

Core Coverage Areas	Indicator Type	Performance Level			
		0	1	2	3
		Non-Compliant	Compliant	Beyond Expectations	World Class
		Performance is broadly non compliant with CRL process, procedure or contract requirements or no evidence demonstrated	Performance is compliant with CRL process, procedure and contract requirements and evidence is provided	Performance has positively gone beyond that level set out within CRL process, procedure and the contract and evidence is provided. Contractor shares within Crossrail amongst peers as appropriate.	Performance evidenced is recognised as being exceptional and likely to be industry best practice / frontier and evidence is provided. Contractor shares throughout industry as appropriate.
Leadership, staffing, interfaces and culture	Input Qualitative/Quantitative	<ul style="list-style-type: none"> Poor involvement of noise specialists on site. Noise and vibration specialist does not demonstrate correct experience and qualifications as per Vol B 21.2.4. Construction team and noise and vibration specialist / Environment team are not properly integrated with the construction team around noise and vibration issues. No demonstration of regular involvement with beneficiaries / stakeholders including lack of evidence that on site control and mitigation measures to discharge the requirements of the U&A's are in place. Where cumulative noise with other contract packages is relevant, little or no steps taken to manage the cumulative impacts. Where there are ongoing issues with noise insulation or temporary re-housing, little or no steps taken to support Crossrail to implement the noise insulation and temporary re-housing scheme in accordance with the WI. <p>[Note: the above criteria to be evaluated having regard to the scale of the noise impacts on people living and working in the vicinity of the works]</p>	<ul style="list-style-type: none"> Suitable appointment of noise and vibration specialist demonstrating correct competencies, experience and qualifications as per Vol B 21.2.4. Noise and vibration specialist is providing an adequate level of engagement/visibility demonstrating close-working with the construction teams and providing a clear influence on construction management decisions. Regular involvement with the beneficiaries including evidence of compliance (e.g. regular monitoring against TAPs) is provided Noise and construction assessments satisfying IPD9 and all relevant U&As, of all works have been submitted. Where cumulative noise with other contract packages is relevant, sufficient steps taken to manage the cumulative impacts. This includes interfacing with other contracts (e.g. stations and Systemwide) Where there are ongoing issues with noise insulation or temporary re-housing, basic steps taken to support Crossrail to implement the noise insulation and temporary re-housing scheme in accordance with the WI. 	<p>Achieves 1 and</p> <ul style="list-style-type: none"> Fully integrated site team around noise issues. Effective employment of N and V specialist. Proactive engagement of N and V specialist in order to reduce and avoid noise and vibration issues. Good practice demonstrated in the use of control and mitigation measures. Evidence of strong leadership and effective communication of mitigation measures throughout all levels of the organisation. Evidence of effective processes in place to minimise noise impacts at each stage of the works preparation including design of the works, method statements etc. Where cumulative noise with other contract packages is relevant, good practice is demonstrated to manage the cumulative impacts. This includes proactive interfacing with other contracts (e.g. stations and Systemwide). Where there are ongoing issues with noise insulation or temporary re-housing, good practice demonstrated to support Crossrail to proactively implement the noise insulation and temporary re-housing scheme. 	<p>Achieves 2 and</p> <ul style="list-style-type: none"> Demonstrates exceptional/outstanding, consistent performance across all sites with regards to effective management of construction noise and vibration. Talented and highly motivated team and effective communication between the N and V specialist, environment team, community relations officers and construction team is demonstrated. Strong culture to reduce impacts on communities existing throughout the organisation (including consultants and sub-contractors). Exemplary, innovative and robust processes developed to ensure that all practical steps are taken to minimise noise and vibration and that continual improvement of noise and vibration management is demonstrated. Evidence of information/knowledge sharing providing legacy value. Where cumulative noise with other contract packages is relevant, best practice is demonstrated to proactively manage the cumulative impacts. Where there are ongoing issues with noise insulation or temporary re-housing, best practice demonstrated to support Crossrail to proactively implement the noise insulation and temporary re-housing scheme.
Engagement with community relations/Local Authority/Stakeholders	Input Qualitative/Quantitative	<ul style="list-style-type: none"> Poor engagement with communities and external stakeholders. Poorly defined complaints procedures. Failure to adhere to complaint procedures and arrangements for community awareness/ engagement set out in the relevant S61 application/ noise and vibration management plans. 	<ul style="list-style-type: none"> Minimum but adequate engagement with communities and external stakeholders. Sufficiently defined complaints procedures. Adherence to complaint procedures and arrangements for community awareness/ engagement set out in the relevant S61 application/ noise and vibration management plans 	<p>Achieves 1 and</p> <ul style="list-style-type: none"> Demonstrates good practice in relation to a fully engaged Construction team with stakeholders/Local Authorities and community relations. Good practice demonstrated by a collaborative relationship with the regulators. 	<p>Achieves 2 and</p> <ul style="list-style-type: none"> Demonstrates exceptional/outstanding, consistent performance across all sites with regards to world class communications and strong focus on external stakeholders and communities. Strong community engagement with clear evidence that a highly effective community relations exist and the degree of any disturbance reduced as a result of the community engagement. (This could include conducting visits, community satisfaction surveys or feedback sessions). An open, transparent and collaborative relationship with regulators. Innovative systems or processes developed to facilitate communication and the sharing of information with Crossrail, stakeholders and the regulators.
S 61 Consent Application Compliance (including construction assessments and accessibility of data to CRL and the Local Authorities), BPM and monitoring techniques	Input Qualitative/Quantitative	<ul style="list-style-type: none"> Material non compliance with section 61. This includes late submission of the applications for S 61 consents within the formal determination period (28 days), inadequate engagement with CRL including submitting applications (including dispensations and variations) to the Local Authority before the <i>Project Manager's</i> acceptance. [Note: compliance is measured according to when the applications and submissions are made, not when the applications are determined as this is dependent upon the local authority] Evidence of non-trivial breaches/ non compliance with consents or working without consent. Evidence of inadequate response to breaches. Poor demonstration of BPM and poor demonstration of BPM checks/inspections. Attended noise monitoring not conducted in accordance with the Works Information or Consent requirements (e.g. in response to complaints). Unattended monitoring not conducted in accordance with the Works Information or Consent requirements (e.g. exceedence triggers not notified/investigated/actioned) N&V monitoring results are not readily available to the Project Manager and/or Local Authorities. 	<ul style="list-style-type: none"> Adequate planning of applications for Section 61 consents within the timescales specified in the Works Information. Section 61 consent applications are submitted to the Project Manager before being submitted to the Local Authority, in accordance with the timescales outlined in the Works Information (late instructed work scopes not relevant). Regular meetings with the <i>Project Manager</i> and the local authorities occur to discuss S 61 consent applications and compliance. Noise assessments produced for all works. Monitoring data evident and monitoring undertaken by the N & V specialist or as agreed by the Project Manager. Demonstration that regular inspections occur and BPM checks are in place to ensure all conditions of the S61 consent are complied with. As per Vol2B 21.8.10. N&V monitoring is fully implemented to cover s61 requirements, IPD9, U&A properties (i.e. TAPs) and heritage buildings. Access to the Working Areas for inspection /noise measurements by the Local Authority is made available at all reasonable times. N&V monitoring results are made readily available to relevant local authorities. Where exceedences/ incidents have occurred, compliance with the requirements contained within the S61 consent demonstrated. 	<p>Achieves 1 and</p> <ul style="list-style-type: none"> Good practice is demonstrated in relation to highly effective planning which includes early consideration of issues and steps to be used to avoid or otherwise reduce impacts on external stakeholders. Evidence of early submission of S61 applications and effective management of dispensations and variations e.g. demonstration that dispensations and variations are minimised where possible - except for those directly resulting from a change to the works or circumstances that were not reasonably foreseeable Strong leadership demonstrated e.g. clear roles and accountability at senior level. Good practice in the use of noise champions Evidence of good practice demonstrated in the implementation of comprehensive monitoring methods (unattended and attended) including reporting and communication of data so that the data is used proactively as part of the noise management process. State-of-the art noise and vibration monitoring with real time reporting/analysis of measures levels. Effective use of monitoring data for ongoing validation and verification of the noise predictions. 	<p>Achieves 2 and</p> <ul style="list-style-type: none"> Demonstrates outstanding, consistent performance across all sites with regards to exceptional planning and early collaborative working with designers and the construction team in order to reduce/prevent noise impacts before the start of and during execution of works. Evidence that 100% planning cycles for S 61 applications exists. Evidence that 100% compliance with Section S61 consents exists. Demonstrates exceptional/outstanding, consistent performance across all sites with regards to monitoring technologies and reliable systems in place for holding and securing data which is easily accessible to external stakeholders. Innovative use of monitoring data to create awareness and foster effective feedback, control and improvement mechanisms. Innovative use of monitoring data to demonstrate to external stakeholders that construction noise and vibration is reduced as far as practicable. Exemplary practice demonstrated on validation and verification of noise predictions. Evidence of information/knowledge sharing providing legacy value.

It is recognised that the steps taken to control construction noise and vibration should be proportionate to the scale of the impacts. Consequently, the weightings and emphasis given to each of the criteria will be commensurate to the circumstances associated with each site. Neither will it be necessary to meet all the criteria in order to achieve an overall performance rating or score. For example, relatively weak performance on one aspect of management might be outweighed by excellent performance on other aspects of noise and vibration management, especially where it is considered that the emphasis given to particular aspects of management properly reflect the circumstances and issues associated with each site or contract package.