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TECHNICAL INFORMATION

TECHNICAL INFORMATION COMPLIANCE PROCEDURE

Document Number: CRL1-XRL-Z3-GPD-CR001-50008

Current Document History:

Revision	Effective Date:	Author(s) ('Owner' in eB *)	Reviewed by: ('Checked by' in eB *)	Approved by:	Reason for Issue
4.0					Complete process review and team reorganisation

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Previous Document History:

Revision	Prepared Date:	Author:	Reviewed by:	Approved by:	Reason for Issue
1.0	11/03/14				1 st issue
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Revision Changes:

Revision	Status / Description of Changes
4.0	Section 1 Purpose - updated Section 2 Scope - updated Section 4 Roles & Responsibility - updated to include additional Roles Section 5 till Section 8 have been replaced by the individual functions/processes within Document and Data Compliance team • Section 5 –Background information section added • Section 6 - Performance Assurance Framework (PAF) process updated • Section 7 - The Employer's Completion Process 'ECP' updated • Section 8 - Handover Readiness details updated. Handover Assurance section added.
	Section 9 - Reference Documents updated Section 10- Standard Forms / Templates updated

Technical Information Compliance Procedure CRL1-XRL-Z3-GPD-CR001-50008 Rev 4.0

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1 Purpose

The purpose of this procedure is to define the delivery of the Document and Data Compliance Programme that will facilitate effective capture, storage, control and delivery of all formally released/issued documents and data. This is in accordance with BS EN ISO 9001:2008, Works Information and Best Practice that satisfies Crossrail quality, legal, security and assurance requirements.

This procedure describes the Compliance strategy, resource, planning, scheduling, execution, capture and reporting of methodologies, associated findings and risks.

2 Scope

All formally released/issued documented technical information collected by Crossrail; that are required through the lifecycle of the Crossrail project. This includes documents and records for handover to Information Managers (IM) and stakeholders.

3 Terms & Definitions

Term	Definition
BIM	Building Information Modelling
CAD	Computer Aided Design
CAR	Corrective Action Report
Compliance	The ability to meet contractual/legal requirements to act accordingly to defined process and procedures
COS	Central Operating Section
CRL	Crossrail
DC	Document Control
DDC	Document and Data Compliance
Deliverable	Contractually defined document
DLR	Docklands Light Railway
DMT	Document and Data Management Team
еВ	Enterprise Bridge – the Crossrail Electronic Document Management System (EDMS).
ECP	Employer's Completion Process
EDMS	Electronic Document Management System
HMDL	Handover Master Deliverable List
KPI	Key Performance Indicator
LUL	London Underground Ltd.
MDL / CMDL	Master Deliverable List / Contract Master Deliverable List
NCR	Non Conformance Report
NR	Network Rail
PAF	Performance Assurance Framework
PIC	Project Information Controller (Delivery team)
Placeholder	An eB document where metadata is created and file is yet to be saved
PTR	Project Technical Request
RfL	Rail for London
Supervisor Rep (PFE)	Supervisor Rep (Project Field Engineer)
TDR	Technical Directorate Report
TfL	Transport for London

4 Responsibilities

Role	Responsibility
BIM Coordinator	Collates the information from Technical Information and Produces the Technical Information Benchmarking and Performance Table.
Document and Data Compliance (DDC) team.	Delivery of the Document and Data Compliance Programme that will facilitate effective capture, storage, control and delivery of all formally released/issued documents and data. This is in accordance with ISO 9001:2008, Works Information and Best Practice that satisfies Crossrail quality, legal, security and assurance requirements. Functional Lead for Section 5 of the Performance Assurance Framework (PAF) – 'Document Quality & Control'.
Tier 1 Supplier	CRL contractors being assessed and required to evidence their performance.
Document and Data (DDC) Compliance Manager	Developing the strategy, managing and performing contractor Compliance Reviews pertaining to Section 5 of the PAF (Document Quality and Control). Development and management of KPI metrics for period reporting, Contractor Benchmarking and Management Reviews. Development and management of Root Cause Analysis ("Spot On") and issuing NCRs – in identifying risk and driving continuous improvement across the contracts Feeding the Document and Data Compliance input for contract completion – in accordance with the ECP.
Document and Data (DDC) Compliance Officer	Performing and supporting Contractor Compliance Reviews. Monitoring, following up and closing actions and recommendations from the Compliance Review Tracker. Compiling PAF-related KPI metrics, management information and trending reports for period reporting. Performing and reporting on Root Cause Analysis ("Spot On") – in identifying risk and driving continuous improvement across the contracts.
Document and Data (DDC) Compliance Controller	Lifecycle tracking of contracts – and compiling KPI metrics, management information and trending reports for Contractor Benchmarking, the ECP and Management Reviews. Document and Data compliance communication activities (e.g. newsletter).
Document Management Team (DTM)	Management and control of all CRL documents, including creation, retention and revision control is compliant and effective. Provide support to Compliance team during the compliance process. Maintain the document control processes and procedures that have been implemented.
Quality Assurance team	Lead and coordinate the Performance Assurance process and produce and collate the final output reports.
CRL Programme Controls - Performance Assurance team	Owner of the Performance Assurance Framework (PAF). Facilitate Performance Assurance process and produce the final combined output reports and metrics

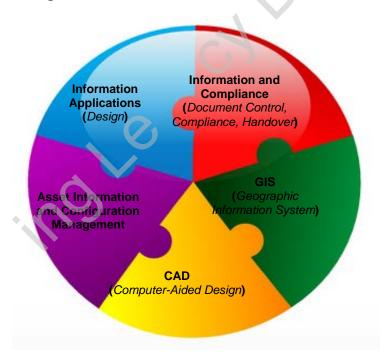
Supervisor Rep (PFE)	Monitor the Contractors compliance with respect to Management and Acceptance of Field Documentation Procedure and their own Quality Management procedures. Review and acceptance of Contractor initiated submittals as specified in the CMDL. The establishment and maintenance of the Construction Register and Issue Record (RIR) and the site drawing management system. Ensuring documents received from the Contractor for review and acceptance are returned within the prescribed contractual timeframe.
	acceptance are returned within the prescribed contractual timerrame.

5 Background

The Technical Information department governs and facilitates general information management within Crossrail.

The prime accountability is within the Programme Directorate; focussing on supporting the creation, management and delivery of information packages supporting the handover requirements to the Infrastructure Manager and Operator.

The department works to generate structured data sets, pro-actively engage with stakeholders and drive compliance the highest management standards.



The Technical Information department is split between the following four groups – with the Document and Data Compliance* team positioned as a sub-group within Information and Compliance:

- 1. Asset Information and Configuration Management
- 2. Computer Aided Design (CAD)
- Geographic Information System (GIS)

- **4.** Information and Compliance:
 - I. Document Control
 - II. Handover Information
 - III. Document and Data Compliance (DDC)*

DDC; the assurance arm of Information Compliance, aims to ensure that the right people are able to retrieve the right information throughout the project's lifecycle. This is achieved through use of dynamic KPIs to drive world class performance in information management and management of document delivery risks and issues.

The Document and Data Compliance strategy is dictated by the legal and corporate governance requirements of the Crossrail Act 2008, Technical Assurance Plan 'TAP', Works Information and the Performance Assurance Framework 'PAF' - underpinned by the international management standard BS EN ISO 9001:2008, Crossrail BIM Principles and Best Practice.

The strategy was built upon the understanding of current Document Management and Control policies and responsibility landscape, in order to provide a baseline against which compliance could be measured.

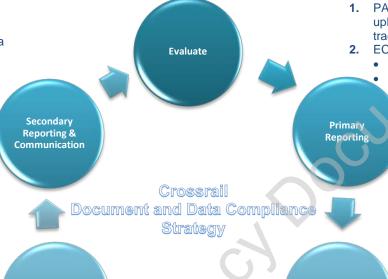
The Document and Data Control Compliance strategy extends to all records, documents and data – including Assets, CAD and GIS - but excludes Information Technology and those originating from external stakeholders.

The strategy (*fig.* 1); outlines the key activities required to achieve the fore-mentioned objectives. Individual processes within the strategy are detailed after.

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Document and Data Compliance Strategy (fig. 1):

- 'PAF' Performance Assurance Framework (twice annual reviews - all Central Section Works Tier 1 contracts).
- Employer's Completion Process (ECP) all Central Section Works contracts.
- 3. Document lifecycle monitoring.
- 4. Contract Benchmarking (periodic all central contracts).
- 5. eB Metadata Integrity Evaluations.
- Monthly DDC Dashboard a more detailed drill down of the TDR Period Reporting (Benchmarking).
- **2.** DDC SharePoint-based Resource portal.
- 3. Periodic digital Information Compliance Newsletter aimed at Document Controllers, support staff and their Line Managers.
- 1. Utilising the Crossrail
 Spot-On tool/ 5Ys against actions not closed by the beginning of the next assessment window (NCRs raised in line with Project Technical Request (RFI-NCR-FCD) Procedure CRL1-XRL-Z-GPD-CR001-50006)
- Issuance of NCRs to contractors for persistent problems and errors – in line with the Project Technical Request (RFI-NCR-FCD) Procedure – document reference #9.



Actively following up with actionees, tracking and closing out actions against the relevant trackers (documented and evidenced) – via:

Follow up actions

Email

Root Cause

Analysis (RCA)

- Telephone
- Interface with the Delivery team PICs

- PAF Action Tracker based in Excel uploaded weekly to eB. The real time tracker is maintained on Sharepoint.
 - . ECP Trackers based in SharePoint:
 - Schedule for ECP Management.
 - Employers Completion Process (ECP) Review Points.
 - Employers Completion Process (ECP) Review Points.

1. PAF scoring in line with the PAF grading scale of 1-3.

Score

2. Contract Performance
Dashboard
(Benchmarking)
http://directorates.crossra
il.co.uk/sites/Technical/te
chnicalinformation/Contra
ctor%20Performance/For
ms/AllItems.aspx

6 Performance Assurance Framework (PAF) - process

Tier 1 suppliers are evaluated twice annually – each over four reporting periods (1 round), in accordance with CRL1-XRL-Z9-GPD-CR001_Z-50002 Commercial / Performance Assurance Procedure (*Reference Document #5*).

The focus is on objectively measuring, assessing, supporting and assuring that Tier 1 suppliers are operating to a level of performance that will enable CRL's performance objectives are met.

The process includes geographically mapping contractor's performance against each other to drive competition, continuous improvement and world-class behaviours. Results and scores are then communicated across the programme via the CEO Forum and the Construction Industry Group.

Overall accountability sits with CRL Programme Controls - Performance Assurance team. However, the process is led and coordinated by the CRL Quality team – with the relevant CRL functional leads responsible for undertaking assessments in their performance areas.

The Document and Data Compliance team are accountable for requirements against Section 5 of Performance Assurance Framework (PAF) – 'Document Quality and Control':

PAF Section	Description
1	Continual Improvement Initiative
2	Quality Department and Audit and Surveillance
3	Quality Documentation
4	Design Coordination, Submission, Management
5	Document Quality and Control
6	Certification of Works
7	CRL Satisfaction of Works
8	Site Tour
9	Defects - Identified and Costs

The PAF process is sequential, covering the following stages (also illustrated in fig. 2 below):

- 1. Formal written 'Notification of Inclusion' to contractor (from CRL Quality team).
- 2. Formal written 'Notification of assessment dates and coverage' to contractor and stakeholders (from CRL Quality team). This includes pre-read information (i.e. objective, scope the framework, major risk items, expectations, agenda/timing and required attendees).
- 3. Planning meetings with Quality team and functional leads.
- **4.** Qualitative deep-dive review of inputs within the framework by functional lead. The Document and Data Compliance inputs are also captured in CRL1-XRL-Z3-ZTM-CR001-50008 Compliance Questionnaire (*Standard Forms/Templates Ref #A*) as follows:

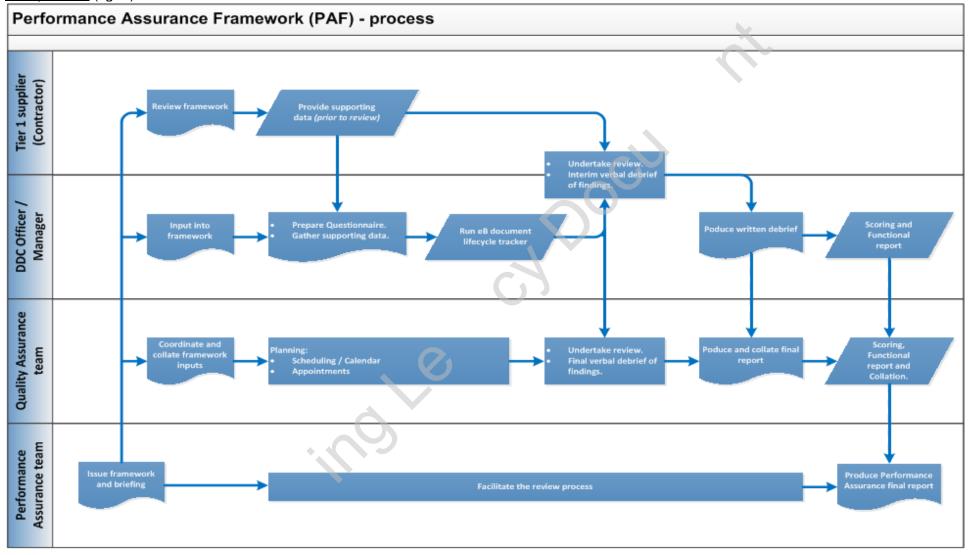
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PAF Section 5 – Document Quality and Control			
a)	MDL and Deliverables - against the contractor's MDL and the eB CMDL		
b)	Register Issue Record (RIR)		
c)	Material Proposal Schedule and Material Compliance Records		
d)	Document Control (the contractor's working records):		
e)	Competence, training and awareness (documented evidence of competence on the basis of appropriate education, training or experience)		

- **5.** The assessment is conducted on the contract site; with at least 1 Document Control representative (e.g. Controller, Information Manager, PFE or Quality Manager).
- **6.** Validation process part I (verbal debrief and written draft report of findings and actions; to the contractor for review) produced by the functional lead. The mail evidence is saved in the shared mailbox "DocDataCompliance@crossrail.co.uk" in the respective contractor's folder. This is followed by submission to the Quality team for inclusion in the final report.
- 7. Validation process part II (final verbal debrief and submission of final written report of findings and actions; to the contractor for sign-off) produced by the Quality team. The mail evidence is saved in the shared mailbox folder.
- **8.** Quantitative metric review of outputs produced by the functional lead. The Document and Data Compliance outputs (findings, actions, KPI metrics, trending and scoring); are captured in CRL1-XRL-Z3-LLG-CR001-50007 Compliance Review Findings Tracker (*Reference Document #8*).
- **9.** Final report (combined scores plotted on a graph by project, function and contractor reference) are produced by the Performance Assurance team. This provides an effective gauge for measuring performance improvement across contracts, against each other and from review period to review period.
- 10. Submission of Functional Summary to the Quality team by functional lead in evaluation of:
 - a) Actions raised across the assessed contracts and contractors trending analysis
 - b) Top three scoring contracts
 - c) Bottom three scoring contracts
 - d) Analysis of risk areas
 - e) Recommendations / opportunities for business improvements

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PAF process (fig. 2):



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Contractors are expected to close out the actions prior to the next assessment window. Higher scores are awarded to contracts which close out all actions within the first 3 months post final sign-off by the Contractor's Project Manager/Project Director (or other delegated authority).

Any remaining actions still open by the beginning of the next by the next assessment window, shall be classed as 'overdue', and revisited accordingly.

Contractors are required to submit evidence or suitable verification to close out actions. Actions are actively followed up via email, telephone or directly with the DMT - and documented in CRL1-XRL-Z3-LLG-CR001-50007 Compliance Review Findings Tracker; as follows:

- o On time versus late actions.
- o Open versus closed actions.
- o Class versus sub-classes of action.

Actions pertaining to procedural requirements not addressed by the contractor by the next assessment window, shall incur an NCR – in accordance with <u>CRL1-XRL-Z-GPD-CR001-50006</u> Project Technical Request (RFI-NCR-FCD) Procedure (*Reference Document #9*). This may be followed by a Root Cause Analysis ('Spot-On').

Recommendations may also be fed through to the CRL Audit team; in line with <u>CR-XRL-O-GPD-CR001-50002</u> Audit Procedure (*Reference Document #13*).

Lessons learned shall be captured in the Compliance Review Findings Tracker <u>CRL1-XRL-Z3-LLG-CR001-50007</u> and used to:

- Highlight training gaps to the Delivery and Learning & Development teams.
- Support Management Reviews to the Quality team.

Template: CR-XRL-O4-ZTM-CR001-00001 Rev 8.0

- Provide focus for the next review round internally within function.
- Identify potential risks to contract completion applied against <u>CRL1-XRL-O4-GPD-CR001-50018</u> Employer's Completion Process 'ECP' (*Reference Document #10*) to the Completion Manager.
- Recommendations / opportunities for business improvements to the Head of Technical Information.

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7 The Employer's Completion Process 'ECP'

The Employer's Completion Process 'ECP' <u>CRL1-XRL-O4-GPD-CR001-50018</u> (*Reference Document #10*); demonstrates that CRL has exercised due diligence prior to acceptance of the Crossrail Central Section Works Contracts. These are certified by the Delivery Team and Contractors as being complete and compliant with the requirements of the Programme, Works Information and relevant Third Party requirements.

The ECP also supports the formal issue of contract defects / outstanding works lists.

The ECP comprises Contract Closeout Checklists covering each of the business groups. However, it is important to note that the commercial close out of the Contracts, including any settlements, final accounts, reconciliation of CRL financial systems (SAP, PRISM etc.) is independent of the ECP and covered separately by Crossrail corporate.

It is the responsibility of the Document and Data Compliance team to collate and sign off the Technical Information checklist (<u>CRL1-XRL-O4-ZTM-CR001-50036</u> Form C9 – Contract Closeout Checklist, *below* (Standard Forms/Templates Ref #B):



Ahead of the formal ECP, there is an upstream (front-end) Document and Data Compliance process in place. This provides conjecture on readiness for completion and/or handover – thereby allowing risks and potential delays to be highlighted in good time to the Completion Manager and Delivery teams.

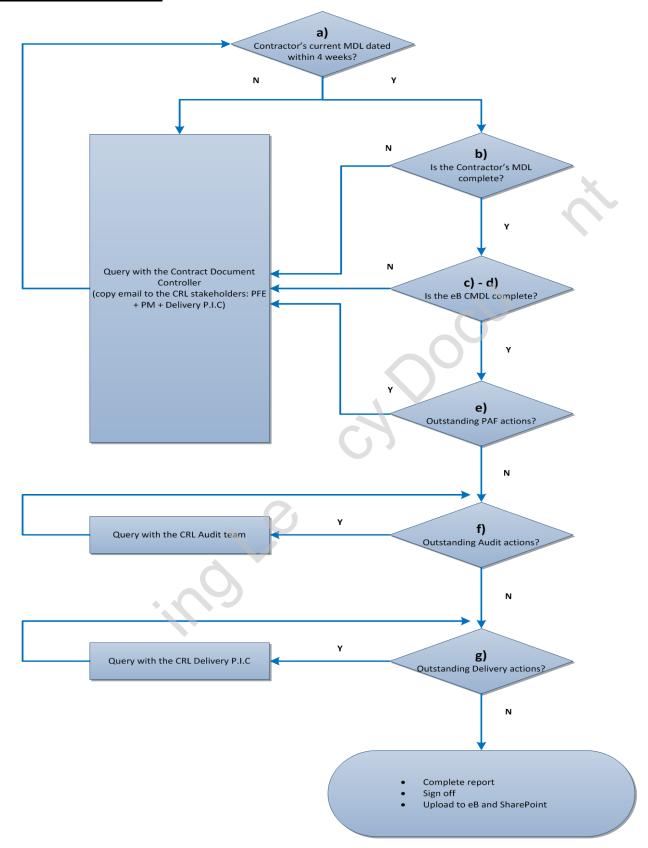
The upstream (front-end) process is as follows:

All contracts are subject to ECP evaluations; against the forecasted programme completion schedule located in SharePoint (owned by the Completion Manager): http://directorates.crossrail.co.uk/sites/Technical/quality/Employer%20Completion%20Process

Status is documented in <u>CRL1-XRL-Z3-ZTM-CR001-50019</u> <u>Document and Data Compliance Evaluation</u> Form and uploaded to eB (Standard Forms/Templates Ref #C).

IMPORTANT: Each contract must have its own uniquely referenced evaluation report (based on above template) – which is up-revised in eB after each review point.

ECP evaluation work flow:



ECP Evaluation - a)-g) flow chart guide:

- a) Is the contractor's most current submitted and accepted MDL dated within 4 weeks? Are there any Comments Sheets issues?
 - "...The Contractor shall review and submit the CMDL periodically as agreed with the Project Manager with final acceptance of the CMDL being granted on Completion or as necessary, on or around the defects date...' [13.3.1 Deliverables and Records -Works Information Volume 2B]
- b) In the contractor's MDL... Are documents clearly identifiable? What is the total number of CRL deliverables? For each CRL deliverable; have dates been forecasted and is the approval status clear? (i.e. draft / review / cancelled / superseded)?
- ...The CMDL shall: include a programme for the production and submission of deliverables... identify those deliverables which require approval from Others...' [13.3.1 Deliverables and Records - Works Information Volume 2B]
- Using the eB Document Lifecycle Tracker for the contract... Have all CRL deliverables been identified and populated in eB? Is there are a discrepancy within eB against the contractor's MDL?
 - ...The Employer shall provide the Contractor access to EDMS for loading and managing documents and to record certain contract deliverables. (see 13.4 below). The Contractor shall be responsible for the management, operation, training of personnel and for all data input into the system... Records shall be collated, packaged, indexed and submitted by the Contractor in a phased manner for each element, structure, activity or section in accordance with Works Information...' [13.3.4 Deliverables and Records - Works Information Volume 2B]
- d) Ask the following questions using the eB Document Lifecycle Tracker for the contract:

Criteria	Number of Current Revision Deliverables
Accepted by CRL - code 1 or 4 (DELIVERED)	
Not accepted / Rejected by CRL - code 2 or 3 Has reasonable time elapsed since return to the contractor? Where is the holdup?	
Unassigned (submitted to CRL - but uncoded): • Have they been assigned an MDL code? • Where is the holdup?	
Placeholders (unsubmitted and uncoded): • Have the Planned and Forecast dates elapsed	

- In accordance with the Works Information Volume 2B (pt. 20 Quality Management).... Are there any outstanding Performance Assurance (PAF) actions? Please refer CRL1-XRL-Z3-LLG-CR001-50007 Compliance Review Findings Tracker (Reference Document #8)
- In accordance with the Works Information Volume 2B (pt. 20 Quality Management).... Are there any outstanding Audit actions? This may be checked in the Audit team's tracker:
- g) Are there any Delivery actions? Collaboration with the Delivery team PICs through information sharing of their own site-surveillance activities and findings, plus feeding back their actions through the DDC - Contract Monitoring database. 1-2-1 meetings with the Delivery team PIC are scheduled for each review point.

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- Upon completion of the final ECP Review Point Evaluation... the Technical Information checklist (<u>CRL1-XRL-O4-ZTM-CR001-50036</u> Form C9 – Contract Closeout Checklist); may be completed and signed off – in line with the formal <u>CRL1-XRL-O4-GPD-CR001-50018</u> Employer's Completion Process.
- 2. The above final ECP Review Point Evaluation report and signed Technical Information checklist; must then be forwarded by email; to the Completion Manager copying in the Head of Technical information (email structure below):

Dear [Completion Manager],

RE: Employer's Completion Process (ECP): [Contract / Site]

In accordance with <u>CRL1-XRL-O4-GPD-CR001-50018</u> Employer's Completion Process - Procedure (Rev ?)... please find attached our signed; <u>Contract (Form C9 - Contract Closeout Checklist - Technical Information) mm/yy</u>, with the following supporting documents:

- Contract CMDL Contractors Master Deliverable List (Rev ?)... eB ref
- Contract Outstanding Works and Snagging List (Rev ?)... eB ref
- Contract Whole Contract Construction Certificate (Rev ?)... eB ref

These satisfy the Technical Information requirements of the Crossrail Employer's Completion Process (ECP).

Copied into this email are:

- Head of Technical Information
- Information and Compliance Manager Technical Information

Regards,

[Signed – Document and Data Compliance team] Crossrail

- 3. A copy of both forms above must be retained in:
 - The Document and Data Compliance SharePoint site (DDC Employer's Completion Process Tracker) –
 - The ECP ring binder (hard copy).

8 Handover

8.1 Handover Readiness

The Handover Readiness is managed according to the below procedures:

- <u>CRL1-XRL-Z3-STP-CR001-50015</u> Crossrail Handover Information Plan (*Reference Document #11*)
- <u>CRL1-XRL-K1-STP-CR001-50001</u> Handover Strategy and Plan (*Reference Document #14*)

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8.2 Handover Assurance

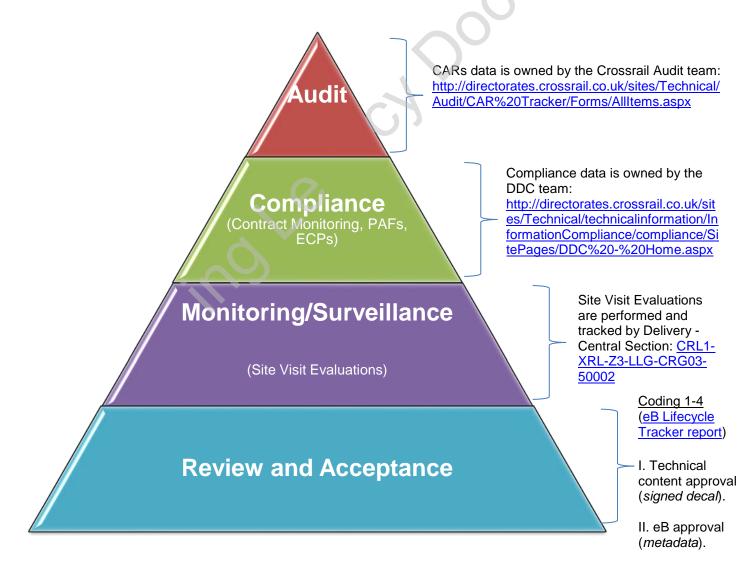
8.2.1 Purpose

Provision of validation data to the Crossrail Handover team and Central Section Delivery team - in support of IM acceptance.

8.2.2 Process

For each contract, the following 'layers' or 'tiers' of assurance are reported in the Document & Data Compliance (DDC) team SharePoint site:

The report feeds from the following assurance elements, against the package list provided by the Report Recipient* (if applicable):



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Handover Assurance reporting specifications:

	Handover team	Central Section Delivery team
Name of Report	CHIRP (CRL Handover Review Points 1-4)	Progressive Acceptance
Documents Scope (eB Lifecycle Tracker inclusions)	Deliverable Current revision Obsolete / Cancelled CMDL code HMDL code Sectional Completion Full Completion (ECP) Defined Package List	Deliverable Current revision Obsolete / Cancelled CMDL code HMDL code Sectional Completion Full Completion (ECP) Defined Package List ✓
Additional report requirements (other trackers) Frequency of reporting	Monitoring & Surveillance Compliance report Open Audit CARs Open NCRs Open PAF actions As per CHIRP Schedule (owner:	Monitoring & Surveillance Compliance report Open Audit CARs Open NCRs Open PAF actions ✓ As per Progressive Acceptance Schedule (owner:
Applicable reference(s) and procedure(s)	CRL1-XRL-Z3-STP-CR001-50015 Crossrail Handover Information Plan	CRL1-RFL-C-GPD-CR001-50002 RfL Progressive Acceptance Procedure for Civil & Structures Assets
Target dates for submission of reports	As above - 'Frequency of reporting'	As above - 'Frequency of reporting'
DDC Report templates	CHIRP Report Template_ddMMMyy.	DDC Handover Assurance Reports: - http://directorates.crossrail.co.uk/site s/Technical/technicalinformation/Info rmationCompliance/compliance/Site Pages/DDC%20- %20Handover%20Assurance.aspx
Report Recipient	Information and Compliance Manager (Technical – Information & Compliance	Data & Asset Transfer Manager (Delivery - Central Section

9 Reference Documents

#	Document Title	eB / Other Reference
1	Crossrail Act 2008	http://www.legislation.gov.uk/ukpga/2008/18/contents
2	Technical Assurance Plan (TAP)	CRL1-XRL-O7-STP-CR001-50003
3	Crossrail BIM Principles	CR-XRL-Z3-RGN-CR001-50005
4	BS EN ISO 9001:2008	
5	Commercial / Performance Assurance Procedure	CRL1-XRL-Z9-GPD-CR001 Z-50002
6	Works Information Volume 2B (Civils / Construction)	CRL1-XRL-V3-XWI-CR001-50035
7	Works Information Volume 2B (Systems)	CRL1-XRL-V3-XWI-CR001-50131
8	Compliance Review Findings Tracker	CRL1-XRL-Z3-LLG-CR001-50007
9	Project Technical Request (RFI-NCR-FCD) Procedure	CRL1-XRL-Z-GPD-CR001-50006
10	Employer's Completion Process 'ECP'	CRL1-XRL-O4-GPD-CR001-50018
11	Crossrail Handover Information Plan	CRL1-XRL-Z3-STP-CR001-50015
12	Contract Document and Data Compliance Benchmarking and Performance Summaries Presentation	CRL1-XRL-Z-MDA-CR001-50006
13	Audit Procedure	CR-XRL-O-GPD-CR001-50002
14	Handover Strategy and Plan	CRL1-XRL-K1-STP-CR001-50001
15	RfL Progressive Acceptance Procedure for Civil & Structures Assets	CRL1-RFL-C-GPD-CR001-50002

10 Standard Forms / Templates

Ref:	Document Title	Document Number:
A.	Compliance Questionnaire	CRL1-XRL-Z3-ZTM-CR001-50008
В.	Form C9 - Employer's Completion Process Form - Technical Information	CRL1-XRL-O4-ZTM-CR001-50036
C.	Document and Data Compliance Evaluation Form	CRL1-XRL-Z3-ZTM-CR001-50019

11 Appendices

None