	579
	DEFINITION OF THRESHOLD AMOUNT	579
	APPENDIX 2 TO SCHEDULE 9.1	580
	AGREEMENT OR DETERMINATION OF REVISED INPUTS	580
	SCHEDULE 9.2	585
	IDENTITY OF THE FINANCIAL MODEL	585
1.	FRANCHISEE'S OBLIGATIONS	585
2.	SECRETARY OF STATE'S OBLIGATIONS	585
3.	ERRORS IN ESCROW DOCUMENTS	587
	SCHEDULE 9.3	588
	VARIATIONS TO THE FRANCHISE AGREEMENT AND INCENTIVISING BENEFICIAL CHANGES	588
1.	VARIATIONS	588
2.	PROTECTED PROPOSALS	589
3.	CAPITAL EXPENDITURE	590
	SCHEDULE 9.4	592
	SECRETARY OF STATE RISK ASSUMPTIONS	592
1.	ISLAND LINE LEASE / RYDE PIER RENEWAL WORKS	592
2.	DEPOT STABLING AND ANCILLARY WORKS	592
	SCHEDULE 9.5	594
	SPECIFIED INFRASTRUCTURE AND ROLLING STOCK CHANGE	594
1.	BACKGROUND AND COMMERCIAL PRINCIPLES	597
2.	CHANGE TO BASE ASSUMPTIONS	598
3.	INFRASTRUCTURE AND ROLLING STOCK ASSUMPTIONS REVIEWS	599
4.	USE OF RAIL INDUSTRY COMPENSATION MECHANISMS AND RIGHTS OF THE SECRETARY OF STATE IN RELATION TO MULTIPLE OR EXCESSIVE COMPENSATION IN RELATION TO RELEVANT LOSSES	604
	SCHEDULE 10	606
	REMEDIES, EVENTS OF DEFAULT AND TERMINATION EVENTS	606
	SCHEDULE 10.1	607
	PROCEDURE FOR REMEDYING A CONTRAVENTION OF THE FRANCHISE AGREEMENT	607
1.	CONTRAVENTIONS OF THE FRANCHISE AGREEMENT	607
2.	REMEDIES FOR CONTRAVENTIONS OF THE FRANCHISE AGREEMENT	607
3.	REMEDIAL PLAN NOTICES	607
4.	REMEDIAL PLANS	607

5.	REMEDIAL AGREEMENTS	608
6.	EFFECT OF FORCE MAJEURE EVENT ON A REMEDIAL AGREEMENT	608
7.	MONITORING BY THE SECRETARY OF STATE	608
	SCHEDULE 10.2	610
	EVENTS OF DEFAULT AND TERMINATION EVENTS	610
1.	DEFINITION OF EVENTS OF DEFAULT	610
2.	DEFINITION OF TERMINATION EVENTS	614
3.	CONSEQUENCES OF EVENTS OF DEFAULT	614
4.	NOTIFICATION OF EVENT OF DEFAULT	614
5.	TERMINATION NOTICES	614
6.	CONSEQUENCES OF TERMINATION OR EXPIRY	615
	SCHEDULE 10.3	616
	FORCE MAJEURE AND BUSINESS CONTINUITY	616
1.	DEFINITION OF FORCE MAJEURE EVENTS	616
2.	CONDITIONS TO FORCE MAJEURE EVENTS	618
3.	CONSEQUENCES OF FORCE MAJEURE EVENTS	619
4.	BUSINESS CONTINUITY	619
	SCHEDULE 10.4	620
	LIABILITY	620
1.	EXCLUSION OF LIABILITY	620
2.	REVIEW OR MONITORING BY THE SECRETARY OF STATE	620
	SCHEDULE 11	622
	FRANCHISE PERFORMANCE MEETINGS AND MANAGEMENT INFORMATION ...	622
	SCHEDULE 11.1	623
	FRANCHISE PERFORMANCE MEETINGS	623
1.	FRANCHISE PERFORMANCE MEETINGS	623
	SCHEDULE 11.2	624
	MANAGEMENT INFORMATION	624
1.	CORPORATE INFORMATION	624
2.	INFORMATION ABOUT ASSETS USED IN THE FRANCHISE	624
3.	IDENTIFICATION OF KEY PERSONNEL AND PROVISION OF ORGANISATION CHART	625
4.	OPERATIONAL AND PERFORMANCE RELATED INFORMATION TO BE PROVIDED BY THE FRANCHISEE	625
5.	MAINTENANCE OF RECORDS	625
6.	RIGHT TO INSPECT	626
7.	INFORMATION TO THE PASSENGERS' COUNCIL AND LOCAL AUTHORITIES	626
8.	PERIODIC UPDATE REPORTS	627
9.	FINANCIAL AND OPERATIONAL INFORMATION	627
10.	BUSINESS PLANS	631
11.	SAFETY INFORMATION	633
12.	FURTHER INFORMATION	633
13.	INFORMATION FROM THIRD PARTIES	634
14.	COMPATIBILITY OF INFORMATION	634
15.	ENVIRONMENTAL INFORMATION	635

16.	ENVIRONMENTAL IMPACT TARGETS.....	637
	APPENDIX 1 TO SCHEDULE 11.2.....	640
	ENVIRONMENTAL INFORMATION.....	640
	APPENDIX 2 TO SCHEDULE 11.2.....	642
	OPERATIONAL PERFORMANCE INFORMATION	642
	APPENDIX 3 TO SCHEDULE 11.2.....	646
	SUMMARY OF REPORTING AND OTHER REQUIREMENTS	646
	SCHEDULE 12	660
	FINANCIAL COVENANTS AND BONDS.....	660
1.	OBLIGATIONS	661
2.	FINANCIAL RATIOS	661
3.	BREACH OF FINANCIAL RATIOS	662
4.	PERFORMANCE BOND	663
5.	SEASON TICKET BOND	666
6.	TAX COMPLIANCE	669
	APPENDIX 1 TO SCHEDULE 12.....	671
	FORM OF PERFORMANCE BOND	671
	APPENDIX 2 TO SCHEDULE 12.....	677
	FORM OF SEASON TICKET BOND.....	677
	SCHEDULE 13	683
	RAIL INDUSTRY INITIATIVES AND INNOVATION OBLIGATIONS	683
	SCHEDULE 13.1	684
	RAIL INDUSTRY INITIATIVES	684
1.	BRITISH TRANSPORT POLICE.....	684
2.	COMMUNITY RAIL PARTNERSHIPS	685
3.	DEVELOPMENT OF INDUSTRY SYSTEMS	687
4.	CO-OPERATION WITH INDUSTRY SCHEMES	687
5.	CO-OPERATION WITH LOCAL AUTHORITY SPONSORED PROJECTS	687
6.	CO-OPERATION WITH NETWORK RAIL AND ALLIANCING	687
7.	ROUTE EFFICIENCY BENEFIT SHARE MECHANISM/REBS MECHANISM	689
8.	SMALL AND MEDIUM-SIZED ENTERPRISES	690
9.	APPRENTICESHIPS	690
10.	SUSTAINABILITY AND OTHER RELATED INITIATIVES	692
11.	ERTMS PROGRAMME.....	695
12.	MINIMUM WI-FI SERVICE ON TRAINS	697
13.	HS2 PROJECT	700
	APPENDIX 1 TO SCHEDULE 13.1.....	702
	COMMUNITY RAIL PARTNERSHIPS.....	702
	SCHEDULE 13.2	703
	INNOVATION OBLIGATIONS	703
1.	NOT USED	703
2.	INNOVATION STRATEGY	703
	APPENDIX 1 TO SCHEDULE 13.2.....	704
	NOT USED.....	704
	SCHEDULE 14	705

PRESERVATION OF ASSETS	705
SCHEDULE 14.1	706
1. MAINTENANCE AS A GOING CONCERN	706
2. POST-FRANCHISE TIMETABLES	706
SCHEDULE 14.2	708
MAINTENANCE OF OPERATING ASSETS	708
1. OPERATING ASSETS	708
2. BRAND LICENCE AND BRANDING	709
SCHEDULE 14.3	711
KEY CONTRACTS	711
1. KEY CONTRACTS	711
2. DESIGNATION OF KEY CONTRACTS	711
3. DE-DESIGNATION OF KEY CONTRACTS	712
4. RE-DESIGNATION OF KEY CONTRACTS	712
5. DIRECT AGREEMENTS	712
6. EMERGENCIES	713
7. NO AMENDMENT	713
8. REPLACEMENT OF KEY CONTRACTS	713
9. TERMINATION OF KEY CONTRACTS	713
APPENDIX 1 TO SCHEDULE 14.3	714
LIST OF KEY CONTRACTS	714
SCHEDULE 14.4	716
DESIGNATION OF FRANCHISE ASSETS	716
1. FRANCHISE ASSETS	716
2. PRIMARY FRANCHISE ASSETS AND INVESTMENT ASSETS	716
3. DESIGNATION OF ADDITIONAL PRIMARY FRANCHISE ASSETS	719
4. DESIGNATION DURING LAST TWELVE (12) MONTHS OF FRANCHISE PERIOD	719
5. DESIGNATION OF KEY CONTRACTS AS PRIMARY FRANCHISE ASSETS	719
6. DESIGNATION OF FARES AND DISCOUNT CARDS	719
7. RIGHTS AND LIABILITIES	720
8. DISPUTES OVER DESIGNATION	720
9. PROVISION OF INFORMATION TO THE SECRETARY OF STATE	721
10. DE-DESIGNATION OF FRANCHISE ASSETS AND PRIMARY FRANCHISE ASSETS	721
11. AMENDMENT OF THE LIST OF PRIMARY FRANCHISE ASSETS	721
12. SPARES	721
APPENDIX 1 TO SCHEDULE 14.4	723
LIST OF PRIMARY FRANCHISE ASSETS	723
SCHEDULE 14.5	735
DEALING WITH FRANCHISE ASSETS	735
1. ASSETS NOT DESIGNATED AS PRIMARY FRANCHISE ASSETS	735
2. LIABILITIES NOT DESIGNATED AS PRIMARY FRANCHISE ASSETS	735
3. FRANCHISE ASSETS AND PRIMARY FRANCHISE ASSETS	735
4. PROHIBITION ON OTHER SECURITY INTERESTS	736
5. MISCELLANEOUS	736
SCHEDULE 14.6	737

RESIDUAL VALUE MECHANISM.....	737
1. PROVISIONS RELATING TO RV ASSETS.....	737
2. MAINTENANCE REQUIREMENTS FOR RV ASSETS	740
LIST OF THE RV ASSETS	742
SCHEDULE 14.7	744
INCENTIVISING LONG TERM INVESTMENT.....	744
SCHEDULE 15	746
OBLIGATIONS ASSOCIATED WITH TERMINATION.....	746
SCHEDULE 15.1	747
RELETTING PROVISIONS.....	747
1. RELETTING OF FRANCHISE.....	747
2. PREPARATION FOR RELETTING	747
3. DATA SITE INFORMATION	748
4. NON-FRUSTRATION OF TRANSFER TO SUCCESSOR OPERATOR.....	751
5. INSPECTION RIGHTS AT PREMISES USED FOR THE PROVISION OF THE FRANCHISE SERVICES	752
SCHEDULE 15.2	753
LAST TWELVE (12) OR THIRTEEN (13) MONTHS OF FRANCHISE PERIOD AND OTHER CONDUCT OF BUSINESS PROVISIONS	753
1. LAST TWELVE (12) OR THIRTEEN (13) MONTH PERIOD	753
2. TERMS OF EMPLOYMENT OF EXISTING EMPLOYEES.....	753
3. TERMS OF EMPLOYMENT OF NEW EMPLOYEES.....	755
4. CHANGES IN NUMBERS AND TOTAL COST OF EMPLOYEES	755
5. FARES	756
6. VOTING ON SCHEME COUNCILS.....	757
7. SUCCESSOR OPERATOR.....	757
SCHEDULE 15.3	759
HANDOVER PACKAGE	759
1. HANDOVER PACKAGE STATUS	759
2. DIRECTOR'S CERTIFICATE.....	759
APPENDIX 1 TO SCHEDULE 15.3.....	760
FORM OF HANDOVER PACKAGE.....	760
SCHEDULE 15.4	762
PROVISIONS APPLYING ON AND AFTER TERMINATION	762
1. NOVATION OF ACCESS AGREEMENTS ON TERMINATION OF THE FRANCHISE AGREEMENT	762
2. CO-OPERATION WITH SUCCESSOR OPERATOR.....	763
3. TRANSFER OF PRIMARY FRANCHISE ASSETS	763
4. ASSOCIATED OBLIGATIONS ON TERMINATION	764
5. ACTIONS REQUIRED IMMEDIATELY ON HANDOVER.....	766
6. MAINTENANCE RECORDS	766
7. TICKETING ARRANGEMENTS.....	767
8. FRANCHISEE'S INTELLECTUAL PROPERTY	767
9. INFORMATION ABOUT PASSENGERS.....	768
APPENDIX 1 TO SCHEDULE 15.4.....	769

FORM OF TRANSFER SCHEME	769
APPENDIX 2 TO SCHEDULE 15.4	773
FORM OF SUPPLEMENTAL AGREEMENT	773
SCHEDULE 16	790
PENSIONS	790
1. DEFINITIONS	791
2. FRANCHISE SECTIONS.....	791
3. CLOSED SCHEMES	791
4. VARIATIONS IN BENEFITS, CONTRIBUTIONS AND INVESTMENT	791
5. FUNDING LIABILITIES	793
6. DISCHARGE OF OBLIGATIONS	793
7. TERMINATION OF FRANCHISE.....	794
APPENDIX 1 TO SCHEDULE 16	795
LIST OF SHARED COSTS SECTIONS	795
SCHEDULE 17	796
CONFIDENTIALITY AND FREEDOM OF INFORMATION	796
1. CONFIDENTIALITY.....	797
2. DISCLOSURE OF CONFIDENTIAL INFORMATION	797
3. PUBLICATION OF CERTAIN INFORMATION	798
4. SERVICE DEVELOPMENT INFORMATION	800
5. PUBLICATION BY SECRETARY OF STATE	800
6. PROVISION OF INFORMATION TO THE ORR	800
7. DISCLOSURE BY COMPTROLLER AND AUDITOR GENERAL	800
8. CONTINUING OBLIGATION	800
9. FREEDOM OF INFORMATION - GENERAL PROVISIONS	801
10. REDACTIONS.....	802

THIS AGREEMENT is dated 7 APRIL 2017
BETWEEN:

- (1) **THE SECRETARY OF STATE FOR TRANSPORT**, whose principal address is at 33 Horseferry Road, London SW1P 4DR (the "**Secretary of State**"); and
- (2) **FIRST MTR SOUTH WESTERN TRAINS LIMITED** (Company Number: 07900320), whose registered office is **4th Floor, Capital House, 25 Chapel Street, London NW1 5DH¹** (the "**Franchisee**").

WHEREAS:

- (A) On 9 June 2016 the Secretary of State invited prospective franchisees who are Passport Holders to submit proposals for the provision of railway services to the South Western rail passenger franchise. On the basis of the Franchisee's response to the Invitation to Tender, the Secretary of State selected the Franchisee as its preferred service provider.
- (B) The Secretary of State wishes to appoint a franchisee to provide railway passenger services within the Franchise and expects his franchisee, on the terms of the Franchise Agreement, actively to seek, in all reasonable business ways, greatly improved performance over the Franchise Term from its employees, its Train Fleet and other assets, and from Network Rail and its other suppliers, so as to deliver to the passenger the best railway passenger service that can be obtained from the resources that are available to it.
- (C) The Franchisee wishes to be appointed as the Secretary of State's franchisee for the Franchise and intends, on the terms of this Agreement, actively to seek, in all reasonable business ways, greatly improved performance over the Franchise Term from its employees, its Train Fleet and other assets, and from Network Rail and its other suppliers, so as to deliver to the passenger the best railway passenger service that can be obtained from the resources that are available to it.
- (D) The following provisions of this Agreement are intended to reflect and give effect to the matters referred to in Recitals (B) and (C) inclusive.

1. INTERPRETATION

- 1.1 In the Franchise Agreement, except to the extent the context otherwise requires:
 - (a) words and expressions defined in Part I of the Act have the same meanings when used therein provided that, except to the extent expressly stated, "**railway**" shall not have the wider meaning attributed to it by Section 81(2) of the Act;
 - (b) words and expressions defined in the Interpretation Act 1978 have the same meanings when used in the Franchise Agreement;

¹ 10 January 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

- (c) references to **"Parties"** shall mean the Secretary of State and the Franchisee (and references to a **"Party"** shall mean the Secretary of State or the Franchisee as the context requires);
- (d) the words **"include"**, **"including"** and **"in particular"** are to be construed without limitation;
- (e) references to any **"person"** include its successors, transferees or assignees;
- (f) the words **"subsidiary"**, **"subsidiary undertaking"** and **"parent undertaking"** each have the same meaning in the Franchise Agreement as in Section 1162 of the Companies Act 2006;
- (g) references in any of the agreements comprising the Franchise Agreement to Recitals, clauses, Schedules, Parts of Schedules, paragraphs of Schedules and Appendices to Schedules are to Recitals, clauses, Schedules, Parts of Schedules, paragraphs of Schedules and Appendices to Schedules of that agreement, unless expressly specified to the contrary, and the Schedules and Appendices form part of the agreement in which they appear;
- (h) references in any Schedule in any of the agreements comprising the Franchise Agreement to a Part, paragraph or Appendix are references to a Part, paragraph or Appendix of that Schedule (or the relevant Part of a Schedule), unless expressly specified to the contrary;
- (i) headings and references to headings shall be disregarded in construing the Franchise Agreement;
- (j) references to any enactment include any subordinate legislation made from time to time under such enactment and are to be construed as references to that enactment as for the time being amended or modified or to any enactment for the time being replacing or amending it and references to any subordinate legislation are to be construed as references to that legislation as for the time being amended or modified or to any legislation for the time being replacing or amending it;
- (k) references to an agreement or any other document shall be construed as referring to that agreement or document as from time to time supplemented, varied, replaced, amended, assigned or novated;
- (l) references to any particular provisions of any agreement or any other document shall be construed to include any other provisions of, or incorporated in, that agreement or other document which the Secretary of State reasonably considers have an equivalent effect or are intended to fulfil the same function;
- (m) amendments to or variations of contracts or arrangements include assignments, novations or other transfers of rights and/or obligations (in whole or in part) under such contracts or arrangements;
- (n) words importing the masculine gender include the feminine and vice-versa, and words in the singular include the plural and vice-versa;

- (o) wherever provision is made for the giving or issuing of any notice, endorsement, consent, approval, waiver, certificate or determination by any person, unless otherwise specified, such notice, endorsement, consent, approval, waiver, certificate or determination shall be in writing and the words **“notify”**, **“endorse”**, **“consent”**, **“approve”**, **“waive”**, **“certify”** or **“determine”** and other cognate expressions shall be construed accordingly;
- (p) references to materials, information, data and other records shall be to materials, information, data and other records whether stored in electronic, written or other form;
- (q) references to the Franchisee bidding for Train Slots or a Timetable shall mean the final action incumbent on the Franchisee under the Network Code to confirm to Network Rail its interests in the Train Slots to which that confirmation relates, and **“bid”** shall be construed accordingly;
- (r) references to the period of validity of any Fare are references to its period of validity excluding any rights of any purchaser thereof to extend such period under the Passenger's 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;
- (s) references to **“railway passenger services”** are to be construed subject to Section 40 of the Railways Act 2005;
- (t) references to the **“provision of railway passenger services”** include the organisation of the relevant train movements and making the necessary arrangements with Network Rail or any other relevant Facility Owner;
- (u) references in lower case letters to terms defined in clause 3 (Definitions) shall be construed, where relevant, as being references to the terms defined as such in a franchise agreement or relevant agreement made under Section 30 of the Act or Section 6 of the Railways Act 2005 with any other Train Operator;
- (v) references to sums of money being expended by the Franchisee shall be to such sums exclusive of Value Added Tax;
- (w) the words **“shall not be liable”** are to be construed as meaning that no contravention of the Franchise Agreement and no Event of Default shall arise as a result of the occurrence of the matter to which such words relate;
- (x) references to a **“contravention of the Franchise Agreement”** or a **“contravention”** (and cognate expressions) are to be construed as meaning a **breach** of the Franchise Agreement;
- (y) wherever provision is made for the Franchisee to **“procure”** or **“ensure”** the delivery of an obligation under the Franchise Agreement, unless otherwise specified, that provision shall be construed as a primary obligation on the Franchisee to deliver that obligation;

- (z) references to **“profit”** shall be construed as meaning profit before corporation tax, determined in accordance with GAAP; and
- (aa) references to **“process”** or **“processing”** or **“processed”** are to be construed in accordance with the Data Protection Act for the purposes of Schedule 1.5 (Information about Passengers) and paragraph 2.1 of Schedule 14.4 (Designation of Franchise Assets).
- 1.2 Where there is a requirement on the Franchisee to **“fully and effectively co-operate”** with one (1) or more other parties with regard to an objective, that requirement relates to the quality of cooperation to be provided by the Franchisee taking into account and subject to the response of the other parties concerned. It does not indicate an obligation on the Franchisee beyond cooperation, relating to the funding of detailed design and development of an infrastructure project, actual delivery or subsequent operation (including in each case performance cost and revenue effects). It does indicate that the Franchisee shall participate actively in relation to the relevant objective including through the application of management time and internal resources, correspondence and attendance at meetings, in each case as the Franchisee reasonably considers in all of the circumstances to be an appropriate use of its resources and effective to achieve the relevant objective.
- 1.3 In the Franchise Agreement, the Secretary of State is acting as part of the Crown.

2. AGREED DOCUMENTS

- 2.1 References to documents **“in the agreed terms”** are references to documents initialled by or on behalf of the Secretary of State and the Franchisee.
- 2.2 As at the date of this Agreement, the documents **“in the agreed terms”** are as follows:

ABD	Actual Benchmark Data;
CFD	Commuter Fares Document;
CSES	Customer & Stakeholder Engagement Strategy;
DL	Depot Lease;
FF	Financial Formats;
FM	Financial Model;
IRAD	Infrastructure and Rolling Stock Assumptions Document;
IRID	Infrastructure and Rolling Stock Information Document;
OM	Operational Model;
PC	Passenger's Charter;
PFD	Protected Fares Document;
POA	Power of Attorney;
PSM	Passenger Survey Methodology;

ROA	Record of Assumptions;
SCDP	Station Social and Commercial Development Plan;
SL	Station Lease;
TP	Train Plan; and
TSS	Train Service Specification (TSS0/TSS1/TSS2).

3. DEFINITIONS

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

“16 to 25 Railcard”	means a Discount Card issued under the Discount Fare Scheme referred to in paragraph 3 of Schedule 2.5 (Transport, Travel and Other Schemes);
“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 of Schedule 5.4 (Regulation of Fares Basket Values);
“Acceptance” and “Accept”	have the meaning given to those terms in the CP5 Rolling Stock MSA;
“Access Agreement”	has the meaning given to the term “access agreement” in Section 83(1) of the Act;
“ACoRP”	means the Association of Community Rail Partnerships whose principle place of business is The Old Water Tower, Huddersfield Railway Station, St Georges Square, Huddersfield, HD1 1JF or any successor body whose purpose is to support Community Rail Partnerships;
“Act”	means the Railways Act 1993 (as modified, amended or replaced by the Transport Act 2000, the Railways Act 2005 and the Deregulation Act 2015) and any regulations or orders made thereunder;
“Actual Benchmark Data” or “ABD”	means the document in the agreed terms marked ABD ;
“Actual CaSL Performance Level”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Actual Consist Data”	means information as to the type of individual vehicles of rolling stock in the Train Fleet which are actually used to form a train on any particular Passenger Service and the manner in which they

are configured, which may or may not be the same as the Scheduled Consist Data for the same service;

“Actual Operating Costs” means:

(a) the Franchisee's total operating expenses for the period being reviewed as stated in its profit and loss account, including any of the following operating expenses that are payable during that period:

- (i) amounts payable to the Secretary of State and Network Rail;
- (ii) taxation;
- (iii) shareholder distributions including dividends;
- (iv) interest;
- (v) capital expenditure (net of grants received);
- (vi) cash lease payments in relation to on-balance sheet leased assets; and
- (vii) **NOT USED,**

but excluding any of the following expenses that are payable in that period:

- (A) finance/interest costs solely relating to on-balance sheet leased assets;
- (B) depreciation (including in relation to on-balance sheet leased assets);
- (C) amortisation;
- (D) bad debt provisions; and
- (E) **NOT USED;** and

(b) either:

(i) plus any reduction in the total amount owing by the Franchisee to creditors over that period; or

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

where creditors:

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

“Actual Passenger Demand”	has the meaning given to it in paragraph 1.1 of Schedule 1.5 (Information about Passengers);
“Actual PPM Performance Level”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Actual Train Mileage”	means the actual train mileage operated during each Reporting Period by each train used in the provision of the Passenger Services (excluding, any actual train mileage operated as a result of positioning or other movements of rolling stock vehicles outside the Timetable) and “Actual Train Miles” shall be construed accordingly;
“Actuary”	has the meaning given to it in the Pension Trust;
“Additional Expenditure”	has the meaning given to it in paragraph 6.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“Additional Rolling Stock”	means Specified Additional Rolling Stock;
“Administration Fee”	has the meaning given to it in clause 8.5 (Change of Control and Facilitation Fee);
“Advance Purchase Train-specific Fares”	has the meaning given to it under the Ticketing and Settlement Agreement;
“Affected Party”	has the meaning given to it in the definition of “Occasion of Tax Non-Compliance”;
“Affiliate”	means, in respect of any person, any person by which that person is Controlled or which is Controlled by that person, or any person which is Controlled by any other Affiliate of that person and for the purpose of this definition Network Rail or NR

shall not be construed as being an affiliate of the Secretary of State;

“AFP”

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

“Agreement”

means clauses 1 to 16 and Schedules 1 to 17 including any Appendices and Annexes as varied from time to time;

“Aggregated Qualifying Change”

means two (2) or more Changes which:

- (a) are notified or agreed (in the case of a Change which is a Variation pursuant to paragraph 1.1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes)); and/or
- (b) a Party has become aware of (in the case of any other kind of Change),

in a Franchisee Year (the **“Aggregation Year”**) which individually do not exceed the Threshold Amount for the Aggregation Year taken alone but do exceed it when taken together. For the avoidance of doubt, where the Changes arise in different Franchisee Years, for the purposes of determining whether in aggregate they exceed the Threshold Amount:

- (i) the net present value of the adjustment in Franchise Payments which would result from a Run of the Financial Model (where Schedule 9.1 (Financial and Other Consequences of Change) applies) in respect of each Change shall be calculated in accordance with the process described in the definition of Qualifying Change; and
- (ii) there will be an Aggregated Qualifying Change where the aggregate of the net present values of those Changes exceeds the Threshold Amount for the Aggregation Year;

“Alliance Agreement”

has the meaning given to such term in paragraph 6.4 of Schedule 13.1 (Rail Industry Initiatives);

“Alternative NRPS”

has the meaning given to such term in paragraph 2.6 of Schedule 7.2 (National Rail

Passenger Surveys, Customer Report and CCI Scheme);

“Alternative Scheme”	means a Committed Obligation proposed by the Franchisee in place of a Specimen Scheme in accordance with paragraph 7 of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations);
“Amended Start Date and Expiry Date Change Notice”²	means a notice from the Secretary of State to the Franchisee dated 7th April 2017 that amended the Start Date and the Expiry Date;
“Ancillary Service”	means any service specified in paragraph 7 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development);
“Annual Audited Accounts”	means the accounts of the Franchisee which: <ul style="list-style-type: none"> (a) comply with paragraph 9.5(b) of Schedule 11.2 (Management Information) (b) are delivered to the Secretary of State by the Franchisee in accordance with paragraph 9.4(c) of Schedule 11.2 (Management Information) and certified by the Franchisee's auditors as true and fair;
“Annual Benchmark”	means any of the Annual Cancellations Benchmark, the Annual TOC Minute Delay Benchmark or the Annual Short Formation Benchmark;
“Annual Business Plan”	means the plan to be provided by the Franchisee to the Secretary of State in accordance with paragraph 10.2 of Schedule 11.2 (Management Information);
“Annual Cancellations Benchmark”	means for each Franchisee Year, each of the benchmarks specified in the Annual Cancellations Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is shorter than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual Cancellations Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 20.1(a) of Schedule 7.1 (Operational Performance);
“Annual Cancellations Benchmark Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

² Date of contract insertion 20/08/2017 – Agreed by the Secretary of state and Franchisee

“Annual Cancellations Payment Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual Cap Performance Level”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual Floor Performance Level”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual Franchise Payment Components”	means the values of “FXD” , “VCRPI” , “VCAWE” , “PRPI” , “ORRPI” , “PRRPI_{GDP}” and “PRRPI_{CLE}” specified for each Franchisee Year in the table set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
“Annual Management Accounts”	means the management accounts of the Franchisee which: <ul style="list-style-type: none"> (a) comply with paragraph 9.5(a) of Schedule 11.2 (Management Information); and (b) are delivered to the Secretary of State by the Franchisee in accordance with paragraph 9.4(a) of Schedule 11.2 (Management Information);
“Annual Season Ticket”	means a Season Ticket Fare which is valid in Standard Class Accommodation from (and including) the day on which it first comes into effect until (but excluding) the day which falls twelve (12) months after such day;
“Annual Short Formation Benchmark”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual Short Formation Benchmark Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual Short Formation Payment Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual Target Performance Level”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual TOC Minute Delay Benchmark”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual TOC Minute Delay Benchmark Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Annual TOC Minute Delay Payment Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);

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

and references to **“Apprenticeships”** shall be construed accordingly;

“Apprenticeships Table” means the table to be included within the Skills and Leadership Strategy specifying in relation to each Franchisee Year the number of Apprenticeships to be commenced in such Franchisee Year, the number of Apprenticeships at each of level 1 – 8 and the role and skills category within which each Apprenticeship falls as it may be amended or replaced with the prior written consent of the Secretary of State following a review of the Skills and Leadership Strategy pursuant to paragraph 9 of Schedule 13.1 (Rail Industry Initiatives);

“Approved CCI Scheme” means a CCI Scheme approved by the Secretary of State in accordance with paragraph 11.4 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“Approved Island Line CCI Scheme” means an Island Line CCI Scheme approved by the Secretary of State in accordance with paragraph 6 of Schedule 6.1 (Franchise Specific Obligations);

“Associated Equipment”	has the meaning given to it in the CP5 Rolling Stock MSA;
“ATOC”	means the Association of Train Operating Companies including any of its successors and assigns;
“Automatic Selective Door Opening”	means a system compliant with all relevant standards and regulations applicable in the UK which operates such that when a train formed of vehicles fitted with the system calls at a platform the operational length of which is shorter than the length of the train passenger doors that cannot be safely opened are automatically prevented from doing so;
“Average Weekly Earnings”	means the United Kingdom average weekly earnings measure excluding bonuses as published from time to time by the Office for National Statistics or, if such measure shall cease to be published or if, in the reasonable opinion of the Secretary of State, there is a material change in the basis of such measure, such other alternative index as the Secretary of State may, after consultation with the Franchisee, determine to be appropriate in the circumstances;
“AWE”	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
“Bank”	means a person which has a permission under Part 4A of the Financial Services and Markets Act 2000 to carry on the regulated activity of accepting deposits thereunder and which is reasonably acceptable to the Secretary of State;
“Bank Holiday”	means any day other than a Saturday or Sunday on which banks in the City of London are not open for business;
“Benchmark”	means any of the Cancellations Benchmark, the TOC Minute Delay Benchmark or the Short Formation Benchmark (as the context may require);
“Bid Profit Stream”	means the estimated total operating profit of the Franchisee from the date that the Change of Control (pursuant to clause 8 (Change of Control and Facilitation Fee)) is to occur until the Expiry Date as shown in the profit and loss forecast in the Initial Business Plan (without taking into account any Annual Business Plan) calculated in real terms as at the date of the Change of Control and applying the prevailing discount rate per annum (in real terms)

stated in HM Treasury's "**Green Book Appraisal Guidelines**" (such rate being three point five per cent (3.5%) per annum (in real terms) as at the date of the Franchise Agreement);

"Bond Provider"

means any person or persons who may provide or be an obligor under a Performance Bond or Season Ticket Bond from time to time and who shall, unless the Secretary of State otherwise agrees, be:

- (a) a Bank; or
- (b) an insurance company,
- (c) in each case with the Relevant Credit Rating;

"Bond Year"

means the period beginning on the Start Date and ending on 31 March 2018 and any subsequent period of thirteen (13) Reporting Periods beginning on the day after the end of the preceding Bond Year provided that:

- (a) the Franchisee and the Secretary of State may agree to vary the Reporting Period in which a Bond Year ends from time to time; and
- (b) the last Bond Year shall expire on the expiry of the Franchise Period and may be a period of less than thirteen (13) Reporting Periods;

"Brand Licence"

means a licence between the Secretary of State (or any company wholly owned by the Secretary of State) and the Franchisee in respect of any registered or unregistered trade marks;

"Breach Performance Level"

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

"British Transport Police"

means the British Transport Police Authority and the British Transport Police Force created pursuant to Section 18 and Section 20 of the Railways and Transport Safety Act 2003 (or any successor or successors to its statutory policing functions);

"Buildings Research Establishment Environmental Assessment Method" or "BREEAM"

means the internationally recognised environmental assessment method and rating system for buildings developed by Building Research Establishment Limited or any other standard which is generally recognised as having replaced it;

"Business Action Plan"

means an action plan produced by the Franchisee in relation to the delivery of any aspect of the Franchise Services (including in respect of any outcome anticipated by its Business Plan, in

	accordance with paragraph 10.2(c) of Schedule 11.2 (Management Information));
“Business Continuity Plan” or “BCP”	means a business continuity and disaster recovery plan (including a Force Majeure Events recovery plan) required to be produced, maintained and implemented by the Franchisee in accordance with the requirements of paragraph 4 of Schedule 10.3 (Force Majeure and Business Continuity);
“Business Plan”	means the Initial Business Plan or any Annual Business Plan, as the context requires, to be delivered in accordance with paragraphs 10.1 and 10.2 of Schedule 11.2 (Management Information);
“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% (fifty 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”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Cancellations Figures”	means the number of: <ul style="list-style-type: none"> (a) Cancellations and Partial Cancellations; and (b) Network Rail Cancellations and Network Rail Partial Cancellations, <p>in each case, relating to the Passenger Services operated in each Reporting Period;</p>
“Cancellations Performance Sum”	means an amount determined in accordance with paragraph 22.3 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year where the provisions of paragraph 29 shall apply) by the Franchisee (as the case may be);

“Capacity Mitigation Plan”	has the meaning given to it in paragraph 15.1 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development);
“Capital Expenditure”	has the meaning given to it in paragraph 3.4 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);
“Cascaded Rolling Stock”	has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
“CaSL” or “Cancellation and Significant Lateness”	means the cancellation and significant lateness measure relating to the Franchise as produced and/or published by Network Rail;
“CaSL Figures”	means the moving annual average percentage published by Network Rail in respect of CaSL, rounded to one (1) decimal place;
“CaSL Performance Sum”	means an amount determined in accordance with paragraph 22.6 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year where the provisions of paragraph 29 of Schedule 7.1 shall apply) by the Franchisee (as the case may be);
“CCI Amount”	means the sum of two million six hundred thousand pounds sterling (£2,600,000) (indexed by the Retail Prices Index in the same way as variable costs are indexed in Schedule 8.2 (Profit Share Mechanism)) per Franchisee Year within a CCI Period (reduced pro-rata in respect of any Franchisee Year within a CCI Period of less than three hundred and sixty five (365) days) as adjusted in accordance with paragraph 11.8(a) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“CCI Period”	means each of the following periods: <ul style="list-style-type: none"> (a) 1 April 2020 – 31 March 2022; and (b) 1 April 2022 - 18 August 2024;³
“CCI Scheme”	has the meaning given in paragraph 11.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

“CCI Scheme Cost”	means in respect of any CCI Scheme, the total cost to the Franchisee of developing and implementing that CCI Scheme;
“CCI Scheme Margin”	means five (5) per cent (%) of the applicable CCI Scheme Costs;
“CCI Scheme Revenue”	means in respect of any CCI Scheme, the revenue earned by the Franchisee from that CCI Scheme;
“CCI Scheme Shortfall”	means, in relation to a CCI Scheme, the amount (if any) by which the CCI Scheme Revenue is less than the aggregate of the CCI Scheme Costs and the CCI Scheme Margin;
“CCI Underspend”	has the meaning given in paragraph 11.6 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“C-DAS”	has the meaning given to it in paragraph 2.1 of Schedule 6.1 (Franchise Specific Obligations);
“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: <ul style="list-style-type: none"> (a) Government Department; (b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); (c) Non-Ministerial Department; or (d) Executive Agency;
“Certificate of Commencement”	means the certificate to be issued by the Secretary of State pursuant to the Conditions Precedent Agreement;
“Change”	means if and whenever any of the following occurs: <ul style="list-style-type: none"> (a) an event set out in any Secretary of State Risk Assumptions specified in Schedule 9.4 (Secretary of State Risk Assumptions); (b) a Charge Variation; (c) a Change of Law (excluding any Change of Law to the extent that it results in an adjustment to the Franchise Payments pursuant to Schedule 8.3 (Track Access

Adjustments and Station Charge Adjustments));

- (d) a change to the Train Service Specification previously in force pursuant to the issue of an amended or new Train Service Specification in accordance with paragraph 16.6 of Schedule 1.1 (Franchise Services and Service Development);
- (e) the Franchisee is required to take any action pursuant to paragraph 19.1(a) and/or paragraph 19.1(b) of Schedule 1.1 (Franchise Services and Service Development);
- (f) the Secretary of State effects an amendment to a Discount Fare Scheme, introduces a new Discount Fare Scheme or ceases to approve a Discount Fare Scheme for the purposes of Section 28 of the Act;
- (g) the Secretary of State approves an amendment or proposed amendment to an Inter-Operator Scheme, as referred to in paragraph 4.5 of Schedule 2.5 (Transport, Travel and Other Schemes) to the extent and only to the extent that the Franchisee makes a saving as a consequence of such amendment or proposed amendment;
- (h) the imposition, subject to the provisions of paragraph 2.6 of Schedule 4 (Accessibility and Inclusivity), of any increased access charges in respect of EA Requirements at Franchisee Access Stations;
- (i) the Secretary of State exercises his power pursuant to paragraph 5 of Schedule 5.7 (Changes to Fares and Fares Regulation) to alter the obligations of and restrictions on the Franchisee under Schedule 5 (Fares and Ticketing);
- (j) the Franchisee is obliged to charge Value Added Tax on a Fare or there is an increase or decrease in the rate of Value Added Tax which it must charge on such Fare, in either case due to a change in the Value Added Tax treatment of the provision of Passenger Services;
- (k) the exercise by the Secretary of State of his rights pursuant to paragraph 1.11 of Schedule 7.1 (Operational Performance);

- (l) the exercise by the Secretary of State of his rights pursuant to paragraph 15.1(c) of Schedule 11.2 (Management Information);
- (m) **NOT USED;**
- (n) **NOT USED;**
- (o) a Variation to the terms of the Franchise Agreement pursuant to paragraph 1.1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);
- (p) the Start Date is a date that is later than 02:00 on 25 June 2017 for reasons solely attributable to any act or omission by the Secretary of State including the exercise of his right to amend the Start Date pursuant to clause 5.3 except where:
 - (i) the Secretary of State exercises his rights pursuant to Clause 4.2 or 4.3 of the Conditions Precedent Agreement to alter such Start Date; or
 - (ii) the relevant acts or omissions of the Secretary of State arise as a result of or in connection with any failure by the Franchisee to satisfy any of the conditions precedent set out in the Conditions Precedent Agreement;
- (q) the Expiry Date is a date that is later than 01:59 on 23 June 2024 in consequence of the Secretary of State exercising his right to amend the Start Date pursuant to clause 5.3;
- (r) the circumstances set out in paragraph 3.2 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases) occur;
- (s) **NOT USED;**
- (t) **NOT USED;**
- (u) **NOT USED;**
- (v)
 - (i) the Secretary of State issues a TDR Amendment pursuant to paragraph 12.8 of Schedule 1.1 (Franchises

Services and Service Development) in the circumstances described in paragraph 12.10(b) (there only being a Change if the Franchisee makes a saving as a consequence of a relevant TDR Amendment); or

- (ii) the circumstances contemplated in paragraph 12.11(b) of Schedule 1.1 (Franchise Services and Service Development) occur;
- (w) if, pursuant to paragraph 13.6 of Schedule 6.1 (Franchise Specific Obligations), the Secretary of State requires the Franchisee to implement a plan submitted by it to the Secretary of State pursuant to paragraph 13.5(c) of Schedule 6.1 (Franchise Specific Obligations);
- (x) the Franchisee enters into a Station Lease in relation to Guildford and/or Clapham Junction stations following the service of notice pursuant to paragraph 8.2 of Schedule 6.1 (Franchise Specific Obligations); or
- (y) any two or more of the foregoing that the Secretary of State groups together in accordance with any procedures issued by him pursuant to paragraph 1.4 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes) occur;

“Change of Control”

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

“Change of Law”

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

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

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

- (i) excluding any changes in Taxation;
- (ii) excluding any changes which were foreseeable at the date of the

Franchise Agreement, and for this purpose, but without limitation, there shall be regarded as foreseeable any Legislation which on the date of the Franchise Agreement has been published:

- (A) in a draft parliamentary bill as part of a government departmental consultation paper;
- (B) in a parliamentary bill;
- (C) in a draft statutory instrument; or
- (D) as a proposal in the Official Journal of the European Union except to the extent that such proposal is intended to apply solely within member states other than the United Kingdom,

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

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

“Charge Variation”

means a variation:

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

“Charging Review”

means:

- (a) the exercise by the ORR of its powers under:
- (i) Part 7 of Schedule 7 of the Track Access Agreement to which the Franchisee is a Party on the Start Date or any Replacement Agreement which is or is deemed to be a Relevant Agreement in accordance with the definition of that term;
 - (ii) Condition F11.4 (Review of Long Term Charge) of the Station Access Conditions in relation to any station which is not an Independent Station; or
 - (iii) Condition F12.4 (Review of Access Charge generally) of the Station Access Conditions in relation to any station which is not an Independent Station;
 - (iv) Condition 42.5 of the Independent Station Access Conditions in relation to any station which is an Independent Station or a Station;
- (b) the following by the ORR of the procedure in Schedule 4A of the Act;
- (c) the exercise by the ORR of any of its powers or the following of any other procedure, which, in the Secretary of State's reasonable opinion:
- (i) has an equivalent effect to; or
 - (ii) is intended to fulfil the same function as,
- any of the powers referred to in paragraphs (a) or (b) in relation to any Relevant Agreement provided that, without limitation, the exercise by ORR of any of its approval rights under Condition F12 of the Station Access Conditions shall not be considered to have an equivalent effect to or fulfil the same function as any of the powers referred to in paragraphs (a) or (b). For this purpose, Relevant Agreement includes any Relevant Agreement which is not the subject of any previous Charging Review; or
- (d) any amendment to a Relevant Agreement, or entry into a new Relevant Agreement which is approved by the ORR to the extent

that it relates to an Incremental Output Statement Charge or a scheme to which that charge relates;

“Charter Service”

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

- (a) which is not reflected in the Timetable;
- (b) which does not conform to the pattern of railway passenger services normally provided by the Franchisee;
- (c) for which the advance booking or booking arrangements for seats on the relevant service are, in the reasonable opinion of the Secretary of State, materially different from those generally applicable to the Passenger Services;
- (d) for which tickets are available on a restricted basis or on terms and conditions which, in the reasonable opinion of the Secretary of State, are materially different from those generally applicable to the Passenger Services; and/or
- (e) for which the departure time, journey time and calling pattern are, in the reasonable opinion of the Secretary of State, materially different from those of the Passenger Services,

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

“Child Price”

means, in relation to any Fare, the amount charged or chargeable to a person under the age of 16 in respect of such Fare;

“Class 707 Daily Rate”

means the amount specified at paragraph 18.6(d)(iii) of Schedule 6.1 (Franchise Specific Obligations);

“Closed Scheme Employees”

has the meaning given to it in paragraph 3.2 of Schedule 16 (Pensions);

“Closure”

means a discontinuance or closure under Part 4 of the Railways Act 2005 of any of the Passenger Services or of any network on which the Passenger Services may be operated or of any of the Stations or of any part of such network or Station;

“CMA”	has the meaning given to it in clause 15.1(a) (Competition);
“Code of Practice”	means the code of practice for protecting the interests of users of railway passenger services or station services who have disabilities, as prepared, revised from time to time (with the approval of the Disabled Persons Transport Advisory Committee) and published by the Secretary of State pursuant to Section 71B of the Act and which is available at https://www.gov.uk/government/publications/accessible-railway-stations-design-standards (or such other applicable web address that is adopted by the Secretary of State from time to time);
“Collateral Agreement”	means an agreement which is required to be entered into by the Franchisee with Network Rail or any other franchisee as a condition to any Access Agreement of which the Franchisee is the beneficiary;
“Commercial Return”	means where the CCI Scheme Revenue equals or exceeds the aggregate of the CCI Scheme Costs and the CCI Scheme Margin;
“Commitment”	has the meaning given to it in clause 15.1(g) (Competition);
“Committed Obligations”	means any of the Franchisee's obligations listed in Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations);
“Community Rail Partnership”	means any not for profit organisation of the same name that has an interest in the development of responsive and good quality railway passenger services;
“Community Rail Report”	has the meaning given to it in paragraph 2.6 of Schedule 13.1 (Rail Industry Initiatives);
“Community Rail Route”	means any Route in respect of which the Secretary of State determines that any relevant Community Rail Partnership has an interest;
“Community Rail Strategy”	means the Community Rail Development Strategy (as may be updated from time to time) published in November 2004 and which provides a broad framework within which rural community routes can be put on an improved financial footing;
“Commuter Fare”	means any: <ul style="list-style-type: none"> (a) Weekly Season Ticket, Monthly Season Ticket, Quarterly Season Ticket and Annual Season Ticket (and their equivalent ITSO products) between each London Station and

any other such station or other Suburban Station; and

- (b) unrestricted Single Fare and unrestricted Return Fare (and their equivalent ITSO products) between each London Station; and
- (c) unrestricted Single Fare and unrestricted Return Fare (and their equivalent ITSO products) from each Suburban Station to each London Station (but not in the other direction); and
- (d) PAYG Peak Fare or PAYG Off-Peak Fare (and their equivalent ITSO products) between each London Station and any other such station (and the CPAY equivalent fares),

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

“Commuter Fares Basket”

means the grouping of 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 Commuter Fares Document;

“Commuter Fares Document” or “CFD”	means the document in the agreed terms marked CFD as the same may be amended from time to time in accordance with Schedule 5.7 (Changes to Fares and Fares Regulation);
“COMPASS”	has the meaning given to it in paragraph 2.1 of Schedule 6.1 (Franchise Specific Obligations);
“Competition Authority”	has the meaning given to it in clause 15.1(b) (Competition);
“Competition Event”	has the meaning given to it in clause 15.1(c) (Competition);
“Competition Event Notice”	has the meaning given to it in clause 15.5;
“Compulsory Inter available Flow”	has the meaning given to it in the Ticketing and Settlement Agreement;
“Computer System”	means computer hardware and computer software, including licensed third party software and data protocols;
“Conditions Precedent Agreement”	means the agreement between the Secretary of State and the Franchisee of even date herewith specifying certain conditions to be satisfied or waived by the Secretary of State prior to the issue of a Certificate of Commencement;
“Confidential Information”	has the meaning given to it in paragraph 1 of Schedule 17 (Confidentiality and Freedom of Information);
“Connection”	means a connection (however described) between any of the Passenger Services provided by the Franchisee and any other railway passenger service provided by it or any other Train Operator or any bus, ferry or shipping service and cognate phrases shall be construed accordingly;
“Connection Agreement”	means any agreement entered into by the Franchisee and Network Rail on or before the Start Date relating to the connection of a Depot to the relevant part of the network;
“Contingency Plan”	has the meaning given to it in paragraph 1(a)(iv) of Schedule 10.3 (Force Majeure and Business Continuity);
“Continuation Document”	means any franchise agreement, direct award, interim franchise agreement or other arrangement pursuant to which the Franchisee is required to provide services for the carriage of passengers by railway which is entered into by the Franchisee in respect of some or all of the same Passenger

Services by way of direct or indirect continuation of the arrangement currently in place under the Franchise Agreement;

“Contract Manager”

means a person appointed from time to time by the Franchisee to fulfil certain duties including to manage the Franchise Agreement on behalf of the Franchisee and to facilitate the performance by the Franchisee of its obligations under the Franchise Agreement;

“Control”

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) thirty per cent (30%) or more of the share capital or issued share capital of, or of the voting power in, that person or any other person which Controls that person;
 - (ii) such part of the issued share capital of that person or any other person which controls that person as would, if the whole of the income of such person were distributed, entitle him to receive thirty per cent (30%) or more of the amount so distributed; or
 - (iii) such rights as would, in the event of the winding-up of that person or any other person which controls that person or in any other circumstances, entitle him to receive thirty per cent (30%) or more of the

assets of such person which would then be available for distribution,

and **“Controlled”** shall be construed accordingly;

“Controlled Emission Toilet” or “CET”	means a toilet fitted on a Rolling Stock Unit and which retains effluent in retention tanks such that effluent is not discharged on the rail tracks;
“Count Equipment”	means any load-weigh, infrared, CCTV or other type of equipment as may from time to time be installed on any train in the Train Fleet for the purposes of (amongst other things) passenger counting, including that specified in paragraph 3 of Schedule 1.5 (Information about Passengers);
“CP5 Gauging Costs”	has the meaning given to it in paragraph 20.2(b)(i) of Schedule 6.1 (Franchise Specific Obligations);
“CP5 Gauging Works”	has the meaning given to it in paragraph 20.1(a) of Schedule 6.1 (Franchise Specific Obligations);
“CP5 Gauging Works Franchise Payment Adjustment”	has the meaning given to it in paragraph 20.4 of Schedule 6.1 (Franchise Specific Obligations);
“CP5 Rolling Stock”	means thirty 5 car Class 707 electric multiple units;
“CP5 RS Committed Obligations”	means the obligations set out in paragraphs 16 – 20 of Schedule 6.1 (Franchise Specific Obligations);
“CP5 RS Franchise Payment Adjustments”	means amounts payable pursuant to paragraph 18.6 of Schedule 6.1 (Franchise Specific Obligations);
“CP5 RS Siemens Expenditure Franchise Payment Adjustment”	has the meaning given to it in paragraph 20.5 of Schedule 6.1 (Franchise Specific Obligations);
“CP5 Rolling Stock MSA”	means the Manufacture and Supply Agreement dated 12 September 2014 entered into between Siemens, Angel Trains and the Previous Franchisee in relation to the manufacture and supply of the CP5 Rolling Stock;
“CP5 RS Network Rail Route Clearance Contract”	means the agreement entered into by the Previous Franchisee and Network Rail under which Network Rail will undertake certain CP5 Gauging Works to make the infrastructure compatible in order to allow the introduction of the CP5 Rolling Stock;
“CP5 RS Project Management Agreement”	means the agreement dated 12 September 2014 between the Franchisee and Angel Trains setting out, amongst other things, the basis on which Angel

Trains and the Franchisee will exercise their rights under the CP5 Rolling Stock MSA;

"CP5 RS Project Manager"	has the meaning given to it in paragraph 21.5 of Schedule 6.1 (Franchise Specific Obligations);
"CP5 RS Project Plans"	has the meaning given to it in paragraph 21.4 of Schedule 6.1 (Franchise Specific Obligations);
"CP5 Secondment Agreement"	means the secondment agreement dated 12 September 2014 entered into between Siemens and the Previous Franchisee in relation to the CP5 Rolling Stock;
"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 an agreement dated 30 July 2014 between Transport Trading Limited and train operators operating in London relating to the acceptance of certain contactless payment cards for "pay as you go" journeys in London;
"Creating"	has the meaning given to it in the Ticketing and Settlement Agreement and cognate expressions shall be construed accordingly;
"CRM Data"	means Personal Data (including any or all of name, address, e-mail address and ticket purchasing history, credit and debit card details) collected by or on behalf of the Franchisee relating to: <ul style="list-style-type: none"> (a) persons travelling on or purchasing tickets for travel on the Passenger Services or other services for the carriage of passengers by railway; or (b) use of the Mobile Communication Services by the persons referred to in limb (a) above;
"CRM Data Processor"	means any Data Processor who, from time to time, is processing or has processed CRM Data on behalf of the Franchisee;
"CRM Obligations"	has the meaning given to it in paragraph 4.4 of Schedule 1.5 (Information about Passengers);
"CRM System"	means any system (whether a Computer System or otherwise) for the collection of CRM Data and/or onto which CRM Data is input, processed and/or

	held as such system may be amended or altered from time to time;
“Crossrail Operator”	has the meaning given to such term in paragraph 1 of Schedule 6.1 (Franchise Specific Obligations);
“Crossrail Programme”	has the meaning given to such term in paragraph 1 of Schedule 6.1 (Franchise Specific Obligations);
“Crossrail Services”	has the meaning given to such term in paragraph 1 of Schedule 6.1 (Franchise Specific Obligations);
“Crossrail 2”	means the proposed new south west to north east cross London railway line including a new tunnel between Tottenham and Wimbledon;
“CRP Amount”	means the sum of £240,000 (indexed by the Retail Prices Index in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments) per Franchisee Year (reduced pro-rata in respect of any Franchisee Year of less than three hundred and sixty five (365) days);
“Current Franchisee Year”	has the meaning given to it in paragraph 1.5 of Schedule 8.2 (Profit Share Mechanism);
“Customer and Stakeholder Engagement Strategy” or “CSES”	means the Customer and Stakeholder Engagement Strategy in the agreed terms marked CSES and any replacement Customer and Stakeholder Engagement Strategy revised in accordance with paragraph 9.2 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“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 10.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“Dataset”	means the data specified in Appendix 1 (Environmental Information) to Schedule 11.2 (Management Information) as the same may be amended from time to time by the Secretary of State (acting reasonably);
“Data Controller”	has the same meaning as in the Data Protection Act;
“Data Processor”	has the same meaning as in the Data Protection Act;
“Data Protection Act”	means the Data Protection Act 1998 and any guidance issued from time to time by the

	Information Commissioner's Office or a relevant Central Government Body in relation to the Data Protection Act 1998;
"Data Site Information"	has the meaning given to it in paragraph 3.5 of Schedule 15.1 (Reletting Provisions);
"Data Subject"	has the same meaning as in the Data Protection Act;
"Default Performance Level"	means, in relation to a Benchmark for any Reporting Period, the number set out in the relevant Column of the Cancellation Benchmark Table, , the Short Formation Benchmark Table and the TOC Minute Delay Benchmark Table and in the row of that table for that Reporting Period;
"Delayed Cascade Mitigation Plan"	has the meaning given to it in paragraph 3.5(b) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
"Departure Station"	has the meaning given to it in paragraph 2.2 of Appendix 2 (Accessible Transport Arrangements) to Schedule 4 (Accessibility and Inclusivity);
"Depot"	means a depot in respect of which the Franchisee has entered into a Depot Lease;
"Depot Access Conditions"	has the meaning given to it in the relevant Access Agreement to which it relates;
"Depot Lease"	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;
"Depot and Stabling Fund"	means the fund established by Network Rail for the purposes of meeting the costs of implementing the Depot and Stabling Works;
"Depot and Stabling Works"	means the works in relation to which the Franchisee has obligations pursuant to paragraph 16 of Schedule 6.1 (Franchise Specific Obligations);
"Derivative Output"	means Intellectual Property Rights that are derived from or generated by the RPC Database or the Preliminary Database when querying such database (which includes, but is not limited to, the format of all reports and analysis);

“Designated CO Primary Franchise Assets”	has the meaning given to it in paragraph 10.1 of Part 2 (Special Terms) to Schedule 6.2 (Committed Obligations);
“Designated Employer”	has the meaning given to it in the Pension Trust;
“Destination Station”	has the meaning given to it in paragraph 2.2 of Appendix 2 (Accessible Transport Arrangements) to Schedule 4 (Accessibility and Inclusivity);
“Direct Agreement”	means any agreement made, or to be made, from time to time between the Secretary of State and the counterparty of a Key Contract in relation to such Key Contract, including any agreement entered into by the Secretary of State under Schedule 14.3 (Key Contracts);
“Disabled People’s Protection Policy”	means the Franchisee’s policy for the protection of persons with disabilities which the Franchisee is required to establish and review from time to time in accordance with the conditions of its Licences in respect of the operation of railway passenger services and/or stations;
“Disabled Person”	is a reference to a person who has a disability as defined in the EA;
“Disabled Persons Transport Advisory Committee” or “DPTAC”	means the committee with that name established under Section 125 of the Transport Act 1985 and its statutory successors;
“Discount Card”	has the meaning given to it in the Ticketing and Settlement Agreement;
“Discount Fare Scheme”	has the meaning given to it in paragraph 3 of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);
“Dispute Resolution Rules”	means the procedures for the resolution of disputes known as “The Railway Industry Dispute Resolution Rules” , as amended from time to time in accordance with the terms thereof. The rules are available at http://accessdisputesrail.org/RIDR/RIDR%20Rules.pdf (or such other applicable web address that is adopted from time to time);
“Disputed Cancellation”	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 fifty per cent (50%) 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 fifty per cent (50%) or more, but less than one hundred per cent (100%) of its scheduled mileage as prescribed in the Enforcement Plan of the Day,

in either case, in circumstances where attribution of responsibility for the same is, at the relevant time, in dispute between Network Rail and the Franchisee pursuant to the Track Access Agreement;

“DOTAS”

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

“EA”

means the Equality Act 2010;

“EA Claim”

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

“EA Requirements”

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

“EEA state”

has the meaning given to it in clause 14.9 (Non-discrimination);

“Emergency Events”

has the meaning given to it in paragraph 1(e) of Schedule 10.3 (Force Majeure and Business Continuity);

“EMV”

means contactless payment cards that conform to the international standards issued by EMVCo (owned by American Express, Discover, JCB, MasterCard, UnionPay and Visa) which manages, maintains and enhances the EMV1 integrated circuit card specifications;

“Enforcement Plan of the Day”

means the Plan of the Day except for 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
- (iii) (Operating Obligations);

“Environmental Data Collection Plan”	has the meaning given to it in paragraph 15.1(a)(iii) of Schedule 11.2 (Management Information);
“Environmental Impact Monitoring Audit”	has the meaning given to it in paragraph 15.2(b) of Schedule 11.2 (Management Information);
“Environmental Impact Monitoring Report”	has the meaning given to it in paragraph 15.2(a) of Schedule 11.2 (Management Information);
“Environmental Impact Targets”	has the meaning given to it in paragraph 16.1 of Schedule 11.2 (Management Information);
“Environmental Impact Targets Plan”	has the meaning given to it in paragraph 16.2I of Schedule 11.2 (Management Information);
“Environmental Information Regulations”	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or any relevant Central Government Body in relation to such Regulations;
“Equivalent Fare”	has the meaning given to it in paragraph 6.1 of Schedule 5.7 (Changes to Fares and Fares Regulation);
“Equivalent Flow”	has the meaning given to it in paragraph 6.1(b) of Schedule 5.7 (Changes to Fares and Fares Regulation);
“ERTMS”	means the European Rail Traffic Management System;

- “ERTMS Programme”** means the Network Rail cross rail industry programme for delivering the national implementation of ERTMS;
- “Escrow Documents”** means those documents and other items referred to in paragraph 1.1 of Schedule 9.2 (Identity of the Financial Model);
- “Estimated Profit Stream”** means estimated total operating profit of the Franchisee from the date that the Change of Control (pursuant to clause 8 (Change of Control and Facilitation Fee)) is to occur until the Expiry Date as reasonably determined by the Secretary of State. In reasonably determining the Estimated Profit Stream the Secretary of State shall:
- (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 Section and any other pension schemes to the extent connected with the Franchise;
 - (D) any payments to Affiliates of the Franchisee (including management fees and royalty fees) except to the extent that such payments exceed the amount determined in accordance with paragraph 1.2(a)(v) of the definition of Relevant Profit in paragraph 1.2 of Schedule 8.2 (Profit Share Mechanism); and
 - (E) any sums capitalised in relation to maintenance expenditure on rolling stock or other capital equipment; and
- (d) calculate amounts in real terms as at the date of the Change of Control and apply the prevailing discount rate per annum (in real terms) stated in HM Treasury's "**Green Book Appraisal Guidelines**" (such rate being as at the date of the Franchise Agreement three point five per cent (3.5%) per annum (in real terms));

"Estimated Revisions"

has the meaning given to it in paragraph 10.3 of Schedule 9.1 (Financial and Other Consequences of Change);

“EU Merger Regulation”	has the meaning given to it in clause 15.2(a) (Competition);
“ETCS”	has the meaning given to it in paragraph 2.1 of Schedule 6.1 (Franchise Specific Obligations);
“Evening Peak”	means, in relation to any Passenger Service, the period between 1600 and 1959 (inclusive) during a Weekday or such other continuous four hour period between 1200 and 2359 (inclusive) as the Secretary of State may specify from time to time;
“Event of Default”	means any of the events set out in paragraph 1 of Schedule 10.2 (Events of Default and Termination Events);
“Excluded Data”	has the meaning given to it in paragraph 15.1(a)(i) of Schedule 11.2 (Management Information);
“Existing Expenditure”	has the meaning given to it in paragraph 6.2(a) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“Expiry Date”	means the later of: <ul style="list-style-type: none"> (a) 02:00 on 18 August 2024,⁴ or (b) any such later date that is specified by the Secretary of State pursuant to clause 5.3 (Duration of the Franchise Agreement); or (c) any such later date to which the Franchise Agreement is continued in accordance with clause 5.2 (Duration of the Franchise Agreement);
“Facilitation Fee”	has the meaning given to it in clause 8.4 (Change of Control and Facilitation Fee));
“Facility Owner”	has the meaning given to the term facility owner in Section 17(6) of the Act;
“Fare”	means: <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

⁴ Change of contract change 18/08/2017 – Agreed by the Secretary of State and Franchisee

relevant conditions of carriage except on the payment of a fee) and, where applicable, to obtain goods or services from a person; and

- (b) for the purposes only of Schedule 5.3 (Allocation of Fares to Fares Baskets) to Schedule 5.8 (Fares Regulation Information and Monitoring) (inclusive) and the definitions of Commuter Fare, Protected Fare, Return Fare, Single Fare, Protected Weekly Season Ticket, Protected Return Fare and paragraph (b) of the definition of Season Ticket Fare, a Fare as defined under paragraph (a) that is:
- (i) valid for a journey or journeys on the Passenger Services included in the Timetable or other railway passenger services which are required to be included in another relevant Train Operator's passenger timetable by the Secretary of State;
 - (ii) sold under the Travelcard Agreement; or
 - (iii) a Cross London Ticket (as defined in the Through Ticketing (Non Travelcard) Agreement);
 - (iv) sold under the Pay As You Go Agreement utilising TTL smart media as defined in such agreement;

"Fare Year"	means the period from 1 January in any year to 31 December in the same year;
"Fares Basket"	means either the Commuter Fares Basket or the Protected Fares Basket;
"Fares Document"	means any of the Commuter Fares Document and the Protected Fares Document;
"Fares Setting Round"	has the meaning given to it in the Ticketing and Settlement Agreement;
"Final Franchisee Year"	means the Franchisee Year ending on the last day of the Franchise Period;
"Financial Action Plan"	means any action plan produced by the Franchisee pursuant to paragraph 9.2(b)(vi) of Schedule 11.2 (Management Information), where the level of its financial performance specified in the Management Accounts is materially worse than forecast by the Franchisee in its current Business Plan;

“Financial Conduct Authority”	means the UK Financial Conduct Authority of 25 The North Colonnade, Canary Wharf, London E14 5HS and with company registered number 01920623 or such other regulatory body which may succeed or replace it from time to time;
“Financial Formats” or “FF”	means the Franchisee’s financial formats in the agreed terms marked FF ;
“Financial Model” or “FM”	means the Franchisee’s financial model in the agreed terms marked FM deposited with the Secretary of State on the date of the Franchise Agreement in accordance with Schedule 9.2 (Identity of the Financial Model), as may be subsequently revised in accordance with Schedule 9.2 (Identity of the Financial Model);
“Financial Ratios”	means the financial ratios specified in paragraph 2 of Schedule 12 (Financial Covenants and Bonds);
“First Additional Expenditure Franchisee Year”	has the meaning given to it in paragraph 6.2(a) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“First Profit Share Threshold” or “FPST”	has the meaning given to it in paragraph 1.1 of Schedule 8.2 (Profit Share Mechanism);
“Fleet Fitment and Mobilisation Costs”	means costs associated with the installation, maintenance and operation of ERTMS on the Franchisee’s train fleets. This includes the capital and operational costs of the ERTMS equipment fitted to train fleets, installation and test activities, approvals, maintenance activities and maintenance equipment, staff training and training equipment excluding costs covered by Network Rail pursuant to sub-paragraph 11.3(b) of Schedule 13.1 (Rail Industry Initiatives);
“Flow”	has the meaning given to it in the Ticketing and Settlement Agreement;
“Force Majeure Event”	means any of the events described as such in paragraph 1 of Schedule 10.3 (Force Majeure and Business Continuity) where the conditions specified in paragraph 2 of Schedule 10.3 (Force Majeure and Business Continuity) are satisfied;
“Forecast Modified Revenue”	means, in relation to any Reporting Period, the items specified in the definition of Modified Revenue, as most recently forecast for that Reporting Period pursuant to paragraph 9.3(a) of Schedule 11.2 (Management Information);
“Forecast Operating Costs”	means, in relation to any Reporting Period, the items specified in the definition of Actual Operating Costs, as most recently forecast for that Reporting

Period pursuant to paragraph 9.3 of Schedule 11.2 (Management Information) adjusted for any movement in creditors arising from deemed PCS Facility borrowing pursuant to Clause 18 of the Funding Deed;

“Forecast Passenger Demand”

means the forecast prepared by the Franchisee pursuant to paragraph 12.2 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development) in respect of:

- (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 tendered by the Secretary of State on 9 June 2016 to operate railway passenger services over the Routes prescribed in paragraph 2.1 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development);

“Franchise Agreement”

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

“Franchise Assets”

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

“Franchise Documents”

means:

- (a) this Agreement;
- (b) the Conditions Precedent Agreement;
- (c) the Funding Deed;
- (d) the Train Service Specification; and

- (e) any other agreement signed by the Franchisee at the time of the award of the Franchise which is in the possession of the Secretary of State and which is notified by the Secretary of State to the Franchisee as being required for publication;

“Franchise Employee”

means:

- (a) any employee of the Franchisee from time to time; and
- (b) any other person who is an employee of any of its Affiliates or is an employee of any party to whom the Franchise Services or services which are in support of or ancillary to the Franchise Services have been subcontracted (at any tier) or delegated by the Franchisee; and
- (c) in the case of (a) or (b) whose contract of employment would (subject to the exercise of such person’s right to object to the transfer) be transferred to a Successor Operator following the expiry of the Franchise Period by virtue of the operation of Law (including the Transfer of Undertakings (Protection of Employment) Regulations 2006) or in respect of whom liabilities arising from a contract of employment or employment relationship may be so transferred;

“Franchise Manager”

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

“Franchise Payment”

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

“Franchise Performance Meeting”

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

“Franchise Period”

means the period commencing on the Start Date and ending on the Expiry Date or, if earlier, the date of termination of the Franchise Agreement pursuant to Clauses 4.2(b) or 4.3(b) of the Conditions

Precedent Agreement or Schedule 10 (Remedies, Events of Default and Termination Events);

“Franchise Sections”	has the meaning given to it in paragraph 2 of Schedule 16 (Pensions);
“Franchise Section Rules”	has the meaning given to it in paragraph 4.2(a) of Schedule 16 (Pensions);
“Franchise Services”	means such of the Passenger Services, the Light Maintenance Services, the Station Services and the Ancillary Services as the Franchisee may provide or operate from time to time, including any of such services as the Franchisee may delegate or subcontract or otherwise secure through any other person from time to time in accordance with the Franchise Agreement;
“Franchise Term”	means the period commencing on the Start Date and expiring on the Expiry Date;
“Franchisee Access Station”	means any station at which the Passenger Services call (other than any Station);
“Franchisee ERTMS Plan”	means the Franchisee’s plan to deliver all activities for the implementation of the ERTMS Programme for which the Franchisee is responsible as further described in paragraph 11.1(e) of Schedule 13.1 (Rail Industry Initiatives);
“Franchisee Owned RV Asset”	<p>means each of the assets listed in Column 1 of the table set out in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) which:</p> <ul style="list-style-type: none"> (a) are not annotated in Column 4 of such table as Network Rail Fixture Assets; and (b) are designated as Primary Franchise Assets in accordance with paragraph 2.1(h) of Schedule 14.4 (Designation of Franchise Assets) such that they can be transferred to a Successor Operator at the applicable value specified in Column 2 of the table in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) (as such value may be amended during the Franchise Term in accordance with the provisions of paragraphs 1.4 or 1.6 of Schedule 14.6 (Residual Value Mechanism));
“Franchisee Year”	means any period of twelve (12) months during the Franchise Period, beginning on 1 April and ending on 31 March, except that the first and last Franchisee Years may be for a period of less than twelve (12) months and the first Franchisee Year

shall begin on the Start Date and the last Franchisee Year shall end on the last day of the Franchise Period;

“Freedom of Information Act”	means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or any relevant Central Government Body in relation to the Freedom of Information Act 2000;
“Funding Deed”	means the deed made between the Secretary of State, the Franchisee and the Guarantors dated on or about the date of the Franchise Agreement specifying arrangements relating to the funding for the Franchisee by the Parents and giving rights to the Secretary of State in relation to such funding;
“FXD”	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
“GAAP”	means generally accepted accounting principles in the United Kingdom, as derived from and including the accounting requirements of the Companies Act 2006, ‘Financial Reporting Standards 100, 101 and 102’, abstracts issued by the Urgent Issues Task Force of the Accounting Standards Board and, where appropriate, International Financial Reporting Standards and the listing rules of the Financial Conduct Authority, in each case, as amended from time to time;
“Gauging Costs Cap”	has the meaning given to it in paragraph 20.2(b)(i) of Schedule 6.1 (Franchise Specific Obligations);
“General Anti-Abuse Rule”	has the meaning given to it in paragraph 6.3 of Schedule 12 (Financial Covenants and Bonds);
“Great Western Franchisee”	means the franchisee appointed by the Secretary of State to operate the Great Western passenger rail franchise pursuant to a franchise agreement dated 22 March 2015;
“Greater London Ancillary Services”	has the meaning given to it in paragraph 9 (Potential devolution to Transport for London) of Schedule 6.1 (Franchise Specific Obligations);
“Greater London Franchise Services”	has the meaning given to it in paragraph 9 (Potential devolution to Transport for London) of Schedule 6.1 (Franchise Specific Obligations);
“Greater London Light Maintenance Services”	has the meaning given to it in paragraph 9 (Potential devolution to Transport for London) of Schedule 6.1 (Franchise Specific Obligations);

“Greater London Passenger Services”	has the meaning given to it in paragraph 9 (Potential devolution to Transport for London) of Schedule 6.1 (Franchise Specific Obligations);
“Greater London Services Concessionaire”	has the meaning given to it in paragraph 9 (Potential devolution to Transport for London) of Schedule 6.1 (Franchise Specific Obligations);
“Greater London Station Services”	has the meaning given to it in paragraph 9 (Potential devolution to Transport for London) of Schedule 6.1 (Franchise Specific Obligations);
“Greater London Stations”	has the meaning given to it in paragraph 9 (Potential devolution to Transport for London) of Schedule 6.1 (Franchise Specific Obligations);
“Grey Assets”	means any asset or structure on, within or close to the boundary of any Station in relation to which either the Franchisee or Network Rail consider that clarification is needed as to whether or not such asset or structure should properly form part of a relevant Station Lease;
“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” and “Guarantors”	have the meanings given to such terms under the Funding Deed;
“Halifax Abuse Principle”	means the principle explained in the CJEU Case C-255/02 Halifax and others;
“Handover Package”	means a package containing the information and objects specified in Appendix 1 (Form of Handover Package) to Schedule 15.3 (Handover Package) and such other information and objects as the Secretary of State may reasonably specify from time to time;
“Hot Standby”	means any rolling stock vehicle specified in the Train Plan which: <ul style="list-style-type: none"> (a) is operationally ready to provide the Passenger Services in the Timetable; (b) is not already assigned to the delivery of any Passenger Service in the Timetable; and (c) will only be used to deliver such Passenger Services if:

- (i) a rolling stock vehicle scheduled to deliver such Passenger Services is unable to so deliver; and
- (ii) Actual Passenger Demand could only be met by the deployment in service of such rolling stock vehicle;

"HS2 Project"	means the project for the construction and development of a proposed high speed railway from London to Birmingham and the North known as "HS2" or "High Speed Two" and all related infrastructure works;
"Incremental Output Statement Charge"	means the charge to which that description is commonly given, first introduced into Relevant Agreements in April 2001;
"Independent Station"	has the meaning given to it in paragraph 2.7 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);
"Independent Station Access Conditions"	has the meaning given to it in the Access Agreement to which it relates;
"Individual Station Charge Adjustment"	has the meaning given to it in paragraph 2.2 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);
"Industrial Action"	means any concerted action taken in connection with the employment of any employees of the Franchisee or of any of the employees of persons listed in paragraphs 1(f)(i) to 1(f)(iii) of Schedule 10.3 (Force Majeure and Business Continuity) (whether or not that action involves any breach of such employees' conditions of employment, and including any action taken in furtherance of a dispute, or with a view to improving the terms of employment of the relevant employees or by way of support for any other person) subject always, in the case of any unofficial industrial action, to the Franchisee being able to demonstrate the occurrence of such unofficial industrial action to the reasonable satisfaction of the Secretary of State;
"Industry Schemes"	has the meaning given to it in paragraph 4 of Schedule 13.1 (Rail Industry Initiatives);
"Information Commissioner"	has the meaning given to it in Section 6 of the Data Protection Act;
"Initial Business Plan"	means the business plan to be provided by the Franchisee to the Secretary of State as described in paragraph 10.1 of Schedule 11.2 (Management Information);

“Initial Dataset”	has the meaning given in paragraph 15.1(b) of Schedule 11.2 (Management Information);
“Initial Performance Bond”	means the performance bond issued or to be issued on or prior to the date of this Agreement by a Bond Provider to the Secretary of State which complies with the requirements of paragraph 4.2 of Schedule 12 (Financial Covenants and Bonds);
“Initial Period”	has the meaning given to it in paragraph 7.5 of Schedule 9.1 (Financial and Other Consequences of Change);
“Initial Permanent Fare”	has the meaning given to it in the Ticketing and Settlement Agreement;
“Initial Reporting Stage”	means the Reporting Periods falling within the period from the first Reporting Period to the seventh Reporting Period of the first Franchisee Year;
“Innovation Strategy”	means the strategy submitted by the Franchisee to the Secretary of State pursuant to paragraph 2.1 of Schedule 13.2 (Innovation Obligations) in accordance with the requirements of paragraph 2.2 of Schedule 13.2 (Innovation Obligations), as updated from time to time in accordance with paragraph 2.1 of Schedule 13.2 (Innovation Obligations);
“Institute of Asset Management”	means The Institute of Asset Management, a company limited by guarantee, registered with company number 05056259 with registered office Woodlands Grange, Woodlands Lane, Bradley Stoke, Bristol, BS32 4JY or its successors;
“Intellectual Property Rights”	means all intellectual and industrial property rights of any kind including (without limitation) patents, supplementary protection certificates, rights in Know-How, registered trade marks, registered designs, unregistered design rights, unregistered trade marks, rights to prevent passing off or unfair competition and copyright (whether in drawings, plans, specifications, designs and computer software or otherwise), database rights, topography rights, any rights in any invention, discovery or process, and applications for and rights to apply for any of the foregoing, in each case in the United Kingdom and all other countries in the world and together with all renewals, extensions, continuations, divisions, reissues, re-examinations and substitutions;
“Interest Rate”	means a rate equivalent to two per cent (2%) per annum above the base lending rate published by Royal Bank of Scotland plc (or such other bank as

the Secretary of State may, after consultation with the Franchisee, determine from time to time) during any period in which an amount payable under the Franchise Agreement remains unpaid;

“Inter-Operator Schemes”	means the list of schemes in paragraph 4 of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);
“International Organisation for Standardisation”	means the international standard setting body known as “ISO” or any such successor body;
“Intervention”	has the meaning given to it in clause 15.1(d) (Competition);
“Investment Asset”	means the Franchise Assets designated as such pursuant to paragraph 2.2 of Schedule 14.4 (Designation of Franchise Assets);
“Investment Asset Request Date”	means each anniversary of the Start Date provided that the final Investment Asset Request Date shall be the date thirteen (13) months prior to the end of the Franchise Term and there shall not be an Investment Asset Request Date on the anniversary of the Start Date where this would occur within twelve (12) months of such final Investment Asset Request Date;
“Invitation to Tender”	means the Invitation to Tender issued by the Secretary of State on 9 June 2016 as part of the procurement process pursuant to which the Franchise Agreement was entered into;
“Island Line Business Unit”	has the meaning given to it in paragraph 5.1 of Schedule 6.1 (Franchise Specific Obligations);
“Island Line CCI Amount”	means the sum of fifty thousand pounds sterling (£50,000) (indexed by the Retail Prices Index in the same way as variable costs are indexed in Schedule 8.2 (Profit Share Mechanism) per Franchisee Year within an Island Line CCI Period (reduced pro rata in respect of any Franchisee Year within an Island Line CCI Period of less than three hundred and sixty five (365) days) as adjusted in accordance with paragraph 6.8(a) of Schedule 6.1 (Franchise Specific Obligations);
“Island Line CCI Period”	means each of the following periods: <ul style="list-style-type: none"> (a) 1 April 2018 – 31 March 2020; (b) 1 April 2020 – 31 March 2022; and

(c) **1 April 2022 – 18 August 2024**,⁵

“Island Line CCI Scheme”	has the meaning given in paragraph 6.1 of Schedule 6.1 (Franchise Specific Obligations);
“Island Line CCI Scheme Commercial Return”	means where the Island Line CCI Scheme Revenue equals or exceeds the aggregate of the Island Line CCI Scheme Costs and the Island Line CCI Scheme Margin;
“Island Line CCI Scheme Cost”	means in respect of any Island Line CCI Scheme, the total cost to the Franchisee of developing and implementing that Island Line CCI Scheme;
“Island Line CCI Scheme Margin”	means five (5) per cent (%) of the applicable Island Line CCI Scheme Costs;
“Island Line CCI Scheme Revenue”	means in respect of any Island Line CCI Scheme, the revenue earned by the Franchisee from that Island Line CCI Scheme;
“Island Line CCI Scheme Shortfall”	means, in relation to an Island Line CCI Scheme, the amount (if any) by which the Island Line CCI Scheme Revenue is less than the aggregate of the Island Line CCI Scheme Costs and the Island Line CCI Scheme Margin;
“Island Line CCI Underspend”	has the meaning given in paragraph 6.6 of Schedule 6.1 (Franchise Specific Obligations);
“Island Line Lease”	means the lease of the rail infrastructure on the Isle of Wight dated 10 December 1995 to which the Franchisee and Network Rail are parties;
“Island Line Services”	means the Passenger Services operated on the Isle of Wight;
“Island Line Stakeholders”	has the meaning given to it in paragraph 5.2 of Schedule 6.1 (Franchise Specific Obligations);
“Island Line Stations”	means the following Stations: <ul style="list-style-type: none"> (a) Ryde Pier Head; (b) Ryde Esplanade; (c) Ryde St Johns Road; (d) Smallbrook Junction;

⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (e) Brading;
- (f) Sandown;
- (g) Lake; and
- (h) Shanklin;

"ISO14001:2015"

means the standard that is set by the International Organisation for Standardisation which specifies requirements for an environmental management system to enable an organization to develop and implement a policy and objectives which takes into account legal requirements and other requirements to which the organization subscribes, and information about significant environmental aspects or any equivalent standard which is generally recognised as having replaced it;

"ISO50001:2011"

means the standard that is set by the International Organisation for Standardisation which specifies requirements for establishing, implementing, maintaining and improving an energy management system, whose purpose is to enable an organization to follow a systematic approach in achieving continual improvement of energy performance, including energy efficiency, energy use and consumption or any equivalent standard which is generally recognised as having replaced it;

"ISO50001 Energy Review"

means the Energy Review as defined in paragraph 4.4.3 of ISO50001:2011, or any same or similar review from an equivalent standard which is generally recognised as having replaced it;

"ISO55001:2014"

means the standard that is produced by the International Organisation for Standardisation which specifies requirements for an asset management system within the context of the organisation or any equivalent Standard which is generally recognised as having replaced it;

"ISO 22301"

means the standard that is set by the International Organisation for Standardisation which specifies requirements for the development, implementation, operation, monitoring, review and maintenance of a business continuity planning process, or any equivalent standard which is generally recognised as having replaced it;

"ITSO"

means (as the context may require) both:

- (a) the non profit distributing organisation run by its members for the benefit of members

and users of smartcards, supported by the Department for Transport (“**DfT**”); and

- (b) the common specification such non profit distributing organisation has created to enable the use of interoperable smartcards in transport and other areas;

“ITSO Certified Smartmedia”

means the contactless smartcards, devices or other media designed to hold fare and travel information with the monetary or other value encoded which have been fully certified by ITSO;

“ITSO Equipment”

means all of the equipment and services required to be provided for the purposes of the South East Flexible Ticketing Scheme pursuant to the Previous SEFT Deed;

“ITSO Operating Licence”

means the licence granted to operators by ITSO which, among other things, permits them to issue ITSO-compliant cards and issue, sell and accept ITSO products;

“ITSO Smartmedia Ticketing Scheme”

means a Smart Ticketing Scheme that utilises ITSO Certified Smartmedia;

“Key Contacts List”

means the list which contains the name, address, home, office and mobile telephone numbers, and a brief description of the person's role and responsibilities in the business in respect of:

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

“Key Contract”

means:

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

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

- “Key Personnel”** means those persons identified by the Franchisee in accordance with paragraph 3.1 of Schedule 11.2 (Management Information) and **“Key Person”** shall be construed accordingly;
- “Know-How”** means formulae, methods, plans, inventions, discoveries, improvements, processes, performance methodologies, techniques, specifications, technical information, tests, results, reports, component lists, manuals and instructions;
- “Law”** includes any enactment, subordinate legislation, rule, regulation, order, directive or other provision, including those of the European Community, and any judicial or administrative interpretation or application thereof, which has, in each case, the force of law in the United Kingdom or any part of it (including the Act, the Transport Act, the Transport Safety Act 2003 and the Railways Act 2005);
- “Lead Operator”** has the meaning given to it in the Ticketing and Settlement Agreement;
- “Legislation”** means any enactment or subordinate legislation, rule, regulation, order, directive or other provision including those of the European Community, which has, in each case, the force of Law in the United Kingdom or any part of it, but excluding any order under Section 1 of the Transport and Works Act 1992;
- “Licences”** means such licences and/or statements of national regulatory provisions granted or to be granted under applicable law as the Franchisee may be required from time to time to hold under the Act or under the Railway (Licensing of Railway Undertakings) Regulations 2005 in order to provide or operate the Franchise Services;
- “Light Maintenance Service”** means any service specified in paragraph 6 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development) which may be provided by the Franchisee at the Depots and Stations;
- “Local Authority”** means:
- (a) in England, a county council, a district council, a unitary authority, a passenger transport executive, a London borough council, the common council of the City of

London, or a council which is established under the Local Government Act 1992 and which is either an authority responsible for expenditure on public passenger transport services within the meaning of Section 88 of the Transport Act 1985 or a local authority for the purposes of Section 93 of the Transport Act 1985;

- (b) in Wales, a county council, a district council or a council which is established under the Local Government Act 1972 or the Local Government (Wales) Act 1994;
- (c) in Scotland, the Strathclyde Passenger Transport Executive, or a district council or a unitary authority which is established under the Local Government (Scotland) Act 1973 or the Local Government, etc. (Scotland) Act 1994;
- (d) in London, the Mayor of London and Transport for London established under the Greater London Authority Act 1999;
- (e) a combined authority created pursuant to the Local Democracy, Economic Development and Construction Act 2009;
- (f) any local enterprise partnership;
- (g) any other body or council replacing any of the above from time to time; and
- (h) any other body or instrument of local or regional government specified by the Secretary of State from time to time;

“Lock-up Period”	has the meaning given to it in paragraph 3.2 of Schedule 12 (Financial Covenants and Bonds);
“London Station”	means any station served by the Railway Passenger Services in the Zones and any Zone to or from which a passenger may travel from or to such station;
“Long Term Charge”	shall have the meaning given to it in the Station Access Conditions;
“Maintenance Agreement”	means the agreement dated 12 September 2014 entered into by Siemens and the Previous Franchisee in relation to the Maintenance of the CP5 Rolling Stock, as amended from time to time;
“Maintenance Contract”	means any contract or arrangement to which the Franchisee is a party, which includes the carrying

out for the Franchisee of any maintenance work (including light maintenance services) or service provision in respect of rolling stock vehicles used by the Franchisee in the provision of the Passenger Services or for the enforcement of warranties or other rights against a manufacturer in respect of any such rolling stock vehicles;

- “Major Flow Operator”** has the meaning given to it in the Ticketing and Settlement Agreement;
- “Managed Station”** means any station used in connection with the provision of the Franchise Services where Network Rail is the Facility Owner or becomes the Facility Owner during the Franchise Period;
- “Managed Station Area”** means the premises comprising part or parts of a Managed Station to be occupied by the Franchisee on or after the Start Date and to be used for or in connection with the provision of the Franchise Services;
- “Management Accounts”** means, in relation to any Reporting Period, the Franchisee's management accounts which:
- (a) comply with paragraph 9.5(a) of Schedule 11.2 (Management Information); and
 - (b) are required to be delivered to the Secretary of State by the Franchisee in accordance with paragraphs 9.2(a) and 9.2(b) of Schedule 11.2 (Management Information);
- “Mandatory Modification”** means a modification or addition to any rolling stock vehicle which is required to be made under any applicable Law or any directive of the Rail Safety and Standards Board or any government authority;
- “Marks”** means such trade marks as the Franchisee may apply to any Primary Franchise Asset or other asset used by it under a Key Contract, which are applied on the expiry of the Franchise Period and are not the subject of a Brand Licence;
- “Maximum SoS Contribution”** has the meaning given to it in paragraph 20.2(a) of Schedule 6.1 (Franchise Specific Obligations);
- “MCS Contract”** means any contract relating to the provision of Mobile Communication Services;
- “Minimum Wi-Fi Service”** has the meaning given in paragraph 12.4 of Schedule 13.1 (Rail Industry Initiatives);

- “Minister of the Crown”** has the meaning given to it in Section 8(1) of the Minister of the Crown Act 1975;
- “Minor Works”** has the meaning given to it in paragraph 2.7(a) of Schedule 4 (Accessibility and Inclusivity);
- “Minor Works' Budget”** means three hundred and thirty five thousand pounds sterling (£335,000) for each Franchisee Year allocated by the Franchisee for the purpose of facilitating Minor Works at Stations to improve accessibility of the Stations to persons with disabilities, save that:
- (a) for any Franchisee Year which is shorter than twelve (12) months, the amount shall be reduced pro rata; and
 - (b) for each Franchisee Year after the first Franchisee Year, the amount shall be subject to adjustment as follows:

Minor Works' Budget x RPI

where:

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

- “Minor Works' Programme”** means the Franchisee's programme of Minor Works at Stations to improve accessibility of the Stations to persons with disabilities, developed prior to the start of each Franchisee Year pursuant to paragraph 2.7(b) of Schedule 4 (Accessibility and Inclusivity);
- “Minutes Delay”** means the minutes of delay to the Passenger Services that are attributed to the Franchisee or Network Rail (as the case may be) pursuant to the Track Access Agreement and disregarding any minutes of delay that are imputed to Passenger Services that were cancelled;
- “Mobile Communication Services”** means the wireless internet service which shall as a minimum provide the Minimum Wi-Fi Service;
- “Model Changes”** has the meaning given in paragraph 4.3 of Schedule 9.1 (Financial and Other Consequences of Change);
- “Modified Revenue”** means:
- (a) the sum of:

- (i) the Franchisee's total revenue for the period being reviewed as stated in its profit and loss account:
 - (A) including any amounts receivable from the Secretary of State, Network Rail and any interest; but
 - (B) excluding the proportion of income recognised in the profit and loss account in relation to grants received in respect of capital expenditure; and
- (ii) the opening cash balance for the period being reviewed excluding:
 - (A) any cash held for the exclusive purpose of the provision of the Performance Bond; and
 - (B) the amount equivalent to:
 - (1) any cash that is held pursuant to any restrictive terms under any agreement and that, consequently, cannot be used for general operating purposes;
 - (2) any cash capable of being drawn down but not actually received,

including, in both cases, under any loan or funding agreement or arrangements (including the Funding Deed) entered into with an Affiliate of the Franchisee; and
 - (C) the amount of the opening season ticket liabilities which relate to Passenger Services yet to be delivered; and
- (b) either:
 - (i) plus any reduction in total debtors over that period; or

- (ii) less any increase in total debtors over that period,

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

“Monthly Season Ticket”	means a Season Ticket Fare which is valid in Standard Class Accommodation from (and including) the day it first comes into effect until (but excluding) the day which falls one (1) month after such day;
“Morning Peak”	means, in relation to any Passenger Service, the period between 0700 and 0959 (inclusive) during a Weekday or such other continuous three hour period between 0600 and 1159 as the Secretary of State may specify from time to time;
“MSA Variation”	means the variation (whether in the form of a deed of amendment or otherwise) to the MSA between the Previous Franchisee, Angel Trains and Siemens in relation to the early delivery of the CP5 Rolling Stock;
“National Community Rail Steering Group”	means the National Community Rail Steering Group administered by the Department of Transport or such successor organisation;
“National Rail Enquiry Scheme”	means the telephone information scheme run by ATOC, providing information to customers regarding rail journeys throughout the country;
“National Rail Passenger Survey”	means a passenger satisfaction survey in respect of the Franchise Services to be carried out by the Passengers' Council as described in paragraph 2 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme) and shall include any Alternative NRPS as referred to in paragraph 2.6 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“National Rail Timetable”	means the passenger timetable published by Network Rail (currently twice per annum) specifying the timings and stopping patterns of all passenger railway services in Great Britain;
“Network Change”	has the meaning given to it in the Network Code;
“Network Change Compensation Claims”	has the meaning given to it in paragraph 11.2(a)(i) of Schedule 13.1 (Rail Industry Initiatives);
“Network Code”	means the document known as the Network Code and formerly known as the Railtrack Track Access Conditions 1995 (as subsequently replaced or

amended from time to time) or any equivalent code or agreement applying to Network Rail or NR;

“Network Rail”

means in respect of:

- (a) the network or any relevant facility:
 - (i) Network Rail Infrastructure Limited, a company registered in England with registered number 02904587 whose registered office is 1 Eversholt Street, London NW1 2DN; and
 - (ii) any successor in title to the network or any relevant railway facility; or
- (b) any new or other sections of network or any relevant new or other railway facilities, the owner (if different);

“Network Rail's Traction Electricity Rules”

means the document entitled *“Traction Electricity Rules”* as published by the ORR;

“Network Rail Asset Management Policy”

means the policy set by Network Rail for a holistic asset management approach that includes asset capability, asset performance and reporting, sustainability, asset whole-life cost modelling, forecasting and reporting, cost efficient asset management, and asset management to meet customer service requirements;

“Network Rail Cancellation”

means a Passenger Service:

- (a) which is included in the Enforcement Plan of the Day and which is cancelled; or
- (b) which is included in the Enforcement Plan of the Day and which operates less than fifty per cent (50%) of its scheduled mileage (as prescribed in the Enforcement Plan of the Day),

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

“Network Rail Data”

means any information, data and materials that may be provided to the Secretary of State by NR that relates to the Franchisee and which the Secretary of State decides (in his absolute discretion) to add to the RPC Database;

“Network Rail ERTMS Implementation Plan”

means such plan as is prepared by Network Rail for the implementation of the ERTMS Programme and

provided to the Franchisee by the Secretary of State pursuant to paragraph 11.1(d) of Schedule 13.1;

“Network Rail Fixture Asset”

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

- (a) funded by the Franchisee and affixed to a Station or Depot (as the case may be) such that it is regarded as a fixture to and part of such Station or Depot (as the case may be); and
- (b) designated as a Primary Franchise Assets in accordance with paragraph 2.1 of Schedule 14.4 (Designation of Franchise Assets) such that it can be transferred as the unencumbered property of the Franchisee to a Successor Operator at the applicable value specified in Column 2 of the table in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) (as such value may be amended during the Franchise Term in accordance with the provisions of paragraphs 1.4 or 2.2 of Schedule 14.6 (Residual Value Mechanism));

“Network Rail Partial Cancellation”

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

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

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

“New Insurance Arrangements”

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

“New Results”

means, in relation to any Change, the following as restated in accordance with Schedule 9.1 (Financial and Other Consequences of Change) following a Run of the Financial Model in relation to that Change:

- (a) the restated values of **“FXD”**, **“VCRPI”**, **“VCAWE”**, **“PRPI”**, **“ORRPI”**, **“PRRPI_{GDP}”** and **“PRRPI_{CLE}”** to be specified for each Franchisee Year in Appendix 2

(Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments); and

- (b) the restated values of **"FPST"**, **"SPST"** and **"TPST"** to be specified for each Franchisee Year in paragraphs 1, 2 and 3 (respectively) of Appendix 1 (Profit Share Thresholds) to Schedule 8.2 (Profit Share Mechanism);

"New Station"

means:

- (a) a station not served by railway passenger services as at February 2003, but which has since that time been, or is subsequently, served by railway passenger services which have been, or are subsequently to be, included in the Timetable or in another relevant Train Operator's timetable; and/or
- (b) if the Secretary of State requires, a station, other than a Station, at which, with the consent of the Secretary of State (whether by amendment to the Franchise Agreement or otherwise) railway passenger services operated by the Franchisee call;

"Non Fares Basket Fare"

means a Fare that is designated as such by the Secretary of State pursuant to paragraph 2.1 of Schedule 5.3 (Allocation of Fares to Fares Baskets) and which has not been de-designated as such pursuant to paragraph 1.1 of Schedule 5.7 (Changes to Fares and Fares Regulation);

"Notified Fault"

shall have the meaning given to such term in paragraph 9.1 of Schedule 1.4 (Passenger Facing Obligations);

"NR"

means Network Rail Limited (company number 04402220), Network Rail Infrastructure Limited (company number 2904587) whose registered offices are both at 1, Eversholt Street, London NW1 2DN or any Affiliate thereof from time to time;

"NRPS Action Plan"

has the meaning given to it in paragraph 1.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

"NRPS Benchmark"

has the meaning given to it in paragraph 1.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“NRPS Benchmark Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“NRPS Measure”	has the meaning given to it in paragraph 1.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“NRPS Service Group”	has the meaning given to it in paragraph 1.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
[Deleted⁶]	
“Occasion of Tax Non-Compliance”	<p>means, in respect of the Franchisee (including where Franchisee is an unincorporated joint venture or consortium, the members of that unincorporated joint venture or consortium) or the Franchisee (such party being the “Affected Party”):</p> <p>(a) any tax return of the Affected Party submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 is found to be incorrect as a result of:</p> <p style="padding-left: 40px;">(i) a Relevant Tax Authority successfully challenging the Affected Party under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;</p> <p style="padding-left: 40px;">(ii) the failure of an avoidance scheme which the Affected Party was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or</p> <p>(b) any tax return of the Affected Party submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion;</p>

⁶ Date of deletion 18/08/2017 – Agreed by the Secretary of State and Franchisee

“Off-Peak”	means, in relation to any Passenger Service, the period of time outside of the Peak;
“Old Results”	<p>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:</p> <p>(a) the values of “FXD”, “VCRPI”, “VCAWE”, “PRPI”, “ORRPI”, “PRRPI_{GDP}” and “PRRPI_{CLE}” specified for each Franchisee Year in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to Schedule 8.1 (Franchise Payments); and</p> <p>(b) the values of “FPST”, “SPST” and “TPST” specified for each Franchisee Year in paragraphs 1, 2 and 3 of Appendix 1 (Profit Share Threshold) to Schedule 8.2 (Project Share Mechanism);</p>
“Operating Assets”	has the meaning given to it in paragraph 1.1 of Schedule 14.2 (Maintenance of Operating Assets);
“Operational Model” or “OM”	<p>means the following models in the agreed terms marked OM:</p> <p>(a) revenue model;</p> <p>(b) the performance model;</p> <p>(c) all cost models; and</p> <p>(d) any other relevant models that have generated input to the Financial Model;</p>
“Original Rolling Stock”	has the meaning given to it in paragraph 2.1(a) of Schedule 1.6 (The Rolling Stock);
“ORR”	means the Office of Rail and Road established by Section 15 of the Railways and Transport Safety Act 2003 and having duties and obligations as set out in the Act;
“ORRPI”	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
“Parents”	means FirstGroup plc and MTR Corporation Limited and references to a “Parent” shall be construed accordingly;

“Partial Cancellation”	means a Passenger Service which is included in the Enforcement Plan of the Day and which: <ul style="list-style-type: none"> (a) misses a stop; or (b) completes fifty per cent (50%) or more, but less than one hundred per cent (100%) of its scheduled mileage as prescribed in the Enforcement Plan of the Day, in each case, for reasons which are attributed to the Franchisee pursuant to its Track Access Agreement;
“Participating Employer”	has the meaning given to it in the Pension Trust;
“Passenger Assistance”	means the passenger assistance service provided by train operating companies and referred to by the ORR as “Passenger Assist” , as such service may be further described by the ORR from time to time at: http://orr.gov.uk/info-for-passengers/passengers-with-disabilities (or such other applicable web address that is adopted by the ORR for these purposes from time to time);
“Passenger Carrying Capacity”	means, in relation to a Passenger Service, the capacity of the vehicles (as stated in Schedule 1.6 (The Rolling Stock) or determined by the Secretary of State in accordance with paragraph 3.4 of Schedule 1.6 (The Rolling Stock)) from which the Passenger Service is formed;
“Passenger Change Date”	means a date upon which significant changes may be made to the Timetable in accordance with or by virtue of the Network Code;
“Passenger Services”	means the Franchisee's railway passenger services as specified in any Timetable and/or Plan of the Day including those railway passenger services which the Franchisee may delegate or subcontract or otherwise secure through any other person from time to time in accordance with the Franchise Agreement;
“Passenger Survey Methodology”	has the meaning given to it in paragraph 2.4 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“Passenger's Charter” or “PC”	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 (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;

"Passport"	means the confirmation awarded by the Secretary of State to a successful applicant that their application meets the requirements set out in the documentation relating to the OJEU Notice (reference no: 2015/S 189-34364);
"Passport Holder"	means, during the validity period of the relevant Passport, a successful applicant to whom a Passport has been awarded;
"Pay As You Go Agreement"	means an agreement dated 16 October 2009 between Transport Trading Limited and train operators operating in London enabling joint ticketing and the acceptance of each other's tickets using smartmedia technology under the name " Pay as You Go ";
"PAYG Peak Fare"	means a Fare which is a Permanent Fare and which entitles the purchaser to make a single journey under the Pay As You Go Agreement in Standard Class Accommodation between and within the PAYG Zones for which the fare is valid, at any time;
"PAYG Off-Peak Fare"	means a Fare which is a Permanent Fare and which entitles the purchaser to make a single journey under the Pay As You Go Agreement in Standard Class Accommodation between and within the PAYG Zones for which the fare is valid, at any time on Saturdays and Sundays and at such times as the Franchisee may designate on Mondays to Fridays (where such Fare need not be valid between 6:30am and 9:30am or between 4.00pm and 7.00pm but must be valid at all other times) and which may take into account the different directions of travel;
"PAYG Zone"	means the Stations within the " PAYG Area " (as such is defined in the PAYG Agreement) or otherwise included in part 1 (PAYG Acceptance) of schedule 3 (Operation of PAYG) of the Pay As You Go Agreement (as such is amended from time to time);
"Payment Date"	means the date for the payment of Franchise Payments in accordance with paragraph 2.3 of Schedule 8.1 (Franchise Payments);
"Peak"	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 it in the Ticketing and Settlement Agreement;
“Performance Bond”	means the Initial Performance Bond and any Replacement Performance Bond, which in each case, shall comply with the requirements of paragraph 4.2 of Schedule 12 (Financial Covenants and Bonds);
“Performance Strategy Plan”	has the meaning given to it in the Network Code;
“Performance Sum Adjustment Date”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Permanent Fare”	has the meaning given to it in the Ticketing and Settlement Agreement;
“Permitted Aggregate Increase” or “PAI”	has the meaning given to it in paragraph 4.2 of Schedule 5.4 (Regulation of Fares Basket Values);
“Permitted Individual Increase” or “PII”	has the meaning given to it in paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares);
“Personal Data”	has the same meaning as in the Data Protection Act and includes Sensitive Personal Data as defined therein;
“Personal Data Legislation”	has the meaning given to it in paragraph 6.1 of Schedule 1.5 (Information about Passengers);
“Placed in Escrow”	means: <ul style="list-style-type: none"> (a) in respect of the Financial Model, delivery of the Financial Model: <ul style="list-style-type: none"> (i) dated the date of the Franchise Agreement; and (ii) adjusted to the extent necessary to reflect any time elapsed between the actual Start Date and the date assumed to be the Start Date in the Initial Business Plan; and (iii) where Schedule 9.1 (Financial and Other Consequences of Change) and Schedule 9.2 (Identity of the Financial Model) apply, the inputs to the Financial Model derived

therefrom following an audit of a Run of the Financial Model; and;

- (b) in respect of the Operational Model, delivery of:
 - (i) the Operational Model dated the date of the Franchise Agreement;
 - (ii) the Operational Model adjusted to the extent necessary to reflect any time elapsed between the actual Start Date and the date assumed to be the Start Date in the Initial Business Plan; and
 - (iii) where Schedule 9.1 (Financial and Other Consequences of Change) and Schedule 9.2 (Identity of the Financial Model) apply, audited following a Run of the Financial Model and updated with any Revised Inputs; and
- (c) **NOT USED**
- (d) in respect of the Record of Assumptions, delivery thereof,

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

- "Plan of the Day"** means, in relation to each day during the Franchise Term, the Passenger Services scheduled to be operated on that day through specification in the Timetable or as notified to the Franchisee by Network Rail from time to time prior to 2200 on the previous day;
- "Planned Delivery Date"** shall have the meaning given to such term in paragraph 1.4 of Schedule 14.6 (Residual Value Mechanism);
- "Planned Train Mileage"** means the aggregate train mileage planned during each Reporting Period by each train used in the provision of the Passenger Services (excluding, any train mileage planned as a result of positioning or other movements of rolling stock vehicles outside the Timetable);
- "Power of Attorney" or "POA"** means the power of attorney granted by the Franchisee in favour of the Secretary of State in the agreed terms marked **POA**;

“PPM” or “Public Performance Measure”	means the public performance measure relating to the Franchise as produced and/or published by Network Rail;
“PPM Figures”	means the moving annual average percentage published by Network Rail in respect of PPM, rounded to one (1) decimal place;
“PPM Performance Sum”	means an amount determined in accordance with paragraph 22.7 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year, where the provisions of paragraph 29 of Schedule 7.1 (Operational Performance) shall apply) by the Franchisee (as the case may be);
“Preceding thirteen (13) Reporting Periods”	has the meaning given to it in paragraph 2.1 of Schedule 12 (Financial Covenants and Bonds);
“Preceding Year Ticket Price”	has the meaning given to it in paragraph 2.1 of Schedule 5.5 (Regulation of Individual Fares);
“Preliminary Database”	means such database as may reasonably be put in place by the Secretary of State prior to making any RPC Database available to the Franchisee, as part of the development of the RPC Database;
“Previous Franchise Agreement”	means any franchise agreement under which services equivalent to the Franchise Services (or a material proportion thereof) were provided by a Train Operator on or about the day prior to the Start Date;
“Previous Franchisee”	means means Stagecoach South Western Trains Limited with company number 05599788 of Friars Bridge Court, 41-45 Blackfriars Road, London SE1 8NZ;
“Previous Franchisee ITSO Smartmedia Ticketing Scheme”	means any ITSO Smartmedia Ticketing Scheme operated by the Previous Franchisee prior to the Start Date;
“Previous SEFT Deed”	means the deed dated 14 October 2013 between (1) Secretary of State and (2) Previous Franchisee;
“Price”	means, in respect of any Fare, the price of such Fare before the deduction of any applicable discount to which a purchaser may be entitled, as notified to RSP in accordance with Schedule 5 (Fares and Ticketing) to the Ticketing and Settlement Agreement;
	means:

“Primary Franchise Assets”	<p>(a) the property, rights and liabilities of the Franchisee listed in Appendix 1 (List of Primary Franchise Assets) to Schedule 14.4 (Designation of Franchise Assets); and</p> <p>(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),</p> <p>but excluding such property, rights or liabilities as may, in accordance with the terms of the Franchise Agreement, cease to be so designated;</p>
“Principles of Inclusive Design”	means planning, designing, building and managing places, while having due regard and a proportionate response to stakeholder views obtained through consultation or otherwise, so that they work better for everybody and reflect the diversity of the people who use them as embodied in the document published by the Commission for Architecture and the Built Environment in 2006 with the title <i>“The Principles of Inclusive Design”</i> (as revised from time to time”);
“Prior Train Operator”	has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
“PRM TSI ”	means the EU’s Regulation (EU) No 1300/2014 of 18 November 2014 (as amended from time to time) on the technical specifications for interoperability relating to accessibility of the European Union’s rail system for persons with disabilities and persons with reduced mobility;
“Profit Share Components”	has the meaning ascribed to it in paragraph 1.1(a) of Schedule 9.1 (Financial and Other Consequences of Change);
“Projected Revenue”	means the revenue in any Fare Year which is projected to be attributable to any Fare, determined in accordance with paragraph 3 of Schedule 5.4 (Regulation of Fares Basket Values);
“Property Lease”	means any Depot Lease, any lease in respect of a Managed Station Area, any lease in respect of Shared Facilities or any Station Lease and any agreement or lease of a similar or equivalent nature (whether in respect of any such facility or otherwise) which the Franchisee may enter into with a person who has an interest in a network or a railway facility which is to be used for or in connection with the provision or operation of the Franchise Services;

- “Protected Fare”** means a Protected Return Fare or a Protected Weekly Season Ticket;
- “Protected Fares Basket”** means the grouping of Protected Fares:
- (a) determined by the Secretary of State pursuant to Schedule 5.3 (Allocation of Fares to Fares Baskets);
 - (b) for the purposes of regulating their aggregate Prices 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 Regulations); and
 - (d) set out in the Protected Fares Document;
- “Protected Fares Document” or “PFD”** 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 Regulations);
- “Protected Proposal”** has the meaning given to it in paragraph 2 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);
- “Protected Return Fare”** means in respect of a Fare for a Flow:
- (a) for which there was a Saver Return Fare in February 2003, a Return Fare for each such Flow in respect of which the Franchisee is entitled or obliged from time to time to set the Price 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 (1) month;
 - (ii) it shall be valid all day on a Saturday or Sunday and from no later than 1030 on any other day;
 - (iii) it need not be valid for any journey:
 - (A) beginning between 1500 and 1900 on any day other than a Saturday or Sunday;
 - (B) where such journey begins from a London Station or any station between any London

Station and Reading station, Watford station, Luton station, or Stevenage station (inclusively); and

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

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

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

“PRRPI_{CLE}”

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

“PRRPI_{GDP}”

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

“PRPI”

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

“Public Sector Operator”

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

“Qualifying Change”

means a Change which:

(a) following a Run of the Financial Model (where Schedule 9.1 (Financial and Other Consequences of Change) applies) in accordance with Schedule 9 (Changes and Variations) results in adjustments in Franchise Payments over the remaining life

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

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

"Quarterly Season Ticket"

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

"Rail Franchise"

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

"Rail Industry Sustainable Development Principles"

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

"Rail Safety and Standards Board" or "RSSB"

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

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

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

"Railway Group"

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

"Railway Operational Code"

has the meaning given to it in Condition H of the Network Code;

"Railway Passenger Services"

means, for the purposes of Schedule 5 (Fares and Ticketing) only, services for the carriage of passengers by railway which are provided by a

person who is bound by the Ticketing and Settlement Agreement, or any part of it, and including the Franchisee and any other Train Operator from time to time;

“Railways Pension Scheme”	means the pension scheme established by the Railways Pension Scheme Order 1994 (No. 1433);
“Reconciliation Amount”	has the meaning given to it in paragraph 10.9 Schedule 9.1 (Financial and Other Consequences of Change);
“Record of Assumptions” or “ROA”	<p>means a document in the agreed terms marked ROA prepared by the Franchisee (and/or, where Schedule 9.1 (Financial and Other Consequences of Change) applies) as may be revised in accordance with Schedule 9 (Changes and Variations) and Placed in Escrow providing:</p> <ul style="list-style-type: none"> (a) detailed assumptions, explanations of assumptions and parameters underlying the Financial Model; (b) details of how Franchise Payments have been calculated (including by reference to a defined annual profit margin); (c) a description of the functionality, operation and structure of the Financial Model; and (d) a description of each input cell, its requirements and its inter-relationship with the Financial Model;
“Redactions”	has the meaning given to it in paragraph 10.1 of Schedule 17 (Confidentiality and Freedom of Information);
“Reference Fare”	has the meaning given to it in paragraph 6.1(a) of Schedule 5.7 (Changes to Fares and Fares Regulation);
“Reference Flow”	has the meaning given to it in paragraph 6.1(a) of Schedule 5.7 (Changes to Fares and Fares Regulation);
“Reference Revenue”	means the aggregate Gross Revenue recorded by RSP as attributable to sales of all Commuter Fares or Protected Fares for the period of twelve (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 Qualifications Framework”⁷** means the register of qualifications established and maintained by Ofqual (as located at the date of this Franchise Agreement at: <https://register.ofqual.gov.uk/>);”
- “Regulated Value”** means the Value of any Fares Basket that is permitted in any Fare Year, determined in accordance with paragraph 4.1 of Schedule 5.4 (Regulation of Fares Basket Values);
- “Regulations”** has the meaning given to it in paragraph 1.2 of Schedule 2.5 (Transport, Travel and Other Schemes);
- “Relevant Agreement”** means any Property Lease or Access Agreement in relation to any stations or network which may be used from time to time by the Franchisee in connection with the Franchise Services, as replaced or amended from time to time. If and to the extent that:
- (a) following the effective date of any Charge Variation, the Franchisee enters into any Replacement Agreement;
 - (b) the effect of that Charge Variation is reflected in the terms of the Replacement Agreement; and
 - (c) the Secretary of State has consented to such Replacement Agreement being entered into and constituting a Replacement Agreement for the purposes of this definition,
- then the Replacement Agreement shall be deemed to be a Relevant Agreement;

⁷ Date of contract insertion 20/08/2017 – Agreed by the Secretary of state and Franchisee

“Relevant Credit Rating”	means a credit rating of: <ul style="list-style-type: none"> (a) A - (or better) by Standard and Poor's Corporation or Fitch Ratings Limited in respect of long term senior debt; or (b) A3 (or better) by Moody's Investors Service Inc. in respect of long term senior debt; or (c) if any credit rating specified in paragraph (a) or (b) ceases to be published or made available or there is a material change in the basis of any such credit rating, such other rating or standard as the Secretary of State may, after consultation with the Franchisee, determine to be appropriate in the circumstances;
“Relevant Delay”	has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
“Relevant Profit”	has the meaning given to it in paragraph 1.2 of Schedule 8.2 (Profit Share Mechanism);
“Relevant Profit Report”	has the meaning given to it in paragraph 2.1 of Schedule 8.2 (Profit Share Mechanism);
“Relevant Reporting Period”	has, for the purposes of paragraph 5.3 of Schedule 12 (Financial Covenants and Bonds) only, the meaning given to it in that paragraph;
“Relevant Rolling Stock”	has the meaning given to it in paragraph 3.1 of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
“Relevant Tax Authority”	means HM Revenue & Customs, or, if applicable, a tax authority in the jurisdiction in which the Affected Party is established;
“Relevant Term”	has the meaning given to it in paragraph 3.1(a) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);
“Remedial Agreement”	has the meaning given to it in paragraph 5.1 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);
“Remedial Plan”	has the meaning given to it in paragraph 3.1(b) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);
“Remedial Plan Notice”	has the meaning given to it in paragraph 2 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement);

“Replacement Agreement”	means an agreement entered into as a replacement for any Relevant Agreement;
“Replacement Copy”	has the meaning given to it in paragraph 2.2(b) of Schedule 9.2 (Identity of the Financial Model);
“Replacement Island Line Lease”	means any lease of the rail infrastructure on the Isle of Wight entered into by the Franchisee and Network Rail and coming into effect on or after the expiry of the Island Line Lease;
“Replacement Island Line Operator”	means any person who is appointed in place of the Franchisee to provide passenger services on the infrastructure located on the Isle of Wight over which the Island Line Services are operated;
“Replacement Performance Bond”	means any performance bond issued or to be issued following the issue of the Initial Performance Bond by a Bond Provider to the Secretary of State which complies with the requirements of paragraph 4.2 of Schedule 12 (Financial Covenants and Bonds);
“Reporting Period”	means: <ul style="list-style-type: none"> (a) for the purposes of the Season Ticket Bond, any consecutive seven (7) day period or any other period, each within a Reporting Period (as defined in paragraph (b)) agreed in accordance with paragraph 5.10 of Schedule 12 (Financial Covenants and Bonds); or (b) for all other purposes, a period of twenty eight (28) days, provided that: <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 (7) days by notice from the Secretary of State to the Franchisee; (iii) each such period shall start on the day following the last day of the preceding such period; and (iv) the last such period during the Franchise Period shall end at the end of the Franchise Period;
“Reporting Year”	means a period normally commencing on 1 April in each calendar year, comprising thirteen (13) consecutive Reporting Periods;

“Request for Information”	means a request for information or an apparent request under the Freedom of Information Act or the Environmental Information Regulations;
“Required Improvement”	has the meaning given to it in paragraph 1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
“Required Performance Improvement”	has the meaning given to it in paragraph 26.1 of Schedule 7.1 (Operational Performance);
“Retail Prices Index”	means the retail prices index for the whole economy of the United Kingdom and for all items as published from time to time by the Office for National Statistics as “RPI” or, if such index shall cease to be published or there is, in the reasonable opinion of the Secretary of State, a material change in the basis of the index or if, at any relevant time, there is a delay in the publication of the index, such other retail prices index as the Secretary of State may, after consultation with the Franchisee, determine to be appropriate in the circumstances;
“RPI”	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
“Return Fare”	means a Fare which entitles the purchaser to make, without further restrictions as to the time of day for which the Fare is valid, a journey in each direction in Standard Class Accommodation between the stations and/or the zones for which such Fare is valid and which expires no earlier than 0200 hours on the day after the day of the outward journey or, if later, the time the relevant return journey may be completed if commenced before 0200 hours;
“Review Date”⁸	<p>means:</p> <p>(a) 16 June 2017; or</p> <p>(b) such later date as may be notified to the Franchisee by the Secretary of State pursuant to Clause 4.2 or Clause 4.3 of the Conditions Precedent Agreement;</p>
“Review Procedures”	has the meaning given to it in paragraph 3.5 of Schedule 8.2 (Profit Share Mechanism);

⁸ Date of contract change 18/08/2017 - Agreed by the Secretary of State and Franchisee

“Revised Inputs”	has the meaning given to it in paragraph 4.2 of Schedule 9.1 (Financial and Other Consequences of Change);
“Right Time Figures”	means the moving annual average percentage published by Network Rail in respect of the Right Time Measure, rounded to one (1) decimal place;
“Right Time Measure”	means the Right Time Measure as produced and/or published by Network Rail and/or the ORR showing the number of Passenger Services (expressed as a percentage of the number of Passenger Services which are scheduled to be provided under the Plan of the Day) which arrive at their final scheduled destination in the Plan of the Day either early or no more than 59 seconds late;
“Rolling Stock Lease”	means any agreement for the leasing of rolling stock vehicles to which the Franchisee is a party as at the Start Date and any agreement of a similar or equivalent nature (including, any agreement or arrangement for the subleasing, hiring, licensing or other use of rolling stock vehicles) to which the Franchisee is a party from time to time during the Franchise Term whether in addition to, or replacement or substitution for, in whole or in part, any such agreement;
“Rolling Stock Related Contract”	means any Rolling Stock Lease, Maintenance Contract or Technical Support Contract;
“Rolling Stock Unit”	means the smallest number of rolling stock vehicles which are normally comprised in a train used by the Franchisee in the provision of the Passenger Services;
“ROSCO”	means any company leasing rolling stock vehicles to the Franchisee under a Rolling Stock Lease;
“Route”	means any route specified in the Timetable over which the Franchisee has permission to operate the Passenger Services pursuant to any Track Access Agreement;
“Route Efficiency Benefit Share (REBS) Mechanism” or “REBS Mechanism”	means the route level efficiency benefit sharing mechanism introduced by the ORR in its determination for the control period commencing on 1 April 2014 or any similar arrangement under which the benefits of any outperformance (or downsides of failure to achieve efficiency targets) are to be shared between Network Rail and Train Operators at route level;
“RPC Database”	means a database to be provided by the Secretary of State pursuant to and on the terms of paragraph 7.1 of Schedule 1.5 (Information about

Passengers) containing rail passenger counts information and providing analytical reporting tools or such other functionality as the Secretary of State may decide from time to time;

"RPIX"	has the meaning given in Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
"RSP"	means Rail Settlement Plan Limited;
"RSPS3002"	means the RSP document with reference RSPS3002, version 02.01 re-published on 6 May 2015 which specifies standards for issuing, checking and validating rail products on ITSO Certified Smartmedia and defines the rail specific rules required to ensure interoperability across the rail network;
"Run of the Financial Model"	means a run of the Financial Model with the Revised Inputs which complies with the requirements of Schedule 9.1 (Financial and Other Consequences of Change);
"RV Asset"	means: <ul style="list-style-type: none"> (a) a Franchisee Owned RV Asset; or (b) a Network Rail Fixture Asset;
"Safety Authorisation"	means the authorisation issued by the ORR under the Safety Regulations authorising the Franchisee's safety management system (as defined in those regulations) and the provisions adopted by the Franchisee to meet the requirements that are necessary to ensure safe design, maintenance and operation of the relevant infrastructure on the Routes;
"Safety Certificate"	means the certificate issued by the ORR under the Safety Regulations, certifying its acceptance of the Franchisee's safety management system (as defined in those regulations) and the provisions adopted by the Franchisee to meet the requirements that are necessary to ensure safe operation on the Routes;
"Safety Regulations"	means the Railways and Other Guided Transport Systems (Safety) Regulations 2006 (as amended pursuant to the Railways and Other Guided Transport Systems (Safety) (Amendment) Regulations 2006);

“Saver Return Fare”	means a return fare which is shown as a saver fare in the fares manuals and systems of the RSP as at the date of such manuals;
“Scheduled Consist Data”	means information as to the type of individual vehicles of rolling stock that have been scheduled by the Franchisee to form a train in the Train Fleet for any particular Passenger Service and the manner in which they are scheduled to be configured;
“Season Ticket Bond”	means the season ticket bond to be provided to the Secretary of State in respect of the Franchisee's liabilities under certain Fares and Season Ticket Fares in the form set out in Appendix 2 (Form of Season Ticket Bond) to Schedule 12 (Financial Covenants and Bonds) and such other bond as may replace it from time to time under Schedule 12 (Financial Covenants and Bonds);
“Season Ticket Fare”	means: <ul style="list-style-type: none"> (a) for the purposes of Schedule 12 (Financial Covenants and Bonds) and the definition of Season Ticket Bond only, a Fare which entitles the purchaser to make an unlimited number of journeys in any direction during the period for which, and between the stations and/or the zones for which, such Fare is valid; and (b) for all other purposes, a Fare which entitles the purchaser to make, without further restriction except as to class of accommodation, an unlimited number of journeys in any direction during the period for which, and between the stations and/or the zones for which, such Fare is valid;
“Second Profit Share Threshold” or “SPST”	has the meaning given to it in paragraph 1.1(b) of Schedule 8.2 (Profit Share Mechanism);
“Secretary of State Risk Assumptions”	means those assumptions set out in Schedule 9.4 (Secretary of State Risk Assumptions);
“Secretary of the Access Disputes Committee”	means the person appointed as the secretary of the Access Disputes Committee from time to time;
“Secure Car Parks Accreditation”	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);
“Secure Car Parks Scheme”	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);
“Secure Stations Accreditation”	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);

“Secure Stations Scheme”	has the meaning given to it in paragraph 6.5 of Schedule 1.7 (Stations);
“Security Breach”	has the meaning given to it in paragraph 6.3(c)(i) of Schedule 1.5 (Information about Passengers);
“Security Interest”	means any mortgage, pledge, lien, hypothecation, security interest or other charge or encumbrance or any other agreement or arrangement having substantially the same economic effect;
“Service Group”	has the meaning given to it in the Track Access Agreement or as specified by the Secretary of State from time to time;
“Service Recovery Plan”	<p>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:</p> <p>(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:</p> <ul style="list-style-type: none"> (i) keeping service intervals to reasonable durations; (ii) keeping extended journey times to reasonable durations; and (iii) managing any resulting overcrowding; <p>(b) to:</p> <ul style="list-style-type: none"> (i) return the level of service to that level specified in the Timetable as soon as reasonably practicable; and (ii) prior to the attainment of the level of service specified in paragraph (b)(i) operate any reduced level of service agreed with Network Rail for the purpose of minimising such disruption pursuant to paragraph (a);

- (c) in accordance with the principles of service recovery set out in the ATOC **“Approved Code of Practice: Contingency Planning for Train Service Recovery - Service Recovery 2013”** or any document of a similar or equivalent nature; and
- (d) where the particulars of such plan in relation to the requirements of paragraphs (a) and (b) have been:
- (i) agreed at an initial and, where required, subsequent telephone conference between the Franchisee, Network Rail and any other affected Train Operator; and
 - (ii) on each occasion, recorded in an official control log by the relevant Region Control Manager of Network Rail,

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

“Settlement Proposal”	has the meaning given to it in paragraph 3.2 of Schedule 4 (Accessibility and Inclusivity);
“Shared Facilities”	means those facilities in respect of which the Franchisee and Network Rail carry out their respective activities concurrently;
“Short Formation Benchmark”	means any of the performance levels in respect of the Passenger Carrying Capacity operated in delivering the Passenger Services as set out in the Short Formation Benchmark Table;
“Short Formation Benchmark Table”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Short Formation Performance Sum”	means an amount determined in accordance with paragraph 22.5 of Schedule 7.1 (Operational Performance) which is payable by the Franchisee to the Secretary of State;
“Short Formation Figures”	means the number of Passenger Services in any Reporting Period formed with less Passenger Carrying Capacity than specified in the Train Plan;
“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:

- (a) the addition or removal of railway passenger services;
- (b) changes to stopping patterns or destinations or origin;
- (c) changes of timings for first/last trains by more than 10 minutes;
- (d) 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 Stations or at other stations at which relevant railway passenger services call by more than 10 minutes;

“Single Fare”

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

“SKA Rating Standard”

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

“Skills and Leadership Strategy”

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

“Small and Medium-sized Enterprises” or “SMEs”

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

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

The three categories are:

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

	Small	<50	≤ €10m	≤ €10m
	Micro	<10	≤ €2m	≤ €2m
“Smart Ticketing Scheme”	means an electronic based system (not including the current “magstripe system”) that evidences the purchase of a Fare by a passenger;			
“South West Core Network”	means the route specified in Part 1 of Appendix 1 to Schedule 6.1 (Franchise Specific Obligations);			
“South West Electrified Network”	means the South West Core Network and the South West Outer Network;			
“South West Outer Network”	means the route specified in Part 2 of Appendix 1 to Schedule 6.1 (Franchise Specific Obligations);			
“Spares”	means parts and components of rolling stock vehicles which are available for the purpose of carrying out maintenance services on rolling stock vehicles;			
“Specifically Included Change of Law”	has the meaning given to it in the definition of Change of Law;			
“Specified Additional Rolling Stock”	has the meaning given in paragraph 2.1(b) of Schedule 1.6 (The Rolling Stock);			
“Specimen Scheme”	means the Committed Obligations set out in paragraphs 106.1 and 106.2 of Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations);			
“Specimen Scheme Output”	means, for each Specimen Scheme, the output intended to be achieved by that Specimen Scheme, as set out in the relevant paragraph of Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations);			
“Stakeholder”	means the Passengers' Council and any relevant Local Authority and organisations who can reasonably be considered to have a legitimate and proper interest in the Passenger Services including Community Rail Partnerships representing Community Rail Routes designated as such by the Secretary of State;			
“Standard Class Accommodation”	means, in respect of any train or service, accommodation which is available to the purchaser of any Fare which, taking into account any rights or restrictions relating to that Fare (other than restrictions relating to accommodation on that train or service), entitles such purchaser to make a journey on that train or service (provided that any accommodation on such train which may have been reserved by such purchaser shall be deemed to			

have been made so available if, had it not been so reserved, it would have been available for use by such purchaser);

“Start Date”

means the time and date stated in the Certificate of Commencement as being the time at and date on which the Franchisee is to commence operating the Franchise Services, which shall either be:

- (a) **02:00 on 20 August 2017;**⁹ or
- (b) such later time and date as may be notified to the Franchisee by the Secretary of State pursuant to:
 - (i) Clause 4.2 of the Conditions Precedent Agreement; or
 - (ii) Clause 4.3 of the Conditions Precedent Agreement; or
- (c) such later time and date as may be notified to the Franchisee by the Secretary of State pursuant to clause 5.3(a) of this Agreement;

“Start Date Transfer Scheme”

has the meaning given to it in Clause 6.1 of the Conditions Precedent Agreement;

“Station”

means:

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

“Station Access Conditions”

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

“Station Asset Management Plan”

means the plan created by the Franchisee pursuant to paragraph 1 of Schedule 1.7 (Stations) and as amended from time to time in accordance with the provisions of Schedule 1.7 (Stations);

“Station Asset Management Plan Accreditation”

the certification of the Franchisee's station asset management organisation and systems for Stations as complying with the requirements of ISO55001:2014 (or such other reasonably equivalent standard as may be approved in writing

⁹ Change of contract change 18/08/2017 – Agreed by the Secretary of State and Franchisee

	by the Secretary of State from time to time in place of ISO55001:2014);
“Station Asset Management Plan Accreditation Certificate”	has the meaning given to it in paragraph 1.11(b) of Schedule 1.7 (Stations);
“Station Change”	has the meaning given to the term “Proposal for Change” under the Station Access Conditions;
“Station Charge Adjustment”	means any adjustment to payments under an Access Agreement determined in accordance with paragraph 2 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);
“Station Lease”	means: <ul style="list-style-type: none"> (a) any lease of a station that the Franchisee is a party to as at the Start Date; or (b) a lease of any other station to which the Franchisee becomes the Facility Owner at any time during the Franchise Period;
“Station Service”	means any service specified in paragraph 5 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development) which may be provided by the Franchisee at the Stations;
“Station Social and Commercial Development Plan” or “SCDP”	means the Franchisee's station social and commercial development plan in the agreed terms marked SCDP , as such plan may be updated in accordance with the provisions of paragraph 7 of Schedule 1.7 (Stations);
“Station Sublease”	means a lease or sub lease of premises comprising part or parts of a Station exclusively occupied by another Train Operator;
“Stored Credit Balance”	means any monetary amount held by the Franchisee which a passenger can apply at a future date to the purchase of a Fare (and stored in any medium);
“Subcontractor”	has the meaning given to it in paragraph 7.3 (b) of Schedule 1.5 (Information about Passengers);
“Suburban Station”	means any station which is not a London Station and which is listed below or is closer to London than (and on the same line as) the following stations: <ul style="list-style-type: none"> (a) Shoeburyness (b) Southend Victoria (c) Southminster

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

“Successor Operator”

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

“Successor Operator Timetable”

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

“Supplemental Agreement”

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

“Sustainable Development Strategy”	means the Franchisee's strategy for sustainable development for the Franchise as agreed or determined pursuant to paragraph 10.1(b) of Schedule 13.1 (Rail Industry Initiatives) including as a minimum: the matters listed in paragraph 10.1(a) of Schedule 13.1 (Rail Industry Initiatives), key aims, resources, risks and details of how sustainable development will be embedded in the governance of the Franchise and investment decisions (as revised from time to time);
“Target Passenger Demand”	means the higher of Actual Passenger Demand and Forecast Passenger Demand or any other level of passenger demand specified by the Secretary of State not being greater than the higher of Actual Passenger Demand or Forecast Passenger Demand;
“Target Performance Level”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Taxation”	means any kind of tax, duty, levy or other charge whether or not similar to any in force at the date of the Franchise Agreement and whether imposed by a local, governmental or other competent authority in the United Kingdom or elsewhere;
“TDR Amendment”	has the meaning given to it in paragraph 12.8 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development);
“Technical Support Contract”	means a contract for technical support to which the Franchisee is a party, relating to the rolling stock vehicles used in the provision of the Passenger Services;
“Tendering/Reletting Process”	means either of the processes described in paragraph 1.1 and 1.2 of Schedule 15.1 (Reletting Provisions);
“Termination Event”	has the meaning given to it in paragraph 2 of Schedule 10.2 (Events of Default and Termination Events);
“Termination Notice”	means a notice from the Secretary of State to the Franchisee terminating the Franchise Agreement following an Event of Default or a Termination Event in accordance with Schedule 10.2 (Events of Default and Termination Events);
“Third Party Data”	means any information, data and materials that may be provided to the Secretary of State by any third party that relates to the Franchisee and which the Secretary of State decides (in his absolute discretion) to add to the RPC Database;

“Third Profit Share Threshold” or “TPST”	has the meaning given to it in paragraph 1.1(c) of 8.2 (Profit Share Mechanism);
“Threshold Amount”	has the meaning given to it in Appendix 1 (Definition of Threshold Amount) to Schedule 9.1 (Financial and Other Consequences of Change);
“Through Ticketing (Non-Travelcard) Agreement”	means the agreement of that name referred to in paragraph 4.1(e) of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);
“Ticketing and Settlement Agreement”	means the Ticketing and Settlement Agreement dated 23 July 1995 between RSP, the Franchisee and the other Train Operators named therein, as amended from time to time with the approval of the Secretary of State;
“Time to 15 Measure”	means the Time to 15 Measure as produced and/or published by Network Rail and 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 14 minutes and 59 seconds late;
“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: <ul style="list-style-type: none"> (a) all Passenger Services which call at Stations and/or Franchisee Access Stations; and (b) principal Connections at those stations and other stations;
“Timetable Development Rights”	means all or any of the rights of the Franchisee under any Track Access Agreement to: <ul style="list-style-type: none"> (a) operate Passenger Services and ancillary movements by virtue of that Track Access Agreement; (b) deliver any required notification and/or declaration to Network Rail in respect of its intention to exercise any rights; (c) make or refrain from making any bids for Train Slots, in each case before any relevant priority dates provided for in, and in accordance with, the Network Code;

- (d) surrender any Train Slots allocated to the Franchisee by Network Rail in accordance with the Network Code;
- (e) object to, make representations, appeal or withhold consent in respect of any actual or proposed act or omission by Network Rail; and
- (f) seek from Network Rail additional benefits as a condition to granting any consent to any actual or proposed act or omission by Network Rail;

“Timetable Planning Rules”	has the meaning given to it in the Network Code;
“Timetabled Services”	means any particular Passenger Service characterised by the day of the week (including Saturday and Sunday), time of day, origin station and destination and calling pattern which is scheduled to operate (such as the 07.25 service departing Exeter St Davids to London Waterloo on a Sunday etc.);
“Timetabling and Train Planning Compliance Investigation”	has the meaning set out in paragraph 2.1 of Schedule 1.2 (Operating Obligations);
“TOC Minute Delay Benchmark”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“TOC Minute Delay Benchmark Table”	means the table set out in Part 1 (TOC Minute Delay Benchmark Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to Schedule 7.1 (Operational Performance);
“TOC Minute Delay Performance Sum”	means an amount determined in accordance with paragraph 22.4 of Schedule 7.1 (Operational Performance) payable by the Secretary of State to the Franchisee or to be incurred (other than in respect of the Final Franchisee Year, where the provisions of paragraph 29 of Schedule 7.1 (Operational Performance) shall apply) by the Franchisee (as the case may be);
“Total Actual Operating Costs”	means the sum of the Actual Operating Costs for the relevant Reporting Period and each of the twelve (12) preceding Reporting Periods during the Franchise Term (or the sum of the Actual Operating Costs for the relevant Reporting Period and all of the Reporting Periods that have elapsed since the Start Date where insufficient Reporting Periods

have elapsed to enable the former calculation to be made);

“Total Forecast Modified Revenue”	means the sum of the Forecast Modified Revenue for each of the thirteen (13) Reporting Periods following the relevant Reporting Period (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, the remaining Reporting Periods);
“Total Forecast Operating Cost”	means the sum of the Forecast Operating Cost for each of the thirteen (13) Reporting Periods following the relevant Reporting Period (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, the remaining Reporting Periods);
“Total Modified Revenue”	means the sum of the Modified Revenue for the relevant Reporting Period and each of the twelve (12) preceding Reporting Periods during the Franchise Term (or the sum of the Modified Revenue for the relevant Reporting Period and all of the Reporting Periods that have elapsed since the Start Date where insufficient Reporting Periods have elapsed to enable the former calculation to be made);
“Track Access Adjustment”	means any adjustment to payments under a Track Access Agreement determined in accordance with paragraph 1 of Schedule 8.3 (Track Access Adjustments and Station Charge Adjustments);
“Track Access Agreement”	means each Access Agreement between Network Rail and the Franchisee which permits the Franchisee to provide the Passenger Services on track operated by Network Rail;
“Train Fleet”	means: <ul style="list-style-type: none"> (a) the rolling stock vehicles described in or required by Schedule 1.6 (The Rolling Stock); and (b) any other rolling stock vehicles the Secretary of State consents to in accordance with paragraph 3 of Schedule 1.6 (The Rolling Stock);
“Train Operator”	means a franchisee or franchise operator, either of which operate railway passenger services pursuant to a franchise agreement or a Public Sector Operator;

“Train Plan” or “TP”	shall have the meaning given to it in paragraph 10 of Part 2 (Service Development) of Schedule 1.1 (Franchise Services and Service Development);
“Train Service Specification” or “TSS”	means the train service specification more particularly described in paragraph 9 of Schedule 1.1 (Franchise Services and Service Development) as it may subsequently be amended or replaced in accordance with Schedule 1.1 (Franchise Services and Service Development);
“Train Slots”	shall have the meaning given to it in the Network Code;
“Transaction”	has the meaning given to it in clause 15.1(f) (Competition);
“Transfer Scheme”	means a transfer scheme made by the Secretary of State under Section 12 and Schedule 2 of the Railways Act 2005 (or equivalent statutory provision) pursuant to paragraph 3.1 of Schedule 15.4 (Provisions Applying on and after Termination), being substantially in the form of Appendix 1 (Form of Transfer Scheme) to Schedule 15.4 (Provisions Applying on and after Termination), but subject to such amendments as the Secretary of State may make thereto as a result of any change of Law affecting such transfer scheme or other change of circumstances between the date of the Franchise Agreement and the date on which such scheme is made;
“Transport Act”	means the Transport Act 2000;
“Transport Infrastructure Skills Strategy”¹⁰	<p>means the strategy for building sustainable skills (as located at the date of this Franchise Agreement at:</p> <p>https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/495900/transport-infrastructure-strategy-building-sustainable-skills.pdf;</p>
“Transport for London” or “TfL”	means Transport for London as established under the Greater London Authority Act 1999;
“Travelcard Agreement”	means the agreement of that name referred to in paragraphs 4.1(d) of Appendix 1 (List of Transport, Travel and Other Schemes) to Schedule 2.5 (Transport, Travel and Other Schemes);

¹⁰ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

“Traveline”	means the website available at: http://www.traveline.info (or such other applicable address that is adopted from time to time) which is provided by the partnership of transport companies, local authorities and passenger groups which have come together to bring the information on routes and timers for door to door travel by bus, rail, tube, tram, coach and ferry around Great Britain;
“Trustee”	has the meaning given to it in paragraph 4.1 of Schedule 16 (Pensions);
“TSI ”	means any Technical Standard for Interoperability with which the Franchisee is required to comply pursuant to Directives EU 96/48 and EU 2001/16 and related legislation;
“Turnaround Time”	means the time specified in the Train Plan between the completion of a Passenger Service in accordance with the Timetable and the commencement of the next Passenger Service in accordance with the Timetable on the same day using some or all of the same rolling stock vehicles;
“Turnover”	means, in relation to any period, the aggregate revenue (excluding any applicable Value Added Tax) accruing to the Franchisee from the sale of Fares, other revenue and the receipt of Franchise Payments during such period;
“Underspend”	has the meaning given to it in paragraph 2.4 of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations);
“Undisputed Cancellation”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Undisputed Network Rail Cancellation”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Undisputed Network Rail Partial Cancellation”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“Undisputed Partial Cancellation”	has the meaning given to it in paragraph 1.1 of Schedule 7.1 (Operational Performance);
“User”	shall have the meaning given to it in the Station Access Conditions;
“Value”	means at any time the aggregate of the Projected Revenue of each Fare in a Fares Basket at that time;

“Value Added Tax”	means value added tax as provided for in the Value Added Tax Act 1994;
“Variation”	means a variation to the terms of the Franchise Agreement pursuant to paragraph 1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes);
“VCAWE”	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
“VCRPI”	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
“Weekday”	means any day other than a Saturday, a Sunday or a Bank Holiday;
“Weekly Season Ticket”	means a Season Ticket Fare which is valid in Standard Class Accommodation from (and including) the day it first comes into effect until (but excluding) the day which falls seven (7) days after such day;
“Yield Management Data”	<p>means data collected by or on behalf of the Franchisee for the purpose of or in connection with managing or setting the prices at which any tickets for travel on the Passenger Services are sold and/or any quotas and/or restrictions applying to such tickets including:</p> <ul style="list-style-type: none"> (a) the number of passengers travelling upon any particular Passenger Service; (b) the ticket types held by such passengers; (c) the prices paid by such passengers for such tickets; and (d) the dates and/or times between which such tickets were made available to purchase at such prices;
“Yield Management System”	means any system (whether a Computer System or otherwise) for the collection of Yield Management Data and/or onto which Yield Management Data is input, processed and/or held as such system may be amended or altered from time to time; and
“Zone”	means a zone set out in the map in Schedule 2 of the Travelcard Agreement on the date such agreement came into effect or as amended by agreement with the Secretary of State.

4. COMMENCEMENT

- 4.1 All the clauses of this Agreement (save for clause 15 (Competition)) and the following Schedules of this Agreement shall take effect and be binding upon each of the Secretary of State and the Franchisee immediately upon signature of this Agreement:
- (a) paragraph 4 (Subcontracting any Passenger Services) of Schedule 1.1 (Franchise Services and Service Development);
 - (b) paragraph 9 (Train Service Specification Purpose and Responsibility) of Schedule 1.1 (Franchise Services and Service Development);
 - (c) paragraph 10 (Train Plan) of Schedule 1.1 (Franchise Services and Service Development);
 - (d) paragraph 14.4 (Finalising the Train Plan) of Schedule 1.1 (Franchise Services and Service Development);
 - (e) paragraph 4.3 (Publishing the Passenger's Charter) of Schedule 1.4 (Passenger Facing Obligations);
 - (f) Schedule 2.1 (Asset Vesting and Transfer);
 - (g) paragraphs 2 (Rolling Stock Related Contracts and Insurance Arrangements) and 3 (Cascaded Rolling Stock and Delayed Cascade Mitigation Plan) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases);
 - (h) paragraph 1 (Other Franchisees) of Schedule 2.3 (Other Franchisees);
 - (i) paragraph 4.3 (Specific additional obligations relating to people with disabilities) of Schedule 4 (Accessibility and Inclusivity);
 - (j) Schedule 5.1 (Purpose, Structure and Construction);
 - (k) Schedule 5.3 (Allocation of Fares to Fares Baskets);
 - (l) Schedule 5.7 (Changes to Fares and Fares Regulation);
 - (m) Schedule 5.9 (Smart Ticketing);
 - (n) paragraph 8 (Status of Guildford and Clapham Junction stations) of Schedule 6.1 (Franchise Specific Obligations);
 - (o) paragraph 3 (Performance Monitoring) of Part 1 to Schedule 6.2 (Committed Obligations);
 - (p) paragraph 4 (Franchise Delivery Plan) of Part 1 to Schedule 6.2 (Committed Obligations);
 - (q) paragraph 6.1 (Internal Communications) of Part 1 to Schedule 6.2 (Committed Obligations);

- (r) paragraph 6.4 (Industrial Action Mitigation Plan) of Part 1 to Schedule 6.2 (Committed Obligations);
- (s) paragraph 31 (New Electric Multiple Units) of Part 1 to Schedule 6.2 (Committed Obligations);
- (t) paragraph 38.1(b) (Improvements to train cleanliness and presentation) of Part 1 to Schedule 6.2 (Committed Obligations);
- (u) paragraph 49 (Effectively Delivering the Waterloo Upgrade Works) of Part 1 to Schedule 6.2 (Committed Obligations);
- (v) paragraph 57.3 (Marketing) of para 1 to Schedule 6.2 (Committed Obligations);
- (w) paragraph 72 (ITSO Back Office Solution) of Part 1 to Schedule 6.2 (Committed Obligations);
- (x) paragraph 75.3 (Ticket Gating) of Part 1 to Schedule 6.2 (Committed Obligations);
- (y) paragraph 76 (Online Customer Forum) of Part 1 to Schedule 6.2 (Committed Obligations);
- (z) paragraph 94.1(b) (Co-operating with other public transport operators) of Part 1 to Schedule 6.2 (Committed Obligations);
- (aa) paragraph 98.1 (Stations Performance Dashboard) of Part 1 to Schedule 6.2 (Committed Obligations)
- (bb) paragraph 10 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
- (cc) Schedule 9 (Changes and Variations);
- (dd) Schedule 10 (Remedies, Events of Default and Termination Events);
- (ee) paragraphs 1 (Corporate Information), 3 (Identification of Key Personnel and Provision of Organisation Chart), 5 (Maintenance of Records), 6 (Right to inspect) and 8 (Periodic Update Reports) of Schedule 11.2 (Management Information);
- (ff) paragraph 4 (Performance Bond) of Schedule 12 (Financial Covenants and Bonds);
- (gg) paragraph 6.3(a) (Cooperation with Network Rail and Alliancing) of Schedule 13.1 (Rail Industry Initiatives);
- (hh) Paragraph 6.3(a) (General Alliance with Network Rail) of Schedule 13.1 (Rail Industry Initiatives);
- (ii) Schedule 14.3 (Key Contracts);
- (jj) Schedule 15.1 (Reletting Provisions);

- (kk) paragraph 1.1 (Handover Package Status) of Schedule 15.3 (Handover Package); and
- (ll) Schedule 17 (Confidentiality and Freedom of Information).

4.2 The other provisions of this Agreement (including, for the avoidance of doubt, clause 15 (Competition)) shall take effect and become binding upon the Parties on the Start Date, as stated in the Certificate of Commencement issued pursuant to the Conditions Precedent Agreement.

5. DURATION OF THE FRANCHISE AGREEMENT

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

5.2 Additional Reporting Periods

- (a) If the Secretary of State gives notice to the Franchisee not less than three (3) months before the date on which the Franchise Agreement is due to expire in accordance with clause 5.1, the Franchise Agreement shall continue after such date on the terms set out in the Franchise Agreement for not less than one and (subject to sub-clause 5.2(b) below) not more than 13 Reporting Periods, as the Secretary of State may stipulate.
- (b) Where the Secretary of State exercises his rights in accordance with clause 5.3 to amend the Expiry Date by a specified number of Reporting Periods then the maximum number of Reporting Periods by which the Franchise Term can be amended pursuant to clause 5.2(a) shall be reduced by the same number of Reporting Periods.

5.3 Amendment of Start Date/Expiry Date

- (a) The Secretary of State shall have the right on or before 25 May 2017 to serve notice on the Franchisee that the Start Date shall be a date later than 0200 on 25 June 2017. Such amended Start Date shall be 0200 on the first day of a Reporting Period and the latest such date that the Start Date can be amended to is 0200 on 25 December 2017. The Secretary of State may in such notice also require that the Expiry Date is amended to a later date. Such amended Expiry Date shall be 0200 on the first day of a Reporting Period and the same number of Reporting Periods after the unamended Expiry Date as the number of Reporting Periods that the amended Start Date is after the unamended Start Date.
- (b) Where the Secretary of State exercises his rights pursuant to clause 5.3(a) to amend the Start Date and/or the Expiry Date, he shall be entitled to make such other amendments to the terms of the Franchise Agreement as are reasonably consequential upon such amendments.

6. GENERAL OBLIGATIONS

6.1 The Franchisee shall perform its obligations under the Franchise Agreement in accordance with its terms and with that degree of skill, diligence, prudence and

foresight which would be exercised by a skilled and experienced Train Operator of the Franchise.

- 6.2 Any obligation on the part of the Franchisee to use **“all reasonable endeavours”** shall extend to consequent obligations adequately to plan and resource its activities, and to implement those plans and resources, with all due efficiency and economy.
- 6.3 The Franchisee shall co-operate with the Secretary of State and act reasonably and in good faith in and about the performance of its obligations and the exercise of its rights pursuant to the Franchise Agreement.
- 6.4 The Secretary of State shall act reasonably and in good faith in and about the performance of his obligations and the exercise of his rights pursuant to the Franchise Agreement.

7. ASSIGNMENT

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

8. CHANGE OF CONTROL AND FACILITATION FEE

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

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

9. COMPLIANCE WITH LAWS

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

10. CUMULATIVE RIGHTS AND REMEDIES

The rights and remedies of the Secretary of State under the Franchise Agreement are cumulative, may be exercised as often as he considers appropriate and are in

addition to his rights and remedies under the general Law. The exercise of such rights and remedies shall not limit the Secretary of State's right to make payment adjustments, claim damages in respect of contraventions of the Franchise Agreement or pursue any available remedies under general Law.

11. DISPUTE RESOLUTION PROCEDURE

11.1 Disputes under the Franchise Agreement

- (a) Wherever the Franchise Agreement provides that the Secretary of State may reasonably determine any matter, the Franchisee may, unless the Franchise Agreement expressly provides otherwise, dispute whether a determination made by the Secretary of State is reasonable, but the Secretary of State's determination shall prevail unless and until it is agreed or found to have been unreasonable.
- (b) Where either Party is entitled, pursuant to the terms of the Franchise Agreement, to refer a dispute arising out of or in connection with the Franchise Agreement for resolution or determination in accordance with the Dispute Resolution Rules, then such dispute shall, unless the Parties otherwise agree and subject to any duty of the Secretary of State under Section 55 of the Act, be resolved or determined by arbitration pursuant to the Dispute Resolution Rules.
- (c) Where, in the absence of an express provision in the Franchise Agreement entitling it to do so, either Party wishes to refer a dispute arising out of or in connection with the Franchise Agreement to arbitration pursuant to the Dispute Resolution Rules, the following process shall apply:
 - (i) the Party seeking to refer to arbitration shall serve a written notice upon the other Party stating (i) the nature and circumstances of the dispute, (ii) the relief sought including, to the extent possible, an indication of any amount(s) claimed, and (iii) why it is considered that the dispute should be resolved by way of arbitration rather than litigation;
 - (ii) the other Party shall respond within twenty (20) Weekdays of service of the notice confirming whether or not referral of the dispute to arbitration is agreed. In the absence of any response, the referral to arbitration shall be deemed not to have been agreed;
 - (iii) in the event that the Parties agree to refer the dispute to arbitration then it shall be resolved or determined in accordance with the Dispute Resolution Rules;
 - (iv) in the event that the Parties do not agree to refer the dispute to arbitration then it shall be resolved or determined in accordance with clause 17 (Governing Law and Jurisdiction); and
 - (v) nothing in this clause 11.1 shall preclude either Party from commencing, continuing or otherwise taking any step by way of litigation in pursuit of the resolution or determination of the dispute unless an agreement is reached to refer the dispute to arbitration.
- (d) The arbitrator in any dispute referred for resolution or determination under the Dispute Resolution Rules shall be a suitably qualified person chosen by

agreement between the Parties or, in default of agreement, chosen by the Secretary of the Access Disputes Committee from a panel of persons agreed from time to time for such purposes between the Secretary of State and the Franchisee or, in default of agreement as to the arbitrator or as to such panel, selected on the application of any Party by the President of the Law Society or the President of the Institute of Chartered Accountants in England and Wales from time to time (or such other person to whom they may delegate such selection).

11.2 Disputes under other agreements

- (a) The Franchisee shall notify the Secretary of State of any disputes to which it is a party under any Inter-Operator Scheme, Access Agreement, Property Lease or Rolling Stock Related Contract, or under any other agreement in circumstances where the relevant dispute could have an adverse effect on the Franchisee's ability to comply with its obligations under the Franchise Agreement or on the provision of the Franchise Services and which have been submitted for resolution either to the courts or to any other procedure for dispute resolution provided for under such agreements.
- (b) Such notification shall be made both:
 - (i) at the time of such submission (and such notification shall include reasonable details of the nature of the dispute); and
 - (ii) at the time of the resolution of the dispute (whether or not subject to appeal) (and such notification shall include reasonable details of the result of the dispute, any associated award and whether it is subject to appeal).
- (c) The Franchisee shall provide such further details of any dispute referred to in clause 11.1(d) (Disputes under the Franchise Agreement) as the Secretary of State may reasonably request from time to time.

11.3 Disputes under Schedule 8 (Payments) of this Agreement

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

12. NOTICES

12.1 Notices

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

Name: The Department for Transport

Address: 33 Horseferry Road, London SW1P 4DR

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

Attention: The Manager - South Western rail passenger franchise

Name: First MTR South Western Trains Limited

Address:¹¹ **4th Floor, Capital House, 25 Chapel Street, London, NW1 5DH**

Email: [REDACTED¹²]

Attention: [REDACTED¹³]

- (b) Any other notice, notification or other communication under or in connection with the Franchise Agreement shall be in writing and shall be delivered:
- (i) in accordance with clause 12.1(a); or
 - (ii) by electronic data transfer,
- except that it shall be marked for the attention of the Contract Manager or the Franchise Manager.

12.2 Deemed Receipt

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

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

13. SET-OFF

- 13.1 Save as otherwise expressly provided under the Franchise Agreement or required by law, all sums payable under the Franchise Agreement shall be paid in full and

¹¹ 10 January 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

¹² Date of redaction 31/08/2017 - 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.

¹³ Date of redaction 31/08/2017 - 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.

without any set-off or any deduction or withholding including on account of any counter-claim.

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

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

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

14. MISCELLANEOUS PROVISIONS

14.1 Waivers

- (a) Any Party may at any time waive any obligation of any other Party owed to it under the Franchise Agreement and the obligations of the Parties hereunder shall be construed accordingly.
- (b) No waiver by any Party of any default by any other Party in the performance of such Party's obligations under the Franchise Agreement shall operate or be construed as a waiver of any other or further such default, whether of a like or different character. A failure to exercise or delay in exercising a right or remedy under the Franchise Agreement shall not constitute a waiver of any right or remedy or a waiver of any other rights or remedies and no single or partial exercise of any right or remedy under the Franchise Agreement shall prevent any further exercise of such right or remedy or the exercise of any other right or remedy.
- (c) A waiver of any right or remedy under the Franchise Agreement or by law is only effective if given in writing by the Secretary of State.

14.2 Time limits

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

14.3 Partial invalidity

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

14.4 Further assurance

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

14.5 Rights of Third Parties

- (a) A person who is not a Party to the Franchise Agreement shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Franchise Agreement except to the extent set out in this clause 14.5.
- (b) Any Successor Operator or potential Successor Operator nominated by the Secretary of State and notified to the Franchisee and the Franchisee for the purposes of this clause 14.5 may enforce and rely on the provisions of Schedule 15 (Obligations Associated with Termination) to the same extent as if it were a party but subject to clauses 14.5(c) and 14.5(d).
- (c) The Franchise Agreement may be terminated, and any term may be amended or waived, in each case in accordance with the terms of the Franchise Agreement, without the consent of any person nominated under clause 14.5(b).
- (d) The person nominated under clause 14.5(b) shall only be entitled to enforce and rely on Schedule 15 (Obligations Associated with Termination) to the extent determined by the Secretary of State (whether at the time of nomination or at any other time) and, to the extent that any such person is entitled to enforce and rely on Schedule 15 (Obligations Associated with Termination), any legal proceedings in relation thereto must be commenced within one (1) year of the expiry of the Franchise Period and any such person shall not be entitled to enforce or rely on Schedule 15 (Obligations Associated with Termination) to the extent that it has consented to any particular act or omission of the Franchisee which may constitute a contravention of Schedule 15 (Obligations Associated with Termination) or has been afforded a reasonable opportunity to indicate to the Franchisee that it is not so consenting and has not so indicated (the extent of such reasonable opportunity to be determined by the Secretary of State unless otherwise agreed).

14.6 Secretary of State's consent or approval

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

14.7 Enforcement costs

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

14.8 Arm's length dealings

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

14.9 Non-discrimination

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

- (a) of nationality, against a person who is a national of and established in an EEA state; or
- (b) that the goods to be supplied under the contract originate in another EEA state.

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

15. COMPETITION

15.1 For the purposes of this clause 15:

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

- (e) **"Intervention"** means a determination following the completion of a second phase investigation that the merger resulting from the award of the Franchise to the Franchisee (i) in the case of the CMA has resulted or may be expected to result in a substantial lessening of competition in the UK market or (ii) in the case of the European Commission would significantly impede effective competition in the internal market and that in either case specified actions are required to be taken for the purposes of remedying those anticipated competition issues;
- (f) **"Rail Franchise"** means any passenger rail franchise awarded pursuant to the Act in respect of which a franchisee or its wholly owned subsidiary provides franchised services; and
- (g) **"Transaction"** means the entry into the Franchise Agreement by the Secretary of State and the Franchisee.

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

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

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

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

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

15.5 If at any time the Secretary of State (acting reasonably) determines that a Competition Event has arisen, the Secretary of State shall have the right to give written notice to the Franchisee informing it that such Competition Event has arisen

(“**Competition Event Notice**”) and the provisions of paragraph 2.5 of Schedule 10.2 (Events of Default and Termination Events) shall apply.

16. ENTIRE AGREEMENT

- 16.1 This Agreement and the Conditions Precedent Agreement contain the entire agreement between the Parties in relation to the subject matter of the Franchise Agreement and supersede all prior agreements and arrangements between the Parties other than any confidentiality agreements or undertakings which the Franchisee may have entered into with the Secretary of State in connection with his proposal to secure the provision of the Passenger Services under the Franchise Agreement.
- 16.2 The Franchisee hereby acknowledges that it is not entering into the Franchise Agreement in reliance on any warranties, representations or undertakings howsoever or to whomsoever made except in so far as such warranties, representations or undertakings are contained in the Franchise Agreement.
- 16.3 The Franchisee hereby acknowledges and agrees with the Secretary of State (for himself and as trustee for each of the other persons referred to therein) to the disclaimers of liability which are contained in Section 3.2 of the Invitation to Tender and the section entitled “**Important Notice**” contained in any document supplied by or on behalf of the Secretary of State in connection with the Franchise Agreement, the process leading to the entering into of the Franchise Agreement, or the Franchise Services (including any Invitation to Tender issued in connection therewith).
- 16.4 The Franchisee irrevocably and unconditionally waives any right which it may otherwise have to claim damages in respect of and/or to rescind this Agreement and/or the Conditions Precedent Agreement on the basis of any warranty, representation (whether negligent or otherwise, and whether made prior to and/or in this Agreement or the Conditions Precedent Agreement) or undertaking howsoever or to whomsoever made unless and to the extent that such warranty, representation or undertaking was made fraudulently.

17. GOVERNING LAW AND JURISDICTION

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

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

SEAL REF No. DfT/9178

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

[REDACTED¹⁴]

Authenticated by authority of the
Secretary of State for Transport

SIGNED FOR AND ON BEHALF OF)
FIRST MTR SOUTH WESTERN TRAINS)
LIMITED)
acting by one director in the presence of:)

Signature of director

Witness Signature: [REDACTED¹⁵]

Witness Name: [REDACTED¹⁶]

Witness Address: [REDACTED¹⁷]

¹⁴ Date of redaction 31/08/2017 - 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.

¹⁵ Date of redaction 31/08/2017 - 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.

¹⁶ Date of redaction 31/08/2017 - 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.

¹⁷ Date of redaction 31/08/2017 - 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 1 - PASSENGER SERVICE OBLIGATIONS

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

Schedule 1.1

Franchise Services and Service Development**Part 1 - FRANCHISE SERVICES****1. Franchise Services**

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

2. Restrictions relating to Franchise Services

- 2.1 The Franchisee shall not without the prior written consent of the Secretary of State operate Passenger Services other than on the following routes (and, in the event of disruption, any reasonable diversionary route):
- (a) Ascot to Guildford;
 - (b) Brockenhurst to Lymington Pier;
 - (c) Portsmouth Harbour to Southampton Central;
 - (d) Salisbury to Southampton Central;
 - (e) Yeovil Junction to Yeovil Pen Mill;
 - (f) Westbury to Castle Cary;
 - (g) Salisbury to Bristol Temple Meads;
 - (h) Ryde Pier Head to Shanklin;
 - (i) London Waterloo to Weymouth;
 - (j) London Waterloo to Portsmouth Harbour;
 - (k) London Waterloo to Exeter St Davids;
 - (l) London Waterloo to Guildford;
 - (m) London Waterloo to Alton;
 - (n) London Waterloo to Basingstoke;

- (o) London Waterloo to Hampton Court;
- (p) London Waterloo to Shepperton;
- (q) London Waterloo to Strawberry Hill;
- (r) London Waterloo to Guildford (via Bookham);
- (s) London Waterloo to Dorking (via Bookham);
- (t) London Waterloo to Epsom;
- (u) London Waterloo to Guildford via Cobham & Stoke D'Abernon;
- (v) London Waterloo to Chessington South;
- (w) London Waterloo to Reading;
- (x) London Waterloo to Windsor and Eton Riverside;
- (y) London Waterloo to London Waterloo via Hounslow; and
- (z) London Waterloo to London Waterloo via Richmond.

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

3. Restrictions on Closures of Railway Passenger Services or Railway Facilities

3.1 Except to the extent that the Secretary of State agrees otherwise, the Franchisee shall not:

- (a) cease to operate;
- (b) cease to secure the operation of; or
- (c) propose to terminate the use of,

any Station (or part of a Station) or any railway passenger service over a Route where such cessation or proposal might result in a Closure.

3.2 If any procedures are commenced under Part 4 of the Railways Act 2005 in relation to a Closure, the Franchisee shall, at its own cost and to the extent so requested by the Secretary of State, take such action as the Secretary of State may require in order to enable the Secretary of State to comply with any duty imposed on him under Part 4 of the Railways Act 2005 in relation to such Closure.

4. Subcontracting any Passenger Services

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

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

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

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

5. Station Services

5.1 The Station Services shall comprise:

- (a) the provision of any services to persons at Stations or to Train Operators whose trains call at such Stations, provided that such services:
 - (i) are made available only or principally to passengers alighting from or joining trains calling at such Stations and to such Train Operators;
 - (ii) are provided in connection with the calling of trains at such Stations and are not designed to encourage passengers or other persons to use such Station Services other than in connection with a journey on a train calling at such Stations;
 - (iii) exclude the sale or issue (for a charge) of any goods other than passenger timetables and any items included in the price of a Fare; and
 - (iv) may include the provision of car parking spaces; and
- (b) the provision of access to any person under an Access Agreement at any Station.

5.2 The Station Services shall include the provision of any service which the Franchisee may provide, or may be required to provide, under any Access Agreement in effect on the Start Date or as lawfully directed by the ORR from time to time.

6. Light Maintenance Services

6.1 Light Maintenance Services shall comprise:

- (a) the provision of access to any other person under an Access Agreement;
- (b) the carrying out of inspections of rolling stock vehicles;
- (c) the carrying out of maintenance work on rolling stock vehicles of a kind which is normally carried out at regular intervals of twelve (12) months or less;
- (d) replacement of failed components and consumables on rolling stock vehicles;
- (e) the preparation of rolling stock vehicles for service;
- (f) the stabling or other temporary holding of rolling stock vehicles;
- (g) the refuelling of rolling stock vehicles;
- (h) the replenishment of water tanks; and
- (i) the cleaning of the exterior or the interior of rolling stock vehicles, in each case for itself and/or other Train Operators, at any Station or Depot.

6.2 Light Maintenance Services shall include the provision of any service which the Franchisee may provide, or may be required to provide, under any Access Agreement in effect on the Start Date or as lawfully directed by the ORR from time to time.

7. Ancillary Services

The Franchisee may carry out the following Ancillary Services:

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

provided that this paragraph shall not apply to any employee lent, seconded, hired or contracted out under any of paragraphs 7(a) to 7(c) inclusive and paragraphs 7(e) to 7(p) inclusive, or engaged in any other activity which is permitted under this Schedule 1.1;
- (e) any heavy maintenance of rolling stock vehicles which does not fall within the Light Maintenance Services, carried out on behalf of any other person at the following Depot(s), subject to the number of persons engaged or employed in such activity not exceeding by more than ten per cent (10%) the number so engaged or employed on the Start Date:

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

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

8. **Royal Train**

- 8.1 The Franchisee shall, if and to the extent requested by any person (including DB Schenker Rail (UK) Limited) and subject to the payment by such person of any reasonable costs of the Franchisee, co-operate in the provision by such person of railway passenger services for Her Majesty Queen Elizabeth II or any successor head of state or members of the family or representatives of either of them.
- 8.2 The provision of railway services for Her Majesty Queen Elizabeth II or any successor head of state or members of the family or representatives of either of them may include:
 - (a) running a "sweeper" train in front of the royal train;
 - (b) having spare locomotives on standby as rescue traction; and/or
 - (c) carrying out security requirements or co-operating with other persons in ensuring that security requirements are carried out prior to calling at any station on the Routes.

Part 2 - SERVICE DEVELOPMENT

9. Train Service Specification - Purpose and Responsibility

- 9.1 The Train Service Specification is the minimum specification of the Passenger Services and capacity to be provided by the Franchisee during the Franchise Term.
- 9.2 The Train Service Specification as at the date of the Franchise Agreement is comprised in the following, all in the agreed terms marked as follows:
- (a) **TSS0** being the Train Service Specification applicable from the Start Date until the Passenger Change Date in December 2018;
 - (b) **TSS1** being the Train Service Specification applicable from the Passenger Change Date in December 2018 until the Passenger Change Date in December 2020; and
 - (c) **TSS2** being the Train Service Specification applicable from the Passenger Change Date in December 2020 until the end of the Franchise Term.
- 9.3 For the purposes of this Schedule 1.1, the Train Service Specification shall remain in force unless and until amended or replaced pursuant to this Schedule 1.1.
- 9.4 The Train Service Specification does not in any way limit the Franchisee's obligations pursuant to paragraph 14 of this Schedule 1.1.
- 9.5 The Train Service Specification may be expressed in whole or in part at any level of generality or to any level of detail the Secretary of State considers appropriate.
- 9.6 The Secretary of State and the Franchisee agree that:
- (a) the replacement of TSS0 by TSS1 at the time and for the period specified in paragraph 9.2 shall not constitute a Change for the purposes of paragraph (d) of the definition of Change; and
 - (b) the replacement of TSS1 by TSS2 at the time and for the period specified in paragraph 9.2 shall not constitute a Change for the purposes of paragraph (d) of the definition of Change.

10. Train Plan

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

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

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

11.2 The first Timetable to which these provisions applies is the Timetable with effect from the Passenger Change Date in/on December 2018.

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

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

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

12. Timetable Development Rights

- 12.1 The Franchisee shall use all reasonable endeavours to amend and/or enter into such Access Agreements as may be necessary or desirable from time to time to obtain the Timetable Development Rights that it requires to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Specification and otherwise comply with its obligations under the Franchise Agreement (including under paragraph 14 of this Schedule 1.1).
- 12.2 Prior to exercising any Timetable Development Rights to secure a Timetable the Franchisee shall make an informed estimate of Forecast Passenger Demand and in doing so shall make reasonable assumptions based on available evidence (making proper use of recognised railway industry systems and forecasting tools as these may develop over the Franchise Period) with the estimate being in such format and to such level of disaggregation as the Secretary of State may reasonably require.
- 12.3 Subject to the remaining provisions of this paragraph 12, the Franchisee shall exercise its Timetable Development Rights so as to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Specification and paragraph 14 of this Schedule 1.1 in accordance with its obligations under paragraph 17 of this Schedule 1.1.
- 12.4 Where the Franchisee proposes to exercise its Timetable Development Rights so that the Timetable in force after the relevant Passenger Change Date contains Significant Alterations to that in force prior to such Passenger Change Date the Franchisee shall, (without prejudice to its obligation to consult pursuant to paragraph 11) act reasonably with the intention of obtaining a Timetable which enables paragraphs 14.1(b) and 14.1(c) of this Schedule 1.1 to be achieved in relation to each Passenger Service in the Timetable to the greatest extent reasonably practicable. It is agreed that in acting reasonably the Franchisee shall take full and proper account of its estimation of Forecast Passenger Demand made pursuant to paragraph 12.2 above.
- 12.5 Unless the Secretary of State otherwise directs, the Franchisee shall, for the purposes of securing a Timetable that complies with the Train Service Specification and paragraph 14 of this Schedule 1.1, exercise its rights under the Track Access Agreement (including the Network Code) to object, to make representations and to withhold consent in respect of any actual or proposed act or omission by Network Rail in relation to such agreement in respect of its Timetable Development Rights.
- 12.6 If the Secretary of State does not consider that the Franchisee has taken sufficient steps under paragraph 12.5, he may require the Franchisee to exercise its rights 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.

12.7 Subject to the Franchisee complying with its obligations under paragraph 12.5, 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 Train Service Specification and paragraph 14 of this Schedule 1.1, to the extent that such failure is caused by:

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

12.8 TDR Amendments

- (a) If and to the extent that the Franchisee is not able to secure a Timetable enabling it to operate railway passenger services that comply with the Train Service Specification as a result of it not being able to obtain the timetable development rights that it requires for that purpose, then the Secretary of State shall (subject to paragraphs 12.8(b) and 12.8(c) below) issue to the Franchisee such amendments to the Train Service Specification ("**TDR Amendment**") as the Secretary of State considers necessary such that the Franchisee is able to secure a Timetable in compliance with the Train Service Specification as amended by the TDR Amendment by exercise of the Timetable Development Rights that the Franchisee does have.
- (b) The Secretary of State shall have an unfettered discretion as to whether or not to issue a TDR Amendment in circumstances where the Franchisee:
 - (i) has failed to exercise all reasonable endeavours to obtain the requisite timetable development rights in accordance with paragraph 12.1; and
 - (ii) it is not relieved by paragraph 12.7 from liability for such failure to secure a Timetable that enables the Franchisee to operate railway passenger services that comply with the Train Service Specification.
- (c) Where the Secretary of State reasonably considers that the failure to secure a Timetable that enables the Franchisee to operate the Train Service Specification is partly due to the default of the Franchisee in not properly

complying with its obligations under the Franchise Agreement in relation to securing timetable development rights any TDR Amendment shall not relieve the Franchisee of the obligation to comply with the Train Service Specification to the extent that the Secretary of State determines that the failure is due to such default of the Franchisee and the Franchisee may be in contravention of the Franchise Agreement accordingly.

12.9 Following issue of any TDR Amendment pursuant to paragraph 12.8, the Franchisee shall, unless otherwise agreed by the Secretary of State, continue to use all reasonable endeavours to amend and/or enter into such Access Agreements as may be necessary or desirable from time to time to obtain the timetable development rights that it requires to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Specification without such TDR Amendment.

12.10 Any TDR Amendment issued pursuant to paragraph 12.8 shall:

- (a) unless otherwise required by the Secretary of State, cease to have effect on the date (if any) on which the first Timetable comes into effect after the Franchisee has obtained the Timetable Development Rights that it requires to secure a Timetable that enables it to operate railway passenger services that comply with the Train Service Specification without any such TDR Amendment;
- (b) amount to a Change but only to the extent that the Franchisee makes a saving as a consequence of such TDR Amendment and provided that if such TDR Amendment has been issued in consequence of Network Rail exercising the rights referred to in paragraphs 12.7(b) or 12.7(c) there shall be no Change.

12.11 With effect from the date on which any TDR Amendment ceases to have effect in accordance with paragraph 12.10:

- (a) the Train Service Specification without such TDR Amendment shall thereafter apply;
- (b) where there has been a Change which is a Qualifying Change pursuant to paragraph 12.10(b) there shall be a further Change (which shall be deemed to be a Qualifying Change) to the extent necessary so as, with effect from such date, to disapply the effect of any such a Qualifying Change pursuant to paragraph 12.10(b) to take into account the fact that the Franchisee will have ceased to make a saving.

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

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

13.2 If requested by the Secretary of State, the Franchisee agrees to demonstrate to the reasonable satisfaction of the Secretary of State that the Franchisee's certificate

referred to in paragraph 13.1 is a true and accurate confirmation of compliance with its obligation specified in paragraph 12.3.

13.3 The Franchisee shall:

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

14. **Planning to meet Target Passenger Demand**

14.1 **Capacity and Timetable Planning**

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

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

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

- (a) minimising, so far as is possible, the amount by which Target Passenger Demand exceeds the provision of Passenger Carrying Capacity on the affected Passenger Services;

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

14.3 Preparation of Timetable and Train Plan

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

14.4 Finalising the Train Plan

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

15. Capacity Mitigation Plan

- 15.1 Without prejudice to the obligation of the Franchisee to include in the Train Plan the capacity specified in the Train Service Specification, if at any time the Franchisee is unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 14.1 (regardless of whether the Franchisee has used all reasonable endeavours to do so), the Secretary of State may serve a notice on the

Franchisee requiring it to produce a plan to a reasonable specification provided with the notice to remedy or mitigate such inability (“**Capacity Mitigation Plan**”).

- 15.2 The Capacity Mitigation Plan may, without limitation, include measures to be implemented by the Franchisee to:
- (a) remedy the circumstances leading to the Franchisee being unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 14.1; and/or
 - (b) minimise, so far as is possible, the amount by which Target Passenger Demand exceeds the provision of Passenger Carrying Capacity on the affected Passenger Services;
 - (c) ensure, so far as is possible, that such excess is not unduly concentrated on any particular Route or Passenger Service; and
 - (d) minimise, so far as is possible, the extent to which passengers are required to stand:
 - (i) on boarding any Passenger Service during each Off-Peak; and
 - (ii) 20 minutes after boarding (or such other time period as the Secretary of State may stipulate) on 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.

- 15.3 Where the Secretary of State reasonably believes that future circumstances may lead to the Franchisee being unable to prepare a Timetable and/or a Train Plan which meets the requirements of paragraph 14.1 at any time within the next four (4) years (including after the end of the Franchise Term), the Secretary of State shall have the right to serve notice on the Franchisee specifying those future circumstances and the date that the Franchisee should assume that they will arise from and requiring it to produce a Capacity Mitigation Plan to remedy or mitigate such future circumstances on the basis of assumptions provided by the Secretary of State.
- 15.4 The Capacity Mitigation Plan shall (unless the Secretary of State specifies to the contrary) include the Franchisee’s informed estimate of Forecast Passenger Demand, in such format and to such level of disaggregation as the Secretary of State may reasonably require. Without limitation such specification may require the Franchisee to present options to address relevant issues through:
- (a) alterations to the Train Service Specification;
 - (b) modification of rolling stock or the acquisition of additional or replacement rolling stock;
 - (c) alterations to Fares; and/or
 - (d) alterations or enhancements to any track, signalling, station, depot or other relevant railway infrastructure.

- 15.5 The Capacity Mitigation Plan shall provide a comprehensive analysis backed by relevant data and assumptions of:
- (a) all cost and revenue and other financial implications of options contained within it including the potential implications for Franchise Payments;
 - (b) the implications (if any) for the Benchmarks and/or the Annual Benchmarks; and
 - (c) the likely impact of options within it for existing and future passenger journeys and journey opportunities.
- 15.6 The Franchisee shall meet with the Secretary of State to discuss the Capacity Mitigation Plan and provide such further information or analysis and further iterations of the Capacity Mitigation Plan as the Secretary of State shall reasonably require.
16. **New or amended Train Service Specification by the Secretary of State and Franchisee Informed Opinion**
- 16.1 As and when required, whether for the purposes of considering alterations to the Train Service Specification 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 Train Service Specification 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 Train Service Specification 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.
- 16.2 Prior to issuing any amended or new Train Service Specification the Secretary of State shall provide to the Franchisee his draft of any proposed amended or new Train Service Specification stating the date upon which he proposes that such amended or new Train Service Specification should take effect along with the Secretary of State's views as to the changes (if any) that he proposes to make to the Benchmarks and/or the Annual Benchmarks.
- 16.3 On receipt of any such draft of a proposed amended or new Train Service Specification the Franchisee shall provide to the Secretary of State (if so requested) its informed opinion:
- (a) with supporting reasons as to the impact of the proposed amended or new Train Service Specification on the delivery of an optimal range of railway passenger services patterns relative to Target Passenger Demand and compliance with paragraph 14.1 of this Schedule;
- (b) with supporting reasons as to the changes to resources and adjustment to Franchise Payments (if any) which would be required in consequence of the proposed amended or new Train Service Specification;
- (c) with supporting reasons as to changes (if any) to the Benchmarks;
- (d) of the process to be required to implement the proposed amendment to the Train Service Specification together with a plan for the implementation of the amendment to the Train Service Specification (including all steps required to ensure that the Franchisee can deliver a Timetable compliant with such amended or new Train Service Specification) prepared in accordance with procedural arrangements specified by the Secretary of State pursuant to paragraph 17; and
- (e) together with a draft of the Train Plan that it considers that the proposed amended or new Train Service Specification would require.
- 16.4 There may be iterations of drafts of the proposed amended or new Train Service Specification and the Franchisee shall to the extent required by the Secretary of State have the obligations described in this paragraph 16 in respect of all such iterations.
- 16.5 Processes contained in this paragraph 16 shall take place in accordance with procedural arrangements and timescales stipulated by the Secretary of State pursuant to paragraph 17.2.
- 16.6 The Secretary of State may, in accordance with any stipulation made under paragraph 17.2, issue to the Franchisee any amended or new Train Service Specification that he requires the Franchisee to operate and notice of the changes (if any) to the Benchmarks and/or Annual Benchmarks. Such amended or new Train Service Specification will be issued prior to the commencement of the timetable development process of Network Rail for the Timetable in respect of

which it is proposed to implement the change to Passenger Services arising from the amended or new Train Service Specification.

- 16.7 In the absence of the Secretary of State issuing any amended or new Train Service Specification the existing Train Service Specification will remain in full force and effect. The degree of variation from any Train Service Specification specified at the date of the Franchise Agreement was entered into in respect of any particular period and brought about by any amended or new Train Service Specification issued pursuant to this paragraph 16 shall (where relevant) be of a magnitude no greater than that contemplated in the Invitation to Tender.
- 16.8 At the same time as the Secretary of State provides the Franchisee with a draft of any proposed amended or new Train Service Specification pursuant to paragraph 16.1, the Secretary of State shall also provide to the Franchisee his opinion of any changes (if any) that are required to the Benchmarks and/or Annual Benchmarks.
- 16.9 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 Train Service Specification.
- 17. Procedural Arrangements and Timescales**
- 17.1 The Franchisee agrees that the effective operation of the provisions of this Schedule 1.1, and of provisions addressing the same or similar matters in other franchise agreements, will require certain procedural arrangements and timescales to be followed to a common timescale by the Secretary of State, the Franchisee, Network Rail and others.
- 17.2 The Franchisee agrees that the Secretary of State may stipulate any reasonable procedural arrangements and timescales that are to be followed by the Secretary of State and the Franchisee for these purposes (which shall be consistent with any relevant standard railway industry processes for development of the Timetable and the resultant Train Plan) and that the Secretary of State may amend any such stipulation from time to time.
- 17.3 The Secretary of State agrees to consult the Franchisee as far as reasonably practicable prior to stipulating or amending any such procedural arrangements and timescales in accordance with paragraph 17.2.
- 17.4 Any stipulation by the Secretary of State pursuant to paragraph 17.2:
- (a) shall be at the reasonable discretion of the Secretary of State;
 - (b) may contain procedural arrangements and timescales to be followed by the Franchisee in relation to other changes to the Franchise Services (pursuant to paragraph 1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes) in conjunction with the Train Service Specification; and
 - (c) may provide for iterations of drafts of any amended or new Train Service Specification, Train Plan or Timetable and for indicative Runs of the Financial Model in relation thereto.

17.5 Any procedural arrangements and timescales stipulated by the Secretary of State pursuant to paragraph 17.2 shall have contractual effect between the Franchisee and the Secretary of State in accordance with the terms of such stipulation.

18. Obligations in relation to other Train Operators

18.1 Subject to the terms of the Licences and any applicable Law, the Franchisee shall co-operate with other Train Operators in respect of their timetable development rights where such other Train Operators provide railway passenger services meeting common or displaced passenger demand, with a view to ensuring that:

- (a) the levels of overcrowding over the Routes or other relevant routes are minimised and not unduly concentrated on particular railway passenger services, Routes or other relevant routes;
- (b) the stopping patterns of such railway passenger services are placed at approximately evenly-spaced intervals throughout each relevant hour, taking into account the reasonable needs of passengers and the different types of railway passenger services provided by other Train Operators and the Franchisee; and
- (c) a reasonable pattern of railway passenger service is provided on the relevant route(s) to enable passengers to make Connections (particularly where low frequency railway passenger services are operated or last trains are involved, taking account of seasonal fluctuations in passenger demand and the time needed to make any such Connection).

19. Provisions relating to Access Agreements and Property Leases

19.1 Where the Secretary of State considers it requisite for the purposes of better securing the delivery of railway passenger services under the Franchise Agreement, or any other franchise agreement, or for the better achievement by him of any of his duties, functions and powers in relation to railways, or the implementation of the Crossrail Programme and the operation of the Crossrail Services by the Crossrail Operator, the Secretary of State may require the Franchisee:

- (a) to exercise or refrain from exercising any or all of its rights under any Access Agreement or any Property Lease, or any related rights under such other agreements as the Secretary of State may specify; and/or
- (b) subject to the consent of the counterparty thereto, to assign, novate or surrender its rights under any Access Agreement or Property Lease.

19.2 Except to the extent that the Secretary of State otherwise indicates from time to time, the Franchisee shall notify the Secretary of State of its intention to enter into or amend any Access Agreement:

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

- 19.3 The Franchisee shall comply with its obligations under any Access Agreement or any Property Lease to which it is a party from time to time:
- (a) to notify or consult with the Secretary of State on any matter or proposal relating to that Access Agreement or Property Lease; and
 - (b) which are contingent on a particular course of action being taken by the Secretary of State or which are otherwise expressly included in that Access Agreement or Property Lease for the benefit of the Secretary of State.
- 19.4 If and to the extent that:
- (a) the Secretary of State exercises his rights pursuant to paragraph 19.1; and
 - (b) the Franchisee's compliance with the Secretary of State's requirements pursuant to paragraph 19.1 would lead to the unavoidable consequence of the Franchisee contravening any other terms of the Franchise Agreement or the occurrence of an Event of Default; and
 - (c) the Franchisee duly complies with such requirements,
- no such contravention of the Franchise Agreement or Event of Default shall have occurred.

20. The Timetable and Network Rail's Working Timetable

- 20.1 Any specification of Passenger Services in the Train Service Specification shall (unless the Secretary of State states to the contrary) be regarded as relating to how those Passenger Services are to be provided for in the National Rail Timetable that Network Rail publishes for passengers.
- 20.2 The Franchisee shall ensure, for each period between two (2) consecutive Passenger Change Dates during the Franchise Term that the Timetable for such period is, in its reasonable opinion, not materially different from the relevant working timetable issued by Network Rail.

Schedule 1.2

Operating Obligations**1. Daily Operating Obligations**

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

2. Timetabling and Train Planning Compliance Investigation

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

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

- (a) provide such information as the Secretary of State may reasonably require for the purposes of determining if the Franchisee has complied with its obligations under paragraphs 12.1, 12.3, 12.4, 12.5, 14.1, 14.2 or 14.3 of Schedule 1.1 (Franchise Services and Service Development) and/or paragraph 1 of this Schedule 1.2 including evidence of:
 - (i) the steps taken by the Franchisee to amend and/or enter into Access Agreements, exercise Timetable Development Rights and exercise its rights under the Track Access Agreement to object, to make representations and to withhold consent in respect of any actual or proposed act or omission by Network Rail in relation to such agreement in respect of its Timetable Development Rights;
 - (ii) the extent to which the Franchisee has operated on each day of the relevant Reporting Period each of its Passenger Services as are set out in the Plan of the Day for that day and with at least the Passenger Carrying Capacity specified in the Train Plan for that Passenger Service;

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

2.3 **Contravention of the Franchise Agreement**

- (a) The Franchisee shall be in contravention of the Franchise Agreement if following the completion by the Secretary of State of the Timetabling and Train Planning Compliance Investigation he concludes that the Franchisee breached any of its obligations under any of paragraphs 12.1, 12.3, 12.4, 12.5, 14.1, 14.2 or 14.3 of Schedule 1.1 (Franchise Services and Service Development) and/or paragraph 1 of this Schedule 1.2 including where the Franchisee:
- (i) failed to act reasonably in calculating Forecast Passenger Demand because it unreasonably assumed that there would be differences between Forecast Passenger Demand and Actual Passenger Demand at the time that the Forecast Passenger Demand calculation was made; or
 - (ii) made unreasonable assumptions about the timetables likely to be operated by other Train Operators serving some or all of the same stations as the Franchisee.
- (b) Where the Secretary of State does conclude pursuant to paragraph 2.3(a) above that the Franchisee has breached any relevant obligation the Franchisee shall pay to the Secretary of State the costs incurred by him in undertaking any Timetabling and Train Planning Compliance Investigation (including any audit pursuant to paragraph 2.2(b)).
- (c) The Secretary of State shall notify the Franchisee if he concludes pursuant to paragraph 2.3(a) that the Franchisee is in contravention of the Franchise Agreement and he may at his discretion, and entirely without prejudice to his other rights consequent upon the relevant contravention, serve a Remedial Plan Notice pursuant to paragraph 2 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement).

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

- 3.1 The Franchisee shall notify the Secretary of State promptly after being notified by Network Rail that Network Rail has decided or proposes to:
- (a) omit from the Plan of the Day Passenger Services that are included in the Timetable; or
 - (b) reschedule in the Plan of the Day Passenger Services from their scheduling in the Timetable.
- 3.2 To the extent that any such decision or proposal may, in the reasonable opinion of the Franchisee, materially (having regard to both duration and scale) prejudice the Franchisee's ability to deliver the Timetable with the Passenger Carrying Capacity stipulated in the Train Plan the Franchisee shall explain in such notification the way in which, in its reasonable opinion, such omission or rescheduling may materially prejudice the Franchisee's ability to deliver the Timetable with the Passenger Carrying Capacity stipulated in the Train Plan.
- 3.3 The Franchisee agrees to supply to the Secretary of State from time to time, in the format required by the Secretary of State, such details of any actual or proposed omission or rescheduling of Passenger Services by Network Rail as the Secretary of State may reasonably require, including details of the steps which the Franchisee proposes to take pursuant to paragraph 3.4.
- 3.4 Where the actual or proposed omission or rescheduling of Passenger Services is one which may, in the reasonable opinion of the Secretary of State or the Franchisee, materially prejudice the Franchisee's ability to deliver the Timetable with the Passenger Carrying Capacity stipulated in the Train Plan, the Franchisee agrees (unless the Secretary of State specifically agrees otherwise) to exercise its rights under the Track Access Agreement (including the Network Code) to:
- (a) object (including submitting its objection to any relevant dispute resolution arrangements or procedures and appealing against any award or determination under such arrangements or procedures, including to the ORR);
 - (b) make representations; and
 - (c) withhold consent,
- in respect of any actual or proposed omission or rescheduling of Passenger Services by Network Rail.
- 3.5 The provisions of this paragraph 3 shall apply to any actual or proposed omission or rescheduling of Passenger Services that originates from any person other than Network Rail, as those provisions apply to Network Rail.

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

- 4.1 The Franchisee agrees, subject to paragraph 4.3, not to propose to Network Rail:
- (a) the addition to the Plan of the Day of any railway passenger services which are not included in the Timetable;

- (b) the omission from the Plan of the Day of any Passenger Services included in the Timetable; or
- (c) the rescheduling in the Plan of the Day of any Passenger Services from their scheduling in the Timetable,

without the Secretary of State's prior consent.

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

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

- 5.1 The Franchisee agrees, as and when requested by the Secretary of State, to use all reasonable endeavours to seek and to obtain:
 - (a) the addition to the Plan of the Day of any railway passenger services that are not included in the Timetable;
 - (b) the omission from the Plan of the Day of any Passenger Services that are included in the Timetable; and/or
 - (c) the rescheduling in the Plan of the Day of any Passenger Services from their scheduling in the Timetable.
- 5.2 The Secretary of State may reasonably request that the Franchisee shall submit to the Secretary of State an amendment to the Train Plan at any time.

6. **Obligations of the Franchisee in the event of disruption to railway passenger services**

- 6.1 In the event of any planned or unplanned disruption to railway passenger services operated on the Routes, or on other parts of the network which are reasonably local to the Routes, the Franchisee shall:
 - (a) without prejudice to any other provision of this Schedule 1.2, notify the Secretary of State promptly where such disruption would materially (having regard to both duration and scale) prejudice the Franchisee's ability to deliver the Timetable or deliver the Timetable in accordance with the Train Plan;
 - (b) co-operate with Network Rail and other Train Operators to act in the overall interests of passengers using such railway passenger services, including using all reasonable endeavours to ensure that such disruption is not concentrated on a particular part of the network, except where such concentration either:

- (i) would be in the overall interests of passengers using such Passenger Services or railway passenger services and would not result in disproportionate inconvenience to any group of passengers; or
 - (ii) is reasonably necessary as a result of the cause or the location of the disruption; and
- (c) use all reasonable endeavours to provide or secure the provision of alternative transport arrangements in accordance with paragraph 6.2.
- 6.2 The Franchisee shall use all reasonable endeavours to provide or secure the provision of alternative transport arrangements to enable passengers affected by any disruption referred to in paragraph 6.1 to complete their intended journeys in accordance with this paragraph 6.2. In particular, the Franchisee shall use all reasonable endeavours to:
- (a) ensure that such alternative transport arrangements are of reasonable quality, of a reasonably similar frequency to the Passenger Services included in the Timetable which such arrangements replace and reasonably fit for the purpose of the journey to be undertaken;
 - (b) transport passengers to, or as near as reasonably practicable to, the end of their intended journey on such Passenger Services, having particular regard to the needs of any Disabled Persons and, where appropriate, making additional arrangements for such Disabled Persons to complete their intended journey;
 - (c) provide adequate and prominent publicity of such alternative transport arrangements in advance, subject, in the case of unplanned disruption, to the Franchisee having sufficient notice of such disruption to enable it to provide such publicity;
 - (d) provide sufficient alternative transport capacity for the reasonably foreseeable demand for the disrupted Passenger Services; and
 - (e) ensure, if any planned disruption overruns, that there is a reasonable contingency arrangement for such alternative transport arrangements to continue for the duration of such overrun.

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

- 7.1 Any obligation in this Schedule 1.2 on the part of the Franchisee to use **“all reasonable endeavours”** shall (with the exception of paragraph 5 of this Schedule 1.2) include an obligation to:
- (a) ensure (so far as it is able to do so) the provision of the Passenger Services as set out in the Plan of the Day in accordance with the Train Plan in ordinary operating conditions;
 - (b) take reasonable measures to avoid and/or reduce the impact of any disruption to the Franchise Services having regard to all the circumstances, including the reasonably foreseeable risks arising from the matters referred to in paragraph 7.2; and

- (c) actively manage the performance by Network Rail of its contractual relationship with the Franchisee (and provide appropriate management resources for this purpose) so as to secure the best performance reasonably obtainable from Network Rail by these means (including taking the steps referred to in paragraph 7.4), having regard to all the circumstances.
- 7.2 The matters to which the Franchisee is to have regard pursuant to paragraph 7.1(b) shall include:
- (a) variations in weather and operating conditions (including Network Rail's infrastructure not being available for any reason), which may in either case include seasonal variations;
 - (b) default by, or restrictions imposed by, suppliers to the Franchisee;
 - (c) shortages of appropriately skilled or qualified Franchise Employees;
 - (d) disputes with Franchise Employees;
 - (e) the availability of the Train Fleet, having regard to maintenance requirements and any Mandatory Modifications;
 - (f) establishing reasonable Turnaround Time allowances for enabling or disabling (as appropriate) any part of a train, the rostering of any train crew and the servicing or cleaning of any rolling stock vehicles; and
 - (g) failures of rolling stock vehicles in service and contingency arrangements (including Hot Standbys and rescue traction).
- 7.3 For the purpose of taking measures in respect of any disruption to the Franchise Services in accordance with paragraph 7.1(b) and assessing the extent of any risk referred to in paragraph 7.1(b) and any such risk's reasonable foreseeability, regard shall be had both:
- (a) to the historical levels of incidence of disruption in the operation of:
 - (i) the Franchise Services;
 - (ii) similar services both by the Franchisee and/or its predecessors; and
 - (iii) other services of a type similar to the Franchise Services; and
 - (b) to potential changes in circumstances which may affect those levels.
- 7.4 The steps to which paragraph 7.1(c) refers include:
- (a) co-operating with Network Rail in the development, agreement and implementation of:
 - (i) a five (5) year (rolling) Performance Strategy Plan; and
 - (ii) recovery plans in response to failures to achieve the performance levels specified in any Performance Strategy Plan;

- (b) co-operating with Network Rail in adopting the principles set out in any Service Recovery Plans agreed between Network Rail and the Franchisee from time to time;
- (c) undertaking regular reviews of:
 - (i) the most common and most detrimental causes of PPM attrition and delay to the Passenger Services; and
 - (ii) the causes of the 10 delays to the Passenger Services with the longest duration (to the extent not already reviewed in accordance with paragraph 7.4(c)(i)),

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

- (d) undertaking with Network Rail a review of the time taken to recover the Passenger Services following the occurrence of any of the events specified in paragraphs 7.4(c)(i) and 7.4(c)(ii) and seeking to identify and implement actions that reduce the delay effect of such events;
- (e) setting up and holding regular and effective performance review meetings with Network Rail, evidenced by meeting minutes and the closure of actions agreed between the Parties;
- (f) regularly monitoring (at least every Reporting Period) the delivery of local output commitments made by Network Rail in the Performance Strategy Plan and derived delivery plans and using reasonable endeavours to specify and develop such delivery plans;
- (g) as and when required by Network Rail, co-operating with Network Rail in improving the accuracy of future timetables by providing access to trains (and data collected from train systems), other facilities and/or information;
- (h) co-operating with Network Rail in other delay management initiatives and ongoing quarterly reviews of the Performance Strategy Plan;
- (i) regularly reviewing (at least every Reporting Period) the imposition and clearance of temporary speed restrictions;
- (j) regularly reviewing (at least every Reporting Period) the timely and efficient handover and hand-back of possessions; and
- (k) where appropriate and where Network Rail fails to perform its obligations under the Track Access Agreement, enforcing the Franchisee's rights under such Track Access Agreement.

7.5 The Franchisee undertakes to reasonably co-operate with Network Rail with regard to Network Rail's management of the network, including in relation to the establishment of up to date Timetable Planning Rules.

- 7.6 To the extent not already provided for in the Franchise Agreement, the Franchisee shall use all reasonable endeavours to ensure the performance by Network Rail of its obligations under any relevant agreement including, where appropriate or where requested by the Secretary of State, enforcing its rights against Network Rail under any such agreement.

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

Schedule 1.3

NOT USED

Schedule 1.4

Passenger Facing Obligations**1. Publishing the Timetable****1.1 The First Timetable**

The Franchisee shall publish on the Start Date:

- (a) the Timetable: **(being, for these purposes, the Timetable which shall apply upon and following the completion of the Waterloo Upgrade Works).**¹⁸
- (i) at each staffed Station, by making the relevant information available upon request and free of charge in one or more booklets or in other similar form;
 - (ii) at each Station, by displaying the relevant information on information displays;
 - (iii) at each Franchisee Access Station, by providing to the operator of each such station the departure and arrival times of the Passenger Services that call at each such station and the principal Connections to any other transport services relevant to each such station in the same forms as are specified in paragraphs (i) and (ii); and
 - (iv) on the Franchisee's website; and
- (b) the timetables of other Train Operators at Stations, in accordance with paragraph 1.4.

1.2 Timetable Revisions and Alterations

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

¹⁸ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

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

1.3 In addition, the Franchisee shall:

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

1.4 **Other Train Operators' Timetables**

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

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

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

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

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

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

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

2. **Communicating Late Timetable Changes**

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

2.2 Such information shall be provided by:

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

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

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

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

3. **Fares Selling Restrictions**

3.1 **Restrictions on Sales**

The Franchisee shall ensure that the purchaser of any 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 Appendix 1 to Schedule 1.6 (The Rolling Stock).

3.4 The Franchisee shall not sell or offer to sell:

- (a) any Fare in respect of which the:
 - (i) Prices are regulated under Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares), at prices that are greater than the Prices set for such Fares from time to time in accordance with Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares); and
 - (ii) Child Prices are regulated under Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 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 Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares);

- (b) any Fare or Discount Card which has a validity of thirteen (13) or more months, except to the extent required to do so under the terms of the Ticketing and Settlement Agreement.

3.5 Agents of the Franchisee

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

- (a) for Fares in respect of which the:
 - (i) Prices are regulated under Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares), sell or offer to sell at prices no greater than the Prices set for such Fares from time to time in accordance with Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares); and
 - (ii) Child Prices are regulated under Schedule 5.4 (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 thirteen (13) or more months without the consent of the Secretary of State (such consent not to be unreasonably withheld); and
 - (ii) comply with the provisions of paragraph 5 of Schedule 15.2 (Last Twelve (12) or Thirteen (13) months of Franchise Period and other conduct of business provisions) to the extent they apply to the selling of Fares by the Franchisee.

3.6 Additional Ancillary Services

The Franchisee shall, subject to this paragraph 3, be entitled to charge a purchaser of any 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 (3) 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 (7) 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 (7) 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 (7) 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);
- (b) use all reasonable endeavours to make passengers aware of their right to claim compensation pursuant to the Passenger's Charter including by:
 - (i) displaying the relevant information on trains and at Stations;
 - (ii) making appropriate announcements to passengers on trains and at Stations when the circumstances giving rise to that right occur;
 - (iii) making compensation claim forms readily available to passengers at Stations and on the Franchisee's website; and
 - (iv) any other reasonable means to reflect future advancements in technology proposed in writing either by the Franchisee or the Secretary of State and agreed by both Parties (acting reasonably); and
- (c) use all reasonable endeavours:
 - (i) to comply with any other obligations, statements and representations; and
 - (ii) to meet any other standards or targets of performance, as are comprised in its Passenger's Charter from time to time.

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

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

6. **Statutory Notices**

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

7. **Train and Station Cleaning**

The Franchisee shall:

- 7.1 ensure that the nature and frequency of its planned and reactive programme for maintaining a reasonable standard of train presentation is such that all rolling stock used by it in the provision of the Passenger Services is expected to be kept reasonably clean, appropriately stocked with consumables and free from minor defects;
- 7.2 use all reasonable endeavours to ensure that a reasonable standard of train presentation is maintained at all times in respect of all rolling stock used by it in the provision of the Passenger Services;
- 7.3 ensure that the nature and frequency of its planned and reactive programme for maintaining a reasonable standard of Station condition and passenger environment is such that all of the Stations are expected to be clean, free of litter and graffiti, painted to a reasonable standard and free from minor defects; and
- 7.4 use all reasonable endeavours to ensure that all Stations are clean, free of litter and graffiti, painted to a reasonable standard and free from minor defects throughout the Franchise Term.

8. **Publication of Performance Data**

- 8.1 The Franchisee shall in accordance with paragraph 8.2 of this Schedule 1.4 (and in such format as the Secretary of State may reasonably require) publish on the Franchisee's web site in relation to each Reporting Period during the Franchise Term the performance of the Franchisee by reference to:

- (a) Cancellations Figures;
- (b) PPM Figures;
- (c) Right Time Figures;
- (d) CaSL Figures;
- (e) Time to 15 Measure; and
- (f) Short Formation Figures.

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

- 8.2 The Franchisee shall ensure that the data published by it pursuant to paragraph 8.1 shall in each case be shown:
 - (a) in relation to all Passenger Services;
 - (b) disaggregated by reference to Service Groups;
 - (c) on a periodic and/or on an average basis (as applicable); and
 - (d) include details of:

(i) the number of Passenger Services operated by the Franchisee during each relevant Reporting Period which are late in arriving at their final scheduled destination in the Plan of the Day:

- (A) by between 30 minutes and 59 minutes;
- (B) by between 60 minutes and 119 minutes; and
- (C) by 120 minutes or more,

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

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

8.3 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 10.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme), the Franchisee shall publish (in such format as the Secretary of State may reasonably require):

- (a) the mean average of each of the Cancellations Figures and the Short Formation Figures for the Reporting Periods that have elapsed since the last Reporting Period reported on in the previous Customer Report (or, in the case of the first (1st) Customer Report, since the Start Date);
- (b) the latest PPM Figures, CaSL Figures, Right Time Figures and Time to 15 Measure figures for the last Reporting Period before publication of the relevant Customer Report;
- (c) from the third (3rd) Customer Report onwards, a summary comparison of the statistics produced pursuant to paragraphs 8.3(a) and 8.3(b) as against the equivalent statistics provided for the same Reporting Period(s) in the previous Franchisee Year;
- (d) an update on the key activities undertaken by the Franchisee to improve its performance in relation to the measures referred to in paragraphs 8.3(a) and 8.3(b); and
- (e) a summary of the key activities planned to be undertaken by the Franchisee in the period in relation to which the next Customer Report will report to improve its performance in relation to the measures referred to in paragraphs 8.3(a) and 8.3(b).

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

9.1 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 10.1 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme), 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 (1st) Customer Report, since the Start Date):

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

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

Schedule 1.5

Information about Passengers**1. Passenger Numbers Information**

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

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

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

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

1.3 The Franchisee shall provide to the Secretary of State all of the information generated by the technology specified in paragraph 3 and/or by using manual counts pursuant to paragraph 2 including the information specified in paragraph 1.1:

- (a) promptly following its collation and in any case within the following timescales:
 - (i) in the case of data collected automatically by the Count Equipment and capable of being transmitted directly and automatically to the

RPC Database or the Preliminary Database (as appropriate), within 48 hours of its collation;

(ii) in the case of data collected automatically by the Count Equipment but not capable of direct and automatic transmission to the RPC Database or the Preliminary Database (as appropriate), within one (1) calendar month of its collation; and

(iii) in the case of data collected by manual count, within one (1) calendar month of its collation;

(b) using such systems, in such a format and to such level of disaggregation as the Secretary of State may reasonably require, and in a format which is capable of being read by the RPC Database or the Preliminary Database (as appropriate) (which shall include providing data which is not encrypted);

(c) either by transmitting such data directly to the RPC Database or the Preliminary Database (as appropriate) or by ensuring that the database provider can pull and transmit such data to the RPC Database or the Preliminary Database (as appropriate), as appropriate according to the nature of the Franchisee's Count Equipment from time to time or by providing such data to the Secretary of State by such other means as the Secretary of State notifies to the Franchisee from time to time; and

(d) to the extent required by the Secretary of State, by providing the Secretary of State with direct remote access to the system used by the Franchisee to collect such information such that the Secretary of State is able to download such information,

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

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

2. **Manual Passenger Counts**

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

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

these circumstances the Franchisee shall pay to the Secretary of State the costs of any such audits.

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

3.1 The technology to be used for the purpose of paragraph 1.2 shall be technology which counts the number of passengers passing through vehicle doorways.

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

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

(b) in the case of all other rolling stock (except for rolling stock used in connection with the Island Line Services), by **1 March 2020**,¹⁹ to every vehicle comprised within no less than 35% of such rolling stock units included in the Train Fleet from time to time in aggregate.

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

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

4. CRM Data

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

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

(b) the property of the Franchisee.

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

¹⁹ Date of contract change 20/08/2017 – Agreed by the Secretary of State and franchisee

of State and processed by any Successor Operator for the same purposes as the Franchisee sought consent to process such CRM Data.

- 4.3 Any consent referred to in paragraph 4.2 shall be sought in such manner as shall from time to time be approved by the Secretary of State (such approval not to be unreasonably withheld or delayed) and shall be on terms such as shall permit, in each case in compliance with the Data Protection Act:
- (a) the Franchisee to disclose such CRM Data to any Successor Operator and/or the Secretary of State; and
 - (b) any such Successor Operator to process such CRM Data in the manner contemplated by paragraph 4.2.
- 4.4 The Franchisee shall not be required to:
- (a) disclose, publish, share or otherwise provide or make available any Personal Data (including CRM Data) to any person (including a Successor Operator or any participant involved with the re-letting of the Franchise); or
 - (b) provide access to any CRM System,
- in each case pursuant to the terms of the Franchise Agreement (together, the **"CRM Obligations"**) if and to the extent that the Franchisee demonstrates to the satisfaction of the Secretary of State that compliance with such CRM Obligations would put the Franchisee, acting as a Data Controller, in contravention of its duties and/or obligations under any Personal Data Legislation.

5. Yield Management Data

- 5.1 The Franchisee shall ensure that any Yield Management Data and Yield Management System are the property of the Franchisee or are licensed to the Franchisee on terms which have been approved by the Secretary of State (such approval not to be unreasonably withheld or delayed).
- 5.2 If and to the extent that the collection, use and/or processing of any Yield Management Data is subject to the Data Protection Act then paragraphs 4.1(a), 4.2, 4.3, 4.4 and 6 of this Schedule 1.5 shall apply in respect of Yield Management Data in the same way as they apply to CRM Data.

6. Personal Data - General Provisions

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

- 6.2 Pursuant to paragraph 6.1, the Franchisee agrees to comply with the Personal Data Legislation in respect of its processing of CRM Data and in particular, but without limitation, the Franchisee shall:
- (a) ensure that CRM Data is processed fairly and lawfully (in accordance with Part 1 of Schedule 1 of the Data Protection Act);
 - (b) ensure that CRM Data is obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes (in accordance with Part 2 of Schedule 1 of the Data Protection Act); and
 - (c) obtain and maintain all appropriate notifications as required under the Data Protection Act.
- 6.3 In accordance with its capacity as Data Controller of CRM Data and in accordance with the ensuing obligations under the Data Protection Act:
- (a) the Franchisee shall procure that any CRM Data Processor which it appoints shall:
 - (i) prior to any disclosure of CRM Data to the CRM Data Processor, enter into written terms between itself and the Franchisee which are equivalent to those contained in this paragraph 6.3; and
 - (ii) process CRM Data only on behalf of the Franchisee, only for the purpose(s) as defined by the Franchisee and only in accordance with instructions received from the Franchisee from time to time;
 - (b) the Franchisee shall, and shall procure that any CRM Data Processor which it appoints shall, at all times have in place appropriate technical and organisational measures against unauthorised or unlawful processing of CRM Data and against accidental loss or destruction of, or damage to, CRM Data and that such measures shall:
 - (i) reflect the level of harm, damage and/or distress that might be suffered by the Data Subject to whom the CRM Data relates in the event of a contravention of the measures as set out herein;
 - (ii) ensure that only authorised personnel have access to CRM Data and that any persons authorised to have access to CRM Data will respect and maintain all due confidentiality; and
 - (iii) (in the case of the CRM Data Processor) include compliance with a schedule of minimum security measures pursuant to the written terms between the Franchisee and the CRM Data Processor;
 - (c) the Franchisee shall procure that any CRM Data Processor which it appoints shall:
 - (i) promptly notify the Franchisee of any actual or suspected, threatened or 'near miss' incident of accidental or unlawful destruction or accidental loss, alteration, unauthorised or accidental disclosure of or access to the CRM Data or other breach of this paragraph 6.3(c) ("**Security Breach**") and, pursuant to this the

Franchisee shall promptly notify the Secretary of State of all Security Breaches by itself or by the CRM Data Processor (the Franchisee hereby acknowledges that whilst the Secretary of State is not Data Controller in respect of the CRM Data, the Secretary of State's legitimate interests given its duties under the Act may be affected in the event of a Security Breach and as such the Secretary of State wishes to be notified of the same); and

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

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

7. Rail Passenger Counts Database

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

- (a) use reasonable endeavours to set up and thereafter maintain the RPC Database;
- (b) use reasonable endeavours to populate the RPC Database with such Actual Passenger Demand information as the Franchisee shall provide pursuant to the Franchisee's obligations contained elsewhere in the Franchise Agreement and any other information that the Secretary of State shall desire; and

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

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

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

7.3

- (a) The Secretary of State is not liable for:
 - (i) any inaccuracy, incompleteness or other error in Actual Passenger Demand information, Network Rail Data, Third Party Data or product of the above provided to the Secretary of State by the Franchisee, NR or a third party; or
 - (ii) any failure of the RPC Database to achieve any particular business result for the Franchisee. For the avoidance of doubt, it is the responsibility of the Franchisee to decide the appropriateness of using the RPC Database to achieve its own business results; or
 - (iii) any loss, destruction, corruption, degradation, inaccuracy or damage of or to the Actual Passenger Demand information following its submission to the RPC Database; or
 - (iv) any loss or damage to the property or assets of the Franchisee (tangible or intangible) as a result of a contravention of paragraph 7.1 of this Schedule 1.5; or
 - (v) any indirect, special or consequential loss or damage.
- (b) The Secretary of State's total liability for the duration of the Franchise Agreement in respect of a contravention of its obligations under paragraph 7.1 of this Schedule 1.5 for all other heads of loss or damage which can lawfully be limited shall be limited to the extent to which the Secretary of State is successful in recovering the equivalent loss from such entity to whom the Secretary of State subcontracts its obligations under paragraph 7.1 of this Schedule 1.5 (the "**Subcontractor**"), subject to the following provisions:
 - (i) if reasonably requested by the Franchisee within three (3) months of incurring such loss or damage, the Secretary of State shall use

reasonable endeavours to recover the equivalent losses from the Subcontractor;

(ii) it shall not be reasonable for the Franchisee to make a request pursuant to paragraph 7.3(b)(i) above if the value of the Franchisee's losses does not exceed **[REDACTED²⁰]** x RPI;

(iii) prior to accounting to the Franchisee for any sums recovered from the Subcontractor pursuant to this paragraph 7.3(b), the Secretary of State shall be entitled to deduct and retain any reasonable costs and expenses incurred in pursuing such a claim which he does not successfully recover from the Subcontractor; and

(iv) the Secretary of State shall be entitled to deduct from any sums recovered from the Subcontractor pursuant to this paragraph 7.3(b) such sum as he reasonably deems appropriate to take account of the Secretary of State's actual or potential liability to other train operating companies pursuant to equivalent arrangements with them, with a view to distributing any sums received from the Subcontractor fairly between the various operators.

(c) The Franchisee shall use all reasonable endeavours to mitigate any losses incurred by it as a result of a contravention by the Secretary of State of its obligations contained in paragraph 7.1 of this Schedule 1.5.

7.4 The Parties acknowledge that it is intended that the RPC Database will also contain actual passenger demand information relating to franchisees other than the Franchisee but a franchisee will have access only to information relating to its own franchise (in the case of the Franchisee, via the log on details provided pursuant to paragraph 7.1(c)). For the avoidance of doubt, the licence granted at paragraph 8.6 shall only permit the usage of the RPC Database, Derivative Output and Intellectual Property Rights related to the Actual Passenger Demand information supplied by the Franchisee.

7.5 Without prejudice to Schedule 14.4 (Designation of Franchise Assets), paragraphs 2.1 and 3 of Schedule 15.1 (Reletting Provisions), Schedule 15.4 (Provisions Applying on and after Termination) or any other rights of the Secretary of State, the Franchisee agrees that, following the expiry or termination by whatever means of the Franchise Agreement and any Continuation Document, the Secretary of State shall be entitled to allow access to the Franchisee's Actual Passenger Demand information by way of granting access to that area of the RPC Database or otherwise to any future operator of the Passenger Services (whether or not in direct succession to the Franchisee) or to such part of the Actual Passenger Demand information as relates to the part of the franchise which is being taken over by such future operator.

²⁰ Date of redaction 31/08/2017 - 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.

8. Intellectual Property Rights and General Provisions

- 8.1 All Intellectual Property Rights in the RPC Database and Derivative Output shall at all times remain owned by the Secretary of State and to the extent that any rights in the RPC Database vest in the Franchisee by operation of law, the Franchisee hereby assigns such rights to the Secretary of State.
- 8.2 Subject to Schedule 14.4 (Designation of Franchise Assets) and Schedule 15.4 (Provisions Applying on and after Termination), all Intellectual Property Rights in the Actual Passenger Demand information will at all times remain owned by the Franchisee and (subject as previously stated) to the extent that any rights in the Actual Passenger Demand information vest in the Secretary of State by operation of law, the Secretary of State hereby assigns such rights to the Franchisee.
- 8.3 All Intellectual Property Rights in the Network Rail Data will at all times remain owned by the relevant NR entity and to the extent that any rights in the Network Rail Data vest in the Secretary of State or the Franchisee by operation of law, the Secretary of State and/or the Franchisee (as applicable) will enter into a separate agreement with the relevant Network Rail entity to assign such rights to it.
- 8.4 All Intellectual Property Rights in the Third Party Data will at all times remain owned by the third party from whom they have been obtained and to the extent that any rights in the Third Party Data vest in the Secretary of State or the Franchisee by operation of law, the Secretary of State and/or the Franchisee (as applicable) will enter into a separate agreement with the relevant Third Party to assign such rights to it.
- 8.5 Subject to Schedule 14.4 (Designation of Franchise Assets) and Schedule 15.4 (Provisions Applying on and after Termination), each Party:
- (a) acknowledges and agrees that it shall not acquire or claim any title to any of the other Party's Intellectual Property Rights (or those of the other Party's licensors) by virtue of the rights granted to it under this Agreement or through its use of such Intellectual Property Rights; and
 - (b) agrees that it will not, at any time, do, or omit to do, anything which is likely to prejudice the other Party's ownership (or the other Party's licensors' ownership) of such Intellectual Property Rights.
- 8.6 The Secretary of State hereby grants, for the duration of the Franchise Period, the Franchisee a non-exclusive, non-transferrable licence to use:
- (a) the RPC Database;
 - (b) any Derivative Output; and
 - (c) all Intellectual Property Rights in the same,
- in the United Kingdom for the purposes of accessing the Actual Passenger Demand information by using the functionality of the RPC Database.
- 8.7 Without limiting any other rights the Secretary of State may have, the Franchisee hereby grants the Secretary of State a perpetual, non-terminable, non-exclusive licence (which is transferrable and/or capable of being sub-licensed in the

circumstances set out in this paragraph 8.7) to use the Actual Passenger Demand information and all Intellectual Property Rights in the same:

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

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

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

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

Schedule 1.6

The Rolling Stock**1. Purpose**

- 1.1 The Original Rolling Stock is set out in Table 1 of Appendix 1 to this Schedule 1.6.
- 1.2 The Specified Additional Rolling Stock is set out in Table 2 of Appendix 1 to this Schedule 1.6.
- 1.3 NOT USED.

2. The Composition of the Train Fleet

2.1 The Train Fleet consists of:

- (a) from the Start Date until the lease expiry dates referred to in Column 6 of Table 1 in Appendix 1 to this Schedule 1.6 the rolling stock vehicles set out in Table 1 in Appendix 1 to this Schedule 1.6 ("**Original Rolling Stock**") with the Passenger Carrying Capacity per unit referred to in Column 3 of Table 1 in Appendix 1 to this Schedule 1.6;
- (b) from the dates set out in Column 6 of Table 2 in Appendix 1 to this Schedule 1.6, until the lease expiry dates referred to in Column 7 of Table 2 in Appendix 1 to this Schedule 1.6 with the Passenger Carrying Capacity per unit, the rolling stock vehicles (including new or cascaded rolling stock) ("**Specified Additional Rolling Stock**") set out in Table 2, in Appendix 1 to this Schedule 1.6 with the Passenger Carrying Capacity per unit referred to in Column 3 of Table 2;
- (c) NOT USED; and
- (d) NOT USED.

2.2 NOT USED.

2.3 NOT USED.

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

2.5 NOT USED.

3. Changes to the Train Fleet

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

- (a) to the classes or types;
- (b) to the interior configurations; or

(c) which may reduce the journey time capabilities,

of any rolling stock vehicles specified in the Train Fleet.

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

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

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

4. **Rolling Stock Testing and Commissioning**

4.1 The Franchisee shall, to the extent reasonably requested by the Secretary of State and subject to payment of the Franchisee's reasonable costs by the relevant third party, co-operate with any third party which the Secretary of State may specify (including a Successor Operator, a rolling stock vehicle manufacturer or Network Rail or the Secretary of State in connection with the testing and commissioning of new rolling stock vehicles or any new equipment to be fitted to rolling stock vehicles (whether such rolling stock vehicles are new or otherwise).

4.2 The co-operation referred to in paragraph 4.1 shall not unreasonably disrupt the provision and operation of the Franchise Services and may include:

(a) the movement of test trains within and around depots;

(b) making available suitably qualified personnel to operate test trains along the Routes and provide information on the Routes;

(c) making Train Slots available for such purposes;

(d) granting or procuring the grant of access to the third party and its representatives to any relevant facilities; and

(e) the delivery of rolling stock vehicles to specific locations.

5. **Controlled Emission Toilets**

5.1 The Franchisee shall ensure that each rolling stock vehicle comprised in the Train Fleet and used for the provision of the Passenger Services which has on board toilet facilities shall be fitted with Controlled Emission Toilets.

5.2 The Franchisee shall ensure that the contents of the toilet retention tanks relating to each Controlled Emission Toilet fitted on rolling stock vehicles in accordance with the requirements of paragraph 5.1 are disposed of in a safe and hygienic manner at suitable facilities at Depots and stabling points.

5.3 The provisions of paragraphs 1 (Continuation of Availability) and 5 (Review of Compliance) of Part 2 of Schedule 6.2 (Committed Obligations) shall apply in respect of the obligations of the Franchisee specified in paragraph 5.1.

6. **Baby Changing Facilities**

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

7. **Metered Train Operator Status**

7.1 The Franchisee shall ensure that all Rolling Stock Units that form part of the Train Fleet (except for rolling stock vehicles which are used in connection with the Island Line Services) are able to measure and monitor fuel use as soon as reasonably practicable, and in the case of electric traction, enable the Franchisee to be a **"Metered Train Operator"** as defined by Network Rail's Traction Electricity Rules.

APPENDIX 1 TO SCHEDULE 1.6

The Composition of the Train Fleet

1. Original Rolling Stock

Table 1 (Original Rolling Stock)								
Column 1	Column 2	Column 3 ¹			Column 4 ²	Column 5	Column 6	
Class of vehicle / unit	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit				Total Wheel-chair(s) per unit	Owner/ Lessor	Lease expiry date(s)
		Standard Class (Std)			First Class Seats			
		Seats	Standing	Total				
ⁱ Class 158 ³	20 (2 car) ⁴	112	55	167	13	2	Porterbrook	Expiry Date
ⁱⁱ Class 158 ⁵	20 (2 car)	122	75	197	12	2		
Class 159 ⁶	90 (3 car)	174	84	258	23	2	Porterbrook	Expiry Date
Class 159/0 ⁷	66 (3 car)	186	116	302	24	2		
Class 159/1 ⁸	24 (3 car)	192	126	318	12	2		
Class 442 ⁹	90 (5 car)	336	176	511	32	2	Angel Trains	Expiry Date
Class 444 ¹⁰	225 (5 car)	299	152	451	35	2	Angel Trains	Expiry Date
Class 444 ¹¹	225 (5 car)	333	154	487	32	2		
Class 450 ¹²	396 (4 car)	240	109	349	24	2	Angel Trains	Expiry Date
Class 450 ¹³	396 (4 car)	264	132	396	16	2		
Class 450/5 ¹⁴	112 (4 car)	221	125	346	24	2	Angel Trains	Expiry Date
Class 450/5 ¹⁵	112 (4 car)	264	132	396	16	2		Expiry Date
Class 455	364 (4 car)	238	229	467	0	2	Porterbrook	December 2020 ¹⁶
Class 456	48 (2 car)	115	111	226	0	2	Porterbrook	December 2020 ¹⁷
Class 458/5	180 (5 car)	270	279	549	0	2	Porterbrook	April 2020 ¹⁸
Class 483	10 (2-car)	84	-	84	0	-	N/A (Franchise Assets)	N/A (Franchise Assets)
Class 707	150 (5 car) ¹⁹	271	320	591	0	2	Angel Trains	December 2019 ²⁰

- These are the capacities (Class 442 excluded) expected to apply from the Start Date. Where actual capacities at the Start date are different, these will be subject to revision by the Secretary of State in accordance with paragraph 3.4 of this Schedule 1.6, in which case the Capacity Tables in the TSS shall be subject to a corresponding updating to reflect the updated capacities.
- These are the capacities (Class 442 excluded) expected to apply from the Start Date. Where actual capacities at the Start date are different, these will be subject to revision by the Secretary of State in accordance with

- paragraph 3.4 of this Schedule 1.6, in which case the Capacity Tables in the TSS shall be subject to a corresponding updating to reflect the updated capacities.
3. Table row applies until December 2020 Passenger Change Date.
 4. This number includes two vehicles on sub-lease to the Great Western franchisee and which are therefore excluded from the Train Fleet until the December 2020 Passenger Change Date.
 5. Table row applies from the December 2020 Passenger Change Date.
 6. Table row applies until the December 2020 Passenger Change Date.
 7. Table row applies from the December 2020 Passenger Change Date.
 8. Table row applies from the December 2020 Passenger Change Date.
 9. Class 442s are on lease to the Franchisee but will be out of passenger service undergoing a modification programme until the December 2018 Passenger Change Date (subject to the potential limited deployment of a small number of units to cover for Class 444 and 450 units undergoing modification works). The Class 442 fleet shall not form part of the Train Fleet until the December 2018 Passenger Change Date. **This is subject to paragraph 34 of Part 1 of Schedule 6.2 (Committed Obligations) in relation to the completion of the modifications works.**²¹
 10. Table row applies until the December 2018 Passenger Change Date.
 11. Table row applies from the December 2018 Passenger Change Date. **This is subject to paragraph 33 of Part 1 of Schedule 6.2 (Committed Obligations) in relation to the completion of the modifications works.**²²
 12. Table row applies until the December 2018 Passenger Change Date.
 13. Table row applies from the December 2018 Passenger Change Date. **This is subject to paragraph 33 of Part 1 of Schedule 6.2 (Committed Obligations) in relation to the completion of the modifications works.**²³
 14. Table row applies until the December 2018 Passenger Change Date.
 15. Table row applies from the December 2018 Passenger Change Date. **This is subject to paragraph 33 of Part 1 of Schedule 6.2 (Committed Obligations) in relation to the completion of the modifications works.**²⁴
 16. Actual lease end dates for vehicles in this fleet are subject to the Class 705 and Class 711 introduction profile.
 17. Actual lease end dates for vehicles in this fleet are subject to the Class 705 and Class 711 introduction profile.
 18. Actual lease end dates for vehicles in this fleet are subject to the Class 705 and Class 711 introduction profile.
 19. This is the number of vehicles once all this fleet are accepted into service. Not all units will be accepted into service and so form part of the Train Fleet as at the Start Date: paragraph 18 of Part 1 of Schedule 6.1 provides further information on expected dates for acceptance of this fleet.
 20. Actual lease end dates for vehicles in this fleet are subject to the Class 705 and Class 711 introduction profile.

²¹ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

²² Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

²³ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

²⁴ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

2. Specified Additional Rolling Stock

Table 2 (Specified Additional Rolling Stock)									
Column 1	Column 2	Column 3 ²¹			Column 4 ²²	Column 5	Column 6	Column 7	
Class of vehicle /unit	Number of vehicles in fleet and unit configuration	Passenger Carrying Capacity per unit				Total Wheel-chair(s) per unit	Owner/ Lessor	Lease start date(s)	Lease expiry date(s)
		Standard Class (Std)			First Class Seats				
		Seats	Standing	Total					
Class 705 ²³	150 (5 car)	269	330	599	0	2	Rock Rail	[] ²⁴	Expiry Date
Class 711 ²⁵	600 (10 car)	546	673	1,219	0	4	Rock Rail	[] ²⁶	Expiry Date

3. Not used.

21. Capacities shown are based on the Bombardier rolling stock solution: where alternative rolling stock is used, these will be subject to revision by the Secretary of State in accordance with paragraph 3.4 of this Schedule 1.6.
22. Capacities shown are based on the Bombardier rolling stock solution: where alternative rolling stock is used, these will be subject to revision by the Secretary of State in accordance with paragraph 3.4 of this Schedule 1.6.
23. Class number is subject to rolling stock library registration.
24. Refer to Schedule 6.2 Part 1 paragraph 31.2 and Appendix 2 for further details of the dates anticipated for the provisional acceptance of these units and the obligations on the Franchisee regarding their introduction into passenger service, at which point they will become part of the Train Fleet.
25. Class number is subject to rolling stock library registration.
26. Refer to Schedule 6.2 Part 1 paragraph 31.2 and Appendix 2 for further details of the dates anticipated for the provisional acceptance of these units and the obligations on the Franchisee regarding their introduction into passenger service, at which point they will become part of the Train Fleet.

Schedule 1.7**Stations****1. Station Asset Management**

1.1 NOT USED.

1.2 **By no later than 31 May 2018 (or such later date as the Secretary of State may reasonably determine) the Franchisee shall prepare and provide to the Secretary of State for approval (such approval not to be unreasonably withheld or delayed) the Station Asset Management Plan.**²⁵

1.3 Where the Secretary of State does not approve the draft Station Asset Management Plan submitted to it, the Franchisee shall make:

- (a) such amendments to it as the Secretary of State shall reasonably direct; and
- (b) provide such additional information as the Secretary of State may reasonably require.

1.4 From the date of approval, the Franchisee shall implement and comply with the Station Asset Management Plan.

1.5 The Station Asset Management Plan shall:

- (a) include the information set out in paragraph 1.6; and
- (b) meet the requirements of paragraph 1.7,

and it shall be reasonable for the Secretary of State to not approve a plan which does not include such information or meet such requirements.

1.6 The Franchisee shall ensure that the Station Asset Management Plan in relation to each Station shall include the following:

- (a) the details of all maintenance, repair and renewal activity undertaken by the Franchisee since the Start Date;
- (b) the details of any maintenance, repair and renewal activity which the Franchisee has not completed or not completed within the specified time frame set out in any Station Asset Management Plan together with reasons;
- (c) the details of the maintenance, repair and renewal activity undertaken since the Start Date or planned by Network Rail, any Local Authority, any Community Rail Partnership and any other relevant stakeholder, which the Franchisee is aware of;
- (d) the assumptions that the Franchisee has made about the current state and future degradation of assets at the Station at the Start Date or, if an asset

²⁵ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

becomes an asset at the Station on a later date, the assumptions of the Franchisee about the current state and future degradation of each relevant asset on the date that it becomes such an asset at the Station;

- (e) the details of under and over provision of assets at the Station at the Start Date given current and projected future customer volumes and reasonable customer demands and planned enhancements or removals to accommodate changing customer volumes and reasonable customer demands;
- (f) the plans for improving the environmental performance of Stations, including where appropriate, plans for:
 - (i) energy metering and data management, including measurement and verification plans for measures adopted;
 - (ii) lighting and lighting controls;
 - (iii) heating and heating controls;
 - (iv) auxiliary power uses;
 - (v) other energy efficiency measures;
 - (vi) renewable energy generation; and
 - (vii) water efficiency measures;
- (g) the plans to ensure that delivery of Station Services is resilient to periods of extreme weather and minimises disruption to passengers;
- (h) the plans to ensure that maintenance, repair, renewal, enhancement and other building works to be carried out at such Stations is consistent with the Principles of Inclusive Design; and
- (i) the plans to ensure that activity at such Stations is consistent with the Network Rail Asset Management Policy.

1.7 In addition, the Franchisee shall ensure that the Station Asset Management Plan:

- (a) shall cover a period of no less than forty (40) years from the date that it is created or revised and updated in accordance with this Schedule 1.7, as if the Franchisee was to operate each of the Stations for such forty (40) year period;
- (b) is developed in accordance, and complies, with guidance and policies (including the guidance documents known as "*Subject Specific Guidelines*" published by the Institute of Asset Management (or such appropriate replacement guidance) which are commensurate with those that would be referred to by a competent, skilled and experienced train operator using an asset management planning approach, in particular in respect of the balance of maintenance and renewal of each asset type.

1.8 Any amendments to the Station Asset Management Plan must be agreed by the Secretary of State (such consent not to be unreasonably withheld or delayed).

1.9 The Franchisee shall ensure that all renewal, enhancement and other building works at Stations are implemented in accordance with the Principles of Inclusive Design.

1.10 Updating the Station Asset Management Plan

- (a) By the end of the second (2nd) Franchisee Year and on each subsequent anniversary of such date the Franchisee shall have reviewed the Station Asset Management Plan and shall submit to the Secretary of State for approval (such approval not to be unreasonably withheld or delayed) a draft updated version of the Station Asset Management Plan.
- (b) The updated draft Station Asset Management Plan shall include and reflect the following:
- (i) a schedule of any revisions to the current Station Asset Management Plan and a brief summary of the rationale supporting any change for review and approval by the Secretary of State;
 - (ii) any changed and developing circumstances and the requirements of the Station Asset Management Plan Accreditation;
 - (iii) where relevant, the outcomes of, and the Franchisee's responses to the stakeholder consultation process described in paragraph 4; and
 - (iv) the information required in accordance with paragraphs 1.6 and 1.7 of this Schedule 1.7 save that the reference to the "*Start Date*" in paragraph 1.6(a) shall be read as the date on which the Station Asset Management Plan is reviewed and updated by the Franchisee in accordance with this paragraph 1.10 of this Schedule 1.7.
- (c) If:
- (i) the Secretary of State approves an updated draft Station Asset Management Plan submitted to it pursuant to paragraph 1.10(a), such document shall become the then current Station Asset Management Plan; or
 - (ii) the Secretary of State does not approve an updated draft Station Asset Management Plan submitted to it pursuant to paragraph 1.10(a), then the Franchisee shall make:
 - (i) such amendments to it as the Secretary of State shall reasonably direct; and
 - (ii) provide such additional information as the Secretary of State may reasonably require.
- (d) The Franchisee shall put in place such arrangements as are necessary (to the reasonable satisfaction of the Secretary of State) to ensure that the Station Asset Management Plan is (and continues to be maintained) in a format acceptable to the Secretary of State which is capable of being transferred to a Successor Operator as part of the Handover Package so that the Successor Operator is able to access, use and amend the Station Asset Management Plan using the same format.

1.11 Station Asset Management Plan Accreditation Certificate

- (a) The Franchisee shall:
- (i) **ensure that it applies for and obtains the Station Asset Management Plan Accreditation by no later than 31 May 2019;**²⁶
 - (ii) promptly upon receipt by the Franchisee, provide to the Secretary of State a certificate of accreditation issued by an organisation accredited by the United Kingdom Accreditation System (UKAS) which has been signed by a director of the Franchisee and which confirms that the Station Asset Management Plan Accreditation has been obtained (the “**Station Asset Management Plan Accreditation Certificate**”); and
 - (iii) maintain the Station Asset Management Plan Accreditation from the date that it is required to be achieved in accordance with paragraph 1.11(a)(i) for the remainder of the Franchise Period.
- (b) If the Station Asset Management Plan Accreditation is at any time lost or the Franchisee fails to secure such then the Franchisee shall report that fact to the Secretary of State as soon as reasonably practicable and in any event within ten (10) Weekdays of the Franchisee becoming aware of such fact.
- (c) From the date upon which the Franchisee notified the Secretary of State pursuant to paragraph 1.11(b) (or should have notified the Secretary of State having complied with the provisions of this Agreement), the Franchisee shall:
- (i) re-secure such accreditation as soon as reasonably practicable and in any case within three (3) months; and
 - (ii) report to the Secretary of State every Reporting Period on the measures it is proposing to take, and is taking, to achieve such restoration of the Station Asset Management Plan Accreditation.
- (d) Where the Franchisee fails to secure the Station Asset Management Plan Accreditation pursuant to paragraph 1.11(c) within three (3) months of the date of such accreditation being lost or failed to be secured (as the case may be) such failure shall constitute a contravention of the Franchise Agreement and the Secretary of State may issue a Remedial Plan Notice pursuant to Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement) and the provisions of Schedule 10 (Remedies, Events of Default and Termination Events) shall apply.

2. Grey Assets

- 2.1 The Franchisee shall act reasonably in considering which assets potentially fall within the definition of Grey Assets and shall use all reasonable endeavours to agree

²⁶ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

- with Network Rail by no later than a date one year after the Start Date a list of all Grey Assets.
- 2.2 Following agreement of a list of Grey Assets pursuant to paragraph 2.1 above the Franchisee shall:
- (a) consult with Network Rail and, where reasonably necessary and agreed by Network Rail, carry out a joint inspection of the Grey Assets; and
 - (b) use all reasonable endeavours to agree with Network Rail the allocation of responsibility in relation to each such Grey Asset (including whether such Grey Asset falls within or outside the boundary of an area subject to a Station Lease) on a reasonable basis as soon as reasonably practicable and in any event within two years of the Start Date.
- 2.3 Where the Franchisee is unable to agree with Network Rail the allocation of responsibility under the relevant Station Lease of any Grey Asset pursuant to paragraph 2.2(b) (including whether such Grey Asset falls within or outside the boundary of an area subject to a Station Lease), the Franchisee shall refer such matter to the dispute resolution process under the terms of the relevant Station Lease.
- 2.4 The Franchisee shall ensure that updates of the Station Asset Management Plan pursuant to paragraph 1.10 shall take into account any allocation of responsibility for Grey Assets pursuant to this paragraph 2.
- 2.5 The Franchisee shall ensure that the allocation of responsibility for Grey Assets identified pursuant to this paragraph 2 shall be recorded through an amendment to the Station Lease and an amendment to the relevant Station Access Conditions.
- 3. Station Social and Commercial Development Plan**
- 3.1 From the Start Date, the Franchisee shall implement and comply with the Station Social and Commercial Development Plan for the Franchise Period.
- 3.2 Any amendments to the Station Social and Commercial Development Plan must be agreed by the Secretary of State in accordance with this paragraph 3.
- 3.3 The Franchisee shall revise the Station Social and Commercial Development Plan by no later than 31 May 2018 and thereafter on each subsequent anniversary of this date by submitting to the Secretary of State an updated version of the Station Social and Commercial Development Plan for approval.²⁷**
- 3.4 Subsequent updated versions of the Station Social and Commercial Development Plan shall:
- (a) incorporate a schedule of any revisions to the Station Social and Commercial Development Plan and a brief summary of the rationale supporting any change for review and approval by the Secretary of State;

²⁷ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

- (b) reflect changed and developing circumstances where relevant; and
- (c) reflect the outcomes of, and the Franchisee's responses to, the stakeholder consultation process described in paragraph 4.

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

3.6 If:

- (a) the Secretary of State approves an updated draft Station Social and Commercial Development Plan submitted to it pursuant to paragraph 3.3, such document shall become the then current Station Social and Commercial Development Plan; or
- (b) the Secretary of State does not approve an updated draft Station Social and Commercial Development Plan submitted to it pursuant to paragraph 3.3, then the Franchisee shall:
 - (i) make such amendments to it as the Secretary of State shall reasonably direct; and
 - (ii) provide such additional information as the Secretary of State may reasonably require,

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

4. **Consultations**

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

5. **NOT USED.**

6. **Security at Stations**

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

- (a) anti-social behaviour; and
- (b) criminality (including assaults on passengers and Franchise Employees, theft, criminal damage to railway property and graffiti vandalism),

which occur at Stations, and shall use all reasonable endeavours to address, minimise and avoid future instances of anti-social behaviour and criminality at

Stations taking account of such data. The Franchisee may comply with its obligations to monitor and record incidents under this paragraph 6 by providing copies of relevant information provided by the Franchisee to the British Transport Police where such information is relevant.

- 6.2 The Franchisee shall provide to the Secretary of State upon request such information as the Secretary of State may reasonably require from time to time in respect of the Franchisee's compliance with the requirements of paragraph 6.1.
- 6.3 The Franchisee shall maintain for the duration of the Franchise Period the Secure Stations Accreditation for the Stations already achieved by the Train Operator under the Previous Franchise Agreement as set out in Appendix 1 to this Schedule 1.7.
- 6.4 The Franchisee shall maintain for the duration of the Franchise Period the Secure Car Parks Accreditation for the Stations already achieved by the Train Operator under the Previous Franchise Agreement as set out in Appendix 1 to this Schedule 1.7.
- 6.5 In this paragraph 6:
- (a) **"Secure Car Parks Accreditation"** and means car parks at Stations which have achieved accreditation under the Secure Car Parks Scheme;
 - (b) **"Secure Car Parks Scheme"** means the certification scheme which is managed by the Department for Transport and British Transport Police and sets car park design and management safety standards for crime reduction at railway station car parks;
 - (c) **"Secure Stations Accreditation"** and means Stations which have achieved accreditation under the Secure Stations Scheme; and
 - (d) **"Secure Stations Scheme"** means the certification scheme which is managed by the Department for Transport and British Transport Police and sets station design and management safety standards for crime reduction at railway stations.

7. Information about Station Improvement Measures

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

- 7.4 The information to be provided by the Franchisee to the Secretary of State within the timescales stipulated are set out in Appendix 2 to this Schedule 1.7.
8. **NOT USED.**
9. **Station Investment**
- 9.1 The Franchisee shall at all times during the Franchise Term, co-operate with the Secretary of State and any third party nominated by the Secretary of State and notified to the Franchisee in developing opportunities for financing investment at Stations and Franchisee Access Stations in order to improve the station environment at such stations.
- 9.2 In co-operating with the Secretary of State and/or any nominated third party in developing any such financing opportunities, the Franchisee shall:
- (a) attend meetings with the Secretary of State and/or such third party to discuss such opportunities;
 - (b) provide the Franchisee's opinion on those opportunities;
 - (c) review and comment on implementation timetables and programmes for any such opportunities; and
 - (d) where requested by the Secretary of State to do so use all reasonable endeavours to engage with Network Rail for the purposes of ascertaining the feasibility and costs of making amendments to any Station Leases in order to facilitate the implementation of those opportunities.

APPENDIX 1 TO SCHEDULE 1.7**List of Stations and Car Parks with Secure Stations Accreditation and Secure Car Parks Accreditation****1. Secure Stations Accreditation**

(i)	Earlsfield;
(ii)	Vauxhall;
(iii)	Eastleigh;
(iv)	Feltham;
(v)	Honiton;
(vi)	Soton Parkway;
(vii)	Winchester;
(viii)	Barnes Bridge;
(ix)	Berrylands;
(x)	Chessington North;
(xi)	Chessington South;
(xii)	Chiswick;
(xiii)	Clapham Junction;
(xiv)	Earley;
(xv)	Fleet;
(xvi)	Fulwell;
(xvii)	Hedge End;
(xviii)	Hinchley Wood;
(xix)	Horsley;
(xx)	Isleworth;
(xxi)	Kew Bridge;
(xxii)	Malden Manor;
(xxiii)	Syon Lane;

(xxiv)	Tolworth;
(xxv)	Wandsworth Town;
(xxvi)	Bracknell;
(xxvii)	Fareham;
(xxviii)	Putney;
(xxix)	Salisbury;
(xxx)	Twickenham;
(xxxi)	Haslemere;
(xxxii)	Alton;
(xxxiii)	Andover;
(xxxiv)	Ascot;
(xxxv)	Barnes;
(xxxvi)	Basingstoke;
(xxxvii)	Cobham & Stoke DA;
(xxxviii)	Dorchester South;
(xxxix)	Farnborough;
(xl)	Farnham;
(xli)	Godalming;
(xlii)	Havant;
(xliii)	Hounslow;
(xliv)	Mortlake;
(xlv)	Norbiton;
(xlvi)	Petersfield;
(xlvii)	Soton Central;
(xlviii)	Strawberry Hill;
(xlix)	Whitton;

(l)	Winnersh;
(li)	Brentford ;
(lii)	Fratton;
(liii)	Portsmouth & Southsea;
(liv)	Windsor & Eton;
(lv)	Cosham;
(lvi)	Kingston;
(lvii)	Portsmouth Harbour;
(lviii)	Raynes Park;
(lix)	Richmond;
(lx)	St Margarets;
(lxi)	Teddington;
(lxii)	Aldershot;
(lxiii)	Ashford;
(lxiv)	Bournemouth;
(lxv)	Brockenhurst;
(lxvi)	Brookwood;
(lxvii)	Egham;
(lxviii)	Esher;
(lxix)	Ewell West;
(lxx)	Farncombe;
(lxxi)	Guildford;
(lxxii)	Hampton Court;
(lxxiii)	New Malden;
(lxxiv)	Staines;
(lxxv)	Stoneleigh;
(lxxvi)	Surbiton;

(lxxvii)	Walton on Thames;
(lxxviii)	West Byfleet;
(lxxix)	Weybridge;
(lxxx)	Wimbledon;
(lxxxi)	Woking;
(lxxxii)	Wokingham;
(lxxxiii)	Worcester Park;
(lxxxiv)	Ash Vale;
(lxxxv)	Camberley;
(lxxxvi)	Chertsey;
(lxxxvii)	Claygate;
(lxxxviii)	Gillingham (Dorset);
(lxxxix)	Hampton;
(xc)	Hampton wick;
(xci)	Hersham;
(xcii)	Hook;
(xciii)	Liphook;
(xciv)	London road Guildford;
(xcv)	Martins Heron;
(xcvi)	Motspur Park;
(xcvii)	New Milton;
(xcviii)	Oxshott;
(xcix)	Poole;

(c)	Queenstown Road Battersea;
(ci)	Shepperton;
(cii)	Sunbury;
(ciii)	Sunningdale;
(civ)	Swanwick;
(cv)	Thames Ditton;
(cvi)	Virginia Water; and
(cvii)	Weymouth.

2. Secure Car Parks Accreditation

(i)	Aldershot;
(ii)	Alton;
(iii)	Bournemouth;
(iv)	Farnborough (Main);
(v)	Farnborough (Premium);
(vi)	Farnborough (Union Street);
(vii)	Fleet (Upside);
(viii)	Grateley (Downside);
(ix)	Grateley (Upside);
(x)	Hook;
(xi)	Poole;
(xii)	Salisbury;
(xiii)	Weymouth;
(xiv)	Winchfield;
(xv)	Yeovil Junction;
(xvi)	Surbiton (Downside);

(xvii)	Farncombe (Forecourt);
(xviii)	Farncombe (Main);
(xix)	Farnham (No. 1);
(xx)	Farnham (No. 2);
(xxi)	Godalming (Station Lower Level);
(xxii)	Godalming (Station Upper Level);
(xxiii)	Guildford (Farnham Road);
(xxiv)	Guildford (Main);
(xxv)	Guildford (Premium);
(xxvi)	Norbiton;
(xxvii)	Woking (Oriental Road C);
(xxviii)	Woking (Station Approach A); and
(xxix)	Woking (Station House B).

APPENDIX 2 TO SCHEDULE 1.7

Information about Station Improvement Measures

Table A		
Column 1	Column 2	Column 3
Information to be provided	Information (format)	When information to be provided
Stations NRPS measure	%	As per paragraph 7.2 but subject to paragraph 7.3.
Overall satisfaction with the station	% (NRPS)	
SQMS audit	% compliance with audit	
Mystery shopper results	Count / % - some elements will be scored out of 10, for example, and others will be a % achievement. Specific measures are to be determined in franchise	
Cost of provision of services	£k	
Total investment at station	£	
Right time departures	%	
Attitude and helpfulness of staff	% (NRPS)	
Ticket buying facilities	% (NRPS)	
Facilities and services at the station	% (NRPS)	
Complaints	Count – number of customer complaints about station facilities/staff	
Compliments	Count – number of customer compliments about station facilities/staff	
Ticket office opening hours	Hrs (to be compared to published hours)	
Gateline operation	Hrs (to be compared to published hours)	
Community investment	£k	
Vacant buildings brought into use	Count	
Units let to community groups	Count	
Community meetings attended	Count (community/stakeholder	

Table A		
Column 1	Column 2	Column 3
Information to be provided	Information (format)	When information to be provided
	meetings attended by local station teams)	
Station Tenant and Sustainability Fund spend	£k	
Registered Station Adopters	Count (number of adopters registered with ACoRP)	
Step-free access	% (of stations within group with step-free access)	
Step-free interchange	% (of stations in group with step-free interchange between platforms)	
Booked assistance requests met	%	
Lift availability	Hrs	
Accessible toilet availability	Hrs	
Disabled Parking Award	% (of total car parks within group of stations having achieved Disabled Parking Award)	
Staff	£k (total staff cost)	
Utilities	£k	
Cleaning	£k	
Reactive maintenance	£k	
Planned maintenance	£k	
Station operations income	£k (QX income)	
Commercial income	£k (income at stations from retail, tenancies, advertising and any other commercial)	
Personal security	% (NRPS)	
Crime and incidents reported to BTP	Count	
Slips, trips and falls	Count	
Staff assaults	Count	

Table A		
Column 1	Column 2	Column 3
Information to be provided	Information (format)	When information to be provided
Secure station accreditation	% (of stations within group achieving – or Y/N for individual stations)	
Park mark accreditation	% (of car parks within station group achieving – or Y/N for individual stations)	
Upkeep and repair of station	% (NRPS)	
Cleanliness of the station	% (NRPS)	
Energy consumption	KWhs	
Water consumption	Ltrs	
Waste recycled	%	
Waiting facilities	RAG status	
Accessibility and inclusion	RAG status	
Wi-Fi	RAG status	
Car park expansion	RAG status	
Station Travel Plans	Count (number of station travel plans within group of stations – or Y/N for individual stations)	
Access schemes	Count	
Wayfinding of step-free routes	% (of stations with signs for step-free routes, or Y/N for individual stations)	
Step-free maps on display	% (of stations displaying step-free maps, or Y/N for individual stations)	
Step-edge colour contrasting and tactile strips on all stairs at Metro and Gateway stations	% (of stations in group, or Y/N for individual stations)	
Additional car park spaces	Count	

APPENDIX 3 TO SCHEDULE 1.7

NOT USED

APPENDIX 4 TO SCHEDULE 1.7

NOT USED

SCHEDULE 2 - ASSETS, LEASES, OTHER FRANCHISEES AND SCHEMES

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

Schedule 2.1

Asset Vesting and Transfer

1. **Not used.**
2. **Vesting of Property Leases during the Franchise Term**
 - 2.1 The Franchisee shall not without the prior written consent of the Secretary of State (such consent not to be unreasonably withheld), whether generally or on a case-by-case basis:
 - (a) enter into any new Property Lease; or
 - (b) effect any amendment to any Property Lease, except to the extent that the Franchisee is required to do so by virtue of any station or depot access conditions to which it is a party.
 - 2.2 In respect of the new Property Leases specified in paragraph 2.3 or any other new Property Lease with Network Rail, the Franchisee shall enter into such Property Leases:
 - (a) with the intent that section 31 of the Act shall apply to such leases; and
 - (b) in the agreed terms marked **SL** and **DL** (as appropriate).
 - 2.3 The Franchisee shall enter into the following leases with Network Rail:
 - (a) a lease of each Station, on or before the expiry of the Station Lease relating to each such Station (each such lease, once granted, shall be a Station Lease for the purposes of the Franchise Agreement);
 - (b) a lease of each Depot, on or before the expiry of the Depot Lease relating to each such Depot (each such lease, once granted, shall be a Depot Lease for the purposes of the Franchise Agreement);
 - (c) a supplemental lease relating to any Station or Depot, as soon as practicable following the successful completion of any procedure (including obtaining any requisite approval from the ORR) for including additional land within the demise of such Station or Depot (as the case may be) and each such supplemental lease, once granted, shall be a Station Lease or a Depot Lease (as the case may be) for the purposes of the Franchise Agreement; and
 - (d) a lease of any Network Rail owned station or depot, which:
 - (i) the Secretary of State consents to or requires the Franchisee to be a party to; and
 - (ii) the Franchisee was not a party to on the date hereof, but which has been contemplated by the Franchise Agreement,

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

the Franchise Agreement and any such station or depot (as the case may be) shall be a Station or Depot for the purposes of the Franchise Agreement.

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

Schedule 2.2

Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases

1. Novation of Access Agreements during the Franchise Term

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

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

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

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

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

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

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

1.4 The Franchisee shall, on the occurrence of any of the circumstances specified in paragraph 1.1 in relation to any other Train Operator who is a party to an Access Agreement to which the Franchisee is also party, agree to the novation of the relevant Train Operator's interest under the relevant Access Agreement to the Secretary of State or as he may direct, subject, to the extent applicable, to the consent of the ORR. The provisions of paragraph 1.3 shall apply to any such novation.

1.5 The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to novate its interest or agree to the novation of another Train Operator's interest under this paragraph 1.

2. Rolling Stock Related Contracts and Insurance Arrangements

2.1 The Franchisee shall not:

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

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

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

2.3 Where the information or documentation so requested by the Secretary of State is not held by the Franchisee, the Franchisee shall use reasonable endeavours to obtain the relevant information or documentation from a third party (including any person from whom the Franchisee leases rolling stock).

- 2.4 The Franchisee shall not, without the prior written consent of the Secretary of State:
- (a) amend the terms of any insurance arrangements which relate to rolling stock vehicles used by it in the provision of the Passenger Services to which it is a party on the Start Date; or
 - (b) enter into any new insurance arrangements after the Start Date which relate to rolling stock vehicles used or to be used by it in the provision of the Passenger Services ("**New Insurance Arrangements**").
- 2.5 The Franchisee shall, in addition, if it enters into any New Insurance Arrangements, use all reasonable endeavours to ensure that the relevant insurers waive their rights of subrogation against any Train Operator which may have equivalent insurance arrangements providing for a similar waiver of rights of subrogation against the Franchisee, whether on a reciprocal basis or otherwise.
3. **Cascaded Rolling Stock and Delayed Cascade Mitigation Plan**
- 3.1 Without limiting paragraph 2.1, where the rolling stock to be leased by the Franchisee under any Rolling Stock Lease is Cascaded Rolling Stock the Secretary of State may:
- (a) as a condition of giving his consent to the Franchisee executing such Rolling Stock Lease, require that such Rolling Stock Lease contains a provision whereby, in the event of a Relevant Delay, the Secretary of State may require that such Cascaded Rolling Stock can continue to be used by the Prior Train Operator during such period as the Secretary of State shall specify. Without limitation this may include the Franchisee subleasing the Cascaded Rolling Stock back to the Prior Train Operator and/or a delay to the date on which the Cascaded Rolling Stock is required to be delivered to the Franchisee under such Rolling Stock Lease; and
 - (b) where the Secretary of State requires such a provision to be included in the relevant Rolling Stock Lease, if a Relevant Delay occurs, require the Franchisee to make the Cascaded Rolling Stock available for use by the Prior Train Operator during such period as the Secretary of State may require.

For the purpose of this paragraph 3:

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

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

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

"Relevant Rolling Stock" means rolling stock to be acquired by another Train Operator which, when acquired, will initiate the **"cascade"** of rolling

stock that directly or indirectly makes the Cascaded Rolling Stock available for use by the Franchisee.

3.2

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

3.3 NOT USED.

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

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

3.5

- (a) The Franchisee shall notify the Secretary of State as soon as reasonably practicable if it becomes aware of any material risk that a Relevant Delay will occur. If a Relevant Delay does occur the Franchisee shall use all reasonable endeavours to mitigate the impact on the delivery of the Franchise Services of the unavailability of the Cascaded Rolling Stock at the expected time including by identifying and proposing value for money alternative sources of replacement rolling stock.
- (b) If a Relevant Delay has occurred or the Secretary of State believes that there is a material risk that a Relevant Delay will occur he may serve a notice on the Franchisee requiring it to produce a plan to a reasonable specification

provided with the notice to remedy or mitigate the impact of the delayed availability of the Cascaded Rolling Stock ("**Delayed Cascade Mitigation Plan**"). Such specification may include measures to be implemented by the Franchisee to mitigate the direct or indirect impact of the Relevant Delay on the Prior Train Operator or any other affected Train Operator. The Delayed Cascade Mitigation Plan shall provide a comprehensive analysis backed by relevant data and assumptions of:

- (i) all cost and revenue and other financial implications of options contained within it including the potential implications for Franchise Payments;
- (ii) the implications (if any) for the Benchmarks; and
- (iii) the likely impact of options within it for existing and future passenger journeys and journey opportunities.

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

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

(a) ensure that:

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

(b) use reasonable endeavours to ensure that:

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

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

4.1 The Franchisee shall (other than on termination of the Franchise Agreement, for which the provisions of paragraph 4.5 of Schedule 15.4 (Provisions Applying on and after Termination) shall apply) following receipt of a notice purporting to terminate

a Property Lease or on becoming aware of any proceedings or any other steps having or purporting to have similar effect, if requested by the Secretary of State, assign its interest under all or any Property Leases to the Secretary of State or as he may direct, subject where applicable to the agreement of any other party to such Property Lease or the ORR.

- 4.2 Such assignment shall be on such terms as the Secretary of State may reasonably require, including:
- (a) that the Franchisee shall not be released from any accrued but unperformed obligation, the consequences of any antecedent breach of a covenant or obligation in the Property Leases or any liability in respect of any act or omission under or in relation to the Property Lease prior to, or as at the date of, any such assignment (except to the extent that the Secretary of State or his nominee agrees to assume responsibility for such unperformed obligation, such liability or the consequences of such antecedent breach in connection with the relevant assignment); and
 - (b) that neither the Secretary of State nor his nominee shall be obliged, in connection with such assignment, to agree to assume responsibility for any unperformed obligation, liability or consequences of a contravention referred to in paragraph 4.2(a), and the Franchisee shall indemnify the Secretary of State or his nominee, as the case may be, on an after-tax basis against any costs, losses, liabilities or expenses suffered or incurred in relation thereto.
- 4.3 The Franchisee shall, on the occurrence of any of the circumstances specified in paragraph 4.1 in relation to any other Train Operator who is a party to a Property Lease to which the Franchisee is also party, agree to the assignment of such Train Operator's interest under the relevant Property Lease to the Secretary of State or as he may direct, subject, where applicable, to the consent of Network Rail. The provisions of paragraph 4.2 shall apply to any such assignment.
- 4.4 The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to assign its interest or agree to the assignment of another Train Operator's interest under this paragraph 4.

5. **Station and Depot Leases**

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

except to the extent that the Secretary of State may otherwise agree from time to time (such agreement not to be unreasonably withheld if the Franchisee has made arrangements, reasonably satisfactory to the

Secretary of State, for the continued operation of such Station or Depot (as the case may be) for the remainder of the Franchise Term or if consent to the Closure of the relevant Station or Depot has been granted).

6. Station Subleases

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

(a) (other than any subletting to an Affiliate which is a Train Operator) is terminable without compensation immediately upon the termination of the Franchise Agreement; and

(b) is excluded from the provisions of Part II of the Landlord and Tenant Act 1954 and the Tenancy of Shops (Scotland) Act 1949.

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

(a) extend each Station Sublease on the same terms for such period as the Secretary of State may request (including a period equivalent to the franchise term of the Train Operator who is the lessee under such Station Sublease); and

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

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

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

Schedule 2.3**Other Franchisees****1. Other Franchisees**

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

Schedule 2.4

NOT USED

Schedule 2.5

Transport, Travel and Other Schemes

1. Local Authority Concessionary Travel Schemes

1.1 The Franchisee shall:

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

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

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

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

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

- (a) the reimbursement arrangements with respect to the Franchisee's participation in any such scheme; and/or
- (b) the obligations to be assumed by such Local Authority in connection therewith,

each pursuant to the Regulations would fail to leave the Franchisee financially no worse off (following consideration of the application of the

reimbursement test in paragraph 5(2) of the Regulations) as a result of such participation.

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

2. **Multi-modal Fares Schemes**

2.1 The Franchisee shall:

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

2.2 Subject to the terms of the relevant multi-modal fares scheme, the Franchisee shall be entitled to cease to participate in any scheme referred to in paragraph 2.1(a) where, in the reasonable opinion of the Secretary of State:

- (a) the Franchisee's continuing participation in such scheme; and/or

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

2.7 If the Secretary of State and the Franchisee are unable to agree whether the Franchisee will be financially no worse off, the Secretary of State and the Franchisee may resolve such dispute in accordance with the Dispute Resolution Rules.

3. **Discount Fare Schemes**

3.1 If the Secretary of State:

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

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

3.2 The Secretary of State shall provide a reasonable opportunity to the Franchisee to make representations to him before amending, introducing or ceasing to approve a Discount Fare Scheme pursuant to paragraph 3.1.

3.3 The Franchisee shall supply to the Secretary of State, in respect of any Discount Fare Scheme referred to in paragraph 3.1, such information within such period as the Secretary of State may reasonably require for the purposes of determining the financial effect of any such amendment, intended amendment, introduction or cessation of approval.

4. **Inter-Operator Schemes**

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

4.2 Without limiting paragraphs 4.1 and 4.3, the Franchisee agrees to be bound by Parts IV and V of Chapter 4 of the Ticketing and Settlement Agreement and shall not amend, or agree or propose to amend, the Ticketing and Settlement Agreement without the prior written consent of the Secretary of State.

4.3 The Franchisee shall not amend, or agree or propose to amend, any Inter-Operator Scheme other than in accordance with its terms.

4.4 The Franchisee shall:

- (a) provide reasonable notice to the Secretary of State of any proposal to amend any Inter-Operator Scheme which it intends to make or of which it receives notification and which, in its opinion, is reasonably likely to materially affect the provision of the Franchise Services; and
- (b) have regard to the Secretary of State's views in respect of any such proposal.

4.5 If an amendment is effected or proposed to be effected to an Inter-Operator Scheme which requires the consent or approval of the Secretary of State in accordance with the terms thereof, such amendment shall be treated as a Change to the extent and only to the extent that the Franchisee makes a saving as a consequence of such amendment or proposed amendment.

APPENDIX 1 TO SCHEDULE 2.5**List of Transport, Travel and Other Schemes****1. Local Authority Concessionary Travel Schemes**

1.1 Each of the following concessionary travel schemes:

(a)

(i) London Concessionary Fare Schemes;

(ii) Educational Season Ticket Schemes:

(A) Surrey Educational Season Ticket Scheme; and

(B) Hampshire Educational Season Ticket Scheme;

(iii) Island Line Concessionary Fares Schemes:

(A) **NOT USED**; ²⁸ and

(B) Islander Card; and

(b) any other concessionary travel scheme which the Franchisee is required to participate in during the Franchise Term pursuant to paragraph 2.1(b).

2. Multi-modal Fares Schemes

NOT USED.

3. Discount Fare Schemes

3.1 Each of the following discount fare schemes:

(a) ATOC Disabled Persons Railcard Scheme dated 23 July 1995 between the participants therein;

(b) ATOC Young Persons Railcard Scheme dated 23 July 1995 between the participants therein; and

(c) ATOC Senior Railcard Scheme dated 23 July 1995 between the participants therein; or

(d) any other discount fare scheme approved from time to time by the Secretary of State for the purposes of Section 28 of the Act,

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

²⁸ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

4. **Inter-Operator Schemes**

- 4.1 Each of the following schemes which relate to arrangements between the Franchisee and other participants in the railway industry:
- (a) ATOC Staff Travel Scheme dated 23 July 1995 between the participants named therein;
 - (b) Ticketing and Settlement Agreement;
 - (c) ATOC LRT Scheme dated 23 July 1995 between the participants named therein;
 - (d) Travelcard Agreement dated 15 October 1995 between London Regional Transport and the parties named therein;
 - (e) Through Ticketing (Non-Travelcard) Agreement dated 15 October 1995 (as amended and restated) between London Regional Transport and the parties named therein;
 - (f) National Rail Enquiry Scheme dated 11 June 1996 between the participants named therein;
 - (g) the Pay As You Go Agreement;
 - (h) the CPAY Agreement;
 - (i) any other scheme, agreement and/or contract of a similar or equivalent nature as may from time to time during the Franchise Period amend, replace or substitute, in whole or in part, any of such schemes, agreements and/or contracts; and
 - (j) any Discount Fare Scheme.

SCHEDULE 3

NOT USED

SCHEDULE 4

Accessibility and Inclusivity

Schedule 4:	Accessibility and Inclusivity
	Appendix 1: Minor Works
	Appendix 2: Accessible Transport Arrangements

SCHEDULE 4**Accessibility and Inclusivity**

1. **Relationship with other obligations relating to persons with disabilities**
 - 1.1 The Franchisee acknowledges that its obligations in this Schedule 4 are in addition to and do not limit its obligations to comply with:
 - (a) the EA and any regulations imposed by it;
 - (b) any applicable condition(s) in any of its Licences (including in respect of persons with disabilities); and
 - (c) any other requirements of the Franchise Agreement.
 - 1.2 This Schedule 4 sets out:
 - (a) specific arrangements which apply in respect of physical alterations to stations to facilitate accessibility and use by Disabled Persons; and
 - (b) specific obligations of the Franchisee directed at meeting the needs of persons with disabilities.
2. **Physical Alterations and Accessibility of Stations**
 - 2.1 In respect of physical alteration works at stations to facilitate accessibility and use by Disabled Persons, it is acknowledged by the Franchisee that:
 - (a) there is limited funding available to the Secretary of State to assist franchisees and/or franchise operators with the carrying out of those works;
 - (b) consequently, there is a need for such works to be carried out over a period of time to reflect the availability of funding, and for such works to be prioritised with regard to where there is the greatest need and/or where physical alterations can have the greatest effect; and
 - (c) the Secretary of State's national programme of works of physical alterations at stations addresses these issues in a structured way.
 - 2.2 The Franchisee shall:
 - (a) co-operate reasonably with and assist the Secretary of State in the development and furtherance by the Secretary of State of the programme described in paragraph 2.1(c) by providing to the Secretary of State:
 - (i) information concerning the usage of Stations (including, where and to the extent reasonably practicable, usage of Stations by Disabled Persons); and
 - (ii) advice as to the most economical way in which accessibility for Disabled Persons could, in the Franchisee's reasonable opinion, be improved at Stations;
 - (b) co-operate reasonably with other Train Operators and/or Network Rail to seek to ensure that, where it would be advantageous to do so, having regard

to the needs of Disabled Persons, any planned work on the Stations to facilitate accessibility and use by Disabled Persons is, so far as reasonably practicable, co-ordinated with other work to be carried out at the Stations and/or other parts of the network; and

- (c) use all reasonable endeavours to secure sources of grant funding (other than from itself or an Affiliate) for improving accessibility for Disabled Persons at Stations (in addition to any funding secured through the Secretary of State pursuant to paragraph 2.5), including from Local Authorities, local development agencies and the National Lottery Commission. The Franchisee shall notify the Secretary of State of:
 - (i) any such additional funding which it secures; and
 - (ii) the terms on which such additional funding has been granted.

2.3 In participating in any multi-modal fares scheme, the Franchisee shall use all reasonable endeavours to secure, through the planning and development of such scheme, improvements in disabled access to the entrances of any relevant station, including within and in the immediate proximity of such station.

2.4 If, during the Franchise Term:

- (a) the Franchisee has complied with its obligations in Section 20(4) and Section 20(9), as varied by paragraph 2(3) of Schedule 2, of the EA (to take such steps as are reasonable to provide a reasonable alternative method of making services at a Station accessible to a Disabled Person to avoid a Disabled Person being placed at a substantial disadvantage by a physical feature at a Station) and its obligations in paragraph 2.7 concerning Minor Works; and
- (b) notwithstanding such compliance, the Franchisee reasonably considers it is still required to carry out or procure physical works of alteration at a Station in order to comply with the EA Requirements in respect of that Station, and, in so carrying out or procuring, would incur expenditure which it would not otherwise have an obligation to incur,

the Franchisee may seek funding from the Secretary of State in respect of that expenditure.

2.5 If the Franchisee seeks funding from the Secretary of State under paragraph 2.4, and demonstrates to the Secretary of State's satisfaction that the criteria in paragraph 2.4 have been satisfied, then the Secretary of State may agree to adjust the amount of Franchise Payments in respect of some or all of the works and/or expenditure. In considering his response to any such request, the Secretary of State will have regard to the availability of funding and the priorities set out in the national programme described in paragraph 2.1(c), together with any other available sources of funding described in paragraph 2.2(c). If and to the extent the Secretary of State agrees to adjust Franchise Payments in accordance with this paragraph 2.5 in any Franchisee Year:

- (a) the Secretary of State shall make such adjustment to the Franchise Payments; and

- (b) the Franchisee shall spend such additional funds:
- (i) in order to comply with the EA Requirements referred to in paragraph 2.4(b); and
 - (ii) in accordance with any conditions the Secretary of State may notify the Franchisee of.
- 2.6 If and to the extent the Franchisee is required to pay any increased access charges as a result of additional expenditure required to be incurred by another station Facility Owner for the purpose of complying with the EA Requirements in respect of a Franchisee Access Station, provided that the Franchisee:
- (a) notifies the Secretary of State within seven (7) days of becoming aware of any proposal for the increase in such charges (or the works to which they relate); and
 - (b) complies with the Secretary of State's reasonable directions regarding the exercise of any rights the Franchisee may have in respect thereof,
- the imposition of the increased access charges shall be a Change.
- 2.7 The Franchisee shall:
- (a) establish and manage the Minor Works' Budget to fund the carrying out of Minor Works. For the purposes of this paragraph 2.7, Minor Works means small scale physical alterations or additions to improve accessibility of Stations to Disabled Persons, not involving substantial works of construction or reconstruction. The Minor Works:
 - (i) may, but shall not necessarily include, the Minor Works described in Appendix 1 (Minor Works) to this Schedule 4;
 - (ii) shall not include any works which Network Rail, the Franchisee or any other person has a separate obligation to carry out, except where:
 - (A) such obligation is an obligation of the Franchisee under the EA; or
 - (B) the inclusion of such works would lead to the acceleration of the timescale for their completion and the Secretary of State gives his consent pursuant to paragraph 2.7(a)(iii);
 - (iii) shall only include works other than those permitted by paragraphs 2.7(a)(i) and 2.7(a)(ii) with the prior consent of the Secretary of State; and
 - (iv) must comply with the standards provided for in the Code of Practice, unless otherwise agreed with the prior consent of the Secretary of State;

- (b) as soon as reasonably practicable (and in any event within four (4) months) after the Start Date and thereafter before the start of each Franchisee Year:
 - (i) develop a Minor Works' Programme and consult with the Disabled Persons Transport Advisory Committee and relevant Passengers' Council in relation thereto;
 - (ii) in conjunction with its activities in paragraph 2.7(b)(i), and, consistent with its obligations under paragraph 2.2(b), liaise with Network Rail and other Train Operators as necessary with regard to the determination and implementation of each Minor Works' Programme; and
 - (iii) following the consultation and liaison described in paragraphs 2.7(b)(i) and 2.7(b)(ii), obtain the Secretary of State's prior approval (such approval not to be unreasonably withheld) of each Minor Works' Programme;
- (c) carry out or procure the carrying out of the Minor Works' Programme in each Franchisee Year and in doing so, spend at least the amount of the Minor Works' Budget for the relevant Franchisee Year in such Franchisee Year (unless otherwise agreed by the Secretary of State);
- (d) report progress to the Secretary of State in determining and carrying out the Minor Works' Programme no less than once every three (3) Reporting Periods; and
- (e) co-operate, as the Secretary of State may reasonably require, with Network Rail or any other person seeking to carry out or procure Minor Works at the Stations or any other stations.

3. Dealing with Claims relating to Stations

- 3.1 If the Franchisee receives notification of a claim under the EA in respect of any alleged non-compliance with the EA Requirements or otherwise in respect of any Station (an "**EA Claim**") then the Franchisee shall:
- (a) notify the Secretary of State within seven (7) days of receiving notification of the EA Claim. The Franchisee shall at the same time notify the Secretary of State of any reasonable alternative methods of making services at the Station accessible to Disabled Persons that it has considered and/or put in place pursuant to Section 20(4) and Section 20(9), as varied by paragraph 2(3) of Schedule 2, of the EA;
 - (b) if required by the Secretary of State, defend the EA Claim or any aspect of the EA Claim (which may include appealing the judgment). The Secretary of State will, subject to paragraph 3.4, pay the Franchisee's reasonable costs of:
 - (i) any defence or appeal required by the Secretary of State; and/or
 - (ii) compliance with the Secretary of State's instructions in accordance with paragraph 3.1(c); and
 - (c) act in accordance with the reasonable instructions of the Secretary of State to defend the EA Claim (or any aspect of it) as required under

paragraph 3.1(b) and shall not (without the prior consent of the Secretary of State) settle or enter into any compromise in relation to the EA Claim (or the relevant aspect of it), including by entering into mediation.

- 3.2 If, in the reasonable opinion of the Franchisee, it will be more cost effective to settle the EA Claim rather than act in accordance with the Secretary of State's requirement under paragraph 3.1, it shall produce for the Secretary of State's approval a settlement proposal, setting out the terms of the Franchisee's proposals to make an offer to the Disabled Person making the EA Claim and its reasons for making such offer (the "**Settlement Proposal**").
- 3.3 If the Secretary of State does not accept the Settlement Proposal and still requires the Franchisee to defend the EA Claim (or any aspect of it) then the Franchisee shall defend the EA Claim in accordance with paragraph 3.1.
- 3.4 If the Franchisee is required to defend an EA Claim where it has submitted a Settlement Proposal to the Secretary of State and an award is made in respect of the EA Claim in favour of the person bringing it which is higher than the figure set out in the Settlement Proposal, then, subject to paragraph 3.5, the Secretary of State shall pay to the Franchisee:
- (a) the difference between such an award and the figure set out in the Settlement Proposal; and
 - (b) the further reasonable costs incurred or payable by the Franchisee in defending the EA Claim, to the extent that such costs have not already been paid by the Secretary of State under paragraph 3.1(b).
- 3.5 The Secretary of State shall not have any obligation to make the payments described in paragraphs 3.1(b) or 3.4 where it is determined or, if no declaration or determination by the court on this point has been sought or made, the Secretary of State, in his reasonable opinion, considers that the Franchisee has not taken such steps as it is reasonable, in all the circumstances of the case, for it to take to provide a reasonable alternative method of making services at the Station accessible to Disabled Persons.
- 4. Specific additional obligations relating to persons with disabilities**
- 4.1 The Franchisee shall establish and implement procedures necessary to:
- (a) record the making of reservations for seating accommodation for and/or the provision of assistance to, persons with disabilities which are made through the Passenger Assistance (or whatever service may replace it from time to time for the purposes of ORR's most recent guidance on Disabled People's Protection Policies);
 - (b) record whether such seating accommodation and/or assistance is actually provided; and
 - (c) provide such records to the Secretary of State on his request.
- 4.2 Any helpline established by the Franchisee for the purposes of making reservations for seating accommodation for and/or the provision of assistance to, persons with disabilities shall be provided free of charge.

- 4.3 Where the Franchisee's Disabled People's Protection Policy:
- (a) has been established before the date of the Franchise Agreement; and
 - (b) has not been revised and approved by the ORR to take into account the ORR's most recent published guidance on Disabled People's Protection Policies as at the date of the Franchise Agreement,
- the Franchisee shall within six (6) months of the date of the Franchise Agreement revise its Disabled People's Protection Policy such that it complies with that guidance, and obtain the ORR's approval of the revised version.
- 4.4 The Franchisee shall comply with the requirements set out in Appendix 2 (Accessible Transport Arrangements) to this Schedule 4 in respect of the provision of accessible transport arrangements for persons with disabilities.

APPENDIX 1 TO SCHEDULE 4**Minor Works**

1. Providing additional signage, where it does not currently exist, to allow better way finding around the Station by Disabled Persons.
2. Removing:
 - 2.1 thresholds (above 15 millimetres) which do not comply with the Code of Practice; or
 - 2.2 fewer than three steps,from the entrances to booking halls or platforms to enable those facilities to have step-free access.
3. Providing contrasting manifestations on glazed areas where contrasting manifestations do not currently exist.
4. Providing additional handrails around the Station where handrails do not currently exist and where the Franchisee reasonably believes they may be required by a Disabled Person.
5. Providing new accessible stair nosings where stair nosings do not currently exist.
6. Providing new tactile surfaces, including at the top and bottom of flights of steps (but excluding at platform edges) where tactile surfaces do not currently exist.
7. Providing additional seating that is accessible to Disabled Persons, but not replacing existing seating.
8. Providing induction loops for ticket office windows where induction loops do not currently exist.
9. Replacing non-standard fittings with fittings that are compliant with the Code of Practice in existing disabled toilets, which would include replacing non-standard fittings in respect of toilet bowls and sinks, but would not include making major changes to plumbing or to the dimensions of the toilet area.
10. Providing dropped kerbs at drop off/set down points or Station car parks to enable access/egress thereto where dropped kerbs do not currently exist.
11. Marking out existing car-parking bays for use by persons with disabilities which comply with the Code of Practice, where such car parking bays do not currently comply.

APPENDIX 2 TO SCHEDULE 4

Accessible Transport Arrangements

1. References in this Appendix 2 to Schedule 4 (Accessibility and Inclusivity) to passengers are references to passengers with disabilities who are wheelchair users or otherwise severely mobility impaired.
2. Subject to paragraph 4, where:
 - 2.1 a passenger wants to travel on a Passenger Service; and
 - 2.2 the design of the station at which the passenger's journey on such Passenger Service is to start (the "**Departure Station**") or finish (the "**Destination Station**") prevents the passenger from using that station to access or disembark from that Passenger Service,

the Franchisee shall provide accessible transport arrangements for that passenger in accordance with paragraph 3.
3. The Franchisee shall provide accessible transport arrangements for the passenger referred to in paragraph 2:
 - 3.1 from the Departure Station to the next station at which the Passenger Service is scheduled to call and at which it is possible for the passenger to access that Passenger Service;
 - 3.2 to the Destination Station, from the station closest to such station at which the Passenger Service is scheduled to call and which it is possible for the passenger to use to disembark from that Passenger Service; and/or
 - 3.3 to or from such other station as the Franchisee may, having regard to the journey and the needs of the passenger, agree,

and, in any case, at no cost additional to the price of the Fare which would otherwise be payable for the passenger's rail journey.
4. The Franchisee's obligations under this Appendix 2 to Schedule 4 (Accessibility and Inclusivity) are subject to:
 - 4.1 reasonable prior notice of the passenger's requirement for accessible transport arrangements; and
 - 4.2 the availability of suitable accessible transport arrangements (provided that the Franchisee has used all reasonable endeavours to ensure that it has arrangements in place to meet requirements for the provision of such accessible transport arrangements).

SCHEDULE 5**Fares and Ticketing**

Schedule 5.1:	Purpose, Structure and Construction
Schedule 5.2:	Franchisee's Obligation to Create Fares
Schedule 5.3:	Allocation of Fares to Fares Baskets
Schedule 5.4:	Regulation of Fares Basket Values
Schedule 5.5:	Regulation of Individual Fares
Schedule 5.6:	Exceeding the Regulated Value, 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:	Smart Ticketing

Schedule 5.1

Purpose, Structure and Construction

1. Purpose of Schedule 5

Purpose of provisions relating to Creating Fares

- 1.1 The purpose of Schedule 5.2 (Franchisee's Obligation to Create Fares) is to ensure that Commuter Fares and Protected Fares are Created in accordance with the Ticketing and Settlement Agreement and appropriate restrictions are placed on the Franchisee's ability to Create Fares.

Purpose of Fares Regulation

- 1.2 The purpose of Schedule 5.3 (Allocation of Fares to Fares Baskets) to Schedule 5.8 (Fares Regulation Information and Monitoring) (inclusive) is to provide for the regulation of Fares by the Secretary of State pursuant to Section 28 of the Act.
- 1.3 For the purpose of regulating Fares, each Fare that is to be regulated shall be allocated in accordance with this Schedule 5.1 to one of the following Fares Baskets:
- (a) the Commuter Fares Basket; or
 - (b) 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 Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 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 paragraph 1.5(a), "k" shall have the meaning given to it in paragraph 4.2 of Schedule 5.4 (Regulation of Fares Basket Values) and for the purposes of paragraph 1.5(b) "k" and "f" shall each have the meaning given to each such term in paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares).

1.6 The Secretary of State may alter these limits, and other aspects of the regulation of Fares, in accordance with the more detailed provisions of Schedule 5.7 (Changes to Fares and Fares Regulation).

2. **Structure of Schedule 5**

2.1 Schedule 5.2 (Franchisee's Obligation to Create Fares) sets out or refers to the Franchisee's obligations to Create Fares.

2.2 Schedule 5.3 (Allocation of Fares to Fares Baskets) sets out the allocation of Fares to Fares Baskets.

2.3 Schedule 5.4 (Regulation of Fares Basket Values) sets out the limits applicable to the overall increase in Prices 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 (Smart Ticketing) sets out provisions relating to the introduction of smart ticketing.

3. **Construction**

References to "Fare"

3.1 For the purposes of:

(a) Schedule 5.2 (Franchisee's Obligation to Create Fares), Fare shall have the wide meaning given to it in paragraph (a) of that definition; and

(b) Schedule 5.3 (Allocation of Fares to Fares Baskets) to Schedule 5.8 (Fares Regulation Information and Monitoring) (inclusive), Fare shall have the narrow meaning given to it in paragraph (b) of that definition.

3.2 References in this Schedule 5 to a Fare shall, except to the extent the context otherwise requires, be construed as references to the Fare which is or can be Created by the Lead Operator for the Flow to which the Fare relates or, if such Flow is not a Compulsory Inter available Flow, any Fare which the Franchisee has Created or can Create in respect of that Flow as the Secretary of State may specify.

Fares Documents

3.3 In the event that, in the Secretary of State's reasonable opinion, there is an immaterial inconsistency between the Fares, 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) Commuter Fare; and

(c) Protected Fare,

Fares to or from any New Station, on such basis as he may, after consultation with the Franchisee, reasonably determine and references in this Schedule 5 to Fares Basket, 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 Commuter Fares and Protected Fares

The Franchisee shall ensure that each 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 thirteen (13) or more months without the consent of the Secretary of State (such consent not to be unreasonably withheld).

Schedule 5.3

Allocation of Fares to Fares Baskets

1. Allocation of Fares to Fares Baskets

- 1.1 On or prior to the Start Date the Secretary of State shall allocate each 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 Commuter Fare shall be allocated by the Secretary of State to the 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 twelve (12) months which ended 31 March 2010:
 - (i) all Commuter Fares; and
 - (ii) all Protected Fares;
 - (b) aggregate, following such ranking:
 - (i) those Commuter Fares with the lowest Gross Revenue, until the total of the aggregated Gross Revenue of such fares accounts for up to five per cent (5%) of the aggregate Reference Revenue of all Commuter Fares; and
 - (ii) those Protected Fares with the lowest Gross Revenue, until the total of the aggregated Gross Revenue of such fares accounts for up to five per cent (5%) of the aggregate Reference Revenue of all Protected Fares; and
 - (c) designate, following such aggregation:
 - (i) those Commuter Fares referred to in paragraph 2.1(b)(i) as Non Fares Basket Fares; and
 - (ii) those Protected Fares referred to in paragraph 2.1(b)(ii) as Non Fares Basket Fares.
- 2.2 Without prejudice to the Secretary of State's right to require the content of a Fares Basket to change at any time prior to the Start Date, or, thereafter, prior to the commencement of any Fares Setting Round, pursuant to paragraph 1 of Schedule 5.7 (Changes to Fares and Fares Regulation), any Commuter Fare or Protected Fare that is also designated as a Non Fares Basket Fare shall not be allocated to the relevant Fares Basket.

- 2.3 The Secretary of State may de-designate any Non Fares Basket Fare pursuant to paragraph 1.1(d)(iii) of Schedule 5.7 (Changes to Fares and Fares Regulation).

Schedule 5.4

Regulation of Fares Basket Values

1. **Value of Fares Basket not to exceed Regulated Value**

Subject to paragraph 1.3 of Schedule 5.6 (Exceeding the Regulated Value, 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 x 2010 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:			
	<table border="1" style="width: 100%;"> <tr> <td style="width: 10%;">A</td> <td>is the aggregate Gross Revenue recorded by RSP as attributable to sales of that Fare and any other Fare with which it was aggregated under paragraph 2.1(a) of Schedule 5.3 (Allocation of Fares to Fares Baskets) for the period of twelve (12) months which ended 31 March 2010; and</td> </tr> <tr> <td>B</td> <td>is the Price or Child Price (as the case may be) for that Fare recorded by RSP in February 2010.</td> </tr> </table>	A	is the aggregate Gross Revenue recorded by RSP as attributable to sales of that Fare and any other Fare with which it was aggregated under paragraph 2.1(a) of Schedule 5.3 (Allocation of Fares to Fares Baskets) for the period of twelve (12) months which ended 31 March 2010; and	B
A	is the aggregate Gross Revenue recorded by RSP as attributable to sales of that Fare and any other Fare with which it was aggregated under paragraph 2.1(a) of Schedule 5.3 (Allocation of Fares to Fares Baskets) for the period of twelve (12) months which ended 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 Ticket Revenue x 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 twelve (12) months which ended 31 March 2010;
PPAI	is:
	where:

	(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 =	$PAI = \frac{(100 \times RPI) + k}{100}$	
Where:		
PAI	is the Permitted Aggregate Increase in that Fare Year;	
RPI	is an amount equal to:	
	$\frac{RPI - 1}{RPI - 2}$	
	where:	
	RPI - 1	is the Retail Prices Index for the July of the calendar year preceding that Fare Year; and
RPI - 2	is the Retail Prices Index for the July of the calendar year preceding the calendar year referred in the definition of RPI-1; and	
k	is equal to:	
	(a)	+ 0 in respect of the Fare Year commencing on 1 January 2015 and ending 31 December 2020; and
	(b)	+ 1 in respect of the Fare Year commencing 1 January 2021 and each subsequent Fare Year thereafter.

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 Commuter Fare included in the Commuter Fares Basket; and
- (b) 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: (a) +0 in respect of the Fare Year commencing on 1 January 2015 and ending 31 December 2020; and (b) + 1 in respect of the Fare Year commencing 1 January 2021 and each subsequent Fare Year thereafter.
f		+ 0

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 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:

- 3.1 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 Commuter Fare for that Flow; and
- 3.2 has notified RSP of the Price or Child Price (as the case may be) of that Commuter Fare in any Fares Setting Round,
- 3.3 the Franchisee shall not increase the Price or Child Price (as the case may be) of that Commuter Fare in the same Fares Setting Round without the consent of either the Secretary of State or each other Train Operator which provides railway passenger services for such Flow.

Schedule 5.6

Exceeding the Regulated Value, 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 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 the 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 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 Commuter Fares in the Commuter Fares Basket so as to avoid the Value of the 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 Commuter Fare in the Commuter Fares Basket 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 Commuter Fares Basket.

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 Commuter Fare 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 Commuter Fare for a Flow has been included in the Commuter Fares Basket, the Secretary of State may require the inclusion in the 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 Protected Fare for a Flow has been included in the Protected Fares Basket, the Secretary of State may require the inclusion in the Protected Fares Basket of any Protected Return Fare or Protected Weekly Season Ticket that existed on that Flow in February 2003; and/or

(d) where the Secretary of State changes the Reference Revenue and/or the Gross Revenue of any Fare pursuant to paragraphs 3.1(a) and/or 3.1(b) then, in relation to the Fares Basket in which such Fare is or would be included, and without limiting paragraphs 1.1(a) to (c) inclusive, the Secretary of State may also:

(i) make any of the changes to such Fares Basket contemplated by this paragraph 1.1;

(ii) designate any Fare as a Non Fares Basket Fare in accordance with the provisions (other than the requirement that such designation occurs on or prior to the Start Date) of paragraph 2 of Schedule 5.3 (Allocation of Fares to Fares Baskets); and/or

(iii) de-designate any Non Fares Basket Fare and include such Non Fares Basket Fare in the relevant Fares Basket.

1.2 The Secretary of State shall serve notice in writing on the Franchisee:

(a) at any time prior to the Start Date; and

(b) thereafter, no later than the commencement of any Fares Setting Round, to require any Fare to be included in a Fares Basket or to designate any Fare as a Non Fares Basket Fare pursuant to paragraph 1.1.

2. Changes to the 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 twelve (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 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 twelve (12) months ended 31 March 2010; and/or
- (b) the Gross Revenue of all Commuter Fares and Protected Fares to be re calculated for the purpose of paragraph 2 of Schedule 5.3 (Allocation of Fares to Fares Baskets) by reference to a different reference period than the period of twelve (12) months ended 31 March 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 twelve (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 twelve (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 Schedule 5.4 (Regulation of Fares Basket Values) and Schedule 5.5 (Regulation of Individual Fares) in connection with any proposed or actual improvement in any aspect of the Passenger Services relating to such Fares. The Secretary of State shall act reasonably in relation to any such request but shall not under any circumstances be obliged to accept any such request in whole or in part.

5. **Changes to Fares Regulation**

The Parties agree that the Secretary of State shall have the power at any time and on more than one occasion during the Franchise Term to alter the obligations of, and restrictions on, the Franchisee under Schedule 5.1 (Purpose, Structure and Construction) to Schedule 5.8 (Fares Regulation Information and Monitoring) inclusive for any Fare Year, or part thereof (including alteration of the **value of "k"** under paragraph 4.2 of Schedule 5.4 (Regulation of Fares Basket Values) and/or paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares) and/or alteration of the **value of "f"** under paragraph 2.2 of Schedule 5.5 (Regulation of Individual Fares)). The exercise by the Secretary of State of his powers under this paragraph 5 shall be a Change.

6. **Changes to Compulsory Inter available Flows**

6.1 Where:

- (a) pursuant to Clauses 4 to 7 of the Ticketing and Settlement Agreement, the consent of the Secretary of State is requested for the abolition of a Compulsory Inter available Flow (the **"Reference Flow"**) in respect of which any Fare Created would be a Commuter Fare or a Protected Fare (the **"Reference Fare"**); and
- (b) a Flow exists, which, in the Secretary of State's opinion, is substantially similar to the Reference Flow (the **"Equivalent Flow"**),

the Secretary of State may, as a condition of granting his consent to the abolition of the Reference Flow, by written notice to the Franchisee, require any Fare Created

in respect of the Equivalent Flow which has substantially the same characteristics as the Reference Fare to be included in a Fares Basket ("**Equivalent Fare**").

- 6.2 The Secretary of State shall not issue any such notice in respect of an Equivalent Fare unless the provisions of such notice have first been approved by the Ticketing and Settlement Scheme Council (as defined in the Ticketing and Settlement Agreement) or a delegate of such council.
- 6.3 The Price 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 Commuter Fares Document and/or the Protected Fares Document (as the case may be) all Fares then included in the relevant Fares Basket and, as soon as reasonably practicable thereafter, the Secretary of State shall issue or reissue (as the case may be) such Fares Document(s) to the Franchisee.

Schedule 5.8**Fares Regulation Information and Monitoring****1. Information**

- 1.1 The Franchisee shall provide to the Secretary of State by no later than week twelve (12) of each Fares Setting Round, a summary (to such level of detail or generality as the Secretary of State may reasonably require) of the Prices and Child Prices of the Commuter Fares or Protected Fares it is intending to set.
- 1.2 The Franchisee shall notify, or procure the notification to, the Secretary of State of any proposed increase to the Price or Child Price of any 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 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 Commuter Fares and Protected Fares from time to time; and
 - (b) such further information as the Secretary of State may require for the purpose of determining the Gross Revenue of the Franchisee in relation to any particular Fare or Fares or any particular period.
- 2.2 By no later than week seventeen (17) of each Fares Setting Round, the Franchisee will provide to the Secretary of State written confirmation from a statutory director of the Franchisee of whether the Franchisee has complied with its obligations under this Schedule 5 (Fares and Ticketing) during each such Fares Setting Round. It shall be a contravention of the Franchise Agreement if any such written confirmation from a statutory director of the Franchisee is, in the reasonable opinion of the Secretary of State, in any material respect, untrue, inaccurate and/or misleading.
- 2.3 The Franchisee shall take such action as the Secretary of State may require following receipt of any details from the Franchisee pursuant to paragraph 1 in order to ensure that the Franchisee will comply with the provisions of Schedule 5.2 (Franchisee's Obligation to Create Fares) to this Schedule 5.8 (inclusive).

Schedule 5.9

Smart Ticketing

1. Smart Ticketing

1.1 The Franchisee shall:

- (a) join and comply with any ATOC approved Smart Ticketing Schemes relevant to some or all of the Passenger Services;
- (b) fully and effectively co-operate with Network Rail, TfL, other Train Operators and relevant Local Authorities, including in relation to the provision any required of equipment, to implement and operate Smart Ticketing Schemes;
- (c) fully and effectively co-operate with TfL, other Train Operators and relevant Local Authorities in relation to proposals to apply Smart Ticketing Schemes to new or existing multi modal fares schemes including in the implementation of any smart card technology pursuant to any multi-modal fares schemes that it may participate in pursuant to its obligations under paragraph 2.1 of Schedule 2.5 (Transport, Travel and Other Schemes); and
- (d) prepare and submit a report to the Secretary of State in advance of each Franchise Performance Meeting (in such form as the Secretary of State may reasonably require) setting out:
 - (i) the level of take-up and usage of Smart Ticketing Schemes by users of the Passenger Services, for each completed Reporting Period during the Franchise Term;
 - (ii) the Franchisee's performance against targets relating to Smart Ticketing Schemes as set out in Schedule 6.2; and
 - (iii) the steps that the franchisee is taking to increase take-up of Smart Ticketing Schemes operated by the Franchisee and increase usage of Smart Ticketing Schemes by users of the Passenger Services,

and the Franchisee shall present the report at the Franchise Performance Meeting.

1.2 The Franchisee shall ensure, with effect from the Start Date in relation to any Previous Franchisee ITSO Smartmedia Ticketing Scheme and from the date of commissioning in relation to any ITSO Smartmedia Ticketing Scheme introduced by it, that from such relevant date until the end of the Franchise Term:

- (a) it continues to provide, make available and promote (and where applicable effectively maintain) such ITSO Smartmedia Ticketing Scheme (including any associated infrastructure);
- (b) all components of the ITSO Smartmedia Ticketing Scheme (and any amendment, extension or replacement thereof) inherited, used or introduced by the Franchisee (whether on a permanent or a trial basis) are at all times compliant with:
 - (i) version 2.1.4 of ITSO and the ITSO Operating Licence; and

- (ii) the RSPS3002;
or such subsequent versions as the Franchisee and the Secretary of State may agree;
 - (c) any ITSO Certified Smartmedia readers introduced by the Franchisee (whether on a permanent or temporary basis) shall conform to EMV level 1 Certification (Hardware) and be capable of being upgraded whilst in operation to EMV Level 2 (Application);
 - (d) it pays all costs of participating in the relevant ITSO Smartmedia Ticketing Scheme including the costs of maintaining all required scheme components to the standards specified in this Schedule 5.9; and
 - (e) the RSP owned product set is used.
- 1.3 Where the Previous Franchisee was a participant in any ATOC approved Smart Ticketing Scheme, the Franchisee shall take such action as may be required to ensure that there is an orderly handover process so that the Franchisee participates in such Smart Ticketing Scheme from the Start Date without any disruption to the continuity of service received by passengers.
- 1.4 Without prejudice to its other obligations pursuant to this Schedule 5.9, the Franchisee shall undertake such further actions as the Secretary of State may reasonably require in connection with the introduction of Smart Ticketing Schemes.
- 1.5 The Secretary of State shall reimburse the reasonable costs incurred by the Franchisee in complying with any such requirement of the Secretary of State pursuant to paragraph 1.4 subject to the Franchisee obtaining the prior written approval of the Secretary of State to the incurring of any such cost and provided that the Franchisee shall not have the right to be reimbursed any costs to the extent that:
- (a) it has already been reimbursed for such costs pursuant to any other provision of this Franchise Agreement or other arrangements with the Secretary of State; and/or
 - (b) it has the right or ability to recover such costs from any third party.

SCHEDULE 6**Franchise Specific Obligations and Committed Obligations**

Schedule 6.1:	Franchise Specific Obligations
Schedule 6.2:	Committed Obligations
	Part 1: Committed Obligations
	Part 2: Special Terms related to Committed Obligations

Schedule 6.1

Franchise Specific Obligations

1. Crossrail

1.1 The following words and expressions shall have following meanings:

“Crossrail Operator” means any person who is appointed to provide railway passenger services on the railway transport system to be constructed and maintained as specified in the Crossrail Act 2008;

“Crossrail Programme” means the programme of planning, preparatory, construction, tunnelling, station building, rebuilding and enhancement and engineering activities and works and the procurement of rolling stock and other assets and equipment being undertaken for the purposes of building the railway system specified in the Crossrail Act 2008 and the extension of that system to Reading; and

“Crossrail Services” means the passenger services operated or to be operated by the Crossrail Operator.

1.2 The Franchisee shall fully and effectively co-operate with the Secretary of State in connection with the operation of the Crossrail Services by the Crossrail Operator (including, without limitation, the letting of a concession or franchise agreement). Accordingly if so requested by the Secretary of State the Franchisee shall:

- (a) provide the Secretary of State (or any of his advisers, employees, representatives, nominees or agents) with such information, reports and analysis as the Secretary of State (or any of his advisers, employees, representatives, nominees or agents) may require. This may include without limitation:
 - (i) upon reasonable notice, attending meetings with the Secretary of State (or any of his advisers, employees, representatives, nominees or agents) in relation to the operation of the Crossrail Services by the Crossrail Operator;
 - (ii) reviewing and commenting on the implementation of timetables and programmes relating to the operation of the Crossrail Services by the Crossrail Operator; and/or
 - (iii) any other relevant information as the Secretary of State (or any of his advisers, employees, representatives, nominees or agents) may specify from time to time.

1.3 The Franchisee shall comply with the reasonable requirements of the Secretary of State in relation to:

- (a) the operation of the Crossrail Services by the Crossrail Operator; and

- (b) the implementation of all aspects of the Crossrail Programme (including through co-operation with Network Rail, the Crossrail Operator, Crossrail Limited and TfL as directed by the Secretary of State) where such implementation involves an interface with any railway infrastructure used in relation to the Franchise Services or is otherwise related to the Franchise Services.

1.4 The Franchisee's obligations pursuant to paragraph 1.3 shall include:

- (a) upon reasonable notice, attending meetings with the Secretary of State, TfL, Network Rail, the Crossrail Operator and other relevant bodies specified by the Secretary of State to discuss and provide an opinion on any relevant issues;
- (b) providing such information, data, reports and analysis as reasonably required by the Secretary of State in relation to assessing the implications of the commencement of the operation of Crossrail Services by the Crossrail Operator or relevant aspects of the implementation of the Crossrail Programme; and
- (c) reviewing and commenting on implementation timetables and programmes for the commencement of the operation of the Crossrail Services by the Crossrail Operator or relevant aspects of the implementation of the Crossrail Programme.

1.5 The Franchisee shall participate fully and actively in good faith as a skilled and experienced train operator in risk reviews initiated by the Secretary of State or (if directed by the Secretary of State) TfL relating to the implementation of the Crossrail Programme. The Franchisee shall develop risk mitigation plans as reasonably required by the Secretary of State pursuant to such risk reviews.

1.6 The Franchisee shall:

- (a) fully and effectively co-operate with the Secretary of State, TfL, Network Rail, the Crossrail Operator and other relevant bodies specified by the Secretary of State for the purpose of developing and implementing plans for the enhancement and rebuilding of relevant stations served by the Passenger Services in connection with the Crossrail Programme; and
- (b) take no action or step which is designed, directly or indirectly to prevent, prejudice, or frustrate:
 - (i) the letting of a franchise agreement or concession agreement in relation to the operation of the Crossrail Services; or
 - (ii) the implementation of the Crossrail Programme,

except that, to the extent that paragraph 1.6(b)(i) or (ii) lead to the Franchisee having rights under railway industry practices including Network Change and Station Change, the Franchisee may make reasonable objections with a view to mitigating the impact of the Crossrail Programme and its implementation on passengers and the Franchise Services, whilst recognising the need for the Crossrail Programme to be able to be undertaken in a reasonable manner;

- (c) fully and effectively co-operate with the Crossrail Operator in relation to train planning, timetabling and platforming arrangements for the purpose of ensuring the efficient operation of passenger services by the Crossrail Operator;

1.7 The Secretary of State shall have the right to notify the Franchisee that some or all of the rights of the Secretary of State specified in this paragraph 1 shall be exercisable by TfL on his behalf and in such case the Franchisee shall be required to act and perform its obligations accordingly. In the event such notification has been given and the Franchisee believes that:

- (a) there is any conflict between instructions received from TfL and instructions received from the Secretary of State; or
- (b) instructions received from TfL are inconsistent with the terms of this Agreement,

the Franchisee shall notify the Secretary of State forthwith identifying the conflict or inconsistency. The Franchisee shall act in accordance with instructions received from the Secretary of State in relation to any such matter. The Franchisee shall not be liable for any failure to act in accordance with the instructions of TfL where such a conflict or inconsistency is established to the extent that such failure was a consequence of such conflict or inconsistency.

2. **Digital Railway Programme**

2.1 The Franchisee shall co-operate in good faith with Network Rail, any relevant ROSCO and any other relevant third party in connection with the development by Network Rail of a plan for the implementation and operational introduction on the routes of:

- (a) the Connected Driver Advisory System ("**C-DAS**");
- (b) the Combined Performance and Safety System ("**COMPASS**");
- (c) such similar system(s) which may be developed to succeed C-DAS or COMPASS; or
- (d) any system which is intended to provide interconnectivity between the European Train Control System ("**ETCS**"), C-DAS and COMPASS for the purposes of improving capacity management, performance, and safety.

2.2 In respect of any plan developed by Network Rail pursuant to paragraph 2.1 above, the Franchisee shall:

- (a) use all reasonable endeavours to provide assistance to Network Rail, any relevant ROSCO and any other relevant third party in connection with the development of the elements of the plan relating to:
 - (i) C-DAS;
 - (ii) COMPASS; and/or

- (iii) such similar system(s) which may be developed to succeed C-DAS or COMPASS; and
- (b) use reasonable endeavours to provide assistance to Network Rail, any relevant ROSCO and any other relevant third party in connection with the development of the elements of the plan relating to any system which is intended to provide interconnectivity between ETCS, C-DAS and COMPASS for the purposes of improving capacity management, performance, and safety.

3. **Crossrail 2**

The Franchisee shall fully and effectively co-operate with the Secretary of State, Transport for London, any corporate entity established to develop and promote Crossrail 2, ORR and other relevant stakeholders notified to the Franchisee by the Secretary of State and engage constructively and collaboratively with them in connection with the development of Crossrail 2.

4. **Heathrow Southern Access**

Where instructed to do so by the Secretary of State the Franchisee shall fully and effectively co-operate with the Secretary of State and relevant interested parties identified by him including Network Rail, Transport for London and Heathrow Airport Limited in relation to development work in connection with the development and provision of a new rail access to Heathrow Airport from Routes over which the Passenger Services are operated and the integration of such new rail access with the network of Network Rail and the passenger services operating over it.

5. **Creation of an Island Line Business Unit and Cooperation**

- 5.1 With effect from the Start Date, the Franchisee shall reorganise the business of providing the Franchise Services by the creation of a business unit (the "**Island Line Business Unit**") in relation to the Island Line Services. The Franchisee shall ensure that, on and following its creation on the Start Date, the Island Line Business Unit shall be subject to separate accounting and reporting arrangements which shall, for these purposes, include an obligation on the Franchisee to implement and maintain such financial reporting systems as are reasonably required by the Secretary of State for the purpose of identifying the costs and revenues associated with the operation of the Island Line Services (including the establishment and maintenance of separate financial statements (including a profit and loss account) for the Island Line Business Unit).
- 5.2 The Franchisee shall from the Start Date fully and effectively co-operate with the Secretary of State and any and all interested bodies and/or relevant stakeholders including, the Isle of Wight Council, the ORR, Network Rail and the Solent Local Enterprise Partnership (together the "**Island Line Stakeholders**"), in respect of any future discussions, consultations, plans and/or proposals in relation to the future operation of the Island Line Services.
- 5.2A The Franchisee shall throughout the Franchise Term make available on secondment to the Isle of Wight Council its "Solent & South" Regional Development Manager (or other suitable Franchise Employee) for not less than four days per month. The role of the Regional Development Manager (or other suitable Franchise Employee) shall be to work with representatives of the Isle of Wight Council and Island Line

Stakeholders on the development of proposals for the future operation of the Island Line including, but not limited to, the development of the Island Line Future Operation Priced Option and the Island Line Business Plan. The Regional Development Manager (or other suitable Franchise Employee) shall have reasonably appropriate experience and knowledge to fulfil the specified role.

5.3 Pursuant to paragraph 5.2, and without limiting the provisions of paragraph 2 of Schedule 15.1 (Reletting Provisions), the Franchisee shall, if so requested by the Secretary of State (including in connection with any proposal (whether or not yet finalised) to transfer any Franchise Services to a Replacement Island Line Operator (including any invitation to potential Replacement Island Line Operators to tender for the right and obligation to provide any Franchise Services in succession to the Franchisee)), provide the:

- (a) Secretary of State (or any of his advisers, employees, representatives, nominees or agents); and/or
- (b) Island Line Stakeholders specified by the Secretary of State (or any of their advisers, employees, representatives, nominees or agents),

with such information, reports and analysis as the Secretary of State may specify in respect of the Island Line Business Unit. This may include:

- (i) operational and financial information, data, reports and analysis (including driver, other train crew and rolling stock diagrams, health and safety and environmental information, information about Franchise Employees employed in relation to the delivery of Franchise Services in connection with the Island Line Stations and the Island Line Passenger Services, information about relevant real property and Network Rail charges and performance data);
- (ii) terms and conditions of relevant Franchise Employees and human resources policies;
- (iii) upon reasonable notice, attending meetings with the Secretary of State (or any of his advisers, employees, representatives, nominees or agents) in relation to the Island Line Services;
- (iv) reviewing and commenting on the implementation of timetables and programmes in relation to potential change in connection with the Island Line Services; and/or
- (v) any other relevant information as the Secretary of State (or any of his advisers, employees, representatives, nominees or agents) may specify from time to time.

5.4 Where applicable, if so requested by the Secretary of State the Franchisee shall provide upon reasonable notice access to the Island Line Stations and other related facilities to the Secretary of State (or any of his advisers, employees, representatives, nominees or agents) including access accompanied by representatives of bidders seeking to become a Replacement Island Line Operator and their advisers and/or Island Line Stakeholders and their advisers, provided that such access shall not interfere in any material way with the performance by the Franchisee of its obligations in connection with the Franchise Services.

5.5 The Franchisee and the Secretary of State acknowledge that if it is decided to transfer responsibility for the Island Line Services to a Replacement Island Line Operator during the Franchise Term a Variation will be required pursuant to Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Change) of the Franchise Agreement.

5.6

(a) Subject to sub paragraph (b) below, the Franchisee shall at the direction of the Secretary of State enter into a Replacement Island Line Lease effective from the end of the lease term of the Island Line Lease and with such terms as are necessary to:

- (i) secure the continued provision of the Island Line Services; and
- (ii) enable the transfer of any Franchise Services to a Replacement Island Line Operator,

it being acknowledged and agreed that the Secretary of State shall issue any such direction by 31 August 2017 (or such later date as the Secretary of State may reasonably determine and confirm in writing to the Franchisee). The Franchisee shall not enter into any Replacement Island Line Lease without the Secretary of State's prior approval to its terms. Where the Secretary of State has issued a direction pursuant to this paragraph 2.1(a) he may withdraw it before the date on which the Franchisee has entered into a Replacement Island Line Lease if he exercises the Island Line Future Operation Priced Option in accordance with paragraph 16 of Part 1 of Schedule 6.2.

(b) In the event that the Secretary of State exercises the Island Line Future Operations Priced Option in accordance with paragraph 16 of Schedule 6.2 the right of the Secretary of State to direct the Franchisee to enter into a Replacement Island Line Lease shall lapse and the terms of the Replacement Island Line Lease shall be those contained in the draft Replacement Island Line Lease submitted to the Secretary of State with the Island Line Future Operation Priced Option or such amended version the terms of which have obtained the prior approval of the Secretary of State.

5.7 The Franchisee shall not be in contravention of paragraph 5.6 if and to the extent the Franchisee has used all reasonable endeavours to agree a Replacement Island Line Lease in accordance with any direction from the Secretary of State but where Network Rail refuses to enter into any such Replacement Island Line Lease.

5.8 The Franchisee and the Secretary of State acknowledge and agree that the Island Line Lease and any Replacement Island Line Lease shall in each case constitute and be treated for the purposes of this Agreement as a Property Lease.

6. **Island Line CCI Scheme**

6.1 No later than three (3) months prior to the start of each Island Line CCI Period, the Franchisee shall provide to the Secretary of State details of those initiatives, works or proposals (each an "**Island Line CCI Scheme**") which the Franchisee proposes to undertake in that Island Line CCI Period in order to resolve or mitigate issues raised with the Franchisee through the consultations as carried out pursuant to

paragraph 8 of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme). The Franchisee shall use all reasonable endeavours to propose, in respect of each Island Line CCI Period, Island Line CCI Schemes with an aggregate projected Island Line CCI Scheme Shortfall of not less than the aggregate of the Island Line CCI Amount for each Franchisee Year in the relevant Island Line CCI Period.

- 6.2 In relation to each Island Line CCI Scheme proposed by the Franchisee pursuant to paragraph 6.1 the Franchisee shall provide:
- (a) details of the specific issues which that Island Line CCI Scheme is intended to resolve or mitigate (including how those issues have been identified) and how that Island Line CCI Scheme will resolve or mitigate those issues; and
 - (b) fully worked up details of the Island Line CCI Scheme sufficient to enable the Secretary of State to evaluate the same, including:
 - (i) a timetable for the implementation of that Island Line CCI Scheme, setting out the proposed commencement and completion date of such Island Line CCI Scheme and any other key dates and milestones;
 - (ii) details of the projected Island Line CCI Scheme Cost; and
 - (iii) details of the projected Island Line CCI Scheme Revenue.
- 6.3 The Franchisee shall provide the Secretary of State with such further information in relation to any Island Line CCI Scheme proposed by the Franchisee pursuant to paragraph 6.1 as the Secretary of State may reasonably require.
- 6.4 An Island Line CCI Scheme proposed by the Franchisee pursuant to paragraph 6.1 shall not be an Approved Island Line CCI Scheme unless and until approved by the Secretary of State pursuant to this paragraph 6.4. Without limitation, the Secretary of State may withhold his approval to any proposed Island Line CCI Scheme which:
- (a) has not been identified and/or developed in accordance with the Customer and Stakeholder Engagement Strategy;
 - (b) is not designed to resolve or mitigate issues raised with the Franchisee through the consultations referred to in paragraph 8 Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
 - (c) has a completion date falling later than the end of the relevant Island Line CCI Period;
 - (d) is projected to generate an Island Line CCI Scheme Commercial Return or in relation to which the Secretary of State considers the Island Line CCI Scheme Costs (or any part of them) to be too high or disproportionate to the benefits accruing from the Island Line CCI Scheme;
 - (e) the Franchisee is otherwise funded to undertake; or
 - (f) in the opinion of the Secretary of State, amounts to actions or steps which the Franchisee is otherwise obliged to take or which any competent train operator should be taking in relation to the operation of the Franchisee.

6.5 Approved Island Line CCI Schemes shall be deemed to be, and treated for the purposes of this Agreement as, Committed Obligations.

6.6 Paragraph 6.8 will apply if:

- (a) the aggregate projected Island Line CCI Scheme Shortfall in respect of all Approved Island Line CCI Schemes for any Island Line CCI Period is less than the aggregate of the Island Line CCI Amount for each Franchisee Year in that Island Line CCI Period; or
- (b) subject to paragraph 6.7 in any Island Line CCI Period, in the Secretary of State's reasonable opinion, the aggregate of the actual Island Line CCI Scheme Shortfall incurred by the Franchisee during that Island Line CCI Period upon Approved Island Line CCI Schemes is less than the aggregate of the Island Line CCI Amount for each Franchisee Year in that Island Line CCI Period,

in each case the underspend against the aggregate Island Line CCI Amount being the **"Island Line CCI Underspend"**.

6.7 If:

- (a) the amount of the Island Line CCI Scheme Costs actually incurred by the Franchisee in relation to any Approved Island Line CCI Scheme exceed the projected Island Line CCI Scheme Costs notified to the Secretary of State pursuant to paragraph 6.2 for such Approved Island Line CCI Scheme, then the amount of the excess shall not amount to Island Line CCI Scheme Cost; or
- (b) in the Secretary of State's reasonable opinion, the amount of the Island Line CCI Scheme Revenue actually earned by the Franchisee in relation to any Approved Island Line CCI Scheme is less than the projected Island Line CCI Scheme Revenue notified to the Secretary of State pursuant to paragraph 6.2 for such Approved Island Line CCI Scheme then, for the purposes of paragraph 6.6(b) the actual Island Line CCI Scheme Revenue shall be deemed to be the projected Island Line CCI Scheme Revenue.

6.8 Where this paragraph 6.8 applies the Secretary of State may require:

- (a) all or part of the Island Line CCI Underspend to be added to the Island Line CCI Amount for the first Franchisee Year in the subsequent Island Line CCI Period;
- (b) the Franchisee to propose further Island Line CCI Schemes using all or part of the Island Line CCI Underspend by such new deadline as the Secretary of State may specify;
- (c) the Franchisee to spend all or part of the Island Line CCI Underspend in such manner as the Secretary of State may direct; and/or
- (d) the Franchisee to pay all or part of the Island Line CCI Underspend to the Secretary of State,

provided that paragraph 6.8(d) shall automatically apply in respect of the last Island Line CCI Period unless the Secretary of State specifies otherwise.

- 6.9 Any Franchise Asset arising as a result of an Approved Island Line CCI Scheme shall be designated as a Primary Franchise Asset and shall not be de-designated as such. Any such Primary Franchise Asset which falls to be valued in accordance with the Supplemental Agreement shall be valued at nil.

7. Station Improvements

- 7.1 The Franchisee shall procure that by no later than **31 August 2019**²⁹ all existing lamps that light parts of each of the Stations used by passengers (including station forecourts, platforms and car parks) are replaced with commissioned and operational new LED lighting to a reasonably appropriate standard (including any standard prescribed by Network Rail) which must include a lamp design life of at least eight years.

- 7.2 The Franchisee shall procure that by no later than **28 February 2020**³⁰ the footbridge linking the platforms at Pokesdown station is fitted with new commissioned and operational lifts (one on each platform) so that such footbridge is fully accessible to passengers with impaired mobility and the Franchisee shall enter into such agreements with Network Rail as may be required to install and commission such new lifts on the basis that the Franchisee shall meet the consequent costs incurred by Network Rail.

- 7.3 The provisions of Part 2 (Special Terms Related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply to this paragraph 7 *mutatis mutandis* as if this paragraph 7 had been set out in Schedule 6.2 (Committed Obligations).

8. Status of Guildford and Clapham Junction stations

- 8.1 In accordance with paragraph 3.2(d) of the Appendix to the Conditions Precedent Agreement the Franchisee shall enter into Station Leases with Network Rail in relation to each of Guildford and Clapham Junction stations prior to the Start Date on the basis that such Station Leases shall be surrendered on or around **31 March 2018**³¹ and both Guildford and Clapham Junction stations shall then become Managed Stations. Such surrenders shall not constitute a Change. The Franchisee shall enter into such other agreements or arrangements as Network Rail may reasonably require for the purpose of facilitating the transfer of relevant employees, assets, rights and liabilities on the basis of appropriate apportionments by reference to the date that such stations become Managed Stations. It is acknowledged that each of Guildford and Clapham Junction Stations becoming Managed Stations as contemplated by this paragraph 8.1 shall be treated as a disaggregation of Franchise Services which is covered by paragraph 5.2 of Schedule 16 (Pensions).

²⁹ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

³⁰ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

³¹ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

- 8.2 Following Guildford and Clapham Junction becoming Managed Stations the Secretary of State shall have the right to serve notice on the Franchisee notifying it that any such station shall cease to be a Managed Station and that the Franchisee shall be required to enter into a Station Lease in relation to it. The Secretary of State shall be permitted to serve such a notice in relation to one such station and subsequently serve a second such notice in respect of the other.
- 8.3 Where the Secretary of State serves notice on the Franchisee pursuant to paragraph 8.2 requiring the Franchisee to enter into such a Station Lease after the relevant station has become a Managed Station the Franchisee shall:
- (a) enter into a Station Lease in relation to Guildford and/or Clapham Junction stations as the case may be effective from the date specified in the notice from the Secretary of State; and
 - (b) enter into such other agreements or arrangements as Network Rail may reasonably require for the purpose of facilitating the transfer of relevant employees, assets, rights and liabilities on the basis of appropriate apportionments by reference to the date that the Franchisee shall become lessee of the relevant station.

The provisions of paragraph 2 of Schedule 2.1 (Asset Vesting and Transfer) shall apply where the Franchisee is required to enter into any new Station Lease pursuant to this paragraph.

- 8.4 Where notice is served by the Secretary of State pursuant to paragraph 8.2 the Secretary of State shall give the Franchisee at least six months' notice of the date upon which the new Station Lease shall commence.
- 8.5 The Franchisee entering into a Station Lease in relation to Guildford and/or Clapham Junction stations following the service of a notice pursuant to paragraph 8.2 shall be a Change.
- 8.6 If at any time whilst Guildford or Clapham Junction is a managed station it is proposed that an agreement between Network Rail and the Franchisee is entered into in relation to the management or operation of such station the Franchisee shall not enter into such agreement unless it has obtained the prior approval of the Secretary of State (such approval not to be unreasonably withheld or delayed).

9. **Potential devolution to Transport for London**

9.1 **Co-operation by the Franchisee in relation to the consideration and development of proposal(s) to transfer some or all of the Greater London Franchise Services to a Greater London Services Concessionaire**

The Franchisee shall to the extent reasonably required by the Secretary of State fully and effectively co-operate with him, TfL, Network Rail, ORR and such other relevant stakeholders as the Secretary of State may reasonably specify for the purposes of considering and developing any proposal to transfer some or all of the Greater London Franchise Services to a Greater London Services Concessionaire.

9.2 Creation of a Greater London Information and Reporting Business Unit and co-operation

- (a) Within six months of receiving notice from the Secretary of State requiring it to do so the Franchisee shall create a business unit (the “**Greater London Information and Reporting Business Unit**”) in relation to the Greater London Franchise Services. The Franchisee shall ensure that, on and following its creation, the Greater London Information and Reporting Business Unit shall be subject to separate accounting and reporting arrangements which shall, for these purposes, include an obligation on the Franchisee to implement and maintain such financial reporting systems as are reasonably required by the Secretary of State for the purpose of identifying the costs and revenues associated with the operation of the Greater London Franchise Services (including the establishment and maintenance of separate financial statements (including a profit and loss account) for the Greater London Information and Reporting Business Unit).
- (b) The Management Accounts, Annual Management Accounts and Annual Audited Accounts to be provided to the Secretary of State by the Franchisee pursuant to paragraph 9 of Schedule 11.2 (Management Information) shall include a separate cashflow statement, profit and loss account and balance sheet for the Greater London Information and Reporting Business Unit.
- (c) Without limiting the provisions of paragraph 2 of Schedule 15.1 (Reletting Provisions), the Franchisee shall, if so requested by the Secretary of State, in connection with any proposal (whether or not yet finalised) to transfer some or all of the Greater London Franchise Services to a Greater London Services Concessionaire, provide the Secretary of State and/or TfL (or any of their advisers, employees, representatives, nominees or agents) with such information, reports and analysis as the Secretary of State may reasonably require in respect of the Greater London Information and Reporting Business Unit. This may include:
- (i) operational and financial information, data, reports and analysis (including driver, other train crew and rolling stock diagrams, health and safety and environmental information, Network Rail charges and performance data);
 - (ii) terms and conditions of employees and human resources policies; and/or
 - (iii) any other information as the Secretary of State may reasonably specify from time to time.
- If so requested by the Secretary of State the Franchisee shall upon reasonable notice, attend meetings with the Secretary of State and/or TfL to discuss and provide an opinion on any relevant issues.
- (d) For the purposes of this paragraph 9, the following words and expressions shall have following meanings:
- (i) “**Greater London Ancillary Services**” means Ancillary Services provided in connection with the delivery of the Greater London

Passenger Services, the Greater London Station Services or the Greater London Light Maintenance Services;

- (ii) **“Greater London Franchise Services”** means together the Greater London Passenger Services, the Greater London Station Services, the Greater London Light Maintenance Services and the Greater London Ancillary Services;
- (iii) **“Greater London Light Maintenance Services”** means Light Maintenance Services provided in relation to rolling stock used to provide the Greater London Passenger Services;
- (iv) **“Greater London Passenger Services”** means Passenger Services provided or operated within Greater London and designated as such by the Secretary of State by notice to the Franchisee;
- (v) **“Greater London Services Concessionaire”** means any person who is appointed by Transport for London to operate all or part of the Greater London Franchise Services in succession to the Franchisee;
- (vi) **“Greater London Station Services”** means Station Services provided by the Franchisee in relation to the Greater London Stations; and
- (vii) **“Greater London Stations”** means Stations within Greater London designated as such by the Secretary of State by notice to the Franchisee.

10. **Transfer of stations from the Great Western franchise**

- 10.1 Consideration is being given to transferring each of Dean, Mottisfont & Dunbridge and Romsey stations (**the “GW Stations”**) to the Franchisee at the end of the franchise term of the Great Western franchise agreement dated 22 March 2015 (**the “GW Franchise”**). The Franchisee shall fully and effectively cooperate with the Secretary of State, Network Rail and the franchisee of the GW Franchise in relation to planning the transfer of each such station to the Franchisee and implementing any such transfers where notice is served pursuant to sub paragraph 10.2 below.
- 10.2 The Secretary of State may serve not less than two months notice on the Franchisee specifying the last day of the franchise term of the GW Franchise and notifying it of which GW Stations shall be transferred to the Franchisee on such date. Accordingly the Franchisee shall enter into station leases with Network Rail in relation to such specified stations effective from such date and take all such steps as may be required to become station facility owner of each specified station. The provisions of paragraph 2 of Schedule 2.1 (Asset Vesting and Transfer) shall apply where the Franchisee is required to enter into any new Station Lease pursuant to this paragraph.

11. Report on optimisation of passenger services on Specified Routes

11.1 ⁱⁱⁱThe Franchisee shall by no later than **1 February 2018**³² submit to the Secretary of State a report setting out its view as to how the provision of passenger services by both the Franchisee and other Train Operators can be optimised in relation to each of the Specified Routes by reference to:

- (a) current and anticipated future passenger demand;
- (b) the relevant aspirations of the Secretary of State and Stakeholders;
- (c) the optimal use of rail infrastructure capacity and its efficient operation, maintenance and renewal by reference to a “whole industry cost” approach.

The report may consider, inter alia, proposals for:

- (i) closer co-ordination between the Franchisee and other Train Operators with regard to the exercise of timetable development rights (subject to the terms of Licences and any applicable Law); and
- (ii) remapping of passenger services between franchises

and shall comment on how its proposals might be most effectively implemented identifying relevant costs and risks and how they might be minimised or mitigated.

11.2 For the purposes of informing the production of the report the Franchisee shall use all reasonable endeavours to engage effectively with all other Train Operators, and open access passenger operators and freight operators using each relevant route together with Network Rail and relevant Stakeholders.

11.3 The Secretary of State shall have the right to require the Franchisee to produce revised and updated reports in relation to any of the Specified Routes to a specification provided by him on reasonable notice so that such reports are submitted to the Secretary of State on any of 1 December 2018, 1 December 2019 and 1 December 2020.

11.4 As required by the Secretary of State the Franchisee shall meet with the Secretary of State to discuss the contents of any report provided to the Secretary of State pursuant to this paragraph and provide such further information and analysis as he may reasonably require.

11.5 For the purpose of this paragraph 11 “the **Specified Routes**” means each of the following routes:

- (a) Brighton - Exeter via Southampton and Salisbury;
- (b) Portsmouth - Southampton – Bristol;
- (c) Bristol – Yeovil/Weymouth;

³² Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

- (d) Southampton Airport – Salisbury – Swindon; and
- (e) Reading – Guildford – Gatwick Airport (North Downs Line).

12. **Automatic Selective Door Opening capability of the Train Fleet**

12.1 Unless the Secretary of State otherwise directs the Franchisee shall ensure that:

- (a) any rolling stock units intended to be part of the Train Fleet as at or after the Start Date which are fitted with Automatic Selective Door Opening shall continue to be so fitted, and the equipment shall be maintained in working order; and
- (b) any Rolling Stock Related Contract entered into with respect to other rolling stock units intended to be part of the Train Fleet after December 2018 shall permit and facilitate the option for the Franchisee to procure the fitment of Automatic Selective Door Opening equipment to such rolling stock.

13. **TSS Enhancement Services**

13.1 The Secretary of State and the Franchisee acknowledge that:

- (a) the Train Service Specification specifies a significant increase (in terms of number and frequency) in the provision of Passenger Services on certain Routes (each a "**TSS Enhancement Service**") and that the Secretary of State will wish to review whether the:
 - (i) benefits of the continued provision of any TSS Enhancement Service, in the reasonable opinion of the Secretary of State, outweigh the costs of operating any such TSS Enhancement Service; and
 - (ii) level of passenger demand for such TSS Enhancement Services is considered likely to have, in the reasonable opinion of the Secretary of State, a positive commercial or economic value-for-money case for implementing further enhancements to Passenger Services, either on those Routes or on other Routes; and
- (b) in undertaking the review contemplated in paragraph 13.1(a), it may not be feasible to effectively determine the benefits and the specific passenger demand generated by a particular TSS Enhancement Service as distinct from that generated by other Passenger Services operating on the same Route.

13.2 Accordingly, at the request of the Secretary of State and within two months from the date of any such request (or such alternative period as may be agreed by the Secretary of State), the Franchisee shall submit a report containing such information and analysis as the Secretary of State may reasonably request in relation to any Relevant Service. In particular (without limitation), such information and analysis may include:

- (a) the level of passenger demand in relation to any Relevant Service;
- (b) the amount of revenue generated from the provision of any Relevant Service;

- (c) the costs incurred by the Franchisee for the operation of any Relevant Service; and
 - (d) any potential opportunities to increase revenue derived from, or to reduce costs incurred in, operating any Relevant Service; and
 - (e) an assessment of whether, taking into account the level of passenger demand for a Relevant Service there is likely to be a commercial or a value-for-money economic case for further enhancements to Passenger Services (either on the Routes on which such TSR Enhancement Service operates, or on other Routes).
- 13.3 For the purposes of this paragraph 13, a **"Relevant Service"** is a Passenger Service identified as such by the Secretary of State in a written notice served by him on the Franchisee.
- 13.4 In relation to the reports required to be provided by the Franchisee under paragraph 13.2 the Secretary of State:
- (a) shall only be entitled to require the Franchisee to submit no more than one such report in any twelve month period;
 - (b) may request that any such report is provided in relation to one or more Relevant Services and by reference to such level of disaggregation (including by Route or Service Group or journey time (such as early – morning and late – evening Passenger Services in general)) as the Secretary of State may reasonably require; and
 - (c) shall, prior to issuing a request to the Franchisee to submit a report pursuant to paragraph 13.2, consult the Franchisee such that the Franchisee has the opportunity to comment on whether or not it will be feasible to provide the information and analysis that the Secretary of State intends to request in exercise of his rights pursuant to paragraph 13.2. In exercising his rights under paragraph 13.2 to require the Franchisee to submit a report the Secretary of State shall have due regard to any such comments made by the Franchisee.
- 13.5 Following the submission of any report required pursuant to paragraph 13.2 the Franchisee shall:
- (a) promptly respond to the Secretary of State's reasonable queries in relation to such report (including the provision of such assistance as the Secretary of State may reasonably require in connection with the verification of any information contained in such report);
 - (b) upon reasonable notice, attend any such meeting as the Secretary of State may reasonably require for the purposes of discussing the contents of any such report; and
 - (c) at the request of the Secretary of State, prepare and submit to the Secretary of State within the timescales specified in any such request (or such other timescales as may be agreed by the Secretary of State and the Franchisee) a plan for the introduction of such further enhancements to Passenger Services (either on the Routes on which such TSS Enhancement Service

operates, or on other Routes) ("**Further Enhancement Services**"), such plan to include:

- (i) the impacts (if any) that the introduction of such Further Enhancement Services will have on the delivery of the Franchise Services including the expected impacts on costs and revenues;
- (ii) any additional costs or risks that might be imposed on Network Rail as a direct consequence of the introduction of the Further Enhancement Services;
- (iii) the expected operational performance impacts that the introduction of the Further Enhancement Service will have on operational performance by reference to Cancellations Benchmarks, the Annual Cancellations Benchmarks, the TOC Minute Delay Benchmarks, the Annual TOC Minutes Delay Benchmarks, the Short Formations Benchmarks, the Annual Short Formations Benchmarks, PPM and CaSL; and
- (iv) the expected operational performance impacts that the introduction of the Further Enhancement Services will have on Train Operators and freight operators whose railway passenger services or freight services (as the case may be) may be directly or indirectly affected by the introduction of the Further Enhancement Services.

13.6 It is agreed by the Secretary of State and the Franchisee that the Secretary of State may require the Franchisee to implement a plan as submitted by the Franchisee to the Secretary of State pursuant to paragraph 13.5(c) and any such requirement by the Secretary of State shall be a Change.

14. **Infrastructure Projects**

14.1 The Franchisee shall from the Start Date until completion of each Infrastructure Project engage constructively with all relevant parties responsible for the delivery of such Infrastructure Project with the intention of assisting its timely, efficient and effective completion.

14.2 To the extent that any Infrastructure Project leads to the Franchisee having rights under railway industry procedures (including Network Change and Station Change) the Franchisee shall not act in a way designed to directly or indirectly prevent, prejudice or frustrate the delivery of such Infrastructure Project and the Franchisee shall not unreasonably raise any objection under any railway industry procedure (including Network Change or Station Change) and any reasonable objections shall be raised by the Franchisee in accordance with the relevant railway industry procedures. It is acknowledged that the Franchisee may make reasonable objections with a view to mitigating the impact of the Infrastructure Projects and their implementation on passengers and the Franchise Services, while recognising the need for the Infrastructure Projects to be able to be undertaken in a reasonable manner.

14.3 The Franchisee shall throughout the Franchise Term allocate such appropriate Franchise Employees and other relevant resource as is reasonably required for the purposes of complying with its obligations in relation to all of the Infrastructure

Projects pursuant to both the Franchise Agreement and the Access Agreements to which it is a party.

14.4 The Franchisee shall provide within ten (10) Weekdays of the end of each Reporting Period a detailed report complying with the reasonable requirements of the Secretary of State describing progress in relation to matters relating to each Infrastructure Project and identifying and quantifying so far as the Franchisee is reasonably able the emerging risk position in relation to each such Infrastructure Project as it affects passengers and the Franchise Services. The Franchisee shall provide such additional information as the Secretary of State shall reasonably request and if requested by the Secretary of State it shall develop such alternative and contingency plans as the Secretary of State may reasonably require for the purpose of mitigating relevant risk and ensuring that the adverse impacts on passengers and the Franchise Services of any relevant risk arising is mitigated to the greatest extent reasonable practicable.

14.5 For the purposes of this paragraph 14:

(a) **"Infrastructure Projects"** means together:

- (i) the Crossrail Programme;
- (ii) Crossrail 2; and
- (iii) each of the following Control Period 5 network infrastructure changes that Network Rail is required to deliver as more particularly described in the document in agreed terms marked **"IRID"**:
 - (A) Wessex Capacity Programme;
 - (B) Reading, Ascot to Waterloo train lengthening;
 - (C) Wessex Traction Power Supply Upgrade;
 - (D) DC Regenerative braking programme; and
 - (E) Feltham Resignalling,

and **"Infrastructure Project"** shall mean any of them.

15. **Boxing Day Services**

15.1 At least six months prior to each of the Passenger Change Dates occurring in December 2018 and December 2020 the Franchisee shall:

- (a) consult with passengers, user groups, Network Rail, other train operators licensed under the Act and who operate along the affected Routes and other relevant Stakeholders on the potential demand for passenger services on 26 December in each Franchisee Year (**"Boxing Day Services"**); and
- (b) prepare and submit a report to the Secretary of State which sets out its proposals for operating Boxing Day Services which are additional to those Passenger Services to be operated by the Franchisee on 26 December in

each Franchisee Year pursuant to the relevant Train Service Specification (the **"Additional Boxing Day Services"**). Such report shall include:

- (i) the Franchisee's view on whether or not the operation of the Additional Boxing Day Services will be commercially viable;
- (ii) the impact on Franchise Payments (if any) if the Secretary of State (at his sole discretion) elects to vary the Train Service Specification to require the provision of the Additional Boxing Day Services thereby triggering a Change pursuant to paragraph (d) of the definition of Change.

15.2 Following the submission of the report required pursuant to paragraph 15.1(b) the Franchisee shall:

- (a) promptly respond to the Secretary of State's reasonable queries in relation to such report (including the provision of such assistance as the Secretary of State may reasonably require in connection with the verification of any information contained in such report); and
- (b) upon reasonable notice, attend any such meeting as the Secretary of State may reasonably require for the purposes of discussing the contents of such report.

15.3 The Franchisee shall have due regard to the outcomes and findings of the consultation referred to in paragraph 15.1(a) in proposing on which Routes Additional Boxing Day Services should operate if the Secretary of State (at his sole discretion) elects to vary the Train Service Specification to require the provision of the Additional Boxing Day Services.

16. **Depot and Stabling Works and Waterloo International "fit out"**

16.1 **Wimbledon Light Maintenance Depot Enhancements³³**

The Franchisee shall, to the extent not already completed by the Previous Franchisee at the Start Date, carry out or procure the carrying out of the following works at Wimbledon Light Maintenance Depot:

- (a) **the lengthening of sidings numbered 22 and 23 to accommodate ten vehicles;**
- (b) **the provision of new office accommodation measuring approximately 70 square metres on the first floor and the re-fitting of existing office accommodation measuring approximately 190 square metres on the ground floor;**
- (c) **the provision of a new steel framed concrete floor stores facility measuring approximately 400 square metres; and**
- (d) **^{iv}the lengthening of roads numbered 9, 10 and 11 in the maintenance shed to accommodate ten vehicles and extending**

³³ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

the steel framed concrete floored maintenance shed to accommodate such extended roads,

so that all such works, with the exception of those works referred to in paragraph 16.1(d), are completed, operational and commissioned as soon as reasonably practicable after the Start Date and in any event by no later than 1 May 2018 and all such works referred to in paragraph 16.1(d) are completed, operational and commissioned as soon as reasonably practicable after the Start Date and in any event by no later than 1 July 2018.

16.2 Clapham Yard Depot Enhancements

The Franchisee shall, to the extent not already completed by the Previous Franchisee at the Start Date, carry out or procure the carrying out of the following works at Clapham Yard Depot:

- (a) the lengthening of sidings 35 and 36 to accommodate ten vehicles; and
- (b) the electrification of siding 6,

so that all such works are completed, operational and commissioned as soon as reasonably practicable after the Start Date.

16.3 Strawberry Hill Light Maintenance Depot Enhancements

The Franchisee shall, to the extent not already completed by the Previous Franchisee at the Start Date, carry out or procure the carrying out of the works of the lengthening of sidings 3 and 4 at Strawberry Hill Depot to accommodate ten vehicles so that all such works are completed, operational and commissioned as soon as reasonably practicable after the Start Date.

16.4 Farnham Light Maintenance Depot Enhancements³⁴

The Franchisee shall, to the extent not already completed by the Previous Franchisee at the Start Date, carry out or procure the carrying out of the works of constructing one additional siding to accommodate twelve vehicles at Farnham Light Maintenance Depot on the north side of siding 16 so that such works are completed, operational and commissioned as soon as reasonably practicable after the Start Date.

The Franchisee shall carry out or procure the carrying out of the works of constructing three (3) additional sidings to accommodate one siding of twelve vehicles and two sidings of ten vehicles at Farnham Light Maintenance Depot on the north side of siding 17 so that such works are completed, operational and commissioned by 31 December 2020.

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

16.5 **Basingstoke Sidings**^{35 36}

The Franchisee shall, to the extent not already completed by the Previous Franchisee at the Start Date, carry out or procure the carrying out of the works of constructing one additional sidings to accommodate twelve vehicles and a Mobile Controlled Emission Toilet ("CET") facility with Apron drainage and M&E support Infrastructure to the west of Basingstoke station so that all such works are completed, operational and commissioned as soon as reasonably practicable after the Start Date and in any event by no later than 31 December 2019.

16.6 **Fratton Light Maintenance Depot Enhancements**^{37 38}

The Franchisee shall, to the extent not already completed by the Previous Franchisee at the Start Date, carry out or procure the carrying out of the works of constructing three additional sidings to accommodate twelve vehicles at Fratton Light Maintenance Depot between Fratton station and the current berthing depot and a CET facility between two of the three additional sidings so that all such works are completed, operational and commissioned as soon as reasonably practicable after the Start Date and in any event by no later than 31 July 2019.

16.7 **Woking Sidings**^{39 40}

The Franchisee shall, to the extent not already completed by the Previous Franchisee at the Start Date, at Woking carry out or procure the carrying out of the works of providing and bringing into operational use 3 (three) additional sidings which may be delivered by electrifying existing sidings) capable of berthing 9 four car electric multiple units and are operational and commissioned

³⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

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

³⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

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

³⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

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

as soon as reasonably practicable and in any event by no later than 31 December 2018:

16.8 Waterloo International Fit Out

- (a) The Franchisee shall liaise and cooperate with Network Rail and London & Continental Railways in relation to the bringing into service of platforms 21 to 24 at Waterloo International station and the installation of:
- (i) an operational ticket gateline;
 - (ii) not used;
 - (iii) Customer Information System **(as such term is defined in paragraph 1.1 of Part 1 of Schedule 6.2 (Committed Obligations))**; ⁴¹
 - (iv) a fully fitted out crew mess room of approximately 140m² which is acceptable to staff representatives including the following:
 - (A) rest areas including furniture;
 - (B) good decoration in all areas;
 - (C) refurbished male and female toilets, wash basins and showers;
 - (D) new kitchen facilities including hot and cold running water;
 - (E) adequate heating, lighting and ventilation;
 - (F) appropriate IT facilities;
 - (G) integration of the fire alarm system into the station system and provision of appropriate emergency escape routes; and
 - (H) checking and upgrading where appropriate of the electrical system;
 - (v) **Passenger Information System**; ⁴²
 - (vi) seats and signage which are not otherwise provided by Network Rail;
 - (vii) water supply,

at platforms 21 to 24 or in the case of paragraph 16.8(a)(iv) above, so that the walking time between the crew mess room and each of

⁴¹ Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁴² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

platforms 21 to 24 for non-Waterloo depot drivers is no more than seven minutes.

- 16.9 **The Franchisee shall use all reasonable endeavours to ensure that the deliverables listed in paragraph 16.8 are completed on or before the date on which platforms 21 to 24 at Waterloo International Station are operational for regular passenger services and if this is not achieved prior to 31 December 2018 on such date provided that the Franchisee shall not be in breach of the Franchise Agreement if the deliverables are not completed by 31 December 2018 if it has used all reasonable endeavours to comply with such obligation. Under such circumstances the Franchisee shall continue to use all reasonable endeavours to comply with such obligation as soon as reasonably practicable and in any event shall ensure that the deliverables listed in paragraph 16.8 are completed by no later than 28 February 2019.**⁴³

16.10 **Fleet and Facilities Works**

- (a) The Franchisee shall procure, install, commission and maintain in full operational use the facilities listed in the first column in the table in paragraph 16.10(c) ("**Capital Expenditure Table**") by no later than the date in the second column of the Capital Expenditure Table.
- (b) If the Franchisee incurs less in direct capital expenditure than the amount set out in the third column of the Capital Expenditure Table in procuring, installing, commissioning and bringing into full operational use the relevant facility, in respect of each such facility individually, the Franchisee shall notify the Secretary of State and shall, at the direction of the Secretary of State:
- (i) pay to the Secretary of State the difference between the relevant sum identified in the third column of the Capital Expenditure Table and the amount actually incurred; or
- (ii) expend the difference between the relevant sum identified in the third column of the Capital Expenditure Table and the amount incurred for infrastructure improvements in accordance with the direction of the Secretary of State.
- (c) Capital Expenditure Table

Facility	Due Date	Anticipated Capital Expenditure
Not used	Not used	Not used

⁴³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Waterloo International platform fit out	31 December 2018	[REDACTED ⁴⁴]
Waterloo International mess room as set out in paragraph 16.8(a)(iv).	31 December 2018	[REDACTED ⁴⁵]

16.11 The provisions of Part 2 (Special Terms Related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply to this paragraph 16 *mutatis mutandis* as if this paragraph 16 had been set out in Schedule 6.2 (Committed Obligations).

17. Co-operation with Network Rail and the Previous Franchisee in relation to the Depot and Stabling Works

17.1 The Franchisee shall:

- (a) co-operate in good faith with Network Rail to the greatest extent reasonably practicable for the purpose of meeting its obligations to the Secretary of State with regard to the Depot and Stabling Works; and
- (b) be responsible for delivering the Depot and Stabling Works within the allocated funding available from the Depot and Stabling Fund. The Secretary of State shall not be responsible for funding costs incurred by the Franchisee in respect of Depot and Stabling Works.

17.2 The Franchisee acknowledges that its obligations in relation to the Depot and Stabling Works involve it taking over responsibility for a project commenced by the Previous Franchisee. Accordingly the Franchisee agrees to fully and effectively co-operate with the Previous Franchisee for the purposes of avoiding or mitigating to the greatest extent reasonably practicable risks to the delivery of the Depot and Stabling Works in accordance with agreed specifications and timescales consequent upon such takeover of responsibility.

17.3 The provisions of Part 2 (Special Terms Related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply to this paragraph 17 *mutatis mutandis* as if this paragraph 17 had been set out in Schedule 6.2 (Committed Obligations).

⁴⁴ Date of redaction 31/08/2017 - 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.

⁴⁵ Date of redaction 31/08/2017 - 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.

18. Acquisition of CP5 Rolling Stock

- 18.1 The Franchisee shall enter into a Rolling Stock Lease in relation to the CP5 Rolling Stock on or before the Start Date and will procure the transfer of the Maintenance Agreement, the CP5 Rolling Stock MSA, the CP5 RS Project Management Agreement and the CP5 Secondment Agreement as part of the Transfer Scheme.
- 18.2 **The Franchisee shall take delivery of each unit of CP5 Rolling Stock and the Associated Equipment in accordance with the terms of the CP5 Rolling Stock MSA. As at the date of the CP5 RS Deed of Amendment the anticipated Acceptance dates of each unit of CP5 RS Rolling Stock are set out in column 2 of the table below. It is acknowledged and agreed by the Secretary of State and the Franchisee that pursuant to the terms of the CP5 Rolling Stock MSA the delivery date for each unit of CP5 Rolling Stock has been accelerated and the proposed early Acceptance dates for each unit of CP5 Rolling Stock are set out in column 3 of the table below:**⁴⁶

Column 1	Column 2	Column 3
Class 707 / 5 car unit	Anticipated Acceptance Date	Early Acceptance Date
Unit No. 1	9 June 2017	9 March 2017
Unit No. 2	19 June 2017	16 March 2017
Unit No. 3	26 June 2017	23 March 2017
Unit No. 4	30 June 2017	30 March 2017
Unit No. 5	14 July 2017	13 April 2017
Unit No. 6	14 July 2017	13 April 2017
Unit No. 7	20 July 2017	20 April 2017
Unit No. 8	20 July 2017	20 April 2017
Unit No. 9	2 Aug 2017	4 May 2017
Unit No. 10	2 Aug 2017	4 May 2017
Unit No. 11	16 Aug 2017	18 May 2017
Unit No. 12	16 Aug 2017	18 May 2017
Unit No. 13	29 Aug 2017	22 August 2017

⁴⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Unit No. 14	29 Aug 2017	22 August 2017
Unit No. 15	11 Sept 2017	4 September 2017
Unit No. 16	11 Sept 2017	4 September 2017
Unit No. 17	29 Sept 2017	22 September 2017
Unit No. 18	29 Sept 2017	22 September 2017
Unit No. 19	16 Oct 2017	9 October 2017
Unit No. 20	16 Oct 2017	9 October 2017
Unit No. 21	30 Oct 2017	23 October 2017
Unit No. 22	30 Oct 2017	23 October 2017
Unit No. 23	14 Nov 2017	7 November 2017
Unit No. 24	14 Nov 2017	7 November 2017
Unit No. 25	28 Nov 2017	21 November 2017
Unit No. 26	28 Nov 2017	21 November 2017
Unit No. 27	12 Dec 2017	5 December 2017
Unit No. 28	12 Dec 2017	5 December 2017
Unit No. 29	22 Dec 2017	15 December 2017
Unit No. 30	22 Dec 2017	15 December 2017

- 18.3 The Franchisee shall use all reasonable endeavours to ensure that the actual Acceptance date of each unit of CP5 Rolling Stock to be delivered on or after the Start Date in accordance with column 3 of the table in paragraph 18.2 is the early Acceptance date set out in column 3 of the table in paragraph 18.2. The Franchisee shall, as soon as reasonably practicable, notify the Secretary of State of any change to the early or anticipated Acceptance date of any unit of CP5 Rolling Stock which falls on or after the Start Date.
- 18.4 The Secretary of State acknowledges that where a unit of CP5 Rolling Stock is Accepted that unit will, from the date of such Acceptance, become subject to the terms of the CP5 Rolling Stock Lease.
- 18.5 The Secretary of State acknowledges that under the MSA the Franchisee and Angel Trains have the right not to Accept a unit of CP5 Rolling Stock which the Franchisee and/or Angel Trains (acting via the Project Manager) considers does not satisfy the requirements set out in the MSA. The Secretary of State agrees to the Franchisee and Angel Trains exercising such right subject to the Franchisee and Angel Trains acting reasonably in the circumstances as a skilled and experienced train operator or rolling stock leasing company (as applicable). If the Franchisee or Angel Trains

(acting via the Project Manager) does not Accept a unit of CP5 Rolling Stock by the early Acceptance date for that unit as specified in column 3 of the table in paragraph 18.2 for such reason in circumstances where the Franchisee has acted reasonably:

- (a) there shall not be a contravention of this Franchise Agreement;
- (b) there shall be a CP5 RS Franchise Payment Adjustment in accordance with paragraph 18.6.

18.6

- (a) If a unit of CP5 Rolling Stock is not Accepted on or before the early Acceptance date for that unit as specified in column 3 of the table at paragraph 18.2 (a "**CP5 RS Delayed Unit**") for any reason, and notwithstanding that the early Acceptance date for a CP5 RS Delayed Unit falls before the Start Date, then the Franchisee shall pay to the Secretary of State in relation to each CP5 RS Delayed Unit a CP5 RS Franchise Payment Adjustment as follows:
 - (i) in respect of a CP5 RS Delayed Unit where the early Acceptance date for that unit falls before the Start Date, for each day that elapses between the Start Date and the actual date that the CP5 RS Delayed Unit is Accepted; and
 - (ii) in respect of a CP5 RS Delayed Unit where the early Acceptance date for that unit falls on or after the Start Date, for each day that elapses between the early Acceptance date of the CP5 RS Delayed Unit to the Franchisee and the actual date that the CP5 RS Delayed Unit is Accepted.
- (b) Where a unit of CP5 Rolling Stock is Accepted under the MSA (including by the Previous Franchisee) but either or any of the Previous Franchisee, the Franchisee and Angel Trains is subsequently entitled to and does hand it back in circumstances where it is relieved of the capital and maintenance reserve CP5 Rolling Stock Lease charges relating to that unit, the unit shall be deemed to be a CP5 RS Delayed Unit for the purposes of this paragraph 18.6 regardless of whether the unit is handed back before, on or after the anticipated Acceptance date for that unit and a CP5 RS Franchise Payment Adjustment shall be paid to the Secretary of State as follows:
 - (i) in respect of a unit Accepted by the Previous Franchisee and handed back before the Start Date, for each day that elapses between the Start Date until the end of the Franchise Period on the basis that such unit shall not be subsequently Accepted by the Franchisee; and
 - (ii) in respect of a unit Accepted by the Franchisee on or after the Start Date, for each day that elapses from the date on which the unit is handed back until the end of the Franchise Period on the basis that such unit shall not be subsequently re-Accepted by the Franchisee.
- (c) Any CP5 RS Franchise Payment Adjustment under this paragraph 18.6 shall be payable on a Reporting Period basis so that the Secretary of State shall be paid by way of an adjustment to the Franchise Payment for any Reporting

Period, the amount of the CP5 RS Franchise Payment Adjustment which accrued in the previous Reporting Period.

- (d) The CP5 RS Franchise Payment Adjustment in respect of each relevant Reporting Period shall be calculated in respect of each CP5 RS Delayed Unit as:
- (i) in respect of a CP5 RS Delayed Unit which either or both of the Previous Franchisee, the Franchisee and Angel Trains is entitled to, and does, hand back, as set out in paragraph 18.6(b) the Class 707 Daily Rate multiplied by the number of days in the Reporting Period between:
 - (A) the date on which the unit is handed back or if the unit has been handed back prior to the start of the relevant Reporting Period, the start of the relevant Reporting Period (including, for the avoidance of doubt, the Start Date in circumstances where the unit has been handed back by the Previous Franchisee before the Start Date); and
 - (B) the date on which the relevant unit has been Accepted or re-Accepted by the Franchisee or, if earlier, the end of the relevant Reporting Period; and
 - (ii) in respect of all other CP5 RS Delayed Units, the Class 707 Daily Rate multiplied by the number of days in the Reporting Period between:
 - (A) the date on which the CP5 RS Delayed Unit was planned to be Accepted as specified in column 3 of the table at paragraph 18.2 or, if such date occurred prior to the start of the relevant Reporting Period the start of the relevant Reporting Period (including, for the avoidance of doubt, the Start Date in circumstances where the CP5 RS Delayed Unit was planned to be Accepted by the Previous Franchisee before the Start Date); and
 - (B) the date of actual Acceptance of that CP5 RS Delayed Unit or, if earlier, the end of the relevant Reporting Period;
 - (iii) for the purposes of paragraphs 18.6(d)(i) and (ii) above, the Class 707 Daily Rate is:
 - (A) for the period from and including the date of early Acceptance set out in column 3 of the table at paragraph 18.2 up to but excluding the date of anticipated Acceptance set out in column 2 of the table at paragraph 18.2 for the relevant unit, the sum of:

- (1) **[REDACTED⁴⁷]** per day being the maintenance reserve charge set out in the Financial Model (which shall be indexed by the Retail Prices Index in the same way as variable costs are indexed by the Retail Prices Index in Schedule 8.2 (Profit Share Mechanism)) multiplied by the number of vehicles in the relevant unit; and
- (2) **[REDACTED⁴⁸]** per day as applicable in each case, being **[REDACTED⁴⁹]** of the capital lease charge set out in the Financial Model (which shall not be subject to indexation) multiplied by the number of vehicles in the relevant unit; and
- (B) for the period from and including the date of anticipated Acceptance set out in column 2 of the table at paragraph 18.2 for the relevant unit, the sum of:
- (1) **[REDACTED⁵⁰]** per day being the maintenance reserve charge set out in the Financial Model (which shall be indexed by the Retail Prices Index in the same way as the component of Annual Franchise Payments VCRPI is indexed pursuant to Appendix 1 to Schedule 8.1 (Annual Franchise Payments) is indexed by the Retail Prices Index) multiplied by the number of vehicles in the relevant unit; and
- (2) **[REDACTED⁵¹]** per day, being the capital lease charge set out in the Financial Model (which shall not be subject to indexation) multiplied by the number of vehicles in the relevant unit.

The daily amounts referred to above shall be increased by the amount of liquidated damages or equivalent compensatory payments (if any) which

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the Franchisee is entitled to receive in relation to each relevant day in respect of such delay.

- 18.7 Save to the extent that paragraph 20 applies in respect of the CP5 Gauging Works, the Franchisee shall use all reasonable endeavours to obtain all appropriate rights and approvals required to enable the CP5 Rolling Stock to be used over all the South West Electrified Network including, without limitation, route clearances, safety case approvals and access rights from Network Rail. It is agreed that in relation to CP5 Rolling Stock the Franchisee shall (subject to it exercising relevant rights under its Track Access Agreement where required) have complied with its obligation to use all reasonable endeavours in relation to relevant rights and approvals if it enforces the obligation on Angel Trains and/or Siemens in the MSA to obtain all relevant approvals which Angel Trains and/or Siemens is responsible for obtaining provided that the Franchisee shall only be required to commence any court proceedings or other form of dispute resolution against Angel Trains and/or Siemens in circumstances where a reasonable skilled and experienced train operator would take such action.
- 18.8 Without prejudice to any other rights and obligations of the Franchisee or the Secretary of State the Franchisee shall not, and shall procure that neither Siemens or Angel Trains shall make any variation to the terms or conditions of the MSA on or after the Start Date without the prior written consent of the Secretary of State provided that the Secretary of State shall not unreasonably withhold or delay his consent.
- 18.9 The provisions of Part 2 (Special Terms Related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply to this paragraph 18 *mutatis mutandis* as if this paragraph 18 had been set out in Schedule 6.2 (Committed Obligations).
19. **Introduction into Passenger Service of CP5 Rolling Stock**
- 19.1 Subject to paragraph 19.2, the Franchisee shall:
- (a) use all reasonable endeavours to introduce the number of units of CP5 Rolling Stock in column 3 (Total number of units of CP5 Rolling Stock in passenger service on each Weekday) of the following table which are to be introduced on or after the Start Date in accordance with column 2 (Date for early introduction into passenger service) into passenger service in accordance with the dates in column 2 (Date for early introduction into passenger service) of the following table:

Column 1	Column 2	Column 3
Date for introduction into passenger service	Date for early introduction into passenger service	Total number of units of CP5 Rolling Stock in passenger service on each Weekday
17th July 2017	17th April 2017	2
24th July 2017	24th April 2017	4

7th Aug 2017	8th May 2017	6
21st Aug 2017	22nd May 2017	8
4th Sept 2017	5th June 2017	10
18th Sept 2017	19th June 2017	12
2nd Oct 2017	3rd July 2017	14
23rd Oct 2017	17th July 2017	16
6th Nov 2017	31st July 2017	18
20th Nov 2017	14th August 2017	20
4th Dec 2017	28th August 2017	22
18th Dec 2017	11th September 2017	24
2nd Jan 2018	25th September 2017	27

- (b) ⁵²notwithstanding the dates in column 1 of the table in paragraph 19.1(a), introduce 27 units of CP5 Rolling Stock into passenger service by 21 February 2018 and in any event by no later than 26 March 2018;
- (c) subsequent to the introduction of each unit of CP5 Rolling Stock set out in the table in paragraph 19.1(a) into passenger service, use all reasonable endeavours to operate 27 units of CP5 Rolling Stock in accordance with the Plan of the Day for the relevant day with at least the passenger carrying capacity specified in the Train Plan.

19.2 The Franchisee shall not be in breach of its obligation under paragraph 19.1 (and accordingly there shall not be a contravention of this Agreement) if and to the extent that failure to introduce one or more units of CP5 Rolling Stock into passenger service on or before the relevant date for introduction into passenger service set out in column 2 of the table in paragraph 19.1(a), arises as a result of a failure by Angel Trains to deliver to the Franchisee one or more units of CP5 Rolling Stock in accordance with the terms of the CP5 Rolling Stock Lease in circumstances where the Franchisee has used all reasonable endeavours to enforce relevant obligations against Angel Trains provided that the Franchisee shall only be required to commence any court proceedings or other form of dispute resolution against Angel Trains in circumstances where a reasonable skilled and experienced train operator would take such action.

19.3 Where the circumstance referred to in paragraph 19.2 applies the Franchisee shall:

⁵² 29 March 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

- (a) notify the Secretary of State promptly upon becoming aware of any anticipated or actual delay to the introduction into passenger service of one or more units of CP5 Rolling Stock on or after the Start Date of the fact that Angel Trains has failed or is anticipated to fail to deliver to the Franchisee one or more units of CP5 Rolling Stock in accordance with the terms of the CP5 Rolling Stock Lease (a "**CP5 RS Unavailability**");
 - (b) use all reasonable endeavours to mitigate the effects of the relevant CP5 RS Unavailability;
 - (c) provide the Secretary of State updates on any CP5 RS Unavailability in accordance with paragraph 21 (Project Management), including any management escalation process with Angel Trains which the Franchisee has taken or plans to take to address the CP5 RS Unavailability.
- 19.4 Subject to paragraph 19.2, where the Previous Franchisee or the Franchisee has failed to introduce one or more units of CP5 Rolling Stock into passenger service by the date specified in column 2 of the table in paragraph 19.1(a):
- (a) a CP5 RS Franchise Payment Adjustment shall be paid by the Franchisee to the Secretary of State:
 - (i) in respect of a failure by the Previous Franchisee to introduce one or more units of CP5 Rolling Stock into passenger service by the date specified in column 2 of the table in paragraph 19.1(a) before the Start Date, from the Start Date until the relevant unit has been introduced into passenger service; and
 - (ii) in respect of a failure by the Franchisee to introduce one or more units of CP5 Rolling Stock into passenger service by the date specified in column 2 of the table in paragraph 19.1(a) on and after the Start Date, from the relevant date specified in column 2 of the table at paragraph 19.1(a) until the relevant unit has been introduced into passenger service

The amount of the CP5 RS Franchise Payment Adjustment payable by the Franchisee to the Secretary of State shall be calculated as **[REDACTED⁵³]** per vehicle within the relevant unit (which shall be indexed by the Retail Prices Index in the same way as variable costs are indexed in Schedule 8.2 (Profit Share Mechanism) multiplied by the number of days in the relevant Reporting Period following either the Start Date (in respect of a CP5 RS Franchise Payment Adjustment payable pursuant to paragraph 19.4(a)(i)) or the date specified in column 2 of the table in paragraph 19.1(a) (in respect of a CP5 RS Franchise Payment Adjustment payable pursuant to paragraph 19.4(a)(ii)) during which the relevant vehicle was not in passenger service, multiplied by the number of vehicles in the unit; and

⁵³ Date of redaction 31/08/2017 - 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.

- (b) relevant CP5 RS Franchise Payment Adjustments shall be payable on a Reporting Period basis so that the Secretary of State shall be paid by way of an adjustment to the Franchise Payment for any Reporting Period the amount of the CP5 RS Franchise Payment Adjustment which accrued in the previous Reporting Period.

19.5 The provisions of Part 2 (Special Terms Related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply to this paragraph 19 *mutatis mutandis* as if this paragraph 19 had been set out in Schedule 6.2 (Committed Obligations).

20. Gauging Risk

20.1 The Secretary of State and the Franchisee agree that:

- (a) the introduction of the CP5 Rolling Stock into passenger service on the South West Core Network will require certain works (being potentially both infrastructure works and alterations to the CP5 Rolling Stock) to be undertaken in order that the CP5 Rolling Stock obtains route clearance from Network Rail ("**CP5 Gauging Works**");
- (b) the Franchisee will be required from the Start Date to incur costs in consequence of such CP5 Gauging Works;
- (c) Acceptance of the first unit of CP5 Rolling Stock is conditional upon all CP5 Gauging Works on the South West Electrified Network being planned to be completed by no later than the anticipated Acceptance date of the first unit of CP5 Rolling Stock (being 9 June 2017) provided that if some or all the CP5 Gauging Works are not completed by such date, the first unit of CP5 Rolling Stock may be Accepted if all CP5 Gauging Works relating to the South West Core Network have been completed and the outstanding CP5 RS Gauging Works are scheduled to be completed by no later than 31 January 2019;
- (d) where all CP5 Gauging Works relating to the South West Core Network have been completed, no further CP5 Gauging Works shall be required on the South West Core Network after Acceptance of that first unit has occurred.

20.2 The Franchisee shall act reasonably in seeking to minimise any CP5 Gauging Works which are outstanding at the Start Date and their cost to the greatest extent reasonably practicable. If the Franchisee is notified by Siemens, or itself reasonably believes that CP5 Gauging Works of any nature are required to be undertaken in order to achieve route clearance from Network Rail, it shall notify the Secretary of State and seek his prior written consent to proceed. The Franchisee shall provide with such notification a report explaining the nature of the relevant CP5 Gauging Works, why they are required, and an estimate of the costs for such works and an analysis of the potential impact on the introduction into passenger service of the CP5 Rolling Stock. The Franchisee shall provide such further information as the Secretary of State shall reasonably request in order for the Secretary of State to reasonably evaluate the request for consent. The Secretary of State shall not unreasonably withhold or delay his consent to a request from the Franchisee pursuant to this paragraph it being agreed that:

- (a) it will be reasonable for the Secretary of State to withhold his consent if, in consequence of giving his consent, the amount of the CP5 Gauging Works

Franchise Payment Adjustments payable pursuant to paragraph 20.4 and/or any CP5 RS Siemens Expenditure Franchise Payment Adjustment payable pursuant to paragraph 20.5 would, when taken in aggregate, be likely to exceed [REDACTED⁵⁴] (such amount being the “**Maximum SoS Contribution**”) when further taken in aggregate with any CP5 Gauging Works Franchise Payment Adjustment and any CP5 RS Siemens Expenditure Franchise Payment Adjustment already paid, including any equivalent payments paid to the Previous Franchisee, in respect of works previously undertaken in the programme of gauge clearance for the CP5 Rolling Stock (which amount shall not be indexed); and

- (b) without prejudice to any other reason the Secretary of State may have for withholding his consent, it will be unreasonable for the Secretary of State to withhold his consent if:
- (i) in the reasonable opinion of the Secretary of State the aggregate amount of the direct costs payable to third parties (excluding any profit to the Franchisee) in furtherance of the CP5 Gauging Works (“**CP5 Gauging Costs**”) likely to be properly incurred by the Franchisee (before application of this paragraph) is less than [REDACTED⁵⁵] (such amount being the “**Gauging Costs Cap**”) (which amount shall not be indexed) when taken in aggregate with any direct costs previously incurred, including by the Previous Franchisee, in respect of works previously undertaken in the programme of gauge clearance for the CP5 Rolling Stock (which amount shall not be indexed); or
 - (ii) in the reasonable opinion of the Secretary of State the amount of the CP5 Gauging Costs likely to be properly incurred by the Franchisee (before application of this paragraph) in furtherance of the CP5 Gauging Works when aggregated with any equivalent costs previously incurred by the Previous Franchisee is greater than the Gauging Costs Cap but Siemens, Angel Trains or any appropriate third party has agreed in a legally binding form enforceable by the Secretary of State to bear all of the costs of the CP5 Gauging Works in excess of such aggregate amount.

20.3 If following the granting by Secretary of State of his consent pursuant to paragraph 20.2 the Franchisee becomes aware that additional CP5 Gauging Works are required and/or that the CP5 Gauging Costs will be greater than the estimate of such costs provided to the Secretary of State, the Franchisee shall notify the Secretary of State and seek his consent to carry out the additional CP5 Gauging Works and/or for

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additional funding in respects of the increased CP5 Gauging Costs. The Franchisee shall provide such further information as the Secretary of State shall reasonably request in order for the Secretary of State to reasonably evaluate the request for consent. The Secretary of State shall not unreasonably withhold or delay his consent to a request from the Franchisee pursuant to this paragraph and the provisions of paragraph 20.2(b)(i) and (ii) shall apply.

- 20.4 Where such consent is given by the Secretary of State in accordance with paragraph 20.2, a franchise payment adjustment (which shall be known as a **“CP5 Gauging Works Franchise Payment Adjustment”**) shall be payable by the Secretary of State to the Franchisee equivalent to the amount of CP5 Gauging Costs properly incurred by the Franchisee in excess of [REDACTED⁵⁶] when taken in aggregate with any CP5 Gauging Costs previously incurred by the Previous Franchisee and by Siemens (which amount shall not be indexed) pursuant to any or all consents given under this paragraph. The Franchisee shall give the Secretary of State at least one (1) months' notice of the incurring of any CP5 Gauging Costs over [REDACTED⁵⁷] when taken in aggregate with any CP5 Gauging Costs previously incurred by the Previous Franchisee and by Siemens (which amount shall not be indexed), provided that the Secretary of State, acting reasonably, reserves the right to increase such notice period depending on the nature and scope of the CP5 Gauging Costs proposed to be incurred. Such CP5 Gauging Works Franchise Payment Adjustment shall be paid by way of an adjustment to the Franchise Payments payable in relation to the Reporting Period after that in which the relevant CP5 Gauging Cost was incurred (and the Franchisee shall provide evidence of such cost having been incurred). The maximum aggregate amount of CP5 Gauging Works Franchise Payment Adjustments payable pursuant to this paragraph shall be the amount of the Maximum SoS Contribution when taken in aggregate with any CP5 Gauging Works Franchise Payment Adjustment and CP5 RS Siemens Expenditure Franchise Payment Adjustment already paid, including equivalent payments to the Previous Franchisee (which amount shall not be indexed). The Franchisee shall report to the Secretary of State frequently and in detail on: (a) the progress made; and (b) all costs incurred in the performance of the CP5 Gauging Works, including a detailed breakdown of all proposed and actual expenditure.
- 20.5 Where such consent is given by the Secretary of State in accordance with paragraph 20.2, a reimbursement payment (which shall be known as the **“CP5 RS Siemens Expenditure Franchise Payment Adjustment”**) shall be payable by the Secretary of State to the Franchisee equivalent to the amount of CP5 Gauging Costs properly incurred by Siemens in excess of [REDACTED⁵⁸] when taken in aggregate

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with any CP5 Gauging Costs previously incurred by Siemens (which amount shall not be indexed) pursuant to any or all consents given under this paragraph. The Franchisee shall give the Secretary of State at least one (1) months' notice of the incurring of any CP5 Gauging Costs previously incurred by Siemens over [REDACTED⁵⁹] when taken in aggregate with any CP5 Gauging Costs previously incurred by Siemens (which amount shall not be indexed), provided that the Secretary of State, acting reasonably, reserves the right to increase such notice period depending on the nature and scope of the CP5 Gauging Costs proposed to be incurred by Siemens. Such CP5 RS Siemens Expenditure Franchise Payment Adjustment shall be paid by way of an adjustment to the Franchise Payments payable in relation to the Reporting Period after that in which the relevant CP5 Gauging Cost was incurred (and the Franchisee shall provide evidence of such cost having been incurred).

20.6 In the event that CP5 Gauging Works are required to enable the CP5 Rolling Stock to obtain route clearance from Network Rail and these works are not carried out because:

- (a) the aggregate amount of the CP5 Gauging Costs required to be incurred by the Franchisee would exceed the Gauging Costs Cap when taken in aggregate with any CP5 Gauging Costs incurred by the Previous Franchisee (which amount shall not be indexed);
- (b) the Secretary of State refuses to give consent to proceed with relevant works pursuant to paragraph 20.2, then:
 - (i) CP5 RS Franchise Payment Adjustments including those payable pursuant to paragraphs 18.6 and 19.4 shall remain payable in accordance with such relevant provisions;
 - (ii) (subject to the Franchisee having complied with its obligations pursuant to paragraph 20.2 above and its relevant obligations to Angel Trains under the CP5 Rolling Stock Lease relating to facilitating gauge clearance including by reasonably exercising rights under the Track Access Agreement) there shall not be a contravention of the Franchise Agreement to the extent that the Franchisee cannot deliver its obligation to introduce the CP5 Rolling Stock into passenger service in consequence of the CP5 Gauging Works not having been carried out;
 - (iii) the Franchisee and the Secretary of State shall discuss in good faith options for reasonably mitigating the impact on passengers of the CP5 Rolling Stock not being introduced into passenger service in whole or in part in consequence of the relevant CP5 Gauging Works not having been delivered (provided that the Franchisee shall not be required to incur significant costs in relation to such mitigation except to the extent agreed).

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- 20.7 The Franchisee shall notify the Secretary of State and seek his prior written consent to any amendments to the Maintenance Agreement on or after the Start Date as they relate to the CP5 Gauging Works or the CP5 Gauging Costs. For the avoidance of doubt no obligation on the Secretary of State to make any payment to the Franchisee under this paragraph 20 shall arise to the extent CP5 Gauging Works are carried out or CP5 Gauging Costs are incurred as a result of an amendment to the Maintenance Agreement on or after the Start Date to which the Secretary of State has not provided his prior written consent.
- 20.8 NOT USED.
- 20.9 The amounts of the Maximum SoS Contribution and the Gauging Costs Cap will be calculated on an aggregate basis taking into account CP5 Gauging Works Franchise Payment Adjustments and CP5 RS Siemens Expenditure Franchise Payment Adjustments paid to the Franchisee and equivalent payments paid to the Previous Franchisee. Accordingly the amount of the Maximum SoS Contribution already made and the amounts already counting towards the Gauging Costs Cap at the Start Date will be the same as the relevant amounts that applied in relation to the equivalent provisions under the Previous Franchise Agreement immediately prior to the Start Date.
- 20.10 Nothing in the CP5 RS Network Rail Route Clearance Contract or the Maintenance Agreement shall prejudice the Franchisee's obligations under this Agreement.
- 20.11 The provisions of Part 2 (Special Terms Related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply to this paragraph 20 *mutatis mutandis* as if this paragraph 20 had been set out in Schedule 6.2 (Committed Obligations).

21. **Project Management**

- 21.1 NOT USED.
- 21.2 The Franchisee shall co-operate with Network Rail, the Secretary of State and/or any other third party relevant to the CP5 RS Committed Obligations including, in particular, being proactive in co-operating with Network Rail in developing the best overall solution for the associated construction works, and in so doing, the Franchisee shall use all reasonable endeavours to optimise the way in which that solution meets the Secretary of State's potentially competing needs to:
- (a) minimise disruption to the Passenger Services during the implementation of associated works;
 - (b) secure the best service level output for passengers from that programme; and
 - (c) maximise value for money for the taxpayer from that programme.
- 21.3 In fulfilling its obligation to co-operate pursuant to paragraph 21.2, the Franchisee shall, amongst other things:
- (a) make appropriate Franchisee Employees available to attend such meetings with Network Rail, the Secretary of State and/or any other third party relevant to the CP5 RS Committed Obligations as those parties reasonably

require;

- (b) procure that those appropriate Franchise Employees are proactive in:
 - (i) seeking to identify solutions that minimise overall rail industry costs; and
 - (ii) communicating those solutions and the Franchisee's opinion on any other relevant matter regarding the CP5 RS Committed Obligations, including its opinion in respect of the implementation timetable and schedule of works or any implementation timetable or schedule of works in respect of a particular element of that project;
- (c) use all reasonable endeavours to agree in advance of any phase of the Depot and Stabling Works in paragraph 16 comprising part of the CP5 RS Committed Obligations:
 - (i) the costs associated with any such phase, where possible, on a fixed cost basis; and
 - (ii) suitable compensation arrangements with Network Rail or any relevant third party.

CP5 RS Project Plans

- 21.4 The Franchisee shall maintain detailed project plans ("**CP5 RS Project Plans**") in connection with the CP5 RS Committed Obligations in accordance with a recognised project planning methodology, and shall provide copies of the CP5 RS Project Plans to the Secretary of State on a regular basis and promptly on request. The CP5 RS Project Plans shall include, without limitation, the Franchisee's planning for and progress against each of the CP5 RS Committed Obligations, and the impact of any matters potentially or actually adversely affecting the delivery of any CP5 RS Committed Obligations including in relation to the infrastructure of Network Rail.
- 21.5 The Franchisee shall provide a project manager who shall work full time for the Franchisee on the delivery of the CP5 Rolling Stock units into passenger service and the construction and enhancement of infrastructure to facilitate the CP5 RS Committed Obligations, managing the execution of the Franchisee's responsibilities and activities using an accredited project management system and working to coordinate activities with the Secretary of State, Network Rail and other relevant project stakeholders (the "**CP5 RS Project Manager**"). The CP5 RS Project Manager's responsibilities will include:
- (a) arranging suitable attendance at all project progress meetings with all key project stakeholders;
 - (b) monitoring progress against the CP5 RS Project Plans, approval dates and major activities, reporting any significant delays to the Secretary of State;
 - (c) production and maintenance in connection with the CP5 RS Committed Obligations of project documentation, risk registers, plans and strategies;
 - (d) developing and managing an effective change control management procedure and change log;

- (e) subject to any confidentiality obligations to third parties, forwarding a copy of any relevant report produced by any third party to the Secretary of State, along with Franchisee comments, highlighting any claims or potential claims, any instances where any of the CP5 RS Committed Obligations, or any obligation which has a bearing on the CP5 RS Committed Obligations, has been or is likely to be delivered later than its scheduled delivery date, any Force Majeure Events, key risks, non-compliances and other potential delays; and
 - (f) to the extent of any confidentiality obligations to third parties, using all reasonable endeavours to obtain the relevant third party consents to disclosure to the Secretary of State.
- 21.6 The Franchisee shall produce and provide to the Secretary of State, a written report in a form reasonably acceptable to the Secretary of State, once in each Reporting Period that provides inter alia:
- (a) a copy of the current Project Plan together with the original baseline plan;
 - (b) a summary of the current key project risks and issues together with commentary;
 - (c) commentary on progress against each CP5 RS Committed Obligation since the previous report;
 - (d) identification of any deviation against project plan baselines together with commentary of the impact on the project delivery; and
 - (e) detail of actions being taken by the Franchisee or its suppliers to maintain or recover the original project timescales.
- 21.7 The provisions of Part 2 (Special Terms Related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply to this paragraph 21 *mutatis mutandis* as if this paragraph 21 had been set out in Schedule 6.2 (Committed Obligations).

22. **Class 158 Unit**

At the direction of the Secretary of State the Franchisee shall enter into a sub lease for one Class 158 unit ("**Class 158 Unit**") with the Great Western Franchisee until the end of the end of the term of the Great Western Franchise (including any period of extension) on the same commercial terms as a Class 158 Unit was sub leased to the Great Western Franchisee by the Previous Franchisee.

23. **Waterloo International Lease Charge Franchise Payment Adjustments**

- 23.1 If at any time after the Start Date LWI LTC is different to the LWI LTC Specified Amount the Franchisee shall notify the Secretary of State of the relevant difference as soon as reasonably practicable. In respect of each relevant Reporting Period in which there is a difference between LWI LTC and the LWI Specified Amount there shall be an adjustment to Franchise Payments of an amount equal to any such difference. If the LWI LTC is higher than the LWI LTC Specified Amount such adjustment shall be a payment by the Secretary of State to the Franchisee and if

- the LWI LTC is lower than the LWI LTC Specified Amount such adjustment shall be a payment by the Franchisee to the Secretary of State.
- 23.2 If at any time after the Start Date LWI QX is different to the LWI QX Specified Amount the Franchisee shall notify the Secretary of State of the relevant difference as soon as reasonably practicable. In respect of each relevant Reporting Period in which there is a difference between LWI QX and the LWI QX Specified Amount there shall be an adjustment to Franchise Payments of an amount equal to any such difference. If the LWI QX is higher than the LWI QX Specified Amount such adjustment shall be a payment by the Secretary of State to the Franchisee and if the LWI QX is lower than the LWI QX Specified Amount such adjustment shall be a payment by the Franchisee to the Secretary of State.
- 23.3 If at any time after the Start Date the managed station long term charge in relation to Waterloo station is consolidated so that separate charges cease to be levied in relation to platforms 20 – 24 (being the former London Waterloo International platforms) and the amount of consolidated managed station long term charge payable is different to the sum of the LWI LTC Specified Amount and the LW LTC Specified Amount the Franchisee shall notify the Secretary of State of the relevant difference as soon as reasonably practicable. In respect of each relevant Reporting Period in which there is a difference between the consolidated managed station long term charge payable and the sum of the LWI LTC Specified Amount and the LW LTC Specified Amount there shall be an adjustment to Franchise Payments of an amount equal to any such difference. If the amount of consolidated managed station long term charge payable is higher than the sum of the LWI LTC Specified Amount and the LW LTC Specified Amount such adjustment shall be a payment by the Secretary of State to the Franchisee and if the amount of consolidated managed station long term charge payable is lower than the sum of the LWI LTC Specified Amount and the LW LTC Specified Amount such adjustment shall be a payment by the Franchisee to the Secretary of State.
- 23.4 If at any time after the Start Date managed station qualifying expenditure in relation to Waterloo station is consolidated so that separate charges cease to be levied in relation to platforms 20 – 24 (being the former London Waterloo International platforms) and the amount of consolidated managed station qualifying expenditure payable is different to the sum of the LWI QX Specified Amount and the LW QX Specified Amount the Franchisee shall notify the Secretary of State of the relevant difference as soon as reasonably practicable. In respect of each relevant Reporting Period in which there is a difference between the consolidated managed station qualifying expenditure payable and the sum of the LWI QX Specified Amount and the LW QX Specified Amount there shall be an adjustment to Franchise Payments of an amount equal to any such difference. If the amount of consolidated managed station qualifying expenditure payable is higher than the sum of the LWI QX Specified Amount and the LW QX Specified Amount such adjustment shall be a payment by the Secretary of State to the Franchisee and if the amount of consolidated managed station long term charge payable is lower than the sum of the LWI QX Specified Amount and the LW QX Specified Amount such adjustment shall be a payment by the Franchisee to the Secretary of State.
- 23.5 By no later the date falling three (3) months after the Start Date (or such later date as the Franchisee and the Secretary of State may agree), the Franchisee shall confirm in writing to the Secretary of State the value of each of the LW LTC Specified Amount and the LW QX Specified Amount.

23.6 For the purposes of this paragraph 23:

- (a) **"LWI LTC"** means managed stations long term charge payable to Network Rail in relation to platforms 20 – 24 at Waterloo station (being the former London Waterloo International platforms);
- (b) **"LWI LTC Specified Amount"** means [REDACTED⁶⁰] (indexed by the Retail Prices Index (in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments)));
- (c) **"LWI QX"** means managed stations qualifying expenditure payable to Network Rail in relation to platforms 20 – 24 at Waterloo station (being the former London Waterloo International platforms);
- (d) **"LWI QX Specified Amount"** means [REDACTED⁶¹] (indexed by the Retail Prices Index in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments));
- (e) **"LW LTC"** means managed stations long term charge payable to Network Rail in relation to Waterloo station excluding platforms 20 – 24 (being the former London Waterloo International platforms);
- (f) **"LW LTC Specified Amount"** means the managed stations long term charge payable to Network Rail in relation to all parts of Waterloo station excluding those parts covered by LWI LTC Specified Amount (being those parts of the former London Waterloo International station where trains operate from platforms 20-24) at the Start Date (indexed by the Retail Prices Index in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments));
- (g) **"LW QX"** means managed stations qualifying expenditure payable to Network Rail in relation to Waterloo Station excluding platforms 20 – 24 (being the former London Waterloo International platforms); and
- (h) **"LW QX Specified Amount"** means managed stations qualifying expenditure payable to Network Rail in relation to all parts of Waterloo Station excluding those parts covered by LWI QX Specified Amount (being those parts of the former London Waterloo International station where trains operate from platforms 20-24) at the Start Date (indexed by the Retail Prices Index in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments); **and**

⁶⁰ Date of redaction 31/08/2017 - 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.

⁶¹ Date of redaction 31/08/2017 - 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.

references in these definitions to "LWI LTC" and "LWI QX" shall include any Additional Area Access Charges under Annex 14 of the station access conditions in respect of Waterloo station and any reasonably comparable charges payable by the Franchisee in relation to platforms 20-24 at Waterloo station under any arrangements by which the Franchisee has access to those platforms from time to time, which arrangements have been approved by the Secretary of State (such approval not to be unreasonably withheld).⁶²

⁶² Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

APPENDIX 1 TO SCHEDULE 6.1**Part 1 - South West Core Network**

(A) Main Routes:

1. Waterloo (all platforms) - Clapham Junction (via Main and Windsor Lines) - Raynes Park Junction – New Malden Junction - Hampton Court Junction - New Guildford Line Junction. Weybridge Junction - Byfleet Junction - Woking Junction - Pirbright Junction - Farnborough (Main) - Basingstoke - Winchester - Eastleigh - Southampton Central - Brockenhurst - Lymington Junction -Bournemouth – Branksome ;
2. Woking Junction - Guildford;
3. Pirbright Junction - Aldershot;
4. Raynes Park Junction – Dorking;
5. Motspur Park Junction - Chessington South;
6. Leatherhead Junction - Effingham Junction;
7. Hampton Court Junction - Cobham & stoke D'Abernon - Effingham Junction – Guildford;
8. Hampton Court Junction-Hampton Court;
9. Guildford - Wanborough - Ash- Aldershot South Junction - Aldershot North Junction;
10. New Malden Junction - Shacklegate Junction - Fulwell Junction – Shepperton;
11. Shacklegate Junction - Strawberry Hill Junction - Twickenham Junction;
12. Strawberry Hill Junction - Fulwell Junction;
13. Strawberry Hill/Shacklegate/Fulwell Junctions - Strawberry Hill Depot;
14. Clapham Junction - Barnes Junction - Richmond - Twickenham Junction - Feltham Junction - Staines - Virginia Water- Ascot - Wokingham – Reading;
15. Barnes Junction - New Kew Junction - Old Kew Junction - Hounslow Junction - Feltham Junction;
16. Hounslow Junction - Whitton Junction;
17. Staines - Windsor & Eton Riverside;

18. Virginia Water - Chertsey - Addlestone Junction - Weybridge Junction;
 19. Addlestone Junction- Byfleet Junction;
 20. Ascot - Bagshot - Camberley - Ash Vale Junction; and
- (B) East Putney – Wimbledon (LUL Route). Diversionary Routes/Access to and Egress from the following sidings:
1. Point Pleasant Junction - LUL boundary;
 2. Clapham Yard Sidings;
 3. Clapham Park Sidings;
 4. Wimbledon Park & East Depot Sidings;
 5. Woking Up Yard including Pre-Assembly Yard;
 6. Woking Down Yards;
 7. Eastleigh Marshalling Yard;
 8. Eastleigh Sidings & Yards;
 9. Northam Junction - Northam Depot;
 10. Branksome - Bournemouth T&RS Depot & West Sidings; and
 11. Bevois Park Siding Reception No. 1,

((A) and (B) being the "**South West Core Network**").

Part 2 - South West Outer Network

Main Routes:

1. Branksome – Worgret Junction - Dorchester Junction – Weymouth;
 2. Lymington Junction - Lymington Town - Lymington Pier;
 3. Guildford - Haslemere - Petersfield - Havant - Farlington Junction - Portcreek Junction - Portsmouth & Southsea - Portsmouth Harbour - including Fratton Depot;
 4. Eastleigh – Fareham – Cosham Junction – Portcreek
 5. Cosham Junction - Farlington Junction;
 6. St Denys – Fareham; and
 7. Aldershot - Farnham - Alton,
- (being the "**South West Outer Network**").

Schedule 6.2

Committed Obligations**Part 1 - COMMITTED OBLIGATIONS****1. Definitions**

1.1 In this Part 1 of Schedule 6.2 (Committed Obligations) except to the extent the context otherwise requires the following words and expressions have the following meanings:

"Access and Integration Fund"	has the meaning given to it in paragraph 108.3(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
"Accessibility Forum"	has the meaning given to it in paragraph 80.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Additional Station Travel Plans"	has the meaning given to it in paragraph 108.2(c) of this Part 1 of Schedule 6.2 (Committed Obligations);
"Additional STP Stations"	has the meaning given to it in paragraph 108.2(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
"[REDACTED⁶³]"	[REDACTED]
"Associated Train Operator"	means a Train Operator (other than the Franchisee) which is Controlled by either Parent;
"Automatic Vehicle Inspection System"	means a system which automatically monitors the condition of a rolling stock vehicle and key physical maintainable components of rolling stock including: <ul style="list-style-type: none"> (a) the bodyside, roof and underframe; and (b) brake discs and pads, wheels, and dampers, for the purposes of improving maintenance diagnostics and reducing

⁶³ Date of redaction 31/08/2017 - 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.

the need for manual inspections of components;

“Availability Percentage”

means the percentage of the rolling stock vehicles comprised in the Train Fleet that are available to be used to provide the Passenger Services on any Weekday in relation to which the Passenger Services are required to be operated provided that such percentage shall exclude:

- (a) rolling stock vehicles that are unavailable for use due to any requirement for repair following any accident or failure; and
- (b) rolling stock vehicles allocated as Hot Standbys or planned to be out of service for planned periodic maintenance provided that with effect from 1 January 2018 where the number of rolling stock vehicles in this category is an amount greater than the Planned Hot Standby and Periodic Maintenance Percentage of the Train Fleet applicable on the relevant date such excess number of rolling stock vehicles allocated as Hot Standbys or planned to be out of service for planned periodic maintenance shall not be excluded and shall be regarded as not being available;

“Available Station Space”

has the meaning given to it in paragraph 104.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Average MTIN”

means in respect of the combined fleet of New Five Car EMUs and New Ten Car EMUs the mean number of miles operated without incurring a technical incident incurring delays of more than three (3) minutes over the previous thirteen (13) railway periods calculated by reference to accepted British rail industry methodologies for calculating Miles Per Technical Incident;

“Back on Track Vouchers”

means vouchers for goods and services which will be provided to customers by

way of compensation for delays and disruption on the Passenger Services and which can be used for multiple purposes such as procuring a valid ticket for travel on the Passenger Services, upgrading a standard class ticket to first class or as a refreshment voucher;

“Baseline Stakeholder Satisfaction Percentage” has the meaning given to it in paragraph 13.7 of this Part 1 of Schedule 6.2 (Committed Obligations);

“BlueAssist Card” means a card provided through BlueAssist on which a person with difficulty communicating can write requests or queries and thereby communicate with Franchise Employees;

“BlueAssist” means the system, promoted by BlueAssist UK Limited, which enables any person with difficulty communicating, to ask for help or assistance, using a BlueAssist Card;

“BS 11000” means the standard developed and accredited by The British Standards Institution which establishes a framework to support collaborative working relationships between business organisations;

“Business Direct Portal” has the meaning given to it in paragraph 73.3 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Capacity and Line Enhancement Schemes” has the meaning given to it in paragraph 24.2(a) of this Part 1 of Schedule 6.2 (Committed Obligations);

“Change Programme” means any significant change to the Franchisee’s business processes and practices;

“CIS Screen” means an electronic screen which is capable of communicating information from the Customer Information System in real time;

“Committed Station Improvement Activities” and “Committed Station Improvement Activity” have the meanings given to them in paragraph 107.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Committed Station Improvement Activity Underspend”	has the meaning given to it in paragraph 107.2(c) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Committed Station Improvement Investment Amount”	has the meaning given to it in paragraph 107.2(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Community Stations”	means those stations categorised as such in section C of the table at Appendix 1 to this Schedule 6.2 (Committed Obligations);
“Community Stations Officer”	has the meaning given to it in paragraph 104.4(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Conversion Concept”	has the meaning given to it in paragraph 43.1(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
“CP Date”	means 31 December 2018;
“CRM Programme”	means the Franchisee’s programme to: <ul style="list-style-type: none"> (a) record, evaluate and understand customer interactions and preferences; (b) engage with customers by providing targeted and relevant marketing information; and (c) anticipate and predict the needs and requirements of customers;
“Customer Ambassadors”	has the meaning given to it in paragraph 87 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Customer App”	means an application for smart phones to enable passengers to receive information in relation to train punctuality, operation and performance (and such other information as the Franchisee determines can usefully be provided through such app);

"Customer Contact Centre" ⁶⁴	has the meaning given to it in paragraph 96.1(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
"Customer Experience Review Group"	has the meaning given to it in paragraph 77.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Customer Experience Strategy Group"	has the meaning given to it in paragraph 77.3 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Customer Experience Strategy Manager"	means the Franchise Employee with overall responsibility for the development, communication and monitoring of customer service standards and providing feedback into the Customer Experience Review Group;
"Customer Facing Franchise Employees"	means Franchise Employees (excluding call centre staff) who in the ordinary course of their duties engage in direct communication with customers, including through electronic means;
"Customer Information System" or "CIS"	<p>means a customer information system that provides real time information to passengers including:</p> <ul style="list-style-type: none"> (a) real time information on the progress of the relevant Passenger Service; (b) advice as to alternative passenger services available in the event of any delays or service disruption on the railway, (c) and which may also provide: (d) Delay Repay alerts; and (e) information about train loading to inform passengers about the optimal location to board the

⁶⁴ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

train on platforms capable of accommodating 10 car trains;

"Customer Loyalty Scheme"	means a scheme through which purchases made by customers of the Franchisee will be rewarded with "points" which can be redeemed as a discount against future purchases from a wide variety of retailers of goods and services including leisure outlets, restaurants, visitor attractions and hotels and guest houses including the Nectar Rewards Scheme or any other broadly comparable rewards scheme or customer benefit programme;
"Customer Operations Team"	has the meaning given to it in paragraph 88.2 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Customer Satisfaction Monitor"	has the meaning given to it in paragraph 88.1(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
"Customer Service Audit Team"	has the meaning given in paragraph 88.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Darwin System"	means a train running information system known by that name in the rail industry in Great Britain and which provides real-time arrival and departure predictions, arrival and departure platform numbers, delay estimates, schedule changes and cancellations;
"Decision Support System"	means an IT system which is designed to provide real-time information in relation to the status of key operational aspects of the Franchise Services, including the status of the relevant rolling stock vehicles and Franchise Employees in relation to each Passenger Service, for the purposes of assisting the Operations Control Room Staff to make fast, informed decisions based on comprehensive, up-to-date and accurate information;
"Delayed Rolling Stock Franchise Payment Adjustment"	has the meaning given to it in paragraph 32.2 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Depot Safety Enhancement Works”	has the meaning given to it in paragraph 37.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Development Projects”	has the meaning given to it in paragraph 110.1(a) of this Part 1 of Schedule 6.2 (Committed Obligations), and references to a “Development Project” shall be construed accordingly;
“Devolution Toolkit”	has the meaning given to it in paragraph 17.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Digital Railway”	means Network Rail’s business unit which is responsible for leading the rail industry initiative to modernise train command, control and signalling systems used on the railway network in Great Britain;
“Disabled Parking Accreditation”	means the accreditation scheme established by Disabled Motoring UK and managed by the British Parking Association for the purposes of recognising off-street car parking facilities which are accessible to (and which incorporate high quality parking facilities for) people with a disability;
[REDACTED⁶⁵]	[REDACTED]
“Dwell Time App”	means a mobile app to be added to mobile tablet devices issued to all relevant Franchise Employees who are: <ul style="list-style-type: none"> (a) station platform staff; and (b) conductors, providing, as a minimum, a source of real-time information on the running of Passenger Services which may be early, on time or late by linking data on scheduled departure times to actual departure times and providing information on which line or platform

⁶⁵ Date of redaction 31/08/2017 - 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.

	such Passenger Service is travelling on or arriving or departing from;
“Employee Director”	has the meaning given to it in paragraph 6.2 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Existing Station Travel Plans”	has the meaning given to it in paragraph 108.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Feasibility Study Report”	has the meaning given to it in paragraph 43.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“First Dwell Time Report Period”	means the first six Reporting Periods of each Franchisee Year beginning with the Franchisee Year beginning on 1 April 2021 or where the last Franchisee Year is less than six Reporting Period all of the Reporting Periods in such last Franchisee Year;
“Franchise Delivery Plan”	has the meaning given to it in paragraph 4 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Franchise Own Employee”	means an employee of the Franchisee from time to time;
“Gateway Stations”	means those stations categorised as such in section B of the table at Appendix 1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“GRIP”	means the Network Rail document entitled “Governance for Railway Investment Projects” dated 7 June 2014, as amended from time to time;
“GRIP 4”	means the approval in principle stage reached as part of the GRIP process;
“Groupsave”	means a discount of 1/3 of the Fare for between three (3) and nine (9) adults travelling on the same journey;

" [REDACTED⁶⁶] Event"	has the meaning given to it in paragraph 13.11 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Head of Continuous Improvement"	has the meaning given to it in paragraph 28 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Head of Internal Communications"	has the meaning given to it in paragraph 6.1(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
"Hydra Immersive Simulation System"	means a training system in relation to leadership and decision making during emergency incidents;
"Industrial Action Mitigation Plan"	has the meaning given to it in paragraph 6.4 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Infrastructure Feasibility and Implementation Fund"	means the fund to be established and maintained by the Franchisee with an initial value of [REDACTED ⁶⁷] pursuant to paragraph 24.1 of this Part 1 of Schedule 6.2 (Committed Obligations) for the purposes referred to in paragraph 24.2 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Integrated Fleet Management System"	means an asset management [REDACTED ⁶⁸] software including an integrated data collection system for recording maintenance progress, vehicle and equipment status, materials management and resource management in relation to rolling stock vehicles;

⁶⁶ Date of redaction 31/08/2017 - 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.

⁶⁷ Date of redaction 31/08/2017 - 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.

⁶⁸ Date of redaction 05/12/2017 - 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.

“Island Line Business Plan”	has the meaning given to it in paragraph 16.6 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Island Line Future Operation Priced Option”	has the meaning given to it in paragraph 16.2 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Island Line Stakeholder Forum”	has the meaning given to it in paragraph 16.7 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Key Performance Indicators”	has the meaning given to it in paragraph 3.1(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Key Strategic Outcomes”	has the meaning given to it in paragraph 3.1(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Knowledge Transfer Partnerships”	has the meaning given to it in paragraph 13.10(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Learning Management System”	<p>means an interactive learning on demand system which:</p> <ul style="list-style-type: none"> (a) is intended to enable each relevant Franchise Employee to learn at their own pace, whenever and wherever suits them best; (b) offers a range of learning materials and courses provided locally, by FirstGroup, MTR Corporation, stakeholders and suppliers; and (c) incorporates learning materials including videos, tutorials, workbooks and facilities for collaborative working;
“Main Suburban and Windsor Lines”	means the routes listed in sub paragraphs (l) and (o)-(z) (inclusive) of paragraph 2.1 of Schedule 1.1 (Franchise Services and Service Development), except that those services on routes (l) and (u) that do not call at Wimbledon and Earlsfield are excluded;

“Maintainer”	means any third party engaged under contract with the Franchisee to provide rolling stock maintenance and repair services;
“Metro Stations”	means those stations categorised as such in section A of the table at Appendix 1 to this Schedule 6.2 (Committed Obligations);
“mTicket”	means a Fare stored on a mobile communications device, which is accessible through the Customer App (but is not required to be);
“Nectar Rewards Scheme”	means the retail coalition loyalty and rewards scheme operated as at the date of this Agreement by Aimia Coalition Loyalty UK Ltd;
“Neighbourhood Stations”	means those stations categorised as such in section D of the table at Appendix 1 to this Schedule 6.2 (Committed Obligations);
“New EMU S&W Passenger Services”	means Passenger Services which are operated on the Main Suburban and Windsor Lines by New Five Car EMUs or New Ten Car EMUs with routes defined under “Main Suburban and Windsor Lines”;
“New EMU Target Date”	means 8 December 2020;
“New Feltham Depot Conditions Precedent”	means: <ul style="list-style-type: none"> (a) all necessary third party consents and approvals reasonably required to enable the New Feltham Depot Project to be completed and commissioned into use; (b) the agreement of Network Rail that the New Feltham Depot Project can be treated as a Network Rail Fixture Asset thereby permitting it to be treated as an RV Asset pursuant to Schedule 14.6 (Residual Value Mechanism) of the Franchise Agreement; and

- (c) the achievement of GRIP 4 in relation to the New Feltham Depot Project with an estimated cost for completion of no more than **[REDACTED⁶⁹]** (such figure being, notwithstanding paragraph 2.2 of Part 2 to this Schedule 6.2 (Committed Obligations), a nominal (as opposed to real) monetary amount);

“New Feltham Depot Project”

means the construction of a new depot at Feltham complying with the following specification:

- (a) able to stable at least one hundred 20 metre rolling stock vehicles at any one time formed in ten car formations;
- (b) connected to the network of Network Rail in both an easterly and westerly direction by appropriate new crossovers and turnouts;
- (c) providing safe walking routes and raised platforms adjacent to all stabling sidings for use by train crews; and
- (d) provided with reasonably appropriate onsite maintenance, train cleaning, water filling and other train servicing facilities commensurate with the servicing requirements of the number of rolling stock vehicles the depot is planned to stable and including a carriage washing plant;

“New Five Car EMUs”

has the meaning given to it in paragraph 31.1(a) of Part 1 of this Schedule 6.2 (Committed Obligations) and as further set out in row 1 of Table

⁶⁹ Date of redaction 31/08/2017 - 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 of Appendix 1 to Schedule 1.6 (The Rolling Stock);

“New Ten Car EMUs”

has the meaning given to it in paragraph 31.2(b) of Part 1 of this Schedule 6.2 (Committed Obligations) and as further set out in row 2 of Table 2 of Appendix 1 to Schedule 1.6 (The Rolling Stock);

[Deleted⁷⁰]

“Offer Commencement Date”

has the meaning given to it in paragraph 56.1(a) of Part 1 of Schedule 6.2 (Committed Obligations);

“On-board Data Interface”

means a system that will collect and process data (for onward transmission via relevant train data communication system(s)) in order to enable appropriate real time capacity information to be provided to customers and Franchise Employees through automated information systems, including the Customer App, at stations and on board trains;

“Online Customer Forum”

has the meaning given to it in paragraph 76.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Operations Control Room”

means the operations control room staffed, managed and operated by the Franchisee;

“Operations Control Room Staff”

means Franchise Employees who work in the Operations Control Room;

“Operations and Performance Delivery Group”

means a “level 2 review group” comprising of heads of functions within the Franchisee’s “train services directorate” who shall meet periodically, and shall be responsible for reviewing performance indicators and risks;

“Passenger Facilities”

means lifts, waiting rooms, lavatories and other Station facilities as the Franchisee and Secretary of State may agree from time to time (or, in the

⁷⁰ Date of deletion 20/08/2017 – Agreed by the Secretary of State and Franchisee

absence of such agreement, as the Secretary of State may reasonably determine);

“Performance Handbook”

means the reference guide prepared by the Franchisee detailing relevant processes across those functions of its operations which are involved in delivering the Passenger Services in accordance with the Train Services Specification for the purposes of establishing an overall strategy for operational planning and management;

“Planned Completion Date”

has the meaning given to it in paragraph 37.1(c) of this Part 1 of Schedule 6.2 (Committed Obligations);

“Planned Hot Standby and Periodic Maintenance Percentage of the Train Fleet”

means 9.8% of the Train Fleet from 1 January 2018 until the date that all of the New Five Car EMUs and New Ten Car EMUs are planned to be in passenger carrying service and thereafter 6.8% of the Train Fleet;

“Platform Management Trials”

has the meaning given to it in paragraph 102.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Porterbrook”

means Porterbrook Leasing Company Limited (Company number 02912662);

“Potential SWTP Partner Organisation”

has the meaning given to it in paragraph 14.2(a) of this Part 1 of Schedule 6.2 (Committed Obligations);

“Preferred Rolling Stock Stabling Solution”

means an infrastructure upgrade project to deliver improved rolling stock maintenance and stabling consisting of the New Feltham Depot Project and the Virginia Water Turnback Project;

“Previous Franchisee’s Waterloo Upgrade Delivery Team”

has the meaning given to it in paragraph 49.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“RDM Area”

has the meaning given to it in paragraph 13.2 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Regional Development Manager”	has the meaning given to it in paragraph 13.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Registered Season Ticket Holder”	means a customer who has purchased a season ticket and has registered that season ticket with the Franchisee and consented to receive marketing communications from the Franchisee;
“Relevant Specified Depots”	has the meaning given to it in paragraph 36.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Relevant Staff”	has the meaning given to it in paragraph 48.6 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Remote Access”	means a system which enables the Franchisee to remotely monitor (via its contact centre) relevant Passenger Facilities at Stations, and, if required following a “push button request” by a passenger or other Station user, provide such passenger or other Station user with access to (or the ability to operate) a relevant Station facility which such person would otherwise be unable to access or operate without the physical intervention or assistance of a Franchise Employee at the relevant Station location;
“Rolling Stock Stabling Mitigation Solution”	has the meaning given to it in paragraph 35.7 of this Part 1 of Schedule 6.2 (Committed Obligations);
“SCV”	has the meaning given to it in paragraph 61.3 of Part 1 of Schedule 6.2 (Committed Obligations);
“Second Dwell Time Report Period”	means the final seven Reporting Periods of each Franchisee Year beginning with the Franchisee Year beginning on 1 April 2021 or any shorter period beginning on the last date that the final First Dwell Time Report Period reports in relation to and ending on the last day of the Franchise Term;

“Siemens”	means Siemens PLC (company number 00727817);
“Social Development Fund”	has the meaning given to it in paragraph 104.3(a) of this Part 1 of Schedule 6.2 (Committed Obligations);
“South Western Transport Partnership”	means the partnership arrangement or its equivalent of the same name (having as its members the Franchisee and the SWTP Partner Organisations) to be established by the Franchisee pursuant to paragraph 14.1 of this Part 1 of Schedule 6.2 (Committed Obligations) for the purposes set out in paragraph 14.3 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Specified Depots”	means the depots and stabling facilities operated by the Franchisee at Wimbledon, Fratton, Salisbury, Farnham, Clapham Junction, Bournemouth and Waterloo;
“Staff App”	means a mobile app which is to be made available for access and use to Franchise Employees and which enables users to provide real time operational information to customers, including on the status of rail replacement bus and coach services during periods of disruption;
“Stakeholder Satisfaction Survey Participants”	means such Stakeholders as the Franchisee and Secretary of State acting reasonably may agree from time to time;
“Stakeholder Satisfaction Survey”	<p>means a survey to be conducted by the Franchisee to a reasonable methodology approved by the Secretary of State (such approval not to be unreasonably withheld or delayed) measuring the satisfaction of Stakeholder Satisfaction Survey Participants with regard to the performance of the Franchisee in each of the following categories:</p> <ul style="list-style-type: none"> (a) Leadership and Sustainability; (b) Stakeholder partnering and devolution;

- (c) Train Services;
- (d) Rolling Stock Performance;
- (e) Marketing and Branding;
- (f) Fares, Ticketing and Revenue Protection;
- (g) Customer Experience; and
- (h) Stations;

“Standard Anytime Day Return”

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 zones for which it is valid and which expires no earlier than 04:29 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 04:29;

“Standard Anytime Return”

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 zones for which it is valid except that the outward journey must be made within five (5) days and up to 04:29 after the last date shown on such Fare and the return journey must be made within one calendar month and up until 04:29 after the last date shown on such Fare;

“Station Costs and Revenue Information”

has the meaning given to it in paragraph 109.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Station Infrastructure Improvement Schemes”

has the meaning given to it in paragraph 22.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Station Tenant and Sustainability Fund”

has the meaning given to it in paragraph 105.1 of this Part 1 of Schedule 6.2 (Committed Obligations);

“Station Watch”	has the meaning given to it in paragraph 101.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Stations Performance Dashboard”	means the dashboard of performance measures to be agreed by the Franchisee with the Secretary of State and against which the Franchisee shall be required to report its performance in accordance with paragraph 98 of this Part 1 of Schedule 6.2 (Committed Obligations);
“STP Improvement Schemes”	has the meaning given to it in paragraph 108.3(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Subthreshold Delay Report”	means a report of Subthreshold Delay prepared by the Franchisee within 28 days of the end of each Reporting Period;
“Subthreshold Delay”	means a delay of less than three (3) minutes;
“SWTP Partner Organisation”	has the meaning given to it in paragraph 14.2(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Tap2Go Scheme”	has the meaning given to in paragraph 70.3 of this Part 1 of Schedule 6.2 (Committed Obligations);
“Transport for London Joint Working Group”	has the meaning given to it in paragraph 94.1(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Transport for London Quarterly Partnership Board”	has the meaning given to it in paragraph 94.1(b) of this Part 1 of Schedule 6.2 (Committed Obligations);
“Travelcard”	has the meaning given to that term in the Travelcard Agreement;
“[REDACTED⁷¹]”	[REDACTED]

⁷¹ Date of redaction 05/12/2017 - 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.

"TVM"	means a ticket on departure collect and ticket vending machine accredited by RSP;
"Unexplained Delay Report"	means the report to be provided by the Franchisee to the Operations and Performance Delivery Group in accordance with paragraph 46.2 of this Part 1 of Schedule 6.2 (Committed Obligations) which shall in each case provide analysis of any unexplained delays and their root cause which are experienced by and/or which affected the Passenger Services during the preceding Reporting Period and recorded under codes "TZ", "ZX", "ZY" "ZZ" or "TZ" within the Delay Attribution Guide;
"Unexplained Minutes Delay"	has the meaning given to it in paragraph 46.1 of this Part 1 of Schedule 6.2 (Committed Obligations);
"Virginia Water Turnback Project"	means a new rolling stock turnback facility at Virginia Water station;
"Virtual Branch Line"	means a scheduled, integrated, bus route connecting selected stations served by the Passenger Services with locations that do not have stations with any such bus route being specified in the Timetable;
"Virtual Gateline"	means smartcard readers which enable passengers to validate smart tickets when entering or leaving a platform at the end of their journey but which are not attached to any physical barrier which would prevent such passengers from passing in or out of the station;
"Visualisation Centre"	means an area that contains a range of different information in a visual format including but not limited to electronic screens capable of displaying a range of different information in visual format;
"Waterloo Programme Governance Group"	has the meaning given to it in paragraph 49.1(d) of this Part 1 of Schedule 6.2 (Committed Obligations);
"Waterloo Upgrade Delivery Team"	means team of Franchise Employees led by a 'Project Operations Manager'

deployed to work with Network Rail to effectively manage all issues arising out of the delivery of the Waterloo Upgrade Works;

“Waterloo Upgrade Works”

means the works to extend platforms 1-4 at Waterloo station to accommodate ten-car units of rolling stock vehicles;

“Wessex Region”

means the geographical area covered by Network Rail’s “Wessex” route;

“Work Improvement Teams”

means a team composed of Franchise Employees engaged in frontline roles, representatives from each of Network Rail and any other relevant Train Operators, relevant freight operators and Maintainers, supported by an experienced facilitator and a data analyst; and

“Yeovil Junction – Yeovil Pen Mill Service”

has the meaning given to it in paragraph 29.1 of this Part 1 of Schedule 6.2 (Committed Obligations).

2. General provision

- 2.1 Any reference in this Part 1 of Schedule 6.2 (Committed Obligations) to a scheme, accreditation, award or other similar arrangement shall be construed as referring to that scheme, accreditation, award or other arrangement as supplemented, varied, replaced or amended from time to time.
- 2.2 Where there is any reference to the Franchisee being required to expend an equal sum of money in a series of Franchisee Years ending at the end of the Franchise Term and the last Franchisee Year of the Franchise Term is less than 13 Reporting Periods, the amount required to be expended in the last Franchisee Year shall be reduced pro-rata to the number of Reporting Periods in such Franchisee Year but so that no amendment will be made to any expenditure commitment in relation to the first Franchisee Year of such Franchise Term.

3. Performance Monitoring

- 3.1 In addition to and without prejudice to its obligations under paragraph 2 of Schedule 7.1 (Operational Performance) and paragraph 1 of Schedule 11.1 (Franchise Performance Meetings), the Franchisee shall by no later than the Start Date implement and make available to the Secretary of State an electronic data portal accessible via the internet. The electronic data portal will allow the Secretary of State to access and interrogate a range of data, which will be continuously updated by the Franchisee and shall consist of each of the following:

- (a) information and data which can be used by the Secretary of State in order to monitor the Franchisee's performance against each of the reporting requirements as set out in Appendix 2 to Schedule 11.2 (Management Information);
 - (b) information relating to the Franchisee's performance against the Franchisee's primary objectives for the Franchise as at the Start Date and updated from time to time (the "**Key Strategic Outcomes**") and against the Franchisee's highest priority measures of performance of the Franchise including against the KPIs and KSOs measured in the Franchisee's Initial Business Plan and each Annual Business Plan (the "**Key Performance Indicators**"); and
 - (c) dedicated analysis of plans and performance in a form reasonably satisfactory to the Secretary of State.
- 3.2 The Franchisee shall, by no later than the Start Date, and thereafter throughout the Franchise Term, provide the Secretary of State with full read access to the Franchisee's "obligation management tool" which the Franchisee uses to assign and manage the delivery of its commitments under this Franchise Agreement.

4. **Franchise Delivery Plan**

By no later than the Start Date the Franchisee shall create, publish and make available to customers, Franchise Employees and Stakeholders a plan setting out an outline of all the initiatives that the Franchisee shall be delivering over the course of the Franchise Term and the expected benefits of each of those initiatives for passengers in each NRPS Service Group (the "**Franchise Delivery Plan**"). The Franchisee shall then update and re-publish the Franchise Delivery Plan annually throughout the Franchise Term. The Franchisee shall share a draft of the updated Franchise Delivery Plan with the Secretary of State at least six (6) weeks prior to the publication of that Franchise Delivery Plan.

5. **Staff conferences**

- 5.1⁷² (a) **Throughout the Franchise Term hold in each Franchisee Year a staff conference to review the then current progress against the latest available Franchise Delivery Plan and to present its plans for the forthcoming Franchisee Year.**

(b) **Throughout the Franchise Term (excluding at all within the first Franchisee Year) hold within one month of the start of each Franchisee Year, an annual awards ceremony which will have the objective of celebrating excellence at all levels of the Franchisee's organisation.**

⁷² 18 January 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

- 5.2 The Franchisee shall produce a video and briefing note to communicate the key information provided at the staff conference which will be issued to all Franchise Employees and Stakeholders within two (2) months of the conference taking place, it being acknowledged and agreed that if the Franchisee elects to make the video and briefing note available online then the Franchisee shall be required to demonstrate (to the reasonable satisfaction of the Secretary of State) the steps which it will take to ensure that:
- (a) all Franchise Employees and Stakeholders are notified as to the availability of the video and briefing note; and
 - (b) all Franchise Employees and Stakeholders are able to access and review the video and briefing note.

6. Staff Engagement

Internal Communications

- 6.1 The Franchisee shall:
- (a) by no later than the Start Date appoint, and throughout the Franchise Term employ, an individual who shall be responsible for the co-ordination and issuing of internal communications within the Franchisee's organisation (the "**Head of Internal Communications**"); and
 - (b) incur expenditure of not less than **[REDACTED⁷³]** on internal communications relating to any Change Programmes by no later than 30 June 2020.

Employee Director

- 6.2 ⁷³Within three (3) months of the Start Date, the Franchisee shall appoint a representative of the Franchise Own Employees (such representative to be elected by the Franchise Own Employees) as a company director of the Franchisee to sit on the Franchisee's board of directors (the "**Employee Director**") and the Franchisee shall procure that the Employee Director is provided with appropriate director liability insurance in accordance with the relevant policies of the Franchisee. From the date of the appointment of the first Employee Director, the Franchisee shall ensure that the role of the Employee Director is maintained and filled throughout the remainder of the Franchise Term and that the Articles of Association of the Franchisee permit the appointment of an Employee Director in accordance with the provisions of this paragraph.

Staff Champions

⁷³ Date of redaction 31/08/2017 - 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.

- 6.3 Within three (3) months of the Start Date, the Franchisee shall appoint a team of not less than eight (8) "staff champions", whose responsibilities will include supporting wellbeing initiatives and collecting and providing the Franchisee with employee feedback on initiatives, programmes and improvements to staff rooms, and shall maintain these roles throughout the remainder of the Franchise Term.

Industrial Action Mitigation Plan

- 6.4 By no later than the Start Date the Franchisee shall create an action plan setting out the Franchisee's strategy to minimise potential disruption arising from Industrial Action (the "**Industrial Action Mitigation Plan**") and shall then review and update the Industrial Action Mitigation Plan not less than once every Reporting Period throughout the Franchise Term. The Franchisee shall provide a copy of the most up to date version of the Industrial Action Mitigation Plan to the Secretary of State within a reasonable period of the receipt of a request from the Secretary of State to view the plan.

Consultation

- 6.5 When considering material changes to working conditions of Franchise Employees the Franchisee shall carry out reasonable and appropriate consultation with Franchise Employees and relevant trade unions in accordance with the obligations of the Franchisee under law and any relevant collective agreements.

7. Corporate Offices

From the Start Date and for the duration of the Franchise Term, the Franchisee shall maintain its corporate headquarters at premises within the reasonable vicinity of Waterloo or Vauxhall stations.

8. Sustainability Training

- 8.1 The Franchisee shall:

- (a) by no later than **30 April 2018**,⁷⁴ provide (or procure the provision of) a programme of sustainability leadership training, which shall be prepared in consultation with RSSB and with reference to any guidance and recommendations provided by RSSB, to each Franchise Employee who is part of the Franchisee's senior management team (including all executive directors of the Franchisee and all of the Franchisee's heads of department);
- (b) ensure that the provision of the programme of sustainability leadership training described in paragraph 8.1(a) is repeated for all members of the Franchisee's senior management team (including

⁷⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

all executive directors of the Franchisee and all of the Franchisee's heads of department) during the third and fifth Franchisee Years;

- (c) by no later than **30 April 2018**,⁷⁵ provide (or procure the provision of) a programme of sustainability and environment training to each of its regional delivery managers, communications co-ordinators and each Franchise Employee working in the Franchisee's business division responsible for sustainability;
- (d) ensure that the provision of the programme of sustainability and environment training described in paragraph 8.1(c) is repeated for all regional delivery managers, communications co-ordinators and all Franchise Employees working in the Franchisee's business division responsible for sustainability during the third and fifth Franchisee Years;
- (e) by no later than **30 April 2018**,⁷⁶ ensure that each member of the Franchisee's business division responsible for procurement have undertaken a training course in sustainable procurement;
- (f) ensure that the training course in sustainable procurement described in paragraph 8.1(e) is repeated and undertaken by all members of the Franchisee's business division responsible for procurement during the third and fifth Franchisee Years;
- (g) by no later than **30 April 2018**,⁷⁷ ensure that the head of social and commercial development undertakes a training course in sustainable construction; and
- (h) ensure that the training course in sustainable construction described in paragraph 8.1(g) is repeated and undertaken by the head of social and commercial development during the third and fifth Franchisee Years.

8.2 By no later than **28 February 2019**,⁷⁸ the Franchisee shall create and make available through its Learning Management System (as set out in paragraph 85.2 of Part 1 of this Schedule 6.2 (Committed Obligations)) to all Franchise Employees an e-learning module dealing with sustainability which shall be regularly updated to reflect evolving best practice and changing circumstances. The Franchisee shall ensure that all Franchise Employees undertake and complete the sustainability e-learning module as part of their competence training.

⁷⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁷⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁷⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁷⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

9. **Rail Safety and Standards Board Sustainable Development Self-Assessment Framework**

9.1 In addition to and without prejudice to its obligations under paragraph 10.1 of Schedule 13.1 (Rail Industry Initiatives), the Franchisee shall:

(a) by no later than the date falling three (3) years after the Start Date achieve and maintain a Sustainable Development Strategy which has achieved 'Performer' level under the constituent elements of the Rail Industry Sustainable Development Self-assessment Framework overseen by the Rail Safety and Standards Board's Sustainable Rail Programme; and

(b) by no later than the date falling six (6) years after the Start Date achieve and maintain a Sustainable Development Strategy which has achieved 'Pioneer' level under the constituent elements of the Rail Industry Sustainable Development Self-assessment Framework overseen by the Rail Safety and Standards Board's Sustainable Rail Programme.

9.2 In connection with its obligations under paragraphs 9.1(a) and 9.1(b) above, the Franchisee shall engage an independent body with suitable experience and qualifications for the purposes of assisting the Franchisee in carrying out a detailed self-assessment of its Sustainable Development Strategy and monitoring the Franchisee's progress towards obtaining 'Performer' and 'Pioneer' level. The Franchisee shall notify the Secretary of State of the identity of the independent body appointed under this paragraph and shall provide the Secretary of State with a copy of its detailed self-assessment when completed.

10. **Renewable Energy**

10.1 By no later than **31 May 2019**,⁷⁹ the Franchisee shall incur capital expenditure of not less than **[REDACTED⁸⁰]** in installing operational and commissioned solar photovoltaic (PV) equipment at:

(a) three (3) Stations; and

(b) at seven (7) depots being:

(i) Bournemouth;

(ii) Clapham;

(iii) Farnham;

⁷⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁸⁰ **Date of redaction 31/08/2017 - 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.**

- (iv) Fratton;
- (v) Ryde;
- (vi) Salisbury; and
- (vii) Wimbledon.

11. Sustainability Week

11.1 The Franchisee shall, in each Franchisee Year, run a “sustainability week” to encourage the participation of Franchise Employees in the Franchisee’s “environmental behavioural change and carbon literacy programme” for the purposes of improving energy and water efficiency. Each sustainability week will involve:

- (a) the organising of events for staff;
- (b) the distribution of newsletters and posters;
- (c) the issue of relevant messages through all employee communication channels;
- (d) the running of competitions;
- (e) training in sustainability; and
- (f) briefings on sustainability issues.

12. Water Consumption

12.1 The Franchisee shall from the Start Date until the end of the Franchise Term, report, on an annual basis, on progress towards achieving the water consumption reduction target as set out in the column titled ‘Mains Water’ in the Environmental Impact Targets table in Appendix 1 to Schedule 11.2 which are to be achieved by no later than the end of the Franchise Term.

13. Strategic Stakeholder Planning

Appointment and role of Regional Development Managers

13.1 Within six (6) months of the Start Date the Franchisee shall appoint, and thereafter for the remainder of the Franchise Term employ, three (3) “regional development managers” (each a “**Regional Development Manager**”), whose responsibilities shall include as a minimum:

- (a) building and strengthening strategic relationships with key stakeholders in respect of the RDM Areas;
- (b) working together with Stakeholders to develop business cases, prepare funding bids and deliver projects in consultation with the Secretary of State for potential capacity enhancements and/or other Stakeholder aspiration schemes in respect of the RDM Areas; and

- (c) seeking additional funding from third party stakeholders (both from within and outside the rail industry) for the purposes of delivering (in consultation with the Secretary of State) at least one Stakeholder aspiration initiative and one innovation initiative generated through the South Western Transport Partnership meetings held pursuant to paragraph 14.3(c) in each Franchisee Year from 30 June 2019 until the end of the Franchise Term in respect of the Franchisee's performance of the Franchise Services.
- (d) The Franchisee shall use all reasonable endeavours to attract a minimum of [REDACTED⁸¹] in total of third party funding for use by Community Rail Partnerships in the twelve month period commencing on 30 June 2019 and thereafter shall use all reasonable endeavours to attract funding of at least [REDACTED⁸²] from third parties for such purposes in each consecutive period of twelve (12) months during the remainder of the Franchise Term reduced pro rata where the final period to the Expiry Date is less than twelve (12) months. The Franchisee shall deploy the three (3) Regional Development Managers for such purposes.
- 13.2 Each of the Regional Development Managers shall be assigned a general geographical area of responsibility (each an "**RDM Area**"), which together shall cover the whole geographical area served by the Passenger Services) for the purposes of performing their respective roles as follows:
- (a) "Solent & South" – Regional Development Manager with responsibility for south Hampshire and the Isle of Wight;
- (b) "West" – Regional Development Manager with responsibility for Southampton to Weymouth, Exeter and Bristol; and
- (c) "Central" - Regional Development Manager with responsibility for north Hampshire, Berkshire, Surrey and London.

BS 11000 certification

- 13.3 The Franchisee shall use all reasonable endeavours to:

⁸¹ Date of redaction 31/08/2017 - 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.

⁸² Date of redaction 31/08/2017 - 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) attain by no later than **31 August 2019**,⁸³ and at all times thereafter during the remainder of the Franchise Term maintain certification pursuant to, BS 11000; and
- (b) implement formal strategic collaborative relationships pursuant to BS 11000 with at least three (3) key suppliers, including as a minimum:
 - (i) Network Rail by no later than **31 August 2019**;⁸⁴
 - (ii) Siemens PLC by no later than **31 August 2019**;⁸⁵ and
 - (iii) the manufacturer(s) of the New Five Car EMUs and the New Ten Car EMUs by no later than **31 August 2020**.⁸⁶

Peer review of the Franchisee's approach to delivery of the Customer and Stakeholder Engagement Strategy

13.4 The Franchisee shall, by no later than 30 June 2020:

- (a) procure that an Associated Train Operator carries out and completes a review of the Franchisee's approach to delivery and progress of the Customer and Stakeholder Engagement Strategy for the purposes of ensuring that best practices adopted by Associated Train Operators in connection with their respective customer and stakeholder engagement obligations are shared with the Franchisee, and that the Franchisee obtains the benefits of relevant "lessons learned" from its Associated Train Operators in such regard; and
- (b) provide a report to:
 - (i) the Secretary of State;
 - (ii) the South Western Transport Partnership;
 - (iii) Transport for London;
 - (iv) London TravelWatch; and
 - (v) Transport Focus,

setting out details of the feedback received by the Franchisee from the relevant Associated Train Operator following its completion of the review referred to in paragraph 13.4(a) and the actions that the

⁸³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁸⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁸⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁸⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Franchisee shall take and the rationale for that action in response to this feedback.

Working collaboratively with Transport for London

- 13.5 From the Start Date the Franchisee shall use all reasonable endeavours, subject to paragraph 13.6, to enter into and thereafter for the remainder of the Franchise Term maintain in full force and effect a partnering agreement with Transport for London which shall record the basis and terms on which the Franchisee and Transport for London will (following entry into of any such partnering agreement) work collaboratively with each other in connection with the Franchisee's performance of the Franchise Services (including at stations which are served by both Passenger Services and rail passenger services operated by Transport for London, its Affiliates or third party operators on their respective behalves) for the purposes of enhancing customer experience and generating operational efficiencies.
- 13.6 The Franchisee shall not enter into any partnering agreement with Transport for London in connection with paragraph 13.5 unless:
- (a) the Franchisee has disclosed a copy of the proposed form of partnering agreement to the Secretary of State;
 - (b) the proposed form of partnering agreement does not, in the Secretary of State's reasonable opinion, conflict in any way with the Franchisee's obligations under the Franchise Agreement; and
 - (c) the Franchisee has provided to the Secretary of State a certificate signed by a statutory director of the Franchisee confirming that the arrangements to be contractualised in the proposed partnering agreement do not create any liabilities of any kind for either the Secretary of State or any Successor Operator and the Secretary of State confirms his agreement to proceed.

Stakeholder Satisfaction⁸⁷

- 13.7 **The Franchisee shall conduct a Stakeholder Satisfaction Survey within three (3) Reporting Periods of the Start Date for the purposes of establishing baseline Stakeholder satisfaction and report to the Secretary of State the percentage satisfaction level found by such Stakeholder Satisfaction Survey by no later than the end of the following Reporting Period (the percentage satisfaction level found being the "Baseline Stakeholder Satisfaction Percentage").**
- 13.8 **The Franchisee shall conduct a Stakeholder Satisfaction Survey before the end of September of each Franchisee Year up to and including the Franchisee Year ending on the Expiry Date and report its results to the Secretary of State within 30 days after the end of September in such Franchise Year. The Franchisee shall use all reasonable**

⁸⁷ 7 March 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and franchisee.

endeavours to achieve the following cumulative incremental increases in the satisfaction of Stakeholder Satisfaction Survey Participants compared with the Baseline Stakeholder Satisfaction percentage:

Franchisee Year	Cumulative improvement in the satisfaction of Stakeholder Satisfaction Survey Participants in relation to each specified Franchisee Year compared with the Baseline Stakeholder Satisfaction Percentage
Ending on 30 September 2018	1.75%
Ending on 30 September 2019	3.00%
Ending on 30 September 2020	4.25%
Ending on 30 September 2021	5.50%
Ending on 30 September 2022	6.75%
Ending on 30 September 2023	8.00%
Ending on 18 August 2024	10.00%
Ending on the Expiry Date (assuming no amendment to the Expiry Date pursuant to Clause 5.2 of the Franchise Agreement)	+10% (currently 18 August 2024)

13.9 If the Expiry Date is amended pursuant to Clause 5.2 of the Franchise Agreement the Franchisee shall use all reasonable endeavours to maintain the level of satisfaction of Stakeholder Satisfaction Survey Participants at the target level shown in the table at paragraph 13.8 above for the period ending on the Expiry Date to the end of the Franchise Term.

Knowledge Transfer Partnerships

13.10 By no later than 30 June 2018, the Franchisee shall:

- (a) establish partnerships with specified universities approved by the Secretary of State for the purposes of the Franchisee employing a graduate from one of those universities to work on a specified project identified by the Franchisee and approved by the Secretary of State for a period of not less than two (2) calendar years ("**Knowledge Transfer Partnerships**"), provided always that the contract of employment between the Franchisee and the relevant graduate shall be on appropriate terms in the context of the role in question, and in particular shall incorporate suitable restrictions on

the disclosure of confidential information relating to the Franchisee, the Franchise and/or the Secretary of State; and

- (b) from 30 June 2018 to 29 June 2020 and for each subsequent two (2) calendar year period for the remainder of the Franchise Term, implement a Knowledge Transfer Partnership,

and in complying with its obligations in this paragraph 13.10 the Franchisee shall incur expenditure of not less than **[REDACTED⁸⁸]** in each two (2) year period (as set out in paragraph 13.10(b)) throughout the Franchise Term.

[REDACTED⁸⁹] Event

13.11 The Franchisee shall by no later than 31 December 2018 consult with the Secretary of State for the purposes of identifying a topic and remit for an event in partnership with **[REDACTED⁹⁰]** ("**[REDACTED⁹¹] Event**") which is reasonably acceptable to the Secretary of State and shall by no later than 30 June 2019 organise, publicise and hold the **[REDACTED⁹²]** Event for the purposes of generating innovative ideas for schemes relating to (or providing solutions in respect of) the issues covered by the topic and remit of such **[REDACTED⁹³]** Event.

13.12 The Franchisee shall be entitled (at its own cost and subject to it having obtained any rights or third party permissions required to further develop any such scheme(s) which it shall use all reasonable endeavours to obtain) to implement any such scheme(s) in connection with the provision by it of the Franchise Services provided that, prior to the implementation of any such scheme(s), the Franchisee provides:

⁸⁸ Date of redaction 31/08/2017 - 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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⁹³ Date of redaction 31/08/2017 - 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) written notification in respect of such scheme(s) to the Secretary of State; and
- (b) a report to the Secretary of State setting out the relevant specification and cost, risks to delivery (including dependencies on third parties and requisite approvals and consents) and the outputs which are expected to be delivered in consequence of the implementation of such scheme(s).

14. **Establishing the South Western Transport Partnership**

14.1 By no later than 31 December 2018 the Franchisee shall establish, and thereafter for the remainder of the Franchise Term maintain, the South Western Transport Partnership in accordance with, and for the purposes described in, paragraph 14.3.

14.2 For the purposes of facilitating compliance with its obligations under paragraph 14.1, the Franchisee shall from the Start Date:

- (a) consult with:
 - (i) Local Authorities which are based within the geographical area served by the Passenger Services;
 - (ii) other organisations which are involved in (or have responsibility for) the delivery of transportation services (of any mode) or the maintenance of transportation infrastructure in respect of the geographical area served by the Passenger Services (including Network Rail, other Train Operators, rail freight operating companies and relevant bus and ferry operators),

(each a "**Potential SWTP Partner Organisation**") in relation to the establishment of the South Western Transport Partnership; and

- (b) use all reasonable endeavours to secure the participation of Potential SWTP Partner Organisations in the South Western Transport Partnership from its establishment in accordance with paragraph 14.1 (each such Potential SWTP Partner Organisation as agrees to participate in the South Western Transport Partnership being an "**SWTP Partner Organisation**").

14.3 The Franchisee shall ensure that the purpose and functions of the South Western Partnership shall include:

- (a) considering proposals developed by the Franchisee (including through the work of the Regional Development Managers) or by stakeholders (such as local enterprise partnerships) for potential:
 - (i) rail infrastructure and/or service enhancement works and/or schemes (including Station Improvement Schemes and Capacity and Line Enhancement Schemes); and

- (ii) whole-rail industry cost efficiency and/or capacity enhancement initiatives;
- (b) providing the Franchisee with comments, proposed revisions and/or improvements to the proposals submitted to it pursuant to paragraph 14.3(a); and
- (c) formulating concept ideas for other potential:
 - (i) rail infrastructure and/or service enhancement works and/or schemes;
 - (ii) whole-rail industry cost efficiency and/or capacity enhancement initiatives; and
 - (iii) new technologies and products,

and a summary of the activities of the South Western Transport Partnership shall be provided to the Secretary of State together with and at the same frequency as the quarterly financial information to be provided by the Franchisee under paragraph 9.3(a) of Schedule 11.2 (Management Information).

15. Alliance Agreement with Network Rail

- 15.1 Without prejudice to and in addition to its obligations under paragraphs 6.1 and 6.3(a) of Schedule 13.1 (Rail Industry Initiatives), the Franchisee shall from the Start Date and throughout the Franchise Term work collaboratively with Network Rail in relation to matters connected with or affecting the Franchise, including working together with Network Rail to support the development of Network Rail's Control Period 6 and Control Period 7 submissions consistent with the timescales set by the ORR.
- 15.2 By no later than 31 August 2018, the Franchisee shall incur expenditure of not less than **[REDACTED⁹⁴]** in commissioning and completing a feasibility study to determine how the Franchisee can further enhance co-operation with Network Rail for the purpose described in paragraph 6.1 of Schedule 13.1 (Rail Industry Initiatives) including through an enhanced alliance agreement with Network Rail (which may be of a type referred to in paragraph 6.4 of Schedule 13.1 (Rail Industry Initiatives)).
- 15.3 In developing the feasibility study, the Franchisee shall consult with the Secretary of State to agree its methodology and scope by no later than the date falling three (3) months after the Start Date. In the absence of agreement between the Franchisee and the Secretary of State pursuant to this paragraph 15.3, the Secretary of State shall be entitled to reasonably determine the methodology and scope of the feasibility study. It is expected that the feasibility study will not make proposals that materially increase

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operational or financial risk attaching to the Franchisee unless such risks are reasonable, capable of appropriate mitigation and required to obtain commensurate benefits.

- 15.4 Following completion of the feasibility study, the Franchisee shall report its findings to the Secretary of State and, if the Secretary of State provides his written approval, implement any enhancements or developments to its alliancing arrangements identified in its report. The Secretary of State shall have a discretion as to whether or not to approve any proposal contained in the feasibility report and the provisions of paragraph 6.4 of Schedule 13.1 (Rail Industry Initiatives) shall apply to proposals falling within its ambit.

16. **Future operation of the Island Line**

Priced option for future operation of the Island Line

- 16.1 From no later than **31 October 2017**,⁹⁵ the Franchisee shall commence consultations with a representative cross-section of relevant Stakeholders who have an interest in the future operation of the Island Line (including the Isle of Wight Council, the ORR, Network Rail and the Solent Local Enterprise Partnership) for the purposes of informing the development of the Island Line Future Operation Priced Option.
- 16.2 By no later than **31 May 2018**,⁹⁶ the Franchisee shall submit to the Secretary of State a fully developed priced option (the “**Island Line Future Operation Priced Option**”) in relation to the future operation of the Island Line capable of acceptance by the Secretary of State, which shall specify:
- (a) the adjustments to Franchise Payments that would occur if the Island Line Future Operation Priced Option is exercised on the basis that the Secretary of State Risk Assumption contained at paragraph 1.1(a) of Schedule 9.4 (Secretary of State Risk Assumptions) shall be disapplied and all relevant financial adjustments are addressed through the adjustments to Franchise Payments proposed by the Island Line Future Operation Priced Option;
 - (b) the date by which the Island Line Future Operation Priced Option will need to be exercised by the Secretary of State if it is to be delivered in accordance with its terms (including with regard to Franchise Payments);
 - (c) the amendments to Franchise Agreement reasonably required if the Island Line Future Operation Priced Option is exercised; and
 - (d) all relevant risks to the delivery of the Island Line Future Operation Priced Option (including dependencies on third parties and requisite approvals and consents).

⁹⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

⁹⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- 16.3 The Franchisee shall provide such further information as the Secretary of State may reasonably require in relation to any of the matters set out in the Island Line Future Operation Priced Option and enter into discussions with the Secretary of State on relevant issues.
- 16.4 If the Secretary of State wishes in his unfettered discretion to exercise the Island Line Future Operation Priced Option he shall notify the Franchisee and make requisite amendments to the Franchise Agreement (including Franchise Payments) and there shall not be a Change. Alternatively the Secretary of State may elect to discuss the Island Line Future Operation Priced Option with the Franchisee and implement all or some aspects of it by way of Variation. If the Island Line Future Operation Priced Option is exercised the Secretary of State shall give the approval to the entering into of the consequent Replacement Island Line Lease by the Franchisee required by paragraph 5.6 of Schedule 6.1 (Franchise Specific Obligations).
- 16.5 The parties acknowledge and agree that notwithstanding paragraphs 16.1, 16.2, 16.3 and 16.4 above, the Secretary of State shall (at his sole discretion) have the right to issue a direction to the Franchisee under paragraph 5.6 of Schedule 6.1 (Franchise Specific Obligations) to enter into a Replacement Island Line Lease (and, conversely, shall have the right (at his sole discretion) to issue no such direction).

Island Line Business Plan

- 16.6 Without prejudice to and in addition to its obligations under paragraphs 16.1, 16.2, 16.3 and 16.4 above, the Franchisee (under the leadership of its relevant Regional Development Manager and together with the Isle of Wight Council) shall develop, and from no later than 30 June 2019 commence implementation of, a business plan in respect of the future operation of the Island Line (the "**Island Line Business Plan**"). The Franchisee shall provide a copy of the Island Line Business Plan to the Secretary of State promptly once such Island Line Business Plan has been agreed and/or updated between the Franchisee and the Isle of Wight Council. The Island Line Business Plan will be reviewed and updated annually in each Franchisee Year beginning with the Franchisee Year commencing on 1 April 2020.

Island Line Stakeholder Forum

- 16.7 By no later than 31 December 2017, the Franchisee shall establish an Island Line stakeholder forum ("**Island Line Stakeholder Forum**") for the purposes of reviewing and providing feedback and suggestions in relation to matters relating to the operation of the Island Line, including:
- (a) the Franchisee's progress in developing and implementing the Island Line Business Plan; and
 - (b) potential rail infrastructure and/or rolling stock capacity changes which are required in respect of the Island Line as a result of housing developments or other population density changes occurring on the Isle of Wight.
- 16.8 From 31 December 2017 and thereafter for the remainder of the Franchise Term, the Franchisee shall ensure that meetings of the Island Line Stakeholder

Forum are convened and held on a regular basis and at least two (2) times in a calendar year.

16.9 The Franchisee shall procure that the Island Line Stakeholder Forum is comprised of a representative membership of relevant Stakeholders who have an interest in the future operation of the Island Line, including as a minimum the Isle of Wight Council, the ORR, Network Rail and the Solent Local Enterprise Partnership.

17. **Production of a “devolution toolkit”**

17.1 The Franchisee shall:

- (a) from the Start Date create and keep updated a risk register identifying risks associated with transfer of any part of the Franchise Services to a different Train Operator during the Franchise Term or the transfer of the Franchise Services to more than one Successor Operator at the end of the Franchise Period and options for risk mitigation. The Franchisee shall ensure that the risk register is reviewed by the executive board of directors of the Franchisee at least once each month (or as otherwise agreed with the Secretary of State) at times during the Franchise Term when the Franchisee is on notice from the Secretary of State that any such transfer is to be prepared for and shall ensure that such risk register is updated to reflect the feedback deriving from each such review (with the Secretary of State to be notified of such updates as soon as reasonably practicable);
- (b) by no later than **31 August 2018**,⁹⁷ use all reasonable endeavours to liaise and cooperate with relevant Stakeholders including, as a minimum, Network Rail, ORR, the Secretary of State, the “London Overground” train operator and TfL for the purpose of creating, developing and finalising a “devolution toolkit” which, as a minimum, shall:
 - (i) incorporate a checklist of all issues, processes and resources affected by, or necessary to support, transfer of any part of the Franchise Services to a different Train Operator during the Franchise Term or the transfer of the Franchise Services to more than one Successor Operator at the end of the Franchise Period;
 - (ii) include a manual summarising the required steps to be followed, and the actions to be completed or delivered, in connection with any proposed transfer of any part of the Franchise Services to a different Train Operator during the Franchise Term or the transfer of the Franchise Services to more than one Successor Operator at the end of the Franchise Period (which in each case shall draw on and

⁹⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

reflect best practice approaches adopted by Associated Train Operators of the Franchisee);

- (iii) provide a methodology and/or approach to assessing and understanding the impact of transfer of any part of the Franchise Services to a different Train Operator during the Franchise Term or the transfer of the Franchise Services to more than one Successor Operator at the end of the Franchise Period on:
 - (A) customers and passengers; and
 - (B) timetable, capacity, rolling stock, stations, resourcing and employee terms and conditions;
 - (iv) identify the stakeholders to be consulted in respect of any proposed transfer of any part of the Franchise Services to a different Train Operator during the Franchise Term or the transfer of the Franchise Services to more than one Successor Operator at the end of the Franchise Period; and
 - (v) incorporate the risk register referred to in paragraph 17.1(a);
- (the "**Devolution Toolkit**"); and
- (c) from no later than **31 August 2018**,⁹⁸ (or such earlier date as the Devolution Toolkit is finalised by the Franchisee pursuant to paragraph 17.1(b)):
 - (i) without prejudice to paragraph 17.1(a), ensure that the Devolution Toolkit is reviewed at least twice each Franchisee Year by the executive board of directors of the Franchisee (and is updated to reflect the feedback deriving from each such review with the Secretary of State to be notified of such updates as soon as reasonably practicable);
 - (ii) provide a copy of the Devolution Toolkit (updated as applicable in accordance with paragraph (c)(i)) upon request to:
 - (A) the Secretary of State; and
 - (B) other interested parties if requested to do so by the Secretary of State.

⁹⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

18. Diversity and Inclusion

18.1 In carrying out recruitment activities, in particular in fulfilment of its obligations under paragraph 9 of Schedule 13.1 (Rail Industry Initiatives), the Franchisee shall take steps to further the Secretary of State's ambition to increase the number of women and BAME candidates as set out in the Transport Infrastructure Skills Strategy.

18.2 **[Deleted⁹⁹]**

19. Operational change training and staff engagement

By no later than the Passenger Change Date occurring in December 2020, the Franchisee shall deliver an appropriate operational change training programme to all relevant platform-based Franchise Employees to support the introduction of any new operational practices required as a result of the revised service pattern to be introduced from December 2020.

20. Journey time improvements review

By no later than the Passenger Change Date occurring in December 2021, the Franchisee shall conduct and complete a comprehensive review with the objective of identifying potential options for delivering journey time improvements in respect of the Passenger Services operated by the Franchisee on the Routes. The Franchisee shall report its findings to the Secretary of State.

21. Reduced station dwell times

21.1 The Franchisee shall use all reasonable endeavours to ensure that by no later than the Passenger Change Date occurring in December 2020 the Timetable Planning Rules include:

- (a) timetabled station dwell times of no more than forty five (45) seconds in relation to the New EMU S&W Passenger Services at the following stations:
 - (i) Vauxhall;
 - (ii) Clapham Junction;
 - (iii) Wimbledon;
 - (iv) Surbiton;
 - (v) Kingston;
 - (vi) Richmond;

⁹⁹ Date of deletion 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (vii) Feltham;
 - (viii) Putney;
 - (ix) Twickenham;
 - (x) Bracknell;
 - (xi) Epsom;
 - (xii) Hounslow;
 - (xiii) Egham (services to London only);
 - (xiv) Ascot; and
 - (xv) Wokingham;
- (b) timetabled station dwell times of no more than thirty (30) seconds in relation to the New EMU S&W Passenger Services at all other stations (except Staines); and
- (c) timetabled station dwell times of no more than sixty (60) seconds in relation to the New EMU S&W Passenger Services at Staines station.
- 21.2 Notwithstanding the provisions of the Timetable Planning Rules the Franchisee shall use all reasonable endeavours to operate the New EMU S&W Passenger Services from the Passenger Change Date occurring in December 2020 so that actual dwell times of no more than forty five (45) seconds are achieved in relation to the stations referred to in paragraph 21.1(a), actual dwell times of no more than thirty (30) seconds are achieved at the stations referred to in paragraph 21.1(b), and actual dwell times of no more than sixty (60) seconds are achieved at Staines station.
- 21.3 In relation to each Franchisee Year commencing with the Franchisee Year beginning on 1 April 2020 the Franchisee shall provide to the Secretary of State a report in relation to the First Dwell Time Report Period and the Second Dwell Time Report Period within four (4) weeks of the end of the First Dwell Time Report Period or the Second Dwell Time Report Period as the case may be. Each such report shall:
- (a) state the dwell times that actually occurred in relation to the stations referred to in paragraphs 21.1(a), 21.1(b) and 21.1(c) in the First Dwell Time Report Period or the Second Dwell Time Report Period as the case may be;
 - (b) identify trends in relation to the dwell times and, where such trends are adverse to the delivery of the dwell times specified in paragraphs 21.1(a), 21.1(b) and 21.1(c) identify the causes or likely causes of such trends and the actions that the Franchisee is taking or planning to take to correct them;

- (c) if the dwell times that have been achieved are longer than those specified in paragraph 21.2 explain why (if this is the case) that it believes that it has complied with its obligations pursuant to paragraph 21.2.

The Secretary of State acting reasonably may require reports to be produced pursuant to this paragraph 21.3 in relation to different periods of time than the First Dwell Time Report Period or the Second Dwell Time Report Period.

21.4 For the purposes of minimising dwell times in order to ensure delivery of the requirements in the TSS, the Franchisee shall, by no later than the Passenger Change Date occurring in December 2020:

- (a) incur capital expenditure of not less than [REDACTED¹⁰⁰] in raising:
- (i) platforms 7 and 8 at Vauxhall station; and
 - (ii) platforms 10 and 11 at Clapham Junction station,
- in order to reduce the stepping distance between platform and train;
- (b) incur capital expenditure of not less than [REDACTED¹⁰¹] in extending the platform canopies at:
- (i) platforms 7 and 8 at Vauxhall station; and
 - (ii) platforms 3, 4, 10 and 11 at Clapham Junction station,
- in a reasonably appropriate manner to encourage passengers to spread along the length of each such platform so that the passenger load within trains stopping at such platforms is more evenly distributed; and
- (c) incur expenditure of not less than [REDACTED¹⁰²] in engaging third party consultancy support in connection with the development of advanced passenger flow modelling and design of techniques intended to facilitate improved passenger flows. The Franchisee shall make appropriate use of the outputs of such third party

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consultancy support including by informing those platform management trials to be carried out pursuant to paragraph 102.

22. **Investment in station infrastructure enhancements**

- 22.1 Subject to paragraph 22.2, the Franchisee shall, by no later than the Passenger Change Date occurring in December 2022 incur capital expenditure of not less than [REDACTED¹⁰³] by investing in station infrastructure improvement schemes at stations served by the Passenger Services ("**Station Infrastructure Improvement Schemes**") intended to deliver enhanced operational efficiency.
- 22.2 The Franchisee shall not incur expenditure in relation to a proposed Station Infrastructure Improvement Scheme unless:
- (a) the Franchisee has nominated such proposed Station Infrastructure Improvement Scheme to the Secretary of State in writing setting out its specification and cost, risks to delivery (including dependencies on third parties and requisite approvals and consents) and the outputs it is expected to deliver;
 - (b) the Franchisee has provided such further information as the Secretary of State may reasonably require in relation to such proposed Station Infrastructure Improvement Scheme; and
 - (c) the Secretary of State has provided his written approval to such proposed Station Infrastructure Improvement Scheme.
- 22.3 Where the Franchisee believes that it is reasonably likely that the delivery of any approved Station Infrastructure Improvement Scheme will be delayed or delivered on a basis inconsistent with its specification, it shall notify the Secretary of State as soon as reasonably practicable and keep him appropriately updated.
- 22.4 The Franchisee shall notify the Secretary of State of the completion of each approved Station Infrastructure Improvement Scheme as soon as reasonably practicable. Such notification shall confirm that it has been completed in accordance with its specification and certify the expenditure that has been incurred with reasonable supporting evidence specifically identifying any Underspend for the purposes of paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) of this Schedule 6.2 (Committed Obligations).

23. **Innovative and responsive train planning**

- 23.1 The Franchisee shall:

¹⁰³ Date of redaction 31/08/2017 - 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) between 1 December 2018 and 1 December 2019 conduct and deliver a trial of “per-second” timing and operation on a section of the suburban network comprised in the Routes, with a view to identifying options to optimise the Network Rail “Timetable Planning Rules” so that they are based on such “per second” timing rather than the established rail industry practice of rounding arrival, departure and passing times to half minutes;
- (b) incur expenditure of not less than [REDACTED¹⁰⁴] in acquiring rights to use relevant train planning software to support the trial referred to in paragraph 23.1(a); and
- (c) by no later than 31 March 2020, deliver a report to the Secretary of State setting out the Franchisee’s recommendations (drawing on its experiences from the trial referred to in paragraph 23.1(a)) for the amendment of relevant Network Rail “Timetable Planning Rules” in respect of the Routes so that they are based on “per second” timing and operation. The Franchisee shall provide the Secretary of State with such additional information in connection with the subject matter of the report as he may reasonably require.
- 23.2 The Franchisee shall by no later than the Passenger Change Date occurring in December 2018 review the engineering allowances contained in the Network Rail “Timetable Planning Rules” (such allowances being 5% added to each sectional running time at the date of the Franchise Agreement) with the intention of identifying whether such engineering allowances can be reduced leading to a consequent reduction in sectional running times. If the review does find that engineering allowances can be so reduced the Franchisee shall use all reasonable endeavours to obtain such a reduction in the engineering allowances and a consequent reduction in sectional running times.
- 23.3 The Franchisee shall by no later than 31 May 2018:
- (a) review the approach to special events planning adopted by the Previous Franchisee; and
- (b) establish a “Seasonal and Special Events Working Group” which shall meet on a minimum of ten (10) occasions in each year during the remainder of the Franchise Term to identify appropriate actions to enable additional demand to be met during such periods.
- 23.4 The Franchisee shall, by no later than 31 March 2018, ensure that its timetable planning process includes an appropriate method of consultation that facilitates improved connections between the Passenger Services and the passenger services of other Train Operators.

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24. **Infrastructure Feasibility and Implementation Fund**

- 24.1 From the Start Date and for the remainder of the Franchise Term the Franchisee shall establish the Infrastructure Feasibility and Implementation Fund.
- 24.2 Subject to paragraph 24.4, the Franchisee shall, by no later than the Passenger Change Date occurring in December 2021, incur expenditure of not less than **[REDACTED¹⁰⁵]** by investing monies from the Infrastructure Feasibility and Implementation Fund in:
- (a) developing feasibility studies in relation to potential capacity and/or line enhancement projects ("**Capacity and Line Enhancement Schemes**");
 - (b) delivering such proposed Capacity and Line Enhancement Schemes as may be approved by the Secretary of State pursuant to paragraph 24.4(c); and
 - (c) ensuring that the first Capacity and Line Enhancement Scheme is delivered and implemented by no later than **31 August 2019**,¹⁰⁶ it being acknowledged and agreed that:
 - (i) the first Capacity and Line Enhancement Scheme to be delivered and implemented by the Franchisee shall, subject to the provision by the Franchisee of the information referred to in paragraphs 24.4(a) and (b) and the provision by the Secretary of State of his prior written approval pursuant to paragraph 24.4(c), be the installation of automatic selective door opening track balises on the Route from London Waterloo to Guildford via Cobham and Stoke D'Abernon; and
 - (ii) if the Secretary of State does not provide his written approval in respect of the scheme referred to in paragraph 24.2(c)(i), then the first Capacity and Line Enhancement Scheme to be delivered and implemented shall be such other scheme as is nominated by the Franchisee pursuant to paragraph 24.4(a) and approved by the Secretary of State pursuant to paragraph 24.4(c).
- 24.3 The Franchisee shall consult with the South Western Transport Partnership to identify potential Capacity and Line Enhancement Schemes.

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¹⁰⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- 24.4 The Franchisee shall not incur expenditure in relation to the delivery of a proposed Capacity and Line Enhancement Scheme unless:
- (a) the Franchisee has nominated such proposed Capacity and Line Enhancement Scheme to the Secretary of State in writing setting out its specification and cost, risks to delivery (including dependencies on third parties and requisite approvals and consents) and the outputs it is expected to deliver;
 - (b) the Franchisee has provided such further information as the Secretary of State may reasonably require in relation to such proposed Capacity and Line Enhancement Scheme; and
 - (c) the Secretary of State has provided his written approval to the delivery of such proposed Capacity and Line Enhancement Scheme.
- 24.5 Where the Franchisee believes that it is reasonably likely that the delivery of any approved Capacity and Line Enhancement Scheme will be delayed or delivered on a basis inconsistent with its specification it shall notify the Secretary of State as soon as reasonably practicable and keep him appropriately updated.
- 24.6 The Franchisee shall notify the Secretary of State of the completion of each approved Capacity and Line Enhancement Scheme as soon as reasonably practicable. Such notification shall confirm that it has been completed in accordance with its specification and certify the expenditure that has been incurred with reasonable supporting evidence specifically identifying any Underspend for the purposes of paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) of this Schedule 6.2 (Committed Obligations).
25. **Working together with Network Rail to improve train service planning**
- 25.1 From the Start Date and for the remainder of the Franchise Term the Franchisee shall:
- (a) review and (as applicable) challenge Network Rail's engineering access requirements in respect of Sunday mornings and weekend evenings with the intention of obtaining enhanced access for Passenger Services during those times; and
 - (b) report to the Secretary of State in writing on the outcomes of any workshops and/or meetings attended by the Franchisee and Network Rail in connection with the Franchisee's compliance with paragraph 25.1(a).
- 25.2 Without prejudice to paragraph 24, from the Start Date and for the remainder of the Franchise Term the Franchisee shall support and develop potential options for implementing improved line speeds in circumstances where re-signalling or other similar infrastructure changes, renewals or upgrades are implemented or planned by Network Rail in respect of the Routes, including (as appropriate) by:

- (a) working with Network Rail to develop and test such proposed options for implementing line speed improvements; and
- (b) challenging Network Rail's assumptions in respect of the line speed implications of the relevant infrastructure change, renewal or upgrade,

and shall report to the Secretary of State in writing on the outcomes of such discussions and/or interactions with Network Rail annually or more frequently as required by the Secretary of State.

26. **Improvements to management of train crew operations**

26.1 The Franchisee shall by no later than the Passenger Change Date occurring in **May 2019**¹⁰⁷ implement, and thereafter for the remainder of the Franchise Term maintain and use, a "train crew rostering system" which shall as a minimum incorporate functionality to enable:

- (a) auto-allocation of spare train crew resources to "uncovered turns" (being train services in respect of which no train crew resource has yet been allocated); and
- (b) all train crew to submit requests for leave via a self-service booking portal.

26.2 From no later than six (6) months following the Start Date and thereafter for the remainder of the Franchise Term, the Franchisee shall:

- (a) collect availability and utilisation data in respect of all Franchise Employee train crew depots; and
- (b) make the data collected pursuant to paragraph 26.2(a) available to all line managers of train crew through the Franchisee's management information system known as "SAP-BI".

26.3 Within twelve (12) months of the Start Date, the Franchisee shall provide a programme of management skills training to all line managers of train crew and any Franchise Employees who become line managers of train crew after that date. Such training shall cover (as a minimum):

- (a) approaches to the of negotiation of rosters;
- (b) health and safety considerations; and
- (c) management and handling of discipline issues and grievances.

¹⁰⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

27. **Declassification of First Class accommodation on the Main Suburban and Windsor Lines**

The Franchisee shall ensure that from no later than the Passenger Change Date occurring in December 2018, and thereafter for the remainder of the Franchise Term:

- 27.1 all Passenger Services which are operated on the Main Suburban and Windsor Lines are advertised as being standard class only in all relevant Timetables;
- 27.2 all Passenger Services which are operated on the Main Suburban and Windsor Lines either:
- (a) utilise rolling stock which incorporates no first class accommodation; or
 - (b) where the Franchisee operates Passenger Services on the Main Suburban and Windsor Lines which utilise rolling stock incorporating first class accommodation, the Franchisee shall:
 - (i) declassify such first class accommodation; and
 - (ii) make clear to all passengers that they are able to sit in the declassified first class accommodation with a Fare valid for travel in Standard Class Accommodation.

28. **Head of Continuous Improvement**

The Franchisee shall by no later than **28 February 2019**¹⁰⁸ appoint, and throughout the remainder of the Franchise Term employ, a Franchise Employee who shall be responsible for the implementation of continuous improvement initiatives and a continuous improvement culture, mentality and approach in relation to depot and fleet processes (the "**Head of Continuous Improvement**") and the Franchisee shall ensure that from the date of appointment and thereafter throughout the remainder of the Franchise Term the role of the Head of Continuous Improvement is retained, filled and supported or, if the role cannot be retained for reasons beyond the Franchisee's control, another equivalent alternative role is implemented to achieve the desired output for the role as set out in this paragraph 28.

29. **The Yeovil Junction – Yeovil Pen Mill Service**

- 29.1 The Passenger Services on the Route between Yeovil Junction station and Yeovil Pen Mill station which use the line from Yeovil Junction station to Pen Mill Junction were originally designated as an 'experimental service' under the Railways Act 2005 from 13 December 2015 for a period of five (5) years pursuant to the notice given by the Secretary of State on 12 November 2015 (the "**Yeovil Junction – Yeovil Pen Mill Service**"). To enable the Secretary of State to decide whether or not to amend the TSS to discontinue the Yeovil

¹⁰⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Junction – Yeovil Pen Mill Service in accordance with Section 37 of the Railways Act 2005 prior to such date as the Passenger Service ceases to be designated as an ‘experimental service’ the Franchisee shall, by no later than 31 December 2018, submit a report to the Secretary of State which will:

- (a) analyse the commercial and operational performance of the Yeovil Junction - Yeovil Pen Mill Service, the benefits it delivers to passengers and Stakeholders and its strategic future value; and
- (b) make a recommendation in the context of the above analysis as to whether the Yeovil Junction - Yeovil Pen Mill Service should be continued until the end of the Franchise Term.

29.2 It is agreed that any decision to amend the TSS to remove the Yeovil Junction - Yeovil Pen Mill Service should be made to a timescale reasonably consistent with the timetable planning process leading up to the Passenger Change Date occurring in December 2020. If the TSS is amended to discontinue the Yeovil Junction – Yeovil Pen Mill Service such amendment shall not be a Change.

30. Expansion of the Train Fleet

30.1 The Franchisee shall:

- (a) in accordance with the provisions of Schedule 1.6 (The Rolling Stock), increase the size of the Train Fleet from one thousand five hundred ninety three (1,593) rolling stock vehicles at 31 January 2018 to at least one thousand six hundred ninety three (1,693) rolling stock vehicles at and from the date by which all of the New Five Car EMUs and New Ten Car EMUs are introduced into passenger carrying service;
- (b) use all reasonable endeavours to ensure that the Availability Percentage of all of the rolling stock vehicles comprised in the Train Fleet is at least 90.2% from 31 January 2018 until the date on which all of the New Five Car EMUs and New Ten Car EMUs are introduced into passenger carrying service and at least 93.2% thereafter: **If in the period beginning on 31 January 2019 and ending on 3 March 2019 the Availability Percentage is at any time less than 90.2% the Franchisee shall not be regarded as being in contravention of the Franchise Agreement where it can demonstrate to the reasonable satisfaction of the Secretary of State that:**
 - (i) **the Availability Percentage being below 90.2% is a demonstrable consequence of the ongoing carrying out of modification works on Class 444 and Class 450 rolling stock pursuant to and in accordance with paragraph 33.1(a) and/or Class 442 rolling stock pursuant to and in accordance with paragraph 34.1 after 31 December 2018 so that without such delay the specified Availability Percentage would have been achieved; and**

(ii) **the Availability Percentage has not at any time fallen below 89% during the period beginning on 31 January 2019 and ending on 3 March 2019.**¹⁰⁹

(c) in fulfilment of its commitment under paragraph 30.1(b) the Franchisee shall record the Availability Percentage achieved each Weekday and, where the average Availability Percentage achieved in any Reporting Period falls short of the required Availability Percentage it shall notify the Secretary of State within 14 days of the end of the Reporting Period with an explanation for the shortfall and, if required by the Secretary of State, shall within two months (or such other period as the Secretary of State may reasonably specify) prepare a plan for approval by the Secretary of State for the achievement as soon as reasonably practicable taking into account other relevant train operating considerations of the relevant Availability Percentage. The Franchisee shall take account in the finalised plan of reasonable comments and proposals for the plan made by the Secretary of State; and

(d) report to the Secretary of State on progress in implementing any plan established under paragraph 30.1(c) within 14 days of the end of each Reporting Period (or as otherwise agreed with the Secretary of State) until such time as the required Availability Percentage is achieved and where the plan fails to deliver the required improvement within the timescales set out in the plan at the Secretary of State's request the Franchisee shall produce an amended plan for his approval and establishment in accordance with paragraph 30.1(c).

30.2 The Parties acknowledge and agree that paragraphs 30.1(b), (c) and (d) above are without prejudice to the other obligations of the Franchisee, including under Schedule 1.1 (Franchise Services and Service Development) in respect of the TSS and the Train Plan and Schedule 7.1 (Operational Performance).

31. **New Electric Multiple Units**

31.1 The Franchisee shall by no later than the Start Date enter into Rolling Stock Leases in relation to at least:

- (a) one hundred fifty (150) new Electric Multiple Unit vehicles formed into thirty (30) five car units ("**New Five Car EMUs**"); and
- (b) six hundred (600) new Electric Multiple Unit vehicles formed into sixty (60) ten car units ("**New Ten Car EMUs**").

31.2 The Franchisee shall:

¹⁰⁹ Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (a) use all reasonable endeavours to provisionally accept the New Five Car EMUs in accordance with the delivery schedule set out in Column B of the table contained in Appendix 2 to this Schedule 6.2 (Committed Obligations) so that such provisional acceptance is completed by no later than the New EMU Target Date and in any event the Franchisee shall as an unqualified obligation be required to introduce all of the New Five Car EMUs into unrestricted passenger carrying service on the Main Suburban and Windsor Lines by no later than the date twelve (12) months after the New EMU Target Date; and
- (b) use all reasonable endeavours to provisionally accept the New Ten Car EMUs in accordance with the delivery schedule set out in Column C of the table contained in the Appendix 2 to this Schedule 6.2 (Committed Obligations) so that such provisional acceptance is completed by no later than the New EMU Target Date and in any event the Franchisee shall as an unqualified obligation be required to introduce all of the New Ten Car EMUs into unrestricted passenger carrying service on the Main Suburban and Windsor Lines by no later than the date twelve (12) months after the New EMU Target Date.

31.3 The New Five Car EMUs and the New Ten Car EMUs shall be compliant with the following specification:

- (a) geared for 100 mph operation;
- (b) formed from vehicles which are approximately twenty (20) metres in length, with aluminium bodysHELLS and inside-frame bogies;
- (c) incorporate, in respect of each New Five Car EMU, at least:
 - (i) two hundred and seventy (270) seats; and
 - (ii) a total passenger carrying capacity of six hundred and sixteen (616) passengers (with standing capacity calculated at one person per 0.35m² of floor space in areas of a rolling stock vehicle intended for the carriage of passengers);
- (d) incorporate, in respect of each New Ten Car EMU, at least:
 - (i) five hundred and forty (540) seats; and
 - (ii) a total passenger carrying capacity of one thousand two hundred and forty (1,240) passengers (with standing capacity calculated at one person per 0.35m² of floor space in areas of a rolling stock vehicle intended for the carriage of passengers);

- (e) **[REDACTED¹¹⁰]**;
- (f) fitted with at least one two hundred and thirty (230) volt power socket and one twelve (12) Watt USB Port per pair of seats for use by passengers;
- (g) not used;
- (h) fitted with commissioned and operational media servers;
- (i) fitted with a commissioned and operational remote condition monitoring system and forward facing CCTV;
- (j) fitted with a commissioned and operational passenger information system which is capable of being updated remotely, providing real-time passenger announcements and displaying live information about relevant onward travel options and disruptions;
- (k) fitted with two doors of at least 1.45 metres width per vehicle side and vestibule areas of at least three (3) metres width;
- (l) fitted with corridor connection gangways of a minimum width of at least 1,160mm and central saloon gangways of a minimum width of at least 750mm;
- (m) **[REDACTED¹¹¹]**;
- (n) fitted with "bio-reactor" toilets that only need their effluent tanks emptying every forty five (45) days; and
- (o) fitted with a "geo fencing" system which dynamically alters the traction characteristics of the New Five Car EMUs and New Ten Car EMUs when they are being used in passenger carrying service so that performance is optimised by reference to the section of relevant Routes that they are being operated over at any particular time. Such geo fencing system must be commissioned and operational by no later than the Passenger Change Date occurring in December 2020.

31.4 The Franchisee shall:

- (a) use all reasonable endeavours to ensure that, within twenty two (22) months of the date that all of the New Five Car EMUs and New

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Ten Car EMUs are accepted by the Franchisee pursuant to the relevant rolling stock manufacture and supply agreement, the combined fleet of New Five Car EMUs and New Ten Car EMUs shall achieve an Average MTIN of at least forty five thousand (45,000) miles; and

- (b) take all reasonable steps to enforce the terms of the relevant rolling stock manufacture and supply agreement referred to in paragraph 31.4(a) and any related technical support and spares supply agreement in achieving an Average MTIN of at least forty five thousand (45,000) miles in accordance with the requirements of paragraph 31.4(a).

31A Termination rights prior to the Acceptance of the New EMUs¹¹²

31A.1 The Franchisee shall keep the Secretary of State fully informed of progress in relation to the performance by the Manufacturer of its obligations pursuant to the New EMU MSA. In particular the Franchisee shall keep the Secretary of State updated on progress in relation to compliance with the anticipated delivery schedule of the New EMUs and risk that any Manufacturer Events of Default Termination Right and if applicable any Minimum Fleet Return Right will become exercisable under the New EMU MSA prior to the date upon which all of the New EMUs that have been ordered have been Accepted. In the absence of significant unforeseen adverse developments (in which case the Franchisee shall keep the Secretary of State promptly informed), the Franchisee may keep the Secretary of State so informed through the regular reporting contemplated at paragraph 5 of Part 2 of Schedule 6.2 (Committed Obligations and Related Provisions).

31A.2

- (a) **The Franchisee shall consult with the Secretary of State if any Manufacturer Events of Default Termination Right and if applicable any Minimum Fleet Return Right has become exercisable or is likely to become exercisable prior to the date upon which all of the New EMUs which have been ordered have been Accepted. Subject to sub paragraph (b) below the Franchisee shall not exercise any Manufacturer Events of Default Termination Right and if applicable any Minimum Fleet Return Right prior to the date upon which all of the New EMUs that have been ordered have achieved Acceptance without the prior consent of the Secretary of State.**
- (b) **In circumstances where the Owner has the sole right pursuant to the terms of the New EMU MSA to exercise any**

¹¹² Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

Manufacturer Event of Default Termination Right and if applicable any Minimum Fleet Return Right, the Franchisee shall consult with the Secretary of State in advance of this right becoming exercisable and make representations to the Owner on his behalf in advance of such a right being exercisable by the Owner.

31A.3 If any Manufacturer Events of Default Termination Right has arisen or the Secretary of State believes that there is a material risk that any Manufacturer Events of Default Termination Right may arise he may serve a notice on the Franchisee requiring it to produce a draft of a plan to a reasonable specification provided with the notice to mitigate the direct or indirect impact of the exercise of the Manufacturer Events of Default Termination Right and if applicable any Minimum Fleet Return Right ("Termination Mitigation Plan"). The draft Termination Mitigation Plan shall be provided with a reasonably detailed analysis taking account of the circumstances backed by relevant data and assumptions of:

- (a) all cost and revenue and other financial implications of options contained within it including the potential implications for Franchise Payments;**
- (b) the implications (if any) for the Benchmarks; and**
- (c) the likely impact of options within it for existing and future passenger journeys and journey opportunities.**

The draft Termination Mitigation Plan shall include to the greatest extent reasonably practicable mitigations which preserve benefits for passengers that would have been obtained had the New EMUs been delivered in accordance with the obligations of the Franchisee under paragraph 31 of Part 1 of Schedule 6.2 (List of Committed Obligations) of the Franchise Agreement which is expected to involve the provision of replacement rolling stock of an equivalent output specification to that set out in the New EMU MSA (including passenger carrying capacity, internal vehicle quality and operational performance (including permitted maximum speed)).

31A.4 The Franchisee shall meet with the Secretary of State to discuss the Termination Mitigation Plan and provide such further information or analysis and further iterations of the draft Termination Mitigation Plan as the Secretary of State shall reasonably require. The Secretary of State and the Franchisee shall use all reasonable endeavours to agree the terms of the Termination Mitigation Plan and in the absence of agreement the Secretary of State shall have the right to reasonably determine such terms. It is acknowledged that except to the extent that the Secretary of State agrees to treat the Termination Mitigation Plan as a Remedial Agreement it shall be without prejudice to his rights in relation to relevant contraventions of the Franchise Agreement.

- 31A.5** If any Manufacturer Events of Default Termination Right and if applicable any Minimum Fleet Return Right is exercised prior to the date upon which all of the New EMUs that have been ordered have achieved Acceptance the Secretary of State shall have the right to require the Franchisee to comply with the Termination Mitigation Plan as agreed or as reasonably determined by the Secretary of State.
- 31A.6** The exercise of any Manufacturer Events of Default Termination Right and if applicable the Minimum Fleet Return Right prior to the date upon which all of the New EMUs that have been ordered have achieved Acceptance and any exercise by the Secretary of State of his right to require the Franchisee to implement a Termination Mitigation Plan shall be a Change which shall be a Qualifying Change if the consequences of a Qualifying Change would be financially beneficial to the Secretary of State (meaning that there would be an overall increase in Franchise Payments payable by the Franchisee to the Secretary of State or an overall decrease in Franchise Payments payable by the Secretary of State to the Franchisee as the case may be). There shall be no Change if the consequences of a Qualifying Change under this paragraph would be financially beneficial to the Franchisee (meaning that there would be an overall increase in Franchise Payments payable by the Secretary of State to the Franchisee or an overall decrease in Franchise Payments payable by the Franchisee to the Secretary of State as the case may be).
- 31A.7** For the purposes of this paragraph 31A:
- (a) "Accept", or "Accepted Unit" (as applicable), "Manufacturer", "Minimum Fleet" and "Owner" shall each have the meaning ascribed in the New EMU MSA;
 - (b) "Manufacturer Events of Default Termination Right" means the right given to the Franchisee jointly with the Owner or solely by the Owner (as applicable) pursuant to clause 18 of the New EMU MSA to terminate such agreement in specified circumstances;
 - (c) "Minimum Fleet Return Right" means the right given to the Franchisee jointly with the Owner or solely by the Owner (as applicable) pursuant to clause 20 of the New EMU MSA to return to the Manufacturer those New EMUs which have achieved Acceptance where termination of the New EMU MSA occurs prior to Acceptance of the Minimum Fleet;
 - (d) "New EMUs" means together the New Five Car EMUs and the New Ten Car EMUs; and
 - (e) "New EMU MSA" means the manufacture and supply agreement in respect of the fleet of 60 x 10 car electric multiple units and 30 x 5 car electric multiple units and associated equipment dated 19 June 2017 and entered into between Bombardier Transportation UK Limited, Rock Rail South Western PLC and the Franchisee.

32. **Delayed Rolling Stock Franchise Payment Adjustment**

32.1 Where all of the New Five Car EMUs or the New Ten Car EMUs to be leased by the Franchisee pursuant to its obligations under paragraph 31 are not introduced into unrestricted passenger carrying service by the New EMU Target Date then (without prejudice to any other remedies that might be available to the Secretary of State), the net financial effect of the delay to the Franchisee shall be agreed by the Secretary of State and the Franchisee or, in default of agreement within a timescale regarded as reasonable by the Secretary of State, the Secretary of State shall reasonably determine such net financial effect. The Franchisee shall provide all information that the Secretary of State shall reasonably require for the purposes of identifying such net financial effect. The assessment of such net financial effect shall take into account matters including:

- (a) any liquidated damages payable to the Franchisee in relation to any such delay;
- (b) the lease, maintenance and other operating costs avoided or deferred by the Franchisee in consequence of the delay (including costs relating to the provision of depot facilities in relation to the new rolling stock);
- (c) any additional lease, maintenance and other operating costs reasonably incurred by the Franchisee as a result of extending the leases on other rolling stock within the Train Fleet beyond the lease expiry dates specified in Schedule 1.6 (The Rolling Stock) or the leasing or hiring of other rolling stock vehicles to substitute for delayed new vehicles;
- (d) any reasonably anticipated loss of revenue suffered by the Franchisee as a consequence of delay with such loss being calculated consistently with the most appropriate industry standard revenue forecasting guidance and practices; and
- (e) any other cost savings made by the Franchisee as a consequence of the delay.

No account shall be taken of any impacts of the delay to the delivery of new rolling stock on amounts to be incurred by the Franchisee under Schedule 7.1 (Operational Performance) and Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme). The Franchisee shall use all reasonable endeavours to minimise increased costs incurred and revenue foregone as a result of the delay to the new rolling stock and, if the Secretary of State reasonably determines it has not done so, the Secretary of State shall be entitled to substitute a lower cost and/or a higher revenue based on his reasonable determination of what the cost incurred and/or revenue foregone by the Franchisee should have been if it had exercised all reasonable endeavours.

32.2 If it is agreed or reasonably determined that the net financial effect of the delay to any new rolling stock is a positive one for the Franchisee, so that it is financially better off than it would have been had such delay not occurred, then an amount shall be payable by the Franchisee to the Secretary of State

of the amount required to pass such financial benefit of the delay to the Secretary of State (a “**Delayed Rolling Stock Franchise Payment Adjustment**”). The Delayed Rolling Stock Franchise Payment Adjustment shall be calculated and paid on a Reporting Period by Reporting Period basis as reasonably determined by the Secretary of State and paid by way of adjustment to Franchise Payments. The first such amount shall be payable on the first Payment Date falling no less than seven (7) days after such determination. If the net financial effect of the delay to any new rolling stock is a negative one for the Franchisee, so that it is financially worse off than it would have been had such delay not occurred, no adjustment shall be made to Franchise Payments.

33. **Enhancement of Class 158, 159, 444 and 450s**

33.1 **The Franchisee shall:**¹¹³

- (a) **use all reasonable endeavours to modify and refresh all Class 444 and Class 450 rolling stock vehicles comprised in the Train Fleet by no later than 31 December 2018, provided that the Franchisee shall not be in breach of the Franchise Agreement if it has not done so by such date if it has used all reasonable endeavours to do so. Under such circumstances the Franchisee shall continue to use all reasonable endeavours to comply with such obligation as soon as reasonably practicable and in any event shall modify and refresh all Class 444 and Class 450 rolling stock vehicles comprised in the Train Fleet by no later than 31 March 2019; and**
 - (b) **modify and refresh all Class 158 and Class 159 rolling stock vehicles comprised in the Train Fleet by no later than 31 December 2020,**
- to the specification set out in paragraph 33.2.**

33.2 The rolling stock vehicles referred to in paragraph 33.1 shall be modified and refreshed to the following specification:

- (a) fitted with at least one power socket (230V or USB) per row of seats (each side of the vehicle) for use by passengers;
- (b) fitted with table top inductive charging points for use by passengers in first class accommodation so that each designated first class vehicles has one such point per seat (such obligation to be without prejudice to and in addition to the obligation set out in sub paragraph (a) above);
- (c) fitted with a commissioned and operational passenger information system which is capable of being updated remotely, providing real-

¹¹³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- time passenger announcements and displaying live information about relevant onward travel options and disruptions;
- (d) in consequence of the reconfiguration of first class seating referred to below provide the number of first and standard class seats in relation to each relevant unit specified in Table 1 to Appendix 1 to Schedule 1.6 (The Rolling Stock);
 - (e) refreshing and reconfiguring first class accommodation, including by:
 - (i) fitting of new leather covers, cushions and squabs to all first class seating;
 - (ii) relocation of first class accommodation at unit ends and the replacement of first class "2+1" seating with "2+2" seating; and
 - (iii) replacement of all tables located in the first class accommodation;
 - (f) refreshing all Standard Class Accommodation by replacing all existing seat covers (including cushions and squabs) with new covers;
 - (g) refreshing all toilet facilities, including:
 - (i) incorporating decorative decals which are consistent with and/or display the Franchisee's branding and which are reflective of the region in which the rolling stock vehicles are to be operated; and
 - (ii) replacing all flooring and toilet seats;
 - (h) in respect of the Class 444 rolling stock vehicles only, fitting upgraded traction equipment (including upgraded traction software) that will enable Class 444 units to draw two thousand (2000) amps of power so that they can operate to Class 450 sectional running times; and
 - (i) in respect of rolling stock vehicles which are to be retained in the Train Fleet after 31 December 2020, installing commissioned and operational media servers.
- 33.3 The Franchisee shall, by no later than the Passenger Change Date occurring in December 2020, procure the fitting of commissioned and operational fuel meters to all Class 158 and Class 159 rolling stock vehicles comprised in the Train Fleet.
34. **Refurbishment of Class 442s**
- 34.1 **The Franchisee shall use all reasonable endeavours to overhaul, refurbish, repaint and re-traction all Class 442 rolling stock vehicles comprised in the Train Fleet for the purposes of enabling such rolling**

stock vehicles to continue to be effectively operated throughout the Franchise Term by the Passenger Change Date occurring in December 2018 provided that the Franchisee shall not be in breach of the Franchise Agreement if it has not achieved such output by such date if it has used all reasonable endeavours to do so. Under such circumstances the Franchisee shall continue to use all reasonable endeavours to comply with such obligation as soon as reasonably practicable and in any event shall overhaul, refurbish, repaint and re-retraction all Class 442 rolling stock vehicles comprised in the Train Fleet by no later than the date falling 12 weeks after the Passenger Change Date occurring in December 2018. ¹¹⁴

- 34.2 Retractioning of the Class 442 units pursuant to paragraph 34.1 shall involve:
- (a) the replacement of all 300kW DC traction motors with new 300kW AC traction motors;
 - (b) the replacement of all DC camshaft equipment with new AC traction convertor and control systems;
 - (c) the replacement of all high speed circuit breakers and surge arresters with new equipment of an appropriate modern specification;
 - (d) the installation of new brake resistors; and
 - (e) the replacement of the existing brake control and wheel slip/slide protection with a [REDACTED¹¹⁵] system (or such other replacement system as would provide outputs which are substantially the same as or better than a [REDACTED¹¹⁶] system).
- 34.3 The interior refurbishment of Class 442 units pursuant to paragraph 32.1 shall include:
- (a) the relocation of first class seating to the vehicle currently classified as "DTSB" with it to be configured in 2+2 formation;
 - (b) the conversion of the train manager's office in the vehicle currently classified "MLC" to provide bicycle storage accommodation; and
 - (c) the provision of two "tip up seats" in each wheelchair space.

¹¹⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹¹⁵ Date of redaction 05/12/2017 - 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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35. **New depot and stabling facilities**

35.1 The Franchisee shall use all reasonable endeavours to satisfy the New Feltham Depot Conditions Precedent by no later than the CP Date.

35.2 By no later than the CP Date the Franchisee shall provide a statement to the Secretary of State confirming that either:

- (a) the New Feltham Depot Conditions Precedent have been satisfied with an appendix providing information in reasonably appropriate detail verifying this; or
- (b) the New Feltham Depot Conditions Precedent have not been satisfied with an appendix providing information in reasonably appropriate detail explaining the nature and extent of the failure to satisfy the New Feltham Depot Conditions Precedent and the actions that would be required to ensure that the New Feltham Depot Conditions Precedent are satisfied.

35.3 If the New Feltham Depot Conditions Precedent are satisfied by the CP Date:

- (a) the Franchisee shall:
 - (i) complete and commission the Preferred Rolling Stock Stabling Solution and use all reasonable endeavours to do so by no later than the Passenger Change Date occurring in December 2020;
 - (ii) expend not less than [REDACTED¹¹⁷] on meeting its obligation to complete and commission the Virginia Water Turnback Project; and
 - (iii) proceed to implement the Depot Safety and Enhancement Works in respect of Feltham Depot as are referred to in the table at paragraph 37.1; and
- (b) Appendix 1 of Schedule 14.6 of the Franchise Agreement shall be populated to show that the New Feltham Depot Project is an RV Asset that is a Network Rail Fixture Asset. The Capital Cost in Appendix 1 of Schedule 14.6 (Residual Value Mechanism) shall be [REDACTED¹¹⁸] and the RV Asset Transfer Value in Appendix 1 of Schedule 14.6 (Residual Value Mechanism) shall be

¹¹⁷ Date of redaction 31/08/2017 - 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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[REDACTED¹¹⁹], subject to the adjustment principles in Schedule 14.6 by reference to the depreciation principles set out in the Record of Assumptions. The Parties acknowledge and agree that the references to monetary amounts in this paragraph 35.3(b) are, notwithstanding paragraph 2.2 of Part 2 to this Schedule 6.2 (Committed Obligations), references to nominal (as opposed to real) amounts.

- 35.4 If the Franchisee is required to deliver the Preferred Rolling Stock Stabling Solution pursuant to paragraph 35.3(a) above and, despite it using all reasonable endeavours to do so, the Franchisee is unable to complete and commission the Preferred Rolling Stock Stabling Solution by the Passenger Change Date in December 2020 (including because Network Rail has been unable to deliver the Virginia Water Turnback Project by such date) the Franchisee shall use all reasonable endeavours to ensure that the Preferred Rolling Stock Stabling Solution is delivered as soon as reasonably practicable thereafter. Under such circumstances pending completion and commissioning of all aspects of the Preferred Rolling Stock Stabling Solution the Franchisee shall use all reasonable endeavours to mitigate the impact of delay to completion and commissioning on the delivery of the TSS. The Franchisee shall not be entitled to any derogation from its obligations under the TSS or a TDR Amendment pursuant to paragraph 12.8 of Schedule 1.1 (Franchise Services and Service Development) if any aspect of the Preferred Rolling Stock Stabling Solution is not commissioned and operational by the Passenger Change Date occurring in December 2020.
- 35.5 The Franchisee shall submit to the Secretary of State project status reports in relation to the Preferred Rolling Stock Stabling Solution at four (4) weekly intervals or more frequently if reasonably required by the Secretary of State. The reports shall:
- (a) prior to the satisfaction of the New Feltham Depot Conditions Precedent provide a full update in relation to progress towards satisfying them; and
 - (b) after any satisfaction of the New Feltham Depot Conditions Precedent provide updates in relation to:
 - (i) all material risks in relation to the delivery of the Preferred Rolling Stock Stabling Solution in accordance with its specification, planned delivery date and estimated cost;
 - (ii) actual and estimated costs of delivering the Preferred Rolling Stock Stabling Solution; and

¹¹⁹ Date of redaction 31/08/2017 - 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.

- (iii) any other matters in relation to the delivery of the Preferred Rolling Stock Stabling Solution reasonably specified by the Secretary of State.

35.6 If the New Feltham Depot Conditions Precedent are not satisfied by the CP Date or, prior to the CP Date the Secretary of State and the Franchisee agree that they are not capable of being satisfied, then within 30 days of the earlier of the CP Date or such date of agreement between the parties the Franchisee shall provide to the Secretary of State a report setting out options for addressing the consequences of the non delivery of the Preferred Rolling Stock Stabling Solution. Such options may involve investment in depot and stabling infrastructure, changed operational arrangements or a combination of both with the intention that such options mitigate the impact of the non delivery of the Preferred Rolling Stock Stabling Solution to the greatest extent reasonably practicable. The report shall identify:

- (a) all contingent factors upon which the delivery of each option are subject including requirements for third party consents and an assessment of risk in relation to such contingent factors;
- (b) the estimated cost of delivering each option and an assessment and quantification of contingent risks to such cost estimates; and
- (c) the extent to which risk to the delivery of the TSS and other Franchise Agreement obligations will be increased if each such option is implemented compared with the position if the Preferred Rolling Stock Stabling Solution had been implemented by the Passenger Change Date in December 2020 in accordance with its specification.

35.7 The Franchisee shall provide such further information in relation to its report as the Secretary of State shall reasonably require and update it to consider new and varied options. The Secretary of State and the Franchisee shall seek to agree the solution that should be implemented. Such solution shall involve the Franchisee taking costs risk on the delivery of the solution. In the event that a solution cannot be agreed within a period that the Secretary of State considers reasonable he shall be entitled to reasonably determine the solution and make those amendments to the Franchise Agreement that are reasonably required to impose obligations on the Franchisee to deliver it ("**Rolling Stock Stabling Mitigation Solution**"). Where the Secretary of State reasonably determines that the net cost to the Franchisee of delivering the Rolling Stock Stabling Mitigation Solution is less than the net cost that the Franchisee would have incurred had the Preferred Rolling Stock Stabling Solution been implemented (being a Capital Cost of [REDACTED¹²⁰] minus an RV Asset

¹²⁰ Date of redaction 31/08/2017 - 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.

Transfer Value of **[REDACTED¹²¹]** he shall be permitted to require the payment to him of Franchise Payment adjustments on a Reporting Period basis of an amount reasonably determined by him for the purposes of ensuring that the Franchisee does not make any financial gain as a result of the Preferred Rolling Stock Stabling Solution not being implemented. The Parties acknowledge and agree that the references to monetary amounts in this paragraph 35.7 are, notwithstanding paragraph 2.2 of Part 2 to this Schedule 6.2 (Committed Obligations), references to nominal (as opposed to real) amounts.

36. Enhancement of existing depot operations and facilities

36.1 The Franchisee shall incur expenditure of not less than **[REDACTED¹²²]** throughout the Franchise Term in implementing its plan called "Disciplined Operations Area of Expertise" for the enhancement and integration of operational and management processes at the Specified Depots at Wimbledon, Salisbury and Bournemouth (the "**Relevant Specified Depots**"), the outputs of which shall, as a minimum, include:

- (a) implementation of the commissioned and operational Integrated Fleet Management System at all Relevant Specified Depots by no later than 31 March 2019;
- (b) provision of operational hand held devices (with at least the capability to receive and display real time fleet information) to all Franchise Employees working at Relevant Specified Depots by no later than 31 March 2019;
- (c) implementation and establishment of commissioned and operational Visualisation Centres at each Relevant Specified Depot to enable Franchise Employees to access Franchisee, team, depot and Train Fleet information by no later than 31 March 2019; and
- (d) procuring the commencement of the delivery of training in "business improvement techniques" to all Franchise Employees who from time to time fall within the category of, or whose job description defines them as, "rolling stock and traction engineers" by no later than **31 May 2018**.¹²³ Such training shall involve all relevant Franchise Employees attending a basic three (3) day "National Vocational Qualification – Business Improvement Technique" course. In addition the Franchisee shall offer further training in specific

¹²¹ Date of redaction 31/08/2017 - 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.

¹²² Date of redaction 31/08/2017 - 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.

¹²³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

techniques including "5S", "Kaizen process mapping" and wider management training courses of up to six (6) months duration.

36.2 The Franchisee shall, by no later than the Passenger Change Date occurring in December 2018 appoint, and thereafter for the remainder of the Franchise Term employ, five (5) service delivery managers to be based at Siemens' depot at Northam to enable on-site monitoring (on a twenty four (24) hours a day, seven (7) days a week basis) of Siemens' cleaning and maintenance of the Class 444 and Class 450 rolling stock vehicles comprised in the Train Fleet, with the objective of working with Siemens to drive and deliver improvements in the quality of such rolling stock vehicles.

36.3 The Franchisee shall:

- (a) from the Start Date and for the remainder of the Franchise Term continue to utilise the Automatic Vehicle Inspection Systems used by the Previous Franchisee in connection with its rolling stock depot and stabling arrangements; and
- (b) by no later than 31 August 2019, procure the introduction of a commissioned and operational Automatic Vehicle Inspection System at Wimbledon Depot to support the maintenance requirements for the New Five Car EMUs and New Ten Car EMUs which are to be stabled and maintained at Wimbledon Depot.

36.4 The Franchisee shall, by no later than 31 March 2019, install a commissioned and operational wireless internet service at all Specified Depots to enable Franchise Employees to operate and utilise the hand held devices referred to at paragraph 36.1(b) above.

37. Depot safety enhancement works

37.1 The Franchisee shall:

- (a) **within twelve (12) months of the Start Date create a plan for the implementation of the work items set out in the following table (the "Depot Safety Enhancement Works") by the relevant completion dates specified in such table:**¹²⁴

¹²⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Depot location	Work items	Roads to be fitted with third rail isolation	Planned Completion Date
Bournemouth	<ul style="list-style-type: none"> Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> 7-10, 11-17 	<ul style="list-style-type: none"> 29 February 2020
	<ul style="list-style-type: none"> Installation of new raised walkways, lighting and main line crossing 	<ul style="list-style-type: none"> N/A 	
Clapham Jn.	<ul style="list-style-type: none"> Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> 12-17, 34-38, 39-49 	<ul style="list-style-type: none"> 28 February 2021
	<ul style="list-style-type: none"> Installation of hi-visibility third rail guards. 	<ul style="list-style-type: none"> N/A 	
Feltham	<ul style="list-style-type: none"> If the Franchisee is required to deliver the Preferred Rolling Stock Stabling Solution pursuant to paragraph 35.3(a), the fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> 2 & 3, 4-10 	<ul style="list-style-type: none"> 28 February 2021
Basingstoke (BM)	<ul style="list-style-type: none"> Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> 2 & 3 	<ul style="list-style-type: none"> 31 May 2019
	<ul style="list-style-type: none"> Installation of hi-visibility third rail guards. Installation of new raised walkways, 	<ul style="list-style-type: none"> N/A 	

Depot location	Work items	Roads to be fitted with third rail isolation	Planned Completion Date
	lighting and main line crossing.		
Farnham	<ul style="list-style-type: none"> Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> 1-5, 10-16 	<ul style="list-style-type: none"> 31 August 2019
	<ul style="list-style-type: none"> Installation of new raised walkways. 	<ul style="list-style-type: none"> N/A 	
Fratton	<ul style="list-style-type: none"> Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> 1-4, 5-8, 9-12 	<ul style="list-style-type: none"> 31 August 2019
	<ul style="list-style-type: none"> Installation of hi-visibility third rail guards. Installation of new raised walkways. 	<ul style="list-style-type: none"> N/A 	
Guildford	<ul style="list-style-type: none"> Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> Dn. sidings 1-2 	<ul style="list-style-type: none"> 31 August 2019
	<ul style="list-style-type: none"> Installation of new raised walkways. 	<ul style="list-style-type: none"> N/A 	
Ryde	<ul style="list-style-type: none"> Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> 01-04 	<ul style="list-style-type: none"> 29 February 2020

Depot location	Work items	Roads to be fitted with third rail isolation	Planned Completion Date
	<ul style="list-style-type: none"> • Installation of new raised walkways. 	<ul style="list-style-type: none"> • N/A 	
Staines	<ul style="list-style-type: none"> • Installation of improved lighting. 	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • 29 February 2020
Strawberry Hill	<ul style="list-style-type: none"> • Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> • 1-4, 10-14 	<ul style="list-style-type: none"> • 29 February 2020
	<ul style="list-style-type: none"> • Installation of new raised walkways. 	<ul style="list-style-type: none"> • N/A 	
Wimbledon	<ul style="list-style-type: none"> • Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> • London end 17-20, 21-24; Country end 4-9, 10-17, 18-23 	<ul style="list-style-type: none"> • 28 February 2021
	<ul style="list-style-type: none"> • Installation of hi-visibility third rail guards. 	<ul style="list-style-type: none"> • N/A 	
Woking	<ul style="list-style-type: none"> • Fitting of third rail power supply isolation on all maintenance and servicing roads. 	<ul style="list-style-type: none"> • 1-4, 5-9 	<ul style="list-style-type: none"> • 28 February 2019

- (b) by no later than 1 December 2018, contract with a one or more suppliers for the delivery of the Depot Safety Enhancement Works in accordance with the requirements of paragraph 37.1(c) below; and
- (c) procure that each work item comprised within the Depot Safety Enhancement Works is fully completed, commissioned and operational by the date specified in relation to it in the column headed "Planned Completion Date" in the table above (in each case the "**Planned Completion Date**"), it being acknowledged and agreed that if a relevant work item comprised within the Depot Safety Enhancement Works has been completed by the relevant

Planned Completion Date subject only to rectification of snagging items then such work item shall be considered to have been completed by the relevant Planned Completion Date for the purposes of this paragraph 37.1(c).

Improve Lighting

37.2 The Franchisee shall, by no later than 31 December 2020, incur expenditure of not less than **[REDACTED¹²⁵]** in delivering improvements to the levels and availability of lighting at each of the Depots listed in the table at paragraph 37.1.

38. Improvements to train cleanliness and presentation

38.1 The Franchisee shall:

- (a) **[REDACTED¹²⁶]**
- (b) by no later than the Start Date appoint, and thereafter for the remainder of the Franchise Term employ, a Franchise Employee with the job title "Head of Cleaning and Train Presentation", who shall be responsible (amongst other things) for:
 - (i) delivery and performance of the cleaning and presentation services required to be delivered in respect of all of the rolling stock vehicles comprised in the Train Fleet; and
 - (ii) the creation and implementation of enhanced cleaning and presentation specification(s);
- (c) within one hundred (100) days of the Start Date, procure the completion of a "periodic heavy clean" of all rolling stock vehicles comprised in the Train Fleet. The specification of the periodic heavy clean in relation to each class of rolling stock shall be developed by the Franchisee acting reasonably in the first one hundred (100) days after the Start Date following an audit of the condition of the Train Fleet. As a minimum such specification must include shampooing carpets, vacuuming seats and removing all graffiti and chewing gum. The Franchisee shall maintain the internal condition of the Train Fleet at the level achieved following the completion of the periodic heavy clean by performing further periodic heavy cleans on

¹²⁵ Date of redaction 31/08/2017 - 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.

¹²⁶ Date of redaction 31/08/2017 - 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.

each unit of rolling stock in the Train Fleet at a frequency of not more than thirty (30) days.

39. **Not used.**

40. **Investment in ERTMS development**

40.1 In addition to and without prejudice to its obligations under paragraph 11 of Schedule 13.1 (Rail Industry Initiatives) and paragraph 2 of Schedule 6.1 (Franchise Specific Obligations), the Franchisee shall incur expenditure of at least [REDACTED¹²⁷] in:

- (a) working in partnership with Digital Railway to develop options and business cases for the implementation of ERTMS on the network of Routes prescribed in paragraph 2.1 of Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development), with a view to enabling such implementation of ERTMS to be completed by 31 December 2020 or as soon as reasonably practicable thereafter; and
- (b) exploring with Network Rail opportunities for including full fitment of ETCS on the New Five Car EMUs and the New Ten Car EMUs as part of the manufacturing process in respect of such rolling stock vehicles.

41. [REDACTED¹²⁸]

41.1 [REDACTED¹²⁹]

42. **Resourcing of the project office established by the Previous Franchisee**

42.1 The Franchisee shall from the Start Date continue to operate the project office established by the Previous Franchisee for the purposes of managing the delivery of the CP5 RS Committed Obligations and delivering the same roles and responsibilities as the project office operated by the Previous Franchisee, and additionally for the purposes of:

¹²⁷ Date of redaction 31/08/2017 - 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.

¹²⁸ Date of redaction 31/08/2017 - 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.

¹²⁹ Date of redaction 31/08/2017 - 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 management of the procurement and introduction into Passenger Service of the New Five Car EMUs and New Ten Car EMUs;
- (b) the management of the procurement of refurbishment and retractioning works and the introduction into service of the Class 442s units;
- (c) delivery of the Preferred Rolling Stock Stabling Solution or the Rolling Stock Stabling Mitigation Solution,

it being agreed that such project office shall be resourced at a reasonably appropriate level of resource as is required in order to fulfil the requirements of this paragraph 42.

43. **Feasibility study into potential bi-mode conversion of Class 158 and 159s**

43.1 The Franchisee shall, within six (6) months of the Start Date, incur expenditure of [REDACTED¹³⁰] in commissioning and/or procuring the undertaking of a study, in partnership with Porterbrook, in relation to the feasibility of converting the Class 158 and Class 159 rolling stock vehicles comprised in the Train Fleet:

- (a) from diesel-hydraulic DMUs to diesel-electric DMUs; and thereafter
- (b) from diesel-electric DMUs to third rail bi-mode units,

(the "**Conversion Concept**")

and once completed shall promptly present the written findings of such study (the "Feasibility Study Report") to the Secretary of State.

43.2 If the Feasibility Study Report demonstrates to the reasonable satisfaction of the Secretary of State that the Conversion Concept is both technically and financially viable and the Secretary of State notifies the Franchisee of this, the Franchisee shall promptly thereafter:

- (a) incur expenditure of [REDACTED¹³¹]; and
- (b) procure any required additional investment from Porterbrook,

¹³⁰ Date of redaction 31/08/2017 - 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.

¹³¹ Date of redaction 31/08/2017 - 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.

in order to deliver a single vehicle trial to further test and demonstrate the practical feasibility of the Conversion Concept. The Franchisee shall provide the Secretary of State with a written report detailing the outcomes and recommendations of such single vehicle trial.

- 43.3 It is acknowledged that if the Feasibility Study Report does not demonstrate to the Secretary of State that the Conversion Concept is both technically and financially viable the provisions of paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) of this Schedule 6.2 (Committed Obligations) shall apply in relation to the obligation of the Franchisee to incur expenditure of [REDACTED¹³²].

44. **New mobile water bowzers at Waterloo and Reading stations**

The Franchisee shall incur at least [REDACTED¹³³] in procuring the availability of new mobile water bowzers at Waterloo and Reading stations from no later than 31 December 2020 so as to enable trains of the Franchisee to be re-filled with water during turn-round periods at such stations.

45. **Installation of infrastructure monitoring equipment**

- 45.1 The Franchisee shall, by no later than 31 December 2020 install commissioned and operational track monitoring equipment on at least one hundred and twenty five (125) units of rolling stock vehicles across five different rolling stock classes comprised within the Train Fleet with at least the following specifications:

- (a) wireless functionality; and
- (b) capable of providing real-time data on changes in track conditions.

- 45.2 The Franchisee shall fully and effectively co-operate with Network Rail to use the data produced by the track monitoring equipment referred to in paragraph 45.1 above to identify any potential issues or concerns in relation to track condition and/or potential infrastructure failures.

46. **Reduction in Unexplained Minutes Delay**

- 46.1 The Franchisee shall reduce the Unexplained Minutes Delay (when compared with the moving annual average achieved by the Previous Franchisee under the Previous Franchise Agreement for the thirteen (13) Reporting Periods immediately preceding the Start Date) in each case by at least:

¹³² Date of redaction 31/08/2017 - 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.

¹³³ Date of redaction 31/08/2017 - 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) 20% by the first anniversary of the Start Date and at least maintain such reduction until the date referred to at paragraph 46.1(b) below; and
- (b) 60% by the third anniversary of the Start Date and at least maintain such reduction until the end of the Franchise Term.

For the purposes of this paragraph 46:

“Unexplained Minutes Delay” means such of the Minutes Delay attributed to the Franchisee and in relation to which the cause of such Minutes Delay is unknown and which is coded as “TZ”, “ZX”, “ZY” or “ZZ” in the document known in the railway industry as the “Delay Attribution Guide”.

46.2 By no later than the date three (3) months after the Start Date, the Franchisee shall provide to the Secretary of State:

- (a) the information relating to Unexplained Minutes Delay and Unexplained Cancellations as a moving annual average and in relation to the thirteen (13) Reporting Periods immediately preceding the Start Date;
- (b) its consequent target, presented as a moving annual average, in respect of the period ending on the first anniversary of the Start Date, to achieve its obligation pursuant to paragraph 46.1(a);
- (c) its consequent target, presented as a moving annual average, in respect of the period ending on the third anniversary of the Start Date, to achieve its obligation pursuant to paragraph 46.1(b); and
- (d) its plans for achieving the obligations specified in paragraphs 46.1(a) and 46.1(b) and the targets specified in paragraphs 46.2(b) and (c) but only to the extent that such targets exceed the minimum requirements pursuant to paragraphs 46.1(a) and 46.1(b).

46.3 All calculations of Unexplained Minutes Delay and Unexplained Cancellations provided pursuant to paragraphs 46.1 and 46.2 shall be certified as being accurate and correct by a statutory director of the Franchisee.

47. **Structured and analytical approach to performance improvement**

47.1 The Franchisee shall:

- (a) within six (6) months of the Start Date:
 - (i) prepare and issue the Performance Handbook to all Franchise Employees who have the job title of “manager” and who perform duties related to the delivery of the Passenger Services in accordance with the Train Services Specification; and
 - (ii) provide a briefing to all such Franchise Employees in relation to the contents and purpose of the Performance Handbook;

- (iii) within three (3) months of the Start Date provide the first Unexplained Delay Report to the Operations and Performance Delivery Group, and thereafter provide the Unexplained Delay Report to the Operations and Performance Delivery Group within fourteen (14) days of the end each Reporting Period during the remainder of the Franchise Term;
- (b) at least once:
 - (i) every Franchisee Year during the Franchise Term, in the context of the Alliance Agreement carry out with Network Rail a review of key risks to operational performance including as a minimum the reliability of infrastructure and rolling stock, backlogs in relation to infrastructure and rolling stock maintenance, staffing levels in relation to key infrastructure and train operation roles with the intention of improving the management of such risk in the context of the findings of the review; and
 - (ii) every other Franchisee Year during the Franchise Term, supplement the review referred to in paragraph 47.1(b)(i) above by commissioning an external independent review of relevant risks;
- (c) from the Start Date make available a fund of at least **[REDACTED¹³⁴]** which the Franchisee shall expend by no later than the date falling six (6) months after the second anniversary of the Start Date in:
 - (i) supporting fatality prevention measures in conjunction with Network Rail; and
 - (ii) conducting, in relation to each of the two (2) years ending on the first and second anniversary of the Start Date, a review (in conjunction with Network Rail and the British Transport Police) of the fatalities recorded by the Franchisee as having occurred in connection with its provision of the Passenger Services in each such year and the Franchisee shall take appropriate account of the outputs of the review in the context of its fatality prevention strategy;

it being acknowledged that any monies invested by the Franchisee in the fund referred to in this paragraph 47.1(c) which are not expended by it in accordance with this paragraph 47.1(c) shall be treated as Underspend in respect of which paragraph 2.4 of Part 2

¹³⁴ Date of redaction 31/08/2017 - 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.

(Special Terms Related to Committed Obligations) to this Schedule 6.2 (Committed Obligations) shall apply; and

- (d) within six (6) months of the Start Date establish, and thereafter for the remainder of the Franchise Term maintain, working groups comprising representatives of the Franchisee, Network Rail, relevant Train Operators and any relevant freight operators, who shall meet at least half yearly, to identify performance improvement initiatives in relation to the routes between the following stations:

- (i) Southampton and Basingstoke; and
 (ii) Portsmouth and Haslemere,

and the Franchisee shall use all reasonable endeavours to implement identified performance initiatives in conjunction, where appropriate, with Network Rail and other relevant Train Operators.

48. Reducing the impact of unplanned disruption

48.1 The Franchisee shall, by no later than **the Passenger Change Date occurring in May 2019**¹³⁵ deploy into service a Decision Support System.

48.2 The Franchisee shall:

- (a) review and update all operational contingency plans in respect of the Franchise Services (including the development of sample train crew diagrams);
 (b) create tailored station disruption plans in relation to all stations where the Passenger Services call; and
 (c) ensure that the operational contingency plans referred to in paragraph 48.2(a) and the station disruption plans referred to in paragraph 48.2(b) are implemented from no later than **31 May 2018**¹³⁶ and for the remainder of the Franchise Term.

48.3 By no later than **31 August 2018**¹³⁷ the Franchisee shall:

- (a) deploy for use in the Operations Control Room a train fleet fault diagnostics system in respect of all rolling stock vehicle types as are comprised in the Train Fleet; and

¹³⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹³⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹³⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (b) ensure that all Operations Control Room Staff have access to the system described in paragraph 48.3(a) through mobile devices issued to such Operations Control Room Staff by the Franchisee pursuant to paragraph 86.
- 48.4 Working together with Network Rail, the Franchisee shall by no later than the **Passenger Change Date occurring in May 2019**¹³⁸ develop and deploy not less than twenty (20) incident management process flow charts for the most frequent identified incidents by occurrence on the network, and ensure that they are used by all Relevant Staff in connection with the management of incidents (and resulting disruption to Passenger Services) throughout the remainder of the Franchise Term;
- 48.5 By no later than **31 August 2018**,¹³⁹ the Franchisee shall issue mobile tablet devices to all Franchise Employees who are drivers. The Franchisee shall thereafter for the remainder of the Franchise Term electronically issue diagram amendments and operational notices in real-time to all drivers and other train crew so that they are informed of changes to schedules and other operational information in a timely, unambiguous and consistent manner.
- 48.6 By no later than **31 March 2018**,¹⁴⁰ the Franchisee shall:
- (a) develop and introduce a competency management system for all Franchise Employees who have a key role in managing disruption (including “on call” Franchise Employees) (“**Relevant Staff**”), to enable the Franchisee to assess competency levels and training needs in respect of the Relevant Staff; and
- (b) develop a handbook for use in conjunction with the competency management system referred to in paragraph 48.6(a) above and issue such handbook to all Relevant Staff.
49. **Effectively Delivering the Waterloo Upgrade Works**
- 49.1 In the context of the critical importance of the successful delivery of the Waterloo Upgrade Works and with the intention of minimising disruption to the Passenger Services during their delivery to the maximum extent possible, the Franchisee shall:
- (a) ensure that the project team of the Previous Franchisee responsible for planning the implementation of the Waterloo Upgrade Works (the “**Previous Franchisee’s Waterloo Upgrade Delivery Team**”) is retained in place from the Start Date and that all relevant contingency plans and mitigations of the Previous Franchisee are retained and implemented unless circumstances reasonably require their adjustment;

¹³⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹³⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁴⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (b) use all reasonable endeavours to fully and effectively co-operate with the Previous Franchisee from the date of the Franchise Agreement (or as soon as reasonably practicable thereafter) with the intention of ensuring the most effective handover of responsibility for the Waterloo Upgrade Works that it is possible to achieve including by:
- (i) engaging in early and direct communication with the members of the Previous Franchisee's Waterloo Upgrade Delivery Team; and
 - (ii) putting in place direct and immediate channels of communication with the Previous Franchisee's Waterloo Upgrade Delivery Team to ensure that it is fully aware of all changes of circumstances and alterations to plans and mitigations occurring prior to the Start Date;
- (c) use all reasonable endeavours to agree as soon as possible after the date of the Franchise Agreement a collaboration and transition plan with the Previous Franchisee and Network Rail which shall be designed to ensure that the Franchisee is able to have the information and influence during the period between the date of the Franchise Agreement and the Start Date that is appropriate in the context of its role in delivering the Waterloo Upgrade Works from the Start Date and include provisions giving the Franchisee:
- (i) the ability to appropriately influence the plan for the Waterloo Upgrade Works during the period prior to the Start Date; and
 - (ii) the right to attend meetings of the Previous Franchisee's Waterloo Upgrade Delivery Team;
- (d) use all reasonable endeavours to put in place a four weekly governance group (to be known as the "**Waterloo Programme Governance Group**") which shall be made up of representatives of the Franchisee, the Previous Franchisee, the Previous Franchisee's Waterloo Upgrade Delivery Team and the Secretary of State and led by the Franchisee's 'Mobilisation Director'. The purpose of the Waterloo Programme Governance Group will be to encourage collaboration and co-operation, and to resolve issues or disputes, between the Franchisee, the Previous Franchisee and the Secretary of State in relation to the Waterloo Upgrade Works; and
- (e) use all reasonable endeavours to agree an escalation process with the 'Managing Director' of the Previous Franchisee and the Secretary of State in order to pre-emptively avoid and mitigate any problems that create risk to the effective carrying out and completion of the Waterloo Upgrade Works.
- 49.2 The Franchisee shall from the date of the Franchise Agreement commence mobilisation of the Waterloo Upgrade Delivery Team so that it is ready to commence its specified function at any time prior to the Start Date. From the Start Date until the date one (1) month after completion of the Waterloo

Upgrade Works the Franchisee shall ensure that the Waterloo Upgrade Delivery Team is fully resourced and properly deployed for the purposes of effectively supporting the efficient delivery of the Waterloo Upgrade Works in accordance with relevant project plans and evolving circumstances.

49.3 [REDACTED¹⁴¹]

49.4 [REDACTED¹⁴²]

49.5 [REDACTED¹⁴³]

50. Improving levels of performance during periods of planned disruption

50.1 From no later than six (6) months following the Start Date and thereafter for the remainder of the Franchise Term, the Franchisee shall ensure that, in respect of any planned restrictions of use or major project works affecting the provision of the Passenger Services, it makes available to passengers (in a timely manner) clear customer-focused information summarising the expected impacts of such restrictions of use and/or major project works and the steps being taken by the Franchisee to mitigate any adverse impacts, and shall:

- (a) provide such information on and/or through the following minimum categories of media:
 - (i) the Customer App;
 - (ii) the Franchisee's website; and
 - (iii) at stations categorised as Metro Stations, Gateway Stations and Community Stations in Appendix 1 to this Part 1 of Schedule 6.2 (Committed Obligations) through leaflets to be distributed to passengers; and
- (b) review the information provided pursuant to paragraph 50.1(a) above with rail customer focus groups on a regular basis and at least

¹⁴¹ Date of redaction 31/08/2017 - 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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¹⁴³ Date of redaction 31/08/2017 - 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.

once every Franchisee Year and implement any identified improvements.

- 50.2 The Franchisee shall incur expenditure of not less than [REDACTED¹⁴⁴] by no later than **31 May 2018**¹⁴⁵ to enable Class 158 and Class 159 units in the Train Fleet to pass through Chertsey station at normal line speeds when Passenger Services diagrammed to be operated by Class 158 and Class 159 units are diverted via Chertsey.
- 50.3 The Franchisee shall, by no later than **31 August 2018**,¹⁴⁶ and thereafter on a continuing basis for the remainder of the Franchise Term, ensure that at least 75% of all rail replacement services (including, for the avoidance of doubt, bus-based rail replacement services) arising as a result of planned disruptions are tracked via GPS and that real-time data in relation to the status and location of such rail replacement services is made available to passengers and Franchise Employees via the Customer App.
- 50.4 The Franchisee shall, with the objective of improving the efficiency of Network Rail's electrical isolation procedures, develop and use all reasonable endeavours to agree with Network Rail by no later than **28 February 2019**¹⁴⁷ an updated electrical isolations strategy to be implemented by Network Rail in connection with the delivery of the electrical isolation aspects of its network maintenance and enhancement responsibilities. The Franchisee shall incur expenditure of not less than [REDACTED¹⁴⁸] in complying with its obligations under this paragraph 50.4.

51. Improving the reliability of the Passenger Services

- 51.1 The Franchisee shall incur expenditure of not less than [REDACTED¹⁴⁹] in developing, introducing and operating, by no later than 31 December 2020, a prototype real-time depot movements optimisation tool to improve the management of depots and service delivery, and shall as soon as reasonably practicable thereafter provide a report to the Secretary of State setting out:

¹⁴⁴ Date of redaction 31/08/2017 - 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.

¹⁴⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁴⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁴⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁴⁸ Date of redaction 31/08/2017 - 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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- (a) whether or not the Franchisee (acting reasonably) considers that the trial has proved successful; and
- (b) (where the Franchisee reasonably considers that the trial has proved successful) the Franchisee's proposals to develop this system into an operational system, to be approved by the Secretary of State.

Subject to the Secretary of State providing his approval to the Franchisee's proposals in accordance with paragraph 51.1(b), the Franchisee shall develop this system into an operational system as soon as reasonably practicable thereafter.

51.2 Within six (6) months of the Start Date the Franchisee shall introduce, and thereafter for the remainder of the Franchise Term continue to utilise in connection with the provision of the Passenger Services, a commissioned and operational system tool to enable the Franchisee to report the occurrence and cause of short formation units of rolling stock vehicles in the Franchisee's management information system known as "SAP-BI".

51.3 The Franchisee shall at least:

- (a) **three (3) months prior to implementation of the timetable to apply from the Passenger Change Date occurring in May 2018,¹⁵⁰** undertake depot movement simulation exercises in respect of each of Wimbledon and Fratton depots for the purposes of identifying areas of operational inefficiency and developing improved punctuality in respect of empty coaching stock movement within such depots and into passenger service; and
- (b) three (3) months prior to the date of planned introduction into passenger carrying service of the New Five Car EMUs and New Ten Car EMUs, undertake a depot movement simulation exercise in respect of Wimbledon depot,
- (c) and shall use lessons learnt from these simulation exercises to facilitate efficient operations; and
- (d) two (2) months prior to implementation of each of the timetables to apply from the Passenger Change Dates occurring in December 2018 and December 2020, the Franchisee undertake a timetable simulation exercise which simulates the actual operation of the timetable, **[REDACTED¹⁵¹]** in order to validate and assess the performance of such timetables and shall use lessons learnt from these exercises to

¹⁵⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁵¹ **Date of redaction 05/12/2017 - 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.**

make performance improvements and prepare a report on the outcome of the simulation and any identified remedial steps to the Secretary of State as soon as reasonably practicable thereafter.

52. Training programme relating to the handling of operational incidents

By no later than **30 June 2018**,¹⁵² the Franchisee shall commence, and thereafter for the remainder of the Franchise Term maintain, training using the Hydra Immersive Simulation System or such equivalent system as may be approved by the Secretary of State for all Operations Control Room Staff, which provides each member of the Operations Control Room Staff with practical real time experience, delivered through simulation, of working together with colleagues to effectively manage operational incidents and subsequent disruption including in emergency scenarios. Such training shall be carried out annually as near to the anniversary of the original training course as is reasonably practicable for each member of the Operations Control Room Staff.

53. New gateline information screens at Waterloo station

53.1 The Franchisee shall, by no later than 31 March 2019, install and commission ten (10) staff information screens at the gatelines at London Waterloo station.

53.2 The information screens referred to in paragraph 53.1 above shall, as a minimum, provide train crew Franchise Employees with clear, concise and accurate information to enable such Franchise Employees to quickly understand, without need for referral to the Franchisee's Operations Control Room Staff, at which platform location the next train which they are required to crew is located.

54. Right time railway performance

54.1 By no later than 31 May 2019 the Franchisee shall implement, and thereafter for the remainder of the Franchise Term maintain, a data hub within the Franchisee's management information system to integrate and collate into a single location multiple sources of relevant "right time" information (including "right time" starts from terminals, average dwell times against booked allowance and actual turnaround times against booked times) known as "SAP-BI", and the Franchisee shall, on a continuing basis following implementation of the data hub, share such data as Network Rail shall reasonably request to support Network Rail's industry data integration programmes from time to time.

54.2 The Franchisee shall, by no later than 31 December 2018:

- (a) create a Subthreshold Delay Report in relation to each Reporting Period, make proper use of it as a management tool and provide a copy to the Secretary of State; and

¹⁵² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (b) incorporate plans for reducing Subthreshold Delay in the Performance Strategy Plan (such plans to be updated at least annually thereafter during the Franchise Term).

54.3 The Franchisee shall:

- (a) by no later than **30 November 2017**,¹⁵³ deploy a commissioned and operational Dwell Time App for use by Franchise Employees; and
- (b) by no later than **31 May 2018**,¹⁵⁴ deploy commissioned and operational passenger assist functionality within the Customer App to provide passengers with a real-time source of information:
 - (i) on the status of both Passenger Services and rail replacement services (including, for the avoidance of doubt, bus-based replacement services); and
 - (ii) to enable passengers to plan multi-modal journeys.

54.4 By no later than three (3) years following the Start Date, the Franchisee shall incur expenditure of not less than **[REDACTED¹⁵⁵]** in supporting local schemes to improve operational performance identified by the Franchisee's Work Improvement Teams.

54.5 The Franchisee shall:

- (a) by no later than the Passenger Change Date occurring in December 2018, procure the implementation of a commissioned and operational C-DAS solution at Berrylands Junction; and
- (b) by no later than the Passenger Change Date occurring in December 2019, procure the implementation of a commissioned and operational C-DAS solution at two additional locations.

55. **Extreme Weather and Planned Disruption Action Team**

55.1 By no later than **31 May 2018**¹⁵⁶ the Franchisee shall establish, and thereafter for the remainder of the Franchise Term continue to resource and maintain, an "extreme weather and planned disruption action team" to be comprised of relevant Franchise Employees with the requisite experience and level of seniority for the purposes of:

¹⁵³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁵⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁵⁵ **Date of redaction 31/08/2017 - 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.**

¹⁵⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (a) co-ordinating the activities of each department within the Franchisee's business in planning for and responding to extreme weather events and instances of planned disruption to the network;
- (b) reviewing any station disruption plans which are to be implemented by the Franchisee prior to their publication; and
- (c) providing passengers with station disruption plans which will contain alternative routes and travel plans for them to take during periods of planned disruption to the network,

in each case for the purposes of delivering improvements in operational performance and passenger satisfaction.

56. Implementation of the new Franchisee branding

56.1 The Franchisee shall launch a new 'SWR' brand and a new 'Island Line' brand and as part of such rebranding the Franchisee shall:

- (a) carry out promotional activities including a reduced Fare offer under which the Franchisee shall make available for sale during a four (4) week period commencing on **4 September 2017**¹⁵⁷ (or if the Waterloo Upgrade Works have not been completed on **4 September 2017**¹⁵⁸ the date five (5) days after the completion of the Waterloo Upgrade Works) ("**Offer Commencement Date**") advance purchase tickets which are:
 - (i) useable only on the Passenger Services of the Franchisee and in relation to outward and return journeys which must both occur within four (4) weeks of the Offer Commencement Date; and
 - (ii) in each case, priced for sale to customers at an amount discounted by at least 50% (fifty per cent) from the full price normally chargeable for comparable Advance Purchase Train-specific Fares;

The total number of such tickets available for sale shall be 10% (ten per cent) of the total number of advance purchase tickets normally available for sale during such a four (4) week period and not less than 100,000 (one hundred thousand) such tickets;

- (b) use the 'SWR' brand on all marketing materials and publications used by the Franchisee throughout the Franchise Term;
- (c) maintain the 'SWR' brand and 'Island Line' brand throughout the Franchise Term;

¹⁵⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁵⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (d) promote both such brands and undertake brand awareness campaigns in relation to them throughout the Franchise Term;
- (e) conduct regular reviews of its brand identity and values on at least a quarterly basis in order to continue to understand customer perception of the Franchisee's brand and values, on the basis that the Franchisee may modify the brand identity and values in an appropriate manner in the context of the brand tracking results; and
- (f) ensure that all rights in the 'SWR' brand and the 'Island Line' brand (as may be modified from time to time) are capable of being designated as a Primary Franchise Asset and accordingly transferred to the Successor Operator and, if the Secretary of State so designates rights in relation to either or both of such brands and does not dedesignate them pursuant to paragraph 10 of Schedule 14.4 (Designation of Primary Franchise Assets), the transfer value shall (unless otherwise agreed by the Secretary of State) be nil.

57. Marketing

57.1 The Franchisee shall:

- (a) from the Start Date until the third anniversary of the Start Date incur expenditure of not less than **[REDACTED¹⁵⁹]** on the marketing of the Passenger Services with not less than **[REDACTED¹⁶⁰]** of such amount to be incurred specifically on:
 - (i) brand promotion activities; and
 - (ii) marketing to target potential customers making leisure related journeys; and
- (b) in each consecutive period of twelve (12) months following the third anniversary of the Start Date, incur expenditure of not less than **[REDACTED¹⁶¹]** on the marketing of the Passenger Services (such amount to be reduced pro rata where the Franchise Term does not end on the anniversary of the Start Date),

it being acknowledged and agreed that:

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¹⁶⁰ Date of redaction 31/08/2017 - 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.

¹⁶¹ Date of redaction 31/08/2017 - 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) the Franchisee's obligations under paragraphs 56.1, 57.2, 57.3, 57.4, 58, 60.3, 60.4, 60.5 and 62; and
- (d) the minimum expenditure amounts prescribed in paragraphs 59.1, 60.1, 60.2 and 61.2,

are in each case included within and are not additional to the minimum expenditure amounts specified (as the case may be depending on the time at which the applicable expenditure is required to be incurred) in paragraphs 57.1(a) and/or 57.1(b) above.

57.2 The Franchisee shall from the Start Date and thereafter throughout the Franchise Term undertake sales and marketing campaign activities with the purpose of encouraging the purchase of Advance Purchase Train-specific Fares by passengers.

57.3 The Franchisee shall produce an annual marketing plan by no later than the Start Date and produce a further annual marketing plan on each anniversary of the Start Date. Each annual marketing plan shall:

- (a) be based on an up to date assessment of customer needs and behaviours as identified by market research that is appropriate in its methodology and scope;
- (b) seek to optimise the marketing activities of the Franchisee including by refining marketing strategy by reference to experience and developing market conditions so that (without prejudice to the obligations of the Franchisee under this paragraph 57 to spend specified sums of money on particular marketing activities) marketing monies are spent as effectively as reasonably possible; and
- (c) seek to focus marketing activities on those elements of the commercial offering of the Franchisee that maximise value to potential customers and the financial return on marketing investment obtained by the Franchisee.

57.4 The Franchisee shall from the Start Date maintain membership and ensure continuing professional development with the Chartered Institute of Marketing, the Institute of Direct and Digital Marketing and the Communication Advertising Marketing Foundation in order to stimulate evolution and development of innovation in relation to the marketing of the Passenger Services.

58. **Registered Season Ticket Holders**

58.1 The Franchisee shall within twelve (12) months of the Start Date introduce the "Season Ticket Holder Communications Programme" under which the Franchisee shall communicate with Registered Season Ticket Holders not less than once every three (3) months during the remainder of the Franchise Term providing information and updates including in relation to:

- (a) customer information in the event of delays;

- (b) enhanced compensation regimes;
- (c) new and enhanced ticketing offers;
- (d) personalised journey planning;
- (e) car parking availability at Stations;
- (f) customer rewards schemes and special offers; and
- (g) potential leisure journeys.
- (h) Such information shall be made available to Registered Season Ticket Holders on a selective basis such that each Registered Season Ticket Holder may elect which information (including marketing information) shall be communicated to them.

59. **New Franchise Website**

- 59.1 The Franchisee shall commission a new customer website with effect from the Start Date and shall maintain it on a continuous basis for the remainder of the Franchise Term.
- 59.2 In order to support the mobilisation, management and maintenance of the website and to deliver the Franchisee's digital strategy, the Franchisee shall by no later than **28 February 2018**¹⁶² appoint and throughout the remainder of the Franchise Term maintain an appropriately resourced dedicated team of Franchise Employees including with the roles of "Digital Manager", "Digital Executive", "Website Developer" and "Content Manager" with job descriptions reasonably consistent with such job titles.

60. **Marketing and Tourism**

- 60.1 The Franchisee shall become a member of all tourist boards in the geographical area served by the Passenger Services (including "Visit Hampshire" and "Visit Isle of Wight") and shall incur expenditure of at least **[REDACTED¹⁶³]** per annum on membership fees for such tourist boards.
- 60.2 The Franchisee shall incur expenditure of not less than **[REDACTED¹⁶⁴]** per annum on joint marketing activities with relevant tourist boards in the geographical area served by the Passenger Services with the intention of

¹⁶² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

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increasing the number of passenger journeys made using the Passenger Services.

60.3 The Franchisee shall work in an effective and co-operative manner with business, leisure, tourism and other passenger transport (including ferry and bus) organisations on joint marketing opportunities to encourage an increase in the number of passenger journeys made using the Passenger Services through the following activities, as a minimum:

- (a) promoting local ticketing schemes such as "Solent Go" and "Plus Bus";
- (b) providing customers with relevant cross-mode transport updates, including in relation to bus and ferry connections at stations served by the Passenger Services;
- (c) using multiple communication channels such as the local press and radio to stimulate modal shift to rail for tourist journeys;
- (d) engaging effectively with local communities using local press and targeted digital marketing; and
- (e) promoting the Passenger Services to new markets such as students commencing courses at educational institutions in the vicinity of stations served by the Passenger Services.

60.4 In collaboration with "Visit Isle of Wight", Hovertravel, Wightlink and Red Funnel, the Franchisee shall develop and launch appropriate marketing initiatives for the purposes of raising the profile of the:

- (a) Isle of Wight as a visitor destination; and
- (b) Island Line as a means of transportation on the Isle of Wight,

in each case by no later than **1 August 2018**.¹⁶⁵

60.5 The Franchisee shall from the Start Date and thereafter throughout the Franchise Term undertake marketing campaign activities targeted at encouraging modal shift to the Passenger Services and increasing passenger numbers on the Passenger Services, through promotion and marketing campaigns in respect of rail travel to and from Southampton Airport and other relevant regional airports. The Franchisee shall, by no later than 28 February 2019, use all reasonable endeavours to form a partnership with the operating company from time to time of Southampton Airport to promote air-rail tickets.

¹⁶⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

61. Customer Relationship Management

61.1 The Franchisee's obligations in this paragraph 61 shall at all times be without prejudice to the Franchisee's obligations with respect to CRM Data and CRM Systems as set out in paragraph 4 and paragraph 6 of Schedule 1.5 (Information About Passengers).

61.2 The Franchisee shall incur operational expenditure of not less than **[REDACTED¹⁶⁶]** per Franchisee Year (where the first and/or last Franchisee Year is of less than thirteen (13) Reporting Periods such amount shall be apportioned accordingly) to:

- (a) develop and implement a CRM Programme, by no later than the date twelve (12) months after the Start Date, which will be supported through the development of a customer lifecycle model which shall:
 - (i) determine when targeted information and data should be sent to customers enabling data and information to be customised to customers' needs and the re-establishment of contact with customers where this has lapsed; and
 - (ii) permit the Franchisee to understand customer behaviour through the analysis and use of marketing data available to the Franchisee; and
- (b) implement "My Account" settings to allow customers to see their account details across all digital retail channels, and Wi-Fi single sign up in order to allow customer to manage their existing bookings, make repeat bookings and allow for a single-sign-on across the website and Customer App.

61.3 The Franchisee shall incur capital expenditure of not less than **[REDACTED¹⁶⁷]** by no later than 31 March 2020, to implement a "Single Customer View" data system (the "**SCV**"), by integrating the following databases by no later than the applicable dates set out in the column headed "Integration Date" in the following table:

Database	Integration Date
Customer database	By no later than the date twelve (12) months after the Start Date

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Train running database	By no later than the date twelve (12) months after the Start Date
"Smart database"	By no later than the date twelve (12) months after the Start Date
Revenue management system	By no later than 31 March 2020
Wi Fi data	By no later than 31 March 2020
Automatic Passenger Counting System	By no later than 31 March 2020
Customer contact database	By no later than 31 March 2020
Season ticket database	By no later than 31 March 2020

61.4 The SCV shall be integrated with the CRM System and shall be treated as a CRM System for the purposes of paragraph 2.1 of Schedule 14.4.

62. Customer Loyalty Scheme

Within six (6) months of the Start Date and thereafter throughout the remainder of Franchise Term, the Franchisee shall implement and promote a Customer Loyalty Scheme which shall, as a minimum, reward customers with points (valid for redemption at leisure centres, restaurants, visitor attractions and in connection with the booking of short breaks) when booking travel on the Franchisee's website or the Customer App.

63. Customer Insights Manager

With effect from **1 March 2018**,¹⁶⁸ and for the remainder of the Franchise Term, the Franchisee shall appoint and employ on a full time basis a "Customer Insights Manager", whose responsibilities will include ensuring that marketing activity is aligned to the requirements of key customer groups.

64. Season Ticket Enhancements

The Franchisee shall by no later than **31 August 2018**,¹⁶⁹ introduce and maintain for the remainder of the Franchise Term, a Smart Ticketing Scheme in respect of the Flows in respect of which the Franchisee is "lead operator" providing a recurring monthly Season Ticket Fare for use with a smart ticket and which is intended to offer an alternative to an annual Season Ticket Fare and is available for purchase by customers through monthly direct debit payments. Such scheme will provide that where twelve

¹⁶⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁶⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

consecutive monthly Season Ticket Fares are purchased there shall be no charge for the twelfth (12th) Season Ticket Fare.

65. **Customer Communication**

The Franchisee shall use all reasonable endeavours to achieve “Crystal Mark” approval by the Plain English Campaign for all written material on, or displayed by, TVMs, the Franchisee’s website, the Customer App and at all Stations by no later than **31 August 2019**.¹⁷⁰

66. **Groupsave**

The Franchisee shall from the Start Date and for the remainder of the Franchise Term continue to offer Groupsave.

67. **Fares Simplification**

Without prejudice to paragraph 4.1 of Schedule 2.5 (Transport, Travel and Other Schemes), Schedule 5 (Fares and Ticketing) and the terms of the Ticketing and Settlement Agreement, the Franchisee shall by no later than the second anniversary of the Start Date, have simplified the fares structure in existence as at the Start Date by introducing a flat differential between the Fare to and/or from a single London Station and the Fare for a ticket which includes a Travelcard, that is a ticket which allows access to all London Stations which is valid for a single day when purchasing a Fare to travel into London, using each of the following ticket types:

- (a) “Standard Anytime Single”;
- (b) “Standard Anytime Return”;
- (c) “Standard Off Peak Single”;
- (d) “Standard Off Peak Return”;
- (e) “Super Off Peak Single”; and
- (f) “Super Off Peak Return”,

regardless of the station within Zones 1 to 6 (inclusive) that a passenger is travelling to.

68. **Fare Restrictions**

The Franchisee shall not introduce any restrictions on the availability of “off peak Fares” in relation to any Passenger Services departing from London Waterloo during the period between 16:00 and 23:59 (inclusive) on a Weekday without the prior consent of the Secretary of State. This does not

¹⁷⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

prevent the Franchisee from applying restrictions on the availability of “super off peak fares” during that period.

69. Fares

69.1 The Franchisee shall by no later than **31 August 2018**,¹⁷¹ create and offer for sale carnet fares (being fares available at a multi buy discount) in relation to Flows on which the Franchisee is Lead Operator, which:

- (a) are available for purchase by customers using ITSO Certified Smartmedia;
- (b) allow customers to purchase a minimum of ten (10) return journeys for any Passenger Services and cost at least 5% less than the aggregate Price of the same number of individually purchased ‘Standard Anytime Day Return’ Fare (or Standard Anytime Return if a Standard Anytime Day Return Fare is not offered at the Start Date) between the same stations for which the carnet fare is valid; and
- (c) are offered for sale by the Franchisee and by any person authorised to sell Fares on its behalf,

and the Franchisee shall use all reasonable endeavours to obtain agreement from relevant operators and Transport for London that such carnet fares shall allow customers to purchase a minimum of ten Travelcards each valid for a day which cost at least 5% less than the aggregate Price of the same number of individual Travelcards valid in the Zones for which the Travelcard is valid.

69.2 The Franchisee shall from the Start Date and throughout the Franchise Term, deploy and use modern Yield Management Systems (such as the Franchisee’s revenue management system known as “Ventoux” or an equivalent system) in order to enable the offer of Advance Purchase Train specific Fares to be tailored in accordance with customer demand.

70. Smart Ticketing Enhancements

70.1 The Franchisee shall:

- (a) by the end of the Franchise Term, ensure that at least 89% of customer journeys made on the Passenger Services are made using smart tickets (including ITSO Certified Smartmedia, mTickets, self-print barcode tickets and CPAY tickets);
- (b) by no later than 30 April 2019, ensure that at least 12% of journeys on Passenger Services are made using ITSO Certified Smartmedia, mTickets and/or self print barcode tickets (but excluding CPAY tickets) and, should this target not have been met, the Franchisee

¹⁷¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

shall incur expenditure over the subsequent period of twelve (12) months from 30 April 2019 of not less than [REDACTED¹⁷²] per percentage point failure to achieve the target of 12%, up to a maximum of [REDACTED¹⁷³] on initiatives intended to incentivise take up and usage of ITSO Certified Smartmedia and/or mTicket based Smart Ticketing Schemes by passengers; and

- (c) by no later than 30 April 2021, ensure that at least 31% of journeys on Passenger Services are made using ITSO Certified Smartmedia, mTickets and/or self print barcode tickets and, should this target not have been met, the Franchisee shall incur expenditure over the subsequent period of twelve (12) months from 30 April 2021 of not less than [REDACTED¹⁷⁴] per percentage point failure to achieve the target of 31%, up to a maximum of [REDACTED¹⁷⁵] on initiatives intended to incentivise take up and usage of ITSO Certified Smartmedia and/or mTicket based Smart Ticketing Schemes by passengers.

70.2 The Franchisee shall:

- (a) by no later than 31 December 2018 and thereafter for the remainder of the Franchise Term, ensure that passengers are able to purchase mTickets and self print tickets for individual and return journeys which can be validly used for travel on Passenger Services (but not those of other Train Operators);
- (b) by no later than 31 December 2018 and thereafter for the remainder of the Franchise Term, ensure that passengers are able to purchase Single Fares and Return Fares which can be validly used for travel on Passenger Services (but not those of other Train Operators), as part of a Smart Ticketing Scheme;
- (c) by no later than **30 June 2018**¹⁷⁶ and thereafter for the remainder of the Franchise Term, ensure that passengers are able to purchase Annual Season

¹⁷² Date of redaction 31/08/2017 - 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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¹⁷⁴ Date of redaction 31/08/2017 - 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.

¹⁷⁵ Date of redaction 31/08/2017 - 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.

¹⁷⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Tickets which can be validly used for travel on Passenger Services (but not those of other Train Operators), as part of a Smart Ticketing Scheme;

- (d) by no later than **30 June 2018**¹⁷⁷ and thereafter for the remainder of the Franchise Term, ensure that passengers are able to purchase Monthly Season Tickets which can be validly used for travel on Passenger Services (but not those of other Train Operators), as part of a Smart Ticketing Scheme; and
- (e) by no later than **30 June 2018**¹⁷⁸ and thereafter for the remainder of the Franchise Term, ensure that passengers are able to purchase Weekly Season Tickets which can be validly used for travel on Passenger Services (but not those of other Train Operators), as part of a Smart Ticketing Scheme.
- 70.3 From the Start Date the Franchisee shall commence the implementation of an ITSO Smartmedia Ticketing Scheme to be known as "Tap2Go" (the "**Tap2Go Scheme**") which shall charge customers the cheapest applicable walk up single or day return Fare for the journey they have completed on the Passenger Services when they validate their ITSO Certified Smartmedia at the Stations and Managed Stations where they begin and end their journey, it being acknowledged and agreed that (without prejudice to paragraph 70.4) the full implementation of such Tap2Go Scheme shall be completed in accordance with paragraph 70.5 by no later than 31 December 2019.
- 70.4 The Franchisee shall introduce the Tap2Go Scheme by no later than 31 December 2018 or as agreed with the Secretary of State so that from such date it is able to be used at the such stations as have been identified in consultation with stakeholders, which may include those stations between the following listed stations and any Zone:
- (a) Windsor & Eton Riverside (Datchet, Sunnymeads, Wraysbury, Staines and Ashford);
 - (b) Shepperton (Upper Halliford, Sunbury and Kempton Park);
 - (c) Weybridge (Walton-on-Thames, Hersham and Esher);
 - (d) Cobham & Stoke D'Abernon (Oxshott, Claygate and Hinchley Wood).
- 70.5 The Franchisee shall introduce the Tap2Go Scheme at all other Stations and Managed Stations served by the Passenger Services by no later than 31 December 2019 or as agreed with the Secretary of State.

71. Discount Schemes

- 71.1 The Franchisee shall develop, implement and maintain new fares discount schemes targeted at, but not limited to, the following:

¹⁷⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁷⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (a) passengers of age 16 and below (to be in place by 30 September 2018);
- (b) students from 16 to 18 years of age (to be in place by 30 September 2018);
- (c) employees of such employers within the geographic area within which the Passenger Services operate and that elect to take part (to be in place by 30 September 2018); and
- (d) passengers who are of an age that entitles them to claim a Discount Fare Scheme described in paragraphs 3.1(b) and (c) of Appendix 1 to Schedule 2.5 (Transport, Travel and Other Schemes).

71.2 The Franchisee shall fully and effectively co-operate with ATOC to expand the "2FOR1 Promotion" under which rail passengers can claim various offers including discounted access to attractions upon presentation of a National Rail travel ticket to evidence proof of travel by rail to the attraction. Within twelve (12) months of the Start Date the Franchisee will ensure the introduction of at least ten (10) new visitor attractions as part of the 2FOR1 Promotion.

72. **ITSO Back Office Solution**

72.1 The Franchisee shall by no later than the Start Date, implement and commission (in accordance with paragraph 72.2) a comprehensive and effective administrative "back office solution" with appropriate technological and other resource to ensure compliance with the requirements of paragraphs 1.1 to 1.4 (inclusive) of Schedule 5.9 (Smart Ticketing).

72.2 In complying with its obligations under paragraph 72.1, the Franchisee shall use the "back office solution" which is managed by Rail Delivery Group Limited unless the Franchisee identifies reasons why use of the "back office solution" managed by Rail Delivery Group Limited is not possible or practicable (such reasons shall be communicated in writing to the Secretary of State).

72.3 The Franchisee shall ensure that by no later than 31 December 2018, or as otherwise agreed with the Secretary of State, the Tap2Go Scheme is interfaced with the "back office solution" which is implemented and commissioned by the Franchisee pursuant to paragraph 72.1.

73. **Enhanced Web and mobile retailing**

73.1 The Franchisee shall by no later than 1 January 2019, ensure that automatic barcode readers are commissioned and operational at all Stations and Managed Stations (with all automatic ticket gates at London Waterloo to be so fitted).

- 73.2 The Franchisee shall incur expenditure of not less than [REDACTED¹⁷⁹] by no later than the fifth anniversary of the Start Date to implement improvements to the website and Customer App of the Franchisee, including so that they both:
- (a) by **31 May 2018**¹⁸⁰ display the cheapest available Fare which can be purchased for a selected journey; and
 - (b) by **31 May 2018**¹⁸¹ employ a single customer view, i.e. an aggregated representation of customer data, integrated with the CRM System for the purposes of providing targeted information based on customer preferences.
- 73.3 The Franchisee shall, within six (6) months of the Start Date, create and make operable for potential customers an on line business portal sales channel under the brand name "Business Direct" ("**Business Direct Portal**") which will be targeted at small and medium enterprises and offer free account management to allow companies to book their rail travel direct with the Franchisee and to manage bookings for their staff.
- 73.4 The Franchisee shall within six (6) months of the Start Date appoint and employ on a full time basis for the remainder of the Franchise Term a "Sales Manager" who shall be responsible for increasing the revenue of the Franchisee, including through the successful delivery of the Business Direct Portal.
- 73.5 The Franchisee shall from the Start Date and throughout the Franchise Term, retain at least the same telesales capability as that provided by the Previous Franchisee immediately prior to the Start Date for all ticket types include ITSO Certified Smartmedia.
- 73.6 The Franchisee shall by no later than **31 August 2018**¹⁸² ensure that customers are able to load tickets onto ITSO Certified Smartmedia via a near field communications enabled smart phone.
- 74. Improved Station Retailing and Support**
- 74.1 By no later than the fifth anniversary of the Start Date, the Franchisee shall incur expenditure of not less than [REDACTED¹⁸³] to:

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¹⁸⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁸¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁸² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁸³ Date of redaction 31/08/2017 - 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) enhance the interface between user and all TVMs, including as described in paragraph 65;
- (b) offer passengers the ability to purchase an increased range of Fares from TVMs;
- (c) offer passengers the ability to purchase Annual Season Tickets, Monthly Season Tickets and Weekly Season Tickets using ITSO Certified Smartmedia at TVMs; and
- (d) hold focus groups for the purposes of identifying enhancements to interfaces and increased fare offerings.

74.2 The Franchisee shall use all reasonable endeavours to ensure that from a date no later than 30 June 2019 and for the remainder of the Franchise Term, the Franchisee shall:

- (a) offer for sale Fares, by way of smart ticketing, for multi modal travel using the Passenger Services and ferry and hovercraft services to the Isle of Wight; and
- (b) achieve smart ticketing cross functionality between the Tap2Go Scheme and the SolentGo ITSO system, subject to the granting of approval for such integration by the Secretary of State.

74.3 The Franchisee shall:

- (a) use all reasonable endeavours to ensure that from a date no later than 31 December 2018 and for the remainder of the Franchise Term, all Train Operators are able to issue and all Train Operators and TfL are able to accept ITSO Certified Smartmedia offered by the Franchisee but excluding "Tap2Go" tickets;
- (b) use all reasonable endeavours to ensure that from a date no later than 31 December 2019 and for the remainder of the Franchise Term, Tap2Go scheme interoperability is achieved so that smart tickets issued under the Tap2Go Scheme can be used by passengers on passenger services operated by the Train Operators from time to time of the Thameslink Southern Great Northern, Great Western and the New Cross Country franchises and TfL; and
- (c) use all reasonable endeavours to ensure that from a date no later than 31 December 2019 and for the remainder of the Franchise Term, that the Franchisee shall make available to relevant Train Operators the ability to access, use and benefit from the database known as "Clipper" the purpose of which is to enable the validation of mTickets.

75. Ticket Gating

75.1 The Franchisee shall:

- (a) by no later than the date six (6) months after the Start Date install and commission Virtual Gatelines or automatic ticket gates which

are clearly visible to passengers (including with appropriate signage) at not less than six (6) Stations including at each of the Stations located at:

- (i) Chessington North;
- (ii) Tolworth;
- (iii) Malden Manor;
- (iv) **Worcester Park**; ¹⁸⁴
- (v) Hounslow; and
- (vi) **Whitton**; ¹⁸⁵

(b) by no later than the date eighteen (18) months after the Start Date install and commission automatic ticket gates at any seven (7) of the following Stations:

- (i) Teddington;
- (ii) St Margarets;
- (iii) New Malden;
- (iv) Egham;
- (v) Virginia Water;
- (vi) Wokingham;
- (vii) Windsor and Eton Riverside;
- (viii) Portsmouth Harbour;
- (ix) Fratton;
- (x) Petersfield;
- (xi) Godalming;
- (xii) Fleet, and
- (xiii) Brookwood; and

¹⁸⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁸⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (c) by no later than the date twenty four (24) months after the Start Date shall install and commission automatic ticket gates at each of those Stations listed above at which automatic ticket gates have not already been installed.
- 75.2 The Franchisee shall incur capital expenditure of not less than **[REDACTED¹⁸⁶]** in meeting the obligation to install automatic ticket gates pursuant to paragraphs 75.1(a), 75.1(b) and 75.1(c).
- 75.3 The Franchisee shall take steps to reduce ticketless travel on the Passenger Services (in aggregate) by at least 1.8% by the date falling thirty six (36) months after the Start Date as demonstrated by the reduction in ticketless travel achieved in comparison to the level of ticketless travel shown in a comprehensive and representative ticketless travel survey to be undertaken within six (6) months' of the Start Date. The methodology to be adopted by the Franchisee in conducting such ticketless travel survey shall be proposed by the Franchisee to the Secretary of State for approval on or before the Start Date and in the absence of approval shall be as reasonably specified by the Secretary of State before the first survey is undertaken. The Franchisee shall provide full details to the Secretary of State of the findings of the ticketless travel survey and certify its compliance with the methodology established under this paragraph.
- 75.4 Following the ticketless travel survey conducted under paragraph 75.3, the Franchisee shall conduct an annual ticketless travel survey in accordance with the methodology established under paragraph 75.3 and shall provide full details to the Secretary of State of the findings of each such ticketless travel survey and certify its compliance with that methodology.
- 75.5 If the third ticketless travel survey conducted under this paragraph 75 shows that the 1.8% reduction referred to in paragraph 75.3 has not been achieved (or is not likely to be achieved by thirty six (36) months after the Start Date), the Franchisee shall, if required by the Secretary of State, prepare a plan for approval by the Secretary of State (such approval not to be unreasonably withheld) for the achievement as soon as reasonably practicable of the required 1.8% reduction in ticketless travel referred to in paragraph 75.3. The Franchisee shall report to the Secretary of State on progress in implementing any plan established under this paragraph quarterly (or as otherwise agreed with the Secretary of State) until such time as the required 1.8% reduction in ticketless travel referred to in paragraph 75.3 in ticketless travel is achieved.
- 75.6 Where a plan established under paragraph 75.5 fails to deliver the required 1.8% reduction in ticketless travel referred to in paragraph 75.3 within the timescales provided in the plan, at the Secretary of State's request the Franchisee shall produce an amended plan to achieve the required 1.8% reduction in ticketless travel referred to in paragraph 75.3 as soon as

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reasonably practicable for his approval in accordance with paragraph 75.5 and shall then report on progress against that amended plan.

75.7 The Franchisee shall incur expenditure of not less than [REDACTED¹⁸⁷] to purchase at least three hundred (300) new portable ticket issuing machines of which:

- (a) one hundred (100) such machines will be commissioned and issued to train managers for use on Passenger Services by no later than 31 December 2018; and
- (b) the remaining two hundred (200) such machines will be commissioned and issued to train managers for use on Passenger Services by no later than 31 December 2021.

Gateline opening hours

75.8 From no later than **31 December 2017**¹⁸⁸ the Franchisee shall ensure that, in respect of the stations set out in:

- (a) Column 1 of Table 1 (“Existing Gatelines”) below; and
- (b) Column 1 of Table 2 (“Other Existing Gatelines”) below,

the automatic ticket gates shall, at a minimum (but subject to paragraph 1 of Part 2 of this Schedule 6.2 (Committed Obligations)), be operational:

- (c) during the relevant times set out in Column 2 of Table 1 and Table 2 respectively; and
- (d) in the case of the stations set out in Column 1 of Table 1, for the number of hours set out in Column 3 of Table 1.

Table 1 – Existing Gatelines

Column 1	Column 2	Column 3
Station	Operational hours (Monday – Saturday)	Operational hours (Sunday)
London Waterloo	06:00-00:00	A minimum of 16 hours
Clapham Junction	06:00-00:00	A minimum of 16 hours

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Column 1	Column 2	Column 3
Earlsfield	06:00-00:00	A minimum of 9 hours
Feltham	06:00-00:00	A minimum of 9 hours
Kingston	06:00-00:00	A minimum of 16 hours
New Malden (part) *	06:00-00:00	A minimum of 9 hours
Norbiton	06:00-00:00	A minimum of 9 hours
Putney	06:00-00:00	A minimum of 9 hours
Queenstown Road	06:00-00:00	A minimum of 9 hours
Raynes Park	06:00-00:00	A minimum of 9 hours
Richmond	06:00-00:00	A minimum of 16 hours
Surbiton	06:00-00:00	A minimum of 16 hours
Twickenham	06:00-00:00	A minimum of 9 hours
Vauxhall	06:00-00:00	A minimum of 16 hours
Wandsworth Town	06:00-00:00	A minimum of 9 hours
Wimbledon	06:00-00:00	A minimum of 16 hours

* This refers to the gateline which is in place at New Malden station as at the date of this Franchise Agreement.

Table 2 – Other Existing Gatelines

Column 1	Column 2
Station	Operational hours (Monday – Friday)
Aldershot	06:00 – 22:00
Basingstoke	06:00 – 22:00
Bournemouth	06:00 – 22:00
Bracknell	06:00 – 22:00
Fareham	06:00 – 22:00
Farnborough (Main)	06:00 – 22:00
Guildford	06:00 – 22:00
Haslemere	06:00 – 22:00
Havant	06:00 – 22:00
Portsmouth and Southsea	06:00 – 22:00
Salisbury	06:00 – 22:00
Southampton Central	06:00 – 22:00
Staines	06:00 – 22:00
Walton-on-Thames	06:00 – 22:00
Weybridge	06:00 – 22:00
Winchester	06:00 – 22:00
Woking	06:00 – 22:00

75.9 The Franchisee shall ensure that, in respect of the stations set out in:

- (a) Column 1 of Table 3 ("**New Gatelines**") below; and
- (b) Column 1 of Table 4 ("**Other New Gatelines**") below,

the automatic ticket gates to be installed by the Franchisee at such stations pursuant to paragraph 75.1 shall, at a minimum, be operational from the date of commissioning of such new automatic ticket gates:

- (c) during the relevant times set out in Column 2 of Table 3 and Table 4 respectively; and
- (d) in the case of the stations set out in Column 1 of Table 3, for the number of hours set out in Column 3 of Table 3.

Table 3 – New Gatelines

Column 1	Column 2	Column 3
Station	Operational hours (Monday – Saturday)	Operational hours (Sunday)
New Malden (part)*	06:00-00:00	A minimum of 9 hours
St Margarets	06:00-00:00	A minimum of 9 hours
Teddington	06:00-00:00	A minimum of 9 hours

* This refers to the new automatic ticket gates to be installed by the Franchisee at New Malden station pursuant to paragraph 75.1.

Table 4 – Other New Gatelines

Column 1	Column 2
Station	Operational hours (Monday – Friday)
Brookwood	06:00 – 22:00
Egham	06:00 – 22:00
Fleet	06:00 – 22:00
Fratton	06:00 – 22:00
Godalming	06:00 – 22:00
Petersfield	06:00 – 22:00
Portsmouth Harbour	06:00 – 22:00
Virginia Water	06:00 – 22:00

Column 1	Column 2
Windsor and Eton Riverside	06:00 – 22:00
Wokingham	06:00 – 22:00

76. **Online Customer Forum**

76.1 By no later than the Start Date the Franchisee shall establish, and thereafter for the remainder of the Franchise Term maintain, a twenty four (24) hours a day, seven (7) days a week online customer forum (the “**Online Customer Forum**”) and shall promote such Online Customer Forum through its website and social media platforms throughout the Franchise Term. The purpose of the Online Customer Forum will be to engage with an unlimited number of customers of the Franchisee throughout the Franchise Term in order to gather the opinions of such customers in order to identify and facilitate the implementation of customer experience improvements. The Franchisee shall gather views on a variety of matters, including:

- (a) the effectiveness of the provision of information to customers in relation to disruption to Passenger Services caused by planned engineering works;
- (b) the effectiveness of the Customer App and website; and
- (c) new ideas on how to obtain immediate feedback from customers through a chat function.

76.2 The Franchisee shall ensure that the feedback gathered by the Online Customer Forum will, on an ongoing basis, be:

- (a) analysed by the Franchisee; and
- (b) fed through to the Customer Experience Review Group.

77. **Customer Experience Review Group and Customer Experience Strategy Group**

77.1 Within six (6) months of the Start Date, the Franchisee shall establish a customer experience review group (“**Customer Experience Review Group**”), chaired by the Franchise Employee with the job title “Head of Customer Services”, to identify, review and draw up action plans in response to customer and stakeholder feedback received from a wide range of sources, including the Online Customer Forum, customer complaints, fault reporting and social media. The Customer Experience Review Group shall meet on a monthly basis.

77.2 From the date of establishment of the Customer Experience Review Group and thereafter for the remainder of the Franchise Term, the Franchisee shall ensure that an overview of customer satisfaction performance by region, common feedback themes and proposed improvement action plans is

submitted by the Customer Experience Review Group to the Customer Experience Strategy Group at least every month.

77.3 Within six (6) months of the Start Date, the Franchisee shall establish a customer experience strategy group ("**Customer Experience Strategy Group**"), chaired by the Franchise Employee with the job title "Customer Experience Director", the role of which shall include oversight of performance against NRPS Benchmarks and integration of proposals it has accepted from the Customer Experience Review Group into the customer service strategy and the Annual Business Plan. The Customer Experience Strategy Group shall meet on a monthly basis.

77.4 From the date of establishment of the Customer Experience Strategy Group and thereafter for the remainder of the Franchise Term, the Franchisee shall ensure that outputs from the Customer Experience Strategy Group are reported to the Secretary of State at least every six (6) months (and the Franchisee shall ensure that such report will include evidence to indicate how the outcomes have contributed, or will contribute, towards NRPS levels of satisfaction).

78. **CCI Obligations**

78.1 By no later than 1 April 2018, the Franchisee shall appoint on a full time basis for the remainder of the Franchise Term a "CCI Co-ordinator", whose responsibilities will include:

- (a) managing and monitoring the delivery of each Approved CCI Scheme and each Approved Island Line CCI Scheme; and
- (b) ensuring that an online application form and a handbook to provide guidance to bidders in respect of proposed CCI Schemes and proposed Island Line CCI Schemes are published on the Franchisee's website.

79. **Community Rail and Community Ambassadors**

79.1 From the Start Date and throughout the Franchise Term, the Franchisee shall develop Community Rail Partnerships across the geographical area covered by the Franchise Services by implementing the following initiatives:

- (a) the Franchisee shall provide each of the eight (8) Community Rail Partnerships listed in rows 1-8 of the table at Appendix 1 (Community Rail Partnerships) to Schedule 13.1 (Rail Industry Initiatives) with funding of **[REDACTED¹⁸⁹]** for the Franchisee

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Year 2017/18, [REDACTED¹⁹⁰] for the Franchisee Year 2018/19 and [REDACTED¹⁹¹] for the Franchisee Year 2019/20, such funding being considered sufficient to enable each Community Rail Partnership to employ a "Community Rail Officer" for at least three (3) days a week and to provide funding for local projects;

- (b) before the end of each of the third and fifth Franchisee Years the Franchisee may review and amend funding levels for each Community Rail Partnership, providing that it ensures that each Community Rail Partnership continues to receive a minimum of [REDACTED¹⁹²] per year, such funding being considered sufficient to enable the continued employment of a Community Rail Officer by each Community Rail Partnership for three (3) days per week. The remainder of any funding available after each review will be allocated based on bids submitted by the Community Rail Partnerships;
- (c) the Franchisee shall support the registration of not less than fifty (50) station adoption groups with ACoRP by no later than 30 June 2020. The Franchisee shall provide funding of at least [REDACTED¹⁹³] per year to be made available by ACoRP to local volunteers at stations, known as "station adopters", to enable such station adopters to purchase items needed in relation to the station care activities carried out by them, such as garden plants, horticultural tools and equipment and paint. Up to five (5) station adopters per Station will each be provided with passes to allow four (4) days' free travel per year on the Passenger Services in recognition of their work;
- (d) the Franchisee shall introduce a 'Community Ambassadors' scheme by no later than 30 June 2018 and shall use reasonable endeavours to ensure that throughout the Franchise Term there are a minimum of twenty five (25) Franchise Employees who are Community Ambassadors, whose role shall involve being responsible for

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encouraging individuals who may feel excluded from the rail network to use the Passenger Services, including:

- (i) students (through colleges and universities);
 - (ii) unemployed people (through job centres); and
 - (iii) the elderly (through sheltered housing schemes); and
- (e) the Franchisee shall provide initial training for the Community Ambassadors which will take place during normal working hours and will involve:
- (i) half a day training to introduce the volunteers to the Community Ambassadors scheme, building on lessons learned from similar schemes; and
 - (ii) a day of practical training in how to build contacts and conduct group accessibility trips, that is guided trips on Passenger Services conducted during the Off-Peak for people who may feel excluded from public transport such as those with mental or physical disabilities, or groups of children.

79.2 From the introduction of the Community Ambassadors scheme and throughout the remainder of the Franchise Term, the Franchisee shall ensure that the Community Ambassadors are able to devote up to twelve (12) working days each year to working with a wide range of people to understand and overcome barriers to local rail travel. At least one group accessibility trip (as described in paragraph 79.1(e)(ii)) will be carried out each quarter by each Community Ambassador within that time allocation.

79.3 The Franchisee shall from the Start Date maintain in post a Franchise Employee with the job title "Community Rail Manager" with responsibility for all Community Rail Partnership engagement, including responsibility for:

- (a) monitoring the number of days devoted to the Community Ambassadors scheme by the volunteers and also the number of group accessibility trips delivered;
- (b) hosting and leading an annual community rail conference, to which all members of Community Rail Partnerships shall be invited;
- (c) meeting each Community Rail Partnership at least once a quarter to discuss progress, issues and future plans and meeting Network Rail at least three (3) times a year for the purposes of addressing issues relating to Community Rail Partnerships including in the context of the Alliance Agreement;
- (d) reviewing the performance of each Community Rail Partnership at the end of each Franchisee Year to measure outputs based on information provided by the Customer Experience Director and ACoRP; and

- (e) liaising with the Franchisee's 'Partnerships and Events Manager' to assist Community Rail Partnerships with marketing advice, training and promotions to increase their membership and use of Passenger Services serving relevant Community Rail Routes.

80. **Accessibility Consultation Forum**

- 80.1 By no later than the date that is nine (9) months following the Start Date the Franchisee shall establish, and shall thereafter throughout the remainder of the Franchise Term maintain, an accessibility forum (the "Accessibility Forum"), which Disability Rights UK (or any successor) will be invited to chair, to take measures to increase customer service satisfaction expressed by persons with reduced mobility and other persons protected under the EA.
- 80.2 Once established, the Accessibility Forum shall meet three (3) times per year. The Franchisee shall ensure that outputs from a series of focus groups and mystery shopping surveys are fed through to the Accessibility Forum and are used to further develop and improve the Franchisee's accessibility strategy.
- 80.3 The Franchisee shall use all reasonable endeavours to procure that the Accessibility Forum is comprised of a representative membership of people with reduced mobility and those covered by the relevant provisions of the EA (or, in the alternative, individuals who have been nominated to represent people with reduced mobility and those covered by the relevant provisions of the EA).

81. **BlueAssist**

- 81.1 The Franchisee shall ensure that by no later than the date that is nine (9) months following the Start Date:
 - (a) all Customer Facing Franchise Employees have been trained in understanding BlueAssist, recognising BlueAssist Cards and providing assistance to customers using BlueAssist Cards;
 - (b) all Customer Facing Franchise Employees who commence employment after the Start Date are provided with training in understanding BlueAssist, recognising BlueAssist Cards and providing assistance to customers using BlueAssist Cards as soon as reasonably practicable following the commencement of their employment; and
 - (c) appropriate numbers of BlueAssist Cards are made available at all Stations and Managed Stations, and shall use all reasonable endeavours to ensure that they are made available at all other stations which are:
 - (i) managed by other Train Operators; and
 - (ii) at which the Passenger Services call.

82. Passenger Assistance

82.1 The Franchisee shall amend the Passenger's Charter to ensure that from no later than **1 June 2018**,¹⁹⁴ and from introduction thereafter for the remainder of the Franchise Term, the advance notice required to be given by a customer when making a Passenger Assistance reservation:

- (a) in respect of a rail journey between any of the following Stations during the hours of 06:00 and 22:00 (inclusive) is reduced to no more than four (4) hours:

(i)	Basingstoke;
(ii)	Bournemouth;
(iii)	Earlsfield;
(iv)	Feltham;
(v)	Kingston;
(vi)	New Malden;
(vii)	Norbiton;
(viii)	Portsmouth and Southsea;
(ix)	Portsmouth Harbour;
(x)	Putney;
(xi)	Queenstown Road;
(xii)	Raynes Park;

¹⁹⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

(xiii)	Richmond;
(xiv)	Salisbury;
(xv)	Southampton Central;
(xvi)	Staines;
(xvii)	Surbiton;
(xviii)	Twickenham;
(xix)	Vauxhall;
(xx)	Wandsworth Town;
(xxi)	Wimbledon;
(xxii)	Winchester; and
(xxiii)	Woking;

- (b) in respect of a rail journey:
- (i) between two Stations which does not both commence and end at a Station listed in paragraph 82.1(a) above; or
 - (ii) between any of the Stations listed in paragraph 82.1(a) above which commences or ends otherwise than during the hours of 06:00 and 22:00 (inclusive),

is reduced to no more than twelve (12) hours.

82.2 The Franchisee shall engage, and use its reasonable endeavours to agree with Network Rail that the advance notice required to be given by a customer when making a Passenger Assistance reservation in respect of a rail journey from or to any of London Waterloo, Clapham Junction or Guildford Managed Stations is reduced to no more than:

- (a) four (4) hours for a rail journey between any of London Waterloo, Clapham Junction or Guildford Managed Stations and a Station

listed in paragraph 82.1(a) during the hours of 06:00 and 22:00 (inclusive); and

- (b) twelve (12) hours for a rail journey between any of London Waterloo, Clapham Junction or Guildford Managed Stations and a Station listed in paragraph 82.1(a) otherwise than during the hours of 06:00 and 22:00 (inclusive).

82.3 The Franchisee shall ensure that customers will be made aware of the improvements referred to in paragraphs 82.1 and 82.2 above in the Passenger's Charter and on the Franchisee's website on an ongoing basis.

82.4 The Franchisee shall ensure that within eighteen (18) months of the Start Date, and from introduction thereafter throughout the remainder of the Franchise Term, that real time assistance is made available to passengers through the Customer App in order to enable customers to have immediate assistance to board and alight from trains.

82.5 By no later than **31 January 2018**¹⁹⁵ the Franchisee shall appoint, and thereafter employ on a full time basis for the remainder of the Franchise Term, an "Accessibility and Inclusion Manager", whose responsibilities will include ensuring that the programme of enhancements as set out in paragraphs 82.1 to 82.4 are delivered.

83. Stakeholder Report

By no later than **31 August 2018**¹⁹⁶ the Franchisee shall, in conjunction with Network Rail and Transport Focus, draft and publish a stakeholder report online, in a publicly accessible location such as the Franchisee's website, outlining how the Franchisee has acted on feedback from stakeholders and the extent to which the Franchisee and Network Rail are delivering wider rail network benefits and industry efficiencies as a result and shall, in each Franchisee Year thereafter, publish new editions of such stakeholder report for that Franchisee Year.

84. Customer Service Training

84.1 In each Franchisee Year the Franchisee shall provide all Franchise Employees with the necessary skills and training (induction and ongoing) in order to provide assistance and information to customers and improve their overall journey experience. Training will be approved by the Institute of Customer Services and a mobility and/or disability rights organisation as may be agreed with the Secretary of State prior to commencement. The training to be provided shall include:

¹⁹⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁹⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (a) a one (1) day "Creating Great Customer Experiences" bespoke workshop to improve Franchise Employees' skills in offering assistance and information to customers by no later than **30 June 2019**,¹⁹⁷
- (b) a two (2) day "Delivering Great Customer Experiences" training course and one (1) day "On the Network" experience for all Customer Facing Franchise Employees and their managers by 31 December 2020 in order to improve skills in offering a visible, helpful and pro-active customer facing presence, provide assistance and information during special events and disruption, develop conflict management skills and promote security;
- (c) the one (1) day "On The Network" experience to take place no later than twelve (12) weeks after the two-day course in paragraph 84.1(b) above, where groups of two or three Customer Facing Franchise Employees will make a complete journey including booking a ticket to and from their home base and will feed back to the Customer Experience Strategy Manager who will review and summarise the information to present proposals;
- (d) a one (1) day "Sustaining Great Customer Experiences" customer experience refresher course delivered by no later than 30 April 2023 to all Customer Facing Franchise Employees; and
- (e) a one (1) day coaching and development "leading Great Customer Experiences" training day for front line managers and team leaders to be held by no later than **28 February 2019**.¹⁹⁸ This will focus on the principles of the "Great Customer Experiences" programme and how to support and enthuse staff to use their learning from the programme to deliver excellent customer service.

85. Customer Service Assessments

- 85.1 The Franchisee shall introduce customer service assessments for all Customer Facing Franchise Employees by no later than **31 March 2018**¹⁹⁹ and shall maintain them thereafter for the remainder of the Franchise Term in order to monitor and measure staff customer service skills. The Franchisee shall ensure that the customer service assessments as a minimum take into account six (6) monthly performance management reviews, objective setting and four (4) monthly customer service competency assessments.
- 85.2 The Franchisee shall review and use the results of any audits and surveys of customer satisfaction carried out pursuant to paragraph 88, to inform

¹⁹⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁹⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

¹⁹⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

performance management reviews and competency assessments, where relevant, for Customer Facing Franchise Employees through a commissioned and operational Learning Management System to be in place by **28 February 2019**,²⁰⁰ and to be maintained thereafter for the remainder of the Franchise Term.

86. Mobile devices, Back on Track Vouchers and On-board Data Interface

86.1 The Franchisee shall:

- (a) from no later than **31 May 2018**²⁰¹ and thereafter for the remainder of the Franchise Term, ensure that all Customer Facing Franchise Employees and Operations Control Room Staff are equipped with mobile devices with the Staff App enabled, and that such mobile devices remain fit for purpose throughout the Franchise Term including by replacing the mobile devices if required;
- (b) from no later than **28 February 2018**²⁰² and thereafter for the remainder of the Franchise Term, provide Back on Track Vouchers to Customer Facing Franchise Employees so that they are available to be distributed by them to passengers including those whose services have been subject to disruption in accordance with appropriate policies of the Franchisee; and
- (c) from no later than 31 December 2020 and thereafter for the remainder of the Franchise Term, ensure that real time data produced by or deriving from the On-board Data Interface is made available to Franchise Employees and customers via relevant automated information systems (including the Customer App) and in so doing shall, during the Franchise Term, incur expenditure of not less than **[REDACTED]**²⁰³.

87. Customer Ambassadors

87.1 The Franchisee shall throughout the Franchise Term use reasonable endeavours to ensure that a minimum of one hundred (100) Franchise Employees are engaged as "Customer Ambassadors" at all times throughout the Franchise Term with such Customer Ambassadors being deployed at Metro Stations and Gateway Stations during the Morning Peak and Evening Peak

²⁰⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁰¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁰² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁰³ **Date of redaction 31/08/2017 - 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.**

periods and at Metro Stations in the Off-Peak periods in order to provide assistance to passengers at Stations.

87.2 By no later than **30 April 2018**,²⁰⁴ the Franchisee shall ensure that all Customer Ambassadors have undertaken appropriate training to perform their roles as Customer Ambassadors and to provide appropriate assistance to passengers at Stations. The Franchisee shall ensure that such training is repeated and undertaken by all Customer Ambassadors on a regular basis and not less than once in every two (2) year period throughout the Franchise Term.

88. Customer Service Initiatives

88.1 From the Start Date and throughout the Franchise Term the Franchisee shall implement a customer service programme which shall include the implementation of the following initiatives:

- (a) by no later than **28 February 2018**²⁰⁵ and for the remainder of the Franchise Term, the Franchisee shall implement, deploy and maintain a Customer Service Audit Team of three (3) Franchise Employees, who are independent of station and on board service delivery teams, to audit franchise performance against published NRPS Benchmarks (including those for management of disruption) and investigate material customer service shortfalls (the "**Customer Service Audit Team**"). The Franchisee shall ensure that the Customer Service Audit team develops specific monitoring programmes to ensure high standards of customer service in all circumstances including special events, disruption, cancellations and short formations;
- (b) by no later than **28 February 2018**²⁰⁶ and for the remainder of the Franchise Term, the Franchisee shall establish and implement surveys to track the Franchisee's performance against NRPS Benchmarks (the "**Customer Satisfaction Monitor**"). The Customer Satisfaction Monitor surveys will gather comparable feedback to that obtained by the National Rail Passenger Survey but will use larger sample sizes and be conducted on a Reporting Period basis. The Franchisee shall ensure that the Customer Satisfaction Monitor survey will be designed to ensure it meets the Institute of Customer Services "ServiceMark" or equivalent requirements for the survey and the number of Customer Satisfaction Monitor questionnaires completed will exceed the number required by the Institute of Customer Services; and

²⁰⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁰⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁰⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (c) by no later than **31 August 2020**²⁰⁷ the Franchisee shall achieve a recognised customer service accreditation for Stations and on board service, such as the Institute of Customer Services "ServiceMark", to recognise both the standard of service quality achieved and the strategic and practical commitment to a high and improving standard of customer service and maintain such accreditation for the remainder of the Franchise Term.

88.2 By no later than **28 February 2018**²⁰⁸ and thereafter for the remainder of the Franchise Term, the Franchisee shall implement, deploy and maintain a Customer Operations Team comprising of Franchise Employees with the roles of "Customer Operations Manager", "Information and Systems Manager", "Short Term Planning Manager", "IPU Manager" and "Customer Information Controllers" with job descriptions reasonably consistent with such job titles (the "**Customer Operations Team**"). The purpose of the Customer Operations Team will be to provide customers with up to date, accurate, accessible and useful information during periods of both planned and unplanned disruption to the Passenger Services for the purposes of minimising the adverse impacts of such disruption on them. In particular, the 'Customer Information Controllers' shall be responsible for communications to passengers showing recommended alternative routes on the Franchisee's website, the Customer App and through real time messaging to CIS Screens at stations and on passenger information screens on trains, in each case once those systems are required to be operational in accordance with this Part 1 of Schedule 6.2 (Committed Obligations).

89. Catering

From no later than the date that is six (6) months after the Start Date, and thereafter for the remainder of the Franchise Term, the Franchisee shall provide catering services on each day that Passenger Services operate, including trolley services in the Standard Class Accommodation, on at least the number of services specified in Columns 2, 3 and 4 of the following table in respect of the routes referred to in Column 1 of such table:

*Column 1	Column 2		Column 3		Column 4	
Waterloo to/from	Mon-Fri		Sat		Sun	
	Down	Up	Down	Up	Down	Up
Eastleigh, Southampton, Bournemouth & Weymouth	35	33	44	44	21	21
Portsmouth via Haslemere	28	27	22	22	10	10

²⁰⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁰⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Salisbury/Exeter	29	30	29	30	14	14
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** Notes to Table:*

"Down" refers to services travelling from London, "Up" to services travelling to London.

Catering trolley services may not be provided over the entire route operated by the individual Passenger Services referred to in the table.

90. **CIS and related improvements**

90.1 By no later than the date falling three (3) years after the Start Date, the Franchisee shall incur capital expenditure of not less than [REDACTED²⁰⁹] in procuring the delivery of the CIS-related improvements which are detailed in Appendix 3 to this Part 1 of Schedule 6.2 (Committed Obligations).

90.2 The Franchisee shall ensure that by no later than the date falling three (3) years after the Start Date:

(a) all new CIS Screens which are installed during the Franchise Term pursuant to this paragraph 90; and

(b) all CIS Screens which were in existence as at the Start Date,

shall collectively display enhanced service information, including capacity information, status reports about other transport modes, Delay Repay alerts, bespoke notifications during disruption and messaging informing passengers about where to meet Passenger Assistance representatives.

90.3 By no later than the Passenger Change Date occurring in December 2020, the Franchisee shall procure that all rolling stock vehicles comprised in the Train Fleet (except for the rolling stock vehicles which are used to deliver the Island Line Services) are fitted with commissioned and operational passenger information screens, being electronic screens which are capable of communicating information from the Customer Information System in real time.

91. **Wi-Fi**

91.1²¹⁰

(a) **The Franchisee shall use all reasonable endeavours to procure that by no later than 31 December 2018 all rolling stock vehicles comprised in the Train Fleet (except for the rolling stock vehicles which are used to deliver the Island Line Services) are**

²⁰⁹ Date of redaction 31/08/2017 - 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.

²¹⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

fitted with commissioned and operational on-board Wi-Fi which has a specification which is in compliance with at least the Minimum Wi-Fi Service requirements set out in paragraph 12 of Schedule 13.1 (Rail Industry Initiatives). Where despite using all reasonable endeavours the Franchisee has not delivered such outputs by such date the Franchisee shall continue to use all reasonable endeavours to comply with such obligation as soon as reasonably practicable and in any event shall procure that all rolling stock vehicles comprised in the Train Fleet (except for the rolling stock vehicles which are used to deliver the Island Line Services) are fitted with commissioned and operational on-board Wi-Fi which has a specification which is in compliance with at least the Minimum Wi-Fi Service requirements set out in paragraph 12 of Schedule 13.1 (Rail Industry Initiatives) by no later than 31 March 2019.

- (b) The Franchisee shall use all reasonable endeavours to procure through contracting with a mobile network operator that the on-board Wi-Fi service referred to in paragraph 91.1(a):
- (i) delivers an average data speed of not less than 100 Mbps; and
 - (ii) provides coverage across not less than 99% of the rail network upon which the Passenger Services operate,
- and in fulfilment of this commitment the Franchisee shall incur expenditure at a rate of not less than [REDACTED²¹¹] per annum from 1 January 2019 on data provision and mobile network improvements. The Secretary of State may agree that this commitment shall apply from a date later than 1 January 2019 but prior to 31 March 2019 where it is reasonable to do so in consequence of any delay to the completion of the fitment of commissioned and operational on-board Wi-Fi which cannot reasonably be regarded as being the fault of the Franchisee.
- (c) The on-board Wi-Fi service referred to in paragraph 91.1(a) shall be made available for passengers to access and use on a free of charge basis.
- (d) The Franchisee shall maintain all such Wi-Fi services required to be provided pursuant to this paragraph 91.1 for the remainder of the Franchise Term.

²¹¹ Date of redaction 31/08/2017 - 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.

91.2²¹² **The Franchisee shall provide passengers with free of charge access to “infotainment”, namely a range of films, catch-up TV and box sets, games and popular magazines, via the Customer App on:**

- (a) **the Class 442, Class 444 and Class 450 rolling stock vehicles comprised in the Train Fleet, and shall use all reasonable endeavours to do so by 31 December 2018. Where despite using all reasonable endeavours the Franchisee has not delivered such outputs by such date the Franchisee shall continue to use all reasonable endeavours to comply with such obligation as soon as reasonably practicable and in any event shall provide passengers with free of charge access to “infotainment” via the Customer App on the Class 442, Class 444 and Class 450 rolling stock vehicles comprised in the Train Fleet by no later than 31 March 2019; and**
- (b) **all other rolling stock vehicles comprised in the Train Fleet (other than the rolling stock vehicles which are used to deliver the Island Line Services), and shall use all reasonable endeavours to do so by 31 December 2020. Where despite using all reasonable endeavours the Franchisee has not delivered such outputs by such date the Franchisee shall continue to use all reasonable endeavours to comply with such obligation as soon as reasonably practicable and in any event shall provide passengers with free of charge access to “infotainment” via the Customer App on all other rolling stock vehicles comprised in the Train Fleet (other than the rolling stock vehicles which are used to deliver the Island Line Services) by no later than 28 February 2021.**

91.3 **[REDACTED²¹³].**

91.4 The Franchisee shall develop any proposals that it may have to provide Wi-Fi on the Island Line as part of the Island Line Future Operation Priced Option.

91.5 From the Start Date until implementation, the Franchisee shall use all reasonable endeavours to implement an operational and commissioned free of charge ‘single sign-up’ solution for Wi-Fi at all Stations (excluding any Stations located on the Isle of Wight) by no later than 31 March 2020 in order to provide the same continuously connected Wi-Fi service to all customers starting and ending their journeys on the Passenger Services.

²¹² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²¹³ **Date of redaction 31/08/2017 - 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.**

92. **Customer App**

92.1 From the Start Date the Franchisee shall implement, and thereafter for the remainder of the Franchise Term maintain, a commissioned and operational Customer App compatible with all mobile devices which will incorporate at least the following functionality:

- (a) a real time assistance request feature for all users, including persons with reduced mobility and other protected persons, to enable them to request assistance, including immediate boarding and alighting assistance;
- (b) real-time journey planning, including the provision of information by the Customer App during periods of disruption regarding the extent of the disruption in question;
- (c) the ability to purchase mobile phone based mTickets;
- (d) the ability for users to access the Online Customer Forum in order to provide feedback to the Franchisee regarding the Passenger Services;
- (e) the provision of "infotainment" as set out in paragraph 91.2 (it being acknowledged and agreed for these purposes that, in accordance with paragraph 91.2, the date by which the Franchisee shall be obliged to implement the provision of "infotainment" via the Customer App shall be 31 December 2018);
- (f) the provision of **Customer Contact Centre**²¹⁴ contact details and the provision of an easily accessible form to allow passengers to claim Delay Repay compensation, with automated payment for registered customers;
- (g) the ability for users to check the real time availability of car parking at not less than 80% of all Stations by no later than 31 March 2019;
- (h) the ability for users to check expected crowding levels on Passenger Services and to receive advice about where to obtain a seat on the Passenger Services;
- (i) the provision of live running information about Passenger Services, including the real time location of trains, a countdown to when they are expected at any particular station and which platform the train will arrive at and depart from;
- (j) the ability for users to specify particular Passenger Services and stations and to receive updates direct to their smart phone and/or

²¹⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

mobile device if such Passenger Services or station are subject to disruption;

- (k) the ability for users to report incidents of crime directly to the British Transport Police using the Customer App; and
- (l) the recommendation of alternative routes during periods of disruption to the Passenger Services (it being acknowledged and agreed for these purposes that, in accordance with paragraph 93.1(a), the date by which the Franchisee shall be obliged to ensure that such functionality is available via the Customer App shall be 31 March 2019).

92.2 By no later than 31 March 2021, the Franchisee shall enhance the functionality of the Customer App by procuring that the Customer App incorporates and makes available a multi-modal journey planner application for the use and benefit of customers.

93. **Operational Activities**

By no later than 31 March 2019, the Franchisee shall make information and resources available to customers to enable passengers to optimise their journeys during planned and unplanned disruption, special events and severe weather events. Initiatives to be implemented by the Franchisee in complying with its obligations under this paragraph shall include:

- (a) the creation of route contingency plans and the ability to notify passengers of recommended alternative routes through the website and the Customer App and appropriate targeting of messages to relevant customer groups during disruption;
- (b) working in partnership with Transport for London and other transport operators to provide information and alternative travel options with the intention of assisting passengers to optimise their travel plans when relevant circumstances apply;
- (c) contingency planning in relation to the period within which the Waterloo Upgrade Works are to be delivered;
- (d) provision of a one (1) day course to at least one hundred (100) station-based Franchise Employees by 31 March 2019 on optimising the customer experience where alternative transport operations are implemented;
- (e) making available all relevant and available disruption information to passengers through the Wi-Fi portal, 'Twitter', the Franchisee's website and via the **Customer Contact Centre**²¹⁵ social media

²¹⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

feeds, and to Franchise Employees through the Staff App and 'WhatsApp' using 'WhatsApp's' built-in encryption;

- (f) ensuring that all available disruption information is inputted into the Darwin System; and
- (g) agreeing reciprocal arrangements with Transport for London and other relevant Train Operators for ticket acceptance during disruption and to make use of these for the benefit of passengers during all instances of operational perturbation, providing passengers with a clear explanation of which alternative services are available for them to use.

94. Co-operating with other public transport operators

94.1 From the Start Date and throughout the Franchise Term, the Franchisee shall work together with other public transport operators to improve the integration between their services and those of the Franchisee, and the Franchisee shall (as a minimum) implement the following initiatives:

- (a) the use of reasonable endeavours to work with local bus operators to improve integration between bus and train services implementing schemes, including measures such as integrated ticketing, provision of real time information and integrated timetable information, for at least five connecting bus services by no later than 31 March 2019, in addition to the Virtual Branch Lines referred to in paragraphs 94.1(c) and (d);
- (b) by no later than the Start Date, the Franchisee shall use reasonable endeavours to create a partnership board which shall meet on a quarterly basis and which shall be supported by a joint working group which will be set up together with Transport for London (the "**Transport for London Quarterly Partnership Board**" and the "**Transport for London Joint Working Group**") to allow information about passenger services to be shared and solutions to improve integration to be discussed and developed collaboratively. The Transport for London Quarterly Partnership Board will be responsible for setting the relationship strategy and discussing common issues and interfaces between the Passenger Services and services operated by or on behalf of TfL. The Transport for London Joint Working Group will be the main forum, reporting to the Transport for London Quarterly Partnership Board to develop ideas and plans;
- (c) the creation of a Virtual Branch Line between Fareham Station and Gosport (with relevant bus services to be operated by the First Hampshire and Dorset "Eclipse" bus service) by no later than **31 May 2018**²¹⁶ and the maintenance of such Virtual Branch Line for the remainder of the Franchise Term. The Franchisee shall enter into

²¹⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

an appropriate contract for the delivery of the marketing and integration measures associated with the Virtual Branch Line with a term extending for the duration of the Franchise Term and compliant with the provisions of Clause 14.8 of the Franchise Agreement; and

- (d) ensuring that promotions of existing Virtual Branch Lines, (including but not limited to the Virtual Branch Line between Exeter St Davids Station and Exeter Airport Station and between Honiton Station and Sidmouth Station), will continue from the Start Date throughout the Franchise Term and the Franchisee shall use all reasonable endeavours to work with stakeholders to identify new locations for the establishing of new Virtual Branch Lines.

95. **Customer satisfaction initiatives**

95.1 The Franchisee shall:

- (a) maintain the accreditation issued by the Railway Safety Accreditation Scheme in relation to all Rail Community Officers deployed as a minimum to patrol on board trains, particularly late at night and on special events) and in particular:
- (i) promote the reporting of crime impacting on the Franchise Services by no later than **31 May 2018**²¹⁷ through the use of digital platforms using the Customer Information System at stations and the on board passenger information system which provides real time messages to inform customers about, for example, the status of connecting underground services, changes to station calls in reaction to disruption, or eligibility for Delay Repay compensation on board Passenger Services;
 - (ii) promote awareness of on-board CCTV by streaming live images to the screens fitted to each rolling stock vehicle comprised in the New Five Car EMUs and the New Ten Car EMUs on introduction of the new fleet of such rolling stock vehicles;
 - (iii) introduce real time train tracking so that British Transport Police can be notified exactly on which train a crime has been reported through the Customer App and (if this proves not to be technically achievable or is inconsistent with British Transport Police's then preferred means of customer communications) to undertake a campaign in support of customers reporting on-train crime to British Transport Police using British Transport Police's preferred methods of reporting; and

²¹⁷ 19 January 2018 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

- (iv) by no later than 31 May 2018 introduce a pilot scheme for the use of body cameras and GPS tracking by Rail Community Officers, subject to prior consultation, for a period of six (6) months, and thereafter provide a report to the Secretary of State setting out details of the feedback received from Rail Community Officers;
- (b) by no later than **31 May 2018**²¹⁸ and for the remainder of the Franchise Term, promote the reporting of crime impacting on the Franchise Services through the use of digital platforms using the Customer Information System at stations and the on board passenger information screens (from the date that such passenger information screens are commissioned and operational in accordance with paragraph 90.3) which provide real time messages to inform customers about, for example, the status of connecting underground services, changes to station calls in reaction to disruption, or eligibility for Delay Repay compensation on board Passenger Services;
- (c) promote awareness of on-board CCTV by streaming live images to the screens fitted to each rolling stock vehicle comprised in the New Five Car EMUs and the New Ten Car EMUs on introduction of the new fleet of such rolling stock vehicles; and
- (d) introduce real time train tracking by **28 February 2019**²¹⁹ so that British Transport Police can be notified exactly on which train a crime has been reported through the Customer App and (if this proves not to be technically achievable or is inconsistent with British Transport Police's then preferred means of customer communications) to undertake a campaign in support of customers reporting on-train crime to British Transport Police using British Transport Police's preferred methods of reporting.

96. Customer Complaints

96.1 From the Start Date and throughout the Franchise Term, the Franchisee shall ensure that customers are able to report specific quality issues and raise complaints via the following means and shall implement, as a minimum, the following initiatives:

- (a) with the exception of paragraph 96.1(a)(iv), by no later than **1 June 2018**²²⁰ the provision, and thereafter for the remainder of the Franchise Term the maintenance, of a **customer contact centre**

²¹⁸ 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

²¹⁹ 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

²²⁰ 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

“Customer Contact Centre”²²¹ adopting a ‘first response’ approach which will operate so as to:

- (i) answer 80% of customer phone calls within 20 seconds;
- (ii) respond to 90% of web chat requests from customers within one (1) minute;
- (iii) respond to all letters and emails from customers within five (5) Weekdays; and
- (iv) from no later than **31 May 2019**,²²² provide real time information as to alternative routes and/or transportation options available to customers in the event of any disruption;

(b)

- (i) without prejudice to its obligations under paragraph 96.1(a), the Franchisee shall, by no later than the date on which the Franchisee introduces the **Customer Contact Centre**²²³ pursuant to paragraph 96.1(a), implement (and thereafter maintain throughout the remainder of the Franchise Term) a performance monitoring regime in respect of such **Customer Contact Centre**²²⁴ by reference to a “CSAT” survey process (to be managed by the Franchisee) which records a representative sample of customer responses to the following key performance indicators: (A) successful resolution of the customer’s enquiry; and (B) the customer’s satisfaction with the engagement process and interaction with the customer adviser involved in the handling of the relevant enquiry;
- (ii) the Franchisee shall require the **Customer Contact Centre**²²⁵ to use all reasonable endeavours to achieve, from implementation of the “CSAT” survey process in accordance with paragraph 96.1(b)(i), that not less than 75% of

²²¹ 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

²²² 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

²²³ 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

²²⁴ 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

²²⁵ 20 August 2017 (Date of Contract Change Letter) – Contract variation agreed by the Secretary of State and Franchisee

customers who are the subject of such "CSAT" survey in a given Franchisee Year confirm that they are satisfied:

- (A) that their enquiry has been successfully resolved; and
 - (B) with the engagement process and interaction with the customer adviser involved in the handling of the relevant enquiry;
- (iii) where the **Customer Contact Centre**²²⁶ fails to achieve the required 75% target levels of satisfaction referred to in paragraph 96.1(b)(ii) in any given Franchisee Year, the Franchisee shall no later than two (2) months after the end of that Franchisee Year (or such other period as the Secretary of State may reasonably specify) prepare a plan for approval by the Secretary of State for the achievement as soon as reasonably practicable taking into account other relevant factors of such required 75% satisfaction targets. The Franchisee shall take account in the finalised plan of reasonable comments and proposals for the plan made by the Secretary of State and shall require the **Customer Contact Centre**²²⁷ to implement the plan, reporting quarterly to the Secretary of State on progress in implementing the plan until such time as the required 75% satisfaction targets are achieved; and
- (iv) the Franchisee shall provide such information and/or evidence as to compliance with its obligations under this paragraph 96.1(b) as the Secretary of State may reasonably require from time to time;
- (c) from the Start Date and for the remainder of the Franchise Term:
- (i) establish and maintain a specialist customer contact unit staffed by a minimum of fifteen (15) Franchise Employees (initially staffed at the Start Date by employees of the Previous Franchisee whose responsibilities shall include providing training to the members of the **Customer Contact Centre**²²⁸ referred to in paragraph 96.1(a) on the train services provided by the Franchisee and the region served, including alternative routes and transport options to those provided by the Franchisee. Further to its obligations in this paragraph 96.1(c)(i), the Franchisee shall from the Start Date and for the remainder of the Franchise Term host familiarisation visits on the network for members

²²⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²²⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²²⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

of the **Customer Contact Centre**²²⁹ referred to in paragraph 96.1(a); and

- (ii) provide members of the **Customer Contact Centre**²³⁰ referred to in paragraph 96.1(a) with detailed briefing and training on the Franchisee's routes and disruption management procedures to facilitate the provision of detailed information about travel options during any disruption to the provision of railway passenger services on the network;
- (d) within six (6) months of the Start Date, the implementation of a commissioned and operational interactive web chat feature on the new Franchisee website and Customer App which shall be maintained for the remainder of the Franchise Term;
- (e) within six (6) months of the Start Date, the implementation of a commissioned and operational feature on the Customer App which will allow users to report faults and receive feedback on the Customer App which shall be maintained for the remainder of the Franchise Term; and
- (f) within six (6) months of the Start Date the implementation, and thereafter for the remainder of the Franchise Term the maintenance, of a lost property database linked to the Waterloo lost property office, to facilitate the recovery of lost property by passengers.

97. **Delay Repay Awareness**

97.1 **The Franchisee shall:**²³¹

- (a) **from the Start Date and throughout the Franchise Term, promote awareness of the Delay Repay compensation scheme, including through the Passenger's Charter; and**
- (b) **following completion of the Waterloo Upgrade Works (or 4 September 2017 if later), implement a swift and simple Delay Repay claim process.**

97.2 The Franchisee shall:

- (a) by no later than **1 December 2017**,²³² set the rate of Delay Repay compensation for delays of between fifteen (15) and twenty nine (29) minutes at the rate of 25% of the applicable single Fare or 25% of the cost of the relevant portion of the return ticket for delays of

²²⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²³⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²³¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²³² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

between fifteen (15) and twenty nine (29) minutes, where relevant portion means the outward or return portion of a return ticket depending on whether the delay was on the outward or return journey;

- (b) by no later than **1 March 2019**,²³³ implement an automatic claims process for:
- (i) advance purchase train-specific Fare tickets booked and/or purchased via the online channels operated by the Franchisee; and
 - (ii) smart season tickets which have been booked and/or purchased via the online channels operated by the Franchisee; and
- (c) reinvest any saving in the overall cost of claims for Delay Repay, when compared to the amount forecast in a given Franchisee Year in the Financial Model, into initiatives approved by the Secretary of State that improve the overall customer experience, and shall report to the Secretary of State on how unclaimed Delay Repay amounts have been reinvested not less than once every six (6) months.

98. Stations Performance Dashboard

98.1 Without prejudice to and in addition to the Franchisee's obligations under paragraphs 8 to 10 (inclusive) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme), by no later than the Start Date the Franchisee shall:

- (a) consult with each of the following stakeholders in connection with its proposed Stations Performance Dashboard:
- (i) the Secretary of State;
 - (ii) Transport for London;
 - (iii) any other relevant Stakeholder identified by the Franchisee and agreed with the Secretary of State; and
 - (iv) any relevant Stakeholder identified by the Secretary of State; and
- (b)^{vi} agree with the Secretary of State the detailed metrics against which the Franchisee's performance is to be measured (and reported on in accordance with paragraph 98.2 below) in connection with the Stations Performance Dashboard, which as a minimum shall include measures covering the following headline areas:

²³³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (i) levels of passenger satisfaction (in addition to NRPS);
- (ii) operations (including right time departures at stations);
- (iii) inclusion and accessibility;
- (iv) station costs and income;
- (v) station safety and security;
- (vi) station environment;
- (vii) community interaction (including the operation of the Social Development Fund and the Station Tenant and Sustainability Fund); and
- (viii) delivery of key stations projects specified in this Part 1 of Schedule 6.2 (Committed Obligations).

98.2 The Franchisee shall:

- (a) initially on the second anniversary of the Start Date and thereafter on a biannual basis, publish information relating to the Stations Performance Dashboard at stations and in stakeholder newsletters (or such other forms of media as the Secretary of State may reasonably require); and
- (b) on a biannual basis provide a report to the Secretary of State (in such form and detail as the Secretary of State may reasonably require) setting out details of the Franchisee's performance against the Stations Performance Dashboard.

99. Secure Stations Accreditation in respect of Community Stations and Neighbourhood Stations

99.1 In addition to and without prejudice to its obligations under paragraph 6 of Schedule 1.7 (Stations), the Franchisee shall:

- (a) by no later than 31 March 2021 achieve, and thereafter for the remainder of the Franchise Term maintain, Secure Stations Accreditation or accreditation pursuant to any successor scheme at not less than fifty per cent (50%) of the Community Stations; and
- (b) by the Expiry Date achieve Secure Stations Accreditation or accreditation pursuant to any successor scheme at not less than:
 - (i) sixty per cent (60%) of the Community Stations; and
 - (ii) twenty per cent (20%) of the Neighbourhood Stations,
 in each case provided that:
- (c) the Franchisee has first provided the Secretary of State with details of the Community Stations and Neighbourhood Stations it proposes

to obtain Secure Stations Accreditation for, together with such supporting and/or associated information as the Secretary of State may reasonably require; and

- (d) the Secretary of State has provided his prior written consent to the Franchisee's proposals with such consent not to be unreasonably withheld.

100. **Secure Car Parks Accreditations**

100.1 In addition to and without prejudice to its obligations under paragraph 6 of Schedule 1.7 (Stations), the Franchisee shall:

- (a) by no later than 31 March 2020 achieve, and thereafter for the remainder of the Franchise Term maintain, Secure Car Parks Accreditation or accreditation pursuant to any successor scheme at not less than fifty (50) Stations; and
- (b) by the Expiry Date achieve Secure Car Parks Accreditation or accreditation pursuant to any successor scheme at not less than one hundred (100) Stations,

in each case provided that:

- (i) the Franchisee has first provided the Secretary of State with details of the Stations it proposes to obtain Secure Car Parks Accreditation for, together with such supporting and/or associated information as the Secretary of State may reasonably require; and
- (ii) the Secretary of State has provided his prior written consent to the Franchisee's proposals with such consent not to be unreasonably withheld.

101. **Introduction of "Station Watch"**

101.1 The Franchisee shall by no later than 31 March 2019 develop and introduce, and thereafter for the remainder of the Franchise Term maintain, at not less than ten (10) Stations a scheme to be known as "Station Watch", which shall:

- (a) have as its objective the creation of station environments which deter individuals from committing crime and/or being antisocial, disruptive or offensive; and
- (b) include:
- (i) provision of radios to Franchise Employees who work at each relevant Station and other Station tenants and contractors to enable the prompt communication between those persons of any criminal, antisocial, disruptive or offensive behaviour taking place at the relevant Station; and

- (ii) displaying signs and posters and making public announcements at the relevant Stations highlighting that such Stations are designated "Station Watch" areas,

in each case provided that:

- (c) the Franchisee has first provided the Secretary of State with details of the Stations it proposes to introduce "Station Watch" at, together with such supporting and/or associated information as the Secretary of State may reasonably require; and
- (d) the Secretary of State has provided his prior written consent to the Franchisee's proposals with such consent not to be unreasonably withheld.

102. **Platform Management Trials**

102.1 By no later than 31 January 2019 the Franchisee shall commence the conduct of "platform management trials" (which shall include, as a minimum, the implementation of trial measures relating to platform zoning and which may also include trial measures relating to better wayfinding, de-cluttering of walking routes, the introduction of additional gatelines and/or 'holding' barriers) to support improved dwell time performance at each of Putney, Wimbledon and New Malden stations (the "**Platform Management Trials**"). Prior to commencement of any Platform Management Trials, the Franchisee shall agree with the Secretary of State the metrics against which the outputs of such Platform Management Trials are to be measured.

102.2 In the absence of agreement between the Franchisee and the Secretary of State pursuant to paragraph 102.1 by 31 December 2018, the Secretary of State shall be entitled to reasonably determine the metrics against which the outputs of the Platform Management Trials are to be measured.

102.3 By no later than 30 September 2019, the Franchisee shall provide a report to the Secretary of State detailing which of the measures adopted by it during the Platform Management Trials it proposes to adopt more widely across the Stations. The Franchisee shall not take steps to introduce any such measures at Stations unless and until the Secretary of State has provided his prior written consent with such consent not to be unreasonably withheld.

103. **Not used.**

104. **Use and regeneration of vacant and redundant space and/or facilities at Stations**

104.1 By no later than **28 February 2018**²³⁴ the Franchisee shall conduct and complete a property review in order to identify:

- (a) vacant; and

²³⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

(b) redundant,

space and/or facilities at the Stations for potential operational, commercial or community use ("**Available Station Space**"), and shall publish a list on the Franchisee's website and via such other media as the Secretary of State may reasonably require providing appropriate details in respect of the Available Station Space.

104.2 In connection with its obligations under paragraph 104.1, from **1 June 2018**²³⁵ and thereafter for the remainder of the Franchise Term:

- (a) the Franchisee shall use all reasonable endeavours to assess whether any part of the Available Station Space is required, or can otherwise be utilised, for operational use;
- (b) if no potential operational use is identified by the Franchisee in connection with any part of the Available Station Space, the Franchisee shall use all reasonable endeavours to identify potential commercial tenants for such identified part(s) of the of the Available Station Space;
- (c) if no potential commercial use is identified by the Franchisee in connection with any part of the Available Station Space, the Franchisee shall use all reasonable endeavours to make available such identified part(s) of the Available Station Space for appropriate community or social enterprise use; and
- (d) where, in connection with paragraph 104.2(c), any part of the Available Station Space is to be made available for community use, the Franchisee shall use reasonable endeavours to support the prospective community tenant in accessing and obtaining third party funding to support its development of the enterprise or activity intended to be operated from the relevant part of the Available Station Space.

104.3 Social Development Fund

- (a) By no later than **1 June 2018**²³⁶ the Franchisee shall establish, and thereafter for the remainder of the Franchise Term maintain, a "social development fund" for the purposes set out in this paragraph 104.3 (the "**Social Development Fund**"), and shall invest not less than **[REDACTED**²³⁷**]** in the Social Development Fund in each consecutive period of twelve (12) months thereafter during the

²³⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²³⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²³⁷ **Date of redaction 31/08/2017 - 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.**

remainder of the Franchise Term (reduced pro rata where the final period to the Expiry Date is less than twelve (12) months).

- (b) By no later than the Expiry Date, the Franchisee shall expend the monies invested by it in the Social Development Fund pursuant to paragraph 104.3(a) in support of social development schemes at Stations through the provision of match funding (in addition to any peppercorn rents which the Franchisee might otherwise make available) to prospective community tenants to encourage the use and/or regeneration of Available Station Space, provided that:
- (i) the Franchisee shall, on each anniversary of the Start Date, provide a report to the Secretary of State setting out details of the manner in which monies invested by the Franchisee in the Social Development Fund have been expended by it in accordance with this paragraph 104.3(b) during the preceding Franchisee Year; and
 - (ii) any monies invested by the Franchisee in the Social Development Fund which are not expended by it in accordance with this paragraph 104.3(b) shall be treated as Underspend in respect of which paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) to this Schedule 6.2 (Committed Obligations) shall apply.
- (c) The Franchisee shall use reasonable endeavours to expend monies invested by it in the Social Development Fund in the manner described in paragraph 104.3(b), in support of the refurbishment of not less than eleven (11) vacant Station houses by the Expiry Date.

104.4 Community Stations Officer

- (a) From **1 June 2018**,²³⁸ and thereafter for the remainder of the Franchise Term, the Franchisee shall provide funding to ACoRP to enable ACoRP to employ (on a part time basis) a "community stations officer" for the purposes described in paragraph 104.4(b) (the "**Community Stations Officer**").
- (b) The Community Stations Officer's role shall be to work together with the Franchisee and relevant stakeholders to identify Available Station Space at Stations located in the Wessex Region which may be suited to community use and to secure third party funding to encourage and/or facilitate the regeneration of such identified Available Station Space.

²³⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

105. Station Tenant and Sustainability Fund

- 105.1 By no later than **1 March 2018**²³⁹ the Franchisee shall establish, and thereafter for the remainder of the Franchise Term maintain, a “station tenant and sustainability fund” for the purposes set out in this paragraph 105 (the “Station Tenant and Sustainability Fund”), and shall invest not less than **[REDACTED**²⁴⁰ in the Station Tenant and Sustainability Fund in each consecutive period of twelve (12) months thereafter during the remainder of the Franchise Term (reduced pro rata where the final period to the Expiry Date is less than twelve (12) months).
- 105.2 The Franchisee shall from the date of establishment of the Station Tenant and Sustainability Fund expend the monies invested by it in the Station Tenant and Sustainability Fund pursuant to paragraph 105.1 in delivering improvements to independent retailer facilities at Stations for the purposes of improving passenger experience and Station sustainability, and shall ensure that all monies invested by it in the Station Tenant and Sustainability Fund have been expended in the manner envisaged by this paragraph 105.2 by the Expiry Date.
- 105.3 The Franchisee shall, on each anniversary of the Start Date, provide a report to the Secretary of State setting out details of the manner in which monies invested by the Franchisee in the Station Tenant and Sustainability Fund have been expended by it in accordance with paragraph 105.2 during the preceding Franchisee Year.
- 105.4 Any monies invested by the Franchisee in the Station Tenant and Sustainability Fund which are not expended by it in accordance with paragraph 105.2 shall be treated as Underspend in respect of which paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) to this Schedule 6.2 (Committed Obligations) shall apply.

106. Investment in major Station schemes

106.1 Southampton Central Station

- (a) By no later than **28 February 2019**²⁴¹ the Franchisee shall incur capital expenditure of not less than **[REDACTED**²⁴² in procuring

²³⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁴⁰ **Date of redaction 31/08/2017 - 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.**

²⁴¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁴² **Date of redaction 31/08/2017 - 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.**

(as a Specimen Scheme) the completion of a programme of improvement works and/or initiatives at Southampton Central Station, which shall include as a minimum extensions to existing retail units, construction of new retail units within an extended frontage on the north side of the Station and a permanent waiting facility on the south side of the Station.

- (b) The provisions of paragraph 8 of part 2 to this Schedule 6.2 (Committed Obligations) shall apply in respect of paragraph 106.1(a).

106.2 **Wimbledon Station**

By no later than **28 February 2019**²⁴³ the Franchisee shall incur capital expenditure of not less than [REDACTED²⁴⁴] in procuring (as a Specimen Scheme) the completion of a programme of improvement works and/or initiatives at Wimbledon Station, which shall include as a minimum an extension to an existing retail unit and construction of new retail units under a canopy over the Station forecourt area, reconfiguration of TVMs and improvements to the walkway bridge.

- 106.3 The provisions of paragraph 7 of part 2 to this Schedule 6.2 (Committed Obligations) shall apply in respect of paragraphs 106.1 and 106.2.

107. **Investment in Station facility improvements**

- 107.1 Without prejudice to any other obligation of the Franchisee in relation to expenditure in respect of Stations in this Franchise Agreement, and subject always to paragraph 107.2, the Franchisee shall incur additional expenditure of not less than [REDACTED²⁴⁵] in delivering improvements to Station facilities over the Franchise Term (excluding the improvements set out in paragraphs 21.4(b) and 90.1), such improvement shall include the components specified in sub-paragraphs (a) to (l) (inclusive) below (together the "**Committed Station Improvement Activities**" and each a "**Committed Station Improvement Activity**"):

²⁴³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁴⁴ Date of redaction 31/08/2017 - 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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- (a) ²⁴⁶ the Franchisee shall incur expenditure of not less than [REDACTED²⁴⁷] of which not less than [REDACTED²⁴⁸] will be capital expenditure on:
- (i) the fitment by no later than 31 March 2020, and thereafter for the remainder of the Franchise Term maintenance, at such Stations as are specified in writing by the Franchisee to the Secretary of State by no later than the date one (1) year after the Start Date, of a commissioned and operational Wi-Fi service with an appropriate connection type which is aligned to passenger volumes and usage at individual Stations, including the fitment of very high speed Wi-Fi circuits with data speeds of not less than 2 gigabits per second; and
 - (ii) the provision to passengers and other Station users of free of charge access at all applicable Stations to the Wi-Fi service to be installed pursuant to this paragraph 107.1(a) from the date that it is required to be fitted until the end of the Franchise Term;
- (b) by no later than 31 May 2020,²⁴⁹ the Franchisee shall incur expenditure of not less than [REDACTED²⁵⁰] in procuring the refurbishment of waiting rooms at Stations;
- (c) by no later than 31 May 2020,²⁵¹ the Franchisee:

²⁴⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁴⁷ Date of redaction 31/08/2017 - 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.

²⁴⁸ Date of redaction 31/08/2017 - 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.

²⁴⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁵⁰ Date of redaction 31/08/2017 - 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.

²⁵¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (i) shall incur expenditure of not less than [REDACTED²⁵²] on installing not less than 280 (two hundred and eighty) additional benches; and
- (ii) incurring capital expenditure of not less than [REDACTED²⁵³] in procuring the installation of not less than forty (40) new waiting shelters,
at Metro Stations and/or Gateway Stations;
- (d) by no later than **30 November 2018**,²⁵⁴ the Franchisee shall incur expenditure of not less than [REDACTED²⁵⁵] in the removing of glass screens from ticket counters at not less than ten (10) Stations;
- (e) by no later than **31 May 2023**,²⁵⁶ the Franchisee shall incur expenditure of not less than [REDACTED²⁵⁷] of which not less than [REDACTED²⁵⁸] will be capital expenditure on replacing all "life-expired" CCTV equipment at Stations with new, commissioned and operational CCTV equipment;
- (f) by no later than **31 May 2019**,²⁵⁹ the Franchisee shall incur expenditure of not less than [REDACTED²⁶⁰] on the installation of

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²⁵⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁵⁵ Date of redaction 31/08/2017 - 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.

²⁵⁶ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

²⁵⁷ Date of redaction 31/08/2017 - 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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²⁵⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁶⁰ Date of redaction 31/08/2017 - 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 commissioned and operational system enabling Remote Access to Passenger Facilities at not less than forty three (43) Stations;

- (g) the compliance with the Franchisee's obligations under paragraphs 108.1 and 108.2 relating to:
- (i) the update of the Existing Station Travel Plans; and
 - (ii) the development and publication of the Additional Station Development Plans;
- (h) the Franchisee shall incur expenditure of not less than **[REDACTED²⁶¹]** (for the avoidance of doubt such sum includes the amount required to be expended in relation to the Access and Integration Fund set out in paragraph 108.3(a)) in connection with:
- (i) the establishment of the Access and Integration Fund, and the expenditure of monies from such Access and Integration Fund in connection with STP Improvement Schemes, pursuant to paragraph 108.3; and
 - (ii) without prejudice and in addition to paragraph 107.1(i), the installation by the Expiry Date of commissioned and operational step-free access measures offering accessible routes from the Station entrance to the platforms at not less than six (6) Stations which at the date of the Franchise Agreement do not have such step-free access facilities; and
 - (iii) the completion of a programme to remove incorrect and/or redundant signs and fix minor faults at Stations; **and**
 - (iv) **such other accessibility improvements at Stations as are from time to time notified to the Secretary of State and approved by him (such approval not to be unreasonably withheld), it being agreed that any such improvements shall be distinct from, and funded separately to, the Minor Works funded by the Minor Works' Budget under paragraph 2.7 of Schedule 4 (Accessibility and Inclusivity);**²⁶²

²⁶¹ Date of redaction 31/08/2017 - 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.

²⁶² Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (i) by no later than **31 May 2021**,²⁶³ the Franchisee shall incur capital expenditure of not less than **[REDACTED²⁶⁴]** on the creation of not less than 1,500 (one thousand five hundred) additional car parking bays across a minimum of thirteen (13) Stations;
- (j) by no later than **31 May 2019**,²⁶⁵:
- (i) the Franchisee shall incur capital expenditure of not less than **[REDACTED²⁶⁶]** on the installation of a commissioned and operational “automatic number plate recognition” system (and associated equipment) at not less than forty five (45) Station car parks; and
- (ii) in addition to the obligation in paragraph 107.1(j)(i), the Franchisee shall incur capital expenditure of not less than **[REDACTED²⁶⁷]** on the installation of a commissioned and operational “parking bay sensor” system (and associated equipment) at not less than thirty (30) Station car parks;
- (k) by no later than **31 August 2019**,²⁶⁸ the Franchisee shall achieve Disabled Parking Accreditation in respect of such number of car parks at Stations as is necessary to ensure that not less than eighty per cent (80%) of all chargeable parking bays at Stations are located in car parks which are subject to the Disabled Parking Accreditation (and the maintenance of such Disabled Parking Accreditations throughout the remainder of the Franchise Term); and
- (l) by no later than **31 May 2019**,²⁶⁹ the Franchisee shall incur expenditure of not less than £**[REDACTED²⁷⁰]** on the installation of sixty (60) commissioned and operational electric vehicle charging

²⁶³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

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²⁶⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

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²⁶⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

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points at Station locations to be agreed between the Franchisee and Secretary of State or, in the absence of such agreement, at Station locations reasonably determined by the Secretary of State, such electric vehicle charging points to be selected and installed in accordance with RSSB's self-assessment framework.

107.2 **Application of Committed Station Improvement Activity Underspend**

- (a) The Franchisee and the Secretary of State acknowledge that the expenditure commitments in respect of each Committed Station Improvement Activity ("**Committed Station Improvement Investment Amount**") reflect the Franchisee's reasonable assessment of the expenditure which will be required to be incurred by it in delivering the required outputs of each such Committed Station Improvement Activity.
- (b) If at any time the Franchisee is able (whether because of cost savings, additional match funding or otherwise), in respect of a Committed Station Improvement Activity, to achieve the stated objective(s) of the Committed Station Improvement Activity without incurring the full amount of proposed expenditure identified as the applicable Committed Station Improvement Investment Amount, the Franchisee shall be entitled to notify the Secretary of State of that fact.
- (c) Any notification served on the Secretary of State pursuant to paragraph 107.2(b) in respect of a relevant Committed Station Improvement Activity shall be provided together with details of the costs that the Franchisee has incurred (excluding any third party funding) in complying with its obligations in relation to such Committed Station Improvement Activity and a reconciliation against the applicable Committed Station Improvement Investment Amount (excluding any third party funding) so that there is identified in relation to such Committed Station Improvement Activity the amount of funding which is capable of being allocated to one or more of the other Committed Station Improvement Activities ("**Committed Station Improvement Activity Underspend**").
- (d) Without prejudice to:
- (i) paragraph 107.2(e); and
 - (ii) the rights of the Secretary of State where the Franchisee has not complied with its obligations in relation to the delivery of any Committed Station Improvement Activity,

as soon as reasonably practicable following the service of any notice by the Franchisee pursuant to paragraph 107.2(c) the Secretary of State and the Franchisee, acting reasonably, shall seek to identify one or more other Committed Station Improvement Activities against which to apply the Committed Station Improvement Activity Underspend.

- (e) The Franchisee and the Secretary of State acknowledge and agree that:
- (i) if within eight (8) weeks of the service of a notice by the Franchisee pursuant to paragraph 107.2(c) the Secretary of State and Franchisee, acting reasonably, do not agree to the application of any Committed Station Improvement Activity Underspend against one or more other Committed Station Improvement Activities pursuant to paragraph 107.2(d), then such Committed Station Improvement Activity Underspend shall be treated as Underspend in respect of which paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) to this Schedule 2 (Committed Obligations) shall apply; and
 - (ii) paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) to this Schedule 2 (Committed Obligations) shall apply in respect of any Underspend calculated as arising in connection with the Franchisee's obligation to incur total aggregate expenditure of not less than **[REDACTED²⁷¹]** in delivering all of the required outputs associated with the Committed Station Improvement Activities.

107.3 Interchange Stations

The Franchisee acknowledges the desirability when applying expenditure under this paragraph 107 of taking into account where possible and appropriate the opportunity to promote the quality of Stations served by the Passenger Services which are used as interchanges by a significant number of passengers. Accordingly where any expenditure under this paragraph 107 remains to be allocated by the Franchisee to specific Stations, the Franchisee shall where appropriate include the following considerations in assessing the locations where that remaining spend is to be invested:

- (a) the specific needs of passengers at Stations served by the Passenger Services and with more than ten thousand (10,000) interchanges to other passenger services per calendar year (to be identified with reference to the latest available data published by the ORR);
- (b) other customer needs (including at Stations identified under paragraph 107.3(a) and at other Stations);
- (c) stakeholder feedback;
- (d) Station categorisation;

²⁷¹ Date of redaction 31/08/2017 - 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.

- (e) site surveys; and
- (f) the need to comply with the Franchisee's commitments under this paragraph 107.

108. **Station Travel Plans and Access and Integration Fund**

108.1 The Franchisee shall maintain, and by no later than twenty one (21) months after the Start Date update, and thereafter for the remainder of the Franchise Term keep up to date, any station travel plans implemented by the Previous Franchisee and which are in existence as at the Start Date (the "**Existing Station Travel Plans**"), including the station travel plans for the following Stations:

- (a) Aldershot;
- (b) Andover;
- (c) Basingstoke;
- (d) Bournemouth;
- (e) Chandler's Ford;
- (f) Eastleigh;
- (g) Fareham;
- (h) Farnborough;
- (i) Fleet;
- (j) Havant;
- (k) Salisbury;
- (l) Southampton Central;
- (m) St Denys;
- (n) Tisbury;
- (o) Totton; and
- (p) Winchester.

108.2 In addition to its obligations under paragraph 108.1, the Franchisee shall by no later than 31 March 2019:

- (a) identify to the Secretary of State a further thirty (30) Stations at which it proposes to develop station travel plans (such proposed Stations to be selected based on a prioritised approach in accordance with applicable guidance published by ATOC and/or Rail

Safety and Standards Board in relation to the implementation of station travel plans) (the "**Additional STP Stations**");

- (b) develop draft station travel plans in relation to each of the Additional STP Stations and provide such draft station travel plans to the Secretary of State;
- (c) agree the form of the draft station travel plans in relation to the Additional STP Stations with the Secretary of State (it being acknowledged that in the absence of such agreement the Secretary of State shall be entitled to reasonably determine the form of such station travel plans) (the stations travel plans agreed or determined in accordance with this paragraph being the "**Additional Station Travel Plans**"); and
- (d) publish the Additional Station Travel Plans at the Additional STP Stations.

108.3 Access and Integration Fund

- (a) From the Start Date the Franchisee shall establish a fund, capitalised at its establishment to an amount not less than **[REDACTED²⁷²]** , for the purposes described in paragraph 108.3(b) (the "**Access and Integration Fund**").
- (b) By the Expiry Date the Franchisee shall expend all of the monies invested by it in the Access and Integration Fund in connection with the delivery and implementation of Station improvement schemes identified in the Existing Station Travel Plans and the Additional Station Travel Plans (the "**STP Improvement Schemes**"), provided in each case that the Franchisee has first provided the Secretary of State with appropriate details of each proposed STP Improvement Scheme (together with such supporting and/or associated information as the Secretary of State may reasonably require) and the Secretary of State and Franchisee have agreed the scope and specification of the relevant STP Improvement Scheme (it being acknowledged and agreed that in the absence of such agreement the Secretary of State shall be entitled to reasonably determine such scope and specification).
- (c) Any monies invested by the Franchisee in the Access and Integration Fund which are not expended by it in accordance with paragraph 108.3(b) shall be treated as Underspend in respect of which paragraph 2.4 of Part 2 (Special Terms Related to Committed Obligations) to this Schedule 6.2 (Committed Obligations) shall apply.

²⁷² Date of redaction 31/08/2017 - 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.

- (d) The Franchisee shall use reasonable endeavours to procure third party funding (whether on a matched basis in conjunction with funding provided by the Franchisee from the Access and Integration Fund or otherwise) in connection with, and for the purposes of, the implementation of STP Improvement Schemes.

109. Recording costs and income at each Station

109.1 From no later than 30 April 2018, and thereafter for the remainder of the Franchise Term, the Franchisee shall record on a continuous basis:

- (a) the costs incurred by it; and
 (b) the commercial income received by it,

in relation to each individual Station (the "**Station Costs and Revenue Information**").

109.2 The Franchisee shall provide the Station Costs and Revenue information, and such other supporting information as the Secretary of State may reasonably require, to the Secretary of State and such other persons as the Secretary of State may reasonably require, on demand for the purposes of supporting and facilitating the transfer of any Stations to a replacement station facility owner.

110. Investment in stations

110.1 From the Start Date, the Franchisee shall use all reasonable endeavours to:

- (a) identify and develop business case proposals for developments at Stations ("**Development Projects**"); and
 (b) obtain reasonably appropriate offers of third party funding in relation to such proposals (including from a Parent and/or the Network Rail National Stations Improvement Programme),

and, subject to the fulfilment of the obligations in sub paragraphs (a) and (b) above, shall submit such business case proposals in respect of the Development Projects to the Secretary of State so that all such business cases are submitted by no later than the fourth anniversary of the Start Date. The Franchisee shall give the Secretary of State a reasonable period to review and approve such proposals before proceeding to implement the Development Projects. The Franchisee shall discuss such proposals with the Secretary of State and provide such additional information as he may reasonably require.

110.2 Each business case proposal submitted to the Secretary of State in accordance with paragraph 110.1 shall include, as a minimum:

- (a) the location and sufficient detail as to the scope and nature of the relevant Development Project;
 (b) sufficient details of all necessary third party consents and approvals reasonably required to enable the relevant Development Project to be completed and commissioned into use;

- (c) the anticipated capital expenditure of the relevant Development Project; and
- (d) details of funding for the relevant Development Project which is available for utilisation by the Franchisee, including any contingency funding, together with supporting commitment letters.

110.3 It is agreed that the Secretary of State shall be entitled to withhold his approval to any Development Project proposal submitted to him in accordance with paragraph 110.1 in circumstances where the Franchisee is unable to demonstrate to the Secretary of State's reasonable satisfaction that such Development Project proposal is or will be fully funded, including any contingency funding which the Secretary of State, acting reasonably, deems necessary.

110.4 The Franchisee shall act reasonably in considering suggestions from the Secretary of State in relation to the Development Projects.

110.5 Where the Secretary of State approves a Development Project this Part 1 of Schedule 6.2 (Committed Obligations) shall be amended to include a reasonable committed obligation to require the Franchisee to deliver it. The Franchisee shall propose a reasonably appropriate paragraph with its business case proposal and the Franchisee shall act reasonably in considering proposed amendments of the Secretary of State.

110.6 The Franchisee shall provide such reports and updates in relation to the Development Projects as the Secretary of State may reasonably require.

111. **Prince's Trust Achieve Programmes and "Get into Railway" Schemes**²⁷³

111.1 **Prince's Trust Achieve Programmes**

- (a) **The Franchisee shall arrange and implement not less than three (3) "Prince's Trust Achieve Programmes" during the Franchise Term for the purposes set out in paragraph 111.1(b), in each case prioritising areas of the network over which the Franchisee operates Passenger Services where the Franchisee (acting reasonably) considers the need for such programmes to be the greatest.**
- (b) **The "Prince's Trust Achieve Programmes" to be arranged and implemented by the Franchisee pursuant to paragraph 111.1(a) shall:**
 - (i) **focus on areas of economic deprivation and target the identified areas' young people; and**
 - (ii) **educate the individuals involved in the programme about the rail industry, while running activities**

²⁷³ Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

focusing on life skills, active citizenship and enterprise.

111.2 "Get into Railway" Schemes

- (a) The Franchisee shall arrange and implement not less than ten (10) "Get into Railway" schemes during the Franchise Term for the purposes set out in paragraph 111.2(b). The first such "Get into Railway" scheme shall be implemented by no later than 31 August 2018.
- (b) The "Get into Railway" schemes to be arranged and implemented by the Franchisee pursuant to paragraph 112.1(a) shall:
- (i) focus on disadvantaged communities;
 - (ii) target underachieving 18 to 25 year olds;
 - (iii) be comprised in each case of between 10 and 15 participants;
 - (iv) support participants with the development of their life skills, active citizenship and enterprise skills while promoting rail industry career options; and
 - (v) provide the opportunity for participants to obtain a place on a subsequent apprenticeship programme as Franchise Employees, to build on the skills already developed through participation in the "Get into Railway" scheme.

112. Investors In People "Gold" Status accreditation²⁷⁴

112.1 The Franchisee shall use all reasonable endeavours to attain, by no later than 31 December 2022, "Investors in People 'Gold' Status" accreditation and shall at all times thereafter during the remainder of the Franchise Term use all reasonable endeavours to maintain such "Investors in People 'Gold' Status" accreditation.

112.2 The Franchisee shall benchmark its progress towards achieving "Investors in People 'Gold' Status" accreditation pursuant to paragraph 112.1 by conducting and/or procuring two (2) full "Investors in People" assessments:

- (a) the first of which is to be completed by no later than 30 April 2018; and

²⁷⁴ Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

- (b) the second of which is to be completed by no later than 30 April 2019.

113. Occupational Health²⁷⁵

113.1 By no later than 30 June 2019, and thereafter for the remainder of the Franchise Term, the Franchisee shall:

- (a) provide access for all Franchise Employees to two (2) occupational health centres and one (1) mobile occupational health facility; and
- (b) employ two (2) additional full time equivalent Franchise Employees to operate the occupational health centres and mobile occupational health facility referred to in paragraph 113.1(a).

²⁷⁵ Date of contract insertion 20/08/2017 - Agreed by the Secretary of State and Franchisee

APPENDIX 1

Categorisation of Community Stations, Gateway Stations, Metro Stations and Neighbourhood Stations

A. Metro Stations			
Barnes	Fulwell	New Malden	Syon Lane
Barnes Bridge	Hampton	Norbiton	Teddington
Berrylands	Hampton Court	North Sheen	Thames Ditton
Brentford	Hampton Wick	Putney	Tolworth
Chessington North	Hounslow	Queenstown Road	Twickenham
Chessington South	Isleworth	Raynes park	Vauxhall
Chiswick	Kew Bridge	Richmond	Wandsworth Town
Clapham Junction*	Kingston	St Margarets	Whitton
Earlsfield	Malden Manor	Stoneleigh	Wimbledon
Ewell West	Mortlake	Strawberry Hill	Worcester park
Feltham	Motspur Park	Surbiton	

B. Gateway Stations			
Aldershot	Eastleigh	Haslemere	Walton-on-Thames
Andover	Egham	Havant	West Byfleet
Ascot	Esher	Petersfield	Weybridge
Ashford (Surrey)	Fareham	Poole	Weymouth
Basingstoke	Farnborough	Portsmouth & Southsea	Winchester
Bournemouth	Farnham	Portsmouth Harbour	Windsor & Eton
Bracknell	Fleet	Salisbury	Woking
Brockenhurst	Fratton	Southampton Airport	Wokingham
Brookwood	Goldalming	Southampton Central	
Cosham	Guildford*	Staines	

C. Community Stations			
Addlestone	Datchet	Lymington Town	Swanwick
Alton	Dorchester South	Martins Heron	Sway
Ash	Earley	Micheldever	Swaythling
Ash Vale	Effingham Junction	Milford (Surrey)	Templecombe
Axminster	Farncombe	Netley	Tisbury
Bagshot	Feniton	New Milton	Totton

Bedhampton	Frimley	Overton	Upper Haliford
Bentley (Hants)	Gillingham (Dorset)	Oxshott	Virginia Water
Bookham	Hamworthy	Parkstone (Dorset)	Wareham
Branksome	Hedge End	Pokesdown	Whitchurch (Hants)
Byfleet & New Haw	Hersham	Portchester	Winchfield
Camberley	Hilsea	Rowlands Castle	Winnersh
Chandler's ford	Hinchley Wood	Ryde Esplanade	Winnersh Triangle
Chertsey	Hinton Admiral	Ryde Pier Head	Witley
Christchurch	Honiton	Shanklin	Wool
Clandon	Hook	Shepperton	Woolston
Claygate	Horsley	Sherborne	Worplesdon
Cobham & Stoke	Liphook	St. Denys	Yeovil Junction
Cranbrook	Liss	Sunbury	
Crewkerne	London Road (Guildford)	Sunningdale	

D. Neighbourhood Stations

Ashurst New Forest	Hamble	Moreton (Dorset)	Smallbrook Junction
Beaulieu Road	Holton Heath	Pinhoe	Sunnymeads
Bitterne	Kempton Park	Redbridge	Upwey
Botley	Lake	Ryde St. Johns Road	Wanborough
Brading	Longcross	Sandown	Whimble
Bursledon	Lymington Pier	Shawford	Wraysbury
Grateley	Millbrook (Hants)	Sholing	

* *To become NR Managed Stations*

APPENDIX 2**New Five Car EMUs and New Ten Car EMUs**

Column A	Column B	Column C
Anticipated date of provisional acceptance	Total number of New Five Car EMUs to be provisionally accepted by the Franchisee by the corresponding date in Column A	Total number of New Ten Car EMUs to be provisionally accepted by the Franchisee by the corresponding date in Column A
15 September 2019	0	2
13 October 2019	1	7
10 November 2019	2	12
08 December 2019	2	17
05 January 2020	2	21
02 February 2020	2	23
01 March 2020	2	27
31 March 2020	2	32
28 April 2020	2	36
26 May 2020	3	40
23 June 2020	5	43
21 July 2020	9	47
18 August 2020	12	50
15 September 2020	15	53
13 October 2020	18	56
10 November 2020	24	60
08 December 2020	30	60

APPENDIX 3**CIS Related Initiatives****Minimum Capital Expenditure**

1. The Franchisee shall incur capital expenditure of not less than [REDACTED²⁷⁶] in fulfilment of its obligations under this Appendix 3.

Installation of new CIS Screens at stations served by New Ten Car EMUs

2. By no later than the date three (3) years after the Start Date, the Franchisee shall install, and thereafter for the remainder of the Franchise Term maintain, commissioned and operational CIS Screens at all London bound platforms at least seventy two (72) station locations, with the identify of such stations to be specified in writing by the Franchisee to the Secretary of State by no later than the date one (1) year after the Start Date.

Enhanced Functionality of CIS Screens at interchange stations

3. By no later than the date three (3) years after the Start Date, the Franchisee shall enhance the functionality of all CIS Screens at platforms at "interchange" stations, the identify of such "interchange" stations to be specified in writing by the Franchisee to the Secretary of State by no later than the date one (1) year after the Start Date. Functionality improvements may include additional messaging highlighting where to change, for example for tourist attractions or interchanges with other transport modes.

CIS improvements at identified stations

4. By no later than the date three (3) years after the Start Date, the Franchisee shall implement appropriate initiatives to improve the Customer Information System offering (including at any CIS Screens installed by the Previous Franchisee) at not less than twenty seven (27) stations, the identify of such stations to be specified in writing by the Franchisee to the Secretary of State by no later than the date one (1) year after the Start Date.

Installation of new CIS Screens at station car parks

5. By no later than the date three (3) years after the Start Date, the Franchisee shall install, and thereafter for the remainder of the Franchise Term maintain, commissioned and operational CIS Screens in order to enable customers to check the status of their trains at the car parks at not less than seventeen (17) station locations, the identify of such stations to be specified in writing by the Franchisee

²⁷⁶ Date of redaction 31/08/2017 - 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.

to the Secretary of State by no later than the date one (1) year after the Start Date.

Installation of new CIS Screen on "Red Jet" ferry terminal shuttle bus

6. By no later than **31 May 2019**,²⁷⁷ the Franchisee shall install, and thereafter for the remainder of the Franchise Term maintain, a commissioned and operational CIS Screen on board the shuttle bus which operates between the 'Red Jet' ferry terminal and Southampton Central Station to inform customers arriving from the Isle of Wight of live train departures from Southampton Central Station.

Installation of new CIS Screens at Heathrow Airport

7. By no later than **31 August 2018**,²⁷⁸ the Franchisee shall install, and thereafter for the remainder of the Franchise Term maintain, not less than three (3) commissioned and operational CIS Screens Heathrow Airport, with one in Terminal 5 and two at the central bus station. The Franchisee shall ensure that the CIS Screens will display live train departure information for Passenger Services to Feltham Station and Woking Station respectively so as to enable customers to make informed decisions before boarding the relevant bus/coach.

Provision of National Rail information on departure screens at Wimbledon and Richmond (London) Stations

8. By no later than **30 June 2020**,²⁷⁹ the Franchisee shall ensure that the TfL information screens on the TfL-operated platforms at each of Wimbledon and Richmond (London) Stations include real time information on relevant national rail services.

Installation of staff information screens

9. By no later than the date three (3) years after the Start Date the Franchisee shall install, and thereafter for the remainder of the Franchise Term maintain, commissioned and operational "staff information screens" at all gatelines and passenger information points which are located at Stations.

Installation of "rainbow boards"

10. By no later than the date three (3) years after the Start Date the Franchisee shall install, and thereafter for the remainder of the Franchise Term maintain, commissioned and operational "rainbow boards" at thirteen (13) station locations, the identify of such stations to be specified in writing by the Franchisee to the Secretary of State by no later than the date one (1) year after the Start Date.

²⁷⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁷⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁷⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

11. The Franchisee shall ensure that the “rainbow boards” installed by it pursuant to paragraph 10 above will, as a minimum:
- (a) where such rainbow boards have been installed at station locations which offer connections to services operated by (or on behalf of) Transport for London, provide information in relation to the status of connecting services operated by (or on behalf of) TfL; and
 - (b) during periods of disruption or special events, be capable of being (and are) tailored to display alternative routes available to passengers.

Installation of “next fastest train” screens at Waterloo station

12. By no later than **30 June 2020**²⁸⁰ the Franchisee shall install, and thereafter for the remainder of the Franchise Term maintain, not less than four (4) commissioned and operational “next fastest train” screens at Waterloo station.

CIS software updates

13. By no later than **30 June 2020**,²⁸¹ the Franchisee shall procure the implementation of updates to software connected with the Customer Information System, so as to enable the Customer Information System to display real time messages in respect of available capacity, disruption, services operated by (or on behalf of) TfL, compensation, status reports on other transport modes, Delay Repay alerts and where to stand for assisted travel.

²⁸⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁸¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Part 2 - SPECIAL TERMS RELATED TO COMMITTED OBLIGATIONS

1. Continuation of Availability

- 1.1 The Franchisee shall maintain facilities or activities or other matters established in accordance with its Committed Obligations throughout the remainder of the Franchise Term, regardless of whether or not such Committed Obligation specifically provides for the Franchisee to maintain throughout the Franchise Term the facilities, activities or other matters established in accordance with such Committed Obligation, unless such Committed Obligation expressly provides for the cessation of such maintenance at an earlier date.
- 1.2 The Franchisee shall be treated as maintaining the relevant facilities, activities or other matters which are the subject of the Committed Obligations notwithstanding temporary non-availability due to accidental damage or vandalism or maintenance, repair or replacement activities, or temporary staff absence, subject in each case to the Franchisee taking all reasonable steps to keep any such period of temporary non-availability to a minimum.
- 1.3 Where Part 1 to Schedule 6.2 (Committed Obligations) includes a commitment regarding staffing or particular appointments the Franchisee plans to make:
- (a) the obligation of the Franchisee shall not be regarded as being contravened by:
 - (i) temporary absences (for example for sickness or holiday); or
 - (ii) temporary non-fulfilment of a relevant post whilst the Franchisee is recruiting for that post, subject to the Franchisee using all reasonable endeavours to keep the duration between appointments as short as reasonably practicable; and
 - (b) the Franchisee's rights and obligations in relation to the numbers or deployment of its other staff remain unaffected.

2. Expenditure Commitments

2.1 Annual Expenditure

Where Part 1 to Schedule 6.2 (Committed Obligations) provides for the expenditure of an annual amount (or an amount over some other period) by the Franchisee, that amount:

- (a) is assessed net of Value Added Tax; and
- (b) is the amount required to be expended by the Franchisee itself or procured by the Franchisee to be expended.

2.2 Expenditure Commitments in real amounts

All expenditure commitments set out in Part 1 to Schedule 6.2 (Committed Obligations), to the extent they have not already been incurred by the Franchisee, shall be indexed by the Retail Prices Index (in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments)).

2.3 Expenditure by Network Rail

All amounts which the Franchisee has committed (whether unconditionally or otherwise) pursuant to Part 1 to Schedule 6.2 (Committed Obligations) to expend in connection with improvements to track or Stations shall be in addition to any expenditure made by Network Rail as part of its infrastructure improvements or maintenance programme to the extent such expenditure is not directly funded or reimbursed by the Franchisee.

2.4 Underspend

- (a) Where in relation to any Committed Obligation that is expressed in terms of a requirement to spend not less than a specified sum in fulfilling its stated objective, the Franchisee is able to achieve that stated objective without incurring the full amount referred to in that Committed Obligation, whether because of cost savings or otherwise, the Franchisee shall notify the Secretary of State, together with a statement of the costs it has incurred (excluding any third party funding) in delivering the relevant obligations and a reconciliation against the amount it had committed to spend (excluding any third party funding) ("**Underspend**").
- (b) The Parties shall, acting reasonably, seek to agree an alternative scheme or schemes which would give rise to benefits to passengers using the Passenger Services to be funded using the Underspend and, once agreed, the Franchisee shall apply such Underspend in the delivery of the agreed scheme(s). In circumstances only where, despite having used reasonable endeavours the Parties fail to agree an alternative scheme in relation to which the Underspend will be applied, such Underspend shall be repaid to the Secretary of State as soon as reasonably practicable.

3. Liaison and Co-Operation

Where the Franchisee is committed to liaison and co-operation under Part 1 to Schedule 6.2 (Committed Obligations), it shall participate actively in the relevant measures including through the application of management time and internal resources, correspondence and attendance at meetings, in each case as the Franchisee reasonably considers in all the circumstances to be an appropriate use of its resources and effective to help achieve the relevant objective.

4. Nature of Commitment

- 4.1 Any commitment in terms of Part 1 to Schedule 6.2 (Committed Obligations) shall be in addition to any obligation of the Franchisee elsewhere in this Agreement and nothing in this Schedule 6.2 (Committed Obligations) shall limit or restrict an obligation imposed on the Franchisee elsewhere in this Agreement.
- 4.2 Save as expressly provided in Part 1 to Schedule 6.2 (Committed Obligations), each Committed Obligation is a separate obligation from any other Committed Obligation and satisfaction of or steps taken towards the satisfaction of one Committed Obligation will not amount to or contribute towards satisfaction of any other Committed Obligation.
- 4.3 Where in Part 1 to Schedule 6.2 (Committed Obligations), references are made to particular manufacturers or suppliers of equipment or services, the Franchisee may fulfil its relevant commitment by using reasonable equivalents.

4.4 Each commitment under this Schedule 6.2 (Committed Obligations) shall come to an end on expiry of the Franchise Term for whatever reason.

5. **Review of Compliance**

5.1 Progress with Committed Obligations shall be considered and discussed at Franchise Performance Meetings and the Franchisee shall ensure that progress with regard to Committed Obligations is included in Periodic Update Reports provided in accordance with paragraph 8 of Schedule 11.2 (Management Information).

5.2 In addition to its obligation under paragraph 5.1, the Franchisee shall from time to time promptly provide such evidence of its compliance with any Committed Obligation as the Secretary of State may reasonably request.

6. **Remedy for Late Completion or Non-Delivery of Committed Obligations**

If the Franchisee fails to deliver in full a Committed Obligation in accordance with and by the timeframe specified for its delivery in Schedule 6.2 (Committed Obligations), such late, partial or non-delivery shall constitute a contravention of the Franchise Agreement.

7. **Specimen Schemes**

7.1 The Franchisee may propose to undertake an Alternative Scheme in place of a Specimen Scheme. Any such Alternative Scheme must:

- (a) be intended to deliver as a minimum the relevant Specimen Scheme Output;
- (b) require the Franchisee to incur expenditure of no less than the expenditure which the Franchisee is committed to incur in relation to the relevant Specimen Scheme; and
- (c) deliver at least an equivalent level of benefits (whether to passengers, the Secretary of State, the wider rail industry or otherwise) as the Specimen Scheme.

7.2 If the Franchisee wishes to propose an Alternative Scheme, the Franchisee will provide the Secretary of State with such details of the Alternative Scheme as the Secretary of State may reasonably require.

7.3 If the Secretary of State approves (such approval not to be unreasonably withheld or delayed) such Alternative Scheme then it shall replace the relevant Specimen Scheme and Part 1 to Schedule 6.2 (Committed Obligations) shall be amended accordingly.

7.4 For the avoidance of doubt, if the Franchisee does not propose or the Secretary of State does not approve an Alternative Scheme then the Franchisee shall remain obliged to deliver the relevant Specimen Scheme in accordance with Part 1 to Schedule 6.2 (Committed Obligations).

8. **Third Party Consents, Agreement and Conditions**

8.1 Where, in delivering a Committed Obligation, the Franchisee is required to obtain one or more consents or satisfy one or more conditions, the Franchisee shall use all reasonable endeavours to obtain such consents and/or satisfy such conditions

within such timescales as would enable the Franchisee to deliver such Committed Obligation by the delivery date specified in respect of such Committed Obligation. If the Franchisee is unable to satisfy the relevant condition and/or obtain the relevant consent or the proposed terms upon which the relevant consent would be granted would, in the reasonable opinion of the Franchisee, be likely to prejudice the financial and/or commercial viability of delivering the Committed Obligation, the Franchisee may apply to the Secretary of State for the approval referred to in paragraph 8.3.

- 8.2 For the purposes of this paragraph 8, the expression “**consent**” shall mean those approvals, authorisations, consents, derogations, exemptions, licences, permissions, and registrations which are required by Law or any contract to which the Franchisee is a party, to be obtained by the Franchisee in connection with the delivery of a Committed Obligation.
- 8.3 The Secretary of State's approval for the purposes of this paragraph 8 is his approval for the Franchisee to modify the relevant Committed Obligation so as to deliver a scheme which would give rise to benefits to passengers using the Passenger Services similar to (but not necessarily the same as) those benefits which would have arisen if the Franchisee delivered the relevant Committed Obligation. The modifications to the relevant Committed Obligation shall be agreed between the Franchisee and the Secretary of State or failing such agreement shall be reasonably determined by the Secretary of State. The approval of the Secretary of State may not be unreasonably withheld.
- 8.4 If the Secretary of State gives his approval pursuant to this paragraph 8 in respect of a Committed Obligation, then to the extent that the Franchisee delivers the modified Committed Obligation by the date agreed between the Franchisee and the Secretary of State, or failing such agreement by the date reasonably determined by the Secretary of State, the Franchisee shall not be in breach of the Franchise Agreement.

9. **Definition of “all reasonable endeavours” or “reasonable endeavours”**

Where in respect of any Committed Obligation the Franchisee is obliged to use “**all reasonable endeavours**” or “**reasonable endeavours**” to do or procure that something is done by a specified date then, without prejudice to any other rights the Secretary of State may have (whether under the Franchise Agreement or otherwise) in respect of any contravention of the Franchise Agreement if the same is not achieved by such specified date the Franchisee shall consult with the Secretary of State and if required by the Secretary of State shall continue to use all reasonable endeavours or reasonable endeavours (as applicable) to do or procure that the relevant thing is done as soon as reasonably practicable thereafter.

10. **Designation of Assets comprised in COs as Primary Franchise Assets**

- 10.1 Save in respect of the property and rights comprised in committed obligations which are designated as RV Assets pursuant to Schedule 14.6, the Secretary of State may at any time and from time to time during the Franchise Period by serving notice on the Franchisee, designate as a Primary Franchise Asset some or all of the property and rights of the Franchisee comprised in any asset introduced by a Committed Obligation (the “**Designated CO Primary Franchise Assets**”). Such designation shall take effect from the date of delivery of such notice.

- 10.2 The transfer value in relation to any Designated CO Primary Franchise Asset, which at the end of the Franchise Period is:
- (a) not de-designated as a Primary Franchise Asset pursuant to paragraph 10 of Schedule 14.4 (Designation of Primary Franchise Assets); and
 - (b) transferred to a Successor Operator (whether pursuant to the Transfer Scheme or otherwise),
- shall (unless otherwise agreed by the Secretary of State) be nil.

Schedule 6.3

NOT USED

SCHEDULE 7**Performance Benchmarks**

Schedule 7.1:	Operational Performance 1. Definitions 2. Reporting Requirements Part A - Non-Financial Enforcement Regime Part B - Financial Regime Part C - Miscellaneous Provisions
	Appendix 1: Cancellations Benchmarks and Annual Cancellations Benchmarks
	Appendix 2: TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks
	Appendix 3: Short Formation Benchmarks and Annual Short Formation Benchmarks
	Appendix 4: CaSL Measures
	Appendix 5: PPM Measures
Schedule 7.2:	National Rail Passenger Surveys, Customer Report and CCI Scheme
	Appendix 1: NRPS Benchmark Table
Schedule 7.3:	NOT USED

Schedule 7.1

Operational Performance**1. Definitions, Changes to Benchmarks and Annual Benchmarks and Notice of Performance Results**

1.1 For the purposes of this Schedule 7.1 (Operational Performance) only, the following words and expressions shall have the following meanings unless otherwise set out in Clause 3 (*Definitions*):

- “Actual CaSL Performance Level”** means, in respect of a Franchisee Year, the CaSL Figures most recently published by Network Rail for that Franchisee Year in relation to the Franchisee, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Actual CaSL Performance Level for that Franchisee Year shall be as determined pursuant to paragraph 24.1(a) of this Schedule 7.1 (Operational Performance);
- “Actual PPM Performance Level”** means, in respect of a Franchisee Year, the PPM Figures most recently published by Network Rail for that Franchisee Year in relation to the Franchisee, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Actual PPM Performance Level for that Franchisee Year shall be as determined pursuant to paragraph 24.1(b) of this Schedule 7.1 (Operational Performance);
- “Annual Cancellations Benchmark Table”** means the table set out in Part 2 (Annual Cancellations Benchmark Table) of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) of Schedule 7.1 (Operational Performance);
- “Annual Cap Performance Level”** means in relation to:
- (a) an Annual Cancellations Benchmark for any Franchisee Year, the number set out in Column 2 (Annual Cap Performance Level) of the Annual Cancellations Benchmark Table for that Franchisee Year;
 - (b) an Annual TOC Minute Delay Benchmark for any Franchisee Year, the number set out in Column 2 (Annual Cap Performance Level) of the Annual TOC Minute Delay Benchmark Table for that Franchisee Year;
 - (c) an Annual CaSL Measure for any Franchisee Year, the number set out in Column 2 (Annual Cap Performance Level) of the

Annual CaSL Table for that Franchisee Year;
or

- (d) an Annual PPM Measure for any Franchisee Year, the number set out in Column 2 (Annual Cap Performance Level) of the Annual PPM Table for that Franchisee Year;

“Annual CaSL Measure”

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

“Annual CaSL Table”

means the table set out in Part 1 (Annual CaSL Table) of Appendix 4 (CaSL Measures) of Schedule 7.1 (Operational Performance)

“Annual CaSL Payment Table”

means the table set out in Part 2 (Annual CaSL Payment Table) of Appendix 4 (CaSL Measures) of Schedule 7.1 (Operational Performance);

“Annual Floor Performance Level”

means, in relation to:

- (a) an Annual Cancellations Benchmark for any Franchisee Year, the number set out in Column 4 (Annual Floor Performance Level) of the Annual Cancellations Benchmark Table for that Franchisee Year;
- (b) an Annual TOC Minute Delay Benchmark for any Franchisee Year the number set out in Column 4 (Annual Floor Performance Level) of the Annual TOC Minute Delay Benchmark Table for that Franchisee Year;
- (c) an Annual Short Formation Benchmark for any Franchisee Year the number set out in Column 3 (Annual Floor Performance Level) of the Annual Short Formation Benchmark Table for that Franchisee Year;
- (d) an Annual CaSL Measure for any Franchisee Year the number set out in Column 4 (Annual Floor Performance Level) of the Annual CaSL Table for that Franchisee Year; or
- (e) an Annual PPM Measure for any Franchisee Year the number set out in Column 4 (Annual Floor Performance Level) of the Annual PPM Table for that Franchisee Year;

“Annual PPM Measure”	means, for each Franchisee Year, each of the benchmarks specified in the Annual PPM Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual PPM Measure for that Franchisee Year shall be as determined pursuant to paragraph 23.1(e) of Schedule 7.1 (Operational Performance);
“Annual PPM Table”	means the table set out in Part 1 (Annual PPM Table) of Appendix 5 (PPM Measures) of Schedule 7.1 (Operational Performance);
“Annual PPM Payment Table”	means the table set out in Part 2 (Annual PPM Payment Table) of Appendix 5 (PPM Measures) of Schedule 7.1 (Operational Performance);
“Annual Short Formation Benchmark”	means, for each Franchisee Year, each of the benchmarks specified in the Annual Short Formation Benchmark Table for that Franchisee Year, provided that where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, then the Annual Short Formation Benchmark for that Franchisee Year shall be as determined pursuant to paragraph 23.1(c) of Schedule 7.1 (Operational Performance);
“Annual Short Formation Benchmark Table”	means the table set out in Part 2 (Annual Short Formation Benchmark Table) of Appendix 3 (Short Formation Benchmarks and Annual Short Formation Benchmarks) of Schedule 7.1 (Operational Performance);
“Annual Short Formation Payment Table”	means the table set out in Part 3 (Annual Short Formation Payment Table) of Appendix 3 (Short Formation Benchmarks and Annual Short Formation Benchmarks) of Schedule 7.1 (Operational Performance);
“Annual Target Performance Level”	means, in relation to: <ul style="list-style-type: none"> (a) an Annual Cancellations Benchmark for any Franchisee Year, the number set out in Column 3 (Annual Target Performance Level) of the Annual Cancellations Benchmark Table for that Franchisee Year; (b) an Annual TOC Minute Delay Benchmark for any Franchisee Year, the number set out in Column 3 (Annual Target Performance Level) of the Annual TOC Minute Delay Benchmark Table for that Franchisee Year;

- (c) an Annual Short Formation Benchmark for any Franchisee Year, the number set out in Column 2 (Annual Target Performance Level) of the Annual Short Formation Benchmark Table for that Franchisee Year;
- (d) an Annual CaSL Measure for any Franchisee Year, the number set out in Column 3 (Annual Target Performance Level) of the Annual CaSL Table for that Franchisee Year; or
- (e) an Annual PPM Measure for any Franchisee Year, the number set out in Column 3 (Annual Target Performance Level) of the Annual PPM Table for that Franchisee Year;

“Annual TOC Minute Delay Benchmark”

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

“Annual TOC Minute Delay Benchmark Table”

means the table set out in Part 2 (Annual TOC Minute Delay Benchmark Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) of Schedule 7.1 (Operational Performance);

“Annual TOC Minute Delay Payment Table”

means the table set out in Part 3 (Annual TOC Minute Delay Payment Table) of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to Schedule 7.1 (Operational Performance);

“Breach Performance Level”

means, in relation to a Benchmark for any Reporting Period, the number set out in the relevant column of the Cancellations Benchmark Table, the Short Formation Benchmark Table and the TOC Minute Delay Benchmark Table (as the case may be) and in the row of the applicable table for that Reporting Period;

“Breach Reporting Stage” ²⁸²	means the period of five consecutive Reporting Periods commencing with and including the eighth Reporting Period of the Franchise Term;
“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 (Operational Performance);
“Performance Sum”	means each of the Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and/or PPM Performance Sum determined pursuant to paragraph 22 of Schedule 7.1 (Operational Performance);
“Performance Sum Adjustment Date”	means: <ul style="list-style-type: none"> (a) in the case of each Cancellations Performance Sum, TOC Minute Delay Performance Sum, CaSL Performance Sum or PPM Performance Sum determined pursuant to paragraph 22 of Schedule 7.1 (Operational Performance) and payable by the Secretary of State, the first Payment Date falling no less than seven (7) days after that determination; or (b) in the case of a Performance Sum falling due in respect of the Final Franchisee Year and which has not been made during the Franchise Period, the date specified in paragraph 28 of Schedule 7.1 (Operational Performance);
“Short Formation Benchmark Table”	means the table set out in Part 1 (Short Formation Benchmark Table) of Appendix 3 (Short Formation Benchmarks and Annual Short Formation Benchmarks) to Schedule 7.1 (Operational Performance);
“Subsequent Reporting Stage”	means the Reporting Periods falling after the expiry of the Breach Reporting Stage until the Expiry Date;
“Target Performance Level”	means, in relation to a Benchmark for any Reporting Period, the number set out in the relevant column of the Cancellations Benchmark Table, the Short Formation Benchmark Table and the TOC Minute Delay Benchmark Table (as the case may be) and in

²⁸² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	the row of the applicable table for that Reporting Period;
"TOC Minute Delay Benchmark"	means any of the performance levels in respect of Minutes Delay attributable to the Franchisee set out in the TOC Minute Delay Benchmark Table;
"Undisputed Cancellation"	means a Cancellation that is not a Disputed Cancellation;
"Undisputed Network Rail Cancellation"	means a Network Rail Cancellation that is not a Disputed Cancellation;
"Undisputed Network Rail Partial Cancellation"	means a Network Rail Partial Cancellation that is not a Disputed Partial Cancellation; and
"Undisputed Partial Cancellation"	means a Partial Cancellation that is not a Disputed Partial Cancellation.

1.2 NOT USED.

1.3 The Cancellations Benchmarks are set out in the table in Part 1 of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) to this Schedule.

1.4 The Annual Cancellations Benchmarks are set out in the table in Part 2 of Appendix 1 (Cancellations Benchmarks and Annual Cancellations Benchmarks) of this Schedule.

1.5 The TOC Minute Delay Benchmarks are set out in the table in Part 1 of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule.

1.6 The Annual TOC Minute Delay Benchmarks are set out in the table in Part 2 of Appendix 2 (TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) to this Schedule.

1.7 The Short Formation Benchmarks are set out in the table in Part 1 of Appendix 3 (Short Formation Benchmarks and Annual Short Formation Benchmarks) to this Schedule.

1.8 The Annual Short Formation Benchmarks are set out in the table in Part 2 of Appendix 3 (Short Formation Benchmarks and Annual Short Formation Benchmarks) to this Schedule.

1.9 The Annual CaSL Measure are set out in the table in Part 1 of Appendix 4 (Annual CaSL Measures) to this Schedule.

1.10 The Annual PPM Measure are set out in the table in Part 1 of Appendix 5 (Annual PPM Measures) to this Schedule.

1.11 The Secretary of State may at any time after a Charging Review vary, on giving not less than three (3) months' notice in writing, any of the Cancellations

Benchmarks, Annual Cancellations Benchmarks, TOC Minute Delay Benchmarks, the Annual TOC Minute Delay Benchmarks, Annual CaSL Measures and/or Annual PPM Measures (as the case may be) to reflect the Secretary of State's reasonable view of the performance trajectory set as part of such Charging Review. Where the Secretary of State exercises his right pursuant to this paragraph 1.11, the relevant Cancellations Benchmark Table, Annual Cancellations Benchmark Table, TOC Minute Delay Benchmark Table, Annual TOC Minute Delay Benchmark Table, Annual CaSL Table and/or Annual PPM Table shall be deemed to have been amended accordingly. The exercise by the Secretary of State of his rights pursuant to this paragraph 1.11 shall be a Change as specified in paragraph (k) of the definition of Change.

1.12 The Franchisee agrees with the Secretary of State to comply with the requirements of the Track Access Agreement in respect of cancellations attribution (Cancellations, Partial Cancellations, Network Rail Cancellations and Network Rail Partial Cancellations) and Minutes Delay attribution.

1.13 **Changes to Benchmarks and Annual Benchmarks on the occurrence of a Change**

Paragraph 5 of Schedule 9.1 (Financial and Other Consequences of Change) sets out the circumstances and the process by which any adjustments to Benchmarks and Annual Benchmarks consequent upon the occurrence of a Change will be determined and effected.

1.14 **Notice of Performance Results**

As soon as reasonably practicable after the end of each Reporting Period and each Franchisee Year, the Secretary of State shall notify the Franchisee of the results of the calculations performed pursuant to this Schedule 7.1.

2. Reporting Requirements

The Franchisee shall at the end of each Reporting Period and in accordance with the relevant requirements of Appendix 2 (*Operational Performance Information*) of Schedule 11.2 (Management Information) report to the Secretary of State the operational information as specified in Appendix 2 (*Operational Performance Information*) of Schedule 11.2 (Management Information) and required for the purposes of the Secretary of State undertaking any the calculations required to be performed by the Secretary of State pursuant to this Schedule 7.1.

PART A – NON-FINANCIAL ENFORCEMENT REGIME

3. Cancellation Calculation: Value of A

Table 1		
A	=	$\frac{B}{C} \times 100$
where:		
B		is the total number of Cancellations or Partial Cancellations of Passenger Services scheduled to be operated in the Enforcement Plan of the Day for that Reporting Period, on the basis that: <ul style="list-style-type: none"> (a) a Cancellation shall count as 1; (b) a Partial Cancellation shall count as 0.5; and (c) any Cancellations or Partial Cancellations during that Reporting Period which were caused by: <ul style="list-style-type: none"> (i) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or (ii) the occurrence or continuing effect of a Force Majeure Event, shall, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, 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 for that Reporting Period, disregarding, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, any Cancellations or Partial Cancellations during that Reporting Period which were caused by: <ul style="list-style-type: none"> (a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or (b) the occurrence or continuing effect of a Force Majeure Event.

4. Cancellation Calculations during the Initial Reporting Stage

For each Reporting Period during the Initial Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Cancellations Benchmark in accordance with the following formula:

Table 2		
A	=	$\frac{B}{C} \times 100$
where:		
B		has the meaning given to it in paragraph 3 in respect of that Reporting Period; and
C		has the meaning given to it in paragraph 3 in respect of that Reporting Period; and

5. Cancellation Calculation during the Breach Reporting Stage

For each Reporting Period during the Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Cancellations Benchmark in accordance with the following formula:

Table 3	
$\frac{A + D}{N}$	
A	has the meaning given to it in paragraph 3 in respect of that Reporting Period;
D	is the sum of the values of A in each of the Reporting Periods immediately preceding that Reporting Period; and
N	is the number of Reporting Periods that have elapsed since the Start Date.

6. Cancellation Calculations during the Subsequent Reporting Stage

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

Table 4	
$\frac{A + E}{13}$	
where:	
A	has the meaning given to it in paragraph 3 in respect of that Reporting Period; and
E	is the sum of the values of A in each of the twelve (12) Reporting Periods preceding that Reporting Period.

7. NOT USED.

8. NOT USED.

9. NOT USED.

10. TOC Minute Delay Calculations during the Initial Reporting Stage

For each Reporting Period during the Initial Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the TOC Minute Delay Benchmark in accordance with the following formula:

Table 5	
$\frac{MD_{TRP}}{H_{TRP}}$	
where:	
MD_{TRP}	is the Minutes Delay that are attributable to the Franchisee in such Reporting Period; and
H_{TRP}	is ascertained as follows:
	$\frac{Y}{1000}$
	where:
Y	is the Actual Train Mileage in that Reporting Period.

11. TOC Minute Delay Calculations during the Breach Reporting Stage

For each Reporting Period during the Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the TOC Minute Delay Benchmark in accordance with the following formula:

Table 6	
$\frac{MD_{BRP}}{H_{BRP}}$	
where:	
MD_{BRP}	is the sum of the number of Minutes Delay that are attributable to the Franchisee:
	(a) in that Reporting Period; and
	(b) in each of the Reporting Periods immediately preceding that Reporting Period; and
H_{BRP}	is ascertained as follows:
	$\frac{Z}{1000}$
	where:
	Z
	(a) in that Reporting Period; and
	(b) in each of the Reporting Periods immediately preceding that Reporting Period.

12. TOC Minute Delay Calculations during the Subsequent Reporting Stage

For each Reporting Period during the Subsequent Reporting Stage the Secretary of State shall calculate a moving annual average of the Franchisee's performance against the TOC Minute Delay Benchmark in accordance with the following formula:

Table 7	
$\frac{MD_{SRP}}{H_{SRP}}$	
where:	
MD_{SRP}	is the sum of Minutes Delay that are attributable to the Franchisee: (a) in that Reporting Period; and (b) in each of the twelve (12) Reporting Periods immediately preceding that Reporting Period; and
H_{SRP}	is ascertained as follows: $\frac{V}{1000}$ where: V is the sum of Actual Train Mileage: (a) in that Reporting Period; and (b) in each of the twelve (12) Reporting Periods immediately preceding that Reporting Period.

13. NOT USED.

14. NOT USED.

15. Short Formations

15.1 NOT USED.

15.2 Short Formation Calculation: Value of A^{SF}

Table A		
A^{SF}	=	$\frac{B_{SF}}{C_{SF}} \times 100$
where:		
B_{SF}	is the total number of Passenger Services in that Reporting Period operated with less Passenger Carrying Capacity than that specified for each such Passenger Service in the Train Plan disregarding, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, any such Passenger Services which were operated in that way as a result of: (a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or	

	(b) the occurrence or continuing effect of a Force Majeure Event; and
C_{SF}	is the total number of Passenger Services scheduled to be operated in that Reporting Period disregarding, if the Franchisee has complied with paragraph 17.1 (Service Recovery Plans and Force Majeure) of this Schedule 7.1, any such Passenger Service operated with less Passenger Carrying Capacity than that specified for each such Passenger Service in the Train Plan as a result of:
	(a) the Franchisee's implementation of a Service Recovery Plan during that Reporting Period; or
	(b) the occurrence or continuing effect of a Force Majeure Event.

15.3 Short Formation Calculations during the Initial Reporting Stage

For each Reporting Period during the Initial Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Short Formation Benchmark in accordance with the following formula:

Table B		
A^{SF}	=	$\frac{B_{SF}}{C_{SF}} \times 100$
where:		
B_{SF}	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period; and	
C_{SF}	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period.	

15.4 Short Formation Calculations during the Breach Reporting Stage

For each Reporting Period during the Breach Reporting Stage the Secretary of State shall calculate the Franchisee's performance against the Short Formation Benchmark in accordance with the following formula:

Table C	
$\frac{A^{SF} + D^{SF}}{N}$	
where:	
A^{SF}	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period;
D^{SF}	is the sum of the values of A ^{SF} in each of the Reporting Periods immediately preceding that Reporting Period; and
N	is the number of Reporting Periods that have elapsed since the Start Date.

15.5 Short Formation Calculations during the Subsequent Reporting Stage

For each Reporting Period during the Subsequent Reporting Stage the Secretary of State shall calculate a moving annual average of the Franchisee's performance against the Short Formation Benchmark in accordance with the following formula:

Table D	
$\frac{A^{SF} + E^{SF}}{13}$	
where:	
A^{SF}	has the meaning given to it in paragraph 15.2 in respect of that Reporting Period; and
E^{SF}	is the sum of the values of A ^{SF} in each of the twelve (12) Reporting Periods immediately preceding that Reporting Period.

15.6 NOT USED.

15.7 For the purposes of the calculations to be undertaken by the Secretary of State pursuant to paragraphs 15.2 to 15.5:

- (a) if and to the extent that any Passenger Service is operated with Passenger Carrying Capacity in excess of the Passenger Carrying Capacity specified for that Passenger Service in the Train Plan, the excess capacity shall be disregarded; and
- (b) any Passenger Service that is the subject of a Cancellation or a Partial Cancellation shall be disregarded.

16. Calculations

The Secretary of State shall perform the calculations referred to in paragraphs 4, 5, 6, 10, 11, 12, 15.3, 15.4, 15.5 rounded to two (2) decimal places with the midpoint (that is, 11.115) rounded upwards (that is, 11.12).

17. Service Recovery Plans and Force Majeure

17.1 The Franchisee shall, within eight (8) weeks of the end of each Reporting Period for which a Service Recovery Plan has been implemented (or such other period as may be agreed by the Secretary of State), submit to the Secretary of State all the comprehensive records (as more particularly described in the ATOC "Approved Code of Practice 2013 or any document of a similar equivalent nature) which relate to the implementation of such Service Recovery Plan during that Reporting Period.

17.2 In performing the calculations pursuant to paragraphs 10, 11 and 12 the Secretary of State shall disregard any Minutes Delay that are caused by the occurrence or continuing effect of a Force Majeure Event.

18. Consequences for Poor Performance – Benchmarks

18.1 The Franchisee shall ensure that its performance in each Reporting Period (other than any Reporting Period falling within the Initial Reporting Stage), as calculated by the Secretary of State in accordance with the requirements of this Schedule 7.1, **is not equal to or worse than** each Breach Performance Level in respect of each such Reporting Period.

18.2 NOT USED.

- 18.3 Without limiting the provisions of paragraph 18.6 and paragraph 22 (*Performance Sum Payments – Annual Benchmarks and Annual Measures*) below, if in any Reporting Period (other than any Reporting Period falling within the Initial Reporting Stage) the Franchisee's performance, as calculated by the Secretary of State in accordance with the requirements of this Schedule 7.1, is **equal to or worse than** any Breach Performance Level relating to a Benchmark in respect of that Reporting Period, then a contravention of the Franchise Agreement shall occur and the Secretary of State may serve a Remedial Plan Notice in accordance with the provisions of paragraph 2 (*Remedies for Contraventions of the Franchise Agreement*) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement).
- 18.5 For the purposes of paragraph 4.2(c) (*Remedial Plans*) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement) the steps to be proposed by the Franchisee pursuant to that paragraph are those which ensure that the Franchisee's performance against the relevant Benchmark will be **equal to or better than** the Target Performance Level relating to such Benchmark.
- 18.6 Certain consequences of the Franchisee's performance being **equal to or worse than** the Breach Performance Levels and Default Performance Levels relating to each Benchmark are set out in Schedule 10 (Remedies, Events of Default and Termination Events).

PART B – FINANCIAL REGIME

19. Annual Cancellations Calculations

At the end of each Franchisee Year the Secretary of State shall calculate the Franchisee's performance against the Annual Cancellations Benchmark in accordance with the following formula:

Table 8		
ACTUAL_c	=	$\frac{\sum A}{X}$
where:		
$\sum A$		is the sum of the values of A (A being as defined in paragraph 3 above) for each of the Reporting Periods in that Franchisee Year; and
X		(a) in respect of a Franchisee Year consisting of thirteen (13) Reporting Periods equals, 13; or (b) in respect of a Franchisee Year consisting of less than thirteen (13) Reporting Periods, the number of Reporting Periods in such Franchisee Year.

20. Annual TOC Minute Delay Calculations

20.1 At the end of each Franchisee Year the Secretary of State shall calculate the Franchisee's performance against the Annual TOC Minute Delay Benchmark in accordance with the following formula:

Table 9		
ACTUAL_{MD}	=	$\frac{AA}{AD}$
where:		
AA		is the sum of the number of Minutes Delay that are attributable to the Franchisee in each Reporting Period in that Franchisee Year; and
AD		is ascertained as follows:
		$\frac{AB}{1000}$
	where:	
AB		is the sum of the Actual Train Mileage in each Reporting Period in that Franchisee Year.

20.2 In performing the calculations pursuant to paragraph 20, the Secretary of State shall disregard any Minutes Delay that are caused by the occurrence or continuing effect of a Force Majeure Event.

21. Annual Short Formation Calculations

21.1 At the end of each Franchisee Year the Secretary of State shall calculate the Franchisee's performance against the Annual Short Formation Benchmark in accordance with the following formula:

Table E		
ACTUAL_{SF}	=	$\frac{\sum A_{sf}}{X}$
where:		
$\sum A_{sf}$		is the sum of the values of A ^{SF} (A ^{SF} being as defined in paragraph 15.2 above) for each of the Reporting Periods in that Franchisee Year; and
X		(a) in respect of a Franchisee Year consisting of thirteen (13) Reporting Periods equals, 13; or (b) in respect of a Franchisee Year consisting of less than thirteen (13) Reporting Periods, the number of Reporting Periods in such Franchisee Year.

21.2 For the purposes of the calculations to be undertaken by the Secretary of State pursuant to paragraph 21.1:

- (a) if and to the extent that any Passenger Service is operated with Passenger Carrying Capacity in excess of the Passenger Carrying Capacity specified for that Passenger Service in the Train Plan, the excess capacity shall be disregarded; and
- (b) any Passenger Service that is the subject of a Cancellation or a Partial Cancellation shall be disregarded.

22. Performance Sum Payments – Annual Benchmarks and Annual Measures

22.1 The provisions of this paragraph 22 shall not apply in relation to any Franchisee Year which is less than six (6) Reporting Periods.

22.2 At the end of each Franchisee Year the Secretary of State shall, in accordance with this paragraph 22, calculate:

- (a) the Cancellations Performance Sum, the TOC Minute Delay Performance Sum, the CaSL Performance Sum and the PPM Performance Sum payable by the Secretary of State to the Franchisee or required to be incurred (or in respect of the Final Franchisee Year to be paid) by the Franchisee (as the case may be); and
- (b) the Short Formation Performance Sum required to be incurred (or in respect of the Final Franchisee Year to be paid) by the Franchisee.

22.3 Cancellations Performance Sum

For any Franchisee Year the Cancellations Performance Sum shall be calculated as follows:

Table 10	
ACTUAL_c	is the Franchisee’s performance for that Franchisee Year as calculated pursuant to paragraph 19 above;
TARGET_c	is the Annual Target Performance Level relating to that Annual Cancellations Benchmark for that Franchisee Year;
CAP_c	is the Annual Cap Performance Level relating to that Annual Cancellations Benchmark for that Franchisee Year; and
FLOOR_c	is the Annual Floor Performance Level relating to that Annual Cancellations Benchmark for that Franchisee Year.

Table 11			
	Column 1	Column 2	Column 3
	Value of ACTUAL_c is	Cancellations Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	Cancellations Performance Sum to be incurred or to be paid by the Franchisee to Secretary of State shall be an amount calculated by the following Table
1	$\leq CAP_c$	Table 12	
2	$> CAP_c \text{ and } < TARGET_c$	Table 13	
3	$\geq TARGET_c \text{ and } < FLOOR_c$		Table 14
4	$\geq FLOOR_c$		Table 15

Table 12	
$(TARGET_c - CAP_c) \times PB_c$	
where:	
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 10);
CAP_c	has the meaning given to it in this paragraph 22.3 (Table 10); and
PB_c	is, in respect of that Franchisee Year, an amount calculated as follows:
	$PBP_c \times RPI$
	where:
PBP_c	the amount specified in row 1 (PBP _c) of Column 2 of the Annual Cancellation Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 13		
(TARGET_c – ACTUAL_c) x PB_c		
where:		
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 10);	
ACTUAL_c	has the meaning given to it in this paragraph 22.3 (Table 10); and	
PB_c (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PBP _c x RPI	
	where:	
	PBP _c	the amount specified in row 1 (PBP _c) of Column 2 of the Annual Cancellation Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table 14		
(ACTUAL_c - TARGET_c) x PD_c		
where:		
ACTUAL_c	has the meaning given to it in this paragraph 22.3 (Table 10);	
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 10); and	
PD_c (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _c x RPI	
	where:	
	PDP _c	the amount specified in row 2 (PDP _c) in Column 2 of the Annual Cancellations Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table 15		
(FLOOR_c - TARGET_c) x PD_c		
where:		
FLOOR_c	has the meaning given to it in this paragraph 22.3 (Table 10);	
TARGET_c	has the meaning given to it in this paragraph 22.3 (Table 10); and	
PD_c (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _c x RPI	
	where:	
	PDP _c	the amount specified in row 2 (PDP _c) in Column 2 of the Annual Cancellations Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

22.4 TOC Minute Delay Performance Sum

For any Franchisee Year the TOC Minute Delay Performance Sum is calculated as follows:

Table 16	
ACTUAL_{MD}	is the Franchisee's performance for that Franchisee Year as calculated pursuant to paragraph 20 above;
TARGET_{MD}	is the Annual Target Performance Level relating to that Annual TOC Minute Delay Benchmark for that Franchisee Year;
CAP_{MD}	is the Annual Cap Performance Level relating to that Annual TOC Minute Delay Benchmark for that Franchisee Year; and
FLOOR_{MD}	is the Annual Floor Performance Level relating to that Annual TOC Minute Delay Benchmark for that Franchisee Year.

Table 17			
	Column 1	Column 2	Column 3
	Value of ACTUAL_{MD} is	TOC Minute Delay Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	TOC Minute Delay Performance Sum to be incurred or to be paid by the Franchisee to Secretary of State shall be an amount calculated by the following Table
1.	$\leq CAP_{MD}$	Table 18	
2.	$> CAP_{MD}$ and $< TARGET_{MD}$	Table 19	
3.	$\geq TARGET_{MD}$ and $< FLOOR_{MD}$		Table 20
4.	$\geq FLOOR_{MD}$		Table 21

Table 18	
(TARGET_{MD} – CAP_{MD}) x PB_{MD}	
where:	
TARGET_{MD}	has the meaning given to it in this paragraph 22.4 (Table 16);
CAP_{MD}	has the meaning given to it in this paragraph 22.4 (Table 16); and
PB_{MD}	is, in respect of that Franchisee Year, an amount calculated as follows:
	PBP _{MD} x RPI
	where:
PBP _{MD}	the amount specified in row 1 (PBP _{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 19	
(TARGET_{MD} – ACTUAL_{MD}) x PB_{MD}	
where:	
TARGET_{MD}	has the meaning given to it in this paragraph 22.4 (Table 16);
ACTUAL_{MD}	has the meaning given to it in paragraph 20 above; and
PB_{MD}	is, in respect of that Franchisee Year, an amount calculated as follows:
(Performance Bonus Payment)	PBP _{MD} x RPI
	where:
PBP _{MD}	the amount specified in row 1 (PBP _{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 20	
(ACTUAL_{MD} – TARGET_{MD}) x PD_{MD}	
where:	
ACTUAL_{MD}	has the meaning given to it in paragraph 20 above;
TARGET_{MD}	has the meaning given to it in this paragraph 22.4 (Table 16); and
PD_{MD}	is, in respect of that Franchisee Year, an amount calculated as follows:
(Performance Deduction Payment)	PDP _{MD} x RPI
	where:
PDP _{MD}	the amount specified in row 2 (PDP _{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table 21	
(FLOOR_{MD} – TARGET_{MD}) x PD_{MD}	
where:	
FLOOR_{MD}	has the meaning given to it in this paragraph 22.4 (Table 16);
TARGET_{MD}	has the meaning given to it in paragraph 22.4 (Table 16); and
PD_{MD}	is, in respect of that Franchisee Year, an amount calculated as follows:
(Performance Deduction Payment)	PDP _{MD} x RPI
	where:
PDP _{MD}	the amount specified in row 2 (PDP _{MD}) of Column 2 of the Annual TOC Minute Delay Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

22.5 Short Formation Performance Sum

For any Franchisee Year the Short Formation Performance Sum is calculated as follows:

Table F02	
ACTUAL_{SF}	has the meaning given to it in paragraph 21 above in respect of that Franchisee Year;
TARGET_{SF}	is the Annual Target Performance Level relating to the Annual Short Formation Benchmark for that Franchisee Year; and
FLOOR_{SF}	is the Annual Floor Performance Level relating to that Annual Short Formation Benchmark for that Franchisee Year.

Table G02		
	Column 1	Column 2
	Value of ACTUAL_{SF} is	Short Formation Performance Sum to be incurred or to be paid by the Franchisee to the Secretary of State shall be an amount calculated by the following Table
1	$\geq TARGET_{SF} < FLOOR_{SF}$	Table H02
2	$\geq FLOOR_{SF}$	Table I02

Table H02	
(ACTUAL_{SF} – TARGET_{SF}) x PD_{SF}	
where:	
ACTUAL_{SF}	has the meaning given to it in paragraph 21 above;
TARGET_{SF}	has the meaning given to it in paragraph 22.5 (Table F02); and
PD_{SF}	is in respect of such Franchisee Year, an amount calculated as follows:
	PDP _{SF} x RPI
	where:
PDP _{SF}	is the amount specified in the table in Part 3 (Annual Short Formation Payment Table) of Appendix 3 (Short Formation Benchmarks and Annual Short Formation Benchmarks) to this Schedule 7.1;
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

Table I02		
(FLOOR_{SF} – TARGET_{SF}) x PD_{SF}		
where:		
FLOOR_{SF}	has the meaning given to it in paragraph 22.5 (Table F02);	
TARGET_{SF}	has the meaning given to it in paragraph 22.5 (Table F02); and	
PD_{SF}	is in respect of such Franchisee Year, an amount calculated as follows:	
(Performance Deduction Payment)	$PDP_{SF} \times RPI$	
	where:	
	PDP_{SF}	is the amount specified in the table in Part 3 (Annual Short Formation Payment Table) of Appendix 3 (Short Formation Benchmarks and Annual Short Formation Benchmarks) to this Schedule 7.1;
	RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

22.6 CaSL Performance Sum

For any Franchisee Year the CaSL Performance Sum is calculated as follows:

Table J	
ACTUAL_{CaSL}	is the Actual CaSL Performance Level for that Franchisee Year;
TARGET_{CaSL}	is the Annual Target Performance Level relating to that Annual CaSL Measure for that Franchisee Year;
CAP_{CaSL}	is the Annual Cap Performance Level relating to that CaSL Measure for that Franchisee Year; and
FLOOR_{CaSL}	is the Annual Floor Performance Level relating to that Annual CaSL Measure for that Franchisee Year.

Table K			
	Column 1	Column 2	Column 3
	Value of ACTUAL_{CaSL} is	CaSL Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	CaSL Performance Sum to be incurred or paid by the Franchisee to Secretary of State and shall be an amount calculated by the following Table
1.	$\leq CAP_{CaSL}$	Table L	
2.	$> CAP_{CaSL}$ and $< TARGET_{CaSL}$	Table M	
3.	$\geq TARGET_{CaSL}$ and $< FLOOR_{CaSL}$		Table N
4.	$\geq FLOOR_{CaSL}$		Table O

Table L		
(TARGET_{CaSL} – CAP_{CaSL}) x PB_{CaSL}		
where:		
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J);	
CAP_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J); and	
PB_{CaSL} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PB _{CaSL} x RPI	
	where:	
	PB_{CaSL}	the amount specified in row 1 (PB _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table M		
(TARGET_{CaSL} – ACTUAL_{CaSL}) x PB_{CaSL}		
where:		
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J);	
ACTUAL_{CaSL}	means the Actual CaSL Performance Level for that Franchisee Year; and	
PB_{CaSL} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PB _{CaSL} x RPI	
	where:	
	PB_{CaSL}	the amount specified in row 1 (PB _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table N		
(ACTUAL_{CaSL} – TARGET_{CaSL}) x PD_{CaSL}		
where:		
ACTUAL_{CaSL}	means the Actual CaSL Performance Level for that Franchisee Year;	
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J); and	
PD_{CaSL} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{CaSL} x RPI	
	where:	
	PDP_{CaSL}	the amount specified in row 2 (PDP _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table O		
(FLOOR_{CaSL} – TARGET_{CaSL}) x PD_{CaSL}		
where:		
FLOOR_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J);	
TARGET_{CaSL}	has the meaning given to it in paragraph 22.6 (Table J); and	
PD_{CaSL} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{CaSL} x RPI	
	where:	
	PDP _{CaSL}	the amount specified in row 2 (PDP _{CaSL}) of Column 2 of the Annual CaSL Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

22.7 PPM Performance Sum

For any Franchisee Year the PPM Performance Sum is calculated as follows:

Table P	
ACTUAL_{PPM}	is the Actual PPM Performance Level for that Franchisee Year;
TARGET_{PPM}	is the Annual Target Performance Level relating to that Annual PPM Measure for that Franchisee Year;
CAP_{PPM}	is the Annual Cap Performance Level relating to that Annual PPM Measure for that Franchisee Year; and
FLOOR_{PPM}	is the Annual Floor Performance Level relating to that Annual PPM Measure for that Franchisee Year.

Table Q			
	Column 1	Column 2	Column 2
	Value of ACTUAL_{PPM} is	PPM Performance Sum payable by the Secretary of State to the Franchisee shall be an amount calculated by the following Table	PPM Performance Sum payable by the Franchisee to Secretary of State shall be an amount calculated by the following Table
1.	$\geq CAP_{PPM}$	Table R	
2.	$< CAP_{PPM}$ and $\geq TARGET_{PPM}$	Table S	
3.	$< TARGET_{PPM}$ and $\geq FLOOR_{PPM}$		Table T
4.	$< FLOOR_{PPM}$		Table U

Table R		
(CAP_{PPM} - TARGET_{PPM}) x PB_{PPM}		
where:		
CAP_{PPM}	has the meaning given to it in paragraph 22.7 (Table P);	
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P); and	
PB_{PPM} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PB _{PPM} x RPI	
	where:	
	PB_{PPM}	the amount specified in row 1 (PB _{PPM}) of Column 2 of the Annual PPM Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table S		
(ACTUAL_{PPM} - TARGET_{PPM}) x PB_{PPM}		
where:		
ACTUAL_{PPM}	means the Actual PPM Performance Level for that Franchisee Year;	
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P); and	
PB_{PPM} (Performance Bonus Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PB _{PPM} x RPI	
	where:	
	PB_{PPM}	the amount specified in row 1 (PB _{PPM}) of Column 2 of the Annual PPM Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table T		
(TARGET_{PPM} - ACTUAL_{PPM}) x PD_{PPM}		
where:		
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P);	
ACTUAL_{PPM}	means the Actual PPM Performance Level; and	
PD_{PPM} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{PPM} x RPI	
	where:	
	PDP_{PPM}	the amount specified in row 2 (PDP _{PPM}) of Column 2 of the Annual PPM Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

Table U		
(TARGET_{PPM} - FLOOR_{PPM}) x PD_{PPM}		
where:		
TARGET_{PPM}	has the meaning given to it in paragraph 22.7 (Table P);	
FLOOR_{PPM}	has the meaning given to it in paragraph 22.7 (Table P); and	
PD_{PPM} (Performance Deduction Payment)	is, in respect of that Franchisee Year, an amount calculated as follows:	
	PDP _{PPM} x RPI	
	where:	
	PDP _{PPM}	the amount specified in row 2 (PDP _{PPM}) of Column 2 of the Annual PPM Payment Table; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).	

22.8 For the purpose of the calculations referred to in this paragraph 22, each of the Annual Cap Performance Level, the Annual Target Performance Level and the Annual Floor Performance Level will be specified as an absolute number not as a percentage (i.e. one point five per cent (1.5%) equals 1.5).

22.9 Maximum Amounts for each Performance Sum

The maximum amount:

- (a) payable by the Secretary of State by way of the Cancellations Performance Sum, the TOC Minute Delay Performance Sum, the CaSL Performance Sum and the PPM Performance Sum shall, in respect of any Franchisee Year, be limited to an aggregate amount of:
- (i) for Cancellations Performance Sum [REDACTED²⁸³] x RPI;
 - (ii) for TOC Minute Delay Performance Sum [REDACTED] x RPI;
 - (iii) for CaSL Performance Sum [REDACTED] x RPI;
 - (iv) for PPM Performance Sum [REDACTED] x RPI, and
- (b) to be incurred as expenditure (or, in respect of the final Franchisee Year to be paid) by the Franchisee by way of Cancellations Performance Sum, TOC Minute Delay Performance Sum, the Short Formation Performance Sum, the CaSL Performance Sum and the PPM Performance Sum shall, in respect of any Franchisee Year, be limited to an aggregate amount of:

²⁸³ Date of redaction 31/08/2017 - 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.

- (i) for Cancellations Performance Sum [REDACTED²⁸⁴] x RPI;
- (ii) for TOC Minute Delay Performance Sum [REDACTED²⁸⁵] x RPI;
- (iii) for Short Formation Performance Sum [REDACTED²⁸⁶] x RPI;
- (iv) for CaSL Performance Sum [REDACTED²⁸⁷] x RPI; and
- (v) for PPM Performance Sum [REDACTED²⁸⁸] x RPI,

provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, each of the maximum amounts calculated in accordance with paragraphs 22.9(a) and 22.9(b) shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

23. Determination of the Annual Benchmarks and Annual Measures for Franchisee Years that are less than thirteen Reporting Periods but are six (6) Reporting Periods or more

- 23.1 Where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, the Secretary of State will perform the following calculations for the purposes of determining the Annual Cancellations Benchmark, the Annual TOC Minute Delay Benchmark, the Annual Short Formation Benchmark,

²⁸⁴ Date of redaction 31/08/2017 - 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.

²⁸⁵ Date of redaction 31/08/2017 - 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.

²⁸⁶ Date of redaction 31/08/2017 - 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.

²⁸⁷ Date of redaction 31/08/2017 - 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.

²⁸⁸ Date of redaction 31/08/2017 - 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.

the Annual CaSL Measure and the Annual PPM Measure relating to that Franchisee Year:

(a) in respect of the Annual Cancellations Benchmark for that Franchisee Year:

Table 22	
$\frac{\sum A_c}{XY}$	
where:	
$\sum A_c$	is ascertained as follows: (i) for the Annual Cap Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; or (ii) for the Annual Target Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; or (iii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; and
XY	is the number of Reporting Periods in that Franchisee Year.

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

Table 23	
$\frac{\sum A_{md}}{AB_{md}}$	
where:	

$\sum A_{md}$	<p>is ascertained as follows:</p> <ul style="list-style-type: none"> (i) for the Annual Cap Performance Level, the sum of the Minutes Delay attributable to the Franchisee as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Minutes Delay data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (ii) for the Annual Target Performance Level, the sum of the Minutes Delay attributable to the Franchisee as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Minutes Delay data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (iii) for the Annual Floor Performance Level, the sum of the Minutes Delay attributable to the Franchisee as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Minutes Delay data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; and
$\frac{AB_{md}}{1000}$	<p>is ascertained as follows:</p> <p style="text-align: center;">$\frac{B}{1000}$</p> <p>where: B is:</p> <ul style="list-style-type: none"> (i) for the Annual Cap Performance Level, the sum of the Actual Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Actual Train Mileage data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (ii) for the Annual Target Performance Level, the sum of the Actual Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Actual Train Mileage data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD; or (iii) for the Annual Floor Performance Level, the sum of the Actual Train Mileage as comprised in the data relevant for each of the Reporting Periods in that Franchisee Year, such Actual Train Mileage data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD.

- (c) in respect of the Annual Short Formation Benchmark for that Franchisee Year:

Table V	
$\frac{\sum A_{sf}}{XY}$	
where:	
$\sum A_{sf}$	is ascertained as follows: (i) for the Annual Target Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; or (ii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; and
XY	is the number of Reporting Periods in that Franchisee Year.

- (d) in respect of the Annual CaSL Measure for that Franchisee Year:

Table W	
$\frac{\sum A_d}{XY}$	
where:	
$\sum A_d$	is ascertained as follows: (i) for the Annual Cap Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; or (ii) for the Annual Performance Target Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; (iii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; and
XY	is the number of Reporting Periods in that Franchisee Year.

(e) in respect of the Annual PPM Measure for that Franchisee Year:

Table X	
$\frac{\sum Ae}{XY}$	
Where:	
$\sum Ae$	is ascertained as follows: (i) for the Annual Cap Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Cap Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; or (ii) for the Annual Target Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Target Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; (iii) for the Annual Floor Performance Level, the sum of the data relevant for each of the Reporting Periods in that Franchisee Year, such data being the data which was used for the purposes of determining the Annual Floor Performance Level in respect of a full Franchisee Year as more particularly set out in the document in the agreed terms marked ABD ; and
XY	is the number of Reporting Periods in that Franchisee Year.

24. Determination of the Actual CaSL Performance Level and the Actual PPM Performance Level for Franchisee Years that are less than 13 Reporting Periods but are six (6) Reporting Periods or more.

24.1 Where a Franchisee Year is less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more, the Secretary of State will perform the following calculations for the purposes of determining the Actual CaSL Performance Level and the Actual PPM Performance Level relating to that Franchisee Year:

(a) in respect of the Actual CaSL Performance Level for that Franchisee Year:

Table Y	
$\frac{\sum Af}{XY}$	
where:	
$\sum Af$	is the sum of the figures published by Network Rail in respect of CaSL in respect of the Franchisee for each Reporting Period in that Franchisee Year; and
XY	is the number of Reporting Periods in that Franchisee Year.

(b) in respect of the Actual PPM Performance Level for that Franchisee Year:

Table Z	
$\frac{\sum Ag}{XY}$	
where:	
$\sum Ag$	is the sum of the figures published by Network Rail in respect of PPM in respect of the Franchisee for each Reporting Period in that Franchisee Year; and
XY	is the number of Reporting Periods in that Franchisee Year.

25. Network Rail Claim

- 25.1 The Franchisee shall not include in any claim for compensation from Network Rail, whether under Schedule 8 of the Track Access Agreement or otherwise, any amounts to compensate the Franchisee for a CaSL/PPM Loss.
- 25.2 Without prejudice to the Secretary of State's rights under Schedule 10 (Remedies, Events of Default and Termination Events), if the Franchisee receives compensation from Network Rail in respect of a CaSL/PPM Loss, the Franchisee shall pay such compensation received to the Secretary of State within five (5) Weekdays of receipt.
- 25.3 For the purposes of this paragraph 25, "**CaSL/PPM Loss**" means any loss suffered or costs incurred by the Franchisee as a result of the Franchisee:
- (a) being required to incur or pay any CaSL Performance Sum or PPM Performance Sum (as the case may be); or
 - (b) not being entitled to receive from the Secretary of State any CaSL Performance Sum or PPM Performance Sum (as the case may be),

in each case in accordance with paragraph 22 (*Performance Sum Payments – Annual Benchmarks and Annual Measures*).

26. Consequences for Poor Performance – Annual Benchmarks and Annual Measures

- 26.1 Where in any Franchisee Year a relevant Performance Sum is due from the Franchisee, the Franchisee shall, subject to paragraph 29 (*Payments in respect of the Final Franchisee Year*), incur expenditure **equal to the amount** of the relevant Performance Sum in order to secure an improvement in the Franchisee's performance against:
- (a) the Annual Cancellations Benchmark so that such level is **better than or equal to** the Annual Target Performance Level for that Annual Cancellations Benchmark; and/or
 - (b) the Annual TOC Minute Delay Benchmark so that such level is **better than or equal to** the Annual Target Performance Level for that Annual TOC Minute Delay Benchmark; and/or

- (c) the Annual Short Formation Benchmark so that such level is **equal to** the Annual Target Performance Level for the Annual Short Formation Benchmark; and/or
- (d) the Annual CaSL Measure so that such level is **better than or equal to** the Annual Target Performance Level for that Annual CaSL Measure; and/or
- (e) the Annual PPM Measure so that such level is **better than or equal to** the Annual Target Performance Level for that Annual PPM Measure,

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

26.2 Action Plans

- (a) Without limiting paragraph 26.1, on each occasion that the Franchisee becomes obliged to incur expenditure under paragraph 26.1 for the purposes of securing a Required Performance Improvement the Franchisee shall produce a plan which is consistent with its obligations under paragraph 26.1 (the **"Action Plan"**).
- (b) The Franchisee shall (i) produce, (ii) obtain the Secretary of State's approval of, and (iii) commence the implementation of the Action Plan within three (3) months after the notification of the results of calculations in accordance with paragraph 1.14 (*Notice of Performance Results*).
- (c) The Action Plan shall contain specific tangible action points and indicate in the case of each action point:
 - (i) how that action will contribute to achieving the Required Performance Improvement;
 - (ii) where the action is to be implemented;
 - (iii) when the action is to be commenced and by when it is to be implemented provided always that where any action is expressed to be ongoing the Action Plan shall include specific review dates;
 - (iv) how performance of the action is to be measured; and
 - (v) identify the amount of the Cancellations Performance Sum, the TOC Minute Delay Performance Sum, the Short Formation Performance Sum, the CaSL Performance Sum and/or the PPM Performance Sum associated with each such action.
- (d) The Franchisee shall, except to the extent otherwise agreed by the Secretary of State in advance, implement each Action Plan referred to in this paragraph 26.2 in accordance with its terms.
- (e) It is acknowledged by the Franchisee that the approval or lack of approval by the Secretary of State of each Action Plan as contemplated in this paragraph 26.2 shall not relieve the Franchisee of its obligations under this Schedule 7.1 or any other provisions of the Franchise Agreement.

27. Payments made by Secretary of State

Each Cancellations Performance Sum, TOC Minute Delay Performance Sum, CaSL Performance Sum and PPM Performance Sum calculated pursuant to paragraphs 22.3, 22.4, 22.6 and 22.7 (*Performance Sum Payments – Annual Benchmarks and Annual Measures*) (respectively) in respect of any Franchisee Year payable by the Secretary of State to the Franchisee shall, subject to paragraph 29 (*Payments in respect of the Final Franchisee Year*), be paid by way of adjustment to Franchise Payments on the Performance Sum Adjustment Date.

28. NOT USED.**29. Payments in respect of the Final Franchisee Year**

Any Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and/or PPM Performance Sum:

- (a) to be made in respect of the Final Franchisee Year shall be calculated in accordance with the provisions of this paragraph 29 but shall be paid by the Secretary of State to the Franchisee or the Franchisee to the Secretary of State (as the case may be); and/or
- (b) relating to any Franchisee Year preceding the Final Franchisee Year and which has not been incurred by the Franchisee prior to the end of the Final Franchisee Year for the purposes of securing the Required Performance Improvements shall be paid by the Franchisee to the Secretary of State,

in each case, within thirty (30) days of the Secretary of State giving written notice to the Franchisee of the amount of such Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and/or PPM Performance Sum.

PART C – MISCELLANEOUS PROVISIONS

30. Allocation of Disputed Cancellations/Disputed Partial Cancellations

For the purpose of performing the calculations referred to in paragraphs 4, 5, 6 and/or 19 the Secretary of State shall allocate any Disputed Cancellations and/or Disputed Partial Cancellations between the Franchisee and Network Rail at the end of a Reporting Period and/or a Franchisee Year (as applicable) in the following ratio of:

Table 24	
F : G	
where:	
F	is: (a) for the purposes of the calculations specified in paragraph 4, the total number of Undisputed Cancellations and/or Undisputed Partial Cancellations in respect of a Reporting Period during the Initial Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to the Franchisee) during such Reporting Period; (b) for the purposes of the calculations specified in paragraph 5, the total number of Undisputed Cancellations and/or Undisputed Partial Cancellations for the Reporting Periods preceding the Breach Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to the Franchisee) during such Reporting Period; and (c) for the purposes of the calculations specified in paragraph 6 (<i>Cancellation Calculations during the Subsequent Reporting Stage</i>) and paragraph 19 (<i>Annual Cancellations Calculations</i>), the total number of Undisputed Cancellations and/or Undisputed Partial Cancellations from the twelve (12) preceding Reporting Periods including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to the Franchisee) during such twelve (12) preceding Reporting Periods; and

G	<p>is:</p> <p>(a) for the purposes of the calculations specified in paragraph 4, the total number of Undisputed Network Rail Cancellations and/or Undisputed Network Rail Partial Cancellations in respect of a Reporting Period during the Initial Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to Network Rail) during such Reporting Period;</p> <p>(b) for the purposes of paragraph 5, the total number of Undisputed Network Rail Cancellations and/or Undisputed Network Rail Partial Cancellations for the Reporting Periods preceding the Breach Reporting Stage including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to Network Rail) during such Reporting Period; and</p> <p>(c) for the purposes of paragraph 6 (<i>Cancellation Calculations during the Subsequent Reporting Stage</i>) and paragraph 19 (<i>Annual Cancellations Calculations</i>), the total number of Undisputed Network Rail Cancellations and/or Undisputed Network Rail Partial Cancellations from the twelve (12) preceding Reporting Periods including any Disputed Cancellations or Disputed Partial Cancellations which were resolved or determined (and attributed to Network Rail) during such twelve (12) preceding Reporting Periods.</p>
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31. Allocation of Disputed Minutes Delay

Where the attribution of any Minutes Delay is in dispute between Network Rail and the Franchisee at the end of a Reporting Period and/or a Franchisee Year (as applicable) the Secretary of State shall, for the purpose of performing the calculations referred to in paragraphs 10, 11, 12 and/or 20, allocate any disputed Minutes Delay between the Franchisee and Network Rail in the ratio of:

Table 25
FF: GG
where:

FF	<p>is:</p> <p>(a) for the purposes of the calculations specified in paragraph 10, the total number of undisputed Minutes Delay in respect of a Reporting Period during the Initial Reporting Stage that are attributable to the Franchisee including any disputed attributions which were resolved or determined (and attributed to the Franchisee) during such Reporting Period;</p> <p>(b) for the purposes of the calculations specified in paragraph 11, the total number of undisputed Minutes Delay for the Reporting Periods preceding the Breach Reporting Stage that are attributable to the Franchisee including any disputed attributions which were resolved or determined (and attributed to the Franchisee) during such Reporting Period; and</p> <p>(c) for the purposes of the calculations specified in paragraph 12 (<i>TOC Minute Delay Calculations during the Subsequent Reporting Stage</i>) and paragraph 20 (<i>Annual TOC Minute Delay Calculations</i>), the total number of undisputed Minutes Delay, in each case, from the twelve (12) preceding Reporting Periods that are attributable to the Franchisee including any disputed attributions which were resolved or determined (and attributed to the Franchisee) during such twelve (12) preceding Reporting Periods; and</p>
GG	<p>is:</p> <p>(a) for the purposes of the calculations specified in paragraph 10, the total number of undisputed Minutes Delay in respect of a Reporting Period during the Initial Reporting Stage that are attributable to Network Rail including any disputed attributions which were resolved or determined (and attributed to Network Rail) during such Reporting Period;</p> <p>(b) for the purposes of paragraph 11, the total number of undisputed Minutes Delay for the Reporting Periods preceding the Breach Reporting Stage that are attributable to Network Rail including any disputed attributions which were resolved or determined (and attributed to Network Rail) during such Reporting Period; and</p> <p>(c) for the purposes of the calculations specified in paragraph 12 (<i>TOC Minute Delay Calculations during the Subsequent Reporting Stage</i>) and paragraph 20 (<i>Annual TOC Minute Delay Calculations</i>), the total number of undisputed Minutes Delay, in each case from the twelve (12) preceding Reporting Periods that are attributable to Network Rail including any disputed attributions which were resolved or determined (and attributed to Network Rail) during such twelve (12) preceding Reporting Periods.</p>

APPENDIX 1 TO SCHEDULE 7.1²⁸⁹

Cancellations Benchmarks and Annual Cancellations Benchmarks

PART 1 - CANCELLATIONS BENCHMARK TABLE

1. Start of the Franchise

The Reporting Period in the cells entitled "Period 6, Year 1" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Cancelled)	(% Cancelled)	(% Cancelled)
Initial Reporting Stage	Period 6, Year 1	2017/2018	0.60	N/A	
	Period 7, Year 1	2017/2018	0.60		
	Period 8, Year 1	2017/2018	0.60		
	Period 9, Year 1	2017/2018	0.60		
	Period 10, Year 1	2017/2018	0.59		
	Period 11, Year 1	2017/2018	0.59		
	Period 12, Year 1	2017/2018	0.59		
Breach Reporting Stage					
	Period 13, Year 1	2017/2018	0.59	0.84	1.09
	Period 1, Year 2	2018/2019	0.59	0.84	1.09
	Period 2, Year 2	2018/2019	0.58	0.83	1.08
	Period 3, Year 2	2018/2019	0.58	0.83	1.08
	Period 4, Year 2	2018/2019	0.57	0.82	1.07
Subsequent Reporting Stage					
	Period 5, Year 2	2018/2019	0.57	0.82	1.07
	Period 6, Year 2	2018/2019	0.56	0.81	1.06
	Period 7, Year 2	2018/2019	0.56	0.81	1.06
	Period 8, Year 2	2018/2019	0.56	0.81	1.06
	Period 9, Year 2	2018/2019	0.55	0.80	1.05
	Period 10, Year 2	2018/2019	0.55	0.80	1.05
	Period 11, Year 2	2018/2019	0.54	0.79	1.04
	Period 12, Year 2	2018/2019	0.54	0.79	1.04
	Period 13, Year 2	2018/2019	0.54	0.79	1.04
	Period 1, Year 3	2019/2020	0.53	0.78	1.03
	Period 2, Year 3	2019/2020	0.53	0.78	1.03
	Period 3, Year 3	2019/2020	0.53	0.78	1.03
	Period 4, Year 3	2019/2020	0.52	0.77	1.02

²⁸⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Cancelled)	(% Cancelled)	(% Cancelled)
	Period 5, Year 3	2019/2020	0.52	0.77	1.02
	Period 6, Year 3	2019/2020	0.51	0.76	1.01
	Period 7, Year 3	2019/2020	0.51	0.76	1.01
	Period 8, Year 3	2019/2020	0.50	0.75	1.00
	Period 9, Year 3	2019/2020	0.50	0.75	1.00
	Period 10, Year 3	2019/2020	0.49	0.74	0.99
	Period 11, Year 3	2019/2020	0.49	0.74	0.99
	Period 12, Year 3	2019/2020	0.48	0.73	0.98
	Period 13, Year 3	2019/2020	0.48	0.73	0.98
	Period 1, Year 4	2020/2021	0.47	0.72	0.97
	Period 2, Year 4	2020/2021	0.46	0.71	0.96
	Period 3, Year 4	2020/2021	0.46	0.71	0.96
	Period 4, Year 4	2020/2021	0.45	0.70	0.95
	Period 5, Year 4	2020/2021	0.45	0.70	0.95
	Period 6, Year 4	2020/2021	0.45	0.70	0.95
	Period 7, Year 4	2020/2021	0.45	0.70	0.95
	Period 8, Year 4	2020/2021	0.44	0.69	0.94
	Period 9, Year 4	2020/2021	0.44	0.69	0.94
	Period 10, Year 4	2020/2021	0.44	0.69	0.94
	Period 11, Year 4	2020/2021	0.43	0.68	0.93
	Period 12, Year 4	2020/2021	0.43	0.68	0.93
	Period 13, Year 4	2020/2021	0.43	0.68	0.93
	Period 1, Year 5	2021/2022	0.42	0.67	0.92
	Period 2, Year 5	2021/2022	0.42	0.67	0.92
	Period 3, Year 5	2021/2022	0.42	0.67	0.92
	Period 4, Year 5	2021/2022	0.42	0.67	0.92
	Period 5, Year 5	2021/2022	0.41	0.66	0.91
	Period 6, Year 5	2021/2022	0.41	0.66	0.91
	Period 7, Year 5	2021/2022	0.41	0.66	0.91
	Period 8, Year 5	2021/2022	0.41	0.66	0.91
	Period 9, Year 5	2021/2022	0.41	0.66	0.91
	Period 10, Year 5	2021/2022	0.40	0.65	0.90
	Period 11, Year 5	2021/2022	0.40	0.65	0.90
	Period 12, Year 5	2021/2022	0.40	0.65	0.90
	Period 13, Year 5	2021/2022	0.40	0.65	0.90
	Period 1, Year 6	2022/2023	0.40	0.65	0.90
	Period 2, Year 6	2022/2023	0.39	0.64	0.89
	Period 3, Year 6	2022/2023	0.39	0.64	0.89
	Period 4, Year 6	2022/2023	0.39	0.64	0.89

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Cancelled)	(% Cancelled)	(% Cancelled)
	Period 5, Year 6	2022/2023	0.38	0.63	0.88
	Period 6, Year 6	2022/2023	0.38	0.63	0.88
	Period 7, Year 6	2022/2023	0.38	0.63	0.88
	Period 8, Year 6	2022/2023	0.38	0.63	0.88
	Period 9, Year 6	2022/2023	0.38	0.63	0.88
	Period 10, Year 6	2022/2023	0.37	0.62	0.87
	Period 11, Year 6	2022/2023	0.37	0.62	0.87
	Period 12, Year 6	2022/2023	0.37	0.62	0.87
	Period 13, Year 6	2022/2023	0.37	0.62	0.87
	Period 1, Year 7	2023/2024	0.37	0.62	0.87
	Period 2, Year 7	2023/2024	0.37	0.62	0.87
	Period 3, Year 7	2023/2024	0.37	0.62	0.87
	Period 4, Year 7	2023/2024	0.37	0.62	0.87
	Period 5, Year 7	2023/2024	0.37	0.62	0.87
	Period 6, Year 7	2023/2024	0.37	0.62	0.87
	Period 7, Year 7	2023/2024	0.37	0.62	0.87
	Period 8, Year 7	2023/2024	0.36	0.61	0.86
	Period 9, Year 7	2023/2024	0.36	0.61	0.86
	Period 10, Year 7	2023/2024	0.36	0.61	0.86
	Period 11, Year 7	2023/2024	0.36	0.61	0.86
	Period 12, Year 7	2023/2024	0.36	0.61	0.86
	Period 13, Year 7	2023/2024	0.36	0.61	0.86
	Period 1, Year 8	2024/2025	0.36	0.61	0.86
	Period 2, Year 8	2024/2025	0.36	0.61	0.86
	Period 3, Year 8	2024/2025	0.36	0.61	0.86
	Period 4, Year 8	2024/2025	0.36	0.61	0.86
	Period 5, Year 8	2024/2025	0.36	0.61	0.86
11 Reporting Periods Extension					
	Period 6, Year 8	2024/2025	0.36	0.61	0.86
	Period 7, Year 8	2024/2025	0.36	0.61	0.86
	Period 8, Year 8	2024/2025	0.36	0.61	0.86
	Period 9, Year 8	2024/2025	0.36	0.61	0.86
	Period 10, Year 8	2024/2025	0.36	0.61	0.86
	Period 11, Year 8	2024/2025	0.36	0.61	0.86
	Period 12, Year 8	2024/2025	0.36	0.61	0.86
	Period 13, Year 8	2024/2025	0.36	0.61	0.86
	Period 1, Year 9	2025/2026	0.36	0.61	0.86
	Period 2, Year 9	2025/2026	0.36	0.61	0.86
	Period 3, Year 9	2025/2026	0.36	0.61	0.86

Part 2 - Annual Cancellations Benchmark Table²⁹⁰

Year	Column 1	Column 2	Column 3	Column 4
	Franchisee Year	Annual Performance Level (% Cancelled)	Cap Annual Target Performance Level (% Cancelled)	Annual Floor Performance Level (% Cancelled)
2017/2018	Year 1	0.39	0.59	0.79
2018/2019	Year 2	0.34	0.54	0.74
2019/2020	Year 3	0.28	0.48	0.68
2020/2021	Year 4	0.23	0.43	0.63
2021/2022	Year 5	0.20	0.40	0.60
2022/2023	Year 6	0.17	0.37	0.57
2023/2024	Year 7	0.16	0.36	0.56
11 Reporting Periods Extension				
2024/2025	Year 8	0.16	0.36	0.56
2025/2026	Year 9	0.16	0.36	0.56

²⁹⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Part 3 - Annual Cancellations Payment Table²⁹¹

Column 1	Column 2
Payment	Amount (£)
PBP_c	[REDACTED²⁹²]
PDP_c	[REDACTED²⁹³]

* provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more than PBP_c and/or PDP_c (as applicable) shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

²⁹¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁹² Date of redaction 31/08/2017 - 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.

²⁹³ Date of redaction 31/08/2017 - 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 7.1²⁹⁴

TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks

PART 1 - TOC MINUTE DELAY BENCHMARK TABLE

1. Start of the Franchise

The Reporting Period in the cells entitled "Period 6, Year 1" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
Initial Reporting Stage	Period 6, Year 1	2017/2018	10.35	N/A	N/A
	Period 7, Year 1	2017/2018	10.31		
	Period 8, Year 1	2017/2018	10.27		
	Period 9, Year 1	2017/2018	10.23		
	Period 10, Year 1	2017/2018	10.20		
	Period 11, Year 1	2017/2018	10.16		
	Period 12, Year 1	2017/2018	10.12		
Breach Reporting Stage	Period 13, Year 1	2017/2018	10.08	12.58	17.08
	Period 1, Year 2	2018/2019	10.04	12.54	17.04
	Period 2, Year 2	2018/2019	10.00	12.50	17.00
	Period 3, Year 2	2018/2019	9.93	12.43	16.93
	Period 4, Year 2	2018/2019	9.86	12.36	16.86
Subsequent Reporting Stage					
	Period 5, Year 2	2018/2019	9.79	12.29	16.79
	Period 6, Year 2	2018/2019	9.72	12.22	16.72
	Period 7, Year 2	2018/2019	9.66	12.16	16.66
	Period 8, Year 2	2018/2019	9.59	12.09	16.59
	Period 9, Year 2	2018/2019	9.52	12.02	16.52
	Period 10, Year 2	2018/2019	9.45	11.95	16.45
	Period 11, Year 2	2018/2019	9.38	11.88	16.38
	Period 12, Year 2	2018/2019	9.31	11.81	16.31
	Period 13, Year 2	2018/2019	9.24	11.74	16.24
	Period 1, Year 3	2019/2020	9.17	11.67	16.17
	Period 2, Year 3	2019/2020	9.10	11.60	16.10
	Period 3, Year 3	2019/2020	9.03	11.53	16.03

²⁹⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Period 4, Year 3	2019/2020	8.96	11.46	15.96
	Period 5, Year 3	2019/2020	8.89	11.39	15.89
	Period 6, Year 3	2019/2020	8.82	11.32	15.82
	Period 7, Year 3	2019/2020	8.76	11.26	15.76
	Period 8, Year 3	2019/2020	8.69	11.19	15.69
	Period 9, Year 3	2019/2020	8.62	11.12	15.62
	Period 10, Year 3	2019/2020	8.55	11.05	15.55
	Period 11, Year 3	2019/2020	8.48	10.98	15.48
	Period 12, Year 3	2019/2020	8.41	10.91	15.41
	Period 13, Year 3	2019/2020	8.34	10.84	15.34
	Period 1, Year 4	2020/2021	8.27	10.77	15.27
	Period 2, Year 4	2020/2021	8.20	10.70	15.20
	Period 3, Year 4	2020/2021	8.18	10.68	15.18
	Period 4, Year 4	2020/2021	8.15	10.65	15.15
	Period 5, Year 4	2020/2021	8.13	10.63	15.13
	Period 6, Year 4	2020/2021	8.11	10.61	15.11
	Period 7, Year 4	2020/2021	8.09	10.59	15.09
	Period 8, Year 4	2020/2021	8.06	10.56	15.06
	Period 9, Year 4	2020/2021	8.04	10.54	15.04
	Period 10, Year 4	2020/2021	8.02	10.52	15.02
	Period 11, Year 4	2020/2021	7.99	10.49	14.99
	Period 12, Year 4	2020/2021	7.97	10.47	14.97
	Period 13, Year 4	2020/2021	7.95	10.45	14.95
	Period 1, Year 5	2021/2022	7.92	10.42	14.92
	Period 2, Year 5	2021/2022	7.90	10.40	14.90
	Period 3, Year 5	2021/2022	7.88	10.38	14.88
	Period 4, Year 5	2021/2022	7.85	10.35	14.85
	Period 5, Year 5	2021/2022	7.83	10.33	14.83
	Period 6, Year 5	2021/2022	7.81	10.31	14.81
	Period 7, Year 5	2021/2022	7.79	10.29	14.79
	Period 8, Year 5	2021/2022	7.76	10.26	14.76
	Period 9, Year 5	2021/2022	7.74	10.24	14.74
	Period 10, Year 5	2021/2022	7.72	10.22	14.72
	Period 11, Year 5	2021/2022	7.69	10.19	14.69
	Period 12, Year 5	2021/2022	7.67	10.17	14.67
	Period 13, Year 5	2021/2022	7.65	10.15	14.65
	Period 1, Year 6	2022/2023	7.62	10.12	14.62
	Period 2, Year 6	2022/2023	7.60	10.10	14.60
	Period 3, Year 6	2022/2023	7.59	10.09	14.59

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Period 4, Year 6	2022/2023	7.57	10.07	14.57
	Period 5, Year 6	2022/2023	7.56	10.06	14.56
	Period 6, Year 6	2022/2023	7.54	10.04	14.54
	Period 7, Year 6	2022/2023	7.53	10.03	14.53
	Period 8, Year 6	2022/2023	7.51	10.01	14.51
	Period 9, Year 6	2022/2023	7.50	10.00	14.50
	Period 10, Year 6	2022/2023	7.48	9.98	14.48
	Period 11, Year 6	2022/2023	7.47	9.97	14.47
	Period 12, Year 6	2022/2023	7.45	9.95	14.45
	Period 13, Year 6	2022/2023	7.44	9.94	14.44
	Period 1, Year 7	2023/2024	7.42	9.92	14.42
	Period 2, Year 7	2023/2024	7.40	9.90	14.40
	Period 3, Year 7	2023/2024	7.39	9.89	14.39
	Period 4, Year 7	2023/2024	7.37	9.87	14.37
	Period 5, Year 7	2023/2024	7.36	9.86	14.36
	Period 6, Year 7	2023/2024	7.34	9.84	14.34
	Period 7, Year 7	2023/2024	7.33	9.83	14.33
	Period 8, Year 7	2023/2024	7.31	9.81	14.31
	Period 9, Year 7	2023/2024	7.30	9.80	14.30
	Period 10, Year 7	2023/2024	7.28	9.78	14.28
	Period 11, Year 7	2023/2024	7.27	9.77	14.27
	Period 12, Year 7	2023/2024	7.25	9.75	14.25
	Period 13, Year 7	2023/2024	7.24	9.74	14.24
	Period 1, Year 8	2024/2025	7.22	9.72	14.22
	Period 2, Year 8	2024/2025	7.20	9.70	14.20
	Period 3, Year 8	2024/2025	7.19	9.69	14.19
	Period 4, Year 8	2024/2025	7.17	9.67	14.17
	Period 5, Year 8	2024/2025	7.16	9.66	14.16
11 Reporting Periods Extension					
	Period 6, Year 8	2024/2025	7.14	9.64	14.14
	Period 7, Year 8	2024/2025	7.13	9.63	14.13
	Period 8, Year 8	2024/2025	7.11	9.61	14.11
	Period 9, Year 8	2024/2025	7.10	9.60	14.10
	Period 10, Year 8	2024/2025	7.08	9.58	14.08
	Period 11, Year 8	2024/2025	7.07	9.57	14.07
	Period 12, Year 8	2024/2025	7.05	9.55	14.05
	Period 13, Year 8	2024/2025	7.04	9.54	14.04
	Period 1, Year 9	2025/2026	7.02	9.52	14.02
	Period 2, Year 9	2025/2026	7.00	9.50	14.00

	Column 1	Column 2	Target Performance Level	Breach Performance Level	Default Performance Level
	Reporting Period Franchisee Year	Year	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)	(relevant Minutes Delay/1000 Actual Train Miles)
	Period 3, Year 9	2025/2026	7.00	9.50	14.00

PART 2 - ANNUAL TOC MINUTE DELAY BENCHMARK TABLE²⁹⁵

Year	Column 1	Column 2	Column 3	Column 4
	Franchisee Year	Annual Cap Performance Level (relevant Minutes Delay per 1000 Actual Train Miles)	Annual Target Performance Level (relevant Minutes Delay per 1000 Actual Train Miles)	Annual Floor Performance Level (relevant Minutes Delay per 1000 Actual Train Miles)
2017/2018	Year 1	8.08	10.08	12.08
2018/2019	Year 2	7.24	9.24	11.24
2019/2020	Year 3	6.34	8.34	10.34
2020/2021	Year 4	5.95	7.95	9.95
2021/2022	Year 5	5.65	7.65	9.65
2022/2023	Year 6	5.44	7.44	9.44
2023/2024	Year 7	5.24	7.24	9.24
11 Reporting Periods Extension				
2024/2025	Year 8	5.04	7.04	9.04
2025/2026	Year 9	5.00	7.00	9.00

²⁹⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

PART 3 - ANNUAL TOC MINUTE DELAY PAYMENT TABLE²⁹⁶

Column 1	Column 2
Payment	Amount (£)
PBP_{MD}	[REDACTED²⁹⁷]
PDP_{MD}	[REDACTED²⁹⁸]

*provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more PBP_{MD} and/or PDP_{MD} shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

²⁹⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

²⁹⁷ Date of redaction 31/08/2017 - 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.

²⁹⁸ Date of redaction 31/08/2017 - 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 7.1²⁹⁹

Short Formation Benchmarks and Annual Short Formation Benchmarks

PART 1 - SHORT FORMATION BENCHMARK TABLE

1. Start of the Franchise

The Reporting Period in the cells entitled "Period 4, Year 1" shall be the first Reporting Period of the first Franchisee Year of the Franchise Period.

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
Initial Reporting Stage	Period 6, Year 1	2017/2018	0.00	N/A	
	Period 7, Year 1	2017/2018	0.00		
	Period 8, Year 1	2017/2018	0.00		
	Period 9, Year 1	2017/2018	0.00		
	Period 10, Year 1	2017/2018	0.00		
	Period 11, Year 1	2017/2018	0.00		
	Period 12, Year 1	2017/2018	0.00		
Breach Reporting Stage	Period 13, Year 1	2017/2018	0.00	1.77	2.52
	Period 1, Year 2	2018/2019	0.00	1.76	2.51
	Period 2, Year 2	2018/2019	0.00	1.75	2.50
	Period 3, Year 2	2018/2019	0.00	1.74	2.49
	Period 4, Year 2	2018/2019	0.00	1.72	2.47
Subsequent Reporting Stage					
	Period 5, Year 2	2018/2019	0.00	1.71	2.46
	Period 6, Year 2	2018/2019	0.00	1.69	2.44
	Period 7, Year 2	2018/2019	0.00	1.68	2.43
	Period 8, Year 2	2018/2019	0.00	1.66	2.41
	Period 9, Year 2	2018/2019	0.00	1.65	2.40
	Period 10, Year 2	2018/2019	0.00	1.63	2.38
	Period 11, Year 2	2018/2019	0.00	1.62	2.37
	Period 12, Year 2	2018/2019	0.00	1.60	2.35
	Period 13, Year 2	2018/2019	0.00	1.59	2.34
	Period 1, Year 3	2019/2020	0.00	1.57	2.32
	Period 2, Year 3	2019/2020	0.00	1.55	2.30
	Period 3, Year 3	2019/2020	0.00	1.54	2.29

²⁹⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Period 4, Year 3	2019/2020	0.00	1.52	2.27
	Period 5, Year 3	2019/2020	0.00	1.51	2.26
	Period 6, Year 3	2019/2020	0.00	1.49	2.24
	Period 7, Year 3	2019/2020	0.00	1.48	2.23
	Period 8, Year 3	2019/2020	0.00	1.46	2.21
	Period 9, Year 3	2019/2020	0.00	1.45	2.20
	Period 10, Year 3	2019/2020	0.00	1.43	2.18
	Period 11, Year 3	2019/2020	0.00	1.42	2.17
	Period 12, Year 3	2019/2020	0.00	1.40	2.15
	Period 13, Year 3	2019/2020	0.00	1.39	2.14
	Period 1, Year 4	2020/2021	0.00	1.37	2.12
	Period 2, Year 4	2020/2021	0.00	1.35	2.10
	Period 3, Year 4	2020/2021	0.00	1.34	2.09
	Period 4, Year 4	2020/2021	0.00	1.33	2.08
	Period 5, Year 4	2020/2021	0.00	1.33	2.08
	Period 6, Year 4	2020/2021	0.00	1.32	2.07
	Period 7, Year 4	2020/2021	0.00	1.31	2.06
	Period 8, Year 4	2020/2021	0.00	1.30	2.05
	Period 9, Year 4	2020/2021	0.00	1.29	2.04
	Period 10, Year 4	2020/2021	0.00	1.29	2.04
	Period 11, Year 4	2020/2021	0.00	1.28	2.03
	Period 12, Year 4	2020/2021	0.00	1.27	2.02
	Period 13, Year 4	2020/2021	0.00	1.26	2.01
	Period 1, Year 5	2021/2022	0.00	1.25	2.00
	Period 2, Year 5	2021/2022	0.00	1.24	1.99
	Period 3, Year 5	2021/2022	0.00	1.24	1.99
	Period 4, Year 5	2021/2022	0.00	1.23	1.98
	Period 5, Year 5	2021/2022	0.00	1.23	1.98
	Period 6, Year 5	2021/2022	0.00	1.22	1.97
	Period 7, Year 5	2021/2022	0.00	1.22	1.97
	Period 8, Year 5	2021/2022	0.00	1.21	1.96
	Period 9, Year 5	2021/2022	0.00	1.21	1.96
	Period 10, Year 5	2021/2022	0.00	1.20	1.95
	Period 11, Year 5	2021/2022	0.00	1.20	1.95
	Period 12, Year 5	2021/2022	0.00	1.19	1.94
	Period 13, Year 5	2021/2022	0.00	1.19	1.94
	Period 1, Year 6	2022/2023	0.00	1.18	1.93
	Period 2, Year 6	2022/2023	0.00	1.18	1.93
	Period 3, Year 6	2022/2023	0.00	1.18	1.93

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Period 4, Year 6	2022/2023	0.00	1.18	1.93
	Period 5, Year 6	2022/2023	0.00	1.17	1.92
	Period 6, Year 6	2022/2023	0.00	1.17	1.92
	Period 7, Year 6	2022/2023	0.00	1.17	1.92
	Period 8, Year 6	2022/2023	0.00	1.17	1.92
	Period 9, Year 6	2022/2023	0.00	1.17	1.92
	Period 10, Year 6	2022/2023	0.00	1.16	1.91
	Period 11, Year 6	2022/2023	0.00	1.16	1.91
	Period 12, Year 6	2022/2023	0.00	1.16	1.91
	Period 13, Year 6	2022/2023	0.00	1.16	1.91
	Period 1, Year 7	2023/2024	0.00	1.16	1.91
	Period 2, Year 7	2023/2024	0.00	1.15	1.90
	Period 3, Year 7	2023/2024	0.00	1.15	1.90
	Period 4, Year 7	2023/2024	0.00	1.15	1.90
	Period 5, Year 7	2023/2024	0.00	1.14	1.89
	Period 6, Year 7	2023/2024	0.00	1.14	1.89
	Period 7, Year 7	2023/2024	0.00	1.14	1.89
	Period 8, Year 7	2023/2024	0.00	1.14	1.89
	Period 9, Year 7	2023/2024	0.00	1.14	1.89
	Period 10, Year 7	2023/2024	0.00	1.13	1.88
	Period 11, Year 7	2023/2024	0.00	1.13	1.88
	Period 12, Year 7	2023/2024	0.00	1.13	1.88
	Period 13, Year 7	2023/2024	0.00	1.13	1.88
	Period 1, Year 8	2024/2025	0.00	1.13	1.88
	Period 2, Year 8	2024/2025	0.00	1.13	1.88
	Period 3, Year 8	2024/2025	0.00	1.13	1.88
	Period 4, Year 8	2024/2025	0.00	1.13	1.88
	Period 5, Year 8	2024/2025	0.00	1.13	1.88
11 Reporting Periods Extension					
	Period 6, Year 8	2024/2025	0.00	1.13	1.88
	Period 7, Year 8	2024/2025	0.00	1.13	1.88
	Period 8, Year 8	2024/2025	0.00	1.12	1.87
	Period 9, Year 8	2024/2025	0.00	1.12	1.87
	Period 10, Year 8	2024/2025	0.00	1.12	1.87
	Period 11, Year 8	2024/2025	0.00	1.12	1.87
	Period 12, Year 8	2024/2025	0.00	1.12	1.87
	Period 13, Year 8	2024/2025	0.00	1.12	1.87
	Period 1, Year 9	2025/2026	0.00	1.12	1.87
	Period 2, Year 9	2025/2026	0.00	1.12	1.87

	Column 1	Column 2	Column 3	Column 4	Column 5
	Reporting Period Franchisee Year	Year	Target Performance Level	Breach Performance Level	Default Performance Level
			(% Short Formed)	(% Short Formed)	(% Short Formed)
	Period 3, Year 9	2025/2026	0.00	1.12	1.87

PART 2 - ANNUAL SHORT FORMATION BENCHMARK TABLE³⁰⁰

	Column 1	Column 2	Column 3
Year	Franchisee Year	Annual Target Performance Level (%)	Annual Floor Performance Level (%)
2017/2018	Year 1	0.00	1.52
2018/2019	Year 2	0.00	1.34
2019/2020	Year 3	0.00	1.14
2020/2021	Year 4	0.00	1.01
2021/2022	Year 5	0.00	0.94
2022/2023	Year 6	0.00	0.91
2023/2024	Year 7	0.00	0.88
11 Reporting Periods Extension			
2024/2025	Year 8	0.00	0.87
2025/2026	Year 9	0.00	0.87

³⁰⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

PART 3 - ANNUAL SHORT FORMATION PAYMENT TABLE³⁰¹

Column 1	Column 2
	Amount (£)
PDP _{SF}	[REDACTED³⁰²]

* provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more PDP_{SF} (as applicable) shall be multiplied by the number of whole Reporting Period in the relevant Franchisee Year and then divided by thirteen (13).

³⁰¹ Date of contract change 2008/2017 - Agreed by the Secretary of State and Franchisee

³⁰² Date of redaction 31/08/2017 - 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 4 TO SCHEDULE 7.1

CaSL Measure

PART 1 - ANNUAL CASL TABLE

	Column 1	Column 2	Column 3	Column 4
Year	Franchisee Year	Annual Cap Performance Level (% CaSL)	Annual Target Performance Level (% CaSL)	Annual Floor Performance Level (% CaSL)
2017/2018	Year 1	1.90	2.70	3.50
2018/2019	Year 2	1.70	2.50	3.30
2019/2020	Year 3	1.54	2.34	3.14
2020/2021	Year 4	1.38	2.18	2.98
2021/2022	Year 5	1.23	2.03	2.83
2022/2023	Year 6	1.20	2.00	2.80
2023/2024	Year 7	1.20	2.00	2.80
11 Reporting Periods Extension³⁰³				
2024/2025	Year 8	1.20	2.00	2.80
2025/2026	Year 9	1.20	2.00	2.80

³⁰³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

PART 2 - ANNUAL CASL PAYMENT TABLE

Column 1	Column 2
Payment	Amount (£)
PBP_{CaSL}	[REDACTED³⁰⁴]
PDP_{CaSL}	[REDACTED³⁰⁵]

*provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more PBP_{CaSL} and/or PDP_{CaSL} shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

³⁰⁴ Date of redaction 31/08/2017 - 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.

³⁰⁵ Date of redaction 31/08/2017 - 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 5 TO SCHEDULE 7.1³⁰⁶

PPM Measure

PART 1 - ANNUAL PPM TABLE

Year	Column 1	Column 2		Column 3		Column 4	
	Franchisee Year	Annual Performance (% PPM)	Cap Level	Annual Performance (% PPM)	Target Level	Annual Performance (% PPM)	Floor Level
2017/2018	Year 1	93.02		91.02		89.02	
2018/2019	Year 2	93.61		91.61		89.61	
2019/2020	Year 3	93.90		91.90		89.90	
2020/2021	Year 4	94.08		92.08		90.08	
2021/2022	Year 5	94.23		92.23		90.23	
2022/2023	Year 6	94.36		92.36		90.36	
2023/2024	Year 7	94.49		92.49		90.49	
11 Reporting Periods Extension							
2024/2025	Year 8	94.55		92.55		90.55	
2025/2026	Year 9	94.55		92.55		90.55	

³⁰⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

PART 2 - ANNUAL PPM PAYMENT TABLE

Column 1	Column 2
Payment	Amount (£)
PBP_{PPM}	[REDACTED³⁰⁷]
PDP_{PPM}	[REDACTED³⁰⁸]

*provided that in respect of any Franchisee Year of less than thirteen (13) Reporting Periods but six (6) Reporting Periods or more PBP_{PPM} and/or PDP_{PPM} shall be multiplied by the number of whole Reporting Periods in the relevant Franchisee Year and then divided by thirteen (13).

³⁰⁷ Date of redaction 31/08/2017 - 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.

³⁰⁸ Date of redaction 31/08/2017 - 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 7.2

National Rail Passenger Surveys, Customer Report and CCI Scheme

1. Definitions

For the purposes of this Schedule 7.2:

“Additional Expenditure” or **“AD”** has the meaning given to it in paragraph 6.1 of this Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“Alternative NRPS” has the meaning given to it in paragraph 2.6 of this Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“Existing Expenditure” has the meaning given to it in paragraph 6.2(a) of this Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“First Additional Expenditure Year” has the meaning given to it in paragraph 6.2(a) of this Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“NRPS Action Plan” has the meaning given to it in paragraph 5.1 of this Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“NRPS Benchmark” means, in respect of a relevant Franchisee Year, the benchmark for each NRPS Measure and for each NRPS Service Group as set out in the NRPS Benchmark Table;

“NRPS Benchmark Table” means each of tables 1, 2 and 3 in Appendix 1 to this Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

“NRPS Measure” means each of the factors more particularly described in the Passenger Survey Methodology and grouped as **“Stations (S)”**, **“Trains (T)”** and **“Customer Service (C)”**;

“NRPS Service Group” means each of the service groups set out in the Passenger Survey Methodology and more particularly described as:

- (a) **Outer Suburban, Local and Island Line;**
- (b) **Long Distance;** and
- (c) **Metro;**

“Required Improvement” means an improvement in the level of customer satisfaction for the relevant NRPS Measure as measured by a National Rail Passenger Survey so that such level is equal to or higher than the related NRPS Benchmark; and

“RPIX” has the meaning given to it in paragraph 6.2(a) of this Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);

2. Conduct of National Rail Passenger Surveys

2.1 The Franchisee agrees with the Secretary of State that:

- (a) the Passengers' Council may measure the level of passenger satisfaction with the Franchise Services through National Rail Passenger Surveys;
- (b) the Passengers' Council shall determine how, when (normally twice per annum) and where National Rail Passenger Surveys are to be carried out;
- (c) the Franchisee shall grant access on trains or at stations to the Passengers' Council (or its representatives and agents) to carry out National Rail Passenger Surveys;
- (d) the Franchisee shall co-operate with the Passengers' Council (in such manner as the Passengers' Council may reasonably request or as the Secretary of State may reasonably direct) in order to enable the Passengers' Council to carry out National Rail Passenger Surveys; and
- (e) the Passengers' Council and/or the Secretary of State may, from time to time, publish the results of each National Rail Passenger Survey.

2.2 The Secretary of State shall ensure or shall procure that:

- (a) the findings of any National Rail Passenger Survey are made available by the Passengers' Council to the Franchisee within a reasonable period of time after the completion of each such survey and shall use all reasonable endeavours to procure that those findings are made available in a timely manner to enable the Franchisee to comply with its obligations under paragraph 2.3; and
- (b) if any such survey includes a comparison between its findings and the findings of any equivalent earlier survey, such comparison forms a reasonable basis for monitoring the trends of passenger satisfaction over time.

2.3 The Franchisee shall, as soon as reasonably practicable after such information is made available to the Franchisee in accordance with paragraph 2.2, publicise its performance against the NRPS Benchmarks by including such information in its Customer Report and displaying such information at all of the Stations and on its website.

2.4 It is agreed by the Franchisee that, subject to paragraph 2.5, the methodology to be adopted by the Passengers' Council in conducting any such National Rail Passenger Survey shall be as described in the document in the agreed terms marked **PSM** (the "**Passenger Survey Methodology**");

2.5 If:

- (a) at any time during the Franchise Term the methodology adopted in conducting any National Rail Passenger Survey is, in the reasonable opinion of the Secretary of State, materially inconsistent with the Passenger Survey Methodology; and
- (b) the Secretary of State reasonably determines that in consequence a revision to the NRPS Benchmark is required in order to hold constant the risk of the Franchisee failing to satisfy the NRPS Benchmark,

then the Secretary of State shall make such revisions to such NRPS Benchmarks as he reasonably considers appropriate to hold constant such risk.

- 2.6 If the Passengers' Council ceases to undertake National Rail Passenger Surveys then the relevant National Rail Passenger Survey for the purposes of this Schedule 7.2 shall be such other passenger survey as the Secretary of State may, after consultation with the Franchisee, reasonably determine to be appropriate in the circumstances (the "**Alternative NRPS**"). The provisions of this Schedule 7.2 shall apply in respect of any Alternative NRPS and for these purposes Passengers' Council shall be replaced with such other entity that is responsible for conducting such Alternative NRPS.

3. **NRPS Benchmarks**

- 3.1 It is agreed by the Secretary of State and the Franchisee that, subject to paragraph 2.6, the results of the National Rail Passenger Survey(s) published by the Passengers' Council in any Franchisee Year should be used to determine the Franchisee's performance against the NRPS Benchmarks for that Franchisee Year. If in any Franchisee Year the Passengers' Council has published:

- (a) only one (1) National Rail Passenger Survey in that Franchisee Year then the performance of the Franchisee against the NRPS Benchmarks shall be measured against the results of such National Rail Passenger Survey; or
- (b) more than one (1) National Rail Passenger Survey in that Franchisee Year then the performance of the Franchisee against the NRPS Benchmarks shall be measured against the average of the results of all of the National Rail Passenger Surveys published by the Passengers' Council in that Franchisee Year.

4. **Performance Review**

- 4.1 For each Franchisee Year the Secretary of State shall determine the Franchisee's performance against each NRPS Benchmark by comparing:

- (a) if only one (1) National Rail Passenger Survey has been published by Passengers' Council in that Franchisee Year, the results of such National Rail Passenger Survey against the NRPS Benchmarks applicable in respect of that Franchisee Year; or
- (b) if more than one (1) National Rail Passenger Survey has been published by Passengers' Council in that Franchisee Year, the average of the results of all of the National Rail Passenger Surveys published by the Passengers' Council in that Franchisee Year against the NRPS Benchmarks applicable in respect of that Franchisee Year.

- 4.2 For the purposes of undertaking the comparison pursuant to paragraph 4.1, the results referred to in paragraph 4.1(a) or paragraph 4.1(b) (as the case may be) shall be rounded up to one (1) decimal place with the midpoint (that is, 4.45) rounded upwards (that is, 4.5).

- 4.3 If, following the Secretary of State's determination pursuant to any of paragraphs 4.1(a) or 4.1(b) (as the case may be), the results show that the level of customer satisfaction in respect of any NRPS Measure is below the NRPS Benchmark for such measure then the Franchisee shall, unless the Secretary of State shall otherwise direct, incur Additional Expenditure in order to secure the Required Improvement.

5. Required Improvement and NRPS Action Plans

5.1 Without limiting paragraph 4.3, on each occasion that the Franchisee becomes obliged to incur Additional Expenditure to secure a Required Improvement, the Franchisee shall produce a plan (the “**NRPS Action Plan**”) which is consistent with its obligations under paragraph 4.3 and in compliance with the following provisions:

- (a) the Franchisee shall (i) produce, (ii) obtain the Secretary of State's approval of, and (iii) commence the implementation of the NRPS Action Plan within three (3) months after the date on which the results of such National Rail Passenger Survey which triggered the requirement for the Required Improvement were published or otherwise made available to the Franchisee pursuant to paragraph 2.2;
- (b) the NRPS Action Plan will contain specific tangible action points and indicate in the case of each action point:
 - (i) how that action will contribute to meeting the NRPS Measure;
 - (ii) where the action is to be implemented;
 - (iii) when the action is to be commenced and by when it is to be implemented provided always that where any action is expressed to be ongoing the plan shall include specific review dates; and
 - (iv) how performance of the action is to be measured; and
- (c) the NRPS Action Plan will identify the Additional Expenditure associated with each action.

5.2 The Franchisee shall, except to the extent otherwise agreed by the Secretary of State in advance, implement each NRPS Action Plan referred to in paragraph 5.1 in accordance with its terms.

5.3 It is acknowledged by the Franchisee that the approval or lack of approval by the Secretary of State of each NRPS Action Plan as contemplated in paragraph 5.1(a) shall not relieve the Franchisee of its obligations under this Schedule 7.2 or any other provisions of the Franchise Agreement.

6. Additional Expenditure

6.1 For the purposes of paragraphs 4, 5 and 7 of this Schedule 7.2 “**Additional Expenditure**” or “**AD**” means for each NRPS Service Group and in respect of a single NRPS Measure [REDACTED³⁰⁹] provided that:

- (a) for any Franchisee Year which is shorter than thirteen (13) Reporting Periods, AD for that Franchise Year shall be reduced pro rata; and

³⁰⁹ Date of redaction 31/08/2017 - 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.

- (b) AD shall be adjusted at the beginning of each Franchisee Year in accordance with the following formula:

AD x RPI	
where:	
AD	has the meaning given to it in this paragraph 6.1; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);

6.2 For the purposes of paragraph 4.3, the Additional Expenditure shall be:

- (a) in addition to any sums provided for expenditure in respect of the same or similar commitments as those to be specified in an NRPS Action Plan in the Business Plan for the Franchisee Year (the "**First Additional Expenditure Year**") in which the obligation to incur Additional Expenditure under paragraph 4.3 first arises (the "**Existing Expenditure**") and, in respect of any subsequent Franchisee Year, shall be in addition to the Existing Expenditure increased by an amount equivalent to RPIX. For the purpose of this paragraph 6.2(a) "**RPIX**" means the increase in the Retail Prices Index between the beginning of the First Additional Expenditure Year and the beginning of that subsequent Franchisee Year; and
- (b) in addition to and without limiting paragraph 6.2(a), any expenditure made, or to be made, by the Franchisee for the purposes of complying with the provisions of Schedule 1 (Passenger Service Obligations), Schedule 4 (Accessibility and Inclusivity), Part 1 (Committed Obligations) of Schedule 6.2 (Committed Obligations) and Schedule 7 (Performance Benchmarks).

7. Payments on Termination

Upon the termination of this Agreement the Franchisee shall pay to the Secretary of State, by way of adjustment to the Franchise Payments, an amount equivalent to the amount of any Additional Expenditure that the Franchisee is committed to incur pursuant to paragraph 4.3 and which it has not yet incurred as at the end of the Franchise Period.

8. Consultations

The Franchisee shall undertake consultations from time to time as required with:

- (a) passengers, potential passengers, Stakeholders and other users of the rail network; and
- (b) persons who are protected by a Disabled People's Protection Policy; and
- (c) persons with other protected characteristics within the meaning of the EA,

for the purposes of the Customer and Stakeholder Engagement Strategy, the Customer Report, paragraph 11 of this Schedule 7.2 (National Rail Passenger Surveys, Customer Reports and CCI Scheme) and paragraph 6 of Schedule 6.1 (Franchise Specific Obligations).

9. Customer and Stakeholder Engagement Strategy

- 9.1 The Franchisee shall comply with the Customer and Stakeholder Engagement Strategy from the Start Date.
- 9.2 The Franchisee shall:
- (a) undertake and complete a review of its Customer and Stakeholder Engagement Strategy during the fourth (4th) Franchisee Year; and
 - (b) provide the Secretary of State with any proposed revisions to the Customer and Stakeholder Engagement Strategy arising out of such review by no later than the end of each such Franchisee Year.
- 9.3 The aim of such review shall be to update the Customer and Stakeholder Engagement Strategy to reflect lessons learned in the period since the Start Date or the previous review of the Customer and Stakeholder Engagement Strategy (as applicable) and to ensure that the Customer and Stakeholder Engagement Strategy achieves effective passenger engagement. Any revisions to the Customer and Stakeholder Engagement Strategy shall require the consent of the Secretary of State (such consent not to be unreasonably withheld or delayed).

10. Customer Report

- 10.1 The Franchisee shall, in accordance with the requirements of paragraph 10.2 and paragraph 10.3 below, publish a Customer Report in such readily accessible formats as the Secretary of State may reasonably require (including in booklet or other similar hard copy formats, in electronic formats (such as on the Franchisee's website, through social media channels and by email)), in each case in accordance with the Customer and Stakeholder Engagement Strategy and the provisions of paragraph 8 (Publication of Performance Data), paragraph 9 (Publication of Complaints and Faults Handling Data) of Schedule 1.4 (Passenger Facing Obligations) and paragraph 16 of Schedule 11.2 (Management Information).
- 10.2 The Franchisee shall publish a Customer Report as follows:
- (a) in respect of the first Franchisee Year:
 - (i) where such Franchisee Year is less than seven (7) Reporting Periods, the Franchisee shall only be required to publish a Customer Report for that Franchisee Year by no later than the Start Date; or
 - (ii) where such Franchisee Year is less than thirteen (13) Reporting Periods but equal to or more than seven (7) Reporting Periods, the Franchisee shall be required to publish two (2) Customer Reports in that Franchisee Year, the first Customer Report to be published by no later than the Start Date and the second Customer Report to be published before the end of that first Franchisee Year; and
 - (b) in respect of each subsequent Franchisee Year, the Franchisee shall be required to publish a Customer Report at least twice in that Franchisee Year provided that where any such subsequent Franchisee Year is less than thirteen (13) Reporting Periods the Franchisee shall only be required to publish a Customer Report only once in respect of that Franchisee Year.

- 10.3 Without prejudice to the obligations of the Franchisee as specified in each of paragraphs 12.1 and 12.3 of this Schedule 7.2, paragraphs 8.3 and 9 of Schedule

1.4 (Passenger Facing Obligations) and paragraph 16 of Schedule 11.2 (Management Information), the Secretary of State and the Franchisee acknowledge and agree that in respect of each Franchisee Year to which the provisions of paragraph 10.2(b) apply, the first Customer Report to be published for that Franchisee Year shall be prepared in respect of the first six (6) Reporting Periods of that Franchisee Year and the second Customer Report to be published for that Franchisee Year shall be prepared in respect of the last seven (7) Reporting Periods of that Franchisee Year.

11. CCI Scheme

11.1 Without prejudice to paragraph 6 of Schedule 6.1 (Franchise Specific Obligations) no later than three (3) months prior to the start of each CCI Period the Franchisee shall provide to the Secretary of State details of those initiatives, works or proposals (each a “**CCI Scheme**”) which the Franchisee proposes to undertake in that CCI Period in order to resolve or mitigate issues raised with the Franchisee through the consultations as carried out pursuant to paragraph 8. The Franchisee shall use all reasonable endeavours to propose, in respect of each CCI Period, CCI Schemes with an aggregate projected CCI Scheme Shortfall of not less than the aggregate of the CCI Amount for each Franchisee Year in the relevant CCI Period. The Parties agree that the Franchisee shall not put forward for consideration pursuant to this paragraph 11.1 any initiative, works or proposal which relates to any aspect of the Island Line Services, it being acknowledged that any such initiative, works or proposal may only be proposed to the Secretary of State for consideration pursuant to paragraph 6.1 of Schedule 6.1 (Franchise Specific Obligations).

11.2 In relation to each CCI Scheme proposed by the Franchisee pursuant to paragraph 11.1 the Franchisee shall provide:

- (a) details of the specific issues which that CCI Scheme is intended to resolve or mitigate (including how those issues have been identified) and how that CCI Scheme will resolve or mitigate those issues; and
- (b) fully worked up details of the CCI Scheme sufficient to enable the Secretary of State to evaluate the same, including:
 - (i) a timetable for the implementation of that CCI Scheme, setting out the proposed commencement and completion date of such CCI Scheme and any other key dates and milestones;
 - (ii) details of the projected CCI Scheme Cost; and
 - (iii) details of the projected CCI Scheme Revenue.

11.3 The Franchisee shall provide the Secretary of State with such further information in relation to any CCI Scheme proposed by the Franchisee pursuant to paragraph 11.1 as the Secretary of State may reasonably require.

11.4 A CCI Scheme proposed by the Franchisee pursuant to paragraph 11.1 shall not be an Approved CCI Scheme unless and until approved by the Secretary of State pursuant to this paragraph 11.4. Without limitation, the Secretary of State may withhold his approval to any proposed CCI Scheme which:

- (a) has not been identified and/or developed in accordance with the Customer and Stakeholder Engagement Strategy;
- (b) is not designed to resolve or mitigate issues raised with the Franchisee through the consultations referred to in paragraph 8;

- (c) has a completion date falling later than the end of the relevant CCI Period;
- (d) is projected to generate a Commercial Return or in relation to which the Secretary of State considers the CCI Scheme Costs (or any part of them) to be too high or disproportionate to the benefits accruing from the CCI Scheme;
- (e) the Franchisee is otherwise funded to undertake; or
- (f) in the opinion of the Secretary of State, amounts to actions or steps which the Franchisee is otherwise obliged to take or which any competent train operator should be taking in relation to the operation of the Franchise.

11.5 Approved CCI Schemes shall be deemed to be, and treated for the purposes of this Agreement as, Committed Obligations.

11.6 Paragraph 11.8 will apply if:

- (a) the aggregate projected CCI Scheme Shortfall in respect of all Approved CCI Schemes for any CCI Period is less than the aggregate of the CCI Amount for each Franchisee Year in that CCI Period; or
- (b) subject to paragraph 11.7 in any CCI Period, in the Secretary of State's reasonable opinion, the aggregate of the actual CCI Scheme Shortfall incurred by the Franchisee during that CCI Period upon Approved CCI Schemes is less than the aggregate of the CCI Amount for each Franchisee Year in that CCI Period,

in each case the underspend against the aggregate CCI Amount being the "**CCI Underspend**".

11.7 If:

- (a) the amount of the CCI Scheme Costs actually incurred by the Franchisee in relation to any Approved CCI Scheme exceed the projected CCI Scheme Costs notified to the Secretary of State pursuant to paragraph 11.2 for such Approved CCI Scheme, then the amount of the excess shall not amount to CCI Scheme Cost; or
- (b) in the Secretary of State's reasonable opinion, the amount of the CCI Scheme Revenue actually earned by the Franchisee in relation to any Approved CCI Scheme is less than the projected CCI Scheme Revenue notified to the Secretary of State pursuant to paragraph 11.2 for such Approved CCI Scheme then, for the purposes of paragraph 11.6(b) the actual CCI Scheme Revenue shall be deemed to be the projected CCI Scheme Revenue.

11.8 Where this paragraph 11.8 applies the Secretary of State may require:

- (a) all or part of the CCI Underspend to be added to the CCI Amount for the first Franchisee Year in the subsequent CCI Period;
- (b) the Franchisee to propose further CCI Schemes using all or part of the CCI Underspend by such new deadline as the Secretary of State may specify;
- (c) the Franchisee to spend all or part of the CCI Underspend in such manner as the Secretary of State may direct; and/or

- (d) the Franchisee to pay all or part of the CCI Underspend to the Secretary of State,

provided that paragraph 11.8(d) shall automatically apply in respect of the last CCI Period unless the Secretary of State specifies otherwise.

- 11.9 Any Franchise Asset arising as a result of an Approved CCI Scheme shall be designated as a Primary Franchise Asset and shall not be de-designated as such. Any such Primary Franchise Asset which falls to be valued in accordance with the Supplemental Agreement shall be valued at nil.

12. Customer Service and Satisfaction Data

- 12.1 As part of each Customer Report to be provided by the Franchisee pursuant to paragraph 10.1 of this Schedule 7.2, the Franchisee shall publish (in such format as the Secretary of State may reasonably require) details of the Franchisee's:

- (a) level of adherence to scheduled ticket office opening hours at Stations (so that the Customer Report shows, as a percentage, the proportion of scheduled ticket office opening hours not delivered aggregated across all ticket offices at all Stations); and
- (b) performance by reference to such benchmarks as may be agreed between the Franchisee and the ORR as part of the Franchisee's Disabled People's Protection Policy in respect of the Passenger Assistance service operated by the Franchisee,

in each case in relation to the Reporting Periods that have elapsed since the last Reporting Period reported on in the previous Customer Report or, in the case of the first Customer Report, since the Start Date, along with (from the third (3rd) Customer Report onwards) a comparison with the relevant statistics or results (as applicable) provided for the same Reporting Periods in the previous Franchisee Year.

- 12.2 The Franchisee shall publish on its website (in such format as the Secretary of State may reasonably require):

- (a) within twenty (20) Weekdays of the publication of each National Rail Passenger Survey carried out by the Passengers' Council during the Franchise Term, details of the scores achieved by the Franchisee in such National Rail Passenger Survey, including the scores achieved in respect of passengers' 'overall satisfaction'; and
- (b) within twenty (20) Weekdays of the publication of the last National Rail Passenger Survey to be carried out by the Passengers' Council during any Franchisee Year, details of the scores achieved by the Franchisee in respect of each NRPS Benchmark, as calculated in accordance with paragraph 4 of this Schedule 7.2.

- 12.3 The Franchisee shall ensure that the scores achieved in relation to the NRPS Benchmarks, published by it pursuant to paragraph 12.2, are also recorded in the subsequent Customer Report which relates to the Reporting Periods during which the applicable NRPS Benchmarks were achieved, along with:

- (a) from the third (3rd) Customer Report onwards, a comparison with the scores that were achieved against the NRPS Benchmarks for the same Reporting Periods in the previous Franchisee Year, accompanied by a supporting

narrative describing the outcomes and implications of the results of such comparison exercise;

- (b) details of any remedial work either:
 - (i) planned by the Franchisee to occur in the period in relation to which the next Customer Report will report to improve the Franchisee's performance in relation to achieving and exceeding the NRPS Benchmarks (for instance, the planned application of Additional Expenditure); or
 - (ii) undertaken by the Franchisee during the Reporting Periods that have elapsed since the last Reporting Period reported on in the previous Customer Report or, in the case of the first (1st) Customer Report, since the Start Date, for the purposes of improving the Franchisee's performance in relation to achieving and exceeding the NRPS Benchmarks (for instance, the planned application of Additional Expenditure); and
- (c) details of any other initiatives planned to be implemented by the Franchisee to improve passenger experience.

12.4 The Franchisee shall ensure that a summary of the then current Customer Report is made available at all staffed Stations (in such format as the Secretary of State may reasonably require) and that such summary includes instructions to enable passengers to locate and obtain a full copy of the applicable Customer Report.

**APPENDIX 1 TO SCHEDULE 7.2
NRPS Benchmark Table**

Table 1					
NRPS SERVICE GROUP – Outer Suburban, Local and Island Line					
"Outer Suburban, Local and Island Line" means the collection of Passenger Services described in tables WA, ME, SD, MA, SC of the Train Service Specification					
Year		Franchisee Year	NRPS BENCHMARKS		
From	To		NRPS MEASURE STATION (S) (%)	NRPS MEASURE TRAINS (T) (%)	NRPS MEASURE CUSTOMER SERVICES (C) (%)
2017	2018	Year 1	68	68	67
2018	2019	Year 2	70	69	70
2019	2020	Year 3	72	71	72
2020	2021	Year 4	73	73	73
2021	2022	Year 5	74	75	74
2022	2023	Year 6	74	75	74
2023	2024	Year 7	74	76	74
2024	2025	Year 8 (core)	74	76	74
11 Reporting Periods Extension³¹⁰					
2025	2026	Year 8 (extension)	74	76	74
2026	2027	Year 9 (extension)	74	76	74

³¹⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

TABLE 2					
NRPS SERVICE GROUP – Long Distance					
“Long Distance” means the collection of the Passenger Services described in MC, MB, MD of the Train Service Specification					
Year		Franchisee Year	NRPS BENCHMARKS		
From	To		NRPS MEASURE STATION (S) (%)	NRPS MEASURE TRAINS (T) (%)	NRPS MEASURE CUSTOMER SERVICES (C) (%)
2017	2018	Year 1	72	67	70
2018	2019	Year 2	74	69	73
2019	2020	Year 3	76	71	75
2020	2021	Year 4	78	73	76
2021	2022	Year 5	79	74	76
2022	2023	Year 6	79	75	77
2023	2024	Year 7	79	75	77
2024	2025	Year 8 (core)	79	75	77
11 Reporting Periods Extension³¹¹					
2025	2026	Year 8 (extension)	79	75	77
2026	2027	Year 9 (extension)	79	75	77

³¹¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Table 3					
NRPS SERVICE GROUP - Metro					
"Metro" means the collection of Passenger Services described in WC, WB, SB, SE of the Train Service Specification					
Year		Franchisee Year	NRPS BENCHMARKS		
From	To		NRPS MEASURE STATION (S) (%)	NRPS MEASURE TRAINS (T) (%)	NRPS MEASURE CUSTOMER SERVICES (C) (%)
2017	2018	Year 1	63	66	58
2018	2019	Year 2	66	67	61
2019	2020	Year 3	69	70	63
2020	2021	Year 4	70	73	65
2021	2022	Year 5	71	74	66
2022	2023	Year 6	71	75	66
2023	2024	Year 7	71	75	66
2024	2025	Year 8 (core)	71	76	66
11 Reporting Periods Extension³¹²					
2025	2026	Year 8 (extension)	71	76	66
2026	2027	Year 9 (extension)	71	76	66

³¹² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Schedule 7.3

NOT USED

SCHEDULE 8**Payments**

Schedule 8.1:	Franchise Payments
	Appendix 1: Annual Franchise Payments
	Appendix 2: Figures for Calculation of Annual Franchise Payments
Schedule 8.2:	Profit Share Mechanism
	Appendix 1: Profit Share Thresholds
	Appendix 2: Components of AFA and DFR
Schedule 8.3:	Track Access Adjustments and Station Charge Adjustments
Schedule 8.4:	GDP Adjustment Payments
	Appendix 1: DfT_{GDPRW}
	Appendix 2: Adjusted Target GDP Index
Schedule 8.5:	CLE Adjustment Payments
	Appendix 1: DfT_{CLERW}
	Appendix 2: Adjusted Target CLE Index

Schedule 8.1

Franchise Payments

1. Franchise Payments

1.1 The Franchise Payment for any Reporting Period shall be an amount equal to:

£FP =	PFP + TAA + SCA + CPS + TMDPS + PPMPS + CaSLPS + PS + GDPA + GDPR ₁ + GDPR ₂ + CLEA + CLER + SFPS
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where:

PFP (Periodic Franchise Payment)	means that part of the Annual Franchise Payment which is to be made on that Reporting Period's Payment Date being calculated in accordance with the following formula:	
	$\left(\frac{RPD}{FYD_1} \times AFP \right)$	
	PFP may be a positive or negative number. PFP may be payable by the Secretary of State or the Franchisee;	
	where:	
	RPD	means the number of days in that Reporting Period;
	FYD₁	means the number of days in the Franchisee Year in which that Reporting Period occurs being three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) days for every Franchisee Year other than in respect of any Reporting Period: <ul style="list-style-type: none"> (a) which commences during the Franchisee Year commencing on the Start Date, in which case FYD₁ shall be the number of days during the period from 20 August 2017³¹³ to 31 March 2018 (inclusive); (b) which commences between 1 April 2024 and 17 August 2024³¹⁴ (inclusive), in which case FYD₁ shall be the number of days between such dates (inclusive);

³¹³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³¹⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

		<p>(c) which commences between 18 August 2024³¹⁵ and 31 March 2025 (inclusive), in which case FYD₁ shall be the number of days between such dates (inclusive); and</p> <p>(d) which commences between 1 April 2025 and 21 June 2025 (inclusive), in which case FYD₁ shall be the number of days between such dates (inclusive);</p>
	AFP	means the Annual Franchise Payment for the Franchisee Year in which that Reporting Period occurs, as determined in accordance with Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

TAA	means any Track Access Adjustment to be made on that Reporting Period's Payment Date. TAA may be a positive or negative number. TAA may be payable by the Secretary of State or the Franchisee;
SCA	means any Station Charge Adjustment to be made on that Reporting Period's Payment Date. SCA may be a positive or negative number. SCA may be payable by the Secretary of State or the Franchisee;
CPS	means any Cancellations Performance Sum to be made on that Reporting Period's Payment Date. CPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be negative. CPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;
TMDPS	means any TOC Minute Delay Performance Sum to be made on that Reporting Period's Payment Date. TMDPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be negative. TMDPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;

³¹⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

PPMPS	means any PPM Performance Sum to be made on that Reporting Period's Payment Date. PPMPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be negative. PPMPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;
CaSLPS	means any CaSL Performance Sum to be made on that Reporting Period's Payment Date. CaSLPS will be a positive number except in respect of the Final Franchisee Year when it may be positive or negative or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be negative. CaSLPS will be payable by the Secretary of State except in respect of the Final Franchisee Year when it may be payable by the Secretary of State or the Franchisee or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance) when it will be payable by the Franchisee;
PS	means the amount of any payment determined in accordance with paragraph 1.3 of Schedule 8.2 (Profit Share Mechanism) to be made on that Reporting Period's Payment Date. PS shall be a negative number for the purposes of this formula notwithstanding that paragraph 1.3 of Schedule 8.2 (Profit Share Mechanism) generates a positive number. PS is payable by the Franchisee;
GDPA	means any GDP Adjustment Payment, determined in accordance with paragraph 4 of Schedule 8.4 (GDP Adjustment Payments), to be made on that Reporting Period's Payment Date. GDPA may be a positive or negative number. GDPA may be payable by the Secretary of State or the Franchisee;
GDPR₁	means any GDP Reconciliation Payment, determined in accordance with paragraph 5 of Schedule 8.4 (GDP Adjustment Payments), to be made on that Reporting Period's Payment Date. GDPR ₁ may be a positive or negative number. GDPR ₁ may be payable by the Secretary of State or the Franchisee;
GDPR₂	means any GDP Reconciliation Payment, determined in accordance with paragraph 5 of Schedule 8.4 (GDP Adjustment Payments), to be made on that Reporting Period's Payment Date. GDPR ₂ may be a positive or negative number. GDPR ₂ may be payable by the Secretary of State or the Franchisee;
CLEA	means any CLE Adjustment Payment determined in accordance with paragraph 4 of Schedule 8.5 (CLE Adjustment Payments) to be made on that Reporting Period's Payment Date. CLEA may be a positive or negative number. CLEA may be payable by the Secretary of State or the Franchisee;

CLER	means any CLE Reconciliation Payment determined in accordance with paragraph 5 of Schedule 8.5 (CLE Adjustment Payments) to be made on that Reporting Period's Payment Date. CLER may be a positive or negative number. CLER may be payable by the Secretary of State or the Franchisee; and
SFPS	means any Short Formation Performance Sum to be made on that Reporting Period's Payment Date in respect of the Final Franchisee Year and/or when due pursuant to paragraph 29(b) of Schedule 7.1 (Operational Performance). SFPS will be a negative number. SFPS will be payable by the Franchisee.

1.2 **NOT USED.**

1.3 The Parties agree that:

- (a) where **FFP is a positive number**, the Secretary of State shall pay that amount to the Franchisee on the Payment Date for that Reporting Period;
- (b) where **FFP is a negative number**, the Franchisee shall pay the corresponding positive amount to the Secretary of State on the Payment Date for that Reporting Period;
- (c) the following components of the formula at paragraph 1.1 of this Schedule 8.1 shall, for the purposes of that formula, be expressed as a negative number notwithstanding that Schedule 7.1 (Operational Performance) calculates the same as a positive number:
 - (i) any Cancellations Performance Sum calculated by reference to Table 14 or Table 15 of paragraph 22.3 of Schedule 7.1 (Operational Performance);
 - (ii) any TOC Minute Delay Performance Sum calculated by reference to Table 20 or Table 21 of paragraph 22.4 of Schedule 7.1 (Operational Performance);
 - (iii) any Short Formation Performance Sum calculated by reference to paragraph 22.5 of Schedule 7.1 (Operational Performance);
 - (iv) any CaSL Performance Sum calculated by reference to Table N or Table O of paragraph 22.6 of Schedule 7.1 (Operational Performance); and
 - (v) any PPM Performance Sum calculated by reference to Table T or Table U of paragraph 22.7 of Schedule 7.1 (Operational Performance); and
- (d) paragraph 26.1 of Schedule 7.1 (Operational Performance) applies in respect of the Cancellations Performance Sum, TOC Minute Delay Performance Sum, Short Formation Performance Sum, CaSL Performance Sum and PPM Performance Sum and which accordingly shall only be payable to the Secretary of State as part of the Franchise Payments in the circumstances set out in paragraph 28 of Schedule 7.1 (Operational Performance).

2. **Payment of Franchise Payments**

- 2.1 The Secretary of State shall notify the Franchisee, no less than seven (7) days prior to the end of each Reporting Period, of the amount of the Franchise Payment payable in respect of that Reporting Period.
- 2.2 Each such notification shall set out in reasonable detail how the Franchise Payment has been calculated.
- 2.3 The Payment Date for a Reporting Period shall be the last Weekday of that Reporting Period.
- 2.4 Each Franchise Payment shall be payable by the Franchisee or, as the case may be, the Secretary of State in the amount notified by the Secretary of State in accordance with paragraph 2.1 on the Payment Date of the Reporting Period to which it relates.
- 2.5 Each Franchise Payment shall be made:
- (a) by automatic electronic funds transfer in pounds sterling to such bank account in the United Kingdom as the payee of such payment may have previously specified to the payer in writing; and
 - (b) so that cleared funds are received in that account on or before the due date for payment.

3. **Interest**

- 3.1 If either Party fails to pay any amount to the other Party on its due date, it shall in addition pay interest on such amount at the Interest Rate, calculated on a daily basis, from the due date for payment to the date on which payment is made.
- 3.2 If the amount of any Franchise Payment is agreed or determined to be incorrect and:
- (a) either Party has made a payment to the other Party which is greater than it would have made if the amount of the Franchise Payment had been correct, then the recipient shall repay the excess within three (3) Weekdays of the agreement or determination; or
 - (b) either Party has made a payment to the other Party which is less than it would have made if the amount of the Franchise Payment had been correct, then the payer shall pay the amount of any shortfall to the payee within three (3) Weekdays of the agreement or determination,

together, in each case, with interest on the amount payable at the Interest Rate, calculated on a daily basis from the date on which the Franchise Payment was paid until the date on which such excess amount or shortfall is paid.

4. **Disputes under Schedule 8**

If either Party disputes the amount of a Franchise Payment, the dispute shall, unless the Parties otherwise agree, be resolved in accordance with the provisions of clause 17 (Governing Law and Jurisdiction) of the Franchise Agreement. Any

such dispute shall not affect the obligation of either Party to pay a Franchise Payment notified in accordance with this Schedule 8.1.

5. **Industrial Action**

The Secretary of State, in his discretion, may at any time decide to reimburse or ameliorate net losses of the Franchisee arising from Industrial Action (however caused and of whatever nature) in circumstances where the Franchisee has demonstrated to the satisfaction of the Secretary of State that it has taken all reasonable steps to avoid the Industrial Action and that, Industrial Action having nevertheless occurred, the Franchisee has taken all reasonable steps to mitigate its effects.

6. **No Double Recovery**

The Franchisee shall not be entitled to recover (by way of a Change or otherwise) more than once in respect of the same loss suffered by it.

7. **Force Majeure and Payments**

Following the occurrence of a Force Majeure Event, the payment of Franchise Payments shall continue unaffected.

APPENDIX 1 TO SCHEDULE 8.1**Annual Franchise Payments**

The Annual Franchise Payment for any Franchisee Year is an amount equal to:

£AFP =	$\text{FXD} + (\text{VCRPI} \times \text{RPI}) + (\text{VCAWE} \times \text{AWE}) + (\text{PRPI} \times \text{RPI}) + (\text{ORRPI} \times \text{RPI}) + (\text{PRRPI}_{\text{GDP}} \times \text{RPI}) + (\text{PRRPI}_{\text{CLE}} \times \text{RPI})$
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where:

“FXD”	means the Franchisee’s costs which are not to be subject to indexation for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 2 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);
“VCRPI”	means the Franchisee’s costs which are to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 3 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);
“RPI”	is the quotient of the Retail Prices Index for the January which immediately precedes the commencement of the relevant Franchisee Year divided by the Retail Prices Index for January 2017 provided that, for the first Franchisee Year, RPI shall be one;
“VCAWE”	means the Franchisee’s costs which are to be subject to indexation by reference to the Average Weekly Earnings for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 4 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);

"AWE"	is the quotient of the Average Weekly Earnings for the January which immediately precedes the commencement of the relevant Franchisee Year divided by the Average Weekly Earnings for January 2017 provided that, for the first Franchisee Year, AWE shall be one;
"PRPI"	means the Franchisee's profit figure before tax which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 5 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a positive number);
"ORRPI"	means the Franchisee's non passenger revenue which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 6 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a negative number);
"PRRPI_{GDP}"	means the Franchisee's passenger fares revenue (including other fares revenue) which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 7 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a negative number); and
"PRRPI_{CLE}"	means the Franchisee's passenger fares revenue (including other fares revenue) which is to be subject to indexation by reference to the Retail Prices Index for the purpose of calculating AFP being the figure shown in respect of the relevant Franchisee Year in Column 8 of Table 1 (Figures for Calculation of Annual Franchise Payments) set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) to this Schedule 8.1 (Franchise Payments) (and which shall always be expressed as a negative number).

For the purpose of calculating the Annual Franchise Payment, the “relevant Franchisee Year” shall in respect of any Reporting Period which commences: ³¹⁶

- (a) between 1 April 2024 and 17 August 2024 (inclusive), be that referred to as Year 8 (core) in the table set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) of this Schedule 8.1 (Franchise Payments);**
- (b) between 18 August 2024 and 31 March 2025 (inclusive), be that referred to as Year 8 (extension) in the table set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) of this Schedule 8.1 (Franchise Payments); and**
- (c) on or after 1 April 2025, be that referred to as Year 9 (extension) in the table set out in Appendix 2 (Figures for Calculation of Annual Franchise Payments) of this Schedule 8.1 (Franchise Payments).**

³¹⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

Appendix 2 to Schedule 8.1³¹⁷

Figures for Calculation of Annual Franchise Payments

Table 1									
Year		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
From	To		FXD	VCRPI	VCAWE	PRPI	ORRPI (numbers in parentheses are negative amounts)	PRRPI _{GDP} (numbers in parentheses are negative amounts)	PRRPI _{CLE} (numbers in parentheses are negative amounts)
			(£)	(£)	(£)	(£)	(£)	(£)	(£)
20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³¹⁸]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

³¹⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³¹⁸ Date of redaction 31/08/2017 - 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.

01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 - (Core)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
11 Reporting Periods Extension									
18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2025	21 Jun 2025	Year 9 (extension)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Schedule 8.2

Profit Share Mechanism

1. Profit Share

1.1 For the purposes of this Schedule 8.2:

(a) **First Profit Share Threshold**

“First Profit Share Threshold” means an amount in respect of any Franchisee Year determined as follows:

FPST x RPI x (FYD_A/FYD)

Where:

FPST	is the amount prescribed for these purposes in paragraph 1 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 in respect of the relevant Franchisee Year provided that if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), FPST for the Franchisee Year commencing 1 April 2024 shall be the aggregate of the amounts specified in paragraph 1 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 for the periods referred to as Year 8 (core) and Year 8 (extension);
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
FYD_A	means the number of days in that Franchisee Year; and
FYD	means the number of days in that Franchisee Year being three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) days for every Franchisee Year other than in respect of: <ul style="list-style-type: none"> (a) the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days during the period from 20 August 2017³¹⁹ to 31 March 2018 (inclusive); (b) the Franchisee Year commencing on 1 April 2024 if the Secretary of State does not exercise his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in which case FYD shall be the number of days during the period from 1 April 2024 to 17 August 2024³²⁰ (inclusive); (c) the Franchisee Year commencing on 1 April 2024 if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in

³¹⁹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³²⁰ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	<p>which case FYD shall be the number of days between 1 April 2024 and 31 March 2025 (inclusive);</p> <p>(d) the Franchisee Year commencing on 1 April 2025, in which case FYD shall be the number of days during the period from 1 April 2025 to 21 June 2025 (inclusive).</p>
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(b) **Second Profit Share Threshold**

“**Second Profit Share Threshold**” means an amount in respect of any Franchisee Year determined as follows:

SPST x RPI x (FYD_A/FYD)

Where:

SPST	is the amount prescribed for these purposes in paragraph 2 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 in respect of the relevant Franchisee Year provided that if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), SPST for the Franchisee Year commencing 1 April 2024 shall be the aggregate of the amounts specified in paragraph 2 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 for the periods referred to as Year 8 (core) and Year 8 (extension);
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
FYD_A	means the number of days in that Franchisee Year; and
FYD	<p>means the number of days in that Franchisee Year being three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) days for every Franchisee Year other than in respect of:</p> <p>(a) the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days during the period from 20 August 2017³²¹ to 31 March 2018 (inclusive);</p> <p>(b) the Franchisee Year commencing on 1 April 2024 if the Secretary of State does not exercise his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in which case FYD shall be the number of days during the period from 1 April 2024 to 17 August 2024³²² (inclusive);</p> <p>(c) the Franchisee Year commencing on 1 April 2024 if the Secretary of State exercises his right to extend the Franchise Agreement</p>

³²¹ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³²² Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	<p>pursuant to clause 5.2 (Duration of the Franchise Agreement), in which case FYD shall be the number of days between 1 April 2024 and 31 March 2025 (inclusive);</p> <p>(d) the Franchisee Year commencing on 1 April 2025, in which case FYD shall be the number of days during the period from 1 April 2025 to 21 June 2025 (inclusive).</p>
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(c) **Third Profit Share Threshold**

“Third Profit Share Threshold” means an amount in respect of any Franchisee Year determined as follows:

TPST x RPI x (FYD_A/FYD)

Where:

TPST	is the amount prescribed for these purposes in paragraph 3 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 in respect of the relevant Franchisee Year provided that if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), TPST for the Franchisee Year commencing 1 April 2024 shall be the aggregate of the amounts specified in paragraph 3 of Appendix 1 (Profit Share Thresholds) to this Schedule 8.2 for the periods referred to as Year 8 (core) and Year 8 (extension);
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments);
FYD_A	means the number of days in that Franchisee Year; and
FYD	<p>means the number of days in that Franchisee Year being three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) days for every Franchisee Year other than in respect of:</p> <p>(a) the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days during the period from 20 August 2017³²³ to 31 March 2018 (inclusive);</p> <p>(b) the Franchisee Year commencing on 1 April 2024 if the Secretary of State does not exercise his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in which case FYD shall be the number of days during the period from 1 April 2024 to 17 August 2024³²⁴ (inclusive);</p> <p>(c) the Franchisee Year commencing on 1 April 2024 if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in</p>

³²³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³²⁴ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	<p>which case FYD shall be the number of days between 1 April 2024 and 31 March 2025 (inclusive);</p> <p>(d) the Franchisee Year commencing on 1 April 2025, in which case FYD shall be the number of days during the period from 1 April 2025 to 21 June 2025 (inclusive).</p>
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1.2 Relevant Profit

“Relevant Profit” means, subject to paragraph 2, in respect of any Franchisee Year, the total profit of the Franchisee for that Franchisee Year calculated by applying the accounting policies and standards set out in the Record of Assumptions and applied through the Financial Model;

- (a) after taking into account in respect of that Franchisee Year:
- (i) interest, finance income and finance charges (other than finance items recognised in respect of retirement benefits);
 - (ii) Franchise Payments including any adjustment by way of GDPA, GDPR₁, GDPR₂, CLEA and/or CLER (as the case may be) pursuant to Schedule 8.4 (GDP Adjustment Payments) and Schedule 8.5 (CLE Adjustment Payments);
 - (iii) all extraordinary and exceptional items, as defined under the accounting policies and standards set out in the Record of Assumptions and applied through the Financial Model;
 - (iv) the Franchisee's normal pension contributions in relation to the Franchise Section and any other pension schemes to the extent connected with the Franchise;
 - (v) any payments to Affiliates of the Franchisee (including management fees and royalty fees) except to the extent that such payments exceed an amount to be determined as set out in paragraph 1.3;
 - (vi) any sums payable by or to the Franchisee pursuant to the terms of the Supplemental Agreement; and
 - (vii) any capital expenditure to the extent that it is recognised as an operating cost in the Annual Audited Accounts and any depreciation on capital expenditure that is recognised as an expense in the Annual Audited Accounts, unless the depreciation policy and assumptions used in the Annual Audited Accounts are different to those set out in the Record of Assumptions and applied through the Financial Model, in which case an adjustment should be made to take account of the depreciation which would have been charged had the policy and assumptions set out in the Record of Assumptions been applied for the relevant Franchisee Year; and
- (b) before taking into account in respect of that Franchisee Year:
- (i) any taxation on profits including corporation tax;

- (ii) shares of the profit of any Affiliate of the Franchisee, except dividends received in cash;
- (iii) non cash entries in respect of the Franchise Section and any other pension schemes to the extent connected with the Franchise (excluding accruals or prepayments of any normal pension contributions due);
- (iv) any payment made by the Franchisee consequent upon any breach or contravention of the Franchise Agreement and/or its Licences (including as a consequence of any penalty payment paid or payable pursuant to Section 57A of the Railways Act 1993);
- (v) any profit share payments payable to the Secretary of State in relation to any Franchisee Year; and
- (vi) fees, remuneration and pension contributions in respect of any director and officer of the Franchisee in excess of an amount to be determined as set out in paragraph 1.4.

1.3 Payments to Affiliates

AFA x RPI x (FYDA/FYD)

Where:

AFA	is the amount prescribed for these purposes in Column 2 of the table set out in paragraph 1 of Appendix 2 (Components of AFA and DFR) to this Schedule 8.2 in respect of the relevant Franchisee Year provided that if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), AFA for the Franchisee Year commencing 1 April 2024 shall be the aggregate of the amounts specified in Column 2 of the table set out in paragraph 1 of Appendix 2 (Components of AFA and DFR) to this Schedule 8.2 for the periods referred to as Year 8 (core) and Year 8 (extension);	
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) of Schedule 8.1 (Franchise Payments);	
FYDA	means the number of days in that Franchisee Year;	
FYD	means the number of days in that Franchisee Year being three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) days for every Franchisee Year other than in respect of:	
	(A)	the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days during the period from 20 August 2017 ³²⁵ to 31 March 2018 (inclusive);

³²⁵ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

	(B)	the Franchisee Year commencing on 1 April 2024 if the Secretary of State does not exercise his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in which case FYD shall be the number of days during the period from 1 April 2024 to 17 August 2024 ³²⁶ (inclusive);
	(C)	the Franchisee Year commencing on 1 April 2024 if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in which case FYD shall be the number of days between 1 April 2024 and 31 March 2025 (inclusive);
	(D)	the Franchisee Year commencing on 1 April 2025, in which case FYD shall be the number of days during the period from 1 April 2025 to 21 June 2025 (inclusive).

1.4 Payments to Directors and Officers

DFR x RPI x (FYDA/FYD)

DFR	is the amount prescribed for these purposes in Column 2 of the table set out in paragraph 2 of Appendix 2 (Components of AFA and DFR) to this Schedule 8.2 in respect of the relevant Franchisee Year provided that if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), DFR for the Franchisee Year commencing 1 April 2024 shall be the aggregate of the amounts specified in Column 2 of the table set out in paragraph 2 of Appendix 2 (Components of AFA and DFR) to this Schedule 8.2 for the periods referred to as Year 8 (core) and Year 8 (extension);	
FYDA	means the number of days in that Franchisee Year;	
FYD	means the number of days in that Franchisee Year being three hundred and sixty five (365), or if February 29 falls during that Franchisee Year, three hundred and sixty six (366) days for every Franchisee Year other than in respect of:	
	(A)	the Franchisee Year commencing on the Start Date, in which case FYD shall be the number of days during the period from 20 August 2017 ³²⁷ to 31 March 2018 (inclusive);
	(B)	the Franchisee Year commencing on 1 April 2024 if the Secretary of State does not exercise his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise

³²⁶ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³²⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

		Agreement), in which case FYD shall be the number of days during the period from 1 April 2024 to 17 August 2024 ³²⁸ (inclusive);
	(C)	the Franchisee Year commencing on 1 April 2024 if the Secretary of State exercises his right to extend the Franchise Agreement pursuant to clause 5.2 (Duration of the Franchise Agreement), in which case FYD shall be the number of days between 1 April 2024 and 31 March 2025 (inclusive);
	(D)	the Franchisee Year commencing on 1 April 2025, in which case FYD shall be the number of days during the period from 1 April 2025 to 21 June 2025 (inclusive); and
RPI		has the meaning given to it in Appendix 1 (Annual Franchise Payments) of Schedule 8.1 (Franchise Payments).

1.5 Payment Obligations

- (a) If the Annual Audited Accounts in respect of any Franchisee Year show that the Relevant Profit for that Franchisee Year exceeds the First Profit Share Threshold then, subject to paragraph 2 (Additional Compensation or Settlement Payments), the Franchisee shall pay to the Secretary of State:
- (i) **[REDACTED³²⁹]** of Relevant Profit in excess of the First Profit Share Threshold but less than or equal to the Second Profit Share Threshold;
 - (ii) **[REDACTED³³⁰]** of Relevant Profit in excess of the Second Profit Share Threshold but less than or equal to the Third Profit Share Threshold; and
 - (iii) **[REDACTED³³¹]** of Relevant Profit in excess of the Third Profit Share Threshold.
- (b) Subject to paragraphs 3 and 4 below, payments due under paragraph 1.5(a) shall be paid as part of the Franchise Payment for the first Reporting Period that falls thirty (30) or more days after delivery of the Annual Audited Accounts by the Franchisee to the Secretary of State under paragraph 9.4 of Schedule 11.2

³²⁸ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³²⁹ Date of redaction 31/08/2017 - 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.

³³⁰ Date of redaction 31/08/2017 - 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.

³³¹ Date of redaction 31/08/2017 - 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.

(Management Information) or if there is no such Reporting Period, within thirty (30) days of the date of such delivery.

2. Additional Compensation or Settlement Payments

- 2.1 If in any Franchisee Year (or any period of twelve (12) consecutive months after the end of the Franchise Period) (the "Current Franchisee Year") the Franchisee receives a compensation or other settlement payment of at least:

[REDACTED³³²] x RPI

arising from a single claim or series of related claims which relate wholly or partly to costs, losses or expenses (including loss of revenue) arising in any other Franchisee Year or Franchisee Years, then the Franchisee shall notify the Secretary of State of such payment as soon as reasonably practicable and for the purposes of paragraphs 1 and 2 and notwithstanding its other terms:

- (a) the payment which relates to such other Franchisee Year shall be attributed to that other Franchisee Year and not treated as received in the Current Franchisee Year;
 - (b) where and to the extent any payments under paragraphs 1 and 2 in respect of any other Franchisee Year would have been made or would have been higher had that amount actually been received in that other Franchisee Year, the Franchisee shall pay a reconciliation amount to the Secretary of State within thirty (30) days after delivery of the Annual Audited Accounts that relate to the Current Franchisee Year by the Franchisee to the Secretary of State under paragraph 9.4 of Schedule 11.2 (Management Information) or, if there is no further requirement on the Franchisee to deliver Annual Audited Accounts following the end of the Franchise Period, within thirty (30) days of the Franchisee receiving the relevant payment; and
 - (c) **RPI** has the meaning given to it in Appendix 1 (Annual Franchise Payments) of Schedule 8.1 (Franchise Payments).
- 2.2 Where the Secretary of State reasonably considers that in calculating Relevant Profit any particular item or transaction has not been accounted for on a reasonable basis (including where the accounting treatment looks to the form rather than the substance, of the item or transaction) he shall be entitled to require it to be accounted for on such other basis as he may reasonably determine and notify to the Franchisee provided that the Secretary of State shall not be entitled pursuant to this paragraph to alter the accounting policies of the Franchisee from those set out in the Record of Assumptions and applied through the Financial Model.
- 2.3 Without prejudice to paragraph 2.1 where the Annual Audited Accounts in relation to any previous Franchisee Year are subject to adjustment or restatement the Secretary of State shall have a discretion to require the recalculation of Relevant

³³² Date of redaction 31/08/2017 - 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.

Profit for the relevant Franchisee Year and to require that the Franchisee shall pay to the Secretary of State the amount which is the difference between the profit share actually paid to the Secretary of State pursuant to paragraph 1.5(a) and the amount that would have been paid had the Relevant Profit been originally calculated on the basis that such adjustment or revision was included in the Annual Audited Accounts.

- 2.4 Any payment due to the Secretary of State shall be paid by the Franchisee within thirty (30) days of the Secretary of State notifying the Franchisee that he requires a payment to be made pursuant to this paragraph.

3. **Relevant Profit Report**

- 3.1 The Franchisee shall, at the same time as the Annual Audited Accounts are delivered under paragraph 9.4 of Schedule 11.2 (Management Information), deliver to the Secretary of State a report (the "**Relevant Profit Report**") identifying:

- (a) the amount of total profit and the adjustments made in the calculation of Relevant Profit pursuant to paragraphs 1 and 2;
- (b) any items falling under paragraph 2.1, including details of the allocation across Franchisee Years of such items; and
- (c) any adjustments or restatements made in relation to the Annual Audited Accounts in respect of any previous Franchisee Year,

and shall provide such additional information, records or documents as the Secretary of State may reasonably require in relation to such matters.

- 3.2 The Franchisee and/or the Franchisee's auditors shall include a statement referring to the Relevant Profit in the Annual Audited Accounts. The format of such statement shall be agreed with the Secretary of State.

- 3.3 If required, the Franchisee's auditors shall provide additional written confirmation to the Secretary of State that the Relevant Profit Report gives a true and fair view of the matters contained within it including the amount of total profit and the adjustments made in the calculation of Relevant Profit.

- 3.4 The Franchisee and/or the Franchisee's auditors shall provide a reconciliation between:

- (a) profit as set out in its Annual Audited Accounts determined by applying GAAP835 applicable to the accounting period for which the accounts are prepared; and
- (b) Relevant Profit determined by applying the accounting policies, as set out in the Record of Assumptions at the time of bidding.

- 3.5 The Franchisee's auditors shall provide a statement in a format to be agreed with the Secretary of State, confirming that the Franchisee's auditors have undertaken review procedures on the Relevant Profit figures and associated accounting policies ("**Review Procedures**"). The nature and scope of the Review Procedures shall be agreed between the Secretary of State, the Franchisee and the Franchisee's auditor.

3.6 The statement referred to in paragraph 3.5 may be used by the Secretary of State in considering whether the Relevant Profit has been determined consistent with the requirements of this Agreement and the accounting policies as set out in the Record of Assumptions.

4. **Payment of Profit Share and Determination by the Secretary of State**

4.1 Any profit share payment pursuant to paragraph 1.5(a) to be made in respect of the Final Franchisee Year shall be determined in accordance with paragraphs 1 and 2 but shall be paid within thirty (30) days of the Secretary of State giving written notice to the Franchisee of the amount of such profit share payment.

4.2 If the Franchisee fails to provide the Annual Audited Accounts for the Final Franchisee Year within four (4) Reporting Periods of the expiry of the Final Franchisee Year pursuant to paragraph 9.4 of Schedule 11.2 (Management Information), the Secretary of State shall be entitled (but not obliged) to determine any Profit Share Adjustment in accordance with paragraphs 1 and 2 but by reference to any relevant information available to the Secretary of State at the time of such determination, including any information contained in the latest cumulative, year-to-date Management Accounts or in the Annual Management Accounts.

APPENDIX 1 TO SCHEDULE 8.2³³³

Profit Share Thresholds

1. First Profit Share Threshold

The prescribed amounts for the component of FPST for the relevant Franchisee Year and for the purposes of the definition of First Profit Share Threshold are as set out in the table below:

Table 1			
Year		Franchisee Year	First Profit Share Threshold Amount (£)
From	To		
20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³³⁴]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]
01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 - (Core)	[REDACTED]
11 Reporting Periods Extension			
18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]

³³³ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³³⁴ Date of redaction 31/08/2017 - 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.

01 Apr 2025	21 Jun2025	Year 9 (extension)	[REDACTED]
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2. Second Profit Share Threshold

The prescribed amounts for the component of SPST for the relevant Franchisee Year and for the purposes of the definition of Second Profit Share Threshold are as set out in the table below:

Table 2			
Year		Franchisee Year	Second Profit Share Threshold Amount (£)
From	To		
20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³³⁵]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]
01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 - (Core)	[REDACTED]
11 Reporting Periods Extension			

³³⁵ Date of redaction 31/08/2017 - 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.

18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]
01 Apr 2025	21 Jun 2025	Year 9 (extension)	[REDACTED]

3. Third Profit Share Threshold

The prescribed amounts for the component of TPST for the relevant Franchisee Year and for the purposes of the definition of Third Profit Share Threshold are as set out in the table below:

Table 3			
Year		Franchisee Year	Third Profit Share Threshold Amount (£)
From	To		
20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³³⁶]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]
01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 - (Core)	[REDACTED]
11 Reporting Periods Extension			

³³⁶ Date of redaction 31/08/2017 - 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.

18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]
01 Apr 2025	21 Jun2025	Year 9 (extension)	[REDACTED]

APPENDIX 2 TO SCHEDULE 8.2³³⁷**Components of AFA and DFR****1. AFA**

The amounts for the purposes of the component of AFA in paragraph 1.3 of Schedule 8.2 are set out in the table below:

Table 1			
Year		Franchisee Year	Component of AFA (£)
From	To		
20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³³⁸]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]
01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 - (Core)	[REDACTED]
11 Reporting Periods Extension			
18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]
01 Apr 2025	21 Jun 2025	Year 9 (extension)	[REDACTED]

2. DFR

The amounts for the purposes of the component of DFR in paragraph 1.4 of Schedule 8.2 are set out in the table below:

Table 2			
Year		Franchisee Year	Component of DFR (£)
From	To		

³³⁷ Date of contract change 20/08/2017 - Agreed by the Secretary of State and Franchisee

³³⁸ Date of redaction 31/08/2017 - 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.

20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³³⁹]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]
01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 - (Core)	[REDACTED]
11 Reporting Periods Extension			
18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]
01 Apr 2025	21 Jun 2025	Year 9 (extension)	[REDACTED]

³³⁹ Date of redaction 31/08/2017 - 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

Track Access Adjustments and Station Charge Adjustments

1. Track Access Adjustments

- 1.1 The Track Access Adjustment to be made in respect of any Reporting Period shall be determined in accordance with the following formula:

$TAA = (GCA - W) \times \frac{RPD}{FYD}$	
Where:	
TAA	means the Track Access Adjustment to be made in that Reporting Period;
GCA	is the value of " GC " for the Franchisee Year in which the Reporting Period falls under Part 3A of Schedule 7 of the Track Access Agreement;
W	is the value of " Wt " for the Franchisee Year in which the Reporting Period falls under Part 2 of Schedule 7 of the Track Access Agreement;
RPD	means the number of days in that Reporting Period; and
FYD	means the number of days in the Franchisee Year in which that Reporting Period falls,
	except that, where a Reporting Period falls during two (2) Franchisee Years, TAA shall be determined as if the references to Reporting Period were to each of the two periods within such Reporting Period which fall wholly within one (1) of such Franchisee Years and the Track Access Adjustment to be made in that Reporting Period shall reflect the sum of TAA as determined for each such period.

- 1.2 The Franchisee shall notify the Secretary of State upon becoming aware that any Track Access Adjustment is to be made and shall supply such information as the Secretary of State may require in relation thereto. The Franchisee shall exercise its rights under the Track Access Agreement in such manner and take such other action as the Secretary of State may reasonably require in connection with any related payment thereunder (including in relation to any agreement of the amount of any such payment and including submitting any relevant dispute to any relevant dispute resolution procedures). The Franchisee shall not, without the consent of the Secretary of State, agree or propose to agree a value for "**Wt**" or "**GC**" under Parts 2 or 3A of Schedule 7 of the Track Access Agreement.
- 1.3 The Franchisee shall provide such evidence of payment as the Secretary of State may require (including any certificates) for the purpose of determining the value of **W** and **GCA** under paragraph 1.1.

- 1.4 If no value is ascertained for **W** or **GCA** prior to the date on which the Franchise Payment for the relevant Reporting Period is determined, then a Track Access Adjustment shall only be determined to the extent such values can be ascertained at such time and, when such values are subsequently ascertained, adjustment shall be made to reflect the full Track Access Adjustment for such Reporting Period.
- 1.5 The values of **W** and **GCA** when used in the computation in paragraph 1.1 shall be taken to exclude any input Value Added Tax which is recoverable in respect of the payments they represent by the Franchisee under Sections 24 to 26 of the Value Added Tax Act 1994.
- 1.6 References in this paragraph 1 to "**Wt**" and "**GC**" and Parts 2 and 3A of Schedule 7 of the Track Access Agreement shall be deemed also to be references to such other provisions, and such other algebra under any such other provisions, of any Track Access Agreement as the Secretary of State may reasonably consider have an equivalent effect, or are intended to fulfil the same function, as "**Wt**" or "**GC**" and Parts 2 or 3A of Schedule 7 of the Track Access Agreement to which the Franchisee is a party on the Start Date.

2. Station Charge Adjustment

2.1 NOT USED.

- 2.2 The Station Charge Adjustment to be made in respect of any Reporting Period shall be the aggregate of the Individual Station Charge Adjustments as determined in accordance with the following formula for each Station and each other Franchisee Access Station:

$ISCA = L \times \frac{RPD}{FYD}$	
Where:	
ISCA	means the Individual Station Charge Adjustment for the relevant station for that Reporting Period;
L	is the value of " Lt " for the Franchisee Year in which the Reporting Period falls under: <ul style="list-style-type: none"> (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, <p>in each case, to the extent that value represents an amount payable to or by Network Rail or any other relevant Facility Owner by or to the Franchisee on its own behalf under the relevant Access Agreement (excluding any amount payable to Network Rail by the Franchisee in its capacity as Facility Owner of a station on behalf of a beneficiary which is party to an Access Agreement in respect of a Station);</p>
RPD	means the number of days in that Reporting Period; and
FYD	means the number of days in the Franchisee Year in which that Reporting Period falls except that, where a Reporting Period falls during two Franchisee Years, the Station Charge Adjustment shall be determined as if the references to Reporting Period were to each of the two periods within such Reporting Period which fall wholly within one of such Franchisee Years and the Station Charge Adjustment for such Reporting Period shall be the sum of the Station Charge Adjustment as determined for each such period.

- 2.3 The Franchisee shall notify the Secretary of State upon becoming aware that any Station Charge Adjustment is to be made and shall supply such information as the Secretary of State may require in relation thereto. The Franchisee shall exercise such rights as it may have under any Access Agreement in such manner and take such other action as the Secretary of State may reasonably require in connection with any related payment thereunder (including in relation to any agreement of the amount of any such payment and including submitting any relevant dispute to any relevant dispute resolution procedures). The Franchisee shall not, without the consent of the Secretary of State, agree or propose to agree a value for "**Lt**" under any relevant Access Agreement.

- 2.4 The Franchisee shall provide such evidence of payment as the Secretary of State may require (including any certificates) for the purpose of determining the **value of L** under paragraph 2.2.
- 2.5 If no value is ascertained for "**L**" prior to the date on which the Franchise Payment for the relevant Reporting Period is determined, then a Station Charge Adjustment shall only be determined to the extent such values can be ascertained at such time and, when such values are subsequently ascertained, an adjustment shall be made to reflect the full Station Charge Adjustment for such Reporting Period.
- 2.6 The value of "**L**" when used in the computation in paragraph 2.2 shall be taken to exclude any input Value Added Tax which is recoverable in respect of the payments they represent by the Franchisee under Sections 24 to 26 of the Value Added Tax Act 1994.
- 2.7 For the purposes of this paragraph 2, "**Independent Station**" shall mean, at any time, any station of which Network Rail is the Facility Owner at that time.
- 2.8 References in this paragraph 2 to "**Lt**", Condition F11.2 of the Station Access Conditions entitled "**National Station Access Conditions 2013 (England and Wales) (incorporating amendments with effect from 1 April 2014)**" and Condition 42.3 of the Independent Station Access Conditions shall be deemed also to be references to such other provisions, and such other algebra under any such other provisions, of any relevant station access conditions as the Secretary of State may reasonably consider have an equivalent effect, or are intended to fulfil the same function as, "**Lt**" and Condition F11.2 of the Station Access Conditions entitled "*National Station Access Conditions 2013 (England and Wales) (incorporating amendments with effect from 1 April 2014)*" and Condition 42.3 of the Independent Station Access Conditions which are in effect on the Start Date.

Schedule 8.4

GDP Adjustment Payments

1. Purpose and Application of Schedule

- 1.1 This Schedule 8.4 sets out the formulae to be used to calculate the value of **GDPA**, **GDPR₁** and **GDPR₂** for the purposes of Schedule 8.1 (Franchise Payments).
- 1.2 The provisions of this Schedule 8.4 shall survive the expiry or earlier termination of the Franchise Agreement, in the case of an early termination irrespective of the reason for such termination.

2. Definitions

- 2.1 For the purposes of this Schedule 8.4:

“Adjusted Actual GDP Index” (expressed in the formulae in this Schedule 8.4 as GDP^{C_A}) means, in respect of each Franchisee Year, the figure calculated for that Franchisee Year in accordance with paragraph 4.3;

“Adjusted Target GDP Index” (expressed in the formulae in this Schedule 8.4 as GDP^{C_T}) means, in respect of each Franchisee Year, the figure specified for that Franchisee Year in the Column headed **“ GDP^{C_T} ”** in Appendix 2 (Adjusted Target GDP Index);

“Base Year GDP” (expressed in the formulae in this Schedule 8.4 as GDP^B) means, at the time of any calculation pursuant to paragraph 4.3, 5.2 and 5.5, the sum of the GDP (ABMI) Figures most recently published by the Office for National Statistics for the quarters ending at the end of each of June 2015, September 2015, December 2015 and March 2016;

“Current Year GDP” means, in respect of a Franchisee Year, the sum of the GDP (ABMI) Figures most recently published (as at the time of any calculation pursuant to paragraph 4.3, 5.2 and 5.5) by the Office for National Statistics in respect of each quarter of the Franchisee Year, being those figures published for the quarters ending at the end of each of June, September, December and March of that Franchisee Year;

“GDP Adjustment Payment” (expressed in this Schedule 8.4 as **“GDPA”**) means, in respect of each Franchisee Year, the figure calculated in accordance with paragraph 4.2 or paragraph 6.1 (as applicable) which shall be due in accordance with paragraph 4.5 and payable in accordance with Schedule 8.1 (Franchise Payments);

“GDP (ABMI) Figures” means the **“Gross Domestic Product at Market Prices in Chained Volume Measure, Seasonally Adjusted in £m”** output figures as published by the Office for National Statistics for the quarters ending at the end of each March, June, September and December of each year or, if such figures cease to be published or there is, in the reasonable opinion of the Secretary of State, a material change in the basis on which those figures are calculated or if, at any relevant time, there is a delay in the publication of those figures, such other gross domestic product figures as the Parties may agree or the Secretary of State shall

reasonably determine together with such changes as may be appropriate to this Schedule 8.4 to reflect any such reasonable replacement measure;

"GDP Nil Band Lower" means, in respect of each Franchisee Year, the figure specified in Column 6 headed **"GDP Nil Band Lower"** of the table in Appendix 2 (Adjusted Target GDP Index) in respect of that Franchisee Year;

"GDP Nil Band Upper" means, in respect of each Franchisee Year, the figure specified in Column 7 headed **"GDP Nil Band Upper"** of the table in Appendix 2 (Adjusted Target GDP Index) in respect of that Franchisee Year;

"GDP Reconciliation Payments" (expressed in this Schedule 8.4 as **"GDPR"₁** and **GDPR₂**) means the reconciliations to the GDP Adjustment Payment payable in respect of the relevant Franchisee Year, calculated in accordance with paragraph 5 and/or paragraph 6 (as applicable);

"GDPR₁ Reconciliation Date" has the meaning given to it in paragraph 5.1; and

"GDPR₂ Reconciliation Date" has the meaning given to it in paragraph 5.4.

3. GDP Adjustment Payment

3.1 If, in respect of any Franchisee Year:

- (a) Adjusted Actual GDP Index and Adjusted Target GDP Index are the same; or
- (b) Adjusted Actual GDP Index for that Franchisee Year is equal to or greater than the GDP Nil Band Lower figure for that Franchisee Year but less than or equal to the GDP Nil Band Upper figure for that Franchisee Year,

GDPA in respect of that Franchisee Year shall be zero.

However, **GDPR₁** and/or **GDPR₂** may be greater or less than zero in respect of that Franchisee Year as a result of a reconciliation made in accordance with paragraph 5 or paragraph 6.

3.2 Subject to paragraph 3.1(b), if, in respect of any Franchisee Year:

- (a) Adjusted Actual GDP Index is less than Adjusted Target GDP Index, GDPA will be a positive number for the purposes of Schedule 8.1 (Franchise Payments); or
- (b) Adjusted Actual GDP Index is greater than Adjusted Target GDP Index, GDPA will be a negative number for the purposes of Schedule 8.1 (Franchise Payments).

3.3 The Office for National Statistics publishes the GDP (ABMI) Figures by quarters and calendar years. In respect of each Franchisee Year, the GDP (ABMI) Figures to be used for the purposes of calculating GDPA, **GDPR₁** and **GDPR₂** will be the sum of those GDP (ABMI) Figures published in respect of (a) quarter 2 (ending in June), (b) quarter 3 (ending in September), (c) quarter 4 (ending in December), in each case, of the calendar year in which the relevant Franchisee Year starts and (d) quarter 1 (ending in March) of the following calendar year.

- 3.4 As the GDP (ABMI) Figures used in the calculation of Base Year GDP may be refined and/or rebased by the Office for National Statistics from time to time following their initial publication, the most recently published GDP (ABMI) Figures in respect of the quarters ending June 2015, September 2015, December 2015 and March 2016 shall be used to determine Base Year GDP for the purpose of calculating Adjusted Actual GDP Index.
- 3.5 As the GDP (ABMI) Figures used in the calculation of Current Year GDP for each Franchisee Year may be revised by the Office for National Statistics from time to time following their initial publication, two (2) reconciliation payments shall, subject to paragraph 6, be calculated in respect of each Franchisee Year in accordance with paragraph 5, to adjust for the difference between the amount of GDPA already paid in respect of each Franchisee Year and the amount of GDPA which would have been payable in respect of that Franchisee Year had the GDP (ABMI) Figures used in the calculation of Current Year GDP and Base Year GDP been those most recently published at the GDPR₁ Reconciliation Date or the GDPR₂ Reconciliation Date (as the case may be).
- 3.6 The GDP (ABMI) Figures as at the date of the Franchise Agreement are specified in 2012 prices. During the Franchise Period the Office for National Statistics may rebase to a different base year. If it does so, the rebased GDP (ABMI) Figures shall be used for the purpose of calculating the Adjusted Actual GDP Index. The final GDPA and reconciliation payments to be made at the end of the Franchise Period shall be calculated in accordance with paragraph 6.
- 3.7 If the Final Franchisee Year ends other than on the date set out in Column 1 of the table at Appendix 1 (DFT_{GDP}RW) to this Schedule 8.4:
- (a) there shall be a pro-rata adjustment to DFT_{GDP}RW for that Franchisee Year in accordance with paragraph 6.1; and
 - (b) there shall be no change to the figures for the Adjusted Target GDP Index or the figures used to calculate the Adjusted Actual GDP Index.

4. **GDP Adjustment Payments (GDPA)**

4.1 **GDP Nil Band**

The GDP Adjustment Payment for a Franchisee Year shall be zero if the Adjusted Actual GDP Index for that Franchisee Year is equal to or greater than the GDP Nil Band Lower figure for that Franchisee Year but less than or equal to the GDP Nil Band Upper figure for that Franchisee Year.

4.2 **GDP Adjustment Payments outside the GDP Nil Band**

Where paragraph 4.1 does not apply for a Franchisee Year, the GDP Adjustment Payment payable for that Franchisee Year shall be an amount calculated in accordance with the following formula:

GDP_A = DfT_{GDP}RW x [$\frac{(\text{GDP}^{\text{C}_A}) - \text{A}}{(\text{GDP}^{\text{C}_T})}$] x RPI	
Where:	
DfT_{GDP}RW	is, subject to paragraph 5, the figure shown in respect of the relevant Franchisee Year in: (a) Column 4 of the table in Appendix 1 (DfT _{GDP} 1RW) where GDP ^{C_A} is greater than GDP ^{C_T} ; or (b) Column 5 of the table in Appendix 1 (DfT _{GDP} 2RW) where GDP ^{C_A} is less than GDP ^{C_T} .
GDP^{C_A}	is the Adjusted Actual GDP Index for the relevant Franchisee Year;
GDP^{C_T}	is the Adjusted Target GDP Index for the relevant Franchisee Year;
A	means the figure determined in accordance with paragraph 4.4 for the relevant Franchisee Year; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

4.3 Calculating Adjusted Actual GDP Index (GDP^{C_A})

The Adjusted Actual GDP Index for a Franchisee Year shall be an amount calculated in accordance with the following paragraph:

GDP^{C_A} = $\left[\frac{\text{GDP}_y}{\text{GDP}_B} \right]^c$	
Where:	
c	means 1.16;
GDP_y	is Current Year GDP for the relevant Franchisee Year;
GDP_B	is Base Year GDP.

The Adjusted Actual GDP Index shall be specified as a decimal (to 4 decimal places) and where Adjusted Actual GDP Index is negative, it shall be specified as a positive number less than 1.

4.4 Calculating the relevant GDP threshold (A)

The figure A for a Franchisee Year shall be:

- (a) the GDP Nil Band Upper figure for that Franchisee Year, where GDP^{C_A} is greater than the GDP Nil Band Upper figure for that Franchisee Year; or
- (b) the GDP Nil Band Lower figure for that Franchisee Year, where GDP^{C_A} is less than the GDP Nil Band Lower figure for that Franchisee Year.

4.5 Payment

Where an amount of GDPA is payable in respect of a Franchisee Year, GDPA shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the GDP (ABMI) Figures published as part of the Office for National Statistics second estimate of GDP for quarter one, relating to the final quarter of the relevant Franchisee Year (such date of publication being the **"Second Estimate Date"**), or where there is no Payment Date which occurs following the date falling fifteen (15) days after the Second Estimate Date, not later than thirty (30) days after the Second Estimate Date.

5. GDP Reconciliation Payments (GDPR₁ and GDPR₂)

First Reconciliation - GDPR₁

5.1 Subject to paragraph 6, GDPR₁ for a Franchisee Year shall be calculated based on the GDP (ABMI) Figures in respect of that Franchisee Year published in the UK Quarterly National Accounts for quarter one in the year following the Second Estimate Date (as defined in paragraph 4.5) for that Franchisee Year (the **"GDPR₁ Reconciliation Date"**).

5.2 GDPR₁ for a Franchisee Year shall be an amount equal to:

- (a) the amount which GDPA would have been for that Franchisee Year if:
 - (i) Current Year GDP for that Franchisee Year had been calculated using the UK Quarterly National Accounts for Q1 GDP (ABMI) Figures in respect of that Franchisee Year available at the GDPR₁ Reconciliation Date; and
 - (ii) Base Year GDP had been calculated using the most recently published GDP (ABMI) Figures available at the GDPR₁ Reconciliation Date;

minus

- (b) GDPA for that Franchisee Year.

5.3 If GDPR₁ is:

- (a) a negative number, GDPR₁ will be a negative number for the purpose of Schedule 8.1 (Franchise Payments); or
- (b) a positive number, GDPR₁ will be a positive number for the purpose of Schedule 8.1 (Franchise Payments).

Second Reconciliation - GDPR₂

5.4 Subject to paragraph 6, GDPR₂ for a Franchisee Year shall be calculated based on the GDP (ABMI) Figures in respect of that Franchisee Year published in the UK Quarterly National Accounts for quarter one in the year following the GDPR₁ Reconciliation Date (the **"GDPR₂ Reconciliation Date"**).

5.5 GDPR₂ for a Franchisee Year shall be an amount equal to:

- (a) the amount which GDPA would have been for that Franchisee Year if:
 - (i) Current Year GDP for that Franchisee Year had been calculated using the UK Quarterly National Accounts for Q1 GDP (ABMI) Figures in respect of that Franchisee Year available at the GDPR₂ Reconciliation Date; and
 - (ii) Base Year GDP had been calculated using the most recently published GDP (ABMI) Figures available at the GDPR₂ Reconciliation Date;

minus

- (b) the sum of GDPA and any GDPR₁ for that Franchisee Year.

5.6 If GDPR₂ is:

- (a) a negative number, GDPR₂ will be a negative number for the purpose of Schedule 8.1 (Franchise Payments); or
- (b) a positive number, GDPR₂ will be a positive number for the purpose of Schedule 8.1 (Franchise Payments).

5.7 **Payment of any GDPR₁ or GDPR₂**

Where an amount of GDPR₁ or GDPR₂ is payable for a Franchisee Year, such amount shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the refined GDP (ABMI) Figures referred to in paragraph 5.2(a) or 5.5(a) (as applicable) or as set out in paragraph 6 (the “**GDP Publication Date**”) or, where there is no Payment Date which occurs following the date falling fifteen (15) days after the GDP Publication Date, not later than fifteen (15) days after the GDP Publication Date.

6. **Final Adjustments/Reconciliations**

Final Year

6.1 GDPA for the Final Franchisee Year (including in the event of an early termination) shall be calculated and payable in accordance with paragraph 4 provided that, if such Final Franchisee Year ends other than on the date set out in Column 1 of the table at Appendix 1 (DFT_{GDP}RW) to this Schedule 8.4, for the purpose of calculating GDPA for that Final Franchisee Year:

- (a) DFT_{GDP}RW shall be adjusted on a pro-rata basis to reflect the number of days by which the number of days in the Final Franchisee Year was less than the number of days there would have been in the Final Franchisee Year had the Final Franchisee Year ended on the date set out in Column 1 of the table at Appendix 1 (DFT_{GDP}RW) to this Schedule 8.4; and
- (b) no other component of GDPA referred to in the formula in paragraph 4.2 shall be adjusted to reflect that the Final Franchisee Year ended other than

on the date set out in Column 1 of the table at Appendix 1 (DFT_{GDPRW}) to this Schedule 8.4, and

GDPA for the Final Franchisee Year shall be payable in accordance with paragraph 4.5.

- 6.2 No GDPR₁ or GDPR₂ payment shall be payable in respect of the Final Franchisee Year.

Penultimate Year

- 6.3 GDPR₁ for the penultimate Franchisee Year shall be calculated in accordance with paragraph 5.2 and payable in accordance with paragraph 5.7 provided that, if the Final Franchisee Year ends other than on 31 March, in paragraph 5.2(a) the words:

(a) **“at the GDPR₁ Reconciliation Date”**

shall be deemed to be replaced by the following words:

(b) **“in the month in which GDPA is calculated for the Final Franchisee Year”.**

- 6.4 No GDPR₂ payment shall be payable in respect of the penultimate Franchisee Year.

Year before Penultimate Year

- 6.5 GDPR₂ for the Franchisee Year immediately prior to the penultimate Franchisee Year shall be calculated in accordance with paragraph 5.5 and payable in accordance with paragraph 5.7 provided that, where the Final Franchisee Year ends other than on 31 March, in paragraph 5.5(a) the words:

(a) **“at the GDPR₂ at the Reconciliation Date”**

shall be deemed to be replaced by:

(b) **“in the month in which GDPA is calculated for the Final Franchisee Year”.**

APPENDIX 1 TO SCHEDULE 8.4³⁴⁰DfT_{GDP}RW

Column 1		Column 2	Column 3	Column 4	Column 5
Year		Franchisee Year	DfT _{GDP} R (£) (numbers in parentheses are negative amounts)	DfT _{GDP} 1RW (89% of DfT _{GDP} R) (£) (numbers in parentheses are negative amounts)	DfT _{GDP} 2RW (92% of DfT _{GDP} R) (£) (numbers in parentheses are negative amounts)
From	To				
20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³⁴¹]	[REDACTED]	[REDACTED]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 (core)	[REDACTED]	[REDACTED]	[REDACTED]
11 Reporting Periods Extension					
18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2025	21 Jun 2025	Year 9 (extension)	[REDACTED]	[REDACTED]	[REDACTED]

³⁴⁰ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

³⁴¹ Date of redaction 31/08/2017 - 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 8.4

Adjusted Target GDP Index

Column 1		Column 2	Column 3	Column 4	Column 5	Column 6	Column 7
Year		Franchisee Year	GDP Index value	C	GDP ^c _T	GDP Nil Band Lower	GDP Nil Band Upper
From	To					GDP ^c _T - 0.01	GDP ^c _T + 0.01
2015	2016	Year -1	[REDACTED] ³⁴²	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2016	2017	Year 0	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2017	2018	Year 1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2018	2019	Year 2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2019	2020	Year 3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2020	2021	Year 4	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2021	2022	Year 5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2022	2023	Year 6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2023	2024	Year 7	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2024	2025	Year 8	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2025	2026	Year 9	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

³⁴² Date of redaction 31/08/2017 - 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 8.5

CLE Adjustment Payments

1. Purpose and Application of Schedule

- 1.1 This Schedule 8.5 sets out the formulae to be used to calculate the value of **CLEA** and **CLER** for the purposes of Schedule 8.1 (Franchise Payments).
- 1.2 The provisions of this Schedule 8.5 shall survive the expiry or earlier termination of the Franchise Agreement, in the case of an early termination irrespective of the reason for such termination.

2. Definitions

- 2.1 For the purposes of this Schedule 8.5:

“Adjusted Actual CLE Index” (expressed in the formulae in this Schedule 8.5 as CLE^{C_A}) means, in respect of each Franchisee Year, the figure calculated for that Franchisee Year in accordance with paragraph 4.3;

“Adjusted Target CLE Index” (expressed in the formulae in this Schedule 8.5 as CLE^{C_T}) means, in respect of each Franchisee Year, the figure specified for that Franchisee Year in the Column headed **“ CLE^{C_T} ”** in Appendix 2 (Adjusted Target CLE Index);

“APS Workplace Analysis Figures” has the meaning given to it in paragraph 3.3;

“Base Year CLE” (expressed in the formulae in this Schedule 8.5 as CLE_B) means, at the time of any calculation pursuant to paragraph 4.3 and 5.2, the CLE (APS) Figures incorporating the APS Workplace Analysis Figures most recently published by the Office for National Statistics for the 4 quarters up to and including 31 March 2016;

“CLE Adjustment Payment” (expressed in this Schedule 8.5 as **“CLEA”**) means, in respect of each Franchisee Year, the figure calculated in accordance with paragraph 4.2 or paragraph 6.1 (as applicable) which shall be due in accordance with paragraph 4.5 and payable in accordance with Schedule 8.1 (Franchise Payments);

“CLE (APS) Figures” means the aggregate output figures in respect of the London Boroughs of Camden, City of London, Islington, Kensington & Chelsea, Lambeth, Tower Hamlets, Southwark and Westminster for the 4 quarters preceding 31 March as published in the **“APS Workplace Analysis Figures”** within the first four (4) months of the following Franchisee Year;

“CLE Reconciliation Payment” (expressed in this Schedule 8.5 as **“CLER”**) means the reconciliation to the CLE Adjustment Payment payable in respect of the relevant Franchisee Year, calculated in accordance with paragraph 5 and/or paragraph 6 (as applicable);

“CLER Reconciliation Date” has the meaning given to it in paragraph 5.1;

“CLE Nil Band Lower” means, in respect of each Franchisee Year, the figure specified in Column 6 headed **“CLE Nil Band Lower”** of the table in Appendix 2 (Adjusted Target CLE Index) in respect of that Franchisee Year;

“CLE Nil Band Upper” means, in respect of each Franchisee Year, the figure specified in Column 7 headed **“CLE Nil Band Upper”** of the table in Appendix 2 (Adjusted Target CLE Index) in respect of that Franchisee Year; and

“Current Year CLE” means, in respect of a Franchisee Year, the CLE (APS) Figures most recently published (as at the time of any calculation pursuant to paragraph 4.3 and 5.2) by the Office for National Statistics in respect of the 4 quarters up to and including 31 March of that Franchisee Year.

3. CLE Adjustment Payment

3.1 If, in respect of any Franchisee Year:

- (a) Adjusted Actual CLE Index and Adjusted Target CLE Index are the same; or
- (b) Adjusted Actual CLE Index for that Franchisee Year is equal to or greater than the CLE Nil Band Lower figure for that Franchisee Year but less than or equal to the CLE Nil Band Upper figure for that Franchisee Year,

CLEA in respect of that Franchisee Year shall be zero.

However, CLER₁ may be greater or less than zero in respect of that Franchisee Year as a result of a reconciliation made in accordance with paragraph 10 or paragraph 6.

3.2 Subject to paragraph 3.1(b), if, in respect of any Franchisee Year:

- (a) Adjusted Actual CLE Index is less than Adjusted Target CLE Index, CLEA will be a positive number for the purposes of Schedule 8.1 (Franchise Payments); or
- (b) Adjusted Actual CLE Index is greater than Adjusted Target CLE Index, CLEA will be a negative number for the purposes of Schedule 8.1 (Franchise Payments).

3.3 The Office for National Statistics publishes the **“Annual Population Survey – Workplace Analysis”** output figures (**“APS Workplace Analysis Figures”**) from which the CLE (APS) Figures are derived for the 4 quarters up to and including the end of March each year.

3.4 In the event that the Office of National Statistics revises the basis upon which the APS Workplace Analysis Figures are determined, the Parties may agree or the Secretary of State shall reasonably determine, such amendments that are appropriate to deal with the changes to the basis upon which the APS Workplace Analysis Figures are determined, to the provisions of this Schedule 8.5 (including any revisions to the tables set out in Appendix 1 or 2) of this Schedule 8.5 so that risk apportioned between the Secretary of State and the Franchisee in respect of CLE (APS Figures) within this Schedule 8.5 is held constant.

- 3.5 In determining what amendments to this Schedule 8.5 are required pursuant to paragraph 3.4, the Secretary of State shall take into account any guidance, explanatory papers and revised output figures issued by, or on behalf of, the Office of National Statistics in respect of the relevant revision to the basis of the APS Workplace Analysis Figures.
- 3.6 If the APS Workplace Analysis Figures cease to be published or there is, in the reasonable opinion of the Secretary of State, a material change in the basis on which those figures are calculated or if, at any relevant time, there is a delay in the publication of those figures, such other central London employment figures to be substituted for the APS Workplace Analysis Figures as the Parties may agree or the Secretary of State shall reasonably determine together with such other changes as may be appropriate to this Schedule 8.5 to reflect any such reasonable replacement measure.
- 3.7 In respect of each Franchisee Year, the CLE (APS) Figures to be used for the purposes of calculating CLEA and CLER will be the CLE (APS) Figures determined following the publication of the APS Workplace Analysis Figures for the 4 quarters up to and including 31 March.
- 3.8 As the APS Workplace Analysis Figures which, pursuant to paragraph 3.3, forms the basis of the CLE (APS) Figures used in the calculation of Current Year CLE for each Franchisee Year may be revised by the Office for National Statistics from time to time following initial publication, a reconciliation payment shall, subject to paragraph 6, be calculated in respect of each Franchisee Year in accordance with paragraph 5, to reflect the difference between the amount of CLEA already paid in respect of that Franchisee Year and the amount of CLEA which would have been payable in respect of that Franchisee Year had the CLE (APS) Figures used in the calculation of Current Year CLE and Base Year CLE been those most recently published at the CLER Reconciliation Date.
- 3.9 The final CLEA and reconciliation payments to be made at the end of the Franchise Period will be calculated in accordance with paragraph 6.
- 3.10 If the Final Franchisee Year ends other than on the date set out in Column 1 of the table at Appendix 1 (DfT_{CLE}RW) to this Schedule 8.5:
- (a) there shall be a pro-rata adjustment to DfT_{CLE}RW for that Franchisee Year in accordance with paragraph 6.1; and
 - (b) there shall be no change to the figures for the Adjusted Target CLE Index or the figures used to calculate the Adjusted Actual CLE Index.

4. **CLE Adjustment Payments (CLEA)**

4.1 **CLE Nil Band**

The CLE Adjustment Payment for a Franchisee Year shall be zero if the Adjusted Actual CLE Index for that Franchisee Year is equal to or greater than the CLE Nil Band Lower figure for that Franchisee Year but less than or equal to the CLE Nil Band Upper figure for that Franchisee Year.

4.2 **CLE Adjustment Payments outside the CLE Nil Band**

Where paragraph 4.1 does not apply for a Franchisee Year, the CLE Adjustment Payment payable for that Franchisee Year shall be an amount calculated in accordance with the following formula:

CLE_A = DfT_{CLE}RW x [$\frac{(\text{CLE}^{\text{C}_A)} - A}{(\text{CLE}^{\text{C}_T)}$] x RPI	
Where:	
DfT_{CLE}RW	is, subject to paragraph 5, the figure shown in respect of the relevant Franchisee Year in: <ul style="list-style-type: none"> (a) Column 4 of the table in Appendix 1 (DfT_{CLE}1RW) where CLE^{C_A} is greater than CLE^{C_T}; or (b) Column 5 of the table in Appendix 1 (DfT_{CLE}2RW) where CLE^{C_A} is less than CLE^{C_T}.
CLE^{C_A}	is the Adjusted Actual CLE Index for the relevant Franchisee Year;
CLE^{C_T}	is the Adjusted Target CLE Index for the relevant Franchisee Year;
A	means the figure determined in accordance with paragraph 4.4 for the relevant Franchisee Year; and
RPI	has the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

4.3 Calculating Adjusted Actual CLE Index (CLE^{C_A})

The Adjusted Actual CLE Index for a Franchisee Year shall be an amount calculated in accordance with the following paragraph:

CLE^{C_A} = $\left[\frac{(\text{CLE}_y)}{\text{CLE}_B} \right]^c$	
Where:	
c	means 1.28;
CLE_y	is Current Year CLE for the relevant Franchisee Year;
CLE_B	is Base Year CLE.

The Adjusted Actual CLE Index shall be specified as a decimal (to 4 decimal places) and where Adjusted Actual CLE Index is negative, it shall be specified as a positive number less than 1.

4.4 Calculating the relevant CLE threshold (A)

The figure A for a Franchisee Year shall be:

- (a) the CLE Nil Band Upper figure for that Franchisee Year, where CLE^{C_A} is greater than the CLE Nil Band Upper figure for that Franchisee Year; or

- (b) the CLE Nil Band Lower figure for that Franchisee Year, where CLE^C_A is less than the CLE Nil Band Lower figure for that Franchisee Year.

4.5 Payment

Where an amount of CLEA is payable in respect of a Franchisee Year, CLEA shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the APS Workplace Analysis Figures which form the basis of the CLE (APS) Figures by the Office for National Statistics (within the first four (4) months of the following Franchisee Year), relating to the final quarter of the relevant Franchisee Year (such date of publication being the "**CLE Estimate Date**"), or where there is no Payment Date which occurs following the date falling fifteen (15) days after the CLE Estimate Date, not later than thirty (30) days after the CLE Estimate Date.

5. CLE Reconciliation Payment (CLER)

Reconciliation - CLER

- 5.1 CLER for a Franchisee Year (including, in the Final Franchisee Year, in respect of CLEA for the penultimate Franchisee Year, if applicable) shall be calculated based on the CLE (APS) Figures in respect of that Franchisee Year which incorporate the APS Workplace Analysis Figures used to calculate the CLEA payable pursuant to paragraph 4.5 that have been revised and re-published by the Office for National Statistics within twelve (12) months of the CLE Estimate Date ("**Revised CLE (APS) Figures**") for that Franchisee Year (the "**CLER Reconciliation Date**"). If no Revised CLE APS Figures are published within such twelve (12) months, no CLER shall be payable for the relevant Franchisee Year.

- 5.2 CLER for a Franchisee Year shall be an amount equal to:

- (a) the amount which CLEA would have been for that Franchisee Year if:
- (i) Current Year CLE for that Franchisee Year had been calculated using the APS Workplace Analysis Figures which form the basis of the CLE (APS) Figures in respect of that Franchisee Year available at the CLER Reconciliation Date; and
 - (ii) Base Year CLE had been calculated using the most recently published Annual Population Survey – Workplace Analysis Figures which form the basis of the CLE (APS) Figures available at the CLER Reconciliation Date;

minus

- (b) CLEA for that Franchisee Year.

- 5.3 If CLER is:

- (a) a negative number, CLER will be a negative number for the purpose of Schedule 8.1 (Franchise Payments); or

- (b) a positive number, CLER will be a positive number for the purpose of Schedule 8.1 (Franchise Payments).

5.4 Payment of any CLER

Where an amount of CLER is payable for a Franchisee Year, such amount shall be payable in accordance with Schedule 8.1 (Franchise Payments) as a single annual payment on the first Payment Date to occur following the date falling fifteen (15) days after publication of the revised APS Workplace Analysis Figures which form the basis of the CLE (APS) Figures referred to in paragraph 5.2(a) (the “**CLE Publication Date**”) or, where there is no Payment Date which occurs following the date falling fifteen (15) days after the CLE Publication Date, not later than fifteen (15) days after the CLE Publication Date.

6. Final Adjustments/Reconciliations

- 6.1 CLEA for the Final Franchisee Year (including in the event of an early termination) shall be calculated and payable in accordance with paragraph 4 provided that, if such Final Franchisee Year ends other than on the date set out in Column 1 of the table at Appendix 1 (DfT_{CLE}RW) to this Schedule 8.5, for the purpose of calculating CLEA for that Final Franchisee Year:

- (a) DfT_{CLE}RW shall be adjusted on a pro-rata basis to reflect the number of days by which the number of days in the Final Franchisee Year was less than the number of days there would have been in the Final Franchisee Year had the Final Franchisee Year ended on the date set out in Column 1 of the table at Appendix 1 (DfT_{CLE}RW) to this Schedule 8.5; and
- (b) no other component of CLEA referred to in the formula in paragraph 4.2 shall be adjusted to reflect that the Final Franchisee Year ended other than on the date set out in Column 1 of the table at Appendix 1 (DfT_{CLE}RW) to this Schedule 8.5, and

CLEA for the Final Franchisee Year shall be payable in accordance with paragraph 4.5.

- 6.2 No CLER payment shall be payable in respect of the Final Franchisee Year.

APPENDIX 1 TO SCHEDULE 8.5³⁴³DfT_{CLE}RW

Column 1		Column 2	Column 3	Column 4	Column 5
Year		Franchisee Year	DfT _{CLE} R	DfT _{CLE} 1RW (45% of DfT _{CLE} R)	DfT _{CLE} 2RW (92% of DfT _{CLE} R)
From	To		(£) (numbers in parentheses are negative amounts)	(£) (numbers in parentheses are negative amounts)	(£) (numbers in parentheses are negative amounts)
20 Aug 2017	31 Mar 2018	Year 1	[REDACTED ³⁴⁴]	[REDACTED]	[REDACTED]
01 Apr 2018	31 Mar 2019	Year 2	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2019	31 Mar 2020	Year 3	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2020	31 Mar 2021	Year 4	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2021	31 Mar 2022	Year 5	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2022	31 Mar 2023	Year 6	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2023	31 Mar 2024	Year 7	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2024	17 Aug 2024	Year 8 (Core)	[REDACTED]	[REDACTED]	[REDACTED]
11 Reporting Periods Extension					
18 Aug 2024	31 Mar 2025	Year 8 (extension)	[REDACTED]	[REDACTED]	[REDACTED]
01 Apr 2025	21 Jun 2025	Year 9 (extension)	[REDACTED]	[REDACTED]	[REDACTED]

³⁴³ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

³⁴⁴ Date of redaction 31/08/2017 - 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 8.5

Adjusted Target CLE Index

Column 1		Column 2	Column 3	Column 4	Column 5	Column 6	Column 7
Year		Franchisee Year	CLE Index value	c	CLE ^c _T	CLE Nil Band Lower	CLE Nil Band Upper
From	To					CLE ^c _T - 0.01	CLE ^c _T + 0.01
2015	2016	Year -1	[REDACTED] ³⁴⁵	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2016	2017	Year 0	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2017	2018	Year 1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2018	2019	Year 2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2019	2020	Year 3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2020	2021	Year 4	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2021	2022	Year 5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2022	2023	Year 6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2023	2024	Year 7	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2024	2025	Year 8	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2025	2026	Year 9	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

³⁴⁵ Date of redaction 31/08/2017 - 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: Definition of Threshold Amount
	Appendix 2: Agreement or Determination of Baseline Inputs
	Appendix 3: Agreement or Determination of Change Adjustment relating to Profit
Schedule 9.2:	Identity of the Financial Model
Schedule 9.3:	Variations to the Franchise Agreement and Incentivising Beneficial Changes
Schedule 9.4:	Secretary of State Risk Assumptions

Schedule 9.1**Financial and Other Consequences of Change****1. Purpose and Application of Schedule**

1.1 This Schedule 9.1 sets out:

- (a) the circumstances in which the occurrence of a Change will result in an adjustment to the Franchise Payments and/or the Benchmarks and/or the Annual Benchmarks and wherever in Schedule 9 reference is made to **“adjustment to Franchise Payments”** such reference shall be construed to include (unless the context otherwise requires) the restatement of the values of FPST, SPST and TPST as specified in respect of each Franchise Year in paragraphs 1, 2 and 3 (respectively) of Appendix 1 (Profit Share Thresholds) to Schedule 8.2 (Profit Share Mechanism) (**“Profit Share Components”**);
- (b) the process by which that adjustment to the Franchise Payments and/or the Benchmarks and/or the Annual Benchmarks will be determined and effected; and
- (c) provisions dealing with the responsibility for costs incurred by the Franchisee in connection with any audit of the Run of the Financial Model and its results.

1.2 Schedule 9.2 (Identity of the Financial Model) contains provisions dealing with the Financial Model which are relevant to the operation of this Schedule 9.1.

1.3 This Schedule 9.1 shall apply in relation to a Change where:

- (a) there are good reasons for considering that that Change will be a Qualifying Change or, with other Changes, part of an Aggregated Qualifying Change; and
- (b) the required notice(s) has/have been given in accordance with paragraph 1.4 (or the Parties have agreed that this Schedule 9.1 will apply and there should be a Run of the Financial Model and/or a review of the Benchmarks and/or the Annual Benchmarks even though the required notices have not been given).

1.4 The notice requirements are that:

- (a) subject to paragraph 1.4(b), a Party must have notified the other that it considers that the Change will be a Qualifying Change and that it requires a Run of the Financial Model and/or a review of the Benchmarks and/or the Annual Benchmarks in respect of that Change:
 - (i) within six (6) months of the notification or agreement of that Change if it is a Variation pursuant to paragraph 1.1 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes); or
 - (ii) within six (6) months of becoming aware of it, if it is any other type of Change; and

- (b) in the case of an Aggregated Qualifying Change, a Party must have notified the other:
- (i) after an individual Change occurs, within the time limits stated in paragraphs 1.4(a)(i) or 1.4(a)(ii), that it reserves the right to count that Change towards an Aggregated Qualifying Change; and
 - (ii) within six (6) months of the occurrence of the last Change which that Party considers will trigger an Aggregated Qualifying Change, that the Party requires a Run of the Financial Model and/or a review of the Benchmarks and/or the Annual Benchmarks in respect of the Changes comprised in that Aggregated Qualifying Change. The notice must identify each of the Changes included in the Aggregated Qualifying Change.
- 1.5 References in the remainder of this Schedule 9.1 and in Schedule 9.2 (Identity of the Financial Model) to a **“Change”** are to a Change in respect of which the requirements in paragraph 1.3 have been satisfied.
- 2. Timescales**
- 2.1 Where this Schedule 9.1 applies, any resulting restatement of the Annual Franchise Payment Components and the Profit Share Components, the Benchmarks and/or the Annual Benchmarks (as applicable) shall be made in accordance with this Schedule 9.1:
- (a) where it is reasonably practicable to do so, at least three (3) Reporting Periods prior to the Change; or
 - (b) where the timescale in paragraph 2.1(a) is not reasonably practicable, as soon as reasonably practicable after that.
- 2.2 If paragraph 2.1(b) applies and it is not reasonably practicable for the restatement of the Annual Franchise Payment Components and the Profit Share Components to be made before the Change occurs, then paragraph 10 (Estimated Revisions) shall apply.
- 3. How any adjustments to Franchise Payments will be established**
- 3.1 The adjustments, if any, to the Franchise Payments to be made in respect of any Change shall be established by:
- (a) establishing those Model Changes and/or Revised Inputs required to take account of the Change; then
 - (b) applying those Model Changes and/or Revised Inputs to the Financial Model before performing a Run of the Financial Model to generate the New Results; then
 - (c) restating the Annual Franchise Payment Components and the Profit Share Components, by substituting the New Results for the Old Results (so that, to the extent that the New Results and the Old Results are different, this will result in an adjustment to the Franchise Payments),

in each case, subject to and in accordance with the terms more particularly described in this Schedule 9.1.

4. **How Model Changes and/or Revised Inputs will be established**

4.1 The Parties shall agree or the Secretary of State shall reasonably determine the Revised Inputs and (if any) the Model Changes.

4.2 **“Revised Inputs”** means:

(a) the data that the Financial Model utilised in order to produce the Old Results, as such data is recorded in the Financial Model released by the Secretary of State pursuant to either of paragraphs 2.1(d) or 2.2 of Schedule 9.2 (Identity of the Financial Model) for the purposes of the Run of the Financial Model; but

(b) amended, whether by way of increase, reduction or other alterations to such data, (if at all) only as the Parties may agree or the Secretary of State may reasonably determine is required by the provisions of Appendix 2 (Agreement or Determination of Revised Inputs) to this Schedule 9.1 in respect of a Change.

4.3 **“Model Changes”** means any changes that the Parties may agree or the Secretary of State may reasonably determine are required to the Financial Model and/or the Operational Model, as released by the Secretary of State pursuant to either of paragraphs 2.1(d) or 2.2 of Schedule 9.2 (Identity of the Financial Model), for the purposes of the Run of the Financial Model, as a consequence of and in order to give effect to the Revised Inputs.

4.4 The Secretary of State shall provide a written statement of the Revised Inputs and any Model Changes to the Franchisee for the purposes of paragraph 7 promptly after they have been agreed or determined.

5. **Changes to Benchmarks and/or Annual Benchmarks**

5.1 This paragraph 5 shall apply if either Party has given notice to the other that it considers that a Change has or will have, in that Party’s reasonable opinion, a material effect on the risk of the Franchisee failing to satisfy the requirements of any Benchmark and/or Annual Benchmark (whether in terms of increasing or reducing that risk).

5.2 Any notice referred to in paragraph 5.1 shall be given as soon as reasonably practicable and in any event before the Parties have agreed or the Secretary of State has reasonably determined the Revised Inputs in respect of the Change.

5.3 Where this paragraph 5 applies, the relevant Benchmarks and/or Annual Benchmarks shall be revised to the extent that such revision is reasonably considered to be necessary to hold constant the risk of the Franchisee failing to satisfy the requirements of that Benchmark and/or Annual Benchmarks. The Parties shall agree or the Secretary of State shall reasonably determine any such revision(s).

5.4 For the purposes of any revision to the Benchmarks and/or Annual Benchmarks under this paragraph 5, regard may be had to:

(a) any relevant assumptions in the Record of Assumptions (as proposed to be updated to reflect the relevant Change) and the contents of an Operational Model; and/or

(b) any other information,

to the extent they are relevant to the consideration of whether a revision is reasonably considered to be appropriate to take account of the Change.

6. Run of the Financial Model following agreement or determination of the Revised Inputs and Model Changes

6.1 When the Revised Inputs and Model Changes (if any) are agreed or determined there shall be a Run of the Financial Model.

6.2 The Run of the Financial Model shall be performed after making any Model Changes and utilising the Revised Inputs and shall be performed by:

(a) the Franchisee promptly on receiving notification of the Revised Inputs and any Model Changes from the Secretary of State pursuant to paragraph 4.4 or within such period of time as the Secretary of State shall reasonably determine; or

(b) the Secretary of State if the Franchisee fails to do so. In these circumstances, the Franchisee shall reimburse to the Secretary of State the Secretary of State's costs of performing the Run of the Financial Model.

6.3 The Party that performs the Run of the Financial Model pursuant to paragraph 6.2 shall provide the non performing Party with a reasonable opportunity to be in attendance and shall promptly notify such other Party of the New Results.

6.4 Where there is more than one Change, Runs of the Financial Model in respect of such Changes shall (unless otherwise agreed or the Secretary of State reasonably determines) be undertaken in the order in which such Changes occur. For this purpose, the order of occurrence will be determined by reference to the earliest date from which the Franchise Payments are reasonably expected to require adjustment as a result of the restatement of the Annual Franchise Payment Components and the Profit Share Components triggered by a Change. This will be as agreed between the Parties or in the absence of agreement be reasonably determined by the Secretary of State.

7. Certification or Audit of the New Results

7.1 The Secretary of State, as soon as reasonably practicable after receiving or generating the New Results pursuant to paragraphs 6.2 and 6.3, shall either:

(a) certify to the Franchisee his approval of the New Results; or

(b) notify the Franchisee that he requires the Run of the Financial Model and its results to be audited by an independent auditor appointed by the Secretary of State with the approval (not to be unreasonably withheld) of the Franchisee.

7.2 For the purposes of paragraph 7.1(b), the requirement for an audit is one that requires the auditor either to certify:

(a) that the New Results have been produced by applying the Revised Inputs (as provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4) to the Financial Model after making the Model Changes (as

provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4); or

- (b) the New Results themselves, by itself applying the Revised Inputs (as provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4) to the Financial Model after making the Model Changes (as provided to the Franchisee by the Secretary of State pursuant to paragraph 4.4).

7.3 The Parties shall procure that any auditor is, as soon as reasonably practicable after his appointment, able to discharge the audit requirements.

7.4 The results as certified by the Secretary of State pursuant to paragraph 7.1 or by the auditor pursuant to paragraph 7.2 shall be final and binding on the Parties, except in the case of manifest error.

7.5 The Secretary of State may stipulate (on or before the date on which the Secretary of State approves or the auditor certifies the results of the Run of the Financial Model) in respect of a Change that the restated Annual Franchise Payment Components and the Profit Share Components are to apply for a limited period of time only (the **"Initial Period"**), with provision thereafter, if appropriate, for a further Run of the Financial Model with new Revised Inputs and/or Model Changes based on information available at that time.

8. **Costs of Audit**

8.1 This paragraph deals with the costs incurred by the Franchisee in connection with any audit required by the Secretary of State pursuant to paragraph 7.

8.2 The costs of any audit required under paragraph 7.1(b) shall be met by the Secretary of State subject to the following:

- (a) the costs of the audit shall be met entirely by the Franchisee in the case of a Change falling within any of the following sub-paragraphs within the definition of Change:

- (i) a Charge Variation;

- (ii) an event set out in any Secretary of State Risk Assumptions specified in Schedule 9.4 (Secretary of State Risk Assumptions); and

- (b) the costs of the audit shall be met entirely by the Franchisee:

- (i) where,

- (A) the New Results produced by applying the Revised Inputs to the Financial Model after making the Model Changes (if any); or

- (B) the New Results themselves,

were incorrect as a result of manifest error by the Franchisee; and

- (c) where paragraphs 8.2(a) and/or 8.2(b) do not apply, the Secretary of State shall only be responsible for the reasonable costs reasonably incurred

of the Franchisee in connection with the audit, and the Franchisee shall comply with the Secretary of State's reasonable directions in connection with the audit which may include a requirement for a competitive tender for the appointment of the auditor.

9. Restatement of Annual Franchise Payment Components and/or Benchmarks and/or Annual Benchmarks and/or Profit Share Components

9.1 When the New Results have been certified by the Secretary of State or the auditor in accordance with paragraph 7 then:

(a) if:

(i) there is any difference between the Old Results and the New Results; and

(ii) the New Results are such that the Change:

(A) meets the criteria for a Qualifying Change; or

(B) with other Changes meets the criteria for an Aggregated Qualifying Change,

the Annual Franchise Payment Components and the Profit Share Components shall be restated in the amounts of the New Results; and

(b) if any changes to the Benchmarks and/or Annual Benchmarks have been agreed or determined in accordance with paragraph 5, the Benchmarks and/or Annual Benchmarks shall be restated to give effect to those changes.

9.2 Subject to paragraph 9.3, the restatement of the Annual Franchise Payment Components and the Profit Share Components shall have effect on and from the date on which the Secretary of State or the auditor certifies the results of the Run of the Financial Model.

9.3 If and to the extent that:

(a) the application of the New Results in respect of the then current or any earlier Franchisee Year would result in any change to the amount of any payments already made between the Secretary of State and the Franchisee; and

(b) that change in payments is not already taken into account in any Reconciliation Amount payable pursuant to paragraph 10.11,

then a reconciliation payment shall be paid by the Franchisee or the Secretary of State (as the case may be). The payment shall be made on the first Payment Date which falls more than seven (7) days after agreement or determination of the amount of the reconciliation payment required (or if there is no such Payment Date, within fourteen (14) days after such agreement or determination).

9.4 Changes to $DfT_{GDP R}$ in Schedule 8.4 which may arise as a consequence of a Change

- (a) Following the certification of the New Results by the Secretary of State or the auditor in accordance with paragraph 7, " $DfT_{GDP R}$ " as specified in Column 3 of Appendix 1 ($DfT_{GDP RW}$) to Schedule 8.4 (GDP Adjustment Payments) shall be adjusted to reflect the adjustment to " $PRRPI_{GDP}$ " in accordance with the following formula and for each Franchisee Year in respect of which the change to " $PRRPI_{GDP}$ " applies:

New $DfT_{GDP R} = DfT_{GDP R} \times (PRRPI_{GDP new} / PRRPI_{GDP old})$	
where:	
$DfT_{GDP R}$	is, in respect of a Franchisee Year, the figure included for $DfT_{GDP R}$ in Column 3 in Appendix 1 ($DfT_{GDP RW}$) of Schedule 8.4 (GDP Adjustment Payments) at the time of certification of the New Results;
$PRRPI_{GDP new}$	is, in respect of a Franchisee Year, the figure for $PRRPI_{GDP}$ for that Franchisee Year in the New Results; and
$PRRPI_{GDP old}$	is, in respect of a Franchisee Year, the figure for $PRRPI_{GDP}$ for that Franchisee Year in the Old Results.

- (b) Following calculation of New $DfT_{GDP R}$ by the Secretary of State in accordance with this paragraph 9.4, the Secretary of State shall issue a replacement Appendix 1 ($DfT_{GDP RW}$) of Schedule 8.4 (GDP Adjustment Payments) which, in respect of each Franchisee Year, shall specify: New $DfT_{GDP R}$ in Column 3 of that appendix as " $DfT_{GDP R}$ " and [REDACTED³⁴⁶] of New $DfT_{GDP R}$ in Column 4 (being " $DfT_{GDP 1RW}$ ") and [REDACTED³⁴⁷] of New $DfT_{GDP R}$ in Column 5 (being " $DfT_{GDP 2RW}$ ") of that appendix, together being " $DfT_{GDP RW}$ ", and such replacement appendix shall replace the existing appendix without further act.

9.5 Changes to $DfT_{CLE R}$ in Schedule 8.5 which may arise as a consequence of a Change

- (a) Following the certification of the New Results by the Secretary of State or the auditor in accordance with paragraph 7, " $DfT_{CLE R}$ " as specified in Column 3 of Appendix 1 ($DfT_{CLE RW}$) to Schedule 8.5 (CLE Adjustment Payments) shall be adjusted to reflect the adjustment to " $PRRPI_{CLE}$ " in accordance with the following formula and for each Franchisee Year in respect of which the change to " $PRRPI_{CLE}$ " applies:

New $DfT_{CLE R} = DfT_{CLE R} \times (PRRPI_{CLE new} / PRRPI_{CLE old})$	
where:	

³⁴⁶ Date of redaction 31/08/2017 - 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.

³⁴⁷ Date of redaction 31/08/2017 - 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.

DfT_{CLE}R	is, in respect of a Franchisee Year, the figure included for DfT _{CLE} R in Column 3 in Appendix 1 (DfT _{CLE} RW) of Schedule 8.5 (CLE Adjustment Payments) at the time of certification of the New Results;
PRRPI_{CLEnew}	is, in respect of a Franchisee Year, the figure for PRRPI _{CLE} for that Franchisee Year in the New Results; and
PRRPI_{CLEold}	is, in respect of a Franchisee Year, the figure for PRRPI _{CLE} for that Franchisee Year in the Old Results.

- (b) Following calculation of New DfT_{CLE}R by the Secretary of State in accordance with this paragraph 9.5, the Secretary of State shall issue a replacement Appendix 1 (DfT_{CLE}RW) of Schedule 8.5 (CLE Adjustment Payments) which, in respect of each Franchisee Year, shall specify: New DfT_{CLE}R in Column 3 of that appendix as "**DfT_{CLE}R**" and [REDACTED³⁴⁸] of New DfT_{CLE}R in Column 4 (being "**DfT_{CLE}1RW**") and [REDACTED³⁴⁹] of New DfT_{CLE}R in Column 5 (being "**DfT_{CLE}2RW**") of that appendix, together being "**DfT_{CLE}RW**" and such replacement appendix shall replace the existing appendix without further act.

10. Estimated Revisions

- 10.1 This paragraph 10 applies where there is or is to be a Change before there is a Run of the Financial Model in respect of it. It provides a mechanism for interim adjustments in Franchise Payments pending the final agreement or determination of those adjustments under this Schedule 9.1.
- 10.2 Where this paragraph 10 applies, the Secretary of State shall make the Estimated Revisions described in paragraph 10.3:
- (a) if the Franchisee requests the Secretary of State to do so at the same time as requesting a Run of the Financial Model in respect of the Change under paragraph 1.4; or
- (b) if the Secretary of State otherwise agrees or chooses (in his discretion) to do so.
- 10.3 The estimated revisions are the Secretary of State's estimates of the New Results which will apply once the process in paragraphs 4 to 9 of this Schedule 9.1 has been completed in respect of the Change (the "**Estimated Revisions**"). For the avoidance of doubt, Revised Inputs are not made in order to generate or take account of the Estimated Revisions.
- 10.4 The estimates referred to in paragraph 10.3 will be such estimates as the Secretary of State, acting reasonably, makes having regard to the time and the information

³⁴⁸ Date of redaction 31/08/2017 - 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.

³⁴⁹ Date of redaction 31/08/2017 - 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.

available to him at the time the estimates fall to be made, provided always that it is acknowledged that:

- (a) the purpose of the estimates is to enable provision to be made in respect of adjustments to the Annual Franchise Payment Components and the Profit Share Components before full information about the Change is available and/or full consideration of the nature and extent of Revised Inputs and/or Model Changes has been undertaken;
- (b) it may not be reasonably practicable in all circumstances for the Secretary of State to take into account in such an estimate all actual or potential impacts of a Change. Where the Secretary of State is aware that there are any such actual or potential impacts which he has not taken into account, he shall notify the Franchisee of them when notifying the Estimated Revisions pursuant to paragraph 10.2; and
- (c) the Secretary of State shall be entitled to adjust any Estimated Revision notified pursuant to paragraph 10.2 to the extent he reasonably considers appropriate if at any time:
 - (i) the Secretary of State becomes aware of any new or revised information which would, if it had been available to him at the time he made his original estimate, have resulted in him making a different Estimated Revision; and
 - (ii) it is reasonable to revise the Estimated Revision having regard to the likely period of delay prior to the Run of the Financial Model in respect of the relevant Change.

10.5 In the circumstances described in paragraph 10.2 and paragraph 10.4(c), the Annual Franchise Payment Components and the Profit Share Components shall be restated in the amounts and values of the Estimated Revisions, and Franchise Payments shall be paid accordingly until the Run of the Financial Model has taken place and its results have been put into effect.

10.6 The Secretary of State shall use all reasonable endeavours to notify the Franchisee of the Estimated Revisions required by paragraph 10.2 at least two (2) Reporting Periods before he considers the Change is likely to occur. If, having exercised all reasonable endeavours, the Secretary of State cannot provide two (2) Reporting Periods' notice, he shall provide such notification as soon as reasonably practicable afterwards.

10.7 The restatement of the Annual Franchise Payment Components and the Profit Share Components referred to in paragraph 10.5 shall have effect on and from:

- (a) the date on which the Secretary of State notifies the Franchisee of the Estimated Revisions; or
- (b) such other date as the Secretary of State, acting reasonably, may notify the Franchisee as the date on which the Secretary of State considers the Estimated Revisions should reasonably take effect, consistent with the matters taken into account by the Secretary of State in estimating the Estimated Revisions.

- 10.8 No estimate made by the Secretary of State pursuant to this paragraph 10 shall prejudice the Secretary of State's subsequent determination of any Revised Input or Model Change pursuant to paragraph 4.
- 10.9 Subject to paragraph 10.10, where adjustments to Franchise Payments have resulted from the operation of paragraph 10.5. then, as soon as reasonably practicable after the certification of the New Results following the related Run of the Financial Model, the Parties shall agree or the Secretary of State shall reasonably determine the difference (the "**Reconciliation Amount**") between:
- (a) the total amount of Franchise Payments paid or to be paid to which adjustments have been made pursuant to the operation of paragraph 10.5; and
 - (b) the total amount of the Franchise Payments, as determined by that Run of the Financial Model, in respect of the same period as the period over which the adjusted Franchise Payments referred to in paragraph 10.9(a) have been paid or are to be paid.
- 10.10 If a Change is agreed or determined not to be a Qualifying Change or not to be part of an Aggregated Qualifying Change with or without any Run of the Financial Model having been performed, the Reconciliation Amount shall be the total amount of the adjustments to Franchise Payments which have resulted from the operation of paragraph 10.5.
- 10.11 The Reconciliation Amount shall be paid:
- (a) by the Franchisee to the Secretary of State where the Estimated Revisions resulted in an overpayment of Franchise Payments by the Secretary of State to the Franchisee or an underpayment of Franchise Payments by the Franchisee to the Secretary of State compared with:
 - (i) the amount of the Franchise Payments described in paragraph 10.9(b); or
 - (ii) where paragraph 10.10 applies, the amount of the unrestated Franchise Payments over the same period; and
 - (b) by the Secretary of State to the Franchisee where the Estimated Revisions resulted in an underpayment of Franchise Payments by the Secretary of State to the Franchisee or an overpayment of Franchise Payments by the Franchisee to the Secretary of State compared with:
 - (i) the amount of the Franchise Payments described in paragraph 10.9(b); or
 - (ii) where paragraph 10.10 applies, the amount of the unrestated Franchise Payments over the same period.

In either case, such payment shall be made on the first Payment Date which falls more than seven (7) days after agreement or determination (or if none, within fourteen (14) days after such agreement or determination).
- 10.12 For the purposes of paragraphs 10.9, 10.10 and 10.11, references to Franchise Payments shall include any profit share payments made under Schedule 8.2 (Profit Share Mechanism).

11. Information

The Franchisee shall promptly, having regard to the other timescales anticipated in this Schedule 9.1, provide to the Secretary of State such information as the Secretary of State may request for the purpose of enabling the Secretary of State to exercise his rights and comply with his obligations pursuant to this Schedule 9.1.

APPENDIX 1 TO SCHEDULE 9.1**Definition of Threshold Amount**

"Threshold Amount" means [REDACTED³⁵⁰] subject to indexation as follows:

Threshold Amount x RPI	
Where:	
RPI	shall have the meaning given to it in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments).

³⁵⁰ Date of redaction 31/08/2017 - 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 9.1**Agreement or Determination of Revised Inputs**

1. The Parties shall agree or the Secretary of State shall reasonably determine the Revised Inputs that are required in respect of a Change:
 - (a) on the basis of the general adjustments and/or assumptions referred to in paragraph 2;
 - (b) on the basis of the assumptions in the Record of Assumptions as added to and/or amended (if at all) in accordance with paragraph 3;
 - (c) so as to provide for profit in accordance with paragraph 5;
 - (d) so as to give effect to the provisions of paragraph 6 in relation to indexation;
 - (e) so as to provide for Traction Electricity Charges in accordance with paragraph 4;
 - (f) so as to give effect to the provisions of paragraph 8 in relation to Cancellations Performance Sum and TOC Minute Delay Performance Sum,

provided that if there is any inconsistency between the assumptions in the Record of Assumptions described in paragraph (b) above and any other of the requirements of this paragraph 1, those other requirements shall prevail, unless the Secretary of State (acting reasonably) otherwise elects.

2. **General Adjustments/Assumptions**

- 2.1 Revised Inputs are to be agreed between the Parties or reasonably determined by the Secretary of State on the basis that:

- (a) any increase in costs relating to a Change; and/or
- (b) any reduction in revenues relating to a Change,

that is attributable to any activities, actions or omissions of the Franchisee which are not permitted under, or would otherwise constitute a contravention of, the terms of the Franchise Agreement, is to be disregarded.

- 2.2 Revised Inputs are to be agreed between the Parties or reasonably determined by the Secretary of State on the basis that:

- (a) any reduction in costs relating to a Change; and/or
- (b) any increase in revenues relating to a Change,

that is attributable to any activities, actions or omissions of the Franchisee which are not permitted under, or would otherwise constitute a contravention of, the terms of the Franchise Agreement, is to be taken into account.

2.3 Revised Inputs are also to be agreed between the Parties or reasonably determined by the Secretary of State on the basis that:

(a) the Franchisee will use all reasonable endeavours to:

(i) reduce any costs that may arise or income that may be foregone;
and

(ii) increase any revenue that may arise and avoid any cost that may be avoided,

as a consequence of a Change; and

(b) any requirement for borrowing in respect of Capital Expenditure by the Franchisee is dealt with in accordance with paragraph 3 of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes).

2.4 Where and as directed to do so by the Secretary of State (acting reasonably) the Franchisee shall undertake one or more competitive tendering exercises for the purposes of ascertaining the likely level of any costs relating to a Change which are relevant to a Revised Input.

3. Assumptions in the Record of Assumptions

3.1 The Parties shall (unless to do so would be contrary to paragraph 2) agree or the Secretary of State shall reasonably determine Revised Inputs that are in accordance with the assumptions that are contained in the Record of Assumptions, as added to or modified pursuant to paragraph 3.2 or paragraph 3.3.

3.2 Where the Secretary of State reasonably considers that the assumptions contained in the Record of Assumptions are ambiguous or that additional assumptions are required in relation to circumstances not dealt with by the assumptions in the Record of Assumptions, the Parties shall agree or the Secretary of State shall reasonably determine the assumptions or additional assumptions to be utilised for this purpose.

3.3 Where the Secretary of State reasonably considers that:

(a) a Change is likely to result in an increase in either or both of the costs of the Franchisee and the revenues of the Franchisee; and

(b) an assumption relevant to the Change contained in the Record of Assumptions does not accord with what would be achievable by, or experienced by, an economic and efficient franchisee,

then the Parties shall agree or the Secretary of State shall reasonably determine a modification to the assumption so that, as modified, it does accord with what would be achievable by, or experienced by, an economic and efficient franchisee.

4. Traction Electricity Charges

4.1 This paragraph 4 applies only in relation to Charge Variations.

- 4.2 In agreeing or determining Revised Inputs, no adjustment shall be made in respect of a Charge Variation to the extent that Charge Variation relates, directly or indirectly and however it may be effected, to the Traction Electricity Charge payable by the Franchisee pursuant to any Track Access Agreement. For this purpose (and subject to clause 1.1(k) of this Agreement), the Traction Electricity Charge is the component of the Track Charges (as defined in the Track Access Agreement) identified as such in any Track Access Agreement or any similar arrangement under which the Franchisee pays for traction current consumed by rolling stock vehicles operated by or on behalf of the Franchisee.

5. Revised Input for Profit

5.1

- (a) Where a Change is forecast to result in an increase to the Franchisee's revenue in a Franchisee Year, the Parties shall agree or the Secretary of State shall reasonably determine Revised Inputs in relation to profit that provide for an increase in the amount of profit in any Franchisee Year equal to the percentage corresponding to the profit margin specified in respect of that Franchisee Year in the table below of the forecast increase in revenue for that Franchisee Year:

Franchisee Year	Profit Margin Percentage (on revenue) (%)
Year 1	[REDACTED ³⁵¹]
Year 2	[REDACTED]
Year 3	[REDACTED]
Year 4	[REDACTED]
Year 5	[REDACTED]
Year 6	[REDACTED]
Year 7	[REDACTED]
Year 8 - (Core)	[REDACTED]
Up to 11 Reporting Period extension ³⁵²	
Year 8 (extension)	[REDACTED]

³⁵¹ Date of redaction 31/08/2017 - 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.

³⁵² Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

Year 9 (extension)	[REDACTED]
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and/or;

(b) Where a Change is forecast to result in a reduction in the Franchisee's revenue in a Franchisee Year, the Parties shall agree or the Secretary of State shall reasonably determine Revised Inputs in relation to profit that provide for a decrease in the amount of profit in any Franchisee Year equal to the lower of:

(i) the percentage specified in paragraph 5.1(a); or

(ii) the average profit margin in the current Business Plan for the remaining Franchise Term,

of the forecast reduction in revenue for that Franchisee Year.

5.2 In agreeing or determining Revised Inputs in relation to profit in respect of any Change, the Parties or the Secretary of State shall effect such change (if any) in the amount attributable to profit in paragraph 5.1 as they agree or the Secretary of State reasonably determines to reflect:

(a) the risk for the Franchisee in continuing to operate the Franchise on the terms of the Franchise Agreement after and as a result of the Change; and

(b) the likelihood of:

(i) material benefit from such Change arising after expiry of the Franchise Term; and

(ii) material detriment from such Change arising prior to the expiry of the Franchise Term.

5.3 In agreeing or determining Revised Inputs for the purposes of any Protected Proposal, the Parties or the Secretary of State shall effect such change (if any) to the amount attributable to profit as they agree or the Secretary of State reasonably determines:

(a) fairly rewards the Franchisee for proposing the Protected Proposal; and

(b) reasonably incentivises the Franchisee to propose further Protected Proposals,

by sharing with the Franchisee a reasonable amount of the additional profit that is expected to arise from implementing the Protected Proposal.

5.4 Schedule 14.7 (Incentivising Long Term Investment) sets out the Secretary of State's guidance on how he approaches incentivising long term investment. Nothing in Schedule 14.7 (Incentivising Long Term Investment) is intended to limit

or be limited by, the provisions of paragraph 2.2 of Schedule 14.4 (Designation of Franchise Assets).

6. **Indexation**

6.1 In agreeing or determining Revised Inputs, the Parties shall apply the following principles in connection with indexation. For each relevant item of data in the Financial Model in respect of which a Revised Input is agreed or determined to be required:

- (a) the Parties shall agree or the Secretary of State shall reasonably determine, having regard to the particular facts of the Change, the base date at which that item is priced; and
- (b) that item shall be deflated by reference to the original base date and index (if any) relevant to that item in the Financial Model.

7. **Route Efficiency Benefit Share Mechanism/REBS Mechanism**

7.1 No Revised Inputs shall be made to reflect:

- (a) any amount payable by or to the Franchisee in respect of Route Efficiency Benefit Share Mechanism or REBS Mechanism; or
- (b) any change in the basis on which Route Efficiency Benefit Share Mechanism or REBS Mechanism is calculated or is to be paid (including any change which may require amounts in respect of Route Efficiency Benefit Share Mechanism to be payable by as well as payable to the Franchisee).

8. **Cancellations Performance Sum, TOC Minute Delay Performance Sum, PPM Performance Sum and CaSL Performance Sum**

In agreeing or determining Revised Inputs, no adjustment shall be made to the Financial Model to reflect any change in the amount of the Cancellations Performance Sum, TOC Minute Delay Performance Sum, PPM Performance Sum or CaSL Performance Sum payable either by the Secretary of State or the Franchisee and arising from the exercise by the Secretary of State of his rights pursuant to paragraph 1.11 of Schedule 7.1 (Operational Performance). For example if prior to such exercise the Franchisee would have been entitled to receive a Cancellations Performance Sum of one hundred pounds (£100) for a particular level of performance against the Annual Cancellations Benchmark and after such exercise the Franchisee would only be entitled to receive a Cancellations Performance Sum of fifty pounds (£50) for achieving the same level of performance, no adjustment shall be made to the Financial Model to reflect this.

Schedule 9.2**Identity of the Financial Model****1. Franchisee's Obligations**

- 1.1 The Franchisee shall deliver two copies of each of the Financial Model, the Operational Model and the Record of Assumptions (each such copy in electronic format on CD-ROM or other appropriate electronic medium) together with hard format copies of the output template of the Financial Model in the format set out in the document in the agreed terms marked **FF** (the "**Escrow Documents**") to the Secretary of State in the agreed form, accompanied by a notice that the Escrow Documents are to be Placed in Escrow.
- 1.2 The Franchisee shall deliver the Escrow Documents to the Secretary of State in accordance with paragraph 1.1:
- (a) on the date of the Franchise Agreement;
 - (b) within seven (7) days of the Start Date, but updated only as strictly necessary for any elapsed time between the actual Start Date and the date assumed to be the Start Date in the Initial Business Plan; and
 - (c) within seven (7) days of any approval or audit of a Run of the Financial Model as provided for in paragraph 7 of Schedule 9.1 (Financial and Other Consequences of Change), but updated with the Revised Inputs and any Model Changes together with an updated Record of Assumptions and copies of both the modified and unmodified Financial Model.
- 1.3 The Franchisee shall deliver with each such deposit of the Escrow Documents all of the following information to the extent that it is relevant:
- (a) details of the Escrow Documents deposited (including full filename and version details, any details required to access the Escrow Documents including media type, backup command/software used, compression used, archive hardware and operating system details);
 - (b) the names and contact details of persons who are able to provide support in relation to accessing and interpreting the Escrow Documents; and
 - (c) if required by the Secretary of State, a certificate from independent auditors approved by the Secretary of State, confirming that the deposited version of the Escrow Documents is in the agreed form in accordance with paragraph 1.1 or (as the case may be) is in accordance with paragraphs 1.2(a), 1.2 (b) or 1.2(c).

2. Secretary of State's Obligations

- 2.1 The Secretary of State shall:
- (a) within three (3) days following receipt, acknowledge receipt to the Franchisee of any version of the Escrow Documents delivered to him for the purposes of being Placed in Escrow;
 - (b) save as provided under paragraph 2.1(c), store each copy of the Escrow Documents in a different physical location from any other copy of each

such document and use all reasonable endeavours to ensure that each copy of the Escrow Documents is at all times kept in a safe and secure environment. In so doing the Secretary of State shall be deemed to have Placed in Escrow the Escrow Documents for the purposes of the Franchise Agreement;

- (c) notify the Franchisee if he becomes aware at any time during the term of the Franchise Agreement that any copy of the Escrow Documents or part thereof stored in a particular location has been lost, damaged or destroyed. In such an event, the Secretary of State shall be permitted to create a new copy of the Escrow Documents or part thereof from the other copy Placed in Escrow and shall within seven (7) days notify the Franchisee accordingly and afford it the right to make reasonable inspections in order to satisfy itself that a "complete and accurate" copy has been made. Following the making of such a new copy of the Escrow Documents, the Secretary of State shall retain all copies of the Escrow Documents in accordance with paragraph 2.1(b);
- (d) within seven (7) days of receipt of a notice from the Franchisee stating that the Escrow Documents are required for the purposes of a Run of the Financial Model in relation to any Change, or should the Secretary of State himself so decide that the Escrow Documents are required by the Franchisee or by the Secretary of State for such purposes release one copy of the Escrow Documents accordingly and retain one copy of the Escrow Documents in escrow in accordance with paragraph 2.1(b);
- (e) maintain a record of any release of any copy of any version of the Escrow Documents made, including details of any version released and the date of release as well as the identity of the person to whom the Escrow Documents are released;
- (f) have no obligation or responsibility to any person whatsoever to determine the existence, relevance, completeness, accuracy, effectiveness or any other aspect of the Escrow Documents; and
- (g) not be liable for any loss, damage or destruction caused to the Franchisee arising from any loss of, damage to or destruction of the Escrow Documents.

2.2 If the Franchisee fails to perform a Run of the Financial Model pursuant to paragraph 6.2(a) of Schedule 9.1 (Financial and Other Consequences of Change) or fails to return the copy of the Escrow Documents released pursuant to paragraph 2.1(d):

- (a) such failure to perform or to return the released copy to the Secretary of State shall be a contravention of the Franchise Agreement;
- (b) the Secretary of State may release the other copy of the Escrow Documents Placed in Escrow and take a copy thereof (the "**Replacement Copy**") in order that the Secretary of State may perform a Run of the Financial Model pursuant to paragraph 6.2(a) of Schedule 9.1 (Financial and Other Consequences of Change);
- (c) once copied, the second copy of the Escrow Documents released pursuant to this paragraph 2.2 shall be Placed in Escrow; and

- (d) once the Run of the Financial Model has been approved or audited as provided for in paragraph 7 of Schedule 9.1 (Financial and Other Consequences of Change), two copies of the Replacement Copy shall also be Placed in Escrow.

Nothing in this Schedule 9.2 shall prevent the Secretary of State or the Franchisee each retaining for their working use one or more copies of any of the Escrow Documents Placed in Escrow provided that no such working copy shall (unless otherwise explicitly agreed by the Parties) be regarded as a copy released from Escrow for the purposes of this Schedule 9.2 or any Run of the Financial Model.

3. **Errors in Escrow Documents**

3.1 Any feature of the Escrow Documents which is in the reasonable opinion of the Secretary of State an error will be addressed as follows:

- (a) if rectification of such an error would (as the case may be) over the Franchise Term result in a net increase in the amount of Franchise Payments payable by the Secretary of State to the Franchisee or a net decrease in the amount of Franchise Payments payable by the Franchisee to the Secretary of State then such error shall be rectified provided that there shall not be a restatement of the values of the Annual Franchise Payment Components and the Profit Share Components;
- (b) if rectification of such an error would (as the case may be) over the Franchise Term result in a net decrease in the amount of Franchise Payments payable by the Secretary of State to the Franchisee or a net increase in the amount of Franchise Payments payable by the Franchisee to the Secretary of State then such error shall be rectified and the values of the Annual Franchise Payment Components and the Profit Share Components shall be restated where appropriate;
- (c) a record of the error shall be noted in the Record of Assumptions and, if applicable, the Financial Model; and

as soon as reasonably practicable after the date of the rectification of the error, the Franchisee shall (unless otherwise agreed by the Secretary of State) deliver to the Secretary of State a certificate from independent auditors approved by the Secretary of State confirming that the error has been rectified as required by this paragraph 3 and is now in the agreed form in accordance with paragraphs 1.1, 1.2(a), 1.2(b) or 1.2(c) as the case may be.

Schedule 9.3

Variations to the Franchise Agreement and Incentivising Beneficial Changes**1. Variations**

1.1 The terms of the Franchise Agreement may be varied as follows but not otherwise:

(a) by the Secretary of State (as contemplated where relevant in the Invitation to Tender) in relation to:

(i) any aspect of the Franchise Services; and/or

(ii) any provision of the Franchise Agreement other than those provisions specified in paragraph 1.2,

by service of a notice on the Franchisee referring to this paragraph 1.1(a) and setting out the variation to the terms of the Franchise Agreement; and

(b) in relation to any other provision of the Franchise Agreement, by agreement in writing between the Parties to that effect,

(each a "**Variation**").

1.2 Without prejudice to the Secretary of State's rights under paragraph 1.1(a), the terms of each of:

(a) clauses 5 (Duration of the Franchise Agreement), 7 (Assignment), 10 (Cumulative Rights and Remedies), 11 (Dispute Resolution), 12 (Notices), 13 (Set-Off) and 14 (Miscellaneous Provisions) of this Agreement;

(b) Schedules 8 (Payments), 9 (Changes and Variations), 10 (Remedies, Events of Default and Termination Events), 12 (Financial Covenants and Bonds) and 14 (Preservation of Assets) of this Agreement; and

(c) the definitions set out at clause 3 (Definitions) of this Agreement insofar as such affect the respective rights and obligations of the Secretary of State and the Franchisee pursuant to the provisions referred to at (a) and (b) above,

shall not be varied at any time other than in accordance with the terms of the Franchise Agreement or with the agreement of the Parties.

1.3 The Secretary of State shall, to the extent reasonably practicable, allow the Franchisee a reasonable opportunity to make representations to the Secretary of State concerning any Variation to be made in accordance with paragraph 1.1(a), prior to making any such Variation.

1.4 The Secretary of State may:

(a) issue, revise and withdraw from time to time procedures that he requires to be followed for the purposes of orderly consideration of Variations. This will include for the purpose of establishing in relation to any Change whether it is a Qualifying Change; and

- (b) require the Franchisee to provide any information that the Secretary of State reasonably requires for this purpose (including in relation to prospective change to profit, costs and revenue as a consequence of proceeding with the Variation).
- 1.5 Procedures issued pursuant to paragraph 1.4 may provide for indicative iterations of Runs of the Financial Model in relation to one or more Changes that the Secretary of State is considering and may also provide for any number of Changes to be grouped together as a single Change for the purposes of agreeing or determining Revised Inputs and then performing a Run of the Financial Model.
- 1.6 Procedures issued pursuant to paragraph 1.4 shall have contractual effect between the Parties in accordance with their terms.
- 1.7 The Franchisee may notify the Secretary of State of any proposal for a Variation by notice setting out the proposed method of implementing such Variation including:
- (a) the timescale for doing so;
 - (b) the effect (if any) on the timing of the performance of its other obligations under the Franchise Agreement;
 - (c) the impact of effecting the proposed Variation on the provision of the Franchise Services and the Franchisee's proposals as to how to minimise such impact; and
 - (d) the financial consequences of implementing the Variation proposed by the Franchisee in terms of the Revised Inputs that the Franchisee considers the Variation would require.

2. Protected Proposals

- 2.1 Where the Franchisee proposes a Variation in sufficient detail for it to be apparent that its implementation is likely to result in an increase in the overall profitability of the Franchisee through costs saving measures (a "**Protected Proposal**"), the Secretary of State may not proceed with the Protected Proposal or seek to implement the substance of it by proposing a Variation of his own without complying with the provisions of paragraph 2 (General Adjustments/Assumptions), and paragraph 5 (Revised Input for Profit) of Appendix 2 (Agreement or Determination of Revised Inputs) to Schedule 9.1 (Financial and Other Consequences of Change).
- 2.2 The Franchisee and the Secretary of State acknowledge that the Franchisee may during the Franchise Term identify actions that could be taken by the Franchisee to achieve savings and improved financial performance and that such actions may if implemented give rise to a Change under the terms of this Agreement which, if it is a Qualifying Change, will give a financial benefit to the Secretary of State. It is further acknowledged that it is appropriate for the Franchisee to seek to identify such actions for the purposes of improving the cost effective delivery of railway passenger services.
- 2.3 To incentivise the Franchisee to seek to identify such actions it is agreed that the Franchisee may approach the Secretary of State with a proposal to take an action that would constitute a Change on the basis that if such a Change occurred and was a Qualifying Change in agreeing or determining Revised Inputs the Parties or

the Secretary of State would effect such change (if any) to the amount attributable to profit as they agree or the Secretary of State reasonably determines:

- (a) fairly rewards the Franchisee for proposing the Change; and
- (b) reasonably incentivises the Franchisee to propose further Changes that achieve savings and/or improved financial performance by sharing with the Franchisee a reasonable amount of the additional profit that is expected to arise from implementing the relevant Change.

2.4 The Secretary of State shall have an unfettered discretion as to whether or not to agree such a proposal but if he does so agree and a Qualifying Change in consequence occurs then in agreeing or determining Revised Inputs the provisions referred to in paragraph 2.3 above shall apply.

3. Capital Expenditure

3.1 Capital Expenditure Threshold

The Franchisee shall notify the Secretary of State promptly if it reasonably expects that a Change to which paragraph 1 or 2 relates would require it to incur, singly or in aggregate with other Changes from time to time, Capital Expenditure in excess of one per cent (1%) of its annual Turnover as disclosed by its latest available Annual Audited Accounts and, when so notified, the Secretary of State shall either:

- (a) withdraw (or direct the Franchisee to withdraw) the Change;
- (b) undertake to meet the excess through additional funding as and when such Capital Expenditure is incurred; or
- (c) direct the Franchisee to use all reasonable endeavours to borrow or otherwise raise the money required to fund any Change on commercial terms and at rates which are consistent with market conditions at the time, unless borrowing or otherwise raising such money would result in the Franchisee failing to comply with the financial covenants contained in Schedule 12 (Financial Covenants and Bonds).

3.2 Franchisee to Seek Finance

If the Secretary of State elects to require the Franchisee to use all reasonable endeavours as described in paragraph 3.1(c) then the Franchisee shall:

- (a) seek finance from a representative range of lending institutions and other financial institutions including those which at that time provide finance to the Franchisee, the Guarantors and the 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:
 - (A) withdraw the Change; or
 - (B) undertake to fund the Capital Expenditure as and when such Capital Expenditure is incurred.

3.3 Treatment of Borrowings in Revised Inputs

In calculating the Revised Inputs for the purposes of any Change referred to in this paragraph 3, the Franchisee shall account for the Capital Expenditure in accordance with GAAP, taking into account the basis on which such Capital Expenditure has been financed.

3.4 Meaning of Capital Expenditure

The expression "**Capital Expenditure**" when used in this Schedule 9.3 refers to the nature of the expenditure incurred by the Franchisee and, accordingly, does not include expenditure incurred under operating leases.

Schedule 9.4

Secretary of State Risk Assumptions

1. **Island Line Lease / Ryde Pier renewal works**
 - 1.1 It shall be a Change if:
 - (a) the Island Line Lease is not renewed on substantially the same terms (except with regard to lease term) from its expiry date of 31 March 2019 until the end of the Franchise Term; and/or
 - (b) Network Rail carries out major renewal works (excluding routine maintenance) in relation to Ryde pier and the Franchisee is in consequence required to make a financial contribution to Network Rail pursuant to the Island Line Lease or the Replacement Island Line Lease (whether in the form of lump sum contributions, higher lease rentals, supplemental charges or any other form of monetary payment).
 - 1.2 Where there is a Change pursuant to paragraph 1.1(b) and it is a Qualifying Change:
 - (a) Revised Inputs shall (subject to paragraph 1.2(b) below) take into account amounts that the Franchisee or Network Rail, as the case may be, actually receive under any insurance policy in relation relevant renewal works in relation to Ryde pier; and
 - (b) Revised Inputs shall be agreed between the Parties or reasonably determined by the Secretary of State on the basis that the Franchisee shall use all reasonable endeavours to ensure that sums payable pursuant to insurance policies of the type referred to in paragraph 1.2(a) above are actually received.
2. **Depot Stabling and Ancillary Works**
 - 2.1 It shall be a Change if pursuant to clause 6.12 of the Grant Funding Agreement the Franchisee is entitled to submit an invoice to Network Rail in relation to Qualifying Costs but is not permitted to invoice Excess Qualifying Costs because of the provisions of Clause 6.12 and Clause 6.12A.
 - 2.2 If any Change pursuant to this paragraph is a Qualifying Change the Franchisee shall keep the Secretary of State fully informed of discussions and proposals in relation to an increase in the Authorised Funding Cap and will notify him as soon as reasonably practicable if the Authorised Funding Cap is increased. If the Franchisee subsequently becomes entitled to invoice Network Rail for any relevant Excess Qualifying Costs pursuant to Clause 6.12A of the Grant Funding Agreement it shall do so and pay the amount received from Network Rail to the Secretary of State.
 - 2.3 The Franchisee shall apply for, and use all reasonable endeavours to obtain, Excess Qualifying Costs from Network Rail pursuant to the Grant Funding Agreement. If the Franchisee fails to obtain Excess Qualifying Costs from Network Rail pursuant to the Grant Funding Agreement in accordance with this paragraph 2.3 in circumstances where it has failed to use all reasonable endeavours to obtain them, then for the purposes assessing any Qualifying Change under this paragraph 2 the

Franchisee shall be deemed to have obtained such Excess Qualifying Costs from Network Rail pursuant to the Grant Funding Agreement.

2.4 For the purposes of this paragraph 2:

- (a) **“Grant Funding Agreement”** means the agreement dated 23rd December 2015 made between Network Rail and the Previous Franchisee; and
- (b) words and phrases defined in the Grant Funding Agreement shall have the same meaning in this paragraph.

Schedule 9.5**Specified Infrastructure and Rolling Stock Change**

In this Schedule 9.5, except where the context otherwise requires, the following words and expressions shall have the following meanings:

“Base Assumption”	means as the context requires any of the Base Completed Depot and Stabling Works Assumptions, Base Reading to Aldershot via Ascot Power Supply Upgrade Assumptions, Base Reading to London Platform Lengthening Assumptions, Base Waterloo International Recommissioning Assumptions and Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions specified in paragraph 2 of IRAD;
“Base Completed Depot and Stabling Works Assumptions”	means the Base Depot and Stabling Works Assumptions contained in paragraph 2.2 of the IRAD as it existed at the date of the Franchise Agreement or, where any relevant Change occurs pursuant to paragraph 3.9 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change), the revised Base Depot and Stabling Works Assumptions contained in the amended and restated IRAD by reference to which such a Change occurred;
“Base Reading to Aldershot via Ascot Power Supply Upgrade Assumptions”	means the Base Reading to Aldershot via Ascot Power Supply Upgrade Assumptions contained in paragraph 2.5 of the IRAD as it existed at the date of the Franchise Agreement or, where any relevant Change occurs pursuant to paragraph 3.9 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change), the revised Base Reading to Aldershot via Ascot Power Supply Upgrade Assumptions contained in the amended and restated IRAD by reference to which such a Change occurred;
“Base Reading to London Platform Lengthening Assumptions”	means the Base Reading to London Platform Lengthening Assumptions contained in paragraph 2.6 of the IRAD as it existed at the date of the Franchise Agreement or, where any relevant Change occurs pursuant to paragraph 3.9 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change), the revised Reading to London Platform Lengthening Assumptions contained in the amended and restated IRAD by reference to which such a Change occurred;
“Base Waterloo International	means the Base Waterloo International Recommissioning Assumptions contained in

“Recommissioning Assumptions”	paragraph 2.7 of the IRAD as it existed at the date of the Franchise Agreement or, where any relevant Change occurs pursuant to paragraph 3.9 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change), the revised Base Waterloo International Recommissioning Assumptions contained in the amended and restated IRAD by reference to which such a Change occurred;
“Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions”	means the Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions contained in paragraph 2.8 of the IRAD as it existed at the date of the Franchise Agreement or, where any relevant Change occurs pursuant to paragraph 3.9 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change), the revised Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions contained in the amended and restated IRAD by reference to which such a Change occurred;
“Infrastructure and Rolling Stock Action Programme”	has the meaning given to it in paragraph 3.4(b) of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change);
“Infrastructure and Rolling Stock Review Date”	means the date falling six months after the Start Date and every six months thereafter together with any additional interim dates as may be agreed between the parties;
“IRAD”	means the document in agreed terms marked “IRAD” as it may subsequently be amended or restated in accordance with paragraphs 3.4(a) or 3.5 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change). Each amendment and restatement of the document shall be updated as necessary to state: <ul style="list-style-type: none"> (a) in paragraph 1 the then applicable Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumptions, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions; and (b) in paragraph 2 the then applicable Base Completed Depot and Stabling Works Assumptions, Base Reading to

Aldershot via Ascot Power Supply Upgrade Assumptions, Base Reading to London Platform Lengthening Assumptions, Base Waterloo International Recommissioning Assumptions and Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions as these may be amended following any Change pursuant to paragraph 3.9 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change);

“IRAD Review”	has the meaning given to it in paragraph 3.1 of this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change).
“Working Assumptions”	means as the context requires any of the Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumptions, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions specified in paragraph 1 of IRAD;
“Working Completed Depot and Stabling Works Assumptions”	means the Working Assumptions contained in paragraph 1.2 of the IRAD in relation to the completion of specified depot and stabling works by the Start Date;
“Working Reading to Aldershot via Ascot Power Supply Upgrade Assumptions”	means the Working Assumptions contained in paragraph 1.5 of the IRAD in relation to the date by which the electrification infrastructure on the Reading to Aldershot via Ascot route shall have been upgraded to permit the operation in passenger service of train of up to ten 20 metre vehicles without reduction in line speed from the permitted line speed or reduction in train frequency;
“Working Reading to London Platform Lengthening Assumptions”	means the Working Assumptions contained in paragraph 1.6 of the IRAD in relation to the date by which specified platform extension works will be completed;
“Working Waterloo International Recommissioning Assumptions”	means the Working Assumptions contained in paragraph 1.7 of the IRAD in relation to the date by which platforms 20 – 24 at Waterloo Station will be recommissioned for specified use;

“Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions” means the Working Assumptions contained in paragraph 1.8 of the IRAD in relation to the date by which specified platform extension works will be completed;

1. Background and commercial principles

1.1 The Secretary of State and the Franchisee acknowledge and agree that:

- (a) one or more of the Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumptions, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions may cease to be correct in circumstances which involve complex and interrelated infrastructure and rolling stock change, the consequences of which may require mitigating action to be taken during the Franchise Term;
- (b) the Franchisee is a skilled and experienced train operator with the ability to manage these circumstances in a way that is, so far as is reasonably practicable, consistent with the efficient and effective delivery of railway infrastructure and rolling stock projects in accordance with planned timescales and budgets;
- (c) there are risk areas that are within the control of the Franchisee but it is also the case that successful delivery of infrastructure and rolling stock projects is materially dependent on third parties including Network Rail and other external factors over which the Franchisee has limited or no ability to control;

1.2 accordingly in this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change) the parties have sought to allocate risk between them and establish a process for mitigating risks that materialise or are likely to materialise on a reasonable and good faith basis in accordance with the following general principles:

- (a) regular and effective reporting by the Franchisee;
- (b) regular and effective discussion and engagement between the parties leading to appropriate decision making;
- (c) effective risk management and the taking of appropriate risk mitigation actions on a timely basis;
- (d) review of, and where appropriate adjustment to, agreed risk mitigation actions in response to developing circumstances; and
- (e) the use of rail industry regulated compensation mechanisms under Access Agreements and the Network Code in appropriate circumstances and the provision of appropriate Change adjustments under the Franchise Agreement whilst at the same time avoiding any multiple compensation to the Franchisee in relation to the same losses or excessive compensation including where applicable by way of retrospective adjustment through

Franchise Payments or otherwise where it subsequently becomes apparent that the Franchisee has received multiple compensation in relation to the same loss or excessive compensation.

2. Change to Base Assumptions

2.1 Subject to paragraph 2.2 below it shall be a Change if and whenever:

- (a) any of the Base Completed Depot and Stabling Works Assumptions is incorrect and any relevant depot and stabling enhancements are not available for use until after the Start Date;
- (b) the Base Reading to Aldershot via Ascot Power Supply Upgrade Assumption is incorrect and in consequence the Franchisee is not able to operate Passenger Services of ten 20 metre length vehicles over such route in accordance with the TSS;
- (c) any of the Base Reading to London Platform Lengthening Assumptions are incorrect and in consequence Passenger Services made up of ten 20 metre length vehicles are not able to call at any relevant platform after the specified date;
- (d) any of the Base Waterloo International Recommissioning Assumptions are incorrect and in consequence Passenger Services made up of ten 20 metre length vehicles are not able to call at any relevant platform after the specified date; or
- (e) any of the Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions are incorrect and in consequence Passenger Services made up of ten 20 metre length vehicles are not able to call at any relevant platform after the specified date.

2.2 If there is a Change pursuant to paragraph 2.1 and the Secretary of State reasonably determines that this is caused by any unreasonable action or inaction of the Franchisee or the Franchisee not acting in accordance with its obligations pursuant to clause 6.1 of the Franchise Agreement the Secretary of State shall have the right to require that:

- (a) where the Franchisee is wholly and exclusively responsible for such circumstances arising there shall be no Change; or
- (b) where the Franchisee is partly responsible for such circumstances arising if there is a Qualifying Change then the impacts of relevant actions or inactions of the Franchisee, or its not acting in accordance with its obligations pursuant to clause 6.1 of the Franchise Agreement, shall not be taken into account in such Qualifying Change to the extent that to do so would be to compensate the Franchisee in relation to adverse impacts for which it was responsible.

2.3 Where there is a Change pursuant to paragraph 2.1(a), (b), (c), (d) or (e) which is a Qualifying Change, there will be a further Change:

- (a) where the Change is pursuant to paragraph 2.1(a), when the relevant depot and stabling enhancements are made available for use after the Start Date;

- (b) where the Change is pursuant to paragraph 2.1(b) when the electrification infrastructure on the route has been upgraded so that the Franchisee is able to operate Passenger Services of ten 20 metre length vehicles over such route in accordance with the TSS;
 - (c) where the Change is pursuant to paragraph 2.1(c) when Passenger Services made up of ten 20 metre length vehicles are able to call at relevant platforms after the specified date;
 - (d) where the Change is pursuant to paragraph 2.1(d) when Passenger Services made up of ten 20 metre length vehicles are able to call at relevant platforms after the specified date; or
 - (e) where the Change is pursuant to paragraph 2.1(e) when Passenger Services made up of ten 20 metre length vehicles are able to call at relevant platforms after the specified date.
- 2.4 It is agreed by the parties that where there is one or more Qualifying Changes pursuant to paragraph 2.1, 2.3 and/or 3.9 and there is an interrelationship between that Qualifying Change and any other such Qualifying Change then:
- (a) Model Changes and Revised Inputs shall be established and applied to the Financial Model, Runs of the Financial Model shall be performed and any Estimated Revisions shall be made in an appropriately co-ordinated way to take proper account of such interrelationships; and
 - (b) the Franchisee shall not be entitled to recover more than once in relation to the same loss suffered by it.

3. **Infrastructure and Rolling Stock Assumptions Reviews**

- 3.1 Not less than three nor more than six weeks prior to each Infrastructure and Rolling Stock Review Date (and otherwise in accordance with such timescales as the parties may agree in relation to any interim Infrastructure and Rolling Stock Review Date) the Franchisee shall deliver to the Secretary of State a written review of each of the Working Assumptions in paragraph 1 of the IRAD including its latest forecast for achievement of the Working Assumptions based on the reasonable knowledge of the Franchisee with appropriate supporting information (the "**IRAD Review**"). The IRAD Review shall identify in relation to each Working Assumption in paragraph 1 of the IRAD:
- (a) whether the Franchisee remains reasonably confident that the Working Assumption will be met; and
 - (b) if the Franchisee does not remain reasonably confident that the Working Assumption will be met:
 - (i) whether there are any steps which may be taken by the Franchisee to increase to a reasonable level its confidence that the Working Assumption will be met, with an assessment of the relevant implications of such steps;
 - (ii) where it is reasonably able to provide the same, its forecast for when the Working Assumption is likely to be met, identifying

- any material concerns or conditions and any changes from any forecast previously provided;
- (iii) what a revised Working Assumption should reasonably be in order for the Franchisee to be reasonably confident that it will be met, with reasons and supporting information (to the extent reasonably available to the Franchisee) including (where an amendment to the relevant existing Base Assumption is proposed) an estimate by the Franchisee of the nature and extent of any Change which would be involved in amending and restating the relevant Base Assumption to reflect such revised Working Assumption; and
 - (iv) how likely it is that any such forecast or revised Working Assumption will require further revision in future and what the probable parameters of such further revision are expected to be with reasons and supporting information (taking into account the information reasonably available to the Franchisee at the time),
- (c) it being acknowledged that the Franchisee shall be permitted to weight its review towards Working Assumptions which are falling due first or in respect of which there are material concerns or which in its reasonable opinion require attention or which the Secretary of State otherwise requests are given priority attention in the relevant IRAD Review, as the case may be.
- (d) The IRAD Review shall also include:
- (x) a report on progress against any Infrastructure and Rolling Stock Action Programme already established under paragraph 3.4 and not then completed;
 - (y) identification (taking into account the information reasonably available to the Franchisee at the time) of any changes or anticipated changes to the forecasts or assumptions on which actions in the Infrastructure and Rolling Stock Action Programme have been based or other developments which it considers should be taken into account; and
 - (z) any proposals for an Infrastructure and Rolling Stock Action Programme to be established or (where one already exists) revised, together with an estimate by the Franchisee of the nature and extent of any Change which would be involved in amending and restating the Infrastructure and Rolling Stock Action Programme.
- 3.2 Where in the context of carrying out any IRAD Review from time to time the Franchisee believes that any matter relevant to a Working Assumption will be delayed beyond the end of the Franchise Term (as it may be extended pursuant to clause 5 (Duration of the Franchise Agreement) of the Franchise Agreement) the Franchisee shall provide its reasonable and informed view (based on the information reasonably available to it) of the likely implications of this for the Successor Operator and the Secretary of State. The Franchisee shall actively engage with Network Rail, relevant rolling stock leasing companies and rolling stock

manufacturers and other relevant parties for the purpose of ensuring each IRAD Review is as accurate as reasonably practicable under the circumstances.

- 3.3 The Franchisee shall:
- (a) provide such additional information as the Secretary of State shall reasonably request in relation to the contents of each IRAD Review; and
 - (b) meet with the Secretary of State to discuss the contents of each IRAD Review.
- 3.4 The Secretary of State and the Franchisee shall use reasonable endeavours to agree within two months of an Infrastructure and Rolling Stock Review Date (or by such other date as the parties may agree):
- (a) an amended and restated IRAD including updating, as appropriate, the Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumption, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and/or Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions by reference to then prevailing circumstances and taking proper account of the interrelationships between them;
 - (b) as appropriate, a programme of actions ("**Infrastructure and Rolling Stock Action Programme**") intended to mitigate the impacts of any forecasts for or material changes to any of the Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumptions, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and/or Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions taking into account the interrelationships between them and their interrelationship with other relevant interfacing infrastructure projects, the importance attached to ensuring that relevant outputs are delivered in accordance with relevant programmes and the overriding duties of the Secretary of State in relation to the proper expenditure of public monies. The Infrastructure and Rolling Stock Action Programme shall record any material forecasts or assumptions on which proposed mitigations are based in order to help identify aspects of the mitigation which may require review if those forecasts or assumptions prove incorrect or are otherwise subject to change.
- 3.5 Following each Infrastructure and Rolling Stock Review Date after the first, any then existing Infrastructure and Rolling Stock Action Programme shall be amended and restated to take account of any latest or updated forecasts, changes to Working Assumptions and the latest programme with effect from the date that a further Infrastructure and Rolling Stock Action Programme is agreed or reasonably determined by the Secretary of State.
- 3.6 In the event that the Secretary of State and the Franchisee fail to agree an amended or restated IRAD or Infrastructure and Rolling Stock Action Programme the Secretary of State shall have the right to reasonably determine them (or to determine that no amendments shall be made, or no Infrastructure and Rolling Stock Action Programme shall be put in place, as the case may be). Where the

Secretary of State declines to include within an Infrastructure and Rolling Stock Action Programme any action proposed by the Franchisee, the failure of the Franchisee to take that action shall not be regarded as a failure on the part of the Franchisee to act reasonably to mitigate any Qualifying Change pursuant to paragraph 2.1.

- 3.7 It shall be a term of the Franchise Agreement that the Franchisee shall use all reasonable endeavours to comply with any Infrastructure and Rolling Stock Action Programme.
- 3.8 In connection with the establishment of any amended and restated IRAD and/or any Infrastructure and Rolling Stock Action Programme the Franchisee and the Secretary of State acting reasonably shall consider and to the extent possible reach agreement upon the likelihood that any Change will occur pursuant to paragraph 2.1.
- 3.9 Following consideration by him pursuant to paragraph 3.8 and discussion with the Franchisee and without prejudice to the occurrence of a Change at the latest when the relevant facts are not in accordance with the relevant Base Assumption, the Secretary of State shall have the right (but not the obligation) to require that a Change shall have occurred in consequence of:
- (a) the Base Completed Depot and Stabling Works Assumptions being different to any revised Working Completed Base Depot and Stabling Works Assumptions contained in in paragraph 1.2 of the amended and restated IRAD;
 - (b) the Base Reading to Aldershot via Ascot Power Supply Upgrade Assumption being different to any revised Working Reading to Aldershot via Ascot Power Supply Upgrade Assumption contained in paragraph 1.5 of the amended and restated IRAD;
 - (c) the Base Reading to London Platform Lengthening Assumptions being different to any revised Working Reading to London Platform Lengthening Assumptions contained in in paragraph 1.6 of the amended and restated IRAD;
 - (d) the Base Waterloo International Recommissioning Assumptions being different to any revised Working Base Waterloo International Recommissioning Assumptions contained in paragraph 1.7 of the amended and restated IRAD; or
 - (e) the Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions being different to any revised Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions contained in paragraph 1.8 of the amended and restated IRAD.

In such circumstances:

- (i) the Secretary of State and the Franchisee shall agree and (in the absence of agreement) the Secretary of State shall reasonably determine an adjusted Base Assumption to be included in the amended and restated IRAD;

- (ii) the difference between the relevant Base Assumption as it existed before the amended and restated IRAD and the relevant adjusted Base Assumption included in the amended and restated IRAD shall be a Change;
 - (iii) the Change provisions of paragraph 2.1 shall remain in force on the basis that (subject to any further application of this paragraph 3.9) any Change pursuant to paragraph 2.1 shall be assessed when the relevant actual position is known by reference (as the case may be) to the adjusted Base Completed Depot and Stabling Works Assumptions, Base Reading to Aldershot via Ascot Power Supply Upgrade Assumption, Base Reading to London Platform Lengthening Assumptions, Base Waterloo International Recommissioning Assumptions and Base Waterloo Platform 1 – 4 Lengthening Programme Assumptions included in paragraph 2 of the amended and restated IRAD; and
 - (iv) this process may be repeated on subsequent IRAD Reviews.
- 3.10 Where the Franchisee is required to implement an Infrastructure and Rolling Stock Action Programme or any revised Infrastructure and Rolling Stock Action Programme and the relevant impacts of such implementation are not addressed in any Change pursuant to paragraphs 2.1 and 3.9 or otherwise then the requirement for the Franchisee to implement an Infrastructure and Rolling Stock Action Programme (or the revision to that programme) shall be a Change and the provisions of paragraph 10 "Estimated Revisions" of Schedule 9.1 (Financial and Other Consequences of Change) shall apply where appropriate. If the implementation of an Infrastructure and Rolling Stock Action Programme gives rise to any other Change (for example in consequence of a change to the Train Service Specification) leading to there being more than one Qualifying Change it is agreed that Model Changes and Revised Inputs shall be established and applied to the Financial Model and Runs of the Financial Model shall be performed in a co-ordinated way to take proper account of relevant interdependencies.
- 3.11 Where the Secretary of State reasonably determines that the requirement to implement an Infrastructure and Rolling Stock Action Programme is caused by any unreasonable action or inaction of the Franchisee or the Franchisee not acting in accordance with its obligations pursuant to clause 6.1 of the Franchise Agreement the Secretary of State shall have the right to require that:
- (a) where the Franchisee is wholly and exclusively responsible for such circumstances arising there is no Change; or
 - (b) where the Franchisee is partly responsible for such circumstances arising, then if there is any Qualifying Change the impacts of relevant actions or inactions of the Franchisee, or its not acting in accordance with its obligations pursuant to clause 6.1 of the Franchise Agreement, shall not be taken into account in such Qualifying Change to the extent that to do so would be to compensate the Franchisee in relation to adverse impacts that it was responsible for.
- 3.12 The Franchisee and the Secretary of State acknowledge and agree that any revised Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumption, Working Reading to London

Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions in an amended and restated IRAD may include dates that only fall within the Franchise Term if the Secretary of State exercises his rights pursuant to clause 5.2 of the Franchise Agreement to extend the Franchise Term. It is acknowledged that this will not lead to the Franchisee acquiring any liability arising after the end of the Franchise Term.

- 3.13 It is acknowledged that circumstances may arise on short notice with a short term impact between Infrastructure and Rolling Stock Review Dates which increase the likelihood of a Change occurring pursuant to paragraph 2.1 or which are otherwise related to the Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumption, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions and may lead to adverse impacts on the delivery of the Franchise Services. In such cases the parties will expeditiously discuss such circumstances and possible mitigations. The Secretary of State and the Franchisee may following such discussions agree mitigating actions and, where appropriate, related financial adjustments. Proper account shall be taken of any such mitigating actions and related financial adjustments in subsequent Infrastructure and Rolling Stock Action Programmes and Changes pursuant to paragraphs 2.1, 3.9 or 3.10.

4. Use of rail industry compensation mechanisms and rights of the Secretary of State in relation to multiple or excessive compensation in relation to relevant losses

- 4.1 The Secretary of State and the Franchisee acknowledge that railway industry procedures including Station Change and Network Change are designed to compensate train operators fairly in relation to rail infrastructure disruption and changes and agree that the Franchisee should pursue any relevant rights to obtain compensation in a reasonable way so that, where relevant, any Qualifying Change pursuant to this Schedule 9.5 (Specified Infrastructure and Rolling Stock Change) shall assume that the Franchisee has been or will be paid such compensation.
- 4.2 The Franchisee shall notify the Secretary of State as soon as reasonably practicable if it becomes aware of circumstances which mean that it has been, may have been or is likely to be compensated more than once or excessively in relation to the same adverse financial impact in connection with any matter pertaining to the Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumption, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions. For these purposes a compensation claim properly made under railway industry procedures including Station Change and Network Change shall not be regarded as excessive but without prejudice to the rights of the Secretary of State if the Franchisee has in consequence of such a claim received multiple compensation with regard to the same loss. Such notification shall identify the relevant circumstances and quantify the potential excess compensation. If requested by the Secretary of State the Franchisee shall provide such further information in relation to relevant circumstances as the Secretary of State may reasonably require.

- 4.3 Where the Secretary of State believes that the Franchisee has been or may be compensated more than once or excessively in relation to the same adverse financial impact in respect of any matter pertaining to the Working Completed Depot and Stabling Works Assumptions, Working Reading to Aldershot via Ascot Power Supply Upgrade Assumption, Working Reading to London Platform Lengthening Assumptions, Working Waterloo International Recommissioning Assumptions and Working Waterloo Platform 1 – 4 Lengthening Programme Assumptions the Secretary of State shall, except where the circumstances have been notified to the Secretary of State by the Franchisee pursuant to paragraph 4.1 above, identify the relevant circumstances and quantify the potential excess compensation. Where the circumstances have been notified to the Secretary of State by the Franchisee pursuant to paragraph 4.1 above, the Secretary of State shall confirm that he agrees with the Franchisee's view of the circumstances and the amount of the potential excess compensation or notify the Franchisee of any different view that he may have with reasons.
- 4.4 The Franchisee shall be entitled to make representations to the Secretary of State in relation to any Secretary of State notification pursuant to paragraph 4.3 above. The parties shall discuss any representations made in good faith with the intention of agreeing whether or not there has been any excess compensation of the Franchisee and, if so, how much the relevant amount is. In the event that agreement cannot be reached within twenty Weekdays the Secretary of State shall have the right to reasonably determine whether there has been excess compensation and, if so, the amount of such excess compensation.
- 4.5 Where the amount of any excess compensation of the Franchisee is agreed or reasonably determined there shall be an adjustment to the Franchise Payment due in relation to the Reporting Period after that in which relevant agreement was reached or the Secretary of State made his determination or, where agreement or determination occurs after the end of the Franchise Period, by way of a direct payment from the Franchisee to the Secretary of State. Such adjustment shall be of an amount equal to the amount of excess compensation received by the Franchisee as agreed or reasonably determined by the Secretary of State and not otherwise repaid by the Franchisee.

SCHEDULE 10**Remedies, Events of Default and Termination Events**

Schedule 10.1:	Procedure for remedying a Contravention of the Franchise Agreement
Schedule 10.2:	Events of Default and Termination Events
Schedule 10.3:	Force Majeure and Business Continuity
Schedule 10.4:	Liability

Schedule 10.1

Procedure for remedying a Contravention of the Franchise Agreement**1. Contraventions of the Franchise Agreement**

- 1.1 The Franchisee shall notify the Secretary of State, so far as possible before it may occur and in any event as soon as reasonably practicable thereafter, of any contravention by the Franchisee of any provision of the Franchise Agreement. This includes where the Franchisee is under an obligation to use all reasonable endeavours to achieve a particular result by a particular time, where such result is not achieved by such time.
- 1.2 The Franchisee shall deliver to the Secretary of State, or procure the delivery to the Secretary of State of, such information, records or documents as the Secretary of State may request within such period as the Secretary of State may reasonably require for the purpose of determining the existence, likelihood, nature or scope of any contravention of, Event of Default or Termination Event under, the Franchise Agreement.

2. Remedies for Contraventions of the Franchise Agreement

If the Secretary of State is satisfied that the Franchisee is contravening or is likely to contravene any term of the Franchise Agreement, he may serve a notice on the Franchisee requiring it to propose such steps as the Franchisee considers appropriate for the purpose of securing or facilitating compliance with the term in question (a **"Remedial Plan Notice"**).

3. Remedial Plan Notices

- 3.1 Each Remedial Plan Notice shall specify the following:
- (a) the term or terms of the Franchise Agreement that the Secretary of State is satisfied that the Franchisee is contravening or is likely to contravene (each a **"Relevant Term"**); and
 - (b) the time period (**"Remedial Plan Period"**) within which the Secretary of State requires the Franchisee to provide an appropriate plan for the purpose of facilitating or securing compliance with such Relevant Term (a **"Remedial Plan"**).

4. Remedial Plans

- 4.1 If the Secretary of State issues a Remedial Plan Notice, the Franchisee shall submit a Remedial Plan to the Secretary of State within the Remedial Plan Period.
- 4.2 Each Remedial Plan shall set out:
- (a) the Relevant Term which has caused such Remedial Plan to be required;
 - (b) an explanation of the reasons for the contravention or likely contravention of the Relevant Term;
 - (c) the steps proposed for the purposes of securing or facilitating compliance with the Relevant Term; and

- (d) the time period within which the Franchisee proposes to implement those steps.

5. Remedial Agreements

- 5.1 If the Secretary of State is satisfied that the matters within such Remedial Plan referred to in paragraphs 4.2(c) and (d) are appropriate (with or without further modification as the Parties may agree) he may require the Franchisee to enter into a supplemental agreement (the "**Remedial Agreement**") with the Secretary of State to implement those matters.
- 5.2 It is a term of the Franchise Agreement that the Franchisee (at its own cost) complies with each Remedial Agreement in accordance with its terms.

6. Effect of Force Majeure Event on a Remedial Agreement

- 6.1 Without prejudice to the operation of paragraph 2.1 of Schedule 10.2 (Events of Default and Termination Events), the following provisions shall apply in relation to Force Majeure Events affecting the Franchisee's performance of their obligations pursuant to a Remedial Agreement:
 - (a) the Franchisee shall give written notice to the Secretary of State promptly after the Franchisee becomes aware (and in any event within 24 hours after becoming aware) of the occurrence or likely occurrence of a Force Majeure Event which will or is likely to affect the Franchisee's ability to comply with a Remedial Agreement within the period specified therein;
 - (b) each notice submitted in accordance with paragraph 6.1(a) shall state the extent or likely extent of the relevant Force Majeure Event and in the case of a Force Majeure Event which has not occurred at such time, the reasons why the Franchisee considers it likely to occur;
 - (c) the Franchisee shall use, and shall continue to use, all reasonable endeavours to avoid or reduce the effect or likely effect of any Force Majeure Event on its ability to comply with any Remedial Agreement; and
 - (d) subject to the Franchisee having complied with its obligations under paragraphs 6.1(a) to 6.1(c) (inclusive) the Franchisee shall be entitled to a reasonable extension of the remedial period applicable to a Remedial Agreement in order to take account of the effect of a Force Majeure Event which has occurred on the Franchisee's ability to comply with that Remedial Agreement.

7. Monitoring by the Secretary of State

- 7.1 Following the occurrence of a contravention of the Franchise Agreement, the Secretary of State may at his option (but shall not be obliged to) commence or increase the level and/or frequency of monitoring (whether by inspection, audit or otherwise) of the Franchisee's performance of any relevant obligations until such time as the Franchisee demonstrates, to the Secretary of State's reasonable satisfaction, that it is capable of performing and will perform such obligations as required by the Franchise Agreement.
- 7.2 The Franchisee shall co-operate fully with the Secretary of State in relation to the monitoring referred to in paragraph 7.1.

- 7.3 The results of such monitoring will be reviewed at each Franchise Performance Meeting held pursuant to Schedule 11.1 (Franchise Performance Meetings).
- 7.4 The Franchisee shall compensate the Secretary of State for all reasonable costs incurred by the Secretary of State in carrying out such monitoring.

Schedule 10.2

Events of Default and Termination Events

1. Definition of Events of Default

Each of the following is an “**Event of Default**”:

1.1 Insolvency

- (a) **Administration:** Any step being taken by any person with a view to the appointment of an administrator to the Franchisee, either Parent, any Bond Provider or either Guarantor;
- (b) **Insolvency:** Any of the Franchisee, either Parent, any Bond Provider or either Guarantor stopping or suspending or threatening to stop or suspend payment of all or, in the reasonable opinion of the Secretary of State, a material part of (or of a particular type of) its debts, or being unable to pay its debts, or being deemed unable to pay its debts under Section 123(1) or (2) of the Insolvency Act 1986 except that in the interpretation of this paragraph the words “it is proved to the satisfaction of the court that” in sub-section (1)(e) and sub-section (2) of Section 123 shall be deemed to be deleted;
- (c) **Arrangements with Creditors:** The directors of the Franchisee, either Parent, any Bond Provider or either Guarantor making any proposal under Section 1 of the Insolvency Act 1986, or any of the Franchisee, either Parent, any Bond Provider or either Guarantor proposing or making any agreement for the deferral, rescheduling or other readjustment (or proposing or making a general assignment or an arrangement or composition with or for the benefit of creditors) of all or, in the reasonable opinion of the Secretary of State, a material part of (or of a particular type of) its debts, or a moratorium being agreed or declared in respect of or affecting all or, in the reasonable opinion of the Secretary of State, a material part of (or of a particular type of) its debts;
- (d) **Security Enforceable:** Any expropriation, attachment, sequestration, execution or other enforcement action or other similar process affecting any property of the Franchisee or the whole or a substantial part of the assets or undertaking of the Franchisee, either Parent, any Bond Provider or either Guarantor, including the appointment of a receiver, administrative receiver, manager or similar person to enforce that security;
- (e) **Stopping Business/Winding-Up:** Any step being taken by the Franchisee, either Parent, any Bond Provider or either Guarantor with a view to its winding-up or any person presenting a winding-up petition or any of the Franchisee, either Parent, any Bond Provider or either Guarantor ceasing or threatening to cease to carry on all or, in the reasonable opinion of the Secretary of State, a material part of its business, except for the purpose of and followed by a reconstruction, amalgamation, reorganisation, merger or consolidation on terms approved by the Secretary of State before that step is taken;
- (f) **Railway Administration Order:** A railway administration order being made in relation to the Franchisee under Sections 60 to 62 of the Act; and

- (g) **Analogous Events:** Any event occurring which, under the Law of any relevant jurisdiction, has an analogous or equivalent effect to any of the events listed in this paragraph 1.1,

subject, in the case of any relevant event occurring in relation to a Bond Provider where no such other Event of Default has occurred and is unremedied or continuing at such time, to a period of twenty (20) Weekdays having elapsed in order to allow the Franchisee to replace the relevant Bond Provider.

1.2 **Non-payment**

The Franchisee failing to pay to the Secretary of State any amount due under the Franchise Agreement within twenty eight (28) days of the due date for such payment.

1.3 **Change of Control**

A Change of Control other than in accordance with the prior consent of the Secretary of State pursuant to clause 8 (Change of Control and Facilitation Fee).

1.4 **Revocation of Licence**

Revocation of any Licence required to be held by the Franchisee in order to comply with its obligations under the Franchise Agreement.

1.5 **Safety Certificate and Safety Authorisation**

The Safety Certificate and/or Safety Authorisation of the Franchisee being withdrawn or terminated.

1.6 **Passenger Service Performance**

Except in respect of any Reporting Period falling within the Initial Reporting Stage, the Franchisee's performance in relation to any Benchmark is **equal to or worse than** the Default Performance Level for that Benchmark for:

- (a) any three (3) consecutive Reporting Periods;
- (b) any four (4) Reporting Periods within a period of thirteen (13) consecutive Reporting Periods; or
- (c) any five (5) Reporting Periods within a period of twenty six (26) consecutive Reporting Periods.

1.7 **Non-compliance with Remedial Agreements and Orders under the Act**

- (a) Non-compliance by the Franchisee with a Remedial Agreement, where such non-compliance is reasonably considered by the Secretary of State to be material.
- (b) Non-compliance by the Franchisee with:
 - (i) a provisional order;
 - (ii) a final order;

- (i) a penalty; or
- (ii) any other order made relating to contravention of either a relevant condition or requirement (as defined in Section 55 of the Act) or another order,

in each case made by the Secretary of State under the Act.

- (c) Non-compliance by the Franchisee with any enforcement notice issued to it by the Secretary of State pursuant to Section 120 of the Act.
- (d) **NOT USED.**

1.8 **Financial Ratios**

Breach by the Franchisee of either or both of the Financial Ratios specified in paragraph 2 of Schedule 12 (Financial Covenants and Bonds).

1.9 **Breach of Law**

- (a) It becoming unlawful for the Franchisee to provide all or, in the reasonable opinion of the Secretary of State, a material part of the Passenger Services or to operate all or, in the reasonable opinion of the Secretary of State, a material number of the Stations or Depots (except to the extent not required under the Franchise Agreement);
- (b) The Franchisee or any of the directors or senior managers of the Franchisee being convicted of manslaughter, fraud or any other indictable criminal offence in each case relating directly to the provision and operation of the Franchise Services; or
- (c) The Franchisee being, in the reasonable opinion of the Secretary of State, in material non-compliance with a prohibition or enforcement order (or the equivalent thereof) issued by the ORR pursuant to its safety functions. If the Franchisee makes an appeal against such prohibition or enforcement order (or such equivalent thereof) in accordance with its terms, no Event of Default shall have occurred under this paragraph 1.9(c) until such appeal has been determined to be unsuccessful.

1.10 **Contravention of Other Obligations**

The occurrence of the following:

- (a) the Franchisee contravening to an extent which is reasonably considered by the Secretary of State to be material any one or more of its obligations under the Franchise Agreement (other than such non-performance or non-compliance as may constitute an Event of Default under the provisions of this Schedule 10.2 other than this paragraph 1.10);
- (b) the service by the Secretary of State on the Franchisee of a written notice specifying:
 - (i) such contravention; and

- (ii) to the extent the contravention is capable of being remedied, the reasonable period within which the Franchisee is required to so remedy; and
- (c) the Franchisee:
 - (i) contravening such obligation or obligations again to an extent which is reasonably considered by the Secretary of State to be material; or
 - (ii) permitting the contravention to continue; or
 - (iii) if the contravention is capable of remedy, failing to remedy such contravention within such period as the Secretary of State has specified in the notice served pursuant to paragraph 1.10(b)(ii).

1.11 **Non-membership of Inter-Operator Schemes**

The Franchisee ceasing to be a member of, or ceasing to participate in or to be party to, any of the Inter-Operator Schemes, or having its membership or participation therein suspended.

1.12 **Bonds**

- (a) Any Performance Bond or Season Ticket Bond ceasing to be a legal, valid and binding obligation on the relevant Bond Provider (other than in accordance with its terms) or it otherwise becoming unlawful or impossible for such Bond Provider to perform its obligations thereunder;
- (b) A failure by the Franchisee to procure the provision to the Secretary of State of a Performance Bond (or Performance Bonds) provided pursuant to paragraph 4 of Schedule 12 (Financial Covenants and Bonds) which individually or in aggregate fulfil the requirements of Schedule 12 (Financial Covenants and Bonds); or
- (c) A failure by the Franchisee to procure the provision to the Secretary of State of a Season Ticket Bond which fulfils the requirements of Schedule 12 (Financial Covenants and Bonds).

1.13 **Key Contracts**

Termination of any Key Contract, or the failure by the Franchisee to take all reasonable steps to enter into an appropriate replacement contract prior to the scheduled expiry date of any Key Contract, except where requested by the Secretary of State or to the extent that the Franchisee has demonstrated to the reasonable satisfaction of the Secretary of State that for the duration of the Franchise Term:

- (a) it is no longer necessary for it to be party to such Key Contract; or
- (b) it has made adequate alternative arrangements in order to be able to continue to provide and operate the Franchise Services.

1.14 **Funding Deed**

A failure by the Franchisee or either Guarantor to comply with their respective obligations under the Funding Deed.

1.15 **NOT USED**

2. **Definition of Termination Events**

Each of the following is a **“Termination Event”**:

- 2.1 any Force Majeure Event continues with the effect of preventing the Franchisee from delivering, wholly or mainly, the Passenger Services for more than six (6) consecutive months; or
- 2.2 the warranty given by the Franchisee pursuant to paragraph 6.1 (Tax Compliance) of Schedule 12 (Financial Covenants and Bonds) is materially untrue; or
- 2.3 the Franchisee commits a material breach of its obligation to notify the Secretary of State of any Occasion of Tax Non-Compliance in respect of any Affected Party (as defined in paragraph 6.3 of Schedule 12 (Financial Covenants and Bonds)) as required by paragraph 6.2(a) of Schedule 12 (Financial Covenants and Bonds);
- 2.4 the Franchisee fails to provide details of proposed mitigating factors as required by paragraph 6.2(b) of Schedule 12 (Financial Covenants and Bonds) which in the reasonable opinion of the Secretary of State, are acceptable; or
- 2.5 the Secretary of State serves a Competition Event Notice on the Franchisee pursuant to clause 15.5.

3. **Consequences of Events of Default**

The occurrence of an Event of Default shall constitute a contravention of the Franchise Agreement by the Franchisee. On the occurrence of an Event of Default, the provisions of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement) shall apply.

4. **Notification of Event of Default**

The Franchisee shall notify the Secretary of State as soon as reasonably practicable on, and in any event within twenty four (24) hours of, it becoming aware of the occurrence of an Event of Default or an event which is likely to result in the occurrence of an Event of Default. The Franchisee shall take such action or steps as the Secretary of State may require to remedy any Event of Default or potential Event of Default.

5. **Termination Notices**

5.1 The Secretary of State may, on and at any time after the occurrence of:

- (a) (subject to paragraphs 5.2 and 5.3) an Event of Default which:
 - (i) is unremedied or continuing; and
 - (ii) the Secretary of State considers to be material; or
- (b) a Termination Event specified in paragraph 2.1 of this Schedule 10.2 which is unremedied or continuing; or
- (c) a Termination Event specified in paragraphs 2.2, 2.3, 2.4 and 2.5 of this Schedule 10.2,

terminate the Franchise Agreement by serving a Termination Notice on the Franchisee. The Franchise Agreement shall terminate with effect from the date specified in any such Termination Notice.

- 5.2 The Secretary of State may not serve a Termination Notice in respect of an Event of Default in relation to which a Remedial Plan Notice has been issued until the Remedial Plan Period has expired.
- 5.3 The Secretary of State may not serve a Termination Notice in respect of an Event of Default for which the Franchisee is implementing a Remedial Agreement in accordance with its terms.

6. Consequences of Termination or Expiry

- 6.1 Upon termination of the Franchise Agreement (whether through default or effluxion of time or otherwise) the obligations of the Parties shall cease except for:
- (a) any obligations arising as a result of any antecedent contravention of the Franchise Agreement;
 - (b) any obligations which are expressed to continue in accordance with the terms of the Franchise Agreement; and
 - (c) any other obligations which give effect to such termination or to the consequences of such termination or which otherwise apply (expressly or impliedly) on or after such termination.
- 6.2 Nothing in this paragraph 6 shall prevent the Secretary of State from bringing an action against the Franchisee in connection with the termination of the Franchise Agreement prior to the expiry of the Franchise Term.

Schedule 10.3

Force Majeure and Business Continuity

1. Definition of Force Majeure Events

The following events shall constitute **“Force Majeure Events”**, subject to the conditions specified in paragraph 2 being satisfied:

- (a) the Franchisee or any of its agents or subcontractors is prevented or restricted by Network Rail (including by virtue of the implementation of any Contingency Plan) from gaining access to any section or part of track (including any track running into, through or out of a station). For the purposes of this paragraph 1:
 - (i) references to a party being prevented or restricted from gaining access to any section or part of track shall mean that such party is not permitted to operate any trains on the relevant section or part of track, or is only permitted to operate a reduced number of trains from that which it was scheduled to operate;
 - (ii) the period of such prevention or restriction shall be deemed to commence with effect from the first occasion on which the Franchisee is prevented or restricted from operating a train on such section or part of track;
 - (ii) references in paragraphs 1(a)(i) and 1 (a)(ii) to the operation of trains include scheduled empty rolling stock vehicle movements; and
 - (iv) **“Contingency Plan”** means a contingency plan (as defined in the Railway Operational Code or where the Railway Operational Code ceases to exist such other replacement document of a similar or equivalent nature which contains a definition of contingency plan similar to that contained in the Railway Operational Code) implemented by and at the instigation of Network Rail, or such other contingency or recovery plan as the Secretary of State may agree from time to time;
- (b) the Franchisee or any of its agents or subcontractors is prevented or restricted by Network Rail or any Facility Owner (other than a Facility Owner which is an Affiliate of the Franchisee) from entering or leaving:
 - (i) any station or part thereof (excluding any prevention or restriction from gaining access to any section or part of track running into, through or out of a station); or
 - (ii) any depot or part thereof (including the movement of trains on tracks within any depot but excluding any prevention or restriction from gaining access to any track outside such depot running into or out of that depot);
- (c) any of the following events occurs:
 - (i) a programme of Mandatory Modifications commences;
 - (ii) any Rolling Stock Units are damaged by fire, vandalism, sabotage or a collision and are beyond repair or beyond economic repair; or

- (iii) a government authority prevents the operation of Rolling Stock Units on the grounds of safety,

and, in each case, the greater of two (2) Rolling Stock Units and ten (10) per cent of all rolling stock vehicles used by the Franchisee in the provision of the Passenger Services in relation to any Service Group are unavailable for use in the provision of the Passenger Services as a result of the occurrence of such event;

- (d) the Franchisee prevents or restricts the operation of any train on safety grounds provided that:
 - (i) the Franchisee has, either before or as soon as reasonably practicable after initiating such prevention or restriction, sought the confirmation of the ORR in exercise of its safety functions, or any relevant other body with statutory responsibility for safety in the circumstances, of the necessity of such prevention or restriction; and
 - (ii) if and to the extent that the ORR, or other relevant body with statutory responsibility for safety in the circumstances, in exercise of its safety functions indicates that such prevention or restriction is not necessary, then no Force Majeure Event under this paragraph 1(d) shall continue in respect of that restriction or prevention after the receipt of such indication from the ORR or other relevant body;
- (e) act of God, war damage, enemy action, terrorism or suspected terrorism, riot, civil commotion or rebellion (together "**Emergency Events**") or the act of any government instrumentality (including the ORR but excluding the Secretary of State) in so far as the act of government instrumentality directly relates to any of the Emergency Events, provided that there shall be no Force Majeure Event under this paragraph 1(e) by reason of:
 - (i) the suicide or attempted suicide of any person that does not constitute an act of terrorism;
 - (ii) the activities of the police, fire service, ambulance service or other equivalent emergency service that are not in response to acts of terrorism or suspected terrorism; or
 - (iii) an act of God which results in the Franchisee or its agents or subcontractors being prevented or restricted by Network Rail from gaining access to any relevant section or part of track; and
- (f) any strike or other Industrial Action by any or all of the employees of the Franchisee or any or all of the employees of:
 - (i) Network Rail;
 - (ii) the operator of any other railway facility; or
 - (iii) any person with whom the Franchisee has a contract or arrangement for the lending, seconding, hiring, contracting out or supervision by that person of train drivers, conductors, other train crew or station or depot staff used by the Franchisee in the provision of the Franchise Services,

or of the agents or sub-contractors of any such person listed in paragraphs 1(f)(i) to 1(f)(iii).

2. Conditions to Force Majeure Events

2.1 The occurrence, and continuing existence of a Force Majeure Event shall be subject to satisfaction of the following conditions:

- (a) in relation to an event occurring under paragraph 1 (a), that event has continued for more than twelve (12) consecutive hours;
- (b) the Franchisee notifies the Secretary of State within two (2) Weekdays of it becoming aware or, if circumstances dictate, as soon as reasonably practicable thereafter, of:
 - (i) the occurrence or likely occurrence of the relevant event; and
 - (ii) the effect or the anticipated effect of such event on the Franchisee's performance of the Passenger Services;
- (c) at the same time as the Franchisee serves notification on the Secretary of State under paragraph 2.1(b), it informs the Secretary of State of the steps taken and/or proposed to be taken by the Franchisee to prevent the occurrence of, and/or to mitigate and minimise the effects of, the relevant event and to restore the provision of the Passenger Services;
- (d) the relevant event did not occur as a result of:
 - (i) any act or omission to act by the Franchisee or its agents or subcontractors, save that in respect of the occurrence of Industrial Action in accordance with paragraph 1(f), the provisions of paragraph 2.2 apply; or
 - (ii) the Franchisee's own contravention of, or default under, the Franchise Agreement, any Access Agreement, Rolling Stock Related Contract, Property Lease or any other agreement;
- (e) the Franchisee used and continues to use all reasonable endeavours to avert or prevent the occurrence of the relevant event and/or to mitigate and minimise the effects of such event on its performance of the Passenger Services and to restore the provision of the Passenger Services as soon as reasonably practicable after the onset of the occurrence of such event; and
- (f) the Franchisee shall, to the extent reasonably so requested by the Secretary of State, exercise its rights and remedies under any relevant agreement to prevent the occurrence or recurrence of any such event and to obtain appropriate redress and/or compensation from any relevant person.

2.2 Where:

- (a) Industrial Action in accordance with paragraph 1(f) occurs as a result of an act or omission to act by the Franchisee or its agents or subcontractors;
- (b) the Secretary of State reasonably believes that it was reasonable for the Franchisee, its agents or subcontractors (as the case may be) so to act or omit to act; and

- (c) the other conditions specified in paragraph 2.1 have been satisfied,
such occurrence shall be a Force Majeure Event.

3. Consequences of Force Majeure Events

- 3.1 The Franchisee shall not be responsible for any failure to perform any of its obligations under the Franchise Agreement, nor shall there be any contravention of the Franchise Agreement if and to the extent that such failure is caused by any Force Majeure Event.
- 3.2 If any Force Majeure Event continues, with the effect of preventing the Franchisee from delivering, wholly or mainly, the Passenger Services for more than six (6) consecutive months, it shall be a Termination Event in accordance with **paragraph 2.1 of Schedule 10.2 (Events of Default and Termination Events)**.³⁵³

4. Business Continuity

4.1 Obligation to Produce a BCP

- (a) Within one (1) month following the Start Date the Franchisee shall produce and provide to the Secretary of State a written Business Continuity Plan in respect of the Franchise Services and the people, facilities and assets used to provide them which is consistent with the requirements of ISO 22301.
- (b) Within one (1) month of the end of each Franchisee Year the Franchisee shall provide to the Secretary of State a certificate addressed to the Secretary of State and signed by a statutory director of the Franchisee confirming that the Business Continuity Plan is consistent with the requirements of the ISO 22301.

4.2 No Relief under Force Majeure

- (a) Nothing in paragraph 3 (Consequences of Force Majeure Events) will relieve the Franchisee from its obligations under the Franchise Agreement to create, implement and operate the Business Continuity Plan.
- (b) If a Force Majeure Event affecting the Franchisee occurs which is an event or circumstance that is within the scope of the Business Continuity Plan, then paragraph 3.1 will only apply to that Force Majeure Event to the extent that the impacts of that Force Majeure Event would have arisen even if:
- (i) the Franchisee had complied with this paragraph 4; and
 - (ii) the Business Continuity Plan had been fully and properly implemented and operated in accordance with this paragraph 4 and the terms of the Business Continuity Plan in respect of that Force Majeure Event.

³⁵³ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

Schedule 10.4**Liability****1. Exclusion of Liability****1.1 Liability with respect to Passengers and Third Parties**

- (a) The Franchisee hereby acknowledges that the Secretary of State will not be responsible for the actions of the Franchisee or any Affiliate of the Franchisee and that, except as expressly provided in the Franchise Agreement, the Franchisee shall provide and operate the Franchise Services at its own cost and risk without recourse to the Secretary of State or government funds or guarantees.
- (b) The Franchisee, on demand, shall hold the Secretary of State fully protected and indemnified in respect of all losses, liabilities, costs, charges, expenses, actions, proceedings, claims or demands incurred by or made on the Secretary of State in connection with any death, personal injury, loss or damage suffered by passengers or by any third party using or affected by the Franchise Services which is caused or contributed to by the Franchisee, any Affiliate of the Franchisee, or any employee, agent, contractor or sub-contractor of the Franchisee or of any Affiliate of the Franchisee.

1.2 Liability of the Secretary of State

Neither the Secretary of State nor any of his officers, agents or employees shall in any circumstances be liable to the Franchisee for any loss or damage caused by the negligent exercise of any powers reserved to the Secretary of State under the Franchise Agreement, except to the extent that such negligence also constitutes a contravention of an obligation of the Secretary of State under the Franchise Agreement. The Franchisee may not recover from the Secretary of State or any of his officers, agents, or employees any amount in respect of loss of profit or consequential loss.

2. Review or Monitoring by the Secretary of State

- 2.1 The Secretary of State may for his own purposes (whether under the Franchise Agreement or under any other arrangement or otherwise and whether before or after the date of the Franchise Agreement) monitor or review any proposals, plans or projects (or any aspect thereof) of the Franchisee under the Franchise Agreement, but no review, enquiry, comment, statement, report or undertaking, made or given by or on behalf of the Secretary of State during such review or monitoring (and no failure to undertake, make or give any review, enquiry, comment or statement) shall operate to exclude or relieve either Party from or reduce or otherwise affect the obligations of such Party under the Franchise Agreement.
- 2.2 The exercise by or on behalf of the Secretary of State of (or, as the case may be, any failure to exercise) any of his functions, rights or obligations in respect of any review or monitoring process shall not in any way impose any liability, express or implied, on the Secretary of State to any other Party save to the extent that the exercise (or failure to exercise) of any of such functions, rights or obligations results in a contravention by the Secretary of State of an express provision of the Franchise Agreement and the Secretary of State does not make or give any representation or

warranty, either express or implied, as to whether any proposal, plan or project will enable either Party to comply with its obligations under the Franchise Agreement.

SCHEDULE 11**Franchise Performance Meetings and Management Information**

Schedule 11.1:	Franchise Performance Meetings
Schedule 11.2:	Management Information
	Appendix 1: Environmental Information
	Appendix 2: Operational Information
	Appendix 3: Summary of Reporting and Other Requirements

Schedule 11.1**Franchise Performance Meetings****1. Franchise Performance Meetings**

- 1.1 The Parties shall hold a Franchise Performance Meeting at least once in every Reporting Period (or such other interval as the Secretary of State may notify to the Franchisee in writing) at a time and location notified to the Franchisee by the Secretary of State.
- 1.2 The Franchisee shall ensure that:
- (a) each of its representatives at all Franchise Performance Meetings have full power and authority delegated to them by the Franchisee to act and to make binding decisions on behalf of the Franchisee and shall include such directors and/or senior managers of the Franchisee as the Secretary of State may require; and
 - (b) representatives of each Parent (which shall include such directors and/or senior managers of each Parent as the Secretary of State may require) attend every quarterly Franchise Performance Meeting.
- 1.3 The Franchisee shall prepare and present such reports to each Franchise Performance Meeting as the Secretary of State may reasonably request. The Franchisee's obligations under this paragraph 1.3 are subject to the Franchisee receiving at least twenty eight (28) days' notice of the requirement to prepare and present any such report.
- 1.4 No comment or failure to comment nor any agreement or approval, implicit or explicit by the Secretary of State at such meetings will relieve the Franchisee of any of its obligations under the Franchise Agreement. The Franchisee shall only be relieved of any of its obligations under the Franchise Agreement through the signed written agreement of the Secretary of State.

Schedule 11.2**Management Information****1. Corporate Information**

1.1 The Franchisee shall provide the following information to the Secretary of State on the Start Date and shall notify the Secretary of State of any change to such information within twenty one (21) days of such change:

- (a) its name;
- (b) its business address and registered office;
- (c) its directors and company secretary;
- (d) its auditors;
- (e) its trading name or names; and
- (f) to the best of the Franchisee's knowledge and belief, having made due and diligent enquiry, the identity of all persons holding, separately or acting by agreement, directly or indirectly, the right to cast more than twenty per cent (20%) of the votes at general meetings of the Franchisee.

1.2 The Franchisee shall inform the Secretary of State of any material change or proposed material change in its business (including the employment or the termination of employment of any Key Personnel, the termination of any Key Contract and any litigation or other dispute which may have a material effect on its business) and any material change in or restructuring of the capitalisation or financing of the Franchisee, either Parent or either Guarantor.

2. Information about Assets used in the Franchise

The Franchisee shall at all times during the Franchise Term maintain (and shall provide copies to the Secretary of State when requested to do so from time to time) records covering the following information:

- (a) for each Primary Franchise Asset or other asset which is the subject of, or operated under, a Key Contract:
 - (i) the progress and completion of all work described in the maintenance schedules and manuals;
 - (ii) all operating manuals (including any safety related regulations); and
 - (iv) all permits, licences, certificates or other documents required to operate such asset; and
 - (iv) a printed or electronic list of all assets owned by the Franchisee from time to time (excluding, unless otherwise requested by the Secretary of State, any office furniture and consumable items).

3. **Identification of Key Personnel and Provision of Organisation Chart**

- 3.1 The Franchisee shall identify and provide to the Secretary of State a schedule of Key Personnel who shall be employed by the Franchisee in the performance of the Franchise Agreement. This shall include but not be limited to the following persons:
- (a) a managing director whose role will include the overall management of the operation of the Franchise Services;
 - (b) a train service delivery director, whose role will include responsibility for ensuring compliance by the Franchisee with Schedule 7.1 (Operational Performance);
 - (c) a safety director, whose role will include responsibility for ensuring that the Franchisee complies with its legal obligations in relation to the Franchise Services including the Safety Certificate; and
 - (d) a finance director, whose role will include responsibility in relation to the Financial Model.
- 3.2 The Franchisee shall nominate a board level director of the Franchisee (or at the Secretary of State's discretion, a director of a Parent or an Affiliate) within seven (7) days of the date of this Agreement. Such director's responsibilities include overseeing, at a strategic level, the Franchisee's interface with the Secretary of State in relation to Sections 119 to 121 (inclusive) of the Act and co-ordinating relevant activities and delivery of counter terrorist security on behalf of the Franchisee in connection with the Franchisee's compliance with relevant instructions issued by the Secretary of State under Section 119 of the Act from time to time. Such director shall be identified by job title in the organisation chart referred to in paragraph 3.3 and shall be deemed part of the Key Personnel.
- 3.3 On or before the Start Date the Franchisee shall provide to the Secretary of State an organisation chart detailing the responsibilities and reporting lines of each of the Key Personnel and shall update such chart (and provide a copy to the Secretary of State promptly thereafter) as and when any changes occur.

4. **Operational and Performance related Information to be provided by the Franchisee**

- 4.1 The Franchisee shall provide to the Secretary of State the information specified in Appendix 2 (Operational Information) to this Schedule 11.2 at the times specified therein.
- 4.2 Appendix 2 (Operational Information) to this Schedule 11.2 shall be interpreted in accordance with any guidance issued by the Secretary of State from time to time for that purpose.

5. **Maintenance of Records**

- 5.1 The Franchisee shall maintain true, up to date and complete records of all of the information required to be provided by the Franchisee under the Franchise Agreement.

- 5.2 Each record required to be maintained by the Franchisee in accordance with this Schedule 11.2 shall be held for a period of six (6) years following the date on which such record was required to be created.
- 5.3 References to records in this Schedule 11.2 shall include records maintained under any Previous Franchise Agreement to the extent that such records relate to services equivalent to the Franchise Services and the Franchisee has access to them (which it shall use all reasonable endeavours to secure).
- 5.4 The Franchisee shall not be responsible for any records maintained under any Previous Franchise Agreement, as referred to in paragraph 5.3, being true, complete and up to date. As soon as reasonably practicable after becoming aware that any such records are not true, complete and up to date, the Franchisee shall take all reasonable steps to remedy any such deficiency, and shall thereafter maintain such records in accordance with paragraph 5.1.

6. **Right to Inspect**

- 6.1 The Franchisee shall, if requested by the Secretary of State, allow the Secretary of State and his representatives and advisers:
- (a) to inspect and copy any records referred to in this Schedule 11.2 and the Secretary of State may verify any such records; and
 - (b) to inspect and copy at any reasonable time any books, records and any other material kept by or on behalf of the Franchisee and/or its auditors and any assets (including the Franchise Assets) used by the Franchisee in connection with the Franchise Services.
- 6.2 The Franchisee shall make available to the Secretary of State, his representatives and advisers the information referred to in paragraph 6.1 and grant or procure the grant of such access (including to or from third parties) as the Secretary of State, his representatives and advisers shall reasonably require in connection therewith. The obligation of the Franchisee under this paragraph 6.2 shall include an obligation on the Franchisee to grant or procure the grant of such access to premises (including third party premises) where the information referred to in paragraph 6.1 is kept by or on behalf of the Franchisee.
- 6.3 The Secretary of State, his representatives and advisers shall be permitted to take photographs, film or make a video recording, or make any other kind of record of any such inspection.
- 6.4 If any inspection reveals that information previously supplied to the Secretary of State was, in the reasonable opinion of the Secretary of State, inaccurate in any material respect or if such inspection reveals any other contravention of the Franchisee's obligations under the Franchise Agreement which the Secretary of State considers to be material, the costs of any such inspection shall be borne by the Franchisee.

7. **Information to the Passengers' Council and Local Authorities**

The Franchisee shall comply with any reasonable requests and guidance issued by the Secretary of State from time to time in respect of the provision of information to and co-operation and consultation with the Passengers' Council and Local Authorities.

8. Periodic Update Reports

- 8.1 The Franchisee shall (including in accordance with the requirements of paragraph 5.1 (Review of Compliance) of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations)) prepare and submit to the Secretary of State a periodic report in each Reporting Period containing such information as the Secretary of State may reasonably specify on or after commencement of this Agreement or from time to time in accordance with paragraph 8.2 below for the previous quarter, or such other period as may be reasonably required and disaggregated to the extent that the Secretary of State shall require.
- 8.2 The Franchisee's obligations under this paragraph 8.2 are subject to the Franchisee receiving at least twenty eight (28) days' notice of:
- (a) the requirement to prepare any such report; and
 - (b) any amendments required to the contents of such report.

9. Financial and Operational Information

9.1 Accounting Records

The Franchisee shall prepare and at all times during the Franchise Term maintain true, up to date and complete accounting records as are required to be kept under Section 386 of the Companies Act 2006. Such records shall be prepared on a consistent basis for each Reporting Period.

9.2 Reporting Period Financial Information

- (a) The Franchisee shall deliver to the Secretary of State, within ten (10) Weekdays of the end of each Reporting Period:
 - (i) Management Accounts for such Reporting Period, setting out a cashflow statement, profit and loss account and balance sheet for that Reporting Period and cumulatively for the Franchisee Year to date;
 - (ii) Written confirmation that the Management Accounts, to the best of the knowledge, information and belief of the board of directors of the Franchisee, contain a true and accurate reflection of the current assets and liabilities of the Franchisee (including contingent assets or liabilities and known business risks and opportunities) and, to the extent that they do not, identify in a written report relevant issues in reasonable detail and provide such further information that the Secretary of State shall reasonably require in relation; and
 - (iii) In circumstances where the Franchisee was in a Lock-up Period during such Reporting Period, written confirmation from a statutory director of the Franchisee that the Franchisee has complied with the restrictions applicable during a Lock-up Period pursuant to paragraph 3 of Schedule 12 (Financial Covenants and Bonds).

- (b) The Management Accounts shall also set out:
- (i) sufficient information to enable the Secretary of State to calculate Actual Operating Costs and Modified Revenue on a cumulative basis for the previous thirteen (13) Reporting Periods;
 - (ii) the ratio of the Franchisee's:
 - (A) Total Modified Revenue to its Total Actual Operating Costs; and
 - (B) Total Forecast Modified Revenue to its Total Forecast Operating Costs,

together with supporting information showing how the Franchisee has calculated such ratios including a breakdown of the Modified Revenue, Forecast Modified Revenue, Actual Operating Cost and Forecast Operating Costs for each of the Reporting Periods used for the purposes of the calculation of the ratios pursuant to this paragraph 9.2(b);
 - (v) a comparison of the Franchisee's financial performance during such period against the forecast provided by the Franchisee in the then current Business Plan;
 - (iv) a comparison of the Franchisee's cumulative financial performance during the Franchisee Year in which such period occurs against the forecast referred to in paragraph 9.2(b)(iii);
 - (vi) a detailed statement and a detailed and comprehensive written explanation of any material differences between such Management Accounts and the forecast referred to in paragraph 9.2(b)(iii);
 - (vii) 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; and
 - (vii) a detailed statement and explanation of any Agreed Funding Commitment and PCS Advances (each as defined in the Funding Deed) provided during such Reporting Period and any repayments made during such Reporting Period in respect of (i) previously provided Agreed Funding Commitments as against the AFC Plan (as defined in the Funding Deed) and (ii) PCS Advances.

9.3 Quarterly Financial Information

- (a) Within twenty (20) Weekdays after the end of the third (3rd), sixth (6th), ninth (9th) and twelfth (12th) Reporting Periods in each Franchisee Year, the Franchisee shall deliver to the Secretary of State the following information:

- (i) an updated version of the profit and loss forecast, cash flow forecast and forecast balance sheet provided in accordance with paragraph 10.1(iv) together with a detailed and comprehensive written explanation as to any changes in such forecast from the previous forecast provided pursuant to the provisions of this Schedule 11.2, for each of the following thirteen (13) Reporting Periods; and
 - (ii) a statement of calculation demonstrating the Franchisee's performance against each of the financial covenants in paragraph 2 of Schedule 12 (Financial Covenants and Bonds) at the beginning of each Reporting Period and a forecast of performance against such covenants for each of the following thirteen (13) Reporting Periods.
- (b) Where any Reporting Period falls partly within one Franchisee Year and partly within another, the results for each section of such Reporting Period falling either side of such Franchisee Year end shall be prepared on an accruals basis for each such section of such Reporting Period.

9.4 Annual Financial Information

- (a) Within fifteen (15) Weekdays of the end of each Franchisee Year, the Franchisee shall deliver to the Secretary of State its Annual Management Accounts for that Franchisee Year.
- (b) **NOT USED.**
- (c) Within four (4) Reporting Periods after the end of each Franchisee Year, the Franchisee shall deliver to the Secretary of State the following information:
- (i) certified true copies of its annual report and Annual Audited Accounts for that Franchisee Year, together with copies of all related directors' and auditors' reports;
 - (ii) a reconciliation to the Management Accounts for the same period in a format to be agreed with the Secretary of State;
 - (iii) a statement from the Franchisee's auditors confirming compliance with the financial covenants in paragraph 2 of Schedule 12 (Financial Covenants and Bonds); and
 - (iv) a statement from the Franchisee (signed by a statutory director of the Franchisee) confirming compliance with the reporting requirements of paragraph 9.2(b)(vii) of this Schedule.

9.5 Accounting Standards and Practices

- (a) Each set of Management Accounts and Annual Management Accounts shall:
- (i) be in the formats set out in the document in the agreed terms marked **FF** or in such other format as the Secretary of State may reasonably specify from time to time;
 - (ii) be prepared consistently in accordance with the Franchisee's normal accounting policies, details of which shall be supplied on request to the Secretary of State; and

- (iii) identify to the reasonable satisfaction of the Secretary of State, any changes in such accounting policies from those policies that were applied in preparing each of the profit and loss account, the cashflow projection and the balance sheet contained in the Financial Model Placed in Escrow on the date of the Franchise Agreement.
- (b) The Annual Audited Accounts shall:
- (i) be prepared and audited in accordance with GAAP, consistently applied and in accordance with the Companies Act 2006; and
 - (ii) give a true and fair view of:
 - (A) the state of affairs, profits and financial condition of the Franchisee for the period covered by such accounts; and
 - (B) the amount of its total revenue (being all revenue whatsoever from any source obtained from any commercial or non-commercial activity or undertaking of the Franchisee, such revenue to be disaggregated by reference to revenue derived by the Franchisee from:
 - (i) the sale of tickets;
 - (ii) income received from Network Rail pursuant to Schedule 4 and Schedule 8 to the Track Access Agreement;
 - (iii) car park revenue; and
 - (iv) other income;
 - (C) or to such other level of disaggregation as may be notified to the Franchisee by the Secretary of State from time to time) derived by the Franchisee in respect of that Franchisee Year.

9.6 Parent and Guarantor Accounts

The Franchisee shall, upon the request of the Secretary of State, promptly deliver to, or procure delivery to, the Secretary of State, certified true copies of the annual reports and audited accounts of each Parent and each Guarantor, together with copies of all related directors' and auditors' reports. If any of the Parents or the Guarantors is domiciled outside England and Wales, the equivalent documents in the jurisdiction of residence of the Parent or the Guarantor (as applicable) shall be delivered to the Secretary of State.

9.7 Secretary of State Audit of calculations provided pursuant to paragraph 9.2(b)(ii)

- (a) Without prejudice to paragraph 2.2 of Schedule 12 (Financial Covenants and Bonds) or to any other rights of the Secretary of State under the Franchise Agreement, the Secretary of State and his representatives shall be permitted to inspect at any time the books, records and any other material kept by or on behalf of the Franchisee in order to check or audit any item contained in or relating to the Management Accounts in so far as they relate

to the statement of calculations required by paragraph 9.2(b)(ii) of this Schedule 11.2 and any other matter in connection with the Franchisee's obligations under paragraph 2 of Schedule 12 (Financial Covenants and Bonds).

- (b) The Franchisee shall make available to the Secretary of State and his representatives such information and grant such access or procure the grant of such access (including to or from third parties) as they shall reasonably require in connection with any audit to be carried out pursuant to paragraph 9.7(a). If any audit carried out pursuant to paragraph 9.7(a) reveals, in the reasonable opinion of the Secretary of State, any material inaccuracy in the Management Accounts (but only in so far as such accounts relate to the statement of calculations required by paragraph 9.2(b)(ii)) then the Secretary of State may exercise its rights as described in paragraphs 2.2(c) or 2.2(d) of Schedule 12 (Financial Covenants and Bonds) and the Franchisee shall pay all reasonable costs of any such audit as a monitoring cost pursuant to paragraph 7.4 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement).

10. Business Plans

10.1 Initial Business Plan

- (a) Within one (1) Reporting Period of the Start Date, the Franchisee shall deliver to the Secretary of State its Initial Business Plan, describing its planned activities for each Franchisee Year during the Franchise Term, which shall include:
- (i) a description as to how the Franchisee will meet its obligations under the Franchise Agreement for the Franchise Term, supported by operational plans demonstrating this;
 - (ii) details of any investments proposed to be made or procured by the Franchisee in relation to the Franchise Services during the Franchise Term;
 - (iii) a summary of the Franchisee's plans for marketing and developing the Franchise Services; and
 - (iv) a profit and loss forecast, cash flow forecast and forecast balance sheet for each of the twenty six (26) Reporting Periods following the Start Date, together with a list of assumptions on the basis of which each such forecast has been prepared.

10.2 Annual Business Plans

- (a) The Franchisee shall, at all times during the Franchise Term, provide to the Secretary of State any annual business plan (in written or electronic form) that it provides to its Parents (or any other document or documents which individually or collectively can reasonably be considered to be an annual business plan) in relation to a Franchisee Year (other than the first Franchisee Year) and which describes the Franchisee's planned activities for such Franchisee Year or describes the manner in which the Franchisee will meet its obligations under the Franchise Agreement in respect of that Franchisee Year (the "**Annual Business Plan**"). Any such Annual Business

Plan shall be provided to the Secretary of State within one month of submission of same to the Parents. Where the Franchisee does not produce an annual business plan it shall notify the Secretary of State of all the periodic plans that it does produce and:

- (i) the Secretary of State shall be entitled to copies of such periodic plans as he shall reasonably determine; and
 - (ii) any such periodic plans shall be deemed to be Annual Business Plans for the purposes of this paragraph 10.2.
- (b) The Franchisee shall, at the same time as it submits the Annual Business Plan to the Secretary of State in accordance with paragraph 10.2 (or to the extent that no Annual Business Plan is submitted to the Parents in any Franchisee Year, not more than three (3) Reporting Periods and not less than one (1) Reporting Period prior to the start of each Franchisee Year), provide to the Secretary of State:
- (i) a revised profit and loss forecast, cash flow forecast and forecast balance sheet for each of the thirteen (13) Reporting Periods in the relevant Franchisee Year and each subsequent Franchisee Year of the Franchise Period; and
 - (ii) an annual improvement plan providing:
 - (A) details of any new technologies, processes, developments and/or proposals which could improve the provision of the Franchise Services, reduce the cost of providing the Franchise Services or enable the Franchise Services to be provided more efficiently;
 - (B) an analysis of the impact of any technologies, processes, developments and/or proposals that are proposed in relation to the Franchise Services, including analyses of the costs of and timescale for effecting such changes and the impact on the provision of the Franchise Services;
 - (C) details of those technologies, processes, developments and/or proposals which the Franchisee proposes to implement during the relevant Franchisee Year; and
 - (D) an analysis of the technologies, processes, developments and/or proposals which the Franchisee implemented in the previous Franchisee Year including details of any cost reductions and/or efficiency gains arising from the same and a reconciliation to the annual improvement plan for that previous Franchisee Year.
- (c) The Secretary of State may at any time require the Franchisee to produce a Business Action Plan in respect of any aspect of the Business Plan. Such Business Action Plan may include steps relating to:
- (i) timetable and service pattern development;
 - (ii) Station facility improvement;
 - (iii) performance management improvement;

- (iv) customer service improvement; and
 - (v) improvements in the quality of service delivery or the efficiency of delivery of the Franchise Services.
- (d) The Franchisee shall comply with any guidance issued by the Secretary of State about how and with whom any consultation on the content of a Business Action Plan is to take place.
- (e) Any proposal in a Business Action Plan shall only be implemented if and to the extent that the Secretary of State decides it is appropriate to do so and subject to any conditions which he may impose.

11. Safety Information

11.1 Safety

- (a) The Franchisee shall co-operate with any request from any relevant competent authority for provision of information and/or preparation and submission of reports detailing or identifying compliance with safety obligations set out in the Safety Regulations including any breaches of the Safety Regulations.
- (b) The Franchisee shall notify the Secretary of State as soon as practicable of the receipt and contents of any formal notification relating to safety or any improvement or prohibition notice received from the ORR. Immediately upon receipt of such notification or notice, the Franchisee shall provide the Secretary of State with a copy of such notification or notice.
- (c) The Franchisee shall participate in industry groups and committees addressing the domestic and European safety agenda of the Railway Group.

12. Further Information

12.1 The Franchisee shall:

- (a) deliver to the Secretary of State, or procure the delivery to the Secretary of State of, such information, records or documents as he may request within such period as he may reasonably require and which relate to or are connected with the Franchisee's performance of the Franchise Agreement; and
- (b) procure that each Affiliate of the Franchisee complies with paragraph 12.1(a) in respect of any information, records or documents that relate to its dealings with the Franchisee in connection with the Franchisee's performance of its obligations under the Franchise Agreement.

12.2 The information referred to in paragraph 12.1 shall include:

- (a) any agreement, contract or arrangement to which the Franchisee is a party in connection with any rolling stock vehicles used in the operation of the Passenger Services;
- (b) in so far as the Franchisee has or is able to obtain the same, any other agreement contract or arrangement which may be associated with the

procurement, leasing, financing or maintenance of any such rolling stock vehicles;

- (c) any agreement for the manufacture or supply of any rolling stock vehicles; or
- (d) any arrangements for the securitisation of any lease granted in respect of such rolling stock vehicles.

12.3 The Secretary of State may require the Franchisee to provide:

- (a) the information required to be provided under this Schedule 11.2 more frequently than set out in this Schedule 11.2;
- (b) the information required to be provided under this Schedule 11.2, or, in the Secretary of State's discretion, more detailed financial information, at any time in connection with the re-letting of the Franchise; and
- (c) such unaudited accounts under such accounting policies as may be prescribed by the Secretary of State, acting reasonably, from time to time.

13. Information from Third Parties

13.1 The Franchisee shall, if the Secretary of State so requests, use all reasonable endeavours to ensure that the Secretary of State has direct access to any information, data or records relating to the Franchisee which is or are maintained by third parties and to which the Secretary of State is entitled to have access, or of which the Secretary of State is entitled to receive a copy under the Franchise Agreement.

13.2 The Franchisee shall, if the Secretary of State so requests, procure the provision by RSP to the Secretary of State of such information, data and records as the Franchisee is entitled to receive under the Ticketing and Settlement Agreement, in such form as the Secretary of State may specify from time to time.

13.3 The obligations of the Franchisee under this Schedule 11.2 to provide information to the Secretary of State shall not apply if the Secretary of State notifies the Franchisee that he has received the relevant information directly from any other person (including Network Rail or RSP). The Franchisee shall, if the Secretary of State so requests, confirm or validate any such information which is received from any such other person.

13.4 The Franchisee shall promptly advise the Secretary of State of any changes that are to be made to its systems or processes or the systems and processes of the RSP that will, in the reasonable opinion of the Franchisee, materially affect the continuity of any of the records that are provided pursuant to this Schedule 11.2. Any such advice shall include an assessment of the materiality of the relevant change.

14. Compatibility of Information

14.1 All financial, operational or other information, and any data and records required to be provided to the Secretary of State under the Franchise Agreement shall be provided, if so requested by the Secretary of State, in a form compatible with the Secretary of State's electronic data and records systems on the Start Date, as

modified from time to time in accordance with paragraph 3 of Schedule 13.1 (Rail Industry Initiatives).

- 14.2 The Franchisee shall ensure that the interconnection of such systems or the provision of such information, data and records to the Secretary of State under the Franchise Agreement will not result in any infringement of any third party Intellectual Property Rights to which its systems or such information, data or records may be subject.

15. Environmental Information

15.1 Environmental Information Data Collection Plan

- (a) The Franchisee shall, by no later than three (3) months after the Start Date, provide a report to the Secretary of State setting out:
- (i) which measures included in the Dataset the Franchisee is unable to provide, despite using reasonable endeavours to do so (**“Excluded Data”**);
 - (ii) for each item of Excluded Data, the technical, operational or commercial reason why the Franchisee is unable to provide the Excluded Data; and
 - (iii) a plan (**“Environmental Data Collection Plan”**) detailing, in relation to each item of Excluded Data, the actions which the Franchisee would need to take in order to be able to provide such Excluded Data, the Franchisee's best estimate of the cost of taking such action and the date by which, if such actions were taken, the Franchisee would be able to begin providing such Excluded Data to the Secretary of State.
- (b) The Dataset, excluding any measures which the Secretary of State agrees, acting reasonably, that the Franchisee is, despite using reasonable endeavours, unable to provide, shall be referred to as the **“Initial Dataset”**.
- (c) The Secretary of State may require:
- (i) the Franchisee to implement the Environmental Data Collection Plan in whole or in part; and/or
 - (ii) the Franchisee to take such other actions as, in the reasonable opinion of the Secretary of State, would enable the Franchisee to provide any item of Excluded Data,
- following which the relevant item of Excluded Data will form part of the Initial Dataset.
- (d) Where the Franchisee is:
- (i) undertaking works, whether at a Station or Depot or in respect of rolling stock;
 - (ii) procuring rolling stock; or

- (iii) taking any other action which could enable the Franchisee to provide any items of Excluded Data in a cost effective manner,

the Franchisee will use reasonable endeavours to do so in a manner which would enable the Franchisee to provide any relevant item of Excluded Data (and any item of Excluded Data which the Franchisee becomes able to provide as a result will, with effect from the date on which the Franchisee becomes able to provide the same, form part of the Initial Dataset).

- (e) With effect from the Start Date the Franchisee shall measure and collect the data included in the Initial Dataset.
- (f) The Franchisee may, in its discretion, measure and collect additional data provided that the minimum required under the Initial Dataset is adhered to and the Franchisee will co-operate with the Secretary of State to seek to identify improvements in the efficiency and/or cost effectiveness of the collection of the data in the Dataset.
- (g) The Franchisee shall ensure that the form of measurement of the Initial Dataset enables it to report a consolidated periodic or annual usage figure to the Secretary of State as specified for each measure in paragraph 1 of Appendix 1 (Environmental Information) to this Schedule 11.2.

15.2 **Environmental Impact Monitoring Report and Environmental Impact Monitoring Audit**

- (a) The Franchisee shall submit to the Secretary of State a report setting out the result of the data collection of the Initial Dataset required by this paragraph 15 in accordance with the applicable granularity and regularity specified in paragraph 1 of Appendix 1 (Environmental Information) to this Schedule 11.2 (the “**Environmental Impact Monitoring Report**”) within three (3) months following the end of each Franchisee Year.
- (b) The Franchisee shall procure a suitably qualified independent body (such independent body to be appointed only with the prior written approval of the Secretary of State) to undertake an annual independent written audit of the data provided in the Environmental Impact Monitoring Report and the collection methodology of the Initial Dataset in respect of each Franchisee Year (the “**Environmental Impact Monitoring Audit**”).
- (c) The Franchisee shall procure that the independent body appointed pursuant to paragraph 15.2(b) includes in the Environmental Impact Monitoring Audit:
 - (i) a retrospective assessment (covering the Franchisee Year to which the audit relates) of the Franchisee’s data collection methodology and level of data granularity carried out in accordance with this paragraph 15.2 and any recommendations by the independent body in respect of such methodology;
 - (ii) a verification of the accuracy of past data submissions made in respect of the Initial Dataset and as summarised in the Environmental Impact Monitoring Report; and

- (iii) an assessment of the Franchisee's proposed data collection methodology and level of data granularity for the following Franchisee Year's data collection, and
 - (iv) where the independent body has identified as part of its audit any errors, discrepancies or concerns with any of the items described in paragraphs 15.2(c) (i) to (iii) above, whether these are, in the reasonable opinion of the independent body undertaking the audit material or minor errors, discrepancies or concerns.
- (d) The Franchisee shall submit a copy of the Environmental Impact Monitoring Audit to the Secretary of State at the same time as Environmental Impact Monitoring Report is submitted in accordance with paragraph 15.2(a) above.
- (e) Where the Environmental Impact Monitoring Audit highlights errors, discrepancies or concerns with any of the items described in paragraphs 15.2(c)(i) to (iii) above, the Franchisee shall, at the Franchisee's cost:
- (i) **in the case of minor errors, discrepancies or concerns which are capable of rectification without material additional expenditure** - rectify such minor errors, discrepancies or concerns and resubmit the relevant Environmental Impact Monitoring Report updated to address these to the Secretary of State as soon as reasonably practicable, and in any event within ten (10) Weekdays, following the date of the submission of the Environmental Impact Monitoring Audit to the Secretary of State so that there is a complete and accurate record of the data in question;
 - (ii) **in the case of material errors, discrepancies or concerns which are capable of rectification** - rectify such material errors, discrepancies or concerns and resubmit the relevant Environmental Impact Monitoring Report updated to address these to the Secretary of State as soon as reasonably practicable, and in any event within ten (10) Weekdays, following the date of submission of the Environmental Impact Monitoring Audit to the Secretary of State so that there is a complete and accurate record of the data in question; and
 - (iii) **in the case of concerns in relation to the Franchisee's data collection methodology and level of data granularity for the forthcoming Franchisee Year's data collection** – make such amendments to such methodology as recommended in the Environmental Impact Monitoring Audit so as to address those concerns.

16. Environmental Impact Targets

16.1 Environmental Impact Targets set by the Secretary of State

The Secretary of State sets out in paragraph 2 of Appendix 1 (Environmental Information) of this Schedule 11.2 the targets for improving the environmental performance of the Franchise (the “**Environmental Impact Targets**”), and the Franchisee shall meet such Environmental Impact Targets during the Franchise Period.

16.2 Performance against the Environmental Impact Targets

- (a) For each Franchisee Year the Secretary of State shall determine the Franchisee's performance against each Environmental Impact Target on an annual basis (within two (2) Reporting Periods of receipt of the Environmental Impact Monitoring Report) by comparing:
- (i) **for traction carbon emissions:** the Franchisee's performance set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Target for the relevant Franchisee Year, in accordance with the annual trajectory specified in the Sustainable Development Strategy;
 - (ii) **for non-traction energy use:** the Franchisee's performance as set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Targets;
 - (iii) **for waste:** the Franchisee's performance as set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Targets;
 - (iv) **for mains water:** for the second (2nd) Franchisee Year, the number of automatic water meters installed against the total number of water meters. These details shall be reported by the Franchisee within three (3) months of the end of the second (2nd) Franchisee Year. For subsequent Franchisee Years, the Franchisee's performance as set out in the Environmental Impact Monitoring Report (as updated following the Environmental Impact Monitoring Audit) against the relevant Environmental Impact Targets.
- (b) For the purposes of undertaking the comparison pursuant to paragraph 16.2(a), the results referred to in paragraphs 16.2(a)(i) to (iii) (as the case may be) shall be rounded up to one (1) decimal place with the midpoint (that is, 4.45) rounded upwards (that is, 4.5).
- (c) As soon as reasonably practicable following the Start Date and in any event within six (6) months of the Start Date, the Franchisee shall produce and provide to the Secretary of State for approval an implementation plan for the duration of the Franchise Period which is capable of achieving each of the Environmental Impact Targets each Franchisee Year (as such implementation plan may be revised in accordance with paragraph 16.3 (the "**Environmental Impact Targets Plan**")).
- (d) Following the Secretary of State's approval, the Franchisee shall use all reasonable endeavours to implement the Environmental Impact Targets Plan (including any such plan which is revised in accordance with paragraph 16.2(e)) in order to achieve the Environmental Impact Targets.
- (e) Notwithstanding the requirements of this paragraph 16.2, the Franchisee shall review its then current Environmental Impact Targets Plan and revise such plan as necessary by the end of the fifth (5th) Franchisee Year to ensure that such plan, in the reasonable opinion of the Secretary of State,

is capable of achieving each Environmental Impact Target in each Franchisee Year.

16.3 Remedial Actions

- (a) In the event that an Environmental Impact Target is not met in any Franchisee Year, the Franchisee shall as soon as reasonably practicable produce and provide to the Secretary of State a revised Environmental Impact Targets Plan which, in the reasonable opinion of the Secretary of State, is capable of achieving the Environmental Impact Targets.
- (b) The Franchisee shall use all reasonable endeavours to implement the revised Environmental Impact Targets Plan, which shall be the Environmental Impact Targets Plan for the purposes of the Franchise Agreement.

16.4 Publication

The Franchisee shall publish (in such format as the Secretary of State may reasonably require) details of its performance against the Environmental Impact Targets in widely accessible forms including, as a minimum, publishing them on its website and in each Customer Report.

APPENDIX 1 TO SCHEDULE 11.2**Environmental Information****1. Environmental Impact Monitoring Dataset**

Subject	Unit	Granularity	Regularity
TRACTION	EC4T (kWh)	Breakdown per distinct fleet - metered	Four (4) week period
	EC4T (kWh)	Breakdown per distinct fleet - unmetered	Four (4) week period
	Gas-oil (litres)	Breakdown per distinct fleet	Four (4) week period
NONTRACTION	Electricity (kWh)	Total	Four (4) week period or monthly
	Gas (kWh)	Total	Four (4) week period or monthly
	Gas-oil (litres)	Total	Four (4) week period or monthly
CARBON	Scope 1 emissions (tonnes)	Total	Annual
	Scope 2 emissions (tonnes)	Total	Annual
	Embodied carbon in new infrastructure projects over the amount set out in paragraph 10.3 (b) (Sustainable Construction) of Schedule 13.1 (Rail Industry Initiatives)	Total	Per project
WATER	Mains Water consumption (m ³)	Total	Annual
	Water recycling initiatives	Narrative	Annual
WASTE	Waste generated (tonnes)	Total	Annual
	Waste recycled (tonnes)	Total	Annual
	Waste subject to other recovery (tonnes)	Total	Annual
	Waste to landfill (tonnes)	Total	Annual
	Hazardous waste	Total	Annual
ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)	Enforcement/information Notices	Total	Annual
	Environmental fines or prosecutions	Total	Annual
	Environmental incidents reported through the EMS	Total	Annual
	Environmental training records % personnel briefed/trained	Total	Annual

2. Environmental Impact Targets

Traction Carbon Emissions	Non-Traction Energy Use	Waste	Mains Water
<p>A reduction of fifty six per cent (56%) in kg CO2E per vehicle km against the 2015/16 baseline figure of 0.8462 CO2E per vehicle km over the Franchise Term, such reduction to be achieved in accordance with the Sustainable Development Strategy referred to in paragraph 10.2 (Sustainable Development Strategy) of Schedule 13.1 (Rail Industry Initiatives), which will contain a target for each Franchisee Year for this purpose.</p>	<ol style="list-style-type: none"> 1. By the Expiry Date, an overall reduction in kilowatt hours (kWh) of an amount expressed as a percentage equal to at least forty one per cent (41%), against the 2015/16 baseline figure of 39,875,115 kWh (the "Overall kWh Reduction"). 2. By 31 December 2020, a reduction in kWh of an amount equal to not less than fifty per cent (50%) of the Overall kWh Reduction. 3. By 30 September 2022, a reduction in kWh of an amount equal to not less than seventy five per cent (75%) of the Overall kWh Reduction. 	<p>From the end of the second (2nd) Franchisee Year, the Franchisee must send zero waste to landfill and must recycle or prepare for re-use, ninety per cent (90%) of waste (by weight) per Franchisee Year.</p>	<p>By the end of the second (2nd) Franchisee Year, the Franchisee must install automatic meter readings (AMR) for all water meters, where practicable. The Franchisee shall determine a baseline of water consumption by the end of the third (3rd) Franchisee Year, such baseline to be agreed with the Secretary of State. The Franchisee shall develop a target to reduce water consumption against the agreed baseline referred to above of at least eighteen point eight per cent (18.8%) by the end of the Franchise Term.</p>

APPENDIX 2 TO SCHEDULE 11.2**Operational Performance Information****1. Information about the performance of the Franchisee**

- 1.1 The Franchisee shall at all times during the Franchise Term maintain records in relation to its operational performance under the Franchise Agreement, covering the areas and the information described in this Appendix 2. Such information shall include details as to whether or not any curtailment, diversion, delay or failure to attain any connection is attributable, in the Franchisee's opinion, to either a Force Majeure Event or the implementation of a Service Recovery Plan.
- 1.2 The Franchisee shall, subject to paragraph 1.3, provide to the Secretary of State the information set out in the following tables at the frequency specified in the Column of each such table headed **"When information to be provided"**.
- 1.3 When so requested by the Secretary of State, the Franchisee shall, within such reasonable period as the Secretary of State may specify, make such information available for review by the Secretary of State by reference to:
- (a) such level of disaggregation (including by Route or Service Group) as is reasonably specified by the Secretary of State; and
 - (b) any particular day, week or other longer period as is reasonably specified by the Secretary of State.
- 1.4 The following key shall apply to the table in this Appendix 2:

A =	Information to be provided on or before any Passenger Change Date;
B =	Information to be provided for every Reporting Period within ten (10) days of the last day of each Reporting Period; and
C =	Information to be provided annually within ten (10) Weekdays of the last day of each Franchisee Year.

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Number of Passenger Services		
Number of Passenger Services in the Timetable	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day	[number]	B
Number of Cancellations and Partial Cancellations		
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Partial Cancellation	[number]	B

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Cancellation attributable to the Franchisee's implementation of a Service Recovery Plan	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Partial Cancellation attributable to the Franchisee's implementation of a Service Recovery Plan	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Network Rail Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Network Rail Partial Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Disputed Cancellation	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a Disputed Partial Cancellation	[number]	B
Number of Disputed Cancellations and Disputed Partial Cancellations for the twelve (12) preceding Reporting Periods for which the attribution remains in dispute between Network Rail and the Franchisee	[number]	B
Number of Disputed Cancellations and Disputed Partial Cancellations from the twelve (12) preceding Reporting Periods for which disputed attribution has been resolved or determined since the Franchisee's previous report pursuant to paragraph 2.1 of Schedule 7.1 (Operational Performance) including whether each relevant Disputed Cancellation and/or Disputed Partial Cancellation was attributed to Network Rail or to the Franchisee	[number]	B
Where there is a difference between the Timetable and the Plan of the Day on any day the following: (a) the fact of such difference; and (b) the number of: (i) Passenger Services affected; and (ii) Cancellations or Partial Cancellations which would have arisen if the Timetable on that day had been the same as the Plan of the Day	[number]	B

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Where there is a difference between the Plan of the Day and the Enforcement Plan of the Day on any day: (a) the fact of such difference; (b) the number of: (i) Passenger Services affected; and (ii) Cancellations or Partial Cancellations which would have arisen if the Plan of the Day had been the same as the Enforcement Plan of the Day	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a cancellation and which satisfied the conditions of the term Cancellation, except that such cancellations occurred for reasons attributable to the occurrence of a Force Majeure Event	[number]	B
Number of Passenger Services in the Enforcement Plan of the Day which were the subject of a partial cancellation and which satisfied the conditions of the term Partial Cancellation, except that such partial cancellations occurred for reasons attributable to the occurrence of a Force Majeure Event	[number]	B
Number of Short Formations		
Number of Passenger Services that have less than the required Passenger Carrying Capacity specified in the Train Plan	[number]	B
Number Passenger Services that have less than the required Passenger Carrying Capacity specified in the Train Plan attributable to the Franchisee's implementation of a Service Recovery Plan	[number]	B
Number of Passenger Services that have less than the required Passenger Carrying Capacity specified in the Train Plan attributable to the occurrence of a Force Majeure Event	[number]	B
Number of Passenger Services scheduled (excluding Cancellations or Partial Cancellations)	[number]	B
Minutes Delay		
Number of Minutes Delay attributable to the Franchisee	[minutes]	B
Number of Minutes Delay attributable to Network Rail;	[minutes]	B
Number of Minutes Delay attributable to any other Train Operator	[minutes]	B

Table 1 - Operational Performance Information		
Information to be provided	Information (format)	When information to be provided
Number of Minutes Delay for such Reporting Period for which the attribution is in dispute between Network Rail and the Franchisee	[minutes]	B
Number of Minutes Delay for the twelve (12) preceding Reporting Periods for which the attribution remains in dispute between Network Rail and the Franchisee	[minutes]	B
Number of Minutes Delay from the twelve (12) preceding Reporting Periods for which disputed attribution has been resolved or determined since the Franchisee's previous report pursuant to paragraph 9.1 (Information provisions relating to TOC Minute Delay Benchmarks and Annual TOC Minute Delay Benchmarks) of Schedule 7.1 (Operational Performance) and the number of such Minutes Delay attributed to each of the Franchisee and Network Rail as a result of such resolution or determination	[minutes]	B
Number of Minutes Delay attributed to the occurrence of a Force Majeure Event	[minutes]	B
CaSL and PPM		
Number of Passenger Services in the Plan of the Day	[number]	B
Number of Passenger Services cancelled. For these purposes, " cancelled " shall have the same meaning as adopted by Network Rail for the calculation of PPM.	[number]	B
Number of Passenger Services as specified in the Plan of the Day which arrive at their scheduled terminating station 30 minutes or more late	[number]	B
Number of Passenger Services as specified in the Plan of the Day which arrive at their terminating station on time. For these purposes, " on time " shall have the same meaning as adopted by Network Rail for the calculation of PPM.	[number]	B
Train Mileage		
Planned Train Mileage	[mileage]	A
Actual Train Mileage	[mileage]	B

APPENDIX 3 TO SCHEDULE 11.2**Summary of Reporting and Other Requirements**

This Appendix contains a non-exhaustive summary of the obligations on the Franchisee throughout this Agreement in respect of the provision of information to the Secretary of State which are not set out in this Schedule 11.2. This summary is for guidance only. If there are any inconsistencies with the other contents of the Schedules mentioned below (including any Appendix), those other contents shall apply.

Reference	Summary of Obligation
Paragraph 11.2(a) (Consultation on Significant Alterations to the Timetable) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide a summary of the Significant Alterations in the future timetable.
Paragraph 11.3(c) (Consultation on Significant Alterations to the Timetable) of Schedule 1.1 (Franchise Services and Service Development)	Obligation to provide copies to the Secretary of State of correspondence received in respect of notices or consultation given to all consultees in respect of the proposed Timetable changes.
Paragraph 13.1 (Certification and Notification by Franchisee of Exercising Timetable Development Rights) of Schedule 1.1 (Franchise Services and Service Development)	Obligation on the Franchisee to provide a certificate addressed to the Secretary of State, signed by a statutory director of the Franchisee before exercising any Timetable Development Right to bid for Train Slots.
Paragraph 13.3(a) (Certification and Notification by Franchisee of Exercising Timetable Development Rights) of Schedule 1.1 (Franchise Services and Service Development)	Requirement to keep the Secretary of State fully informed of any discussions with Network Rail in relation to the matters referred to in Schedule 1.1.
Paragraph 15.1 (Capacity Mitigation Plan) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide a Capacity Mitigation Plan if required by the Secretary of State.
Paragraph 16.1(a) (New or amended Train Service Specification by Secretary of State and Franchisee's Informed Opinion) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide informed estimate of Forecast Passenger Demand.
Paragraph 16.1(b) (New or amended Train Service Specification by Secretary of State and Franchisee's Informed Opinion) of Schedule 1.1 (Franchise Services and Service Development)	Requirement to provide informed opinion as to changes to the current Train Service Specification.
Paragraph 16.1(c) (New or amended Train Service Specification by Secretary of State and Franchisee's Informed Opinion) of	Requirement to provide informed opinion as to changes to the current Train Service Specification.

Reference	Summary of Obligation
Schedule 1.1 (Franchise Services and Service Development)	
Paragraph 16.1(d) (New or amended Train Service Specification by Secretary of State and Franchisee's Informed Opinion) of Schedule 1.1 (Franchise Services and Service Development)	Requirement to provide a draft Train Plan in respect of each set of proposed changes.
Paragraph 16.3 (New or amended Train Service Specification by Secretary of State and Franchisee's Informed Opinion) of Schedule 1.1 (Franchise Services and Service Development)	Requirement for Franchisee to provide informed opinion in respect of a new or amended Train Service Specification.
Paragraph 7.7 of Schedule 1.2 (Operating Obligations)	Provide evidence to the Secretary of State of the steps taken under Paragraph 7 (Obligation to use all reasonable endeavours under this Schedule 1.2).
Paragraph 8 (Publication of Performance Data) of Schedule 1.4 (Passenger Facing Obligations)	Requirements to publish performance data.
Paragraph 9 (Publication of Complaints and Faults Handling Data) of Schedule 1.4 (Passenger Facing Obligations)	Requirements to publish complaints and fault handling data.
Paragraph 1 (Passenger Numbers Information) of Schedule 1.5 (Information about Passengers)	Requirement to provide Secretary of State information about the use by passengers of the Passenger Services.
Paragraph 7 (Information about Station Improvement Measures) of Schedule 1.7 (Stations)	Requirement to maintain and provide records regarding Station improvement measures and measures taken to improve Station environments.
Paragraph 2.2 (Rolling Stock Related Contracts and Insurance Arrangements) of Schedule 2.2 (Security of Access Agreements, Rolling Stock Leases, Station and Depot Leases)	Obligation to provide a copy of all draft Rolling Stock Related Contracts and all executed Rolling Stock Related Contracts and any agreements amending the Rolling Stock Related Contracts including such other information as required by the Secretary of State together with a justification of the Franchisee's proposed rolling stock maintenance strategy and provision of analysis of whole life costs.
Paragraph 3.5(b) (Cascaded Rolling Stock and Delayed Cascade Mitigation Plan) of Schedule 2.2 (Security of Access)	Requirement to produce a Delayed Cascade Mitigation Plan.

Reference	Summary of Obligation
Agreements, Rolling Stock Leases, Station and Depot Leases)	
Paragraph 1.5 (Local Authority Concessionary Travel Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Local Authority Concessionary Travel Schemes.
Paragraph 2.6 (Multi-Modal Fares Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Multi-Modal Fares Schemes.
Paragraph 3.3 (Discount Fares Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Discount Fares Schemes.
Paragraph 4.4 (Inter-Operator Schemes) of Schedule 2.5 (Transport, Travel and Other Schemes)	Requirement to provide information about Inter-Operator Schemes.
Paragraph 4 (Specific additional obligations relating to persons with disabilities) of Schedule 4 (Accessibility and Inclusivity)	Recording of obligations relating to persons with disabilities.
Paragraph 1 (Information) of Schedule 5.8 (Fares Regulation Information and Monitoring)	Requirement to provide a summary of the Prices and Child Prices of Commuter Fares and Protected Fares to the Secretary of State no later than week twelve (12) of each Fares Setting Round.
Paragraph 2.1 (Monitoring) of Schedule 5.8 (Fares Regulation Information and Monitoring)	Requirement to provide information relating to the Prices or Child Prices of Commuter Fares and Protected Fares to the Secretary of State and information relating to the Gross Revenue of the Franchisee in relation to the any particular Fare or Fares or any particular period.
Paragraph 2.2 (Monitoring) of Schedule 5.8 (Fares Regulation Information and Monitoring)	Requirement to provide written confirmation to the Secretary of State from a statutory director whether the Franchisee has complied with the obligations under Schedule 5 (Fares and Ticketing) during each Fares Setting Round.
Paragraph 6 (Island Line CCI Scheme) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide details of any Island Line CCI Scheme proposed by the Franchisee.
Paragraph 11 (Report on optimisation of passenger services on Specified Routes) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide a report setting out the Franchisee's view as to how the provision of passenger services by both the Franchisee and other Train Operators can be optimised in relation to the Specified

Reference	Summary of Obligation
	Routes, and any updates or revisions to such report as may be required by the Secretary of State.
Paragraph 13.2 (TSS Enhancement Services) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide reports containing such information and analysis as the Secretary of State may reasonably request in relation to any Relevant Service.
Paragraph 14.4 (Infrastructure Projects) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide reports describing progress in relation to matters relating to each Infrastructure Project.
Paragraph 15.1 (Boxing Day Services) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide reports setting out proposals for operation of Additional Boxing Day Services.
Paragraph 19.3 (Introduction into Passenger Service of CP5 Rolling Stock) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide updates on any CP5 RS Unavailability.
Paragraph 20.2 (Gauging Risk) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide report explaining the nature of relevant CP5 Gauging Works.
Paragraph 20.4 (Gauging Risk) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide report on (a) the progress made; and (b) all costs incurred in the performance of the CP5 Gauging Works, including a detailed breakdown of all proposed and actual expenditure.
Paragraph 21.4 (Project Management) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide copies of CP5 RS Project Plans.
Paragraph 21.6 (Project Management) of Schedule 6.1 (Franchise Specific Obligations)	Requirement to provide update reports covering the information set out in paragraphs 21.6(a) to (e) (inclusive).
Paragraph 3 (Performance Monitoring) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to make available to the Secretary of State a range of data through an electronic data portal which shall be continuously updated by the Franchisee.
Paragraph 6.4 (Industrial Action Mitigation Plan) (Committed Obligations)	Requirement to provide the Secretary of State with an Industrial Action Mitigation Plan (which is to be reviewed and updated at least once every Reporting Period) within a reasonable period upon receipt of request.

Reference	Summary of Obligation
Paragraph 9.2 (Assessment Framework) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with the identity of the independent body and a copy of its detailed self assessment.
Paragraph 12.1 (Water Consumption) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to report annually on the progress towards achieving the water consumption reduction target set out in Appendix 1 to Schedule 11.2.
Paragraph 13.4(b) (Peer review) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a report to the Secretary of State by no later than 30 June 2020 setting out the feedback received from the Associated Train Operator regarding the Customer and Stakeholder Engagement Strategy.
Paragraph 13.7 (Stakeholder Satisfaction) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to conduct a Stakeholder Satisfaction Survey within three Reporting Periods of the Start Date and to report to the Secretary of State by the end of the following Reporting Period the percentage figure to be used as the baseline for establishing Stakeholder satisfaction.
Paragraph 13.7 (Stakeholder Satisfaction) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to conduct a Stakeholder Satisfaction Survey in the final Reporting Period of each Franchisee Year and report its results to the Secretary of State within one Reporting Period of the end of each Franchisee Year.
Paragraph 13.12(b) [REDACTED ³⁵⁴] Event) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a report to the Secretary of State setting out specific details for an event with [REDACTED ³⁵⁵].
Paragraph 14.3 (Establishing the South Western Transport Partnership) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with a summary of the activities of the South Western Transport Partnership at the same frequency as the quarterly financial information required under paragraph 9.3(a) of Schedule 11.2.

³⁵⁴ Date of redaction 31/08/2017 - 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.

³⁵⁵ Date of redaction 31/08/2017 - 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.

Reference	Summary of Obligation
Paragraph 16.2 (Future Operation of the Island Line) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with a fully developed priced option in relation to the future operation of the Island Line by no later than 31 March 2018.
Paragraph 16.3 (Future Operation of the Island Line) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide any further information as necessary pursuant to paragraph 16.2 Part 1 of Schedule 6.2.
Paragraph 16.6 (Island Line Business Plan) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State promptly with a copy of the Island Line Business Plan once agreed, which is to be reviewed and updated annually.
Paragraph 17.1(a) (Production of a devolution toolkit) of Part 1 of Schedule 6.2	Requirement for the executive board of directors of the Franchisee to review the risk register at least once a month.
Paragraph 17.1(c) (Production of a "devolution toolkit") of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a copy of the Devolution Toolkit to the Secretary of State upon request, to keep it updated and to inform the Secretary of State of any updates as soon as reasonably practicable.
Paragraph 20 (Journey time improvements review) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to report the findings of the review to the Secretary of State.
Paragraph 21.3 (Reduced station dwell times) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with a report in relation to the First Dwell Time Report Period and the Second Dwell Time Report Period within four (4) weeks of the end of the First Dwell Time Report Period or the Second Dwell Time Report Period as the case may be (or as otherwise may be reasonably required by the Secretary of State).
Paragraph 22.2 (Investment of station infrastructure enhancements) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to write to the Secretary of State setting out the specification and cost, risks to delivery and output in relation to any proposed Station Infrastructure Improvement Scheme before incurring any expenditure.
Paragraph 22.4 (Investment of station infrastructure enhancements) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State of the completion of each approved Station Infrastructure Improvement Scheme as soon as reasonably practicable.

Reference	Summary of Obligation
Paragraph 23.1(c) (Innovative and responsive train planning) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to deliver a report to the Secretary of State by no later than 31 March 2020 on the Franchisee's recommendations for amending the relevant Network Rail "Timetable Planning Rules".
Paragraph 24.5 (Infrastructure Feasibility and Implementation Fund) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State if there is likely to be a delay in implementing any approved Capacity and Line Enhancement Scheme or if it will be delivered in a way inconsistent with its specification.
Paragraph 24.6 (Infrastructure Feasibility and Implementation Fund) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State of the completion of each approved Capacity and Line Enhancement Scheme as soon as reasonably practicable.
Paragraph 25 (Working together with Network Rail) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to report the outcomes of any workshops and/or meetings between the Franchisee and Network Rail in relation to train service planning.
Paragraph 29.1 (The Yeovil Junction – Yeovil Pen Mill Service) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to submit a report to the Secretary of State by no later than 31 December 2018 analysing the commercial and operational performance of the Yeovil Junction - Yeovil Pen Mill Service and to make a recommendation as to whether it should be continued until the end of the Franchise Term.
Paragraph 30.1 (Expansion of the Train Fleet) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State within 14 days of the end of the applicable Reporting Period with an explanation for the shortfall in the fleet and report on the implementation of any plan within 14 days of each Reporting Period thereafter on the progress towards achieving the required Available Percentage.
Paragraph 32.1 (Delayed Rolling Stock Franchise) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with all information necessary for him to identify the net financial effect of not introducing the New Five Car EMUs or New Ten Car EMUs by the required date.
Paragraph 35.2 (New depot and stabling facilities) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a statement to the Secretary of State confirming whether or not the New Feltham Depot Conditions

Reference	Summary of Obligation
	Precedent have been satisfied by no later than the CP Date.
Paragraph 35.5 (New depot and stabling facilities) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to submit project status reports to the Secretary of State at four weekly intervals.
Paragraph 43.1-2 (Feasibility study) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to present a written report to the Secretary of State once completed relating to the Conversion Concept and sigle vehicle trial respectively.
Paragraph 51.1 (Improving the reliability of the Passenger Services) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a report to the Secretary of State on whether the trial of the real-time depot movements optimisation tool has been successful and whether it will be developed into an operational system.
Paragraph 51.3 (Improving the reliability of the Passenger Services) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a report to the Secretary of State on remedial actions based on the depot movement simulation exercises.
Paragraph 75.3 (Ticket Gating) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with full details of the findings of the ticketless travel survey.
Paragraph 75.4 (Ticket Gating) of Part 1 of Schedule 6.2 (Committed Obligations)	After submission of the findings above there is an annual requirement to conduct ticket surveys and to provide the results of them to the Secretary of State.
Paragraph 75.5 (Ticket Gating) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a plan to the Secretary of State if the required 1.8% reduction has not been achieved, or is not likely to be achieved, within 36 months after the Start Date. Requirement to then report to the Secretary of State on the progress of implementing such plan.
Paragraph 77.4 (Customer Experience Review Group) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to report the outputs of the Customer Experience Strategy Group to the Secretary of State at least every six months.

Reference	Summary of Obligation
Paragraph 97 (Delay Repay Awareness) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to report to the Secretary of State every six months on how unclaimed Delay Report amounts have been reinvested.
Paragraph 98.1 (Stations Performance Dashboard) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to consult with the Secretary of State regarding the Stations Performance Dashboard and agree metrics to measure the Franchisee's performance against it.
Paragraph 98.2 (Stations Performance Dashboard) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide a report biannually setting out the Franchisee's performance against the Stations Performance Dashboard.
Paragraph 99.1 (Secure Stations Accreditation) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with details of the Community Stations and Neighbourhood Stations the Franchisee wants to obtain accreditation for.
Paragraph 100 (Secure Car Parks Accreditations) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with details of the Secure Car Parks the Franchisee wants to obtain accreditation for.
Paragraph 101 (Secure Car Parks Accreditations) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with details of the Stations it proposes to introduce "Station Watch" at together with such supporting and/or associated information as the Secretary of State may reasonably require.
Paragraph 10.2.3 (Platform Management Trials) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with a report detailing the measures adopted by the Franchisee during the Platform Management Trials.
Paragraph 107.1(a)(i) (Investment in Station facility improvements) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State no later than one year after the Start Date

Reference	Summary of Obligation
	regarding the Stations which are to receive the enhanced Wi-Fi service.
Paragraph 107.2(b) (Application of Committed Station Improvement Activity Underspend) of Part 1 of Schedule 6.2 (Committed Obligations)	The Franchisee shall be entitled to notify the Secretary of State if it can achieve the stated objective of the Committed Station Improvement Activity without incurring the full amount of the proposed expenditure.
Paragraph 108.2 (a) (Station Travel Plans) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to identify to the Secretary of State by no later than 31 March 2019 of a further thirty Stations for which it proposes to develop station travel plans.
Paragraph 108.3 (b) (Access and Integration Fund) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State with appropriate details of each proposed STP Improvement Scheme (together with such supporting and/or associated information as the Secretary of State may reasonably require).
Paragraph 109.2 (Recording costs) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide the Secretary of State, on demand, with the Station Costs and Revenue Information and such supporting information as is reasonably required.
Paragraph 110.1 (Investment in stations) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to submit such business case proposals in respect of the Development Projects to the Secretary of State so that all such business cases are submitted by no later than the fourth anniversary of the Start Date.
Paragraph 110.6 (Investment in stations) of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to provide such reports and updates in relation to the Development Projects as the Secretary of State may reasonably require.
Paragraph 2 (Installation of new CIS Screens) of Appendix 3 to Part 1 of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State of the identity of the stations to receive CIS Screens by no later than one year after the Start Date.

Reference	Summary of Obligation
Paragraph 3 (Enhanced Functionality of CIS Screens) of Appendix 3 to Part 1 of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State of the identity of the applicable interchange stations no later than one year after the Start Date.
Paragraph 4 (CIS improvements) of Appendix 3 to Part 1 of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State of the identity of the locations of the stations at which the implementation measures are to be introduced by no later than one year after the Start Date.
Paragraph 5 (Installation of new CIS Screens at station car parks) of Appendix 3 to Part 1 of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State of the identity of the car parks to receive CIS Screens by no later than one year after the Start Date.
Paragraph 10 (Installation of rainbow boards) of Appendix 3 to Part 1 of Part 1 of Schedule 6.2 (Committed Obligations)	Requirement to notify the Secretary of State of the identity of the locations of the stations which are to receive rainbow boards by no later than one year after the Start Date.
Paragraph 5 (Review of Compliance) of Schedule 6.2 (Committed Obligations) Part 2 (Special Terms related to Committed Obligations)	Requirement to provide such evidence of compliance with Committed Obligations as the Secretary of State may request.
Paragraph 2 (Reporting Requirements) of Schedule 7.1 (Operational Performance)	Reporting requirements relating to the operational performance information set out in Appendix 2 (Operational Performance Information) of Schedule 11.2 (Management Information).
Paragraph 26.2 (Action Plans) of Schedule 7.1 (Operational Performance)	Requirement to produce an Action Plan to secure a Required Performance Improvement.
Paragraph 5 (Required Improvement and NRPS Action Plans) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme)	Requirement to produce a NRPS action plan to secure any Required Improvement for submission to the Secretary of State.
Paragraph 9 (Customer and Stakeholder Engagement Strategy) of Schedule 7.2	Requirement to provide to the Secretary of State any proposed revisions to the

Reference	Summary of Obligation
(National Rail Passenger Surveys, Customer Report and CCI Scheme)	Customer and Stakeholder Engagement Strategy.
Paragraph 10 (Customer Report) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme)	Requirement to produce and publish a Customer Report.
Paragraph 11 (CCI Scheme) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme)	Requirement to provide details of any CCI Scheme proposed by the Franchisee.
Paragraph 12.1 (Customer Service and Satisfaction Data) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme)	Requirement to publish details of the Franchisee's level of adherence to scheduled ticket office opening hours and performance in respect of Passenger Assistance service.
Paragraph 12.2 and 12.3 (Customer Service and Satisfaction Data) of Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme)	Requirement to publish NRPS scores achieved by the Franchisee.
Paragraph 2 (Relevant Profit Report) of Schedule 8.2 (Profit Share Mechanism)	Reporting requirements relating to Relevant Profit Reports.
Paragraph 11 (Information) of Schedule 9.1 (Financial and Other Consequences of Change)	Requirement to provide information in respect of obligations under Schedule 9.1 as the Secretary of State may request.
Paragraph 1 (Franchisee's Obligations) of Schedule 9.2 (Identity of Financial Model)	Requirement to provide the Financial Model and the Escrow Documents.
Paragraphs 3 (Remedial Plan Notices) and 4 (Remedial Plans) of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement)	Obligation to provide certain information in a Remedial Plan Notices/Remedial Plans.
Paragraph 4 (Business Continuity) of Schedule 10.3 (Force Majeure and Business Continuity)	Requirement to provide a Business Continuity Plan.

Reference	Summary of Obligation
Paragraph 1.3 (Franchise Performance Meetings) of Schedule 11.1 (Franchise Performance Meetings)	Requirement to prepare and present such reports to each Franchise Performance Meeting as the Secretary of State may reasonably requests.
Paragraph 2 (Community Rail Partnerships) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide a Community Rail Report.
Paragraph 8 (Small and Medium-sized Enterprises) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide breakdown of Small and Medium-sized Enterprises.
Paragraph 9 (Apprenticeships) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide the information relating to Apprenticeships as set out in paragraphs 9.1 and 9.2.
Paragraph 9.4 (Apprenticeships) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to submit a draft Skills and Leadership Strategy.
Paragraph 10.1(d) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to submit a copy of the assessment report produced by an independent body in respect of performance against the Rail Safety and Standard's Board's Sustainable Development Self-Assessment Framework.
Paragraph 10.1(f) of Schedule 13.1 (Rail Industry Initiatives)	Obligation to produce an improvement plan in respect of the targets against the Sustainable Development Strategy.
Paragraph 10.1(h) of Schedule 13.1 (Rail Industry Initiatives)	Obligation to provide a report identifying progress in respect of delivering a sustainable franchise and revisions to the Sustainable Development Strategy.
Paragraph 10.1(j) of Schedule 13.1 (Rail Industry Initiatives)	Requirement on the Franchisee to publish its Sustainable Development Strategy on the request of the Secretary of State.
Paragraph 10.2 of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide copies of the certification audit reports and a copy of the ISO50001 Energy Review.
Paragraph 11.1(d) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide a Franchisee ERTMS Plan.
Paragraph 12.6 (Minimum Wi-Fi Service on Train) of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide the Secretary of State with the MCS Report.
Paragraph 12.12 MCS Route Signal Survey of Schedule 13.1 (Rail Industry Initiatives)	Requirement to provide the Secretary of State with the MCS Route Signal Survey.

Reference	Summary of Obligation
Paragraph 9 (Provision of Information to the Secretary of State) of Schedule 14.4 (Designation of Franchise Assets)	Obligation to provide such information as the Secretary of State requires in respect of Primary Franchise Assets including details of Security Interests.
Paragraph 5 (Miscellaneous) of Schedule 14.5 (Dealing with Franchise Assets)	Obligation to provide such information as the Secretary of State requires in respect of Security Interests.
Paragraph 1.3 (Process for issue of a Certificate of Completion for RV Assets) of Schedule 14.6 (Residual Value Mechanism)	Obligation to provide such information as the Secretary of State requires in respect of RV Assets.
Paragraph 2 (Maintenance Requirements for RV Assets) of Schedule 14.6 (Residual Value Mechanism)	Obligation to provide a schedule of condition in respect of RV Assets.
Paragraphs 2 (Preparation for Reletting) and 3 (Data Site Information) of Schedule 15.1 (Reletting Provisions)	Obligation to provide certain information to the Secretary of State in respect of a reletting of the franchise.
Paragraph 1 (Handover Package Status) of Schedule 15.3 (Handover Package)	Requirement to produce and maintain the Handover Package.
Paragraph 2 (Director's Certificate) of Schedule 15.3 (Handover Package)	Requirement to provide a director's certificate in each Franchise Year.
Paragraph 9 (Information about Passengers) of Schedule 15.4 (Provisions Applying on and after Termination)	Requirement to provide passenger numbers information, CRM Data and Yield Management Data on expiry of the Franchise Period.
Paragraph 2.2 (Net Asset Statement) of Appendix 2 (Form of Supplemental Agreement) of Schedule 15.4 (Provisions Applying on and after Termination)	Obligation to prepare and provide a net asset statement under the supplemental agreement.
Paragraph 6 (Discharge of Obligations) of Schedule 16 (Pensions)	Obligation to provide a certificate signed by the Trustee in relation to the Franchise Sections stating that the Franchisee has fully complied with its obligations under the Railways Pensions Scheme.
Paragraph 10 (Redactions) of Schedule 17 (Confidentiality and Freedom of Information)	Obligation to provide details of provisions of the Franchise Documents or any such variations which the Franchisee believes are exempt from the Freedom of Information Act, Environmental Information Regulations or the Act.

SCHEDULE 12

Financial Covenants and Bonds

Schedule 12:	Financial Covenants and Bonds
	Appendix 1: Form of Performance Bond
	Appendix 2: Form of Season Ticket Bond

SCHEDULE 12

Financial Covenants and Bonds

1. Obligations

Except to the extent that the Secretary of State may otherwise agree from time to time, the Franchisee shall not:

- (a) incur any liability or financial indebtedness except in the ordinary course of providing and operating the Franchise Services;
- (b) make any loan or grant any credit, or have or permit to subsist any loan or any credit, to any person (other than the deposit of cash with a Bank as permitted under paragraph (d) or to an employee in the ordinary course of its business);
- (c) create or permit to subsist any Security Interest over any of its assets or property or give any guarantee or indemnity to or for the benefit of any person or otherwise assume liability or become obliged (actually or contingently) in respect of any obligation of any other person, in each case other than in the ordinary course of the business of providing and operating the Franchise Services; or
- (d) create or acquire any subsidiary or make or have any investment in any other entity, except for the deposit of cash with a Bank.

2. Financial Ratios

2.1 The Franchisee covenants that as at the end of each Reporting Period during the Franchise Term:

- (a) the ratio of its Modified Revenue to its Actual Operating Costs during the Preceding thirteen (13) Reporting Periods of the Franchise Term (or, prior to the end of the thirteenth such Reporting Period, during all preceding Reporting Periods) will equal or exceed the ratio of 1.050:1; and
- (b) the ratio of its Forecast Modified Revenue to its Forecast Operating Costs for the next thirteen (13) Reporting Periods (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, for all such remaining Reporting Periods) will equal or exceed the ratio of 1.050:1; and

for the purposes of this paragraph 2 **“Preceding thirteen (13) Reporting Periods”** means the Reporting Period just ended and the preceding twelve (12) Reporting Periods of the Franchise Term.

2.2 If:

- (a) in respect of any Reporting Period, the Franchisee fails pursuant to paragraph 9.2(b) of Schedule 11.2 (Management Information) to provide a statement of calculation of performance against the covenants set out in paragraph 2.1(b) for each of the next thirteen (13) Reporting Periods (or, where there are less than thirteen (13) Reporting Periods remaining in the Franchise Term, for all such remaining Reporting Periods) following any such Reporting Period; or

- (b) the Secretary of State reasonably considers that any particular item of Forecast Modified Revenue or Forecast Operating Cost used for the purposes of determining the Franchisee's performance against the covenants set out in paragraph 2.1(b) has not been accounted for on a reasonable basis (including where the accounting treatment looks to the form rather than the substance),

then the Secretary of State may:

- (i) in the circumstances referred to in paragraph 2.2(a) above reasonably determine the ratio of the Forecast Modified Revenue and Forecast Operating Cost on the basis of information available to him; or
- (ii) in the circumstances referred to in paragraph 2.2(b) above require any such particular item of Forecast Modified Revenue or Forecast Operating Cost to be adjusted in a manner which is fair and reasonable and, so far as reasonably determinable, on the basis on which such particular item of Forecast Modified Revenue or Forecast Operating Cost should have been accounted for by the Franchisee as reasonably determined by the Secretary of State,

in either case after having exercised his rights under paragraph 9.7 (Secretary of State Audit of calculations provided pursuant to paragraph 9.2(b) (ii)) of Schedule 11.2 (Management Information) to the extent that he considers appropriate in the circumstances for the purpose of making any such reasonable determination.

3. Breach of Financial Ratios

3.1 The Franchisee shall not during any Lock-up Period, do any of the following without the Secretary of State's consent:

- (a) declare or pay any dividend (equity or preference) or make any other distribution including surrendering any taxable losses to any of its Affiliates or pay any of its Affiliates in respect of taxable losses that they wish to surrender to the Franchisee, without the prior written consent of the Secretary of State;
- (b) pay management charges to any of its Affiliates in excess of those specified in the Initial Business Plan; or
- (c) make payment under any intra-group borrowings,

provided that, during the Lock-up Period, the Franchisee may repay any borrowing and/or make any payment in respect of interest accrued on such borrowing, in each case relating to the Agreed Funding Commitment in accordance with the AFC Plan (each as defined in the Funding Deed).

3.2 "**Lock-up Period**" means any period from the time when either of the ratios referred to in paragraphs 2.1(a) and 2.1(b) falls below the ratio of 1.070:1 until the time at which the Secretary of State is satisfied that the relevant ratio is again above the ratio of 1.070:1.

3.3 Failure by the Franchisee at any time to comply with either of the ratios referred to in paragraph 2.1 shall be an Event of Default under paragraph 1.8 of Schedule 10.2 (Events of Default and Termination Events).

4. Performance Bond

4.1 The Franchisee shall procure that there shall be a valid and effective Performance Bond in place with effect from the date of the Franchise Agreement, and the Franchisee shall procure that there shall be a valid and effective Performance Bond in place:

- (a) throughout the Franchise Period; and
- (b) for a period that is the later of the date:
 - (i) falling one (1) month after the determination of the Purchase Price (as defined in any Supplemental Agreement) under the Supplemental Agreement; and
 - (ii) that is seven (7) Reporting Periods after the end of the Franchise Period.

The provisions of this paragraph 4.1 shall survive the termination of the Franchise Agreement.

4.2 Each Performance Bond shall:

- (a) be substantially in the form of Appendix 1 (Form of Performance Bond) to this Schedule 12;
- (b) be issued by a Bond Provider;
- (c) in the case of the Initial Performance Bond, have a value of [REDACTED³⁵⁶], and in the case of any Replacement Performance Bond, have a value equal to the amount determined under paragraph 4.4; and
- (d) have a minimum duration of three (3) years.

4.3 Provision of Replacement Performance Bond

- (a) The Franchisee may replace the then current Performance Bond at any time.
- (b) The Franchisee shall replace each Performance Bond at least six (6) months prior to its scheduled expiry with a Replacement Performance Bond.
- (c) If at any time the Secretary of State reasonably considers the Bond Provider under the then current Performance Bond to be unacceptable, the Secretary of State may require the Franchisee within twenty (20) Weekdays to procure

³⁵⁶ Date of redaction 31/08/2017 - 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.

the execution and delivery of a new Performance Bond by a Bond Provider acceptable to the Secretary of State.

4.4 Amount of Replacement Performance Bond

The value of any Replacement Performance Bond shall be as follows:

- (a) in relation to the first Replacement Performance Bond, an amount which is **[REDACTED³⁵⁷] x RPI**; and
- (b) in relation to each subsequent Replacement Performance Bond an amount which is the amount of the Replacement Performance Bond that it is replacing x RPI,

and, for the purpose of this paragraph 4.4, **RPI** shall be the quotient of the Retail Prices Index for the month for which the Retail Prices Index has most recently been determined on the date on which the Franchisee is to replace the Performance Bond divided by the Retail Prices Index for the month in which the Performance Bond that is being replaced was required to be delivered to the Secretary of State.

4.5 Demands under the Performance Bond

- (a) The Performance Bond shall be on terms that it is payable without further enquiry by the Bond Provider to the Secretary of State in full in London on first written demand by the Secretary of State on the Bond Provider, certifying as to any one or more of the following:
 - (i) that the Franchise Agreement has:
 - (A) either terminated or expired and, in either case, in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State; and/or
 - (B) terminated solely as a consequence of the occurrence of one or more Events of Default or a Termination Event of a type described in paragraphs 2.2, 2.3, 2.4 and 2.5 of Schedule 10.2 (Events of Default and Termination Events) or pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement in circumstances where the Secretary of State has incurred or expects to incur losses, liabilities, costs or expenses in connection with early termination of the Franchise;
 - (ii) that a railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Act;
 - (iii) the occurrence of an Event of Default:

³⁵⁷ Date of redaction 31/08/2017 - 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) under paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) in relation to the Performance Bond; or
- (B) under paragraph 1.12(b) of Schedule 10.2 (Events of Default and Termination Events),

whether or not the Franchise Agreement is, or is to be, terminated as a result thereof;

- (iv) that the Franchisee has failed to perform or comply with its obligations under any Supplemental Agreement;
 - (v) that the Franchisee has failed to provide a replacement Performance Bond complying with this paragraph 4 at least six (6) months prior to the scheduled expiry of the existing Performance Bond; or
 - (vi) the Franchisee has failed to procure the execution and delivery of a new Performance Bond by a Bond Provider acceptable to the Secretary of State when required to do so in accordance with paragraph 4.3(c).
- (b) If the Secretary of State makes a demand under the Performance Bond, he shall, within a reasonable period, account to the Franchisee for the proceeds of such Performance Bond less the amount of the losses, liabilities, costs or expenses which, in the reasonable opinion of the Secretary of State, the Secretary of State or a Successor Operator has incurred or suffered or may be reasonably likely to incur or suffer including as a result of:
- (i) early termination of the Franchise Agreement; and/or
 - (ii) any failure by the Franchisee to perform or comply with any of its obligations to the Secretary of State under the Franchise Agreement or to a Successor Operator under the Supplemental Agreement,
- and which are not otherwise recovered by the Secretary of State (including pursuant to Clause 7.3 of the Funding Deed).
- (c) It is agreed that for the purposes of paragraph 4.5(b) losses, liabilities, costs or expenses which the Secretary of State or a Successor Operator has incurred or suffered or may be reasonably likely to incur or suffer shall include any losses, liabilities costs or expenses consequent upon the fact that the Successor Operator and any Train Operators that might succeed it in providing all or any of the Franchise Services during the remainder of the Franchise Term may do so on a different financial basis with regard to amounts equivalent to the Franchise Payments payable pursuant to Schedule 8 of the Franchise Agreement than the financial basis on which the Franchisee provided the Franchise Services pursuant to the Franchise Agreement.
- (d) Nothing in paragraphs 4.5(b) and 4.5(c) shall oblige the Secretary of State to account to the Franchisee for the proceeds of such Performance Bond in the circumstances described in paragraphs 4.5(a)(iii), 4.5(a)(v) or 4.5(a)(vi) until such time as the Franchisee has procured a replacement Performance Bond which complies with the requirements of paragraph 4.

4.6 **Characteristics of Performance Bond Provider**

- (a) In determining whether a Bond Provider under any replacement Performance Bond is acceptable, the Secretary of State may exercise his discretion and shall not be obliged to accept a Bond Provider accepted under any previous Performance Bond.
- (b) The Franchisee shall provide such information relating to any Bond Provider or proposed Bond Provider as the Secretary of State may require from time to time.

4.7 **Provision of more than one Performance Bond**

The Franchisee shall be permitted subject to the prior consent of the Secretary of State (such consent not to be unreasonably withheld or delayed) to meet its obligations to provide a valid and effective Performance Bond by providing up to three valid and effective Performance Bonds, the aggregate value of which at all times is equal to the value determined under paragraph 4.4. With the exception of the value of each individual Performance Bond the provisions of the Franchise Agreement in relation to the Performance Bond shall be deemed to apply separately in relation to each such Performance Bond. Where more than one Performance Bond is provided the Secretary of State shall have a discretion as to whether to make a demand under some or all of such Performance Bonds and the extent to which he accounts for the proceeds of each such Performance Bond in accordance with the provisions of paragraph 4.5(b).

5. **Season Ticket Bond**

5.1 **Provision of Season Ticket Bond**

The Franchisee shall procure that, for each Franchisee Year throughout the Franchise Term and during the relevant call period specified in Clauses 4 and 5 of the Season Ticket Bond, there shall be in place a valid and effective Season Ticket Bond substantially in the form of Appendix 2 (Form of Season Ticket Bond) to this Schedule 12.

5.2 **Provision of Replacement Season Ticket Bond**

No later than one (1) Reporting Period before the expiry of each Bond Year, the Franchisee shall provide to the Secretary of State (or procure that the Secretary of State receives) a Season Ticket Bond for the following Bond Year:

- (a) substantially in the form of Appendix 2 (Form of Season Ticket Bond) to this Schedule 12 (or in any other form acceptable to the Secretary of State in his discretion);
- (b) duly executed and delivered by a Bond Provider acceptable to the Secretary of State; and
- (c) in an amount determined in accordance with paragraph 5.3.

5.3 Amount of Season Ticket Bond

The amount of any Season Ticket Bond shall vary for each Reporting Period during the Bond Year to which the Season Ticket Bond relates in accordance with the following formula:

$$STBA = STL \times \frac{((RPI \times 100) + k)}{100} \times Z$$

Where:

STBA equals the amount of the Season Ticket Bond in the relevant Reporting Period;

STL equals in respect of such Reporting Period:

- (a) the maximum amount which would be payable by the Franchisee in respect of Season Ticket Fares under and in accordance with a Supplemental Agreement and paragraph 3.3 of Schedule 15.4 (Provisions Applying on and after Termination) and the rights and liabilities of the Franchisee relating to an obligation of carriage under the terms of any Season Ticket Fares which were transferred under a Transfer Scheme relating to that Supplemental Agreement to a Successor Operator at that time; and
- (b) the Stored Credit Balance which would be held by the Franchisee,

if the Franchise Agreement were to terminate on any day during the Reporting Period (the "**Relevant Reporting Period**") falling thirteen (13) Reporting Periods before such Reporting Period,

provided that for these purposes only:

- (i) Season Ticket Fares shall mean any Season Ticket Fare which expires more than seven (7) days after it first comes into effect;
- (ii) the Start Date shall be assumed, where relevant, to have occurred before the commencement of the Relevant Reporting Period; and
- (iii) if STL cannot reasonably be determined at the time at which the Franchisee is required under paragraph 5.4 to provide its estimate of the amount of the relevant Season Ticket Bond (including because the Relevant Reporting Period has not yet occurred), the Relevant Reporting Period shall be the Reporting Period falling twenty six (26) Reporting Periods before the Reporting Period in the relevant Bond Year;

RPI equals the quotient of the Retail Prices Index for the month for which the Retail Prices Index has most recently been determined at the time the Franchisee is required under paragraph 5.4 to provide its estimate of the amount of the relevant Season Ticket Bond divided by the Retail Prices Index for the month falling twelve (12) months before such month;

k has the value attributed to it in Schedule 5 (Fares and Ticketing) for the Fare Year in which the Reporting Period in the relevant Bond Year falls; and

Z equals +1 or, if the Relevant Reporting Period falls twenty six (26) Reporting Periods before such Reporting Period, an amount equal to:

$$\frac{(RPI \times 100) + 100}{100}$$

where **RPI** and **k** are determined for the twelve (12) months and the Fare Year preceding the twelve (12) months and the Fare Year for which RPI and k are respectively determined above.

- 5.4 The Franchisee shall supply to the Secretary of State, not later than three (3) Reporting Periods before the end of each Bond Year, its estimate of the amount of the Season Ticket Bond for each Reporting Period during the following Bond Year and shall supply such details as the Secretary of State may request in connection therewith.
- 5.5 The Franchisee and the Secretary of State shall endeavour to agree the amount of such Season Ticket Bond by no later than two (2) Reporting Periods before the end of each Bond Year. If the Parties are unable to agree the amount of the Season Ticket Bond in respect of any Reporting Period during the following Bond Year, the matter shall be resolved in accordance with the Dispute Resolution Rules.
- 5.6 If the amount of the Season Ticket Bond for each Reporting Period during a Bond Year has not been agreed two (2) Reporting Periods before the end of the preceding Bond Year, then, until the amount is agreed or determined in accordance with the Dispute Resolution Rules, the amount thereof shall be the amount determined by the Secretary of State.
- 5.7 The Secretary of State and the Franchisee may agree to increase or reduce the amount covered or required to be covered under a Season Ticket Bond from time to time.
- 5.8 **Demands under the Season Ticket Bond**
- (a) The Season Ticket Bond shall be on terms that it is payable without further enquiry by the Bond Provider to the Secretary of State in full in London on first written demand by the Secretary of State on the Bond Provider, certifying as to any one or more of the following:
- (i) that the Franchise Agreement has terminated or expired;
 - (ii) that a railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Act; or
 - (iii) that an Event of Default:
 - (A) under paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) in relation to the Season Ticket Bond; or
 - (B) under paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events),
 has occurred (whether or not the Franchise Agreement is, or is to be, terminated as a result thereof).

- (b) If the Secretary of State makes a demand under the Season Ticket Bond, he shall account to the Franchisee for the proceeds of such Season Ticket Bond remaining following settlement of all liabilities or obligations of the Franchisee in respect of any Season Ticket Fares and/or Stored Credit Balance that may be transferred or is transferred whether under a Transfer Scheme (or otherwise) to a Successor Operator.

5.9 Characteristics of Season Ticket Bond Provider

- (a) In determining whether a Bond Provider under any replacement Season Ticket Bond is acceptable, the Secretary of State may exercise his discretion and shall not be obliged to accept a Bond Provider accepted under any previous Season Ticket Bond.
- (b) The Franchisee shall provide such information relating to any Bond Provider or proposed Bond Provider as the Secretary of State may require from time to time.
- (c) The Secretary of State agrees that, subject to receipt of a Season Ticket Bond in an amount determined in accordance with paragraph 5.3 in respect of any Bond Year, he shall release the relevant Bond Provider from any liability under the Season Ticket Bond provided in relation to the preceding Bond Year on the expiry of such Bond Year, provided that no Event of Default has occurred and is unremedied or continuing.

5.10 Meaning of "Reporting Period"

References in this paragraph 5 to a **"Reporting Period"** shall be construed, where the Franchisee so requests and the Secretary of State consents (such consent not to be unreasonably withheld), to be references to each consecutive seven (7) day period (or such other period as may be agreed) during such Reporting Period. The Franchisee may only make such a request in respect of a maximum of two (2) Reporting Periods in each Bond Year and only where the amount of the Season Ticket Bond over any such period would, in the reasonable opinion of the Franchisee, differ materially if determined by reference to such seven (7) day periods.

6. Tax Compliance

- 6.1 The Franchisee represents and warrants that as at the Start Date, it has notified the Secretary of State in writing of any Occasions of Tax Non-Compliance where the Franchisee (including where the Franchisee is an unincorporated joint venture or consortium, the members of that unincorporated joint venture or consortium) is the Affected Party (as defined in paragraph 6.3 below) or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance where the Franchisee (including where the Franchisee is a joint venture or consortium, the members of that joint venture or consortium) is the Affected Party.
- 6.2 If, at any point during the Franchise Term, an Occasion of Tax Non-Compliance occurs in relation to any Affected Party, the Franchisee shall:
- (a) notify the Secretary of State in writing of such fact within five (5) Weekdays of its occurrence; and
- (b) promptly provide to the Secretary of State:

- (i) details of the steps which the Affected Party is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
- (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Secretary of State may reasonably require.

6.3 For the purposes of this paragraph 6, the following defined terms shall have the following meanings:

“DOTAS”

means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue & Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992; and

“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.

APPENDIX 1 TO SCHEDULE 12

Form of Performance Bond

[DOCUMENT "PB" - PERFORMANCE BOND]

Dated [INSERT DATE]

[INSERT NAME OF BOND PROVIDER]

Performance Bond

*Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR*

To: Secretary of State for Transport
33 Horseferry Road
London
SW1P 4DR
(the Secretary of State)

Whereas:

We are informed that you have entered into a franchise agreement dated [INSERT DATE] (the "**Franchise Agreement**") with [INSERT NAME OF FRANCHISEE] (the "**Franchisee**"). Pursuant to the Franchise Agreement the Franchisee will provide certain railway passenger services.

We are further informed that the Franchise Agreement requires that the Secretary of State receives a duly executed performance bond in the amount of [INSERT AMOUNT] (the "**Bond Value**") to secure the performance by the Franchisee of and its compliance with their respective obligations under the Franchise Agreement and any Supplemental Agreement.

Accordingly:

We hereby unconditionally and irrevocably undertake to pay to you in full in London, immediately upon receipt of your first written demand on us in the form set out in the Schedule and, without further enquiry, the sum specified therein. Such written demand shall state:

- (a) the Call Event (as defined in Clause 2 hereof) that has occurred; and
- (b) the date of occurrence of such Call Event.

You may call on us for the whole or part of the amount of our liability hereunder and you may make any number of calls on us up to a maximum aggregate amount of the Bond Value. All sums payable hereunder shall be paid free of any restriction or condition and free and clear of and (except to the extent required by law) without any deduction or withholding, whether for or on account of tax, by way of set-off or otherwise.

1. The undertaking given by us above shall operate provided that:

- (a) our maximum liability shall be limited to a sum or sums not exceeding in the aggregate the amount of the Bond Value or such lesser amount as you may notify us of from time to time in writing, separately from any demand, shall constitute the Bond Value of this Bond; and
- (b) notwithstanding anything contained herein, our liability hereunder shall expire on the earlier of:
 - (i) the date falling six (6) months after the date on which any railway administration order is made in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993; and
 - (ii) the later of:

- (A) the date falling one (1) month after the determination of the Purchase Price (as defined in any Supplemental Agreement) under each relevant Supplemental Agreement; and
- (B) the date falling seven (7) Reporting Periods after the end of the Franchise Period; and
- (C) the end of the Franchise Term; and

(iii) [INSERT DATE]²⁷,

except in respect of any written demand for payment complying with all the requirements hereof which is received by us on or before such date for either the Bond Value, or for such lesser amount which, when aggregated with any previous demands, amounts to the Bond Value or less, after which date this undertaking shall be void whether returned to us or not.

2. **“Call Event”** means, in this Bond, any of:

- (a) the termination or expiry of the Franchise Agreement in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State;
- (b) the termination of the Franchise Agreement solely as a consequence of the occurrence of one or more Events of Default or a Termination Event of a type described in paragraphs 2.2, 2.3, 2.4 and 2.5 of Schedule 10.2 (Events of Default and Termination Events) or pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement in circumstances where the Secretary of State has incurred or expects to incur losses, liabilities, costs or expenses in connection with early termination of the South Western rail passenger franchise;
- (c) the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993;
- (d) the occurrence of an Event of Default under the Franchise Agreement in respect of:
 - (i) paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement in relation to the Performance Bond; or
 - (ii) paragraph 1.12(b) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement,
 whether or not the Franchise Agreement is, or is to be, terminated as a result thereof;
- (e) the failure by the Franchisee to perform or comply with its obligations under any Supplemental Agreement;

27. Date to be at least three (3) years after the start date of the Bond

- (f) the failure by the Franchisee to provide the Secretary of State with a replacement Performance Bond which complies with paragraph 4 of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement at least six (6) months prior the scheduled expiry of the existing Performance Bond; or
- (g) the failure by the Franchisee to procure the execution and delivery of a new Performance Bond by a Bond Provider in favour of and acceptable to the Secretary of State when required to do so in accordance with paragraph 4.3(c) of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement.
3. This undertaking is made to you, your successors and your assigns.
4. This undertaking shall not be discharged or released by time, indulgence, waiver, alteration or release of, or in respect to, the obligations of the Franchisee under the Franchise Agreement or any Supplemental Agreement or any other circumstances that might operate as a release of a guarantor at law or in equity.
5. You may make demand or give notice to us under this Bond in writing by hand or email transmission to us as follows:
- Address: [INSERT BOND PROVIDER'S ADDRESS]
- Email Address: [INSERT BOND PROVIDER'S EMAIL ADDRESS]
6. References in this Bond to the Franchise Agreement and the Supplemental Agreement are to the Franchise Agreement and any Supplemental Agreement as amended from time to time.
7. Where used in this Bond, capitalised terms have the same meanings as in the Franchise Agreement.
8. This Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [INSERT DAY AND MONTH] of [INSERT YEAR].

SCHEDULE TO THE PERFORMANCE BOND**SPECIMEN DEMAND NOTICE**

To: [INSERT NAME AND ADDRESS OF BOND PROVIDER]

[INSERT DATE OF DEMAND NOTICE]

We refer to the performance bond issued by you on [INSERT DATE OF BOND] (the “**Performance Bond**”) in connection with the franchise agreement (the “**Franchise Agreement**”) entered into between the Secretary of State for Transport (the “**Secretary of State**”) and [INSERT NAME OF FRANCHISEE] (the “**Franchisee**”) on [INSERT FRANCHISE AGREEMENT SIGNATURE DATE].

We hereby notify you that the following Call Event (as defined in the Performance Bond) occurred on [INSERT DATE OF OCCURRENCE OF CALL EVENT]: **[DRAFTING NOTE: DELETE AS APPROPRIATE]**

- [The Franchise Agreement has **[terminated/expired]** on [INSERT DATE OF TERMINATION/EXPIRY] in circumstances where there are liabilities or obligations outstanding from the Franchisee to the Secretary of State.]
- The Franchise Agreement has terminated solely as a consequence of the occurrence of one or more Events of Default or a Termination Event of a type described in paragraphs 2.2, 2.3, 2.4 and 2.5 of Schedule 10.2 (Events of Default and Termination Events) or pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement on [INSERT DATE OF TERMINATION] in circumstances where the Secretary of State has incurred or expects to incur losses, liabilities, costs or expenses in connection with the termination of the [INSERT NAME OF THE FRANCHISE] franchise.
- [A railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993.]
- [That an Event of Default under the Franchise Agreement has occurred under:
 - [(a) paragraph 1.12(a) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement in relation to the Performance Bond; or]
 - [(b) paragraph 1.12(b) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement.]]
- [The Franchise Agreement has terminated pursuant to Clause 4.2(b) or 4.3(b) of the Conditions Precedent Agreement in circumstances where the Secretary of State has incurred or expects to incur additional costs in connection with early termination of the [INSERT NAME OF FRANCHISE] franchise.]
- [The Franchisee has failed to perform or comply with its obligations under any Supplemental Agreement.]
- [The Franchisee has failed to provide a replacement Performance Bond (as described in the Franchise Agreement) complying with paragraph 4 of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement at least six (6) months prior to the scheduled expiry of the existing Performance Bond.]

- [The Franchisee has failed to procure the execution and delivery of a new Performance Bond by a Bond Provider acceptable to the Secretary of State when required to do so in accordance with paragraph 4.3(c) of Schedule 12 (Financial Covenants and Bonds) of the Franchise Agreement.]

We hereby demand immediate payment from you of [SPECIFY ALTERNATIVE AMOUNT IF NOT BOND VALUE] or the Bond Value, whichever is smaller.

Please arrange for immediate payment of the relevant amount as follows:

[INSERT ACCOUNT DETAILS TO WHICH BOND MONIES TO BE PAID INTO]

Where used in this Notice, capitalised terms have the same meanings as in the Franchise Agreement.

For and on behalf of **Secretary of State for Transport**

.....

APPENDIX 2 TO SCHEDULE 12

Form of Season Ticket Bond

DOCUMENT "STB" - SEASON TICKET BOND

Dated [INSERT DATE]

[INSERT NAME OF BOND PROVIDER]

Season Ticket Bond

*Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR*

To: Secretary of State for Transport
33 Horseferry Road
London
SW1P 4DR
(the "**Secretary of State**")

Whereas:

We are informed that you have entered into a franchise agreement dated [INSERT DATE] (the "**Franchise Agreement**") with [INSERT NAME OF FRANCHISEE] (the "**Franchisee**") under which the Franchisee will provide certain railway passenger services.

We are further informed that the Franchise Agreement requires that the Secretary of State receives a duly executed season ticket bond to secure the performance by the Franchisee of and its compliance with its obligations under the Franchise Agreement and any Supplemental Agreement.

Accordingly:

We hereby unconditionally and irrevocably undertake to pay to you in full in London, immediately upon receipt of your first written demand on us in the form set out in Schedule 1 (Specimen Demand Notice) and, without further enquiry, the sum specified therein. Such written demand shall state:

- (a) the Call Event (as defined in Clause 2) that has occurred; and
- (b) the date of occurrence of such Call Event.

You may call on us for the whole or part of the amount of our liability hereunder and you may make any number of calls on us up to a maximum aggregate amount of the Bond Value (as defined in Clause 3). All sums payable hereunder shall be paid free and clear of any restriction or condition and free and (except to the extent required by law) without any deduction or withholding, whether for or on account of tax, by way of set-off or otherwise.

1. The undertaking given by us above shall operate provided that:
 - (a) our maximum liability shall be limited to a sum or sums not exceeding in the aggregate the amount of the Bond Value on the date of occurrence of the Call Event stated in your written demand on us; and
 - (b) you may only call on us (whether on one or more occasions) in relation to one Call Event, such Call Event to be determined by reference to the first written demand which is received by us in the form set out in Schedule 1 (Specimen Demand Notice).
2. "**Call Event**" means, in this Bond, any of:
 - (a) the termination or expiry of the Franchise Agreement;
 - (b) the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993; or

- (c) the occurrence of an Event of Default under paragraph 1.12(a) (in relation to a Season Ticket Bond) or paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement (whether or not the Franchise Agreement is, or is to be, terminated as a result thereof).
3. Bond Value shall mean, in respect of any date, the amount specified in Schedule 2 (Bond Value) as being the value of this Bond for such date (provided that for these purposes the date of occurrence of the Call Event specified in Clause 2(c) shall be deemed to be the last date for which a Bond Value is assigned under Schedule 2 (Bond Value) of this Bond).
4. Notwithstanding anything contained herein, but subject to Clause 5, our liability hereunder in respect of any Call Event shall expire no later than the end of the Franchise Term and:
- 4.1 in relation to a Call Event specified in Clauses 2(a) and 2(b), at noon (London time) on the date falling three (3) business days after the date of occurrence of such Call Event (business day being a day on which banks are open for business in the City of London); and
- 4.2 in relation to any other Call Event, on the day falling one (1) month after the last date for which a Bond Value is assigned under Schedule 2 of this Bond unless you notify us in writing prior to the relevant expiry time that the relevant Call Event has occurred (whether or not you call on us at the same time under this Bond).
5. If you do notify us under Clause 4 our liability shall expire on:
- 5.1 if the Call Event in respect of which you may call on us under this Bond is the termination of the Franchise Agreement, the date falling one (1) month after the determination of the Purchase Price (as defined in the Supplemental Agreement) under each relevant Supplemental Agreement;
- 5.2 if the Call Event in respect of which you may call on us under this Bond is the making of a railway administration order in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993, the date falling three (3) months after the making of such railway administration order; or
- 5.3 if the Call Event in respect of which you may call on us under this Bond is the occurrence of an Event of Default under paragraph 1.12(a) (in relation to a Season Ticket Bond) or paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement (whether or not the Franchise Agreement is, or is to be, terminated as a result thereof), the date falling one (1) month after your notification to us under Clause 4,
- except, in each case, in respect of any written demand for payment complying with all the requirements hereof which is received by us on or before the relevant date, after which date this undertaking shall be void whether returned to us or not.
6. This undertaking is made to you, your successors and your assigns.
7. This undertaking shall not be discharged or released by time, indulgence, waiver, alteration or release of, or in respect to, the obligations of the Franchisee under the Franchise Agreement or any Supplemental Agreement or any other circumstances that might operate as a release of a guarantor at law or in equity.

8. You may make demand or give notice to us under this Bond in writing by hand or email transmission to us as follows:

Address: [INSERT BOND PROVIDER'S ADDRESS]

Email Address: [INSERT BOND PROVIDER'S EMAIL ADDRESS]

9. References in this Bond to the Franchise Agreement and the Supplemental Agreement are to the Franchise Agreement and the Supplemental Agreement as amended from time to time and terms defined therein shall have the same meaning in this Bond.
10. Where used in this Bond, capitalised terms have the same meanings as in the Franchise Agreement.
11. This Bond shall be governed by and construed in accordance with the laws of England and Wales.

Executed as a deed this [INSERT DAY AND MONTH] of [INSERT YEAR].

SCHEDULE 1 TO THE SEASON TICKET BOND

SPECIMEN DEMAND NOTICE

To: [INSERT NAME AND ADDRESS OF BOND PROVIDER]

[INSERT DATE OF DEMAND NOTICE]

We refer to the season ticket bond issued by you on [INSERT DATE OF BOND] (the “**Season Ticket Bond**”) in connection with the franchise agreement (the “**Franchise Agreement**”) entered into between the Secretary of State for Transport (the “**Secretary of State**”) and [INSERT NAME OF FRANCHISEE] (the “**Franchisee**”) on [INSERT FRANCHISE AGREEMENT SIGNATURE DATE].

We hereby notify you that the following Call Event (as defined in the Season Ticket Bond) occurred on [INSERT DATE OF OCCURRENCE OF CALL EVENT]: **[DRAFTING NOTE: DELETE AS APPROPRIATE]**

- [The Franchise Agreement **[terminated/expired]** on [INSERT DATE OF [TERMINATION/EXPIRY]].
- [A railway administration order has been made in relation to the Franchisee pursuant to Sections 60 to 62 of the Railways Act 1993.]
- [An Event of Default occurred under paragraph 1.12(a) (in relation to a Season Ticket Bond) or paragraph 1.12(c) of Schedule 10.2 (Events of Default and Termination Events) of the Franchise Agreement.]

We hereby demand immediate payment from you of [SPECIFY ALTERNATIVE AMOUNT IF NOT BOND VALUE] or the Bond Value, whichever is smaller.

Please arrange for immediate payment of the relevant amount as follows:

[INSERT ACCOUNT DETAILS TO WHICH BOND MONIES TO BE PAID INTO]

Where used in this Notice, capitalised terms have the same meanings as in the Franchise Agreement.

For and on behalf of **Secretary of State for Transport**

.....

SCHEDULE 2 TO THE SEASON TICKET BOND**Bond Value**

Call Event occurring in Reporting Period	Bond Value £
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	

SCHEDULE 13**Rail Industry Initiatives and Innovation Obligations**

Schedule 13.1:	Rail Industry Initiatives
	Appendix 1: Community Rail Partnerships
Schedule 13.2:	Innovation Obligations
	Appendix 1: NOT USED

Schedule 13.1

Rail Industry Initiatives**1. British Transport Police**

1.1 The Franchisee shall give due consideration to any request by the British Transport Police to provide suitable accommodation (including additional or alternative accommodation) or facilities at Stations to enable the British Transport Police to effectively perform the services owed to the Franchisee under any contract or arrangement entered into between the British Transport Police and the Franchisee.

1.2 The Franchisee shall:

(a) work with the British Transport Police to:

(i) reduce crime and anti-social behaviour on the railway;

(ii) reduce minutes lost to police-related disruption;

(iii) increase passenger confidence with personal security on train and on station;

(b) work in partnership with the British Transport Police and conduct an annual assessment of the security and crime risk at all Stations and across the Franchise generally;

(c) co-operate with the British Transport Police to provide it with access to records and/or systems maintained by the Franchisee which relate to lost property to enable the British Transport Police to have access to such information when dealing with items reported to them as lost;

(d) consult with the British Transport Police as to its requirements in relation to records and/or systems and shall ensure that the British Transport Police has access to such records and/or systems within fifteen (15) Weekdays of the Start Date and in any event within five (5) Weekdays of the notification of a crime by the British Transport Police; **and**

(e) **use reasonable endeavours to procure short term secondments of relevant Franchise Employees to the British Transport Police on a short term basis.**³⁵⁸

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.

³⁵⁸ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

2. Community Rail Partnerships

- 2.1 The Franchisee shall become a member of and shall continue to participate in the Community Rail Partnerships relevant to the Passenger Services, including but not limited to the Community Rail Partnerships listed in the table in Appendix 1 to this Schedule 13.1 (and any successor Community Rail Partnership). As part of such participation the Franchisee shall identify a senior Franchisee Employee whose duties shall include:
- (a) supporting the Community Rail Partnerships;
 - (b) ensuring managerial focus within the Franchisee's organisation to enable the Franchisee meet its Community Rail Partnership obligations; and
 - (c) lead on the Franchisee's development of community rail projects.
- 2.2 The Franchisee shall, at the request of the Secretary of State:
- (a) co-operate with the Secretary of State, Network Rail, ACoRP, local transport authorities and/or any other person as the Secretary of State may nominate for the purposes of developing and furthering the success of the Community Rail Partnerships;
 - (b) co-operate with, establish and/or participate in any Community Rail Partnership;
 - (c) provide technical support in respect of timetable specification for the Community Rail Partnerships, including providing appropriate journey and revenue data; and
 - (d) co-operate in the development of the Secretary of State's initiatives to examine:
 - (i) options for a more cost effective delivery of the railway passenger services operated on any Community Rail Route (such options to include changes in working practices of the relevant Franchisee Employees, reducing rolling stock lease costs and maximising opportunities for obtaining local funding of development at relevant stations and developing new ways of maintaining and renewing relevant railway infrastructure); and
 - (ii) the actual costs incurred in operating, maintaining and renewing the infrastructure relevant for such Community Rail Route.
- 2.3 The Franchisee shall use reasonable endeavours to develop and implement the Community Rail Partnership's initiatives in order to increase the use of the Passenger Services by non-users of the Passenger Services and tourists including, where appropriate, the development of and implementation of marketing strategies.
- 2.4 The Secretary of State may at any time, by proposing a Variation pursuant to paragraph 1.1(a) of Schedule 9.3 (Variations to the Franchise Agreement and Incentivising Beneficial Changes), require the Franchisee to develop and/or implement any changes to the Franchise Services and/or the transfer of any Franchise Services to another Train Operator in order to deliver either of the initiatives that were examined pursuant to paragraph 2.2(d).

- 2.5 The Franchisee shall become a member and shall continue to participate in the National Community Rail Steering Group.
- 2.6 Within three (3) months of the Start Date in respect of the first Franchisee Year and no later than three (3) months before the start of each subsequent Franchisee Year, the Franchisee shall provide to the Secretary of State a report ("**Community Rail Report**") setting out the distribution of the CRP Amount in full amongst the Community Rail Partnerships identified in paragraphs 2.1 and 2.2.
- 2.7 The Community Rail Report shall contain the following information:
- (a) a statement confirming that the Franchisee's distribution of funds to the Community Rail Partnerships takes account of the Secretary of State's then current published Community Rail Strategy;
 - (b) a statement confirming that the Franchisee has discussed the funding of the Community Rail Partnerships with ACoRP and has taken sufficient account of ACoRP's views;
 - (c) confirmation that the Franchisee has discussed with all Community Rail Partnerships the aims and needs of such partnerships and the funding required to achieve these;
 - (d) a table setting out the relevant portions of the CRP Amount which are to be paid to each Community Rail Partnership (on a non-indexed basis) over the next three (3) years (it being acknowledged that these amounts are likely to be different for each Community Rail Partnership);
 - (e) the activities undertaken by the Franchisee pursuant to paragraph 2.3 of this Schedule 13; and
 - (f) such further information as the Secretary of State may from time to time request.
- 2.8 Within twenty-eight (28) days of the signature date of this Agreement, the Franchisee shall notify the Community Rail Partnerships of the CRP Amount which shall be distributed to such partnerships during the Franchise Term. The Franchisee shall within thirty (30) days of the commencement of each Franchisee Year, make the relevant payments totalling the CRP Amount to each of the Community Rail Partnerships identified in the Community Rail Report for that year.
- 2.9 The Franchisee shall hold an annual conference for the Community Rail Partnerships' officers and station adopters in conjunction with ACoRP to encourage the spread of best practice and to communicate plans for franchise development. The first such conference shall be held within six (6) months of the Start Date.
- 2.10 The Franchisee shall devise and implement, in collaboration with the relevant Community Rail Partnership, a "**station adopters scheme**" under which members of the local community can "**adopt**" a local Station and engage in activities such as:
- (a) promotion of the Passengers Services calling at the Station;
 - (b) monitoring and reporting faults, damage and anti-social and criminal behaviour;

(c) carrying out minor Station cleaning and maintenance tasks and the development and cultivation of station gardens.

2.11 The Franchisee shall take reasonable steps to promote the station adopters scheme and provide safety and other training and support to participants.

2.12 In collaboration with the relevant Community Rail Partnership and other Stakeholders the Franchisee shall use reasonable endeavours to identify sources of third party funding for the Community Rail Partnerships and encourage such third parties to make funding commitments.

3. **Development of Industry Systems**

The Franchisee shall fully and effectively co-operate, in a manner consistent with it being a responsible Train Operator of the Franchise, with Network Rail, the Secretary of State, ORR and all other relevant railway industry bodies and organisations in relation to the development of anything that can reasonably be considered to be a railway industry system including systems in relation to the attribution of train delay, the allocation of revenue and the collection and dissemination of industry wide information.

4. **Co-operation with Industry Schemes**

The Franchisee shall co-operate (in good faith) with the Secretary of State, the relevant Local Authority and/or any other affected railway industry parties in the development and the implementation of initiatives relating to its participation in multi-modal fares schemes and Traveline (the "**Industry Schemes**"), where such Industry Schemes relate to the Franchise.

5. **Co-operation with Local Authority Sponsored Projects**

The Franchisee shall co-operate in good faith with any Local Authority that seeks to promote a scheme for the provision of additional or varied Passenger Services including by attending meetings and contributing to feasibility schemes and project plans and liaising with relevant industry participants including Network Rail. This paragraph 5 does not oblige the Franchisee to incur any cost in the actual provision of the revised Passenger Services.

6. **Co-operation with Network Rail and Alliancing**

6.1 General Co-operation

The Franchisee shall use all reasonable endeavours to work with Network Rail to identify ways in which co-operation between the Franchisee and Network Rail can be enhanced, costs can be reduced and closer working and alignment of incentives can improve value for money within the parameters of this Agreement.

6.2 Sharing of information with Network Rail

The Franchisee shall to the extent reasonably requested by Network Rail share with Network Rail all relevant data including GPS data and data derived from geometry measurement systems, forward facing CCTV, driver advisory systems, train condition monitoring systems fitted to any rolling stock within the Train Fleet. Any such data provided to Network Rail shall be provided in such format as Network Rail may reasonably request without charge.

6.3 General Alliance with Network Rail

- (a) The Franchisee shall use all reasonable endeavours to enter into an alliance agreement with Network Rail by the Start Date.
- (b) The alliance agreement to be entered into by the Franchisee pursuant to this paragraph 6.3 shall be of the type that will not require the Franchisee's obligations under the Franchise Agreement to be varied in any way and shall include ways in which Network Rail and the Franchisee can work together to:
 - (i) deliver safety improvements;
 - (ii) deliver improvements in operational performance of the Passenger Services (including improvements to service quality); and
 - (iii) develop joint initiatives and projects that deliver value for money for the railway.

6.4 Alliance Agreement with Network Rail

- (a) Where the Franchisee considers that it is appropriate to enter into an alliance agreement with Network Rail that would require its obligations under this Agreement to be varied (an "**Alliance Agreement**") it may make a proposal for the Secretary of State to consider. The Franchisee agrees that any such proposal (unless otherwise agreed by the Secretary of State) shall:
 - (i) be for the purposes of improved delivery of some or all of the following:
 - (A) the efficient and cost effective operation of some or all of the network over which the Passenger Services operate;
 - (B) the efficient and cost effective maintenance of some or all of the network over which the Passenger Services operate;
 - (C) the efficient and cost effective renewal of some or all of the network over which the Passenger Services operate;
 - (D) the efficient and cost effective delivery of some or all enhancement projects on the network over which the Passenger Services operate; and
 - (E) such other infrastructure enhancement projects as may be agreed by the Franchisee and Network Rail and approved by the Secretary of State during the Franchise Term;
 - (ii) be on terms which are commercially fair and reasonable so that:
 - (A) the incentives of the Franchisee and Network Rail are more effectively aligned in a way that gives a reasonable expectation that the matters subject to the alliance will be delivered in a more efficient and effective way;
 - (B) the financial and operational risk of the Franchisee arising out of the operation of the Franchise is not unreasonably increased (including through the agreement of appropriate limitations of liability); and

- (C) the Secretary of State has rights to require the termination of the Alliance Agreement in appropriate circumstances including so that the term of the alliance is aligned with the Franchise Term and liabilities do not accrue to any Successor Operator.
- (b) The Franchisee shall provide such information, updates and reports on the progress of its negotiation with Network Rail as the Secretary of State shall reasonably require and meet with the Secretary of State to discuss the progress of the negotiations when reasonably requested to do so.
- (c) On reaching agreement in principle with Network Rail on the terms of an Alliance Agreement the Franchisee shall present the draft Alliance Agreement to the Secretary of State for approval and shall not enter into any such agreement without the prior written consent of the Secretary of State (which he shall have an unfettered discretion to withhold).
- (d) The Franchisee agrees that any approval of an Alliance Agreement shall (without prejudice to the unfettered discretion of the Secretary of State to refuse to consent to such an alliance) be conditional upon:
- (i) the Secretary of State being satisfied that such Alliance Agreement is consistent with the provisions of paragraph 6.4(a)(ii) above;
- (ii) the Franchisee agreeing to a fair and reasonable allocation of the gain from such alliance being passed to the Secretary of State (whether through profit share or otherwise) consistent with the role of the Secretary of State in funding the railway network; and
- (iii) the Franchisee entering into a deed of amendment to the Franchise Agreement in a form reasonably determined by the Secretary of State.
- 6.5 The Franchisee shall notify the Secretary of State in advance of its entering into any Relevant Agreement as referred to in the Alliance Agreement between Network Rail and the Franchisee, together (if such be the case) with confirmation that such Relevant Agreement does not require any amendments to the Franchise Agreement as contemplated under paragraph 6.4 and, where the Franchisee is unable to provide such confirmation, the Franchisee shall comply with the requirements of paragraph 6.4 in relation to the Relevant Agreement before entering into that Relevant Agreement.**³⁵⁹

7. Route Efficiency Benefit Share Mechanism/REBS Mechanism

- 7.1 The Franchisee shall obtain the prior consent of the Secretary of State prior to exercising any rights it may have under the Track Access Agreement or otherwise to opt out from the Route Efficiency Benefit Share Mechanism.
- 7.2 Where a Train Operator under a Previous Franchise Agreement has exercised its rights under a track access agreement to opt out from the Route Efficiency Benefit Share Mechanism, the Franchisee shall take all steps necessary to ensure that it

³⁵⁹ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

opts back into the Route Efficiency Benefit Share Mechanism including through agreement of a new Track Access Agreement or a variation of an existing Track Access Agreement.

8. **Small and Medium-sized Enterprises**

8.1 The Franchisee shall at all times keep accurate and complete records of its use of and interaction with SMEs in delivering the Franchise Services.

8.2 By no later than 31 January in each year (and within one (1) month of the end of the Franchise Period) the Franchisee shall deliver to the Secretary of State a breakdown of the number of SMEs used by the Franchisee in providing the Franchise Services during the calendar year (or part thereof) which ended on the immediately preceding 31 December or at the end of the Franchise Period (as applicable).

9. **Apprenticeships³⁶⁰**

9.1 **The Franchisee shall at all times keep accurate and complete records of the training and Apprenticeships offered by the Franchisee and/or its immediate UK based supply chain in delivering the Franchise Services. In relation to each Reporting Period the Franchisee shall record:**

- (a) **the number of new Apprenticeships created, continuing and concluding by it in that Reporting Period; and**
- (b) **in relation to each Franchise Employee that commences an Apprenticeship:**
 - (i) **the level of each such Apprenticeship as described in the Regulated Qualifications Framework;**
 - (ii) **the skills category within which Apprenticeship falls;**
 - (iii) **the full date of birth of that Franchise Employee;**
 - (iv) **the gender of that Franchise Employee (except in relation to those who do not permit disclosure);**
 - (v) **whether that Franchise Employee is of BAME origin (except in relation to those who do not permit disclosure);**
 - (vi) **the postcode of the location at which that Franchise Employee is principally employed at (e.g. the relevant train crew depot of train crew); and**
 - (vii) **the first half of that Franchise Employee's residential postcode.**

³⁶⁰ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

Such information shall be provided to the Secretary of State with the quarterly financial information to be provided pursuant to paragraph 9.3 of Schedule 11.2 (Management Information) or at such other time as the Secretary of State may specify.

- 9.2 In order to comply with Data Protection requirements, the Franchisee must ensure that each apprentice employed is made aware that their data (including sensitive personal data) will be shared with the Department for Transport to enable it to monitor achievement of the apprenticeship targets set out in the Transport Infrastructure Skills Strategy and check for any inadvertent duplication of records. Apprentices should be made aware that information will be anonymised before appearing in any reports and will be retained for a period of 7 years.
- 9.3 By no later than 31 January in each year (and within one (1) month of the end of the Franchise Period) the Franchisee shall deliver to the Secretary of State a breakdown of the number of training and Apprenticeships created, by the Franchisee and/or its supply chain in providing the Franchise Services during the calendar year (or part thereof) which ended on the immediately preceding 31 December or at the end of the Franchise Period (as applicable).
- 9.4 The Franchisee shall ensure that the number of Franchise Employees who begin an Apprenticeship in any Franchisee Year shall constitute 2.5% of the total number of Franchise Employees (the "Apprenticeships Requirement"), provided that:
- (a) the Apprenticeships Requirement shall be subject to a pro rata reduction in relation to the first Franchisee Year, it being acknowledged that for such purposes the first Franchisee Year shall be treated as commencing on the date on which the Skills and Leadership Strategy is adopted by the Franchisee pursuant to paragraph 9.4 of this Schedule 13.1 (Rail Industry Initiatives); and
 - (b) the Apprenticeships Requirement shall be subject to a pro rata reduction in relation to the final Franchisee Year.
- 9.5 The Franchisee shall submit a draft Skills and Leadership Strategy to the Secretary of State by a date no later than three (3) months of the Start Date. Such draft Skills and Leadership Strategy shall set out the comprehensive, robust and deliverable strategy of the Franchisee for providing an appropriately skilled and trained workforce of Franchise Employees based on a skills gap analysis including through the delivery of the Apprenticeships specified in the Apprenticeship Table. The draft Skills and Leadership Strategy shall take into account the likely short, medium and long term requirements of the Franchisee and Successor Operators including in the context of expected change to the Franchise Services (including as a result of technological change) and the age profile of the Franchise Employees. The draft Skills and Leadership Strategy shall include a management / leadership maturity model, to help target and improve investment in developing leadership and management. The Franchisee shall meet with the Secretary of State to discuss the draft Skills and Leadership Strategy and shall have due regard to the opinions of the Secretary of State. The Skills and Leadership

Strategy shall be finalised and adopted by the Franchisee within six (6) months of the Start Date and the Franchisee shall implement it in accordance with its terms from the date that it is adopted.

9.6 The Franchisee shall:

- (a) undertake and complete a review of its Skills and Leadership Strategy and compliance with the Apprenticeships Table during each of the second and fourth Franchisee Years; and
- (b) provide the Secretary of State with any proposed revisions to the Skills and Leadership Strategy and the Apprenticeships Table arising out of such review by no later than the end of each such Franchisee Year.

9.7 The aim of such review shall be to update the Skills and Leadership Strategy by reference to an updated skills gap analysis and to ensure that the Skills and Leadership Strategy continues to effectively achieves its purposes to the greatest extent reasonably practicable. The review shall check compliance with the targets contained in the Apprenticeship Table and if they have not been met shall propose robust and effective strategies and methodologies to be contained in the revised Skills and Leadership Strategy to ensure delivery in future. The review may propose amendments to the Apprenticeships Table that are consistent with any proposed revisions to the Skills and Leadership Strategy. Any revisions to the Skills and Leadership Strategy (including the Apprenticeships Table) shall require the consent of the Secretary of State (such consent not to be unreasonably withheld or delayed). The Franchisee shall implement any revised Skills and Leadership Strategy in accordance with its terms from the date that the Secretary of State consents to the relevant revisions.

9.8 The Franchisee shall from the Start Date and for the remainder of the Franchise Term provide and/or procure the provision of appropriate training to at least fifty (50) Franchise Employees for the purposes of those Franchise Employees gaining management qualifications to include:

- (a) two (2) places per year on a Level 6 Chartered Manager Degree apprenticeship;
- (b) five (5) places per year on a Level 5 Diploma Manager apprenticeship; and
- (c) ten (10) places per year on a Level 3 Diploma Supervisor apprenticeship.

Each of such fifty (50) Franchise Employees shall be included, in respect of the Franchisee Year in which they commence the relevant apprenticeship training, within the 2.5% Apprenticeships Requirement referred to in paragraph 9.4 for that Franchisee Year.

10. Sustainability and other related initiatives

10.1 Sustainable Development Strategy

- (a) By no later than six (6) months following the Start Date, the Franchisee shall consult with the RSSB and such other Stakeholders as agreed between the Secretary of State and the Franchisee (or, in the absence of agreement, such Stakeholders as the Secretary of State shall determine) in order to agree:
- (i) key priority sustainable development areas;
 - (ii) the outcomes associated with such key priority and sustainable development areas;
 - (ii) the annual traction carbon trajectory (CO₂E/vehicle km) for the duration of the Franchise Term; and
 - (iv) target levels according to the Rail Safety and Standards Board Sustainable Development Self-Assessment Framework that will be reached by the end of the third (3rd) and sixth (6th) Franchisee Years.
- (b) The Franchisee shall develop the Sustainable Development Strategy to reflect such consultation and the Franchisee shall propose and agree a final version of the Sustainable Development Strategy with the RSSB and the Secretary of State by no later than twelve (12) months after the Start Date for the purposes of the Franchise Agreement. Such agreed strategy shall be the Sustainable Development Strategy for the purposes of the Franchise Agreement, provided that in the absence of agreement between the Parties of the Sustainable Development Strategy shall be the strategy determined by the Secretary of State (acting reasonably).
- (c) The Franchisee shall at all times comply with the Sustainable Development Strategy. Any amendments to the Sustainable Development Strategy must be agreed by the Secretary of State.
- (d) By no later than three (3) months following the end of the third (3rd) and sixth (6th) Franchisee Years, the Franchisee shall procure a suitably qualified independent body (such independent body to be appointed only with the prior written approval of the Secretary of State) to undertake an assessment of performance against the Rail Safety and Standards Board's Sustainable Development Self-Assessment Framework and produce a report in respect of such assessment, such assessment to review performance against the targets set out in the Sustainable Development Strategy.
- (e) The Franchisee shall submit a copy of the assessment report produced by the independent body pursuant to paragraph 10.1(d) to the Secretary of State within six (6) months following the end of the third (3rd) and sixth (6th) Franchisee Years.
- (f) Where the assessment report identifies a significant shortfall against the targets set out in the Sustainable Development Strategy, the Franchisee must as soon as reasonably practicable and in any event within two (2) months, produce an improvement plan which, in the reasonable opinion of the Secretary of State, is capable of achieving the targets set out within the Sustainable Development Strategy.
- (g) The Franchisee shall use all reasonable endeavours to implement the improvement plan referred to in paragraph 10.1(f) and improve its

performance against the targets set out in the Sustainable Development Strategy against the agreed timeframes for performance as set out in the revised Sustainable Development Strategy.

- (h) The Franchisee shall, within three (3) months following the end of each Franchisee Year, provide to the Secretary of State a report showing:
 - (i) progress against the outcomes in key priority sustainable development areas;
 - (ii) progress on development of Franchisee Employees to ensure they have the skills and knowledge required to deliver a sustainable franchise; and
 - (iii) proposed revisions to the Sustainable Development Strategy (such revisions to include those revisions reflecting feedback and advice from Stakeholders, and which have been consulted on with RSSB).
- (i) The Franchisee shall obtain the Secretary of State's consent to any amendments to the Sustainable Development Strategy proposed pursuant to paragraph 10.1(h)(iii) before such amendments are adopted and the Sustainable Development Strategy updated.
- (j) On request by the Secretary of State, the Franchisee shall publish (in such form as the Secretary of State may reasonably determine):
 - (i) all or any part of its Sustainable Development Strategy; and/or
 - (ii) all or any of the information described in paragraphs 10.1(h)(i) to (h)(iii).

10.2 Environmental Management and Sustainability Accreditation

- (a) The Franchisee shall, by no later than the date which is eighteen (18) months after the Start Date, attain and, at all times thereafter, maintain certification pursuant to ISO14001:2015 and ISO50001:2011 or equivalent standards.
- (b) The Franchisee shall provide the Secretary of State with copies of the certification audit reports and a copy of their ISO50001 Energy Review within four (4) weeks of their certification and each subsequent recertification during the Franchise Period.

10.3 Sustainable Construction

For construction projects (including building refurbishment or fit out):

- (a) which are either being funded by the Franchisee or in respect of which the Franchisee has design responsibility; and
- (b) in respect of which the total capital cost exceeds one million pounds sterling (£1,000,000) (indexed by the Retail Prices Index in the same way as variable costs are indexed in Appendix 1 (Annual Franchise Payments) to Schedule 8.1 (Franchise Payments)),

the Franchisee shall use reasonable endeavours to achieve at least an **“excellent”** rating from an accredited assessor using BREEAM (or a rating equivalent to

“excellent” in an equivalent recognised standard such as the SKA Rating Standard as appropriate) at both the design stage and the post-construction stage unless the Secretary of State (acting reasonably) agrees that the relevant project is not of a suitable scale or type to be so assessed and the Franchisee shall provide to the Secretary of State such information in relation to any construction project as the Secretary of State may reasonably request.

11. ERTMS Programme

11.1 ERTMS Programme

- (a) The Franchisee shall co-operate in good faith with the relevant third parties involved in the implementation of the ERTMS Programme (including Network Rail and any relevant ROSCO) with the intention of ensuring the timely, efficient and cost effective development and implementation of the ERTMS Programme.
- (b) The Parties agree and acknowledge that Network Rail shall be responsible for the capitals costs of implementing the infrastructure elements of the ERTMS Programme and the National Joint ROSCO Project.
- (c) The Parties agree and acknowledge that the Secretary of State shall be responsible for the Fleet Fitment and Mobilisation Costs of implementing the ERTMS Programme and where the Franchisee is required to incur Fleet Fitment and Mobilisation Costs a Qualifying Change will occur.
- (d) The Franchisee shall prepare the Franchisee ERTMS Plan and submit such plan to the Secretary of State within six (6) months of the later of receipt of a Network Rail ERTMS Implementation Plan from the Secretary of State and the Start Date (and shall keep such plan under review and provide an updated plan to the Secretary of State on a quarterly basis).
- (e) The Franchisee shall ensure that the Franchisee ERTMS Plan is prepared so that it is consistent with the Network Rail ERTMS Implementation Plan. The Franchisee shall include within the Franchisee ERTMS Plan details of how the Franchisee will deliver those activities for which the Franchisee is responsible under the ERTMS Programme including:
 - (i) the Franchisee's team responsible for delivering the Franchisee's responsibilities under the ERTMS Programme, including the team's structure and how it is integrated into the overall governance of the Franchisee's organisation;
 - (ii) milestones for ERTMS entering into service operations;
 - (iii) milestones for and requirements for obtaining approvals, consents and certification for fitment of ERTMS equipment;
 - (iv) milestones and requirements for the installation, testing and commissioning of any relevant ERTMS equipment;
 - (v) milestones and requirements for the training of Franchisee Employees who are drivers, rolling stock maintenance staff and other relevant Franchisee Employees, and training of any other rolling stock maintenance providers;

- (vi) any requirements in respect of the readiness of depot and stabling points; and
 - (vii) details of mobilisation activities and issues including the on-going maintenance of any ERTMS equipment.
- (f) The Franchisee shall comply with the terms of the Franchisee ERTMS Plan, as prepared and amended in accordance with this Schedule 13.1.
- (g) The Franchisee shall provide a copy of the Franchisee ERTMS Plan to Network Rail at the request of the Secretary of State (acting reasonably) subject to redactions agreed by both Parties provided that in the absence of agreement between the Parties the redaction of the Franchisee ERTMS Plan shall be determined by the Secretary of State (acting reasonably).
- (h) The Secretary of State may request from the Franchisee such other information in relation to the implementation of the Franchisee ERTMS Plan, including additional progress reports and the latest Franchisee ERTMS Plan (as at the date of such request), as the Secretary of State may reasonably require to satisfy himself that that the Franchisee ERTMS Plan is robust and deliverable and that the Franchisee is co-operating with the implementation of the ERTMS Programme.
- (i) The Franchisee shall as soon as reasonably practicable and in any event within five (5) Weekdays following the date of receipt by the Franchisee of any such request under paragraph 11.1(h), provide such information to the Secretary of State.
- (j) The Franchisee shall, upon reasonable notice, attend any meeting as the Secretary of State may reasonably require for the purposes of discussing and explaining the Franchisee ERTMS Plan (including progress on the implementation of such plan).
- (k) If at any time the Secretary of State considers that the Franchisee has not complied or is not likely to comply with its obligations in this paragraph 11 he may at his discretion, and entirely without prejudice to his other rights consequent upon the relevant contravention, serve a Remedial Plan Notice pursuant to paragraph 2 of Schedule 10.1 (Procedure for remedying a Contravention of the Franchise Agreement).

11.2 Network Change Compensation Claims

- (a) The Franchisee shall use all reasonable endeavours to ensure that any Track Access Agreement that it enters into with Network Rail reflects the following principles:
- (i) there will be no right for the Franchisee to claim compensation from Network Rail under Condition G.2 of the Network Code in relation to the direct or indirect consequences of any and all impacts on the Passenger Services due to the implementation of the ERTMS Programme except in the circumstances provided in paragraph 11.2(a)(ii) ("**Network Change Compensation Claims**"); and
 - (ii) the Franchisee will have the right to claim under Condition G.2 of the Network Code for any additional costs (which for these purposes shall include any loss of revenue which the Franchisee is entitled to claim

thereunder) it incurs where there is a material change to the actual implementation plans (including the relevant timescales for the delivery of such plans) adopted by Network Rail in respect of the ERTMS Programme when compared to the plans as specified in the Network Rail ERTMS Implementation Plan except where such material change is wholly attributable to the actions or inactions of the Franchisee.

- (b) If and to the extent that the Track Access Agreement entered into by the Franchisee does not reflect any of the principles set out in paragraph 11.2(a) including as a result of:
- (i) the Franchisee not being able to obtain the ORR's approval to any such terms; or
 - (ii) the Franchisee not complying with its obligations under paragraph 11.2(a) and entirely without prejudice to the other rights the Secretary of State may have under the Franchise Agreement consequent upon a contravention by the Franchisee of the provisions of paragraph 11.2(a),

then the Franchisee shall immediately pay to the Secretary of State (as a debt), an amount equal to any amounts received by the Franchisee from Network Rail in respect of any Network Change Compensation Claim(s).

- (c) Any amounts payable by the Franchisee to the Secretary of State pursuant to this paragraph 11.2 shall be paid on the next Payment Date following receipt by the Franchisee of any such amounts from Network Rail or where no such Payment Date exists shall be paid within thirty (30) days of receipt by the Franchisee of any such amounts from Network Rail.

12. Minimum Wi-Fi Service on Trains

12.1 For the purposes of this paragraph 12, the following definitions shall apply:

“Ethernet” means a system for connecting a number of computer systems to form a local area network, with protocols to control the passing of information and to avoid simultaneous transmission by two or more systems, in accordance with the IEEE 802.3 standard;

“Free of Charge” shall mean:

- (a) the passenger does not have to pay to use the Mobile Communication Services on an ad-hoc or on-going basis; and
- (b) the use of the Mobile Communication Services by the passenger is independent of any Wi-Fi or cellular minutes or Wi-Fi or cellular data allowances (such as 3G or 4G mobile broadband) the individual passenger may have through any subscription with one or more telecommunication internet service providers or mobile network operators;

“MCS Backstop Date” means by no later than **31 March 2019**;³⁶¹

“MCS Equipment” means the equipment including the hardware, data communications cabling, power, equipment racks, external aerials and cabling required for the Mobile Communications Services;

“MCS Report” has the meaning given to it in paragraph 12.6;

“MCS Route Signal Survey” has the meaning set out in paragraph 12.12; and

“Train to Internet Coverage” means the availability of one or more commercial networks (such as 3G or 4G high speed packet access provided by third party mobile network operators) and/or any alternative network solutions installed along the rail network upon which the Passenger Services operate to work together with the MCS Equipment installed on trains to permit access to the internet.

- 12.2 By no later than the MCS Backstop Date and throughout the remainder of the Franchise Period, the Franchisee shall provide the Mobile Communication Services in both first class and Standard Class Accommodation on all its Train Fleet used for the provision of Passenger Service (except in relation to rolling stock vehicles used in connection with the Island Line Services).
- 12.3 The Mobile Communication Services procured by the Franchisee pursuant to paragraph 12.2 shall provide the Minimum Wi-Fi Service and be provided Free of Charge to all passengers who use the Passenger Services.
- 12.4 The **“Minimum Wi-Fi Service”** means, subject to paragraph 12.5, a wireless internet service which allows each passenger to browse web pages on the internet and send and receive mail electronically through any mobile, tablet or computer device that they may use for this purpose and which is, subject to the availability of the Train to Internet Coverage, available for use by each passenger at all times for the duration of each passenger’s journey.
- 12.5 To ensure a non-discriminatory Minimum Wi-Fi Service is offered to any passenger, the Franchisee shall be permitted:
- (a) to dynamically manage the available bandwidth on an active user or select vehicles basis as required, in accordance with a fair-usage policy to be published by the Franchisee; and
 - (b) to filter the type of services which may be accessed by a passenger using the Mobile Communication Services, including by restricting passenger access to video and audio streaming services, peer-to-peer file sharing and inappropriate content.
- 12.6 The Franchisee shall monitor the performance of the Mobile Communication Services for the purposes of providing to the Secretary of State a report on the performance of the Mobile Communication Services, and such report shall be submitted to the Secretary of State one (1) month after the end of each Franchisee

³⁶¹ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

Year or on such other more frequent basis as is agreed between the Secretary of State and the Franchisee (the **"MCS Report"**).

- 12.7 The MCS Report shall include information on the:
- (a) customer usage statistics in respect of the applicable period including:
 - (i) the number of passengers using the Mobile Communication Services;
 - (ii) the average duration (in minutes and seconds) of connections to the Mobile Communication Services; and
 - (iii) the average data received and transmitted;
 - (b) statistics on the availability of the Mobile Communication Services including the duration of any significant periods of time during which the Mobile Communication Services were not available, the reason for such unavailability and the action taken by the Franchisee in respect of such unavailability; and
 - (c) information on the average internet speed (in megabits per second) and the average latency figures (in milliseconds) experienced by passengers in respect of each connected device which is using the Mobile Communication Services, by route, together with any factors which, in the Franchisee's reasonable opinion, have affected and/or contributed to such average internet speed and latency figures.
- 12.8 Where, in the Secretary of State's reasonable opinion, the performance of the Mobile Communication Services reported in the MCS Report is poor, or has changed significantly between Reporting Periods, the Franchisee shall provide reasons for such poor performance and/or fluctuating performance (as applicable) to the Secretary of State, together with any remedial or mitigating action that the Franchisee proposes to take in respect of the poor and/or fluctuating performance of the Mobile Communication Services.
- 12.9 By the MCS Backstop Date, the Franchisee shall procure that all rolling stock vehicles comprised in its Train Fleet and used for the provision of the Passenger Services are fitted with the MCS Equipment as is necessary to ensure compliance with the requirements of this paragraph 12.
- 12.10 Any MCS Equipment procured by the Franchisee in accordance with paragraph 12.9 shall, subject to paragraph 12.11, form a through rolling stock unit Ethernet backbone including inter-carriage connectivity capable of gigabit transmission speeds.
- 12.11 Where any rolling stock vehicle comprised in the Train Fleet as at the Start Date is already fitted with through rolling stock unit Ethernet backbones that are not compliant with the requirements of paragraphs 12.10 but are capable of complying with the other requirements of this paragraph 12, the Franchisee shall be permitted to retain these cables and the provisions of paragraphs 12.10 shall not apply in respect of such rolling stock vehicle.
- 12.12 **MCS Route Signal Survey**
- (a) The Franchisee shall undertake a signal-strength survey of all Routes (**"MCS Route Signal Survey"**) for the purposes of the Mobile Communications

Services to determine the likely Train to Internet Coverage, data speeds, coverage and availability of data services to trains on that Route to establish a non-binding baseline for determining the likely:

- (i) per passenger data connection speeds;
 - (ii) typical latencies; and
 - (iii) the number of simultaneous Wi-Fi connected passengers that can be supported.
- (b) The MCS Route Signal Survey shall be undertaken as part of the initial planning and design activities associated with the implementation of the Mobile Communication Services and installation of the MCS Equipment or as the Secretary of State reasonably directs.
- (c) A report and data in respect of the MCS Route Signal Survey shall be shared with the Secretary of State by the Franchisee in an appropriate format that will not require specialist software to access or interpret. The Franchisee shall grant to the Secretary of State a perpetual, non-exclusive, irrevocable, world-wide, paid-up, royalty-free licence to use, copy, modify, transmit, distribute and publish the MCS Route Signal Survey for any purpose, and such licence shall be transferrable and/or capable of being sub-licensed.

12.13 The Franchisee shall:

- (a) market the availability of Mobile Communication Services to passengers via:
 - (i) the Franchisee's public webpage, together with terms and conditions, a fair-usage policy and "how to use the service guides"; and
 - (ii) on-board physical notices, for example, a notice which reads: *"Free Wi-Fi Available Here"*;
- (b) ensure all branding of the Mobile Communication Services is that of the Franchisee.

12.14 The provisions of paragraphs 5 (Review of Compliance), 6 (Remedy for Late Completion or non-Delivery of Committed Obligations), 8 (Third Party Consents, Agreement and Conditions) and 9 (Definition of "all reasonable endeavours" or "reasonable endeavours") of Part 2 (Special Terms related to Committed Obligations) of Schedule 6.2 (Committed Obligations) shall apply in respect of the obligations of the Franchisee specified in this paragraph 12, provided that references to a 'Committed Obligation' in paragraphs 5, 6, 8 and 9 of Part 2 (Special Terms) of Schedule 6.2 (Committed Obligations) shall be construed as references to the Franchisee's obligations under this paragraph 12 in respect of the Mobile Communication Services.

13. **HS2 Project**

13.1 The Franchisee shall from the Start Date until the completion of the HS2 Project fully and effectively co-operate and engage constructively with all relevant parties responsible for the delivery of the HS2 Project with the intention of assisting in the timely, efficient and cost effective implementation and delivery of the HS2 Project in a manner which provides the best overall solution for the network. To the extent that the HS2 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 the HS2 Project and the Franchisee shall not unreasonably raise any objection under any railway industry procedure including Network Change or Station Change. It is acknowledged that the Franchisee may make reasonable objections with a view to mitigating the impact of the HS2 Project and their implementation on passengers and the Franchise Services, while recognising the need for the HS2 Project to be able to be undertaken in a reasonable manner.

- 13.2 The Franchisee shall provide such information in respect of the HS2 Project as the Secretary of State may reasonably request from time to time.

APPENDIX 1 TO SCHEDULE 13.1**Community Rail Partnerships**

	Community Rail Partnership	Rail Line/Services forming Community Rail Partnership
1.	Hounslow Line CRP	Hounslow Line - Hounslow to Barnes Bridge
2.	East Hampshire Line CRP	East Hampshire Line – Liphook to Rowlands Castle
3.	Isle of Wight CRP	Island Line – Ryde to Shanklin (designated)
4.	Lymington – Brokenhurst CRP	Lymington Line – Brokenhurst to Lymington Pier (designated)
5.	Devon and Cornwall Rail Partnership	Exeter St Davids to Axminster
6.	Purbeck CRP	Swanage to Wareham Line – Wareham to Swanage
7.	Three Rivers CRP	Three Rivers Line – Chandlers Ford to Eastleigh
8.	Blackmore Vale CRP	West of England Line – Tisbury to Crewkerne
	(and any successor Community Rail Partnerships)	

Schedule 13.2

Innovation Obligations

1. **NOT USED**
2. **Innovation Strategy**
 - 2.1 By the first anniversary of the Start Date, the Franchisee shall submit its Innovation Strategy to the Secretary of State for approval (such approval not to be unreasonably withheld) and thereafter every two (2) years, the Franchisee shall submit to the Secretary of State for approval (such approval not to be unreasonably withheld) a revised Innovation Strategy updated in accordance with the requirements of paragraph 2.2.
 - 2.2 Each Innovation Strategy submitted in accordance with paragraph 2.1 must have regard to the following core requirements:
 - (a) how the Franchisee has developed, and proposes to develop during the Franchise Term, its innovation capability, including leadership, employees, systems and processes, and how progress is measured;
 - (b) how the Franchisee has utilised, and proposes to utilise during the Franchise Term, effective techniques for capturing ideas from employees, passengers, the community, industry partners and the supply chain;
 - (c) how, during the Franchise Term, the Franchisee will partner and collaborate with other organisations and seek third party funding (where appropriate) in order to assist bringing new technologies, processes, business models and products to the rail market, that are viable for implementation during the Franchise Term; and
 - (d) **the Innovation Strategy will be developed and updated using the Franchisee's 'Innovation Capability Maturity Model' ("ICMM") to review innovation and the Franchisee will undertake annual ICMM surveys throughout the Franchise Term in connection with the review and preparation of the Innovation Strategy (to include additional questions in staff surveys and pulse checks to measure success in delivering its Innovation Strategy).**³⁶²

³⁶² Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

APPENDIX 1 TO SCHEDULE 13.2

NOT USED

SCHEDULE 14**Preservation of Assets**

Schedule 14.1:	Maintenance of Franchise
Schedule 14.2:	Maintenance of Operating Assets
Schedule 14.3:	Key Contracts
	Appendix 1: List of Key Contracts
Schedule 14.4:	Designation of Franchise Assets
	Appendix 1: List of Primary Franchise Assets
Schedule 14.5:	Dealing with Franchise Assets
Schedule 14.6:	Residual Value Mechanism
	Appendix 1: List of the RV Assets
Schedule 14.7:	Incentivising Long-Term Investment

Schedule 14.1

Maintenance of Franchise**1. Maintenance as a going concern**

- 1.1 The Franchisee shall maintain and manage the business of providing the Franchise Services so that, to the greatest extent possible and practicable:
- (a) the Franchisee is able to perform its obligations under the Franchise Agreement; and
 - (b) a Successor Operator would be able to take over the business of providing the Franchise Services immediately at any time.
- 1.2 The Franchisee's obligation under paragraph 1.1 shall include an obligation to ensure that any computer and information technology systems of the Franchisee shared in whole or in part with Affiliates or third parties can be operated by a Successor Operator as a stand alone system without continued reliance on such Affiliates or other third parties immediately from the date of termination of the Franchise Agreement without any reduction in functionality or any increase in maintenance or support costs to the Successor Operator (this obligation being without prejudice to any requirement for the Franchisee to obtain consent to such arrangements relating to sharing computer and information technology systems from the Secretary of State).
- 1.3 The Franchisee shall use all reasonable endeavours to ensure that such Successor Operator would have immediate access to all Franchise Employees and Primary Franchise Assets for such purpose.
- 1.4 The Franchisee shall maintain and manage the business of providing the Franchise Services on the basis that such business will be transferred, in the manner contemplated under the Franchise Agreement, as a going concern at the end of the Franchise Period to, and continued immediately thereafter by, a Successor Operator.
- 1.5 The Franchisee shall use all reasonable endeavours to ensure that an appropriate number of employees (having sufficient skills, qualifications and experience) will transfer by operation of Law to any Successor Operator following the expiry of the Franchise Period and in so doing shall plan for the recruitment and training of Franchise Employees to continue up until the end of the Franchise Term.
- 1.6 The Franchisee shall comply with all reasonable requirements of the Secretary of State to obtain or maintain the property and rights that a Successor Operator would require, or that it would be convenient for it to have, on the basis that the same will transfer by operation of Law to any Successor Operator following the expiry of the Franchise Term.

2. Post-Franchise timetables

- 2.1 Both prior to and following the selection of a Successor Operator (whether a franchisee or otherwise and whether or not subject to the satisfaction of any conditions), the Franchisee shall:

- (a) co-operate with, where a Successor Operator has been appointed, that Successor Operator, or where not, the Secretary of State; and
 - (b) take such steps as may reasonably be requested by the Secretary of State, so as to ensure the continuity of, and orderly handover of control over of the Franchise Services.
- 2.2 The steps that the Secretary of State may reasonably request the Franchisee to take pursuant to paragraph 2.1 include:
- (a) participating in any timetable development process that takes place during the Franchise Period, but which relates to any timetable period applying wholly or partly after the expiry of the Franchise Term ("**Successor Operator Timetable**"), including bidding for and securing any Successor Operator Timetable, whether or not:
 - (i) the Successor Operator has been identified; or
 - (ii) there is in place an Access Agreement relating to the period over which that Successor Operator Timetable is intended to be operated;
 - (b) using reasonable endeavours to seek amendments to and/or extensions of Access Agreements which can be transferred to the Successor Operator on expiry of the Franchise Period;
 - (c) assisting the Secretary of State or the Successor Operator (as the case may be) in the preparation and negotiation of any new Access Agreement relating to any Successor Operator Timetable; and/or
 - (d) entering into that Access Agreement in order to secure the relevant priority bidding rights required by the Successor Operator to operate that Successor Operator Timetable, provided that the Franchisee shall not be required to enter into any such Access Agreement unless the Secretary of State has first provided to it confirmation in writing that he will include that Access Agreement in any Transfer Scheme pursuant to paragraph 3.1 of Schedule 15.4 (Provisions Applying on and after Termination).

Schedule 14.2**Maintenance of Operating Assets****1. Operating Assets**

- 1.1 The Franchisee shall maintain, protect and preserve the assets (including any Intellectual Property Rights or intangible assets) employed in the performance of its obligations under the Franchise Agreement (the "**Operating Assets**") in good standing or good working order, subject to fair wear and tear.
- 1.2 The Franchisee shall carry out its obligations under paragraph 1.1 so that the Operating Assets may be transferred at the end of the Franchise Period to a Successor Operator and used by such Successor Operator in the provision or operation of similar services to the Franchise Services.
- 1.3 Where any Operating Asset is lost, destroyed or otherwise beyond repair, the Franchisee shall replace the Operating Asset with property, rights or liabilities in modern equivalent form to the Operating Asset to be replaced. The Franchisee shall at all times maintain an appropriate volume of Spares, and/or an appropriate level of access to Spares from a third party, to enable it to perform its obligations under the Franchise Agreement.
- 1.4 The Secretary of State may at any time require the Franchisee to provide to the Secretary of State a schedule specifying the condition of any asset or class of assets that he specifies for this purpose. Such schedule shall cover such aspects of asset condition as the Secretary of State may reasonably require. If the Parties are unable to agree the content of such schedule of condition, either Party may refer the dispute for resolution in accordance with the Dispute Resolution Rules. Until such dispute is resolved, the Franchisee shall comply with the Secretary of State's requirements in respect of such schedule of condition.
- 1.5 The Franchisee shall keep vested in it at all times during the Franchise Period all Franchise Assets designated as such pursuant to Schedule 14.4 (Designation of Franchise Assets) as it may require in order to comply with:
- (a) the Licences;
 - (b) any contracts of employment with Franchise Employees;
 - (c) any relevant Fares;
 - (d) any Key Contracts; and
 - (e) any applicable safety legislation regulations or safety standards and the Safety Certificate,

in order to ensure that the Secretary of State may designate such assets as Primary Franchise Assets.

2. Brand Licence and Branding

2.1 Brand Licences

The Franchisee shall comply with its obligations under each of the Brand Licences.

2.2 Branding

Subject to any applicable obligations or restrictions on the Franchisee (including the terms of the Rolling Stock Leases), the Franchisee may apply registered or unregistered trade marks (including company names, livery and other distinctive get-up) to any assets owned or used by it in the operation and provision of the Franchise Services.

- (a) Subject to paragraphs 2.2(c) and (g), the Franchisee may:
- (i) in respect of unregistered Marks, provide or procure the provision of an irrevocable undertaking to any relevant Successor Operator to the effect that neither it nor the owner of the Marks will enforce such rights as it may have or may in the future have in respect of such Marks against such Successor Operator and its successors; and
 - (ii) in respect of registered Marks, grant or procure the grant of an irrevocable licence to use such Marks to such Successor Operator and its successors.
- (b) Any such licence or undertaking under paragraph 2.2(a) shall be in such form as the Secretary of State shall reasonably require except that the terms of any such licence and, to the extent appropriate, any such undertaking shall accord with the provisions of paragraph 8.3 of Schedule 15.4 (Provisions Applying on and after Termination).
- (c) Subject to paragraph 2.2(g), to the extent that:
- (i) the Franchisee does not provide a relevant undertaking or licence in accordance with paragraph 2.2(a);
 - (ii) the Secretary of State considers the relevant Marks to be so distinctive or otherwise such that a Successor Operator could not reasonably be asked to use the relevant assets to which the Marks are applied; or
 - (iii) the Franchisee has not otherwise removed or covered such Marks in such a way as may be reasonably acceptable to the Secretary of State prior to the expiry of the Franchise Period,

then the Franchisee shall pay to the relevant Successor Operator such amount as may be agreed between the Franchisee and such Successor Operator, as being the reasonable cost (including any Value Added Tax for which credit is not available under Sections 25 and 26 of the Value Added Tax Act 1994) of covering such Marks or otherwise removing all indications of or reference to the Marks in a manner reasonably acceptable to the Secretary of State. Such amount shall not in any event exceed the cost to the Successor Operator of replacing such Marks with its own. If the Franchisee and the relevant Successor Operator fail to agree such cost within twenty eight (28) days of the expiry of the Franchise Period, the

Franchisee shall submit such dispute for resolution in accordance with such dispute resolution procedures as the Secretary of State may require.

- (d) The amount to be paid to a Successor Operator under paragraph 2.2(c) may include the reasonable cost of:
 - (i) removing or covering Marks from the exterior of any rolling stock vehicle;
 - (ii) removing or covering interior indications of the Marks including upholstery and carpets;
 - (iv) replacing or covering all station or other signs including bill boards; and
 - (iv) otherwise ensuring that such removal, covering or replacement is effected with all reasonable care and in such manner that the relevant assets may reasonably continue to be used by a Successor Operator in the provision of the Franchise Services.
- (e) The Franchisee shall, in addition to making a payment under paragraph 2.2(c) grant or procure the grant of a licence or undertaking complying with paragraphs 2.2(a) and (b) except that such licence shall only be for such period as may be agreed between the Franchisee and the Successor Operator as being reasonably required by the Successor Operator to remove the Marks from all relevant assets without causing excessive disruption to the operation of services similar to the Franchise Services provided by such Successor Operator. If such period cannot be agreed, the Franchisee shall submit such dispute for resolution in accordance with such dispute resolution procedures as the Secretary of State may require.
- (f) The Secretary of State shall determine at or around the end of the Franchise Period, and after consultation with the Franchisee, the maximum liability of the Franchisee under paragraph 2.2(c) and the maximum length of licence or undertaking under paragraph 2.2(e).
- (g) The provisions of paragraphs 2.2(a) to 2.2(f) shall not apply to the extent that the relevant asset is not to be used by a Successor Operator in the provision of services similar to the Franchise Services. The Secretary of State shall notify the Franchisee as soon as he becomes aware of whether or not any such asset is to be so used.

2.3 NOT USED.

Schedule 14.3

Key Contracts

1. Key Contracts

- 1.1 The provisions of this Schedule 14.3 apply to all contracts designated as Key Contracts from time to time.
- 1.2 The Key Contracts as at the date of the Franchise Agreement are set out in Appendix 1 (List of Key Contracts) to this Schedule 14.3. The Franchisee shall, in respect of any category of agreement, contract, licence or other arrangement which, by virtue of the provisions of this paragraph 1.2, is a Key Contract and to which the Franchisee, as at date of the Franchise Agreement, is not already a party:
- (a) inform the Secretary of State from time to time of any such agreement, contract, licence or other arrangement which it may be intending to enter into; and
 - (b) the provisions of paragraph 5.1 shall apply in respect of any such agreement, contract, licence or other arrangement.
- 1.3 Without prejudice to the provisions of paragraphs 2, 3 and 4 of this Schedule 14.3, Appendix 1 (List of Key Contracts) to this Schedule 14.3 shall be amended as considered necessary from time to time to take account of any:
- (a) designation by the Secretary of State of any actual or prospective agreement, contract, licence or other arrangement or any category of agreement, contract, licence or other arrangement, to which or under which the Franchisee is (or may become) a party or a beneficiary pursuant to paragraph 2 of this Schedule 14.3; or
 - (b) de-designation by the Secretary of State of any Key Contract pursuant to paragraph 3 of this Schedule 14.3; or
 - (c) re-designation by the Secretary of State pursuant to paragraph 4 of this Schedule 14.3.
- 1.4 The Franchisee shall enter into any and all Key Contracts which are necessary for the Franchise Agreement to continue in accordance with clause 5.2 (Duration of the Franchise Agreement).

2. Designation of Key Contracts

- 2.1 Where the Secretary of State considers that it is reasonably necessary for securing the continued provision of the Franchise Services or the provision of services similar to the Franchise Services by a Successor Operator in accordance with the Franchise Agreement, he may make a designation pursuant to paragraph 2.2.
- 2.2 The Secretary of State may at any time, by serving notice on the Franchisee, designate as a Key Contract:
- (a) any actual or prospective agreement, contract, licence or other arrangement; and/or

(b) any category of agreement, contract, licence or other arrangement, to which or under which the Franchisee is (or may become) a party or a beneficiary, with effect from the date specified in such notice.

2.3 Key Contracts may include any agreement, contract, licence or other arrangement whether in written, oral or other form, whether formal or informal and whether with an Affiliate of the Franchisee or any other person and may include any arrangement for the storage of assets (including electronic systems or Computer Systems) or accommodation of employees.

3. **De-designation of Key Contracts**

The Secretary of State may at any time, by serving a notice on the Franchisee, de-designate any Key Contract from continuing to be a Key Contract with effect from the date specified in such notice.

4. **Re-designation of Key Contracts**

The Secretary of State may at any time, by serving notice on the Franchisee, re-designate as a Key Contract anything which has ceased to be designated as a Key Contract in accordance with paragraph 3 with effect from the date specified in such notice.

5. **Direct Agreements**

5.1 Unless the Secretary of State otherwise agrees, or unless directed to do so by the ORR, the Franchisee shall not enter into any prospective Key Contract unless the counterparty to that prospective Key Contract:

- (a) is a Train Operator; or
- (b) has entered into a Direct Agreement with the Secretary of State in respect of that prospective Key Contract, providing on a basis acceptable to the Secretary of State, amongst other things, for the continued provision of the Passenger Services and/or the continued operation of the Stations and Depots in the event of:
 - (i) breach, termination or expiry of such Key Contract;
 - (ii) termination or expiry of the Franchise Agreement; or
 - (iii) the making of a railway administration order in respect of the Franchisee.

5.2 Where the Secretary of State designates or re-designates as a Key Contract:

- (a) any agreement, contract, licence or other arrangement to which the Franchisee is already a party; or
- (b) any category of agreement, contract, licence or other arrangement where the Franchisee is already a party to a contract, licence or other arrangement which, by virtue of the Secretary of State's designation or re-designation, is classified in such category,

the Franchisee shall use all reasonable endeavours to assist the Secretary of State in entering into a Direct Agreement as envisaged by paragraph 5.1(b).

- 5.3 The Franchisee shall pay to the Secretary of State an amount equal to any losses, costs, liabilities, charges or expenses which may be suffered or incurred by the Secretary of State under the provisions of any Direct Agreement and which may be notified to the Franchisee as a result of, or in connection with:
- (a) any breach by the Franchisee of the terms of the Key Contract to which the relevant Direct Agreement relates; or
 - (b) any unsuccessful claim being brought by the Franchisee against the counterparty of any such Key Contract in relation to the termination of such Key Contract.

6. Emergencies

- 6.1 Where any emergency may arise in connection with the provision and operation of the Franchise Services, the Franchisee:
- (a) may enter into on a short-term basis such contracts, licences or other arrangements as it considers necessary or appropriate to deal with the emergency;
 - (b) need not procure that the relevant counterparty enters into a Direct Agreement in respect of such contracts or use all reasonable endeavours to assist the Secretary of State in entering into the same;
 - (c) shall promptly inform the Secretary of State of any such emergency and contracts, licences or other arrangements which it proposes to enter into; and
 - (d) shall take such action in relation to such emergency, contracts, licences or other arrangements as the Secretary of State may request.

7. No Amendment

The Franchisee shall not without the prior consent of the Secretary of State (which shall not be unreasonably withheld) vary, or purport to vary, the terms or conditions of any Key Contract at any time, unless directed to do so by the ORR.

8. Replacement of Key Contracts

The Franchisee shall, prior to the scheduled expiry date of any Key Contract (or, if earlier, such other date on which it is reasonably likely that such Key Contract will terminate), take all reasonable steps to enter into an appropriate replacement contract (whether with the counterparty to the existing Key Contract or not) and shall comply with the reasonable instructions of the Secretary of State in relation to such replacement contract.

9. Termination of Key Contracts

The Franchisee shall, to the extent so requested by the Secretary of State, exercise its right to terminate any Key Contract on the Expiry Date.

APPENDIX 1 TO SCHEDULE 14.3**List of Key Contracts**

The following items have as at the date of the Franchise Agreement been agreed between the Parties to be Key Contracts:

1. any Access Agreement to which the Franchisee is a party other than in its capacity as a Facility Owner;
2. any Property Lease and all side agreements relating to such relevant Property Lease;
3. any Rolling Stock Related Contract including the Rolling Stock Leases listed in Table 1 (Original Rolling Stock), Table 2 (Specified Rolling Stock) and Table 3 (Unspecified Rolling Stock) of Appendix 1 (The Composition of the Train Fleet) to Schedule 1.6 (The Rolling Stock);
4. NOT USED;
5. any contract or arrangement for the lending, seconding, hiring, contracting out, supervision, training, assessment, or accommodation by another Train Operator or other third party of any train drivers, conductors or other train crew used by the Franchisee in the provision of the Passenger Services;
6. any contract or arrangement for the subcontracting or delegation to another Train Operator or other third party of the provision of any of the Passenger Services (whether or not the consent of the Secretary of State is required to such subcontracting or delegation under paragraph 4 of Schedule 1.1 (Franchise Services and Service Development));
7. any contract or arrangement with a Train Operator or other third party (other than an Access Agreement) for the provision to the Franchisee of train dispatch, performance or supervision of platform duties, security activities, evacuation procedures, advice or assistance to customers, assistance to disabled customers, operation of customer information systems, cash management or ticket issuing systems administration;
8. any contract or arrangement with a Train Operator or other third party for the provision of breakdown or recovery, and track call services to assist in the provision of the Passenger Services;
9. any contract or arrangement for the supply of spare parts or Spares;
10. any contract or arrangement for the maintenance of track and other related infrastructure;
11. any licences of Marks to the Franchisee;
12. any contract or arrangement relating to the operation of smart ticketing;
13. any licence of any CRM System or Yield Management System;
14. any contract or arrangement for the provision or lending of Computer Systems (other than the CRM System and Yield Management System) used by the Franchisee for the delivery of the Franchise Services and any MCS Contract;

15. any contract or arrangement for the delivery of the marketing and integration measures associated with the Virtual Branch Line between Fareham Station and Gosport Station referred to at paragraph 94.1(c) (Co-operating with other public transport operators) of Part 1 of Schedule 6.2 (Committed Obligations); and
16. any licence for the "On-board Data Interface" referred to at paragraph 86.1(c) (Mobile devices, Back on Track Vouchers and On-board Data Interface) of Part 1 of Schedule 6.2 (Committed Obligations).

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 and Investment 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 table in Appendix 1 (List of Primary Franchise Assets) to this Schedule 14.4 (which constitute Primary Franchise Assets agreed between the Parties as at the date of the Franchise Agreement), on the Start Date;
 - (b) any additional property, rights and liabilities designated under paragraph 3 during the Franchise Period, on the date of such designation;
 - (c) any property or right which is vested in the Franchisee and used for the purpose of maintaining, replacing, repairing or renewing any property designated as Primary Franchise Assets and which forms or replaces part or all of such designated property on completion of such maintenance, replacement, repair or renewal, on the date of its use for such purpose;
 - (d) the rights and liabilities of the Franchisee under any Key Contract designated under paragraph 5, on the date of such designation;
 - (e) the rights and liabilities of the Franchisee in respect of the terms of any Fare or Discount Card designated under paragraph 6, on the date of such designation;

- (f) any CRM Data and/or Yield Management Data and, to the extent that any CRM System and/or Yield Management System is the property of the Franchisee, such CRM System and/or Yield Management System on the later of the Start Date and:
- (i) in relation to CRM Data or Yield Management Data, the date on which such CRM Data or Yield Management Data (as applicable) is collected; or
 - (ii) in relation to any such CRM System or Yield Management System, the date on which such CRM System or Yield Management System is created,
- save, in relation to CRM Data and Yield Management Data, any data in respect of which the Data Subject has not consented to such data being disclosed and processed by any Successor Operator and/or the Secretary of State;
- (g) any licence of any CRM System and/or Yield Management System, on the date of such licence;
- (h) an RV Asset on the date in which such RV Asset is brought into operational use as specified in the applicable Certification of Completion; and
- (i) Actual Passenger Demand information (and all Intellectual Property Rights in respect of the same), on the date such information is supplied to the Secretary of State pursuant to paragraph 1.1 of Schedule 1.5 (Information about Passengers).

2.2 Investment Assets

- (a) On each Investment Asset Request Date the Franchisee shall provide to the Secretary of State a list of all Franchise Assets acquired since the Start Date (in the case of the first such list) or the previous Investment Asset Request Date (in the case of subsequent lists) which it wishes the Secretary of State to designate as Investment Assets. Such list shall clearly identify each relevant Franchise Asset, its purpose, specification, usual location, acquisition price and any ongoing charge payable by the Franchisee in relation to the Franchise Asset and any other asset upon which the operation of the Franchise Asset is dependent. The Franchisee shall provide such additional information as the Secretary of State shall reasonably request in relation to any such Franchise Asset.
- (b) The Franchisee shall not be permitted to nominate as Investment Assets without the prior written consent of the Secretary of State (which the Secretary of State shall have an unfettered discretion as to whether or not to give) Franchise Assets which:
- (i) individually have an acquisition cost exceeding two million pounds (£2,000,000);
 - (ii) when aggregated with the Franchise Assets already designated as Investment Assets in a Franchisee Year have an aggregate acquisition cost exceeding five million pounds (£5,000,000)

- (appORTioned proportionately where a Franchisee Year is less than thirteen (13) Reporting Periods;
- (iii) when aggregated with Franchise Assets already designated as Investment Assets during the Franchise Term have an aggregate acquisition cost exceeding fifteen million pounds (£15,000,000); or
 - (iv) are already designated as Primary Franchise Assets (including for the avoidance of doubt an RV Asset).
- (c) The Secretary of State shall designate any Franchise Asset nominated by the Franchisee as an Investment Asset within three (3) months of the Investment Asset Request Date unless he serves notice on the Franchisee of designation of such Franchise Asset as a Primary Franchise Asset in accordance with paragraph 3 of this Schedule 14.4 or if in his reasonable opinion such Franchise Asset:
- (i) is an information technology or computer system which is of a specification which, in the reasonable opinion of the Secretary of State, materially limits its utility to a Successor Operator including because it is constructed to a bespoke specification of or otherwise intended to work with the systems of a Parent or any company of which a Parent has Control; or
 - (ii) has had branding applied to it which renders it unsuitable for continued use by a Successor Operator; or
 - (iii) is not reasonably appropriate for the purposes of delivering the Franchise Services in a reasonable, proper and cost effective manner.
- (d) The Franchisee acknowledges the definition of Franchise Assets and agrees not to put forward for designation as an Investment Asset any asset not falling within such definition including, without limitation, accounting entries and assets in which the Franchisee does not have title.
- (e) On the final Investment Asset Request Date the Franchisee shall in addition to the list referred to in paragraph 2.2(a) also provide an additional list in two parts confirming:
- (i) in part 1 of such additional list which Investment Assets that have already been designated as such should be designated as Primary Franchise Assets and not be capable of de-designation as such without the prior agreement of the Franchisee and which Investment Assets should not be capable of being designated as Primary Franchise Assets without the prior agreement of the Franchisee and the Secretary of State; and
 - (ii) in part 2 of such additional list which Franchise Assets which the Franchisee is proposing should be designated as Investment Assets should be designated as Primary Franchise Assets and not be capable of de-designation as such without the prior agreement of the Franchisee and which should not be capable of being designated as Primary Franchise Assets without the prior agreement of the Franchisee and the Secretary of State in both cases only if such Franchise Assets are

designated as Investment Assets in accordance with paragraphs 2.2(a) to 2.2(c).

- (f) The Secretary of State shall comply with the requirement of the Franchisee set out in the list referred to in paragraph 2.2(e) (i) above. The Secretary of State shall comply with the requirements of the Franchisee in the list referred to in paragraph 2.2(e) (ii) above in relation to any Franchise Assets on such list which are actually designated by the Secretary of State as Investment Assets in accordance with paragraphs 2.2(a) to 2.2(c) but not otherwise. This paragraph is without prejudice to the other rights of the Secretary of State to designate Franchise Assets as Primary Franchise Assets.

3. Designation of Additional Primary Franchise Assets

Subject to paragraph 2.2(f) the Secretary of State may at any time and from time to time during the Franchise Period, by serving notice on the Franchisee, designate any or all of the Franchise Assets as Primary Franchise Assets. Such designation shall take effect from the delivery of such notice and may refer to all or certain categories of property, rights or liabilities. Any such notice shall specify the reasons for such designation. On or before designation of any Franchise Asset as a Primary Franchise Asset, the Secretary of State may agree not to subsequently de-designate such Primary Franchise Asset without the prior written consent of the Franchisee. If the Secretary of State so agrees, the notice designating the relevant Franchise Asset as a Primary Franchise Asset shall state that the Secretary of State shall not de-designate such Primary Franchise Asset without the prior written consent of the Franchisee.

4. Designation during last twelve (12) months of Franchise Period

If the Secretary of State designates a Franchise Asset as a Primary Franchise Asset under paragraph 3 at any time during the last twelve (12) months of the Franchise Period then, within twenty eight (28) days of such designation, the Secretary of State may de-designate such Primary Franchise Asset by serving notice on the Franchisee provided that, in relation to any Primary Franchise Asset in respect of which the Secretary of State agreed pursuant to paragraph 3 that he would not de designate without the prior written consent of the Franchisee, such consent has been obtained. Such de-designation shall take effect upon delivery of such notice.

5. Designation of Key Contracts as Primary Franchise Assets

The Secretary of State shall, subject to paragraphs 1.2(b) and 7, be entitled to designate any Key Contract as a Primary Franchise Asset at any time during the Franchise Period by serving notice on the Franchisee. Such designation shall take effect from delivery of such notice.

6. Designation of Fares and Discount Cards

The Secretary of State may designate any Fare or Discount Card as a Primary Franchise Asset at any time during the Franchise Period by serving a notice on the Franchisee. Such designation shall take effect from delivery of such notice.

7. **Rights and Liabilities**

The Secretary of State, in designating the rights and liabilities of the Franchisee (whether under a particular contract or other arrangement) as a Primary Franchise Asset may, in his discretion, elect to designate some but not all of the rights and liabilities under a particular contract or other arrangement, or to designate only those rights and liabilities arising after or otherwise relating to a period after a particular time (including the period after the expiry of the Franchise Period) or to those relating only to the Franchise Services or a particular part thereof.

8. **Disputes over Designation**

8.1 The Franchisee may object in writing to the Secretary of State to any designation pursuant to paragraph 3 or 4.

8.2 Such objection may be made solely on the grounds that the designation of the relevant property, rights or liabilities specified in the objection is not, in the Franchisee's opinion, reasonably necessary to secure the continued provision of the Franchise Services by a Successor Operator on the expiry of the Franchise Period on a basis reasonably acceptable to the Secretary of State or to facilitate the transfer to such Successor Operator of the provision of the Franchise Services at such time.

8.3 Any such objection may only be made within twenty eight (28) days of a designation made more than twelve (12) months prior to the end of the Franchise Period or fourteen (14) days of a designation made during the last twelve (12) months of the Franchise Period.

8.4 The Secretary of State shall respond to any such objection as soon as reasonably practicable and shall take account of any representations made by the Franchisee regarding the use of the relevant Primary Franchise Asset otherwise than in the provision and operation of the Franchise Services.

8.5 If the Franchisee's objection cannot be resolved by agreement within a period of fourteen (14) days from the date of submission of that objection, the Franchisee may refer the dispute for resolution in accordance with the Dispute Resolution Rules.

8.6 Any body duly appointed to resolve such dispute shall determine whether or not the designation of the relevant property, rights or liabilities was reasonably necessary for securing that the Franchise Services may continue to be provided by a Successor Operator on the expiry of the Franchise Period on a basis reasonably acceptable to the Secretary of State or otherwise facilitating the transfer of the provision of the Franchise Services at such time, and accordingly whether or not they should cease to be so designated.

8.7 If any dispute as to any designation pursuant to paragraph 3 remains outstanding on the expiry of the Franchise Period, then such dispute shall be deemed to cease immediately before the expiry of the Franchise Period and the relevant Franchise Assets shall continue to be designated as Primary Franchise Assets on and after the expiry of the Franchise Period.

9. Provision of Information to the Secretary of State

- 9.1 The Franchisee shall provide such information as the Secretary of State may reasonably require in order to satisfy the Secretary of State that any Franchise Assets which are to be designated as Primary Franchise Assets after the Start Date under this Schedule 14.4 will at the time of such designation be vested in the Franchisee. Such information may include details of any Security Interests over such property, rights and liabilities.
- 9.2 The Franchisee shall further provide such information as to the property, rights and liabilities of the Franchisee as the Secretary of State may reasonably require in connection with the designation of Primary Franchise Assets. Such information shall be supplied to the Secretary of State within such timescale as the Secretary of State may reasonably require.

10. De-Designation of Franchise Assets and Primary Franchise Assets

- 10.1 The Secretary of State and the Franchisee may agree in writing at any time during the Franchise Period that a Franchise Asset shall cease to be so designated as a Franchise Asset or that a Primary Franchise Asset shall cease to be so designated as a Primary Franchise Asset, and the relevant Franchise Asset or Primary Franchise Asset (as the case may be) shall cease to be designated upon such agreement coming into effect.
- 10.2 The Secretary of State may in addition at any time during the Franchise Period, by serving notice on the Franchisee, cause a Franchise Asset which is not a Primary Franchise Asset to cease to be so designated as a Franchise Asset. Such Franchise Asset shall cease to be so designated on the date specified in such notice.
- 10.3 The Secretary of State may in addition, at any time during the Franchise Period, by serving notice on the Franchisee, cause a particular Primary Franchise Asset to cease to be designated as such provided that, in relation to any Primary Franchise Asset in respect of which the Secretary of State agreed pursuant to paragraph 3 that he would not de designate without the prior written consent of the Franchisee, such consent has been obtained. Such Primary Franchise Asset shall cease to be so designated on the date specified in such notice. Such right may be exercised, in respect of any rights and liabilities in respect of a Fare or Discount Card, at any time and, in respect of any other Primary Franchise Asset, no later than one (1) year prior to the expiry of the Franchise Term.

11. Amendment of the List of Primary Franchise Assets

The table in Appendix 1 (List of Primary Franchise Assets) to this Schedule 14.4 shall be amended as the Secretary of State considers necessary or desirable from time to time to take account of designation and de-designation of Primary Franchise Assets pursuant to this Schedule 14.4.

12. Spares

The obligation of the Franchisee to maintain, preserve and protect the Operating Assets (as such term is defined in paragraph 1.1 of Schedule 14.2 (Maintenance of Operating Assets)) under Schedule 14.2 (Maintenance of Operating Assets) shall, in respect of Spares, include the obligation to replace any Spare which has been designated as a Primary Franchise Asset, which subsequent to its designation ceases to be part of the stock of Spares available to the Franchisee for use in the

provision of the Franchise Services, with an equivalent Spare of equal or better quality than the Spare so replaced.

APPENDIX 1 TO SCHEDULE 14.4³⁶³**List of Primary Franchise Assets**

Description of Primary Franchise Asset	Commitment not to de-designate	To Transfer to Successor Operator at Nil value																												
Driver training simulator equipment owned or leased by the Franchisee including <table border="1"> <thead> <tr> <th>Description</th> <th>Z-Number</th> </tr> </thead> <tbody> <tr><td>Cabin 1</td><td>AS135-100000.000.0</td></tr> <tr><td>Cabin 2</td><td>AS135-100000.000.0</td></tr> <tr><td>Cabin 3</td><td>AS135-100000.000.0</td></tr> <tr><td>Cabin 4</td><td>AS135-100000.000.0</td></tr> <tr><td>Instructor Station 1</td><td>AS135-301000.000.0</td></tr> <tr><td>Instructor Station 2</td><td>AS135-301000.000.0</td></tr> <tr><td>Main Power Supply</td><td>AS135-063000.000.0</td></tr> <tr><td>Technical Rack</td><td>AS135-066000.000.0</td></tr> <tr><td>Offline Station</td><td>AS135-303000.000.0</td></tr> <tr><td>Projection 1</td><td>AS135-150000.000.0</td></tr> <tr><td>Projection 2</td><td>AS135-150000.000.0</td></tr> <tr><td>Projection 3</td><td>AS135-150000.000.0</td></tr> <tr><td>Projection 4</td><td>AS135-150000.000.0</td></tr> </tbody> </table>	Description	Z-Number	Cabin 1	AS135-100000.000.0	Cabin 2	AS135-100000.000.0	Cabin 3	AS135-100000.000.0	Cabin 4	AS135-100000.000.0	Instructor Station 1	AS135-301000.000.0	Instructor Station 2	AS135-301000.000.0	Main Power Supply	AS135-063000.000.0	Technical Rack	AS135-066000.000.0	Offline Station	AS135-303000.000.0	Projection 1	AS135-150000.000.0	Projection 2	AS135-150000.000.0	Projection 3	AS135-150000.000.0	Projection 4	AS135-150000.000.0	Yes	No – Supplemental Agreement valuation provisions to apply.
Description	Z-Number																													
Cabin 1	AS135-100000.000.0																													
Cabin 2	AS135-100000.000.0																													
Cabin 3	AS135-100000.000.0																													
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Projection 3	AS135-150000.000.0																													
Projection 4	AS135-150000.000.0																													
All Franchise Assets relating to the ATOC cycle related projects implemented by the Previous Franchisee including: <p>(a) 2012 Cycle-related project</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>New Cycle Hubs (98 new spaces)</td> <td>Richmond, Surbiton</td> </tr> <tr> <td>Increased Cycle Parking (899 new spaces)</td> <td>Alton, Ash Vale, Claygate, Cobham & SD, Egham, Fareham, Farnborough, Farncombe, Farnham, Fratton, Godalming, Guildford, Hampton Court, Haslemere, Hersham, Horsley, Liphook, London Road, Guildford, Milford, Oxshott, Petersfield, Southampton Central, Surbiton, West Byfleet and Weybridge.</td> </tr> <tr> <td>New Security Compounds (166 new spaces)</td> <td>Fleet, Havant, Staines, Swanwick, Totton and Wokingham</td> </tr> </tbody> </table> <p>(b) 2013 Cycle-related project</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Location</th> </tr> </thead> <tbody> </tbody> </table>	Description	Location	New Cycle Hubs (98 new spaces)	Richmond, Surbiton	Increased Cycle Parking (899 new spaces)	Alton, Ash Vale, Claygate, Cobham & SD, Egham, Fareham, Farnborough, Farncombe, Farnham, Fratton, Godalming, Guildford, Hampton Court, Haslemere, Hersham, Horsley, Liphook, London Road, Guildford, Milford, Oxshott, Petersfield, Southampton Central, Surbiton, West Byfleet and Weybridge.	New Security Compounds (166 new spaces)	Fleet, Havant, Staines, Swanwick, Totton and Wokingham	Description	Location	No	Yes - to transfer at nil value.																		
Description	Location																													
New Cycle Hubs (98 new spaces)	Richmond, Surbiton																													
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New Security Compounds (166 new spaces)	Fleet, Havant, Staines, Swanwick, Totton and Wokingham																													
Description	Location																													

³⁶³ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

258 Cycle parking spaces within new secure cycle compounds	Camberley, Brockenhurst, Bournemouth, Worcester Park, Weymouth, Christchurch, Southampton Airport parkway, Bracknell, Esher, Feltham and Haslemere		
(c) 2015 Cycle-related project			
Description	Location		
Cycle Shelters at 13 stations (154 additional spaces)	Addlestone, Branksome, Chandlers Ford, Chertsey, Hinton Admiral, Liss, New Milton, Pinhoe, Shawford, Swaythling, Wareham, Wool and Woolston		
Double Deck Facilities at 6 stations (72 additional spaces)	Locations to be confirmed		
Cycle Hoops at 4 stations (22 additional spaces)	Bitterne, Burlsedon, Hinchley Wood and Upwey		
Double Deck Facility (24 additional spaces)	Bookham		
Cycle Hub (100 additional spaces)	Brookwood		
Double Deck Facility (24 additional spaces)	Claygate		
Cycle Hub (70 additional spaces)	Ewell West		
Cycle Hub (125 additional spaces)	Fareham		
Cycle Hub (100 additional spaces)	Haslemere		
Decked Facility (60 additional spaces)	Surbiton		
Cycle Hub (100 additional spaces)	Teddington		
Cycle Hub (75 additional spaces)	Walton on Thames		
Cycle Hub (100 additional spaces)	Winchester		
Cycle Hub extension (250 additional spaces)	Woking		
Double Deck Facility (24 additional spaces)	Axminster		
Double Winged Shelter (60 additional spaces)	Poole		

All infrastructure, equipment, moveable and non-moveable property and associated rights forming part of various ATOC cycle-related projects shown in the tables below:			No	Yes - to transfer at nil value.
Location	Asset Type	Asset Make		
Brookwood	Camera	Techwin		
Brookwood	Camera Housing	Haydon		
Brookwood	Camera	Techwin		
Brookwood	Camera	Techwin		
Brookwood	Camera	Techwin		
Brookwood	NVR HDD	Western Digital		
Brookwood	NVR HDD	Western Digital		
Brookwood	NVR HDD	Western Digital		
Brookwood	NVR HDD	Western Digital		
Brookwood	Network Video Recorder	Techwin		
Brookwood	Keypad	PI Engineering		
Brookwood	Network Switch	Cisco		
Brookwood	Network Switch	Cisco		
Brookwood	Monitor	Samsung		
Ewell West	Camera	Techwin		
Ewell West	Camera Housing	Haydon		
Ewell West	Camera	Techwin		
Ewell West	Camera	Techwin		
Ewell West	Camera	Techwin		
Ewell West	Camera Housing	Haydon		
Ewell West	NVR HDD	Western Digital		
Ewell West	NVR HDD	Western Digital		
Ewell West	NVR HDD	Western Digital		
Ewell West	NVR HDD	Western Digital		
Ewell West	Network Video Recorder	Techwin		
Ewell West	Keypad	PI Engineering		
Ewell West	Network Switch	Cisco		
Ewell West	Network Switch	Cisco		
Ewell West	Monitor	Samsung		
Fareham	Camera	Techwin		
Fareham	Camera Housing	Haydon		
Fareham	Camera	Techwin		
Fareham	Camera Housing	Haydon		
Fareham	Camera	Techwin		
Fareham	Camera	Techwin		
Fareham	NVR HDD	Western Digital		
Fareham	NVR HDD	Western Digital		
Fareham	NVR HDD	Western Digital		
Fareham	NVR HDD	Western Digital		
Fareham	Network Video Recorder	Techwin		
Fareham	Keypad	PI Engineering		
Fareham	Network Switch	Cisco		
Fareham	Network Switch	Cisco		
Fareham	Monitor	Samsung		
Haslemere	Camera	Techwin		
Haslemere	Camera	Techwin		
Haslemere	Camera	Techwin		

Haslemere	Camera	Techwin		
Haslemere	Camera	Techwin		
Haslemere	Camera Housing	Haydon		
Haslemere	Camera	Techwin		
Haslemere	Camera Housing	Haydon		
Haslemere	NVR HDD	Western Digital		
Haslemere	NVR HDD	Western Digital		
Haslemere	NVR HDD	Western Digital		
Haslemere	NVR HDD	Western Digital		
Haslemere	Network Video Recorder	Techwin		
Haslemere	Keypad	PI Engineering		
Haslemere	Keypad	PI Engineering		
Haslemere	Network Switch	Cisco		
Haslemere	Network Switch	Cisco		
Haslemere	Monitor	Samsung		
Haslemere	Monitor	Samsung		
Teddington	Camera	Techwin		
Teddington	Camera Housing	Haydon		
Teddington	Camera	Techwin		
Teddington	Camera Housing	Haydon		
Teddington	Camera	Techwin		
Teddington	Camera	Techwin		
Teddington	Network Video Recorder	Techwin		
Teddington	Keypad	PI Engineering		
Teddington	Network Switch	Cisco		
Teddington	Network Switch	Cisco		
Teddington	Monitor	Samsung		
Teddington	NVR HDD	Western Digital		
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Teddington	NVR HDD	Western Digital		
Teddington	NVR HDD	Western Digital		
Walton on Thames	Network Video Recorder	Techwin		
Walton on Thames	Keypad	PI Engineering		
Walton on Thames	Network Switch	Cisco		
Walton on Thames	Network Switch	Cisco		
Walton on Thames	Monitor	Samsung		
Walton on Thames	Camera	Techwin		
Walton on Thames	Camera Housing	Haydon		
Walton on Thames	Camera	Techwin		
Walton on Thames	Camera Housing	Haydon		
Walton on Thames	Camera	Techwin		
Walton on Thames	Camera	Techwin		

Walton on Thames	NVR HDD	Western Digital		
Walton on Thames	NVR HDD	Western Digital		
Walton on Thames	NVR HDD	Western Digital		
Walton on Thames	NVR HDD	Western Digital		
Winchester	Camera	Techwin		
Winchester	Camera Housing	Haydon		
Winchester	Camera	Techwin		
Winchester	Camera	Techwin		
Winchester	NVR HDD	Western Digital		
Winchester	NVR HDD	Western Digital		
Winchester	NVR HDD	Western Digital		
Winchester	NVR HDD	Western Digital		
Winchester	Network Video Recorder	Techwin		
Winchester	Keypad	PI Engineering		
Winchester	Network Switch	Cisco		
Winchester	Network Switch	Cisco		
Winchester	Monitor	Samsung		
Woking	Camera	Techwin		
Woking	Camera	Techwin		
Woking	Camera	Techwin		
Woking	Camera	Techwin		
Woking	Camera	Techwin		
Woking	NVR HDD	Western Digital		
Woking	NVR HDD	Western Digital		
Woking	NVR HDD	Western Digital		
Woking	NVR HDD	Western Digital		
Woking	Network Video Recorder	Techwin		
Woking	Keypad	PI Engineering		
Woking	Network Switch	Cisco		
Woking	Network Switch	Cisco		
Woking	Monitor	Samsung		
The fleet data warehouse system (Nexala E2M) and all data.			No	Yes - to transfer at nil value.
The 175 Ticket Vending Machines of the following types located at the following locations: Table A The ticket machines identified in Table A below are "virtual ticket offices" which are compact fully weather proof high security ticket vending machines which (a) include a high speed ticket printer and encoder; (b) give actual and potential passengers the option of using video link technology to see and speak to a Franchise Employee 24 hours a day to obtain information and services of broadly the same range and quality as they would receive from visiting a suitably resourced physical ticket office; and (c) include the functionality of offering actual and potential			No	Yes - to transfer at nil value.

passengers the option to purchase walk up tickets, ask for information, offer ticket on departure collections and which provide live train running information to keep actual and potential passengers better informed:

Addlestone	1
Alton	1
Ash	1
Ash Vale	1
Ashford	1
Axminster	1
Bagshot	1
Bedhampton	1
Bentley	1
Berrylands	1
Bookham	1
Branksome	1
Brentford	1
Byfleet and New Haw	1
Camberley	1
Chandlers Ford	1
Chertsey	1
Chessington North	1
Chessington South	1
Chiswick	1
Christchurch	1
Clandon	1
Claygate	1
Cobham and Stoke d'Abernon	1
Cosham	1
Crewkerne	1
Datchet	1
Earley	1
Effingham Junction	1
Feniton	1
Frimley	1
Fulwell	1
Gillingham	1
Hampton	1
Hampton Wick	1
Hamworthy	1
Hedge End	1
Hersham	1
Hinchley Wood	1
Hinton Admiral	1
Honiton	1

Hook	1			
Horsley	1			
Hounslow	1			
Liphook	1			
Liss	1			
London Road, Guildford	1			
Lymington Town	1			
Malden Manor	1			
Martins Heron	1			
Micheldever	1			
Milford	1			
Mortlake	1			
Motspur Park	1			
Netley	1			
New Milton	1			
North Sheen	1			
Overton	1			
Oxshott	1			
Parkstone	1			
Pokesdown	1			
Portchester	1			
Rowlands Castle	1			
Shepperton	1			
Sherborne	1			
St Denys	1			
St Margarets	1			
Stoneleigh	1			
Strawberry Hill	1			
Sunbury	1			
Sunningdale	1			
Swanwick	1			
Sway	1			
Templecombe	1			
Thames Ditton	1			
Tisbury	1			
Tolworth	1			
Totton	1			
Upper Halliford	1			
Virginia Water	1			
Wandsworth Town	1			
Wareham	1			
Whitchurch	1			
Winchfield	1			
Winnersh	1			

Winnersh Triangle	1			
Witley	1			
Wool	1			
Woolston	1			
Worplesdon	1			
Yeovil Junction	1			
<p>Table B</p> <p>The ticket machines identified in Table B below are "Parkeon ToDler" + small ticket machines being ticket on departure collect ticket vending machine, which includes (a) the capacity to handle up to 800 ticket on departure transactions per day (b) the functionality to offer actual and potential passengers the option to purchase 10 types of daily walk up tickets at each location at which the machine is installed, travelcards and car park tickets.</p>				
Aldershot	1			
Andover	1			
Ascot	1			
Barnes	1			
Basingstoke	2			
Bournemouth	2			
Bracknell	1			
Brockenhurst	1			
Brookwood	1			
Clapham Junction	6			
Dorchester South	1			
Earlsfield	1			
Eastleigh	1			
Egham	1			
Esher	1			
Ewell West	1			
Fareham	2			
Farnborough	2			
Farncombe	1			
Farnham	1			
Feltham	2			
Fleet	1			
Fratton	1			
Godalming	1			
Guildford	2			
Hampton Court	1			
Haslemere	1			
Havant	2			
Kingston	1			
London Waterloo	4			

New Malden	1												
Norbiton	1												
Petersfield	1												
Poole	1												
Portsmouth and Southsea	1												
Portsmouth Harbour	1												
Putney	1												
Raynes Park	1												
Richmond	3												
Salisbury	2												
Southampton Central	3												
Southampton Airport	2												
Staines	1												
Surbiton	2												
Teddington	1												
Twickenham	1												
Vauxhall	2												
Walton on Thames	1												
West Byfleet	1												
Weybridge	1												
Weymouth	1												
Whitton	1												
Wimbledon	2												
Winchester	2												
Windsor and Eton Riverside	1												
Woking	2												
Wokingham	1												
Worcester Park	1												
10 x Class 483 vehicles as operational rolling stock in 2-car formation (Units 483004, 483006, 483007, 483008 and 483009).		No	Yes - to transfer at nil value.										
Unit 483002 consisting of two cannibalised Class 483 vehicles as Spares.		No	Yes - to transfer at nil value.										
All 'Envoy Ticket Issuing System' equipment owned by the Franchisee including but not limited to the 'Envoy Mobile Ticket Issuing System' equipment owned by the Franchisee supplied by Wordline IT Services Limited under the supply and maintenance contract with Stagecoach Services Limited dated 29th January 2016 as per the following tables:		No	No – Supplemental Agreements to apply.										
<table border="1"> <thead> <tr> <th colspan="2">TABLE A</th> </tr> <tr> <th>Mobile Devices</th> <th>Number of Units</th> </tr> </thead> <tbody> <tr> <td>Samsung S6</td> <td>445</td> </tr> <tr> <td>Mag Printer</td> <td>445</td> </tr> <tr> <td>PED (payment terminal)</td> <td>445</td> </tr> </tbody> </table>		TABLE A		Mobile Devices	Number of Units	Samsung S6	445	Mag Printer	445	PED (payment terminal)	445		
TABLE A													
Mobile Devices	Number of Units												
Samsung S6	445												
Mag Printer	445												
PED (payment terminal)	445												

TABLE B			
Other equipment	Number of Units		
MDM (mobile device manager) Solution Licence and support	445		
Ruggedised Case	445		
Carry Case	390		
Multi Docks	78		
Software	445		
Depot Wi-Fi enhances to support Envoy at: Test Room; Basingstoke ROC; Bracknell; Bournemouth; Basingstoke; Clapham Junction; Feltham; Farnham; Fratton; Portsmouth; Richmond; Ryde St Johns; Salisbury; Staines; Southampton Central; Waterloo; Weymouth; Wimbledon; Woking.			
All Point of Interface Devices affixed to Scheidt & Bachmann GmbH ticket vending machines for which the Franchisee has maintenance responsibility (including those affixed to TVMs owned by Network Rail Infrastructure Limited) operating on Stations served by the Franchisee or otherwise are spare or HQ test ticket vending machines that have been replaced as at the end date of the Franchise Agreement under contract reference: SWT0022-002 dated 26 November 2007		No	No – Supplemental Agreement valuation provisions to apply.
All rights and liabilities of the Franchisee under contract reference SWT0022-002 with Scheidt and Bachmann GmbH for the supply and maintenance of ticket vending machines dated SWT0022-002 and under which works to replace Point of Interface Devices is contracted to be completed by Scheidt and Bachmann.		No	No – Supplemental Agreement valuation provisions to apply.
All infrastructure, equipment, moveable and non-moveable property and associated rights forming part of various IT and Station Information and Surveillance Systems (“SISS”) installed at the Railway Operating Centre (“ROC”) at Basingstoke shown in the table below: WICC Relocation		No	Yes - to transfer at nil value.

Owner	Asset	Quantity
SW Franchise	NIS-3 RS232 Decoder	1
SW Franchise	CCTV Consolidation Network Switch	2
SW Franchise	CCTV Video Encoder	6
SW Franchise	NIS-3 Server	1
SW Franchise	NIS-3 Network Switch	1
SW Franchise	NIS-3 RS232 Encoder	1
SW Franchise	16-channel CCTV Balun	1
SW Franchise	CCTV Video Decoder	10
SW Franchise	CIS GUI PC	4
SW Franchise	CCTV Review PC	3
SW Franchise	Help Point/CCTV SBG Touch PC	4
SW Franchise	22" Monitor	14
SW Franchise	Single channel CCTV Balun	4
SW Franchise	HDMI to DisplayPort Adapter	4
SW Franchise	LLPA ISDN Phone	2
SW Franchise	CIS GUI PC	3
SW Franchise	DisplayPort to DVI-D Adapter	1
SW Franchise	Help Point/CCTV SBG Touch PC Elo 15B3	1
SW Franchise	HDMI 2-port Video Splitter StarTech ST122HD4KU	1
SW Franchise	HDMI Transmission HDAnywhere MHUB2K14	1
SW Franchise	22" Monitor NEC EA223WM	9
SW Franchise	4-channel CCTV Balun NVT NV-314A	1
SW Franchise	Single channel CCTV Balun NVT NV-215J-M	2
SW Franchise	Composite to VGA Video Converter TBC TBC	5
SW Franchise	HDMI to DisplayPort Adapter StarTech HD2DP	1
SW Franchise	Help Point/CCTV SBG Touch PC Elo 15B3	1
SW Franchise	WICC PC - Dell Opiplex 7040 SFF i5 6600 3.3Ghz 8GB, 256 GB SSD DVDRW Win 10 Pro 3 Year NBD Warranty	33
SW Franchise	KVM switches	1
SW Franchise	Amulet Hotkey,ELO 15x2	1
SW Franchise	WS-C3850-48T-E 48 port Cisco Switch	1
SW Franchise	PWR-C1-350WAC Power Supply	1
SW Franchise	ws-c2960+24tc	1
SW Franchise	HP DL360 G9 Srv	2
SW Franchise	16 gB 2RX4 ddr4-2133-REG MEM KIT	1
SW Franchise	HP 1Tb Sata 7.2 rpm SFF	4
SW Franchise	HP 500W FS Plat pwr supply	4
SW Franchise	HP Ilo Adv lic	4

SW Franchise	755262-b21 DL360 Gen9 Svr	2						
SW Franchise	16gB 2XRX4 ddr4-2133 REG mEM KIT	1						
SW Franchise	HP 3x24 DL360 support	4						
SW Franchise	Windows Server Licence	4						
SW Franchise	HP Color Laserjet Flow MFPM880z	1						
The following closed circuit television equipment:			No	Yes - to transfer at nil value.				
	CAM ERA S	MONITORS				CABINET ENCLOSURES		
STATION	Cameras	15"	17"	32"	42"	LUCY CABINET	32" ARMAGARD	42" ARMAGARD
Clapham Junction	20	3	12	10	0	10	7	0
Cobham & Stoke D'Abernon	7	6	0	1	0	3	0	0
Putney	4	0	4	0	0	2	0	0
Hampton	4	3	0	0	0	1	0	0
Hinchley Wood	3	3	0	0	2	0	0	2
Kew Bridge	2	0	0	1	0	1	0	0
London Road Guildford	7	6	4	1	0	3	0	0
Mortlake	7	6	6	1	0	6	0	0
Norbiton	11	9	2	2	0	7	0	0
Oxshott	3	0	4	0	0	2	0	0
Raynes Park	8	6	0	2	2	2	2	2
Richmond	6	9	0	4	2	3	4	2
Staines	4	0	2	1	0	2	0	0
Upper Halliford	4	3	0	0	0	1	0	0
Vauxhall	23	12	6	10	6	9	8	4
Windsor & Eton Riverside	15	0	0	4	0	0	4	0
Wandsworth Town	5	0	4	2	0	4	0	0
Virginia Water	6	6	4	0	0	4	0	0
Hampton Wick	9	12	0	3	0	0	7	0
TOTAL	148	84	48	42	12	60	32	10

Schedule 14.5

Dealing with Franchise Assets**1. Assets not Designated as Primary Franchise Assets**

1.1 This paragraph 1 relates to any Franchise Assets that are property or rights and are not designated as Primary Franchise Assets.

1.2 For the purposes of Section 27(3) of the Act, the Secretary of State consents to the Franchisee:

- (a) transferring or agreeing to transfer any such Franchise Assets or any interests in, or right over, any such Franchise Assets; and
- (b) creating or extinguishing, or agreeing to create or extinguish, any interest in, or right over, any such Franchise Assets.

2. Liabilities not Designated as Primary Franchise Assets

2.1 This paragraph 2 relates to any liabilities which are not designated as Primary Franchise Assets.

2.2 For the purposes of Section 27(3) of the Act, the Secretary of State consents to the Franchisee entering into any agreement under which any such liability is released or discharged, or transferred to another person.

3. Franchise Assets and Primary Franchise Assets

3.1 This paragraph 3 relates to Franchise Assets (whether or not designated as Primary Franchise Assets) which are property or rights.

3.2 The Secretary of State hereby consents to the installation of Spares which have been designated as Primary Franchise Assets on any rolling stock vehicles. Any Spare which is so installed shall cease to be so designated on such installation.

3.3 For the purposes of Section 27(3) of the Act, the Secretary of State hereby consents to the Franchisee creating or agreeing to create any Security Interest over any of these Franchise Assets to the extent that the terms of any such Security Interest provided that:

- (a) if the relevant Franchise Asset becomes the subject of a transfer scheme made under Section 12 and Schedule 2 of the Railways Act 2005, it shall be fully and automatically released from the relevant Security Interest immediately before the coming into force of such transfer scheme;
- (b) if the relevant Franchise Asset is assigned, novated or otherwise transferred to another person pursuant to and in accordance with the Franchise Agreement, it shall be fully and automatically released from the relevant Security Interest immediately before such assignment, novation or transfer; and
- (c) such Security Interest shall not be enforced or enforceable until the date on which such Franchise Asset ceases to be designated as a Franchise Asset.

4. **Prohibition on Other Security Interests**

The Franchisee shall not create or agree to create a Security Interest over any Franchise Asset except on the terms permitted under paragraph 3.3.

5. **Miscellaneous**

The Franchisee shall promptly inform the Secretary of State of any Security Interest arising at any time over any of its property or rights and shall provide the Secretary of State with such information in relation thereto as he may reasonably require.

Schedule 14.6

Residual Value Mechanism

1. Provisions relating to RV Assets

1.1 The provisions of paragraphs 3, 4, 7, 8 and 10 to 12 of Schedule 14.4 (Designation of Franchise Assets) (inclusive) shall not apply in respect of any RV Asset.

1.2 De-Designation of RV Assets as Primary Franchise Assets

The Secretary of State may, at any time during the Franchise Period, by serving notice on the Franchisee cause a particular RV Asset designated as a Primary Franchise Asset pursuant to paragraph 2.1(h) of Schedule 14.4 (Designation of Franchise Assets) to cease to be designated as such on the occurrence of any of the following:

- (a) such RV Asset is lost, destroyed or otherwise beyond repair after the date upon which it is designated as a Primary Franchise Asset pursuant to paragraph 2.1(h) of Schedule 14.4 (Designation of Franchise Assets) and such RV Asset is not replaced; or
- (b) the Secretary of State and the Franchisee agree in writing at any time during the Franchise Period that such RV Asset shall cease to be so designated as a Primary Franchise Asset; or
- (c) for an RV Asset that is a Network Rail Fixture Asset the applicable Station Access Conditions or Depot Access Conditions are amended at any time after the date of designation of such RV Asset such that the Franchisee ceases to be responsible under the applicable Station Access Conditions or Depot Access Conditions (as the case may be) for the maintenance, repair and renewal of such RV Asset.

Such RV Asset shall cease to be designated as a Primary Franchise Asset with effect from the date specified in any notice served by the Secretary of State pursuant to this paragraph 1.2 and the table in Appendix 1 to Schedule 14.6 (List of the RV Assets) shall be deemed to be amended and thereafter shall be amended to take account of any such de-designation.

1.3 Process for issue of a Certificate of Completion for RV Assets

- (a) Within twenty (20) days of the date upon which an RV Asset is brought into operational use the Franchisee shall provide to the Secretary of State such information as is required by the Secretary of State for, and in the detail needed for demonstrating that such RV Asset has been brought into operational use and evidencing the actual capital cost incurred by the Franchisee on the procurement of such RV Asset including the following:
 - (i) the information described in paragraph 9 of Schedule 14.4 (Designation of Franchise Assets), including such information as the Secretary of State may require pursuant to paragraph 9.2 of Schedule 14.4 (Designation of Franchise Assets);
 - (ii) information which shows the actual date upon which such RV Asset was brought into operational use (including photographic evidence

- or any other kind of record which shows that such RV Asset has been brought into operational use);
- (iii) in respect of an RV Asset that is a Network Rail Fixture Asset, written confirmation from Network Rail that:
- (A) such RV Asset will be owned by the Franchise and remain the unencumbered asset of the Franchisee for the duration of the asset life of such RV Asset or the duration of the Franchise Period (whichever is the shorter);
- (B) the Franchisee has the responsibility under the Station Access Conditions or the Depot Access Conditions (as the case may be) applicable in relation to such Station or Depot (as the case may be) to maintain, repair and renew such RV Asset from the date upon which such RV Asset property is brought into operational use for the duration of the asset life of such RV Asset or the duration of the Franchise Period (whichever is the shorter);
- (iv) information evidencing the actual capital cost of procuring such RV Asset (including receipts and other supporting evidence) or where all information required to evidence the actual capital cost of procuring such RV Asset is not yet available the Franchisee's reasonable estimate of such actual capital cost with a commentary explaining how the estimate has been arrived at;
- (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 2.1; and
- (vii) such other information as the Secretary of State may reasonably require for the purposes of satisfying himself that such RV Asset has been brought into operational use by a date that is no later than four (4) years after the Start Date and verifying the actual capital costs incurred by the Franchisee on the procurement of such RV Asset.
- (b) Subject to receipt of the information required in paragraph 1.3(a) and none of the events described in paragraph 1.2 having occurred, the Secretary of State shall issue to the Franchisee a certificate of completion ("**Certificate of Completion**") which shall specify for the purposes of this Agreement the date upon which the relevant RV Asset was brought into operational use provided that nothing in this paragraph 1.3(b) shall oblige the Secretary of State to issue a Certificate of Completion in respect of any RV Asset:
- (i) if the Secretary of State, acting reasonably is not satisfied that such RV Asset will at the time of such designation be vested in the Franchisee;
- (ii) if the Secretary of State reasonably determines that such RV Asset does not satisfy the requirements of the Committed Obligation to which it relates;
- (iii) that is brought into operational use on a date that is later than the date which is four (4) years after the Start Date; or

- (iv) where the confirmation from Network Rail referred in paragraph 1.3(a)(iii) has not been issued.
- (c) The Secretary of State may, prior to the issue of a Certificate of Completion in respect of an RV Asset, exercise his rights under paragraph 6 (Right to Inspect) of Schedule 11.2 (Management Information) to inspect an RV Asset for the purposes of satisfying himself that such RV Asset satisfies the requirements of the Committed Obligation to which it relates.
- (d) Where the Franchisee is only able to provide an estimate of the capital cost of procuring an RV Asset pursuant to paragraph 1.3(a)(iv) above it shall notify the Secretary of State of the actual capital cost of procuring the RV Asset (with receipts and other supporting evidence) as soon as reasonably practicable and in any event within six months of the date of issue of a Certificate of Completion of such RV Asset. The Franchisee shall provide the Secretary of State with such further information as he may reasonably require for the purposes of verifying the actual capital costs incurred by the Franchisee on the procurement of such RV Asset.

1.4 Adjustments to the Transfer Value

If:

- (a) the Franchise Agreement is extended as contemplated in clause 5 (Duration of the Franchise Agreement) then the Secretary of State shall adjust the RV Asset Transfer Value applicable to each RV Asset by depreciating each such RV Asset on a straight line basis from the date specified for such RV Asset in Column 3 of Appendix 1 to this Schedule 14.6 ("**Planned Delivery Date**") until the end of the Franchise Period (as extended) and so that:
- (i) the Revised RV Asset Transfer Value will be the residual value of the RV Asset following such depreciation as at the end of the Franchise Period (as extended) or, if the RV Asset has been fully depreciated on that basis at that time, nil; and
- (ii) from the date of the extension of the Franchise Agreement Column 2 of the table in Appendix 1 to this Schedule 14.6 (List of the RV Assets) shall be deemed to be and shall be restated in the amounts of the Revised RV Asset Transfer Value; or
- (b) the actual capital cost incurred by the Franchisee in procuring any RV Asset is less than the amount specified in Column 5 of the table in Appendix 1 to this Schedule 14.6 (List of the RV Assets) in respect of any such RV Asset, then:
- (i) the Secretary of State shall adjust the RV Asset Transfer Value applicable to such RV Asset by using the same principles as were specified in the Financial Model and Record of Assumption for the calculation of the initial RV Asset Transfer Value except that actual capital cost for such RV Asset shall replace the capital cost specified for such RV Asset in Column 5 of the table of Appendix 1 to this Schedule 14.6 (List of the RV Assets) in order to calculate the Revised RV Asset Transfer Value. Such adjustment shall be deemed to take effect from the date upon which a Certificate of Completion is issued including in the circumstance where the actual capital cost

is notified to the Secretary of State pursuant to paragraph 1.3(d) after the date of issue of a Certificate of Completion; and

- (ii) Column 2 of the table in Appendix 1 to this Schedule 14.6 (List of the RV Assets) shall be restated and shall be restated in the amounts of the Revised RV Asset Transfer Value such restatement to be deemed to be effective from the date of issue of a Certificate of Completion.

(c) For the purposes of this paragraph 1.4:

- (i) **“RV Asset Transfer Values”** means each of the transfer values relating to the RV Assets as specified in Column 2 of the table in Appendix 1 to this Schedule 14.6 (List of RV Assets);
- (ii) **“Revised RV Asset Transfer Values”** means each of the RV Asset Transfer Values as adjusted by the Secretary of State in accordance with the provisions of paragraph 1.4(a) or paragraph 1.4(b) (as applicable).

2. Maintenance Requirements for RV Assets

- 2.1 At the same time as the Franchisee provides the information required pursuant to paragraph 1.3(a) in respect of any RV Asset, the Franchisee shall submit to the Secretary of State a schedule of condition specifying the condition of such RV Asset as at the date upon which such RV Asset was brought into operational use as specified in the applicable Certificate of Completion. Such schedule of condition must be approved by the Secretary of State and shall be in respect of such aspects of an RV Asset as the Secretary of State may reasonably require. The Franchisee shall ensure that each RV Asset is maintained, preserved and protected in at least the same condition, subject to fair wear and tear, as specified in the applicable schedule of condition as approved by the Secretary of State in respect of such RV Asset pursuant to this paragraph 2.1. In respect of any RV Asset that is a Network Rail Fixture Asset the Franchisee shall ensure that any schedule of condition prepared as required by this paragraph 2.1 shall comply with the Franchisee's maintenance obligations relating to such Network Rail Fixture Asset under the applicable Station Access Conditions and/or Depot Access Conditions (as the case may be).
- 2.2 Subject to paragraph 2.3, where the Franchisee has failed to demonstrate to the reasonable satisfaction of the Secretary of State that it has complied with its maintenance obligations in paragraph 2.1 in respect of any RV Asset then the Secretary of State may by notice in writing to the Franchisee require that the RV Asset Transfer Value payable by a Successor Operator required pursuant to the Supplemental Agreement to pay to the Franchisee the RV Asset Transfer Value for such RV Asset (**“Relevant Successor Operator”**) is adjusted downwards by an amount that is equal to the amount that is agreed by the Franchisee and the Relevant Successor Operator (or on failure to agree, as reasonably determined by the Secretary of State) as being the amount reasonably expected to be incurred by the Relevant Successor Operator for putting such RV Asset in the condition required pursuant to paragraph 2.1.
- 2.3 The provisions of paragraph 2.2 shall not apply in circumstances where the Franchisee and the Relevant Successor Operator agree that the Franchisee shall either:

- (a) rectify any relevant non-compliance with the requirements of paragraph 2.1;
or
- (b) indemnify the Relevant Successor Operator (the form of such indemnity to be in a form that is acceptable to the Relevant Successor Operator) against the reasonable costs of putting the relevant RV Asset in the condition required by paragraph 2.1.

APPENDIX 1 TO SCHEDULE 14.6³⁶⁴

List of the RV Assets

Column 1	Column 2	Column 3	Column 4	Column 5
Description of the RV Assets	RV Asset Transfer Value (£)*	Planned Delivery Date	Is RV Asset a Network Rail Fixture Asset (Yes/No)	Capital Cost (£)*
New automatic ticket gates to be installed pursuant to paragraph 75 of Part 1 of Schedule 6.2 (Committed Obligations)	[REDACTED ³⁶⁵]	25 August 2019	Yes	[REDACTED ³⁶⁶]
Car park expansion scheme pursuant to paragraph 107.1(i) of Part 1 of Schedule 6.2 (Committed Obligations)	[REDACTED]	31 May 2021	Yes	[REDACTED]
Wimbledon Station development pursuant to paragraph 106.2 of Part 1 of Schedule 6.2 (Committed Obligations)	[REDACTED]	28 February 2019	Yes	[REDACTED]

³⁶⁴ Date of contract change 20/08/2017 – Agreed by the Secretary of State and Franchisee

³⁶⁵ Date of redaction 31/08/2017 - 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.

³⁶⁶ Date of redaction 31/08/2017 - 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.

Column 1	Column 2	Column 3	Column 4	Column 5
Description of the RV Assets	RV Asset Transfer Value (£) *	Planned Delivery Date	Is RV Asset a Network Rail Fixture Asset (Yes/No)	Capital Cost (£) *
Southampton Central Station development pursuant to paragraph 106.1 of Part 1 of Schedule 6.2 (Committed Obligations)	[REDACTED]	28 February 2019	Yes	[REDACTED]
Installation of solar photovoltaic equipment pursuant to paragraph 10 of Part 1 of Schedule 6.2 (Committed Obligations)	[REDACTED]	31 May 2019	Yes	[REDACTED]

* The figures set out in Columns 2 and 5 are expressed as nominal (as opposed to real) amounts.

Schedule 14.7

Incentivising Long Term Investment

This Schedule sets out the Secretary of State's guidance on how he approaches incentivising long term investment. Nothing in this Schedule is intended to limit or be limited by the provisions of paragraph 2.2 of Schedule 14.4 (Designation of Franchise Assets)

1. The Secretary of State wishes to encourage the Franchisee to:
 - (a) improve the efficiency;
 - (b) reduce the cost; and
 - (c) enhance the revenue earning potential of the delivery of services to passengers,from the commencement of the Franchise, through the Franchise Term and into the successor franchises.
2. It is recognised however that the Franchise Term may be perceived to be a barrier to undertaking investment or change programmes where:
 - (a) the time scale for implementation limits the benefit to the Franchisee; or
 - (b) the business case for such investment or change has a payback period longer than the Franchise Term.
3. In this context investment or change may be considered to encompass:
 - (a) capital investments undertaken solely by the Franchisee;
 - (b) capital investments undertaken by the Franchisee in association with others;
 - (c) total or partial substitution of certain train services by bus services where an enhanced service level could be provided for reduced cost or where the provision of bus services improves the overall capacity of the network or delivers other benefits;
 - (d) changes in working practices of the Franchisee's employees;
 - (e) changes in the contracted roles and responsibilities between the Franchisee and its major suppliers; and
 - (f) operational changes.
4. Accordingly, the Franchisee is encouraged to propose schemes that seek to achieve the objectives set out in paragraph 1 for consideration by the Secretary of State during the Franchise Term.
5. In considering the Franchisee's proposals for any investment or change proposed to be undertaken, the Secretary of State will recognise:
 - (a) the capital cost and proposed payment profile;

- (b) legitimate costs of the Franchisee in developing, procuring, delivering and project managing the project;
 - (c) the life of any capital assets and the duration of the benefits stream arising;
 - (d) the remaining Franchise Term and the projected payback period;
 - (e) the benefits associated with undertaking the investment early rather than waiting until the Franchise is re-let;
 - (f) the risks of cost overrun or under performance of the projected benefits;
 - (g) a profit element for undertaking the project commensurate with the risks of the proposed project; and
 - (h) alternative benefit sharing arrangements which could be based on:
 - (i) a capital lump sum when the expenditure is incurred;
 - (ii) an enhanced Franchise Payment over the Franchise Term;
 - (iii) a balloon payment on expiry of the Franchise which allocates a proportion of future benefits to the Franchisee;
 - (iv) an ongoing payment if the benefits materialise after the Franchise Term; and/or
 - (v) any combination of any of paragraphs 5(h)(i) to 5(h)(iv) inclusive.
6. In evaluating the Franchisee's proposals for any investment or change proposed to be undertaken and to enable best value for money to be obtained from third party financiers, the Secretary of State shall also give consideration to the appropriateness of the provision, by the Secretary of State, of an undertaking (or other form of comfort) pursuant to Section 54 of the Act.

SCHEDULE 15**Obligations Associated with Termination**

Schedule 15.1:	Reletting Provisions
Schedule 15.2:	Last Twelve (12) or Thirteen (13) months of Franchise Period and other conduct of business provisions
Schedule 15.3:	Handover Package
	Appendix 1: Form of Handover Package
Schedule 15.4:	Provisions Applying on and after Termination
	Appendix 1: Form of Transfer Scheme
	Appendix 2: Form of Supplemental Agreement

Schedule 15.1**Reletting Provisions****1. Reletting of Franchise**

- 1.1 The Franchisee acknowledges that the Secretary of State may wish, at or before the expiry of the Franchise Period, either to invite persons to tender for the right to provide all or some of the Passenger Services under a franchise agreement or alternatively to enter into a franchise agreement in respect of all or some of the Passenger Services without having gone through a tendering process.
- 1.2 The Franchisee further acknowledges that the Secretary of State has in certain circumstances a duty under Section 30 of the Act to secure the continued provision of services equivalent to the Passenger Services on expiry or termination of the Franchise Agreement. The Franchisee accordingly accepts and agrees to the restrictions and obligations imposed on it under Part 1 (Franchise Services) of Schedule 1.1 (Franchise Services and Service Development), Schedule 14 (Preservation of Assets) and this Schedule 15 (Obligations Associated with Termination).

2. Preparation for Reletting

- 2.1 The Franchisee shall, if so requested by the Secretary of State:
- (a) provide the Secretary of State and his representatives and advisers with access to officers, the Franchise Employees and all books, records and other materials kept by or on behalf of the Franchisee in connection with the Franchise Services (including electronic or magnetic records, any CRM System and any Yield Management System) for the purpose of assisting such representatives and advisers:
- (i) to prepare reports or other documents in connection with any invitation to potential Successor Operators to tender for the right and obligation to operate all or any of the Franchise Services;
- (ii) to prepare invitations to other potential franchisees to tender for the right and obligation to provide any other railway passenger services or operate any other additional railway asset; or
- (iii) to enter into any franchise agreement or other agreement (including any agreement entered into by the Secretary of State in fulfilment of his duties under Section 30 of the Act) relating to the services equivalent to the Franchise Services, without undergoing a tendering process,
- provided that the exercise of such access rights by the Secretary of State and his representatives and advisers shall not unduly interfere with the continuing provision and operation of the Franchise Services by the Franchisee.
- 2.2 The Franchisee shall, if so requested by the Secretary of State, at its own cost, publish and display such publicity and promotional material and notices as the Secretary of State may provide to the Franchisee for the purposes of informing passengers of any matters relating to the Tendering/Reletting Process including:
- (i) the commencement of any Tendering/Reletting Process;

(ii) making passengers aware of any consultation being undertaken by the Secretary of State in relation to any such Tendering/Reletting Process; and

(iii) informing passengers of the outcome of any Tendering/Reletting Process.

2.3 The obligation to publish and display pursuant to paragraph 2.2 shall mean making the relevant publicity and promotional material and notices available to passengers by such means as the Secretary of State may reasonably require including by displaying publicity and promotional material and notices at Stations and on trains, publishing relevant information in any reports published to passengers or including such information in any leaflets, newspapers or other promotional material published to passengers by the Franchisee from time to time.

3. **Data Site Information**

3.1 The Franchisee shall make available to the Secretary of State and his representatives and advisers such Data Site Information (as defined at paragraph 3.5) as they shall reasonably require in connection with the matters referred to in paragraph 2.1 by no later than three (3) months after the date of such request.

3.2 The Franchisee shall prepare and present such information in such manner (including in disaggregated form) as the Secretary of State may require, and shall provide such assistance as the Secretary of State may require in connection with the verification of such information.

3.3 The Franchisee shall provide such confirmation in relation to the accuracy of:

- (a) the contents of the documents referred to in paragraph 2.1; and
- (b) any Data Site Information uploaded to such electronic data site as the Secretary of State may require pursuant to paragraph 3.4,

in each case, as the Secretary of State shall require from time to time.

3.4 The Franchisee shall upload such Data Site Information as the Secretary of State may require to such electronic data site as he may specify and shall make a sufficient number of appropriate staff available for that purpose. The Franchisee shall ensure that such staff are trained in the use of such data site (such training to be at the expense of the Secretary of State). For the avoidance of doubt, the Data Site Information required by the Secretary of State under this paragraph may cover the entire Franchise Period or any part of it.

3.5 **“Data Site Information”** means information relating to any of the following:

- (a) the Franchise or the Franchisee, any Affiliate of the Franchisee or their respective businesses (including their audited and management accounts, asset registers and contract lists);
- (b) past and present demand for the Franchise Services or any similar services (including passenger count data, Yield Management Data and CRM Data);
- (c) information required to be provided by the Franchisee pursuant to Schedule 1.5 (Information about Passengers);

- (d) the total revenue (being all revenue whatsoever from any source obtained from any commercial or non-commercial activity or undertaking of the Franchisee) received or which the Franchisee expects to receive during the Franchise Period;
- (e) the Franchisee's safety authorisation, safety certificate or safety management system (in each case as defined in the Safety Regulations);
- (f) any other safety matter;
- (g) the arrangements contained within the Railways Pension Scheme, the Pension Trust, the Franchise Section, or any other pension arrangement in respect of employees of the Franchisee or employees of any person who was a franchisee or franchise operator in relation to a Previous Franchise Agreement;
- (h) the management structure of the Franchisee's business (including organograms and any planned changes);
- (i) employees and contractors (including details of responsibilities, job title, remuneration, grade, qualifications and any other personnel records);
- (j) terms and conditions of employment and human resources policies;
- (k) public and working timetables;
- (l) driver, other train crew and rolling stock diagrams;
- (m) rolling stock (including train and vehicle miles, restrictions of use, fleet examinations and servicing, fleet performance, casualty data and any relevant reports);
- (n) any station (including any leases, documents of title, maintenance arrangements, station facilities, plans and contingency or security plans relating to any station);
- (o) health and safety and environmental information;
- (p) copies of contracts (including Access Agreements, policies of insurance, property, rolling stock and other leases, catering contracts, contracts for outsourced services, and rolling stock maintenance and spares contracts);
- (q) Network Rail charges and requirements (including rules of the route/plan);
- (r) any information technology system (hardware or software) used or owned by the Franchisee or any Affiliate of the Franchisee (including any software licences);
- (s) performance data;
- (t) customer service (including staffing levels, call volumes and opening hours);
- (u) fares and fares baskets;

- (v) relationships with stakeholders (including minutes of meetings with unions, Passenger Transport Executives, local authorities or Transport for London); or
- (w) any other matter which the Secretary of State may specify from time to time,

and in this paragraph 3.5, the term “**employee**” includes any person engaged by the Franchisee pursuant to a contract of personal service.

3.6 The Franchisee shall:

- (a) comply with its obligations under paragraph 2.1 or this paragraph 3 promptly and in any case in accordance with any reasonable timetable with which the Secretary of State requires the Franchisee by notice in writing to comply;
- (b) where the Secretary of State raises with the Franchisee any query in relation to any Data Site Information, make a full and substantive response to such query within five (5) Weekdays. Such response shall include any further information requested by the Secretary of State in relation to such query; and
- (c) nominate a person to whom:
 - (i) all queries or requests for information pursuant to paragraph 3.6(b);
 - (ii) requests for access to premises pursuant to paragraph 5; and
 - (iii) requests for access to employees,

shall be addressed and who shall be responsible for complying with any such queries or requests for information and such requests for access to employees and premises. The Franchisee shall notify the Secretary of State (his representatives and advisers) of the name and contact details of such person.

3.7 In connection with any proposal (whether or not yet finalised) to enter into separate franchise agreements and/or other agreements with more than one Successor Operator, each relating to some only of services equivalent to the Franchise Services (whether or not together with other railway passenger services) at or following the end of the Franchise Period, the Franchisee agrees and acknowledges that the Secretary of State may require:

- (a) that the Franchisee provides the Secretary of State with additional information and reports and analysis in respect of such Service Groups as the Secretary of State may specify. This may include:
 - (i) information relating to the operational and financial performance of the Franchisee in relation to such Service Groups; and
 - (ii) identification of those employees, assets and liabilities which relate to such Service Groups together with an indication of the extent to which the same are shared between the operation of different Service Groups; and

- (b) subject to paragraph 3.8, that the Franchisee reorganises the business of providing services equivalent to the Franchise Services in order to facilitate the transfer anticipated by this Schedule 15.1 on an ongoing basis of the business of providing the Franchise Services within each of such Service Groups to separate Successor Operators. This may include, to the extent reasonably practicable:
- (i) the re-organisation of personnel such that an appropriate number of employees (having sufficient skills, qualifications and experience) will transfer by operation of Law to each Successor Operator of each such Service Group; and/or
 - (ii) entering into additional or clarificatory contractual or other arrangements so that the Successor Operator of each such Service Group will have the necessary assets and rights to operate the Franchise Services within that Service Group; and
- (c) that the Franchisee uploads Data Site Information to more than one data site.
- 3.8 Subject to paragraph 3.9, the Secretary of State shall reimburse any reasonable out-of-pocket expenses that the Franchisee may incur in complying with its obligations under this paragraph 3.
- 3.9 Without prejudice to any other rights the Secretary of State may have (under the Franchise Agreement or otherwise) in respect of any contravention by the Franchisee of its obligations under this paragraph 3, if the Secretary of State is of the reasonable opinion that the Franchisee does not have sufficient resources to enable its compliance with its obligations under this paragraph 3 he may:
- (a) require the Franchisee (at its own cost) to employ; or
 - (b) after notification to the Franchisee, employ,
- such suitable additional resource as may be required to ensure that the Franchisee can comply with its obligations under this paragraph 3. The Franchisee shall reimburse to the Secretary of State, by way of adjustment to Franchise Payments, any proper costs (including staff costs) incurred by him in the employment of any such additional resource pursuant to paragraph 3.9(b).
- 3.10 To the extent reasonably practicable, prior to taking any of the actions referred to in paragraph 3.9, the Secretary of State shall allow the Franchisee a reasonable opportunity to make representations to him concerning the exercise by the Secretary of State of his rights under paragraph 3.9 but the Secretary of State shall not be obliged by those representations to refrain from exercising any of the actions specified under paragraph 3.9.
- 4. Non-Frustration of Transfer to Successor Operator**
- 4.1 The Franchisee shall take no action or steps which is or are designed, directly or indirectly:
- (a) to prevent, prejudice or frustrate the transfer as a going concern of the business of providing the Franchise Services at the end of the Franchise Period to a Successor Operator; or

- (b) to avoid, frustrate or circumvent any provision of the Franchise Agreement (including in particular the provisions of Schedule 14 (Preservation of Assets) and this Schedule 15) which is included in whole or in part for the purpose of preventing any such preventive, prejudicial or frustrating action or steps.
- 4.2 Subject to the restrictions set out in paragraph 4.1 and the other provisions of the Franchise Agreement, the Franchisee may take such action as it may require for the purposes of bidding to become, or becoming, a Successor Operator.
5. **Inspection Rights at premises used for the provision of the Franchise Services**
- 5.1 Without limiting any other rights of the Secretary of State under the Franchise Agreement and subject to paragraph 5.2, the Franchisee shall, if so requested by the Secretary of State, permit the Secretary of State (or his nominee, which for these purposes shall include potential Successor Operators including potential bidders who have expressed an interest in tendering for the right and obligation to operate any or all of the Franchise Services) to have such access to premises owned or occupied by the Franchisee or any of its Affiliates (including Stations and Depots and which for these purposes shall include any premises used in connection with the provision of the Franchise Services by the Franchisee or any of its Affiliates) as the Secretary of State may reasonably require in connection with any Tendering/Reletting Process including for the purposes of inspecting such premises (including the taking of inventories) and undertaking such surveys as may be necessary or desirable for the purposes of ascertaining the condition of any such premises.
- 5.2 The Secretary of State shall use reasonable endeavours to ensure that any access rights required pursuant to paragraph 5.1 shall be undertaken so as not to unduly interfere with the continuing provision and operation of the Franchise Services by the Franchisee.

Schedule 15.2**Last Twelve (12) or Thirteen (13) months of Franchise Period and other conduct of business provisions****1. Last Twelve (12) or Thirteen (13) Month Period**

1.1 Where reference is made in the Franchise Agreement to the last twelve (12) or thirteen (13) months of the Franchise Period, such period shall be deemed to commence on the earliest of the following dates:

- (a) the date which is twelve (12) or thirteen (13) months, as the case may be, prior to the Expiry Date or if the actual date of expiry of the Franchise Period is known the date which is twelve (12) or thirteen (13) months prior to that date;
- (b) the date on which the Secretary of State notifies the Franchisee that such period of twelve (12) or thirteen (13) months shall be deemed to commence on the grounds that the Secretary of State reasonably considers that an Event of Default may occur within the following twelve (12) months; or
- (c) the date on which the Secretary of State notifies the Franchisee that such period of twelve (12) or thirteen (13) months shall be deemed to commence on the grounds that the Secretary of State considers it reasonably likely that the Franchise Agreement will be terminated by agreement between the Parties within such period.

1.2 Any such period (which may be longer or shorter than twelve (12) or thirteen (13) months, as the case may be) shall expire on the Expiry Date or, if earlier:

- (a) in the case of periods commencing under paragraph 1.1(b) or 1.1(c), the date falling twelve (12) or thirteen (13) months after the date of any notice under paragraph 1.1(b) or 1.1(c); or
- (b) such earlier date as the Secretary of State may determine.

2. Terms of Employment of Existing Employees

2.1 The Franchisee shall not, and shall secure that each other relevant employer shall not, without the prior consent of the Secretary of State (which shall not be unreasonably withheld), vary or purport or promise to vary the terms or conditions of employment of any Franchise Employee (in particular, the Franchisee shall not promise to make any additional payment or provide any additional benefit or vary any term or condition relating to holiday, leave or hours to be worked) where such variation or addition:

- (a) takes effect in the last twelve (12) months of the Franchise Period unless it is in the ordinary course of business and, when aggregated with any other variation or addition which takes effect during such period, represents an increase in the remuneration of a Franchise Employee of no more than the amount determined in accordance with the following formula:

$$\frac{MAWE + JAW E + SAWE + DAWE}{4}$$

Where:	
MAWE	is the change in the Average Weekly Earnings between March in the preceding twelve (12) months and the corresponding March one (1) year before, expressed as a percentage;
JAWWE	is the change in the Average Weekly Earnings between June in the preceding twelve (12) months and the corresponding June one (1) year before, expressed as a percentage;
SAWE	is the change in the Average Weekly Earnings between September in the preceding twelve (12) months and the corresponding September one year before, expressed as a percentage; and
DAWE	is the change in the Average Weekly Earnings between December in the preceding twelve (12) months and the corresponding December one (1) year before, expressed as a percentage;

- (b) wholly or partly first takes effect after the end of the Franchise Period;
- (c) results in any such employment not being terminable by the Franchisee or other relevant employer within six (6) months of the expiry of the Franchise Period;
- (d) relates to a payment or the provision of a benefit triggered by termination of employment;
- (e) relates to the provision of a benefit (excluding base salary) which any such employee will or may have a contractual right to receive after the expiry of the Franchise Period; or
- (f) prevents, restricts or hinders any such employee from working for a Successor Operator or from performing the duties which such employee performed for the Franchisee.

It is agreed that the Franchisee will be permitted to make a decrease in the remuneration of any Franchise Employee that takes effect in the last twelve (12) months of the Franchise Period without first obtaining the consent of the Secretary of State in circumstances where such decrease is in the ordinary course of business and when aggregated with any other variation which takes effect during such period, represents a decrease in the remuneration of a Franchise Employee of no more than the amount determined in accordance with the formula contained in paragraph 2.1(a) where a calculation pursuant to such formula gives rise to a negative percentage. In any other circumstances the prior consent of the Secretary of State will be required to any decrease in the remuneration of a Franchise Employee in the last twelve (12) months of the Franchise Period.

- 2.2 Without limiting the foregoing, the Franchisee shall consult the Secretary of State as soon as reasonably practicable in any circumstances in which the Secretary of

State's consent under paragraph 2.1 may be required. Further, it shall always be deemed to be reasonable for the Secretary of State to withhold his consent to a variation or addition which is prohibited without such consent under paragraph 2.1(a) provided the Secretary of State:

- (a) makes an overall increase in Franchise Payments equal to the amount of the direct net losses suffered by the Franchisee on the days when the Passenger Services are affected by Industrial Action taken by the Franchise Employees which is a consequence of a refusal by the Secretary of State to agree to the variation or addition; and
- (b) agrees that, to the extent that the Franchisee would otherwise be in contravention of the Franchise Agreement as a consequence of the Industrial Action referred to in this paragraph 2.2, no such contravention shall have occurred, save where such contravention relates to safety requirements.

2.3 The expression "**promise to vary**" when used in paragraph 2.2 includes any offer or indication of willingness to vary (whether or not such offer or willingness is made conditional upon obtaining the Secretary of State's consent).

3. **Terms of Employment of New Employees**

3.1 The Franchisee shall not, and shall secure that each other relevant employer shall not, without the prior consent of the Secretary of State (which shall not be unreasonably withheld), create or grant, or promise to create or grant, terms or conditions of employment for any Franchise Employee where the employment of such Franchise Employee by the Franchisee or such other relevant employer may commence on or after the Start Date if and to the extent that:

- (a) such terms or conditions are, in the reasonable opinion of the Franchisee, materially different from the terms or conditions of employment of equivalent or nearest equivalent Franchise Employees at the date on which such employment is scheduled to commence; and
- (b) if such terms or conditions were granted to such equivalent Franchise Employees already employed by the Franchisee by way of variation to their terms or conditions of employment, the Franchisee would be in contravention of paragraph 2.1.

4. **Changes in Numbers and Total Cost of Employees**

4.1 Subject to and excluding any increase in the remuneration of Franchise Employees permitted under paragraph 2.1, the Franchisee shall not, and shall secure that each other relevant employer shall not, without the prior written consent of the Secretary of State (which shall not be unreasonably withheld) increase or decrease in the last twelve (12) months of the Franchise Period the number of Franchise Employees such that:

- (a) the total number of Franchise Employees or the total cost per annum to the Franchisee and each other relevant employer of employing all Franchise Employees is increased; or
- (b) the total number of Franchise Employees is decreased,

in each case, by more than five per cent (5%) during such period of twelve (12) months provided that where the last twelve (12) or thirteen (13) months of

the Franchise Period has been deemed to have commenced under paragraph 1.1 and the period of the restriction contemplated by this paragraph 4 lasts longer than twelve (12) months such restriction shall apply in respect of the longer period.

5. Fares

5.1 Reduction in Prices of Fares

- (a) During the last thirteen (13) months of the Franchise Period the Franchisee shall not, without the prior written consent of the Secretary of State (not to be unreasonably withheld), set the Price or Child Price of or sell (except to the extent required to do so under the terms of the Ticketing and Settlement Agreement as a result of the Price or Child Price of a Fare being set by another person) any Fare which would entitle the purchaser of such Fare to travel on all or any of the Passenger Services after the Franchise Period for an amount which is less than the Price or the Child Price of that Fare immediately before the commencement of such thirteen (13) month period or, in the case of a new Fare, the Price of its nearest equivalent immediately before the commencement of such period.
- (b) Paragraph 5.1(a) shall not prevent the Franchisee from giving any discount or reduction to which the purchaser of a Fare may be entitled by virtue of:
 - (i) presenting a Discount Card (or any equivalent replacement thereof) issued by the Franchisee before the commencement of such thirteen (13) month period and to which the purchaser would have been entitled before the commencement of such period;
 - (ii) presenting a Discount Card issued by another train operator;
 - (iii) the Passenger's 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 5.1(a) to the extent that such provisions apply to the selling of Fares by the Franchisee.

5.2 Percentage Allocations

- (a) Except to the extent that the Secretary of State may consent from time to time (such consent not to be unreasonably withheld), the Franchisee shall not, in the last thirteen (13) Reporting Periods of the Franchise Period, take any action or step which may result in its Percentage Allocation (as defined in the Ticketing and Settlement Agreement) in respect of any Rail Product (as defined in the Ticketing and Settlement Agreement) being reduced.
- (b) The Franchisee shall notify the Secretary of State before taking any such action or step in the last thirteen (13) Reporting Periods of the Franchise Period and upon becoming aware of any other person proposing to take any action or step which may have the same effect. The Franchisee shall take such action as the Secretary of State may reasonably request in order to

prevent any such reduction, including submitting any dispute to any relevant dispute resolution procedures.

5.3 **Restrictions in respect of Sale of Advance Purchase Train-specific Fares**

- (a) It is acknowledged that the Franchisee will make available for sale prior to the end of the Franchise Period Advance Purchase Train-specific Fares which are valid for travel after the end of the Franchise Period.
- (b) In making such Advance Purchase Train-specific Fares available for purchase the Franchisee shall not change its commercial practice in terms of the number of such Advance Purchase Train-specific Fares made available or the Passenger Services on which they are valid for use when compared with its previous commercial practice in respect of Advance Purchase Train-specific Fares valid for travel prior to the end of the Franchise Period.
- (c) The Franchisee will be permitted to take into account reasonable seasonal factors in determining its previous commercial practice. In assessing reasonableness, account will be taken of the Franchisee's practice in addressing such seasonal factors in the corresponding period in the previous year.

6. **Voting on Scheme Councils**

6.1 Subject to paragraph 7.4, during the last twelve (12) months of the Franchise Period the Franchisee shall give the Secretary of State reasonable notice of:

- (a) any meeting of:
 - (i) a scheme council of an Inter-Operator Scheme on which the Franchisee is represented; or
 - (ii) a scheme management group of any Inter-Operator Scheme:
 - (A) in which the Franchisee has a permanent position; or
 - (B) where the Franchisee employs a member of such group;
- (b) the resolutions to be voted upon at any such meeting; and
- (c) the Franchisee's voting intentions.

6.2 Subject to paragraph 7, the Franchisee shall vote at any such meeting in the manner required by the Secretary of State.

7. **Successor Operator**

7.1 Where the Franchisee has been notified by the Secretary of State that a Successor Operator has been selected (whether a franchisee or otherwise and whether or not such selection is conditional), the Franchisee shall give such Successor Operator reasonable notice of:

- (a) any meeting referred to in paragraph 6.1(a);

- (b) any resolutions to be voted upon at any such meeting where such resolutions might reasonably be considered to affect the interests of such Successor Operator; and
 - (c) the Franchisee's voting intentions.
- 7.2 The Franchisee shall discuss with the Successor Operator in good faith with a view to agreeing the way the Franchisee should vote on the resolutions referred to in paragraph 7.1(b). In the absence of any agreement, the Franchisee shall, as soon as reasonably practicable thereafter, having regard to the deadline for voting on such resolutions, refer the matter to the Secretary of State for determination.
- 7.3 The Secretary of State shall reasonably determine the way the Franchisee should vote on any resolutions referred to him in accordance with paragraph 7.2, having regard to the transfer of the Franchise Services as a going concern at the end of the Franchise Period.
- 7.4 Where paragraph 7 applies, the Franchisee shall vote at any meeting referred to in paragraph 6.1(a) in accordance with any agreement pursuant to paragraph 7.2 or determination pursuant paragraph 7.3.

Schedule 15.3**Handover Package****1. Handover Package Status****1.1** The Franchisee shall:

(a) on or before the Start Date, provide to the Secretary of State:

(i) the Handover Package; and

(ii) a letter in a form approved by and addressed to the Secretary of State confirming the details of any insurer providing insurance to the Franchisee and authorising the insurer (and any relevant broker) to release any insurance-related information to any of the Secretary of State, a Successor Operator or its agent on demand;

(b) maintain the Handover Package and update it at least every three (3) Reporting Periods; and

(c) in respect of the information required pursuant to paragraph 1.1(a)(ii), supply revised information and/or letters to the Secretary of State as and when required in order to ensure that such information and letters remain accurate and up to date.

1.2 The Franchisee shall ensure that any Successor Operator will have immediate access to the Handover Package on the expiry of the Franchise Period.

1.3 The Franchisee shall also ensure that the Key Contacts List is provided to the Secretary of State within twenty four (24) hours of the receipt of any Termination Notice.

1.4 From the date that the Station Asset Management Plan or the Station Social and Commercial Development Plan is created pursuant to Schedule 1.7 (Stations) the Franchisee shall update the Handover Package to include the Station Asset Management Plan and the Station Social and Commercial Development Plan (and a copy of all previous Station Asset Management Plans and Station Social and Commercial Development Plans) and shall supply updated versions of the Station Asset Management Plan and the Station Social and Commercial Development Plan whenever such plans are updated in accordance with Schedule 1.7 (Stations).

2. Director's Certificate

Once in each Franchisee Year, the Franchisee shall provide to the Secretary of State a certificate signed by a nominated and duly authorised director of the Franchisee, addressed to the Secretary of State, which confirms that the Handover Package contains the information and objects specified in Appendix 1 (Form of Handover Package) to this Schedule 15.3 and that such information is accurate as at the date of the certificate.

APPENDIX 1 TO SCHEDULE 15.3**Form of Handover Package****1. Property**

A list of all property owned, leased, operated or occupied by the Franchisee which shall include the address and contact telephone number of each property. Where applicable, the list will also include the name, address and telephone number of the lessor and/or the party which has granted authority to use or occupy the property, and any relevant reference numbers applicable to that lease or occupation.

2. Contracts

A printed or electronic list (in a format acceptable to the Secretary of State) of all contracts (sales, purchases or otherwise including leases and licences) between the Franchisee and the counterparty or counterparties to each such contract, showing the name, address and telephone number of each counterparty; the contract reference number of the Franchisee and each counterparty (if any); and the contract price/value, term and expiry date. This requirement shall apply to all contracts unless otherwise agreed by the Secretary of State.

3. Systems

A list of the electronic systems in use by the Franchisee, together with the name, office address and telephone number of the Franchisee's Information Technology Manager (or the holder of any equivalent post) who is responsible for administration of each such system.

4. Daily Operations

A printed or electronic list (in a format acceptable to the Secretary of State) of all assets owned or operated by the Franchisee, together with their location.

5. Insurance

A list of the names, addresses and telephone numbers of all insurers and any relevant broker providing insurance to the Franchisee, together with the relevant policy numbers and other references and details of any outstanding claims or unresolved disputes.

6. Safety Certificate

A complete copy of the Safety Certificate, an electronic copy of the Franchisee's application for the Safety Certificate (in Microsoft Word format or such other format as is acceptable to the Secretary of State) and full details of the Franchisee's safety management system in place to support the Safety Certificate.

7. Unwind of the Alliance Arrangements

With effect from 30 days after the Start Date, a printed or electronic copy of the New Free Standing Organisational Chart, New Alliance Organisational Chart, New Unwind Plan, New Successor Operator Plan and a list of the New Shared Resources, each as referred to in the alliance

agreement between Network Rail and the Franchisee entered into on or around the Start Date.³⁶⁷

³⁶⁷ Date of contract insertion 20/08/2017 – Agreed by the Secretary of State and Franchisee

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 the circumstances specified in paragraph 1.1 in relation to any other Train Operator who is a party to an Access Agreement to which the Franchisee is also party, agree to the novation of the relevant Train Operator's interest under the relevant Access Agreement to the Secretary of State or as he may direct, subject, to the extent applicable, to the consent of the ORR. The provisions of paragraph 1.3 shall apply to any such novation.

1.5 The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to novate its interest or agree to the novation of another Train Operator's interest under this paragraph 1.

2. Co-operation with Successor Operator

2.1 In order to ensure the continuity of, and an orderly handover of control over, the Franchise Services, the Franchisee shall co-operate with:

- (a) where a Successor Operator has been appointed, such Successor Operator; or
- (b) where a Successor Operator has not been so appointed, the Secretary of State,

and shall take such steps as may be reasonably requested by the Secretary of State in connection therewith.

2.2 In satisfaction of its obligations under paragraph 2.1, the Franchisee shall make appropriately skilled and qualified Franchise Employees reasonably available to attend such meetings with the Secretary of State, the Successor Operator, Network Rail, any rolling stock lessor and/or and other relevant third party as are reasonably required in order to determine:

- (a) those actions that are required in order to facilitate such continuity and orderly handover, in particular those actions arising under, but not limited to, the following agreements:
 - (i) Access Agreements;
 - (ii) Property Leases;
 - (iii) agreements in relation to Shared Facilities;
 - (iv) Rolling Stock Leases;
 - (viii) Rolling Stock Related Contracts;
 - (vi) any other Key Contract; and
- (b) without prejudice to the Secretary of State's rights under this Schedule 15.4, those rights and liabilities as may be specified in any Transfer Scheme.

3. Transfer of Primary Franchise Assets

3.1 Option Arrangements

- (a) The Secretary of State hereby grants to the Franchisee the right to require the Secretary of State to make, and the Franchisee hereby grants to the Secretary of State the right to make, a Transfer Scheme in accordance with Section 12 and Schedule 2 of the Railways Act 2005 for the transfer of any or all Primary Franchise Assets on the expiry of the Franchise Period.
- (b) On or within fourteen (14) days before the expiry of the Franchise Period:
 - (i) either Party may serve notice on the other Party specifying the Primary Franchise Assets to be transferred; and
 - (ii) the other Party may (within such timescale) serve a subsequent notice specifying any additional Primary Franchise Assets to be transferred.

- (c) The Secretary of State may (and shall if required by the Franchisee) make one or more such Transfer Schemes for the transfer of the Primary Franchise Assets specified in any such notice within fourteen (14) days after service of such notice (except in relation to any such Primary Franchise Assets which are, in accordance with Schedule 14.4 (Designation of Franchise Assets), de-designated as such prior to the end of the Franchise Period).
- (d) Any Franchise Assets or Primary Franchise Assets which are not so transferred shall cease to be designated as such fourteen (14) days after service of such notice.

3.2 Supplemental Agreement

Without prejudice to the duties, powers, rights and obligations of the Secretary of State under the Railways Act 2005 in respect of any Transfer Scheme, any Transfer Scheme shall impose on the Franchisee and the transferee an obligation to enter into an agreement substantially in the form of the Supplemental Agreement which shall provide for the determination of amounts to be paid in respect of the property, rights and liabilities which are transferred under such Transfer Scheme. The Franchisee shall enter into any such Supplemental Agreement and shall comply with its obligations thereunder.

3.3 Payment of Estimated Transfer Price

- (a) The Secretary of State may require the Franchisee to pay to any transferee under a Transfer Scheme, or may require any such transferee to pay to the Franchisee, on the day on which the Transfer Scheme comes into force such sum as the Secretary of State may determine should be so paid having regard to:
 - (i) his estimate of the sum likely to be paid under the relevant Supplemental Agreement in respect of the Primary Franchise Assets being transferred under the relevant Transfer Scheme;
 - (ii) his estimate of any other sums likely to be paid thereunder;
 - (iii) the financial condition of the Franchisee and the transferee and whether any estimate so paid would be likely to be repaid, if in excess of the sums eventually payable thereunder; and
 - (iv) such other matters as the Secretary of State may consider appropriate.
- (b) The Franchisee shall pay to any such transferee the sum determined by the Secretary of State in accordance with paragraph 3.3(a) on the day on which the relevant Transfer Scheme comes into force.

3.4 Possession of Franchise Assets

On the coming into force of a Transfer Scheme, the Franchisee shall deliver up to the Secretary of State (or his nominee) possession of the Primary Franchise Assets transferred under such Transfer Scheme.

4. Associated Obligations on Termination

4.1 Assistance in Securing Continuity

- (a) In order to facilitate the continuity of the Franchise Services on expiry of the Franchise Period, the Franchisee shall take such steps, both before and after the expiry of the Franchise Period, as the Secretary of State may reasonably require, to assist and advise any Successor Operator in providing and operating the Franchise Services.
- (b) In particular, the Franchisee shall provide any Successor Operator with such records and information relating to or connected with the Franchise Services as the Secretary of State may reasonably require (other than confidential financial information but including all records relating to the Franchise Employees).

4.2 Access

On the expiry of the Franchise Period, the Franchisee shall grant the Secretary of State and his representatives such access as the Secretary of State may reasonably request to any property owned, leased or operated by the Franchisee at such time, for the purpose of facilitating the continued provision of the Franchise Services.

4.3 Key Contracts

- (a) The Franchisee shall provide such assistance to any Successor Operator as the Secretary of State may reasonably require in ensuring that, pursuant to any Direct Agreements, such Successor Operator may enter into (or enjoy the benefit of) contracts equivalent to the relevant Key Contracts (or part thereof).
- (b) In satisfaction of its obligations under paragraph 4.3(a), the Franchisee shall terminate, surrender, cancel or undertake not to enforce its rights under any Key Contract (or part thereof) provided that nothing in this paragraph shall require the Franchisee to undertake not to enforce any rights under a Key Contract relating to the period prior to the expiry of the Franchise Period.

4.4 Change of Name

The Franchisee shall cease to use any trade marks which are licensed to the Franchisee under any of the Brand Licences forthwith upon expiry of the Franchise Period and shall take all necessary steps to change any company name which incorporates any such marks as soon as practicable.

4.5 Property Leases

- (a) The Franchisee shall, on the expiry of the Franchise Period, if requested by the Secretary of State, assign its interest under all or any Property Leases to the Secretary of State or as he may direct, subject where applicable to the agreement of any other party to such Property Lease or the ORR.
- (b) Such assignment shall be on such terms as the Secretary of State may reasonably require, including:
 - (i) that the Franchisee shall not be released from any accrued but unperformed obligation, the consequences of any antecedent breach of a covenant or obligation in the Property Leases or any liability in respect of any act or omission under or in relation to the Property Lease prior to, or as at the date of, any such assignment (except to the extent that the Secretary of State or his nominee agrees to assume responsibility

for such unperformed obligation, such liability or the consequences of such breach in connection with the relevant assignment); and

- (ii) that neither the Secretary of State nor his nominee shall be obliged, in connection with such assignment, to agree to assume responsibility for any unperformed obligation, liability or consequences of a breach referred to in paragraph 4.5(b) (i), and the Franchisee shall indemnify the Secretary of State or his nominee, as the case may be, on demand, on an after-tax basis against any costs, losses, liabilities or expenses suffered or incurred in relation thereto.
- (c) The Franchisee shall, on the occurrence of any of the circumstances specified in paragraph 4.5(a) in relation to any other Train Operator who is a party to a Property Lease to which the Franchisee is also party, agree to the assignment of such Train Operator's interest under the relevant Property Lease to the Secretary of State or as he may direct, subject, where applicable, to the consent of Network Rail. The provisions of paragraph 4.5(b) shall apply to any such assignment.
- (d) The Franchisee shall notify the Secretary of State on becoming aware of any circumstances which might lead to the Secretary of State being able to require the Franchisee to assign its interest or agree to the assignment of another Train Operator's interest under this paragraph 4.

5. **Actions required immediately on Handover**

- 5.1 The Franchisee shall immediately on the expiry of the Franchise Period make available to the Secretary of State:
 - (a) information as to the status of each purchase order or contract, including its award date, anticipated delivery date, confirmation of receipt of goods or services and the payment records for each purchase order, together with any matters in dispute with the appointed subcontractor and, to the extent that the Franchisee is a subcontractor to another Train Operator, equivalent information in respect of that Train Operator; and
 - (b) information concerning any contract necessary for the continued operation of the Franchise where a procurement or bidding process has been initiated.
- 5.2 The Franchisee agrees that the Secretary of State or his agents may have access to and use free of charge any information contained in any Computer System or in hard copy format as he sees fit (for the purposes of continuing the operation of the Franchise Services).

6. **Maintenance Records**

- 6.1 The Franchisee shall immediately on expiry of the Franchise Period provide to the Secretary of State:
 - (a) records of the status of the maintenance of the rolling stock vehicles used in the provision of the Passenger Services;
 - (b) records of the status of the maintenance of any lifting equipment;
 - (c) a list of any deferred maintenance; and

- (d) records of the status of the maintenance of any depot or station which is a Franchise Asset,

including the extent of completion of examinations and the modification status of each such rolling stock vehicle

7. Ticketing Arrangements

- 7.1 The Franchisee shall provide immediately on expiry of the Franchise Period a statement certifying:

- (a) all ticketing transactions with the public or credit card agencies that are in process and not yet complete, together with any allocations on multi-modal travel with other agencies or local authorities;
- (b) the extent of any outstanding claims with ticketing settlement agencies;
- (c) refund arrangements (whether under the Passenger's 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 On the expiry of the Franchise Period, the Franchisee will grant to any Successor Operator licences of any Intellectual Property Rights which:

- (a) is owned by or licensed to the Franchisee;
- (b) was not owned by or licensed to it immediately prior to the Start Date;
- (c) has not been designated as a Primary Franchise Asset;
- (d) does not represent or constitute a Mark; and
- (e) may, in the reasonable opinion of the Secretary of State, be necessary for any Successor Operator to operate the Franchise Services on an efficient and economic basis after the expiry of the Franchise Period.

- 8.2 When agreeing the terms on which Intellectual Property Rights is to be licensed to it, the Franchisee shall use all reasonable endeavours to ensure that such terms include the right to sub-license such Intellectual Property Rights in accordance with this paragraph 8. The Franchisee shall not enter into a licence that does not include such a provision without first obtaining the Secretary of State's prior written consent (such consent not to be unreasonably withheld).

- 8.3 Any such licence of any Intellectual Property Rights shall be granted to the relevant Successor Operator for such period as the Secretary of State may determine to be reasonably necessary for the purpose of securing continuity of the provision of the Franchise Services and shall be free of charge and royalty-free for a period of three (3) months or less.

- 8.4 If such licence of any Intellectual Property Rights is for a period in excess of three (3) months, the grant of the licence shall be subject to payment of a reasonable royalty (backdated to the expiry of the Franchise Period) on the basis of a willing

licensor and licensee entering into a licence on comparable terms to similar licences of such Intellectual Property Rights. If the Franchisee and the relevant Successor Operator are unable to agree such royalty, the Franchisee shall submit such dispute for resolution in accordance with such dispute resolution rules as the Secretary of State may require.

- 8.5 Any such licence shall be in such form as the Secretary of State shall reasonably determine and shall:
- (a) be non-exclusive and limited to use solely for the purposes of the provision and operation of the Franchise Services and will not provide for any right to use such Intellectual Property Rights for any other purpose (including its marketing or exploitation for any other purpose);
 - (b) be terminable on material breach by the Successor Operator;
 - (c) contain an indemnity from the Franchisee to the effect that to the best of its knowledge and belief it owns the relevant Intellectual Property Rights or has the right to license it and the licensing of it and the subsequent use of the Intellectual Property Rights will not infringe any third party Intellectual Property Rights; and
 - (d) require the Successor Operator, to the extent that it relates to any trade marks, to use such trade marks in such manner as may reasonably be required by the Franchisee provided that it shall not be reasonable for the Franchisee to require any such trade mark to be used in a manner materially different from its use during the Franchise Period.

9. **Information about Passengers**

- 9.1 The Franchisee shall immediately on the expiry of the Franchise Period make available to the Secretary of State and/or his nominee:
- (a) passenger numbers information specified in paragraph 1 of Schedule 1.5 (Information about Passengers), in such format and to such level of disaggregation as the Secretary of State and/or his nominee may reasonably require; and
 - (b) the CRM Data and Yield Management Data.

APPENDIX 1 TO SCHEDULE 15.4

Form of Transfer Scheme

Dated [INSERT DATE]

TRANSFER SCHEME

OF

THE SECRETARY OF STATE FOR TRANSPORT

MADE PURSUANT TO SCHEDULE 2 OF THE RAILWAYS ACT 2005

IN FAVOUR OF

[INSERT NAME OF SUCCESSOR OPERATOR]

IN RESPECT OF

CERTAIN PROPERTY, RIGHTS AND LIABILITIES

OF

[INSERT NAME OF FRANCHISEE]

Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR

TRANSFER SCHEME

Whereas:

- (A) [INSERT NAME OF FRANCHISEE] (the “**Transferor**”) has been providing certain services for the carriage of passengers by railway and operating certain stations and light maintenance depots pursuant to a franchise agreement with the Secretary of State for Transport (the “**Secretary of State**”) dated [INSERT DATE] (the “**Franchise Agreement**”).
- (B) The Franchise Agreement terminated or is to terminate on [INSERT DATE] and [INSERT NAME OF SUCCESSOR OPERATOR] (the “**Transferee**”) is to continue the provision of all or part of such services or the operation of all or some of such stations and light maintenance depots under a new franchise agreement or in connection with the performance or exercise of the duties and powers of the Secretary of State to secure the provision of such services or the operation of such stations or light maintenance depots.
- (C) Certain property, rights and liabilities of the Transferor which were designated as franchise assets for the purpose of the Franchise Agreement are to be transferred to the Transferee under a transfer scheme made by the Secretary of State under Section 12 and Schedule 2 of the Railways Act 2005.

The Secretary of State, in exercise of the powers conferred on him by Schedule 2 of the Railways Act 2005, hereby makes the following scheme:

1. **Definitions and Interpretation**

In this Transfer Scheme functions has the meaning ascribed to it in the Railways Act 2005 and relevant enactment has the meaning ascribed to it in paragraph 6 of Schedule 2 of the Railways Act 2005.

2. **Transfer of Property, Rights and Liabilities**

With effect from [INSERT DATE] the property, rights and liabilities of the Transferor specified or described in the Schedule shall be transferred to, and vest in, the Transferee.

3. **Statutory Functions**

Subject to any amendment to the relevant enactment which comes into force on or after the date on which this Transfer Scheme is made, there shall be transferred to the Transferee all the functions of the Transferor under any relevant enactments if and to the extent that any such relevant enactment:

- (a) relates to any property which is to be transferred by this Transfer Scheme; or
- (b) authorises the carrying out of works designed to be used in connection with any such property or the acquisition of land for the purpose of carrying out any such works.

4. **Supplemental Agreement**

Each of the Transferor and the Transferee shall enter into the Supplemental Agreement (as defined in the Franchise Agreement) on the coming into force of this Transfer Scheme.

This Transfer Scheme is made by the Secretary of State on [INSERT DATE].

SEAL REF NO:

THE CORPORATE SEAL OF
THE SECRETARY OF STATE
FOR TRANSPORT IS
HEREUNTO AFFIXED:



**Authenticated by authority of the
Secretary of State for Transport**

SCHEDULE TO THE TRANSFER SCHEME

[LIST RELEVANT FRANCHISE ASSETS TO BE TRANSFERRED TO SUCCESSOR OPERATOR]

APPENDIX 2 TO SCHEDULE 15.4
Form of Supplemental Agreement

Dated **[INSERT DATE]**

[INSERT NAME OF OUTGOING FRANCHISEE]

- and -

[INSERT NAME OF SUCCESSOR OPERATOR]

SUPPLEMENTAL AGREEMENT

to the transfer scheme dated **[INSERT DATE]** made
by the Secretary of State for Transport in respect of
certain property rights and liabilities of
[INSERT NAME OF OUTGOING FRANCHISEE]

Secretary of State for Transport
33 Horseferry Road
London SW1P 4DR

THIS SUPPLEMENTAL AGREEMENT is made on [INSERT DAY] [INSERT YEAR]

BETWEEN:

- (1) [INSERT NAME OF OUTGOING FRANCHISEE] whose registered office is at [INSERT ADDRESS OF REGISTERED OFFICE] (the “**Transferor**”); and
- (2) [INSERT NAME OF SUCCESSOR OPERATOR] whose registered office is at [INSERT ADDRESS OF REGISTERED OFFICE] (the “**Transferee**”).

WHEREAS

- (D) The Transferor has been providing certain services and the carriage of passengers by railway and operating certain stations and light maintenance depots pursuant to a franchise agreement with the Secretary of State for Transport (the “**Secretary of State**”) dated [INSERT DATE] (the “**Franchise Agreement**”).
- (E) The Franchise Agreement terminated or is to terminate on [INSERT DATE] and the Transferee has been selected by the Secretary of State to continue the provision of all or part of such services pursuant either to a franchise agreement with the Secretary of State or arrangements made with the Secretary of State in connection with the Secretary of State's duties and powers.
- (F) Certain property, rights and liabilities of the Transferor are to be transferred to the Transferee pursuant to a transfer scheme made by the Secretary of State on [INSERT DATE] under Section 12 and Schedule 2 of the Railways Act 2005 (the “**Transfer Scheme**”).
- (G) This Agreement is supplemental to the Transfer Scheme and sets out certain terms between the Transferor and the Transferee in relation to the transfer of such property, rights and liabilities under the Transfer Scheme and the transfer of certain other property, rights and liabilities at the same time.

IT IS AGREED THAT:

1. DEFINITIONS AND INTERPRETATION

Definitions

- 1.1 The following words and expressions shall have the following meaning:

“**Business**” means such of the undertaking or part of the undertaking of the Transferor prior to the Transfer Date as may be continued by the Transferee after the Transfer Date;

“**Credit**” has the meaning assigned to that term under the Ticketing and Settlement Agreement;

“**Debit**” has the meaning assigned to that term under the Ticketing and Settlement Agreement;

“**Estimated Completion Payment**” has the meaning ascribed to that term in Clause 2.1;

“**Net Asset Statement**” means the statement to be drawn up pursuant to Clause 2.2;

“Net Asset Value” means the aggregate of the amounts of the Relevant Franchise Assets, the Relevant Contract Liabilities, the Relevant Debits and Credits and the Relevant Employee Liabilities as shown in the Net Asset Statement agreed or determined pursuant to Clause 2.2;

“Purchase Price” has the meaning ascribed to that term in Clause 2.1;

“Relevant Contract Liabilities” means such rights and liabilities of the Transferor as may be transferred to the Transferee on the expiry of the Franchise Period in relation to any Licence, Access Agreement or Property Lease under paragraphs 1 and 4.5 of Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement;

“Relevant Debits and Credits” means such Debits and Credits of the Transferor which relate to Fares sold before the Transfer Date and which may be received by the Transferee as a result of Clause 11-33 of the Ticketing and Settlement Agreement;

“Relevant Employee Liabilities” means such rights and liabilities of the Transferor (or any other relevant employer or person) under any contracts of employment relating to the Relevant Employees which have been or are to be transferred to the Transferee by virtue of the operation of Law (including the Transfer Regulations);

“Relevant Employees” means all persons employed in the Business immediately before the Transfer Date (whether employed by the Transferor or otherwise) whose contract of employment has been or is to be transferred to the Transferee by virtue of the operation of Law (including the Transfer Regulations) or any other person employed at any time in the Business in respect of whom liabilities arising from a contract of employment or employment relationship have or will be transferred by virtue of the operation of Law (including the Transfer Regulations);

“Relevant Franchise Assets” means such of the property, rights and liabilities that are legally or beneficially owned by the Transferor and which are or are to be transferred to the Transferee under the Transfer Scheme;

“Reporting Accountants” means such firm of accountants as may be selected by agreement between the parties within four (4) weeks of the preparation of the Net Asset Statement or, in the absence of such agreement, selected by the Secretary of State upon the request of either party;

“Season Ticket Fare” means a Fare which entitles the purchaser to make an unlimited number of journeys in any direction during the period for which, and between the stations and/or the zones for which, such Fare is valid;

“Stored Credit Balance” means any monetary amount held by the Franchisee which a passenger can apply at a future date to the purchase of a Fare (stored in any medium);

“Taxation” comprises all forms of taxation, duties, contributions and levies of the United Kingdom whenever imposed and (except in so far as attributable to the unreasonable delay or default of the Transferee) all penalties and interest relating thereto;

“TOGC” has the meaning assigned to that term in Clause 6.2;

“Transfer Date” means the date and, where relevant, the time on or at which the Transfer Scheme comes into force;

“Transfer Regulations” means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended, replaced or substituted from time to time);

“Transferring Assets and Liabilities” has the meaning assigned to that term in Clause 2.1; and

“Undisclosed Employee” has the meaning assigned to that term in Clause 7.1(d).

Construction and Interpretation

1.2 In this Agreement terms and expressions defined in the Franchise Agreement shall have the same meaning and the terms **“contract of employment”**, **“collective agreement”**, **“employee representatives”** and **“trade union”** shall have the same meanings respectively as in the Transfer Regulations.

2. TRANSFER PRICE

2.1 Amount and Payment

The price for the transfer of:

- (a) the Relevant Franchise Assets;
- (b) the Relevant Contract Liabilities;
- (c) the Relevant Debits and Credits; and
- (d) the Relevant Employee Liabilities,

(together the **“Transferring Assets and Liabilities”**) shall (subject to adjustment as expressly provided in this Agreement) be an amount equal to the Net Asset Value (the **“Purchase Price”**). The sum of [£INSERT AMOUNT], as determined under paragraph 3.3 of Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement (the **“Estimated Completion Payment”**) shall be paid in immediately available funds by the Transferor to the Transferee, or by the Transferee to the Transferor, as determined under paragraph 3.3 of Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement, on the Transfer Date. On determination of the Purchase Price a balancing payment (if any) shall be made by the Transferor to the Transferee or the Transferee to the Transferor (as the case may be) in accordance with Clause 2.1.

2.2 Net Asset Statement

The Transferee shall procure that, as soon as practicable and in any event not later than two (2) months following the Transfer Date, there shall be drawn up a statement showing a true and fair view of the aggregate of the amount of each separate asset and liability of the Transferring Assets and Liabilities as at the Transfer Date.

2.3 The Net Asset Statement shall be:

- (a) drawn up in the manner described in the Schedule;
- (b) prepared on such basis as would enable the Transferee's auditors, if so requested, to give an unqualified audit report thereon to the effect that it had been drawn up in accordance with the schedule; and
- (c) presented, initially as a draft, to the Transferor immediately following its preparation for review in conjunction with its auditors.

2.4 If the Transferor and the Transferee have failed to agree the Net Asset Statement within four (4) weeks following such presentation, the matter shall be referred to the Reporting Accountants who shall settle and complete the Net Asset Statement as soon as practicable and shall determine the amount of the Net Asset Value as shown by the Net Asset Statement.

2.5 **Adjustment of Price**

If the Purchase Price exceeds or is less than the Estimated Completion Payment, the Transferee shall pay to the Transferor or, as the case may be, the Transferor shall pay to the Transferee, in either case within fourteen (14) days of the agreement or determination of the Net Asset Value, an amount equal to such excess or deficiency together in either case with interest thereon calculated from the Transfer Date at the Interest Rate.

3. **REFERENCES TO THE REPORTING ACCOUNTANTS**

Whenever any matter is referred under this Agreement to the decision of the Reporting Accountants:

- (a) the Reporting Accountants shall be engaged jointly by the parties on the terms set out in this Agreement and otherwise on such terms as shall be agreed, provided that neither party shall unreasonably (having regard, amongst other things, to the provisions of this Agreement) refuse its agreement to terms proposed by the Reporting Accountants or by the other party. If the terms of engagement of the Reporting Accountants have not been settled within fourteen (14) days of their appointment having been determined (or such longer period as the parties may agree) then, unless one party is unreasonably refusing its agreement to those terms, such accountants shall be deemed never to have been appointed as Reporting Accountants, save that the accountants shall be entitled to their reasonable expenses under Clause 3(d), and new Reporting Accountants shall be selected in accordance with the provisions of this Agreement;
- (b) if Reporting Accountants acting or appointed to act under this Agreement resign, withdraw, refuse to act, or are disqualified for any reason from performing their duties then, except as may be agreed between the parties, the parties shall appoint a replacement in accordance with the definition of Reporting Accountants;
- (c) the Reporting Accountants shall be deemed to act as experts and not as arbitrators;
- (d) the Reporting Accountants shall have power to allocate their fees and expenses for payment in whole or in part by any party at their discretion.

If not otherwise allocated they shall be paid as to half by the Transferor and as to half by the Transferee;

- (e) each of the parties shall promptly on request supply to the Reporting Accountants all such documents and information as they may require for the purpose of the reference;
- (f) the decision of the Reporting Accountants shall (in the absence of objection on the grounds of any manifest error discovered within fourteen (14) days of the issue of their decision) be conclusive and binding (and in accordance with Clause 3(g) below) and shall not be the subject of any appeal by way of legal proceeding or arbitration or otherwise; and
- (g) without prejudice to Clauses 3(a) to 3(f) above, either party may, prior to or during the course of the reference to the Reporting Accountants, seek a declaration from the court on a relevant point of law, including but not limited to a point of legal interpretation. Upon such application for a declaration being issued and served all applicable time limits relative to the reference to the Reporting Accountant shall be stayed pending the outcome of such application (including any appeal). The Reporting Accountants are bound to make their determination in a manner consistent with the findings of the Court.

4. **WARRANTY**

The Transferor warrants and represents to the Transferee that the Relevant Contract Liabilities and the Relevant Franchise Assets are, to the extent they are property or rights, transferring to the Transferee free and clear of all Security Interests.

5. **INTEREST**

If the Transferor or the Transferee defaults in the payment when due of any sum payable under this Agreement (whether determined by agreement or pursuant to an order of a court or otherwise) the liability of the Transferor or the Transferee (as the case may be) shall be increased to include interest on such sum from the date when such payment is due until the date of actual payment (after as well as before judgement) at a rate equal to the Interest Rate. Such interest shall accrue from day to day.

6. **VALUE ADDED TAX**

- 6.1 All amounts under this Agreement are expressed as exclusive of Value Added Tax where Value Added Tax is applicable.
- 6.2 The Transferor and the Transferee shall use all reasonable endeavours to secure that the transfer of the Transferring Assets and Liabilities is treated for Value Added Tax purposes as the transfer of a business as a going concern ("**TOGC**") and accordingly as neither a supply of goods nor a supply of services for the purposes of Value Added Tax.
- 6.3 If HM Revenue & Customs direct that the transfer of the Transferring Assets and Liabilities cannot be treated as a TOGC, the Transferor shall provide the Transferee with a copy of such direction within five (5) days of receipt thereof by the Transferor.

- 6.4 The Transferee shall thereafter pay upon the receipt of a valid tax invoice the amount of any Value Added Tax which as a result of that direction may be chargeable on the transfer of the Transferring Assets and Liabilities. If the aforementioned direction was issued as a result of any action or inaction of the Transferee then the Transferee shall in addition to the Value Added Tax indemnify the Transferor for any penalties and interest that may be incurred upon receipt of such evidence from HM Revenue & Customs.
- 6.5 If the Transferee considers the direction issued by HM Revenue & Customs referred to in Clause 6.3 to be incorrect then, without prejudice to the Transferee's obligation under Clause 6.4 to pay to the Transferor the amount of any Value Added Tax which as a result such direction may be chargeable on the transfer of the Transferring Assets and Liabilities, the Transferee may, within thirty (30) days of receipt of such direction by the Transferor, give notice to the Transferor that it requires the Transferor to appeal such direction. Upon requesting such an appeal the Transferee agrees to indemnify the Transferor for all reasonable costs that the Transferor may incur in taking such action upon receipt of evidence of those costs. If such an appeal is successful the Transferor agrees to reimburse the Transferee for such reasonable costs and penalties and interest to the extent that those costs have been reimbursed by HM Revenue & Customs.
- 6.6 If any amount paid by the Transferee to the Transferor in respect of Value Added Tax pursuant to this Agreement is subsequently found to have been paid in error the Transferor shall issue a valid tax credit note for the appropriate sum to the Transferee and promptly repay such amount to the Transferee.
- 6.7 If any amount is payable by the Transferor to the Transferee in respect of the transfer of the Relevant Franchise Assets, Relevant Contract Liabilities, Relevant Debits and Credits and Relevant Employee Liabilities pursuant to this Agreement, Clauses 6.3 to 6.6 inclusive shall apply mutatis mutandis to such payment substituting Transferor for Transferee and vice versa.
- 6.8 All of the records referred to in Section 49 of the Value Added Tax Act 1994 relating to the Business (being the purchase records) shall be retained by the Transferor and the Transferor shall undertake to the Transferee to:
- (a) preserve those records in such manner and for such periods as may be required by law; and
 - (b) give the Transferee as from the Transfer Date reasonable access during normal business hours to such records and to take copies of such records.

7. EMPLOYEES

7.1 Transfer Regulations

The parties accept that, to the extent that the undertaking or part of the undertaking of the Transferor is continued by the Transferee after the Transfer Date, this Agreement and the transfer of the Business which is effected in connection with the Transfer Scheme are governed by the Transfer Regulations and the following provisions shall apply in connection therewith:

- (a) the contract of employment of each of the Relevant Employees (save, to the extent provided by the Transfer Regulations, insofar as such contract relates to any occupational pension scheme) shall be transferred to the Transferee with effect from the Transfer Date which shall be the **"time of transfer"**

under the Transfer Regulations and the Transferee shall employ each such Relevant Employee on the terms of those contracts of employment (save, to the extent provided by the Transfer Regulations, insofar as such contract relates to any occupational pension scheme) with effect from the Transfer Date;

- (b) the Transferor shall perform and discharge all its obligations in respect of all the Relevant Employees for its own account up to and including the Transfer Date including, without limitation, discharging all wages and salaries of the Relevant Employees, all employer's contributions to any relevant occupational pension scheme and all other costs and expenses related to their employment (including, without limitation, any Taxation, accrued holiday pay, accrued bonus, commission or other sums payable in respect of service prior to the close of business on the Transfer Date) and shall indemnify the Transferee and keep the Transferee indemnified against each and every action, proceeding, liability (including, without limitation, any Taxation), cost, claim, expense (including, without limitation, reasonable legal fees) or demand arising from the Transferor's failure so to discharge;
- (c) the Transferor shall indemnify the Transferee and keep the Transferee indemnified against each and every action, proceeding, cost, claim, liability (including, without limitation, any Taxation), expense (including, without limitation, reasonable legal fees) or demand which relates to or arises out of any act or omission by the Transferor or any other event or occurrence prior to the Transfer Date and which the Transferee may incur in relation to any contract of employment or collective agreement concerning one or more of the Relevant Employees pursuant to the provisions of the Transfer Regulations or otherwise including, without limitation, any such matter relating to or arising out of:
- (i) the Transferor's rights, powers, duties and/or liabilities (including, without limitation, any Taxation) under or in connection with any such contract of employment or collective agreement, which rights, powers, duties and/or liabilities (as the case may be) are or will be transferred to the Transferee in accordance with the Transfer Regulations; or
- (ii) anything done or omitted before the Transfer Date by or in relation to the Transferor in respect of any such contract of employment or collective agreement or any Relevant Employee, which is deemed by the Transfer Regulations to have been done or omitted by or in relation to the Transferee save where the thing done or omitted to be done before the Transfer Date relates to the Transferee's failure to comply with its obligations referred to in Clause 7.3;
- (d) if any contract of employment or collective agreement which is neither disclosed in writing to the Transferee by the Transferor prior to the Transfer Date nor made available to the Secretary of State under Schedule 15.3 (Handover Package) of the Franchise Agreement prior to the Transfer Date shall have effect as if originally made between the Transferee and any employee (the "**Undisclosed Employee**") or a trade union or employee representatives as a result of the provisions of the Transfer Regulations

(without prejudice to any other right or remedy which may be available to the Transferee):

- (i) the Transferee may, upon becoming aware of the application of the Transfer Regulations to any such contract of employment or collective agreement terminate such contract or agreement forthwith;
- (ii) the Transferor shall indemnify the Transferee against each and every action, proceeding, cost, claim, liability (including, without limitation, any Taxation), expense (including, without limitation, reasonable legal fees) or demand relating to or arising out of such termination and reimburse the Transferee for all costs and expenses (including, without limitation, any Taxation) incurred in employing such employee in respect of his employment following the Transfer Date; and
- (iii) the Transferor shall indemnify the Transferee in respect of any Undisclosed Employee on the same terms mutatis mutandis as the Transferor has indemnified the Transferee in respect of a Relevant Employee pursuant to the terms of Clauses 7.1(b) and 7.1(c); and
- (e) the Transferor shall indemnify the Transferee and keep the Transferee indemnified against each and every action, proceeding, cost, claim, liability (including without limitation, any Taxation) expense (including, without limitation, reasonable legal fees) or demand which relates to or arises out of any dismissal (including, without limitation, constructive dismissal) by the Transferor of any employee (not being a Relevant Employee) and which the Transferee may incur pursuant to the provisions of the Transfer Regulations.

7.2 Transferee's Indemnities

The Transferee shall indemnify the Transferor and keep the Transferor indemnified against each and every action, proceeding, liability (including, without limitation, any Taxation), cost, claim, loss, expense (including reasonable legal fees) and demand arising out of or in connection with:

- (a) any substantial change in the working conditions of the Relevant Employees to his or her detriment or any of them occurring on or after the Transfer Date;
- (b) the change of employer occurring by virtue of the Transfer Regulations and/or the Franchise Agreement being significant and detrimental to any of the Relevant Employees;
- (c) the employment by the Transferee on or after the Transfer Date of any of the Relevant Employees other than on terms (including terms relating to any occupational pension scheme) at least as good as those enjoyed prior to the Transfer Date or the termination of the employment of any of them on or after the Transfer Date; or
- (d) any claim by any Relevant Employee (whether in contract or in tort or under statute (including the Treaty of the European Community or European Union and any Directives made under any such Treaty or any successor thereof)) for any remedy (including, without limitation, for unfair dismissal, redundancy, statutory redundancy, equal pay, sex or race discrimination) as a result of any act or omission by the Transferee after the Transfer Date.

7.3 The Transferee shall indemnify the Transferor and keep the Transferor indemnified against each and every action, proceeding, liability, cost, claim, loss, expense (including reasonable legal fees) and demand which arises as a result of it not providing or not having provided, in accordance with its obligations under the Transfer Regulations, the Transferor in writing with such information and at such time as will enable the Transferor to carry out its duties under Regulation 13(2)(d) and 13(6) of the Transfer Regulations concerning measures envisaged by the Transferee in relation to the Relevant Employees.

7.4 **Details of Relevant Employees**

Without prejudice to the Transferor's duties under the Transfer Regulations, the Transferor warrants to the Transferee that it has (to the extent not made available to the Secretary of State under Schedule 15.4 (Provisions Applying on and after Termination) of the Franchise Agreement prior to the Transfer Date) provided the Transferee prior to the Transfer Date with full particulars of:

- (a) each Relevant Employee, including name, sex, and the date on which continuity of employment began for each Relevant Employee for statutory purposes;
- (b) terms and conditions of employment of each such person;
- (c) all payments, benefits or changes to terms and conditions of employment promised to any such person;
- (d) dismissals of Relevant Employees or termination of employment effected within twelve (12) months prior to the Transfer Date including the Transfer Date;
- (e) all agreements or arrangements entered into in relation to the Relevant Employees between the Transferor, any Affiliate of the Transferor or any other relevant employer and any trade union or association of trade unions or organisation or body of employees including employee representatives and elected representatives; and
- (f) all strikes or other Industrial Action taken by any Relevant Employee within twelve (12) months prior to the Transfer Date including the Transfer Date.

7.5 The Transferor and Transferee shall deliver to each of the Relevant Employees letters in an agreed form from the Transferor and Transferee as soon as is practicable after the execution of this Agreement (to the extent not already delivered prior to the Transfer Date).

8. **MISCELLANEOUS PROVISIONS**

8.1 **Variations in Writing**

No variation of this Agreement shall be effective unless in writing and signed by duly authorised representatives of the parties.

8.2 **Partial Invalidity**

If any provision in this Agreement shall be held to be void, illegal, invalid or unenforceable, in whole or in part, under any enactment or rule of law, such provision or part shall to that extent be deemed not to form part of this Agreement

but the legality, validity and enforceability of the remainder of this Agreement shall not be affected.

8.3 Further Assurance

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

8.4 Notices

Any notice or other communication requiring to be given or served under or in connection with this Agreement shall be in writing and shall be sufficiently given or served if delivered or sent to the registered office of the recipient or:

(a) in the case of the Transferor to [\[INSERT NAME OF TRANSFEROR\]](#) at:

[\[INSERT ADDRESS\]](#)

[\[INSERT EMAIL ADDRESS\]](#)

Attention: [\[INSERT NAME\]](#)

(b) in the case of the Transferee to [\[INSERT NAME OF TRANSFEREE\]](#) at:

[\[INSERT ADDRESS\]](#)

[\[INSERT EMAIL ADDRESS\]](#)

Attention: [\[INSERT NAME\]](#)

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 (2) Weekdays from the time of posting.

8.5 Counterparts

This Agreement may be executed in any number of counterparts each of which shall be deemed an original, but all the counterparts shall together constitute one and the same instrument.

8.6 Third Parties

This Agreement does not create any rights under the Contracts (Rights of Third Parties) Act 1999 which is enforceable by any person who is not a party to it.

8.7 Governing Law and Jurisdiction

This Agreement (and any non-contractual obligations arising out of or in connection with it) shall be governed by and construed in accordance with the laws of England and Wales and the parties irrevocably agree that the courts of England and Wales are to have exclusive jurisdiction to settle any disputes which may arise out of or in connection with this Agreement.

IN WITNESS whereof the parties hereto have executed this Agreement the day and year first before written.

SIGNED FOR AND ON
BEHALF OF THE **[INSERT
NAME OF TRANSFEROR]**:



DIRECTOR:

DIRECTOR/SECRETARY:

SIGNED FOR AND ON
BEHALF OF THE **[INSERT
NAME OF TRANSFEREE]**:



DIRECTOR:

DIRECTOR/SECRETARY:

SCHEDULE TO THE SUPPLEMENTAL AGREEMENT**Net Asset Statement**

The Net Asset Statement shall be drawn up (except to the extent otherwise agreed by the Transferor and the Transferee) in accordance with accounting principles generally accepted in the United Kingdom and such that the Transferring Assets and Liabilities are valued on the following basis:

1. Rights and liabilities relating to an obligation of carriage under the terms of any Fare shall be valued in accordance with the following formula:

$$(C - D) \times \frac{A}{B} + E$$

Where:

C	equals the Credit (exclusive of any Valued Added Tax) received by the Transferor in respect of the Fare provided that:
	(a) such Credit shall be deemed not to include any reduction in respect of a discount allowed to the purchaser of the Fare pursuant to the Passenger's 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);

$\frac{A}{B}$ 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	<p>equals, if $\frac{A}{B}$ is greater than zero:</p> <p>the amount of any discount to which it can be reasonably estimated that the purchaser of the Fare would be entitled pursuant to the Passenger's Charter or any other passenger's charter of the Transferor on purchasing an equivalent Fare on the expiry of the relevant Fare,</p>
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and for these purposes a Credit or Debit shall be deemed to be received when the relevant Fare is Accepted for Clearing (as defined in the Ticketing and Settlement Agreement).

2. Rights and liabilities relating to an Excess Fare, Reservation or Upgrade (as such terms are defined in the Ticketing and Settlement Agreement) shall be valued at zero unless such Excess Fare, Reservation or Upgrade involves more than two journeys, in which case they shall be valued in accordance with paragraph 1 and references to Fare in paragraph 1 shall be construed accordingly.

3. Rights and liabilities under a Discount Card shall be valued in accordance with the following formula:

$$(C - D) \times \frac{A}{B}$$

Where:

C	equals the Credit (exclusive of any Value Added Tax) received by the Transferor in respect of the Discount Card;
D	equals the Debit (exclusive of any Value Added Tax) received by the Transferor in respect of the commission due in respect of the sale of the Discount Card (provided that for these purposes the amount of such commission shall not exceed the National Standard Rate of Commission (as defined in the Ticketing and Settlement Agreement) in respect of the Discount Card); and
$\frac{A}{B}$	equals the number of days for which the Discount Card continues to be valid after the Transfer Date (including any extensions to its original period of validity) divided by the total number of days for which such Discount Card is valid on issue, or in the case of any Discount Card listed in Schedules 12 or 39 of the Ticketing and Settlement Agreement on the Start Date, zero,
and for these purposes a Credit or Debit shall be deemed to be received when the relevant Discount Card is Accepted for Clearing (as defined in the Ticketing and Settlement Agreement).	

4. Relevant Debits and Credits shall be valued at the full amount of such Debits and Credits (inclusive of any Value Added Tax) but excluding any Debits and Credits arising in respect of Adjustment Amounts (as defined in the Ticketing and Settlement Agreement) which are received by the Transferee in respect of a change to the Credit which is used to value any relevant Season Ticket Fare under paragraph 1 of this Schedule to the extent such Adjustment Amounts (as defined in the Ticketing and Settlement Agreement) relate to a period after the Transfer Date.
5. Rights and liabilities in respect of any contract, lease, licence or other equivalent arrangement (excluding rights and liabilities valued under paragraphs 1 to 4) shall be valued at nil except to the extent that the relevant rights and liabilities include matters specified in the left hand Column of the following table, which shall be valued on the basis specified in the right hand Column of the following table:

Rights and Liabilities	Value
Any accrued rights to receive payment	Monetary amounts so accrued, subject to any provision being made for payment not being received from any other person

Rights and Liabilities	Value
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, Yield Management Data and Actual Passenger Demand information (and all Intellectual Property Rights in respect of the same) shall be valued at nil.
7. The Stored Credit Balance held by the Franchisee at the Transfer Date shall be valued at the monetary amount so held.
8. Any asset arising as a result of an Approved CCI Scheme shall be valued at nil.
9. Any ITSO Equipment (including smartcard and ITSO Certified Smartmedia readers and ITSO database) and any Intellectual Property Rights associated with that ITSO Equipment transferred from the Transferor to the Transferee pursuant to the Transfer Scheme shall be valued at nil.
10. Any RV Asset shall be valued at an amount that is equivalent to the RV Asset Transfer Value of such RV Asset as specified in Column 2 of the table in Appendix 1 (List of the RV Assets) to Schedule 14.6 (Residual Value Mechanism) of the Franchise Agreement, as such RV Asset Transfer Value may be adjusted or deemed to have been adjusted pursuant to paragraphs 1.4 or 2.2 of Schedule 14.6 (Residual Value Mechanism) of the Franchise Agreement.

11. Any other property, rights or liabilities shall be valued on the basis of a willing vendor and purchaser and ongoing usage within the railway industry.
12. Any asset arising as a result of an Approved Island Line CCI Scheme shall be valued at nil.
13. Any brand developed by the Franchisee including the "SWR" brand and the "Island Line" brand shall be valued at nil.
14. All Franchise Assets relating to the ATOC cycle related projects implemented by the Previous Franchisee (as more particularly described in Appendix 1 to Schedule 14.4) shall be valued at nil.
15. All infrastructure, equipment, moveable and non-moveable property and associated rights forming part of various ATOC cycle related projects (as more particularly described in Appendix 1 to Schedule 14.4) shall be valued at nil.
16. The fleet data warehouse system (Nexala E2M) and all data referred to in Appendix 1 to Schedule 14.4 shall be valued at nil.
17. The 175 Ticket Vending Machines of the types and at the locations more particularly described in Appendix 1 to Schedule 14.4 shall be valued at nil.
18. The 10 x Class 483 vehicles as operational rolling stock in 2-car formation (Units 483004, 483006, 483007, 483008 and 48009) referred to in Appendix 1 to Schedule 14.4 shall be valued at nil.
19. Unit 483002 consisting of two cannibalised Class 483 vehicles as Spares referred to in Appendix 1 to Schedule 14.4 shall be valued at nil.

SCHEDULE 16

Pensions

Schedule 16:	Pensions
	Appendix 1: List of Shared Costs Sections

SCHEDULE 16

Pensions

1. Definitions

Unless otherwise defined in the Franchise Agreement, terms used in this Schedule 16 shall have the meanings given to them in the Railways Pension Scheme.

2. Franchise Sections

The Franchisee shall participate in and become the Designated Employer in relation to the Shared Cost Sections of the Railway Pension Scheme as specified in Appendix 1 to this Schedule 16 (together the "**Franchise Sections**") in respect of the Franchise Services. Subject to paragraphs 3 and 4.2(d) membership of a Franchise Section will be offered to each employee of a Franchisee only.

3. Closed Schemes

3.1 Subject to any requirements of Her Majesty's Revenue and Customs, the Franchisee shall take any necessary steps (including entering into any relevant deed of participation) to allow Closed Scheme Employees to continue in membership of the British Railways Superannuation Fund or the BR (1974) Pension Fund in accordance with their terms during the Franchise Period.

3.2 For the purposes of this paragraph 3, "**Closed Scheme Employees**" means such of the employees of the Franchisee who were, immediately prior to the commencement of their employment with the Franchisee, members of either of the British Railways Superannuation Fund or the BR (1974) Pension Fund.

4. Variations in benefits, contributions and investment

4.1 If a Franchisee is considering making a proposal that falls within the scope of paragraphs 4.2(a) to 4.2(g) inclusive, it shall promptly consult with the Secretary of State in relation to that proposal prior to putting such a proposal to the Pensions Committee of any Franchise Section, the Trustee of the Railways Pension Scheme (the "**Trustee**"), or to any trade union. The Franchisee must otherwise consult in good time with the Secretary of State in relation to any proposal falling within the scope of paragraphs 4.2(a) to 4.2(g) inclusive.

4.2 Separately and in addition to complying with its obligations under paragraph 4.1, the Franchisee shall not, without the prior written consent of the Secretary of State (which may be given on such terms and subject to such conditions as the Secretary of State thinks fit):

(a) restructure or change the composition of the earnings of employees of the Franchisee in such a way as to increase the part of those earnings which qualifies as pensionable earnings under the rules of the Railways Pension Scheme applicable to any Franchise Section (the "**Franchise Section Rules**") or take any action (or consent to the taking of any action) which could detrimentally affect the funding of any Franchise Section, including varying or providing different or additional benefits under that Franchise Section or promising to do so, unless this change:

(i) is required by Law; or

- (ii) only affects benefits payable in respect of past service of members of that Franchise Section and on or prior to the effective date of the change the Franchisee pays an additional cash payment to the Trustee which, in the opinion of the Actuary, meets in full the additional funding cost imposed on that Franchise Section; or
 - (iii) would not lead to substantial changes in the funding of any Franchise Section and is the result of the normal application of the Franchise Section Rules in the ordinary day to day running of the business of the Franchise, for example, where individual employees are, from time to time promoted or transferred to higher paid or different employment which has a different composition of earnings;
- (b) make or consent to any proposal to change any of the provisions of the Pension Trust in respect of the Franchise Sections unless the change is required by Law;
 - (c) provide retirement, death or life assurance benefits in respect of any of its employees other than under any Franchise Section or as provided in paragraph 3;
 - (d) omit to provide the above-mentioned benefits in respect of its employees save that, without prejudice to any rights which any such employee may otherwise have, the Franchisee shall not under this Schedule 16 be obliged for the purposes of the Franchise Agreement to offer such benefits to any employee employed on a fixed term contract of twelve (12) months or less;
 - (e) take any action (or consent to the taking of any action) which could affect the contributions payable by Participating Employers under any Franchise Section, including exercising any discretion allowed to the Franchisee as Designated Employer arising out of any actuarial valuation of a Franchise Section, and varying or providing different or additional benefits under the Franchise Sections in respect of future service, unless such action is required by Law;
 - (f) close a Franchise Section to new members; or
 - (g) take (or omit to take) any action which could result in any Franchise Section being wound up, in whole or in part.
- 4.3 The Franchisee shall consult with the Secretary of State on:
- (a) any proposal made by the Trustee to change the statement of investment principles applicable to any Franchise Section; and
 - (b) any proposal to alter the rate of contributions payable by the Franchisee or its employees under a new schedule of contributions for the Franchise Section.
- 4.4 With respect to any proposal falling within the scope of paragraph 4.3(a) or 4.3(b), the Franchisee shall also consult with the Trustee on the basis of any response it receives from the Secretary of State in relation to any such proposal.

5. Funding Liabilities

- 5.1 The Franchisee shall pay the employer contributions required under the schedule of contributions applicable to each Franchise Section (or either of the British Railways Superannuation Fund or the BR (1974) Pension Fund in which it participates) in respect of the Franchise Term subject to the provisions of paragraph 5.2 below.
- 5.2 Where, during the Franchise Term, Franchise Services are aggregated or disaggregated by the Secretary of State (for example, as a result of remapping) and, as a consequence, a Franchise Section of which the Franchisee is the Designated Employer is required to accept a transfer in or to make a transfer out of members, the Secretary of State shall ensure that the Franchisee has no liability for any resulting deterioration immediately arising in the funding level of the Franchise Section measured in accordance with the Franchise Sections' technical provisions in Part 3 of the Pensions Act 2004, or for any amount arising under Article 7(4) of the Railway Pensions (Protection and Designation of Schemes) Order 1994. Notwithstanding the above the Secretary of State shall have no liability for any future deterioration in the funding levels of the Franchise Section linked to such transfer in or out of members.

6. Discharge of Obligations

- 6.1 The Secretary of State may at any time during the Franchise Term seek information from the Trustee with a view to satisfying himself that the Franchisee and the other Participating Employers (if any) have fully discharged their respective obligations under the Railways Pension Scheme, including their obligations in respect of the payment of contributions to any Franchise Section.
- 6.2 The Franchisee shall, at its expense, promptly provide such information in relation to any Franchise Section, including actuarial advice and information, as the Secretary of State may from time to time request and shall authorise and consent to the Trustee doing so.
- 6.3 The Franchisee shall, in respect of the Franchise Term, use all reasonable endeavours to provide to the Secretary of State:
- (a) within one (1) month of the expiry of each Franchisee Year; and
 - (b) at other times as soon as practicable following a request by the Secretary of State,

a certificate signed by the Trustee in relation to the Franchise Sections stating either that the Franchisee has fully complied with its obligations under the Railways Pensions Scheme, including its obligation to contribute to the Franchise Sections or, if it has not so complied, stating the extent to which it has not done so. Where the certificate is given pursuant to paragraph 6.3(a), it shall cover the relevant Franchisee Year. Where the certificate has been given pursuant to paragraph 6.3(b), it shall cover such period as the Secretary of State shall specify.

- 6.4 If the Trustee does not certify under paragraph 6.3 in relation to the Franchise Sections that the Franchisee has fully complied with its obligations under the Railways Pension Scheme or if the Secretary of State otherwise reasonably considers that the Franchisee has not complied with such obligations, the Secretary of State may adjust Franchise Payments payable under Schedule 8 (Payments) by an amount which is, in his opinion, no greater than the amount of any contribution that the Franchisee has thereby failed to make or avoided making.

- 6.5 The Secretary of State may, under paragraph 6.4, continue to make such adjustments to Franchise Payments payable under Schedule 8 (Payments) until such time as he reasonably determines that the relevant contributions have been made in full by the Franchisee. Following that determination, any amounts so withheld by the Secretary of State shall become payable (without interest) on the next day on which a Franchise Payment becomes payable under Schedule 8 (Payments), being a day which falls no less than seven (7) days after such determination or, if there is no such day, fourteen (14) days after the date of such determination. To the extent that the Secretary of State has not so determined within four (4) weeks after the expiry of the Franchise Period, the Franchisee's right to receive the amount so withheld under the Franchise Agreement shall lapse and the Secretary of State shall not be obliged to pay such amount.

7. Termination of Franchise

The Secretary of State shall at the end of the Franchise Period ensure that the Franchisee has no liability for any deficit in the Franchise Sections (other than for contributions due and payable by the Franchisee to the Franchise Sections for any period prior to the end of the Franchise Term) and shall have no right to benefit from any surplus which may exist in the Franchise Sections. For the avoidance of doubt, this paragraph 7 shall apply where the Franchise Services are either aggregated or disaggregated (for example, as a result of remapping).

APPENDIX 1 TO SCHEDULE 16

List of Shared Costs Sections

Shared Costs Sections
South West Trains Shared Cost Section
Island Line Shared Cost Section

SCHEDULE 17

Confidentiality and Freedom of Information

Schedule 17:	Confidentiality and Freedom of Information
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SCHEDULE 17**Confidentiality and Freedom of Information****1. Confidentiality**

Subject to the provisions of the Act, the Transport Act, the Railways Act 2005, the Environmental Information Regulations, the Freedom of Information Act (and any code of practice or other guidance related to the same) and paragraphs 2 to 8 inclusive 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, the 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 the Franchise;
- (e) on a confidential basis for the purpose of the exercise of its rights under this Agreement, including but not limited to its right of audit, assessment or inspection pursuant to paragraph 6 of Schedule 11.2 (Management Information) and its rights pursuant to Schedule 15.1 (Reletting Provisions);
- (f) on a confidential basis to a Local Authority or other relevant Stakeholder to the extent that the Secretary of State (acting reasonably) deems such disclosure necessary or appropriate for the purposes of the development and/or implementation of any proposal promoted by (or on behalf of) such Local Authority or other relevant Stakeholder in relation to the provision of additional, varied and/or extended Passenger Services, introduction of new stations or enhancements to Stations or other infrastructure schemes which impact on the Franchise; or
- (g) on a confidential basis to a proposed successor, transferee or assignee of the Secretary of State in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Agreement,

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Secretary of State under this paragraph 2.2 of this Schedule 17.

3. Publication of Certain Information

- 3.1 Notwithstanding the provisions of paragraph 1, the Secretary of State may publish (whether to the press, the public or to one or more individuals, companies or other bodies, including to any prospective Successor Operator) in such form and at such times as he sees fit, the following (irrespective of whether the same was provided to the Secretary of State by the Franchisee or a third party):

- (a) any or all of the Franchise Documents provided that the Secretary of State will, prior to publishing the same, redact from any Franchise Document any information contained therein which the Secretary of State and the Franchisee agree or failing which the Secretary of State determines, in his absolute discretion, is exempt from disclosure in accordance with the provisions of the Freedom of Information Act and/or the Environmental Information Regulations;
- (b) the amount of any Franchise Payments payable under the Franchise Agreement and the aggregate amount of Franchise Payments paid in each year under the Franchise Agreement;
- (c) such information as the Secretary of State may consider reasonably necessary to publish in connection with the performance of his functions in relation to any Closure or proposed Closure;
- (d) the amount of any payments by the Franchisee under the Passenger's 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 (Rail Industry Initiatives and Innovation Obligations) including any analyses, statistics and other information derived from such reports and accounts;
- (g) the results of any monitoring or measurement of the performance of the Franchisee in the provision of the Franchise Services (including any information provided under Schedule 11 (Franchise Performance Meetings and Management Information));
- (h) the results, on a Service Group, Route, station or other comparable basis, of any calculation of passenger numbers under Schedule 1.5 (Information about Passengers);
- (i) the results of any survey under Schedule 7.2 (National Rail Passenger Surveys, Customer Report and CCI Scheme);
- (j) the results of any assessment or inspection under Schedule 11.2 (Management Information);
- (k) details of the Franchisee's plans and performance in respect of safety;
- (l) such information as the Secretary of State may reasonably require to include in his annual report in respect of the Franchisee provided that, in preparing that report, the Secretary of State shall have regard to the need for excluding, so far as is practicable, the matters specified in paragraphs (a) and (b) of Section 71(2) of the Act for this purpose, taking references in those paragraphs to the ORR as references to the Secretary of State; and
- (m) such information as the Secretary of State may reasonably require to publish at or around the expiry or possible termination of the Franchise Period in

order to secure continuity of the provision and operation of the Franchise Services.

- 3.2 Without prejudice to any other provision of this Schedule 17, the Secretary of State may publish any other information relating to the Franchisee if he has previously notified the Franchisee and the Franchisee does not demonstrate to the reasonable satisfaction of the Secretary of State within fourteen (14) days of such notification that the publication of such information would, in the reasonable opinion of the Franchisee, have a material adverse effect on its business. If the Franchisee attempts so to demonstrate to the Secretary of State but he is not so satisfied, the Secretary of State shall allow seven (7) more days before publishing the relevant information.

4. Service Development Information

Nothing in this Schedule 17 shall be deemed to prohibit, prevent or hinder, or render either Party liable for, the disclosure by either Party to Network Rail, the ORR, other Train Operators, any operators of services for the carriage of goods by rail, the Passengers' Council and/or any Local Authority of any information relating to the development of the Train Service Specification in accordance with Schedule 1.1 (Franchise Services and Service Development).

5. Publication by Secretary of State

Nothing in this Schedule 17 shall be deemed to prohibit, prevent or hinder, or render the Secretary of State liable for, the disclosure of any information by the Secretary of State to the ORR, the Parliamentary Commissioner for Administration, a Minister of the Crown, any department of the government of the United Kingdom, the Scottish Parliament, the National Assembly of Wales, the Mayor of London, the Greater London Authority or any department or officer of any of them or of information which is otherwise disclosed for the purpose of facilitating the carrying out of his functions.

6. Provision of Information to the ORR

The Franchisee hereby authorises the Secretary of State to provide to the ORR, to the extent so requested by the ORR, such information as may be provided to the Secretary of State in relation to the Franchisee under the Franchise Agreement.

7. Disclosure by Comptroller and Auditor General

The parties recognise that the Comptroller and Auditor General may, in pursuance of his functions under the Exchequer and Audit Department Act 1921, the National Audit Act 1983 and the Government Resources and Accounts Act 2000, disclose information which he has obtained pursuant to those Acts and which a Party to the Franchise Agreement would not be able to disclose otherwise than under this Schedule 17.

8. Continuing Obligation

This Schedule 17 (and any other provisions necessary to give effect hereto) shall survive the termination of the Franchise Agreement, irrespective of the reason for termination.

9. Freedom of Information - General Provisions

- 9.1 The Franchisee acknowledges and shall procure that its agents and subcontractors acknowledge that the Secretary of State is subject to the requirements of the Freedom of Information Act and the Environmental Information Regulations and accordingly the Franchisee shall and shall procure that its agents and subcontractors shall assist and co-operate with the Secretary of State to enable the Secretary of State to comply with his information disclosure obligations under the Freedom of Information Act and/or the Environmental Information Regulations.
- 9.2 Notwithstanding paragraph 10 (Redactions), the Franchisee shall (and shall procure that its agents and subcontractors shall):
- (a) transfer to the Secretary of State any Requests for Information received by the Franchisee (or its agents or subcontractors) as soon as practicable and in any event within two (2) Weekdays of receiving any such Request for Information;
 - (b) provide the Secretary of State with a copy of all information in its (or their) possession or power in the form that the Secretary of State requires within five (5) Weekdays of the Secretary of State's request (or within such other period as he may specify); and
 - (c) provide all necessary assistance as reasonably requested by the Secretary of State to enable him to respond to any Request for Information within the time for compliance set out in Section 10 of the Freedom of Information Act or Regulation 5 of the Environmental Information Regulations as applicable.
- 9.3 The Secretary of State shall be responsible for determining in his absolute discretion, and notwithstanding any other provision in the Franchise Agreement or any other agreement, whether Confidential Information (as such term is defined in paragraph 1 of this Schedule 17) and/or any other information is exempt from disclosure in accordance with the provisions of the Freedom of Information Act and/or the Environmental Information Regulations.
- 9.4 The Franchisee shall not and shall procure that its agents and subcontractors shall not respond directly to any Request for Information unless expressly authorised to do so by the Secretary of State.
- 9.5 The Franchisee acknowledges and shall procure that its agents and subcontractors acknowledge that notwithstanding any provision to the contrary in the Franchise Agreement the Secretary of State may be obliged under the Freedom of Information Act and/or the Environmental Information Regulations and any related Code of Practice or other guidance to disclose information concerning the Franchisee and/or its agents and subcontractors:
- (a) in certain circumstances without consulting the Franchisee (or its agents and/or subcontractors where applicable); or
 - (b) following consultation with the Franchisee and having taken its views into account (and the views of its agents and/or subcontractors where applicable),

provided always that where applicable the Secretary of State shall in accordance with the provisions of the Freedom of Information Act and/or the Environmental Information Regulations take reasonable steps where appropriate to give the

Franchisee advance notice or failing that to draw the disclosure to the Franchisee's attention after any such disclosure.

10. Redactions

10.1 Subject to paragraph 9 (Freedom of Information - General Provisions), by no later than the date which is:

- (a) four (4) weeks after the date of this Agreement (in respect of the Franchise Documents referred to in paragraph (a) of the definition thereof);
- (b) thirty (30) days after the date of notification by the Secretary of State to the Franchisee of another agreement that is required for publication (in respect of the Franchise Documents referred to in paragraph (b) of the definition thereof; and
- (c) thirty (30) days after the date of any document varying the terms of any Franchise Document,

the Franchisee will provide to the Secretary of State details of any provisions of the Franchise Documents or any such variation which the Franchisee believes are exempt from disclosure in accordance with the provisions of the Freedom of Information Act, the Environmental Information Regulations and/or Section 73(3) of the Act (the "**Redactions**").

10.2 For each such Redaction the Franchisee should specify:

- (a) the exact text of the Franchise Document or variation that the Franchisee proposes is redacted;
- (b) whether the Franchisee proposes that the Redaction applies in relation to the publication of the relevant Franchise Document or variation on the website of the Department for Transport, on the register required to be maintained by the Secretary of State pursuant to Section 73 of the Act or on both such website and such register; and
- (c) the reasons why the Franchisee believes that the proposed Redaction is justified in accordance with the Freedom of Information Act, the Environmental Information Regulations and/or Section 73(3) of the Act.

10.3 The Secretary of State shall consult with the Franchisee in relation to the Franchisee's proposed Redactions (provided that the same are provided to the Secretary of State in accordance with paragraph 10.1). If the Secretary of State and the Franchisee are unable to agree upon any proposed Redaction, the Secretary of State shall be entitled to determine, in his absolute discretion, whether or not to make such proposed Redaction. If the Franchisee does not provide its proposed Redactions to the Secretary of State in accordance with paragraph 10.1, the Franchisee shall be deemed to have consented to publication of the relevant document without any Redactions.

Derogation/Waiver Page

i 26 October 2017 (Date of Derogation Letter) - The Secretary of State has granted the Franchisee a derogation against the requirements of Appendix 1 to Schedule 1.6 of the Franchise Agreement in respect of 1 x 2 car class 158.

Original Due Date: 28 October 2017

Revised Due Date: 19 December 2017

ii 26 October 2017 (Date of Derogation Letter) - The Secretary of State has granted the Franchisee a derogation against the requirements of Appendix 1 to Schedule 1.6 of the Franchise Agreement in respect of 1 x 2 car class 158.

Original Due Date: 28 October 2017

Revised Due Date: 19 December 2017

iii 11 January 2018 (Date of Derogation Letter) - The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 11.1 of Schedule 6.1 of the Franchise Agreement in respect of a report on Optimisation of passenger services on specified routes.

Original Due Date: 01 February 2018

Revised Due Date: 01 May 2018

iv 05 March 2018 (Date of Derogation Letter) - The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 16.1(d) of Schedule 6.1 of the Franchise Agreement in respect of Wimbledon Light Maintenance Depot Enhancements.

Original Due Date: 1 July 2018

Revised Due Date: 31 March 2019

v 21 November 2017 (Date of Derogation Letter) - The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 6.2 of Schedule 6.2 of the Franchise Agreement in respect of Employee Director.

Original Due Date: 19 November 2017

Revised Due Date: 01 December 2017

vi 26 October 2017 (Date of Derogation Letter) - The Secretary of State has granted the Franchisee a derogation against the requirements of Paragraph 98.1(b) of Schedule 6.2 of the Franchise Agreement in respect of Stations Performance Dashboard.

Original Due Date: 20 August 2017

Revised Due Date: 30 August 2017