



**SCHEDULE 6.5**  
**REMEDIAL PLAN PROCESS**

## CONTENTS

1	BACKGROUND	1
2	REMEDIAL PLAN PROCESS	1

## **SCHEDULE 6.5 – REMEDIAL PLAN PROCESS**

### **1. BACKGROUND**

This Schedule 6.5 sets out the Remedial Plan Process which the Supplier shall comply with in accordance with Clause 38.

### **2. REMEDIAL PLAN PROCESS**

#### **2.1 General**

##### **2.1.1 If:**

- (a) the Supplier is required to comply with the Remedial Plan Process in accordance with the terms of this Contract; and
- (b) a Remedial Plan has not yet been agreed by the Parties in accordance with this Schedule 6.5,

then to the extent that any problems which have triggered the Remedial Plan Process may (in the reasonable opinion of the Authority) have a material impact upon the Authority, the Supplier shall upon reasonable notice provided by the Authority advise the Authority of the status of the remedial efforts being undertaken with respect to such problems.

#### **2.2 Remedial Plan**

2.2.1 The Supplier shall provide the Authority with a draft Remedial Plan without delay (even, where relevant, if the Supplier disputes whether or not it has committed a Default) and in any event no later than five (5) Working Days (or such other period as the Parties may agree):

- (a) where this Contract requires service of a notice, after the notice provided by the Authority requiring the Supplier to initiate the Remedial Plan Process; or
- (b) after the relevant circumstance giving rise to the Supplier's obligation to comply with the Remedial Plan Process has occurred.

2.2.2 The Supplier shall ensure that each Remedial Plan:

- (a) specifies the steps that the Supplier proposes to take to remedy or to avoid the relevant Default (including actions and timings); and
- (b) is in sufficient detail for it to be properly evaluated by the Authority.

2.2.3 If the Authority considers that a draft Remedial Plan provided by the Supplier under paragraph 2.2.1 is:

- (a) insufficiently detailed to be properly evaluated;
- (b) will take too long to complete; and/or
- (c) will not remedy the relevant Default or address sufficiently the issues it is aimed at addressing,

the Authority may at its sole discretion either agree a further time period for the development and agreement of the Remedial Plan or escalate any issues with the draft Remedial Plan using the Dispute Resolution Procedure.

Where the Authority agrees a further time period for the development and agreement of the Remedial Plan, the Supplier shall within the relevant time period produce such revised drafts of the Remedial Plan as the Authority may require and shall take into account in the Remedial Plan any reasonable comments by the Authority, so as to address the issues set out in paragraphs 2.2.3(a), (b) and/or (c) (as applicable).

- 2.2.4 The Supplier shall comply with a Remedial Plan following its agreement by the Parties.
- 2.2.5 The Supplier shall provide to the Authority, in accordance with the relevant timescales agreed in each Remedial Plan:
  - (a) regular updates on the implementation of the Remedial Plan; and
  - (b) evidence, either documentary or demonstrative as the Authority may reasonably require, of the implementation of the Remedial Plan.

### **2.3 Failure to Agree or Implement Remedial Plan**

- 2.3.1 If the Remedial Plan cannot be agreed (each Party acting reasonably) within the relevant time period agreed or by operation of the Dispute Resolution Procedure under paragraph 2.2.3, the Authority may elect to end the Remedial Plan Process at the end of the relevant time period or the Dispute Resolution Procedure (as applicable) and serve notice to terminate this Contract in accordance with Clause 61.1.1(b) and this Contract shall terminate on the date specified by the Authority in the termination notice.
- 2.3.2 If a Remedial Plan is agreed between the Parties but the Supplier fails to implement the Remedial Plan in accordance with its terms then the Authority may, at its sole discretion:
  - (a) give the Supplier a further opportunity to resume full implementation of the Remedial Plan (in accordance with such timescales as the Authority may reasonably require); or
  - (b) escalate any issues arising out of the failure to implement the Remedial Plan using the Dispute Resolution Procedure.
- 2.3.3 If the reasons for the Supplier's failure to implement the Remedial Plan have not been resolved despite the use of the Dispute Resolution Procedure in accordance with paragraphs 2.2.3 or 2.3.2, and the Supplier has not otherwise remedied the Default which gave rise to the Remedial Plan then the Authority may serve notice to terminate this Contract in accordance with Clause 61.1.1(b) and this Contract shall terminate on the date specified by the Authority in that notice.

### **2.4 No Obligation to Follow Remedial Plan Process**

- 2.4.1 The Authority shall not be obliged to follow the Remedial Plan Process (and the relevant Default shall be deemed irremediable) where a Default giving rise to compliance with the Remedial Plan Process in accordance with this Contract arises if:
  - (a) a Remedial Plan has previously been implemented in respect of the relevant Default but the Supplier failed to remedy the Default by those means; or

- (b) there is an occurrence of substantially the same Default within a period of three (3) months following the completion of any previous Remedial Plan.