

**Area 4**  
**Asset Support Contract**

**Service Information**

**Annex 13**  
**Additional Performance Requirements**  
**to**  
**Asset Maintenance and Operational**  
**Requirements**

**SERVICE INFORMATION FOR ASC****ANNEX 13****CONTENTS AMENDMENT SHEET**

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**13. ADDITIONAL PERFORMANCE REQUIREMENTS TO ASSET MAINTENANCE AND OPERATIONAL REQUIREMENTS****13.1 Introduction**

13.1.1 This Annex sets out the additional performance requirements with respect to the asset maintenance and operational service referred to in the Service Information that vary from or are not defined in the Asset Maintenance and Operational Requirements (AMOR).

**13.2 Watchman Role**

13.2.1 No additional performance requirements identified.

**13.3 Manage Network Occupancy**

13.3.1 Refer to Network Information Section 5 Working Restrictions.

**Operation Stack**

13.3.2 Operation Stack helps reduce road congestion in and around Dover, and at the Channel crossing terminals, when ferry or tunnel services are disrupted.

13.3.3 Kent Police are responsible for implementing and overseeing Operation Stack, including the phase of provision.

13.3.4 Once the decision has been made to implement Operation Stack, Kent Police use their emergency powers to close the M20. Continental-bound lorries are parked on the M20 coast bound carriageway. There are currently 3 phases of implementation comprising:

- Phase 1 - M20 between junctions 11 - 12 the coast bound carriageway is closed. Continental bound lorries are parked on the coast bound carriageway with all other coast bound traffic directed to a diversion route using the A20 via junction 11. Highways Agency's tactical responsibility is to provide traffic management to enable closure of the M20 at Junction 11 and to set VMS signs nationally.
- Phase 2 - M20 between junctions 8 - 9 the coast bound carriageway is closed. Continental bound lorries are parked on the coast bound carriageway with all other coast bound traffic directed to a diversion route using the A20 via junction 8. Highways Agency's responsibility is to provide traffic management to close the M20 at Junction 8, to provide Crash Cushion Vehicles and appropriate signage to support segregation of vehicles on the M20 Junction 8 roundabout and to set VMS signs nationally.
- Phase 3 - M20 between junctions 9 - 8 the London bound carriageway is closed. Continental bound lorries are parked on the London bound carriageway in Lane 3 and on Hard Shoulder. All other London bound traffic will directed to a diversion route using the

A20 via junction 9. Highways Agency responsibilities are to provide traffic management to enable Phase 3 Operation Stack, set up, sign and maintain crossover points in the central reserve, place cones to segregate Lane 3 and Hard Shoulder on the M20 London Bound carriageway and set VMS signs nationally.

13.3.5 The *Service Provider* is required to establish and maintain Traffic Management as directed by Kent Police during the Operation, and then removing Traffic Management and clear up once the Operation has finished.

13.3.6 Refer to Network Information 6.2 Emergencies and Incidents for historic data on Operation Stack.

### **13.4 Incident Response**

13.4.1 Refer to Network Information Section 1.1.9 Routes for Incident Response and Clearance.

### **13.5 Severe Weather Service**

#### **Part 1**

13.5.1 Refer to Network Information Section 1.16 Existing Winter Service Details for details of snow clearance requirements.

#### **Part 2**

13.5.2 Not used.

### **13.6 Drainage**

13.6.1 No additional performance requirements identified.

### **13.7 Fences, Walls, Screens and Environmental Barriers**

13.7.1 No additional performance requirements identified.

### **13.8 Geotechnical Asset**

13.8.1 No additional performance requirements identified.

### **13.9 Lighting**

13.9.1 No additional performance requirements identified.

### **13.10 Paved Areas**

13.10.1 No additional performance requirements identified.

### **13.11 Road Markings and Studs**

13.11.1 No additional performance requirements identified.

**13.12 Road Restraint Systems**

13.12.1 No additional performance requirements identified.

**13.13 Road Traffic Signs**

13.13.1 No additional performance requirements identified.

**13.14 Soft Estate**

13.14.1 As part of the Environmental Management Plan the *Provider* includes an energy savings plan in accordance with the Energy Savings Plan Guidance.

13.14.2 The *Provider* provides services in relation to Soft Estate in accordance with the Asset Maintenance and Operational Requirements and the requirements of the documents included within Network Information Section 1.7.

13.14.3 The *Provider* manages and maintains the soft estate to minimise the risk of adversely affecting the stability, integrity or operation of arrester beds. Refer to Network Information Section 1.9.1 for details of the arrester beds.

**13.15 Structures**

13.15.1 The *Provider* executes the following Special Inspections:

None identified.

**13.16 Sweeping and Cleaning**

13.16.1 No additional performance requirements identified.

**13.17 Tunnels**

13.17.1 The *Provider* provides services in relation to Tunnels in accordance with the requirements of the documents included within the Network Information Section 1.15 Tunnels.