

**From:** Peter Silverman  
**Sent:** 16 July 2013 16:36  
**To:** 'matthew.sweetingXXXhighways.gsi.gov.uk'  
**Cc:** 'Rashdi, Freda'; Andrew Gwynne MP ; STORMONT, John  
**Subject:** Motorway cleaning

Matthew,

It was good to meet you on 3<sup>rd</sup> July in Stephen Hammond's office.

I have one or two questions / info requests.

You mentioned a number of procedures aimed at checking the cleanliness of Area 10 / the performance of the contractor in that regard. Could you please send me the relevant procedure / protocols and a sample copy of each report.

You also made the point that you could penalise defaulting contractors. These may not have been the exact words you used. Could you clarify this for me. Also, were any penalties applied to BBMM for not carrying out any cleaning in the first two months of the contract or for any subsequent underperformance?

I want to assemble all of sections of the current Area 10 / BBMM contract documentation which deal with cleaning. I have a copy of the:

The Maintenance Requirements Plan dated December 2012 and note that the relevant pages are A 58,59,60 and 61  
AMOR part 15 Version 1.1 July 2011 (Area 2 +AMOR Version 1.7) Sweeping and Cleaning Maintenance Requirement

Is that everything? If not please provide with electronic copies of what I am missing. Also, if there are guidelines or procedures ,e.g. about inspections either by the contractor or by the Agency, which are relevant please let me have copies.

I look forward to hearing from.

Kind regards,

Peter Silverman