

## Definition of support organisation

### Annex 1.1 to Joint Venture Agreement

**This copy of the document was published on [www.easygo.com](http://www.easygo.com) and is for information purposes only. It may change without further notice.**

Document: 101  
Version: 6.0  
Date: 15 August 2016

## Table of contents

1	INTRODUCTION .....	4
2	ORGANISATION .....	5
3	RESPONSIBILITIES AND STAFFING .....	7
3.1	EASYGO STEERING COMMITTEE (ESC) .....	7
3.2	EASYGO MANAGEMENT (EM).....	8
3.3	EASYGO SECURITY GROUP (ESG).....	10
3.4	SECRETARY .....	11
3.5	AD-HOC EXPERTS .....	11
3.6	WORKING GROUPS .....	11
3.6.1	WG1 – CONTRACTUAL .....	11
3.6.2	WG2 – TECHNICAL.....	12
3.6.3	WG3 – CUSTOMER RELATIONS .....	13
3.7	SUPPORT FUNCTIONS .....	14
3.7.1	EASYGO HUB .....	14
3.7.2	EASYGO CASHIER .....	14
3.7.3	ADMINISTRATIVE SUPPORT .....	14
3.7.4	OTHER .....	14
4	MANAGEMENT REPORTS.....	16
4.1	REPORTING TO THE ESC .....	16
4.2	REPORTING TO EM.....	16
4.3	OPERATIONAL INFORMATION TO LIMITED PARTIES.....	16

## Document revision history

Version	Date	Author	Main changes
1.0	2011.06.17	ASK	Approved by steering committee
2.0	2013.05.02	ASK	Approved by ESC. Revision after introduction of EasyGo HUB and inclusion of ASFINAG as partner and more
3.0	2013.08.28	ASK/Haase	Approved by steering committee. Inclusion of limited parties. General update with comments
5.0	2014.11.03	ASK	Approved by steering committee. Update WG mandates. Update organisation chart. Minor modifications.
5.1	2016.03.08	ASK	Update of WG mandates
5.2	2016.05.31	ASK	Obligations defined by EasyGo strategy Inclusion of IT Service Agreement Election of chairman Update of mandates – ESC, EM and WGs
5.3	2016.16.23	ASK	Minor revisions after EM comments
6.0	2016.08.15	ASK	Approved by ESC

## 1 Introduction

The contractual basis for the organisation of EasyGo is defined by the Joint Venture Agreement (JVA), the Toll Service Provider Agreement (TSPA) and the applicable Annexes thereto listed in Annex 4.1 “*Overview of annexes to contracts JVA and TSPA*”.

This document describes the organisation which is responsible for coordinating operations and the development of the EasyGo services.

Further, this document defines the responsibilities and tasks of the involved entities.

The target group of this document is primarily the EasyGo interoperability management (EIM) and personnel involved in the daily operation of the EasyGo services.

## 2 Organisation

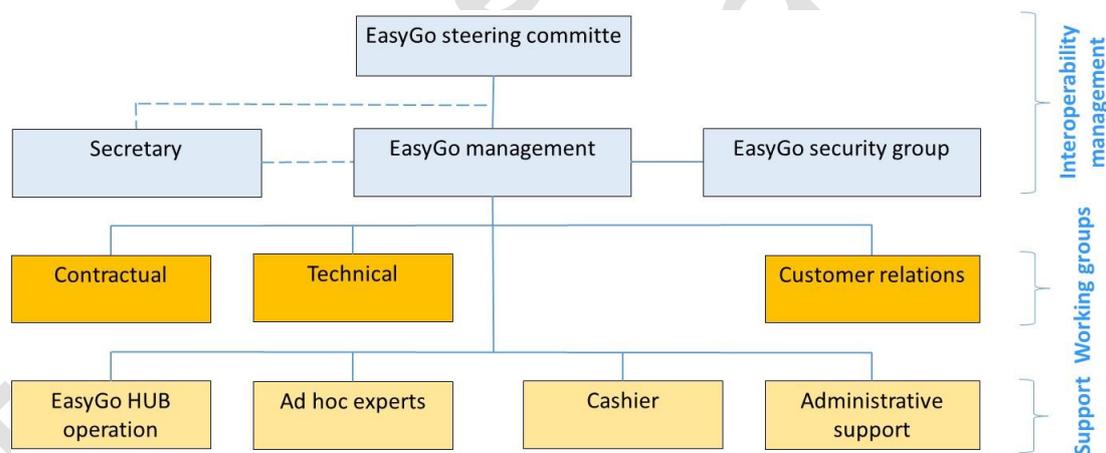
The operation of the EasyGo services is supervised by the EasyGo steering committee (ESC) defined in section 3 of the JVA. The JVA also facilitates the EasyGo management (EM) where the representatives of the General Parties perform its tasks. Security related tasks are handled in the EasyGo security group (ESG). Together ESC, EM and the ESG form the EIM.

To provide support for issues that require particular knowledge or experience, working groups and/or ad hoc experts can be used.

The EasyGo services require a close cooperation between the EM and each TC and TSP as well as between the TCs and TSPs themselves. The relations between the entities are therefore an important part of this document which defines the distribution of responsibilities.

The coordination of the day-to-day operational tasks for the EasyGo services lies within the responsibilities of the EM. The resources required for the daily operation are decided by the ESC; however, requirements in terms of resources are expected to be modest, as staff from the General Parties is assumed to handle these tasks.

The EasyGo support organisation is illustrated below:



**Figure 1 EasyGo support organisation**

The responsibilities of each group of the support organisation are defined in chapter three.

The table below shows the roles of each of the parties and the TSPs:

	EasyGo Basic		EasyGo+	
	TC	TSP	TC	TSP
<b>General Parties</b>				
ASFINAG	-	-	X	-
NPRA – Actors listed in annex 4.2	X	X	X	-
A/S Storebælt	X	-	X	-
Swedish Transport Agency	X	-	X	-
Øresundsbro Konsortiet I/S	X	X	X	-
<b>Limited Parties</b>				
Limited Parties listed in annex 4.4	X	-	-	-
<b>TSPs</b>				
ASFINAG European Toll Service <sup>1</sup>	-	-	-	X
BroBizz A/S	-	X	-	X
HH Ferries Helsingborg AB <sup>2</sup>	-	X	-	-

**Figure 2 EasyGo TCs, TSPs, services and roles**

In addition to the TCs and TSPs listed in figure 2, there are external TCs and TSPs that have bilateral agreements with individual EasyGo actors. Not all EasyGo SUs can use their OBEs at these external TCs and not all EasyGo TCs accept the OBEs from these external TSPs. They are therefore not considered part of EasyGo

<sup>1</sup> ASFINAG TSP

<sup>2</sup> HH Ferries Helsingborg AB is a Limited Party as TC cf. Annex 4.4

### 3 Responsibilities and staffing

It is important that the areas of responsibility concerning the operation of EasyGo as well as the agreements between the parties are clearly defined. Therefore, the following responsibilities have been assigned to the different management bodies:

#### 3.1 *EasyGo steering committee (ESC)*

The ESC has the following responsibilities:

- Overall responsibility for the EasyGo services
- Decide on the development of the EasyGo strategy
- Define the services within EasyGo
- Decide on changes to the contractual framework
- Decide on proposals from EM regarding the development of technical systems and/or procedures in EasyGo
- Ensure enough persons are supporting the EM
- Decide on the appointment of experts and/or working groups
- Approve EasyGo budget and financial reports
- Decide the quality framework and SLAs
- Decide on proposals from the ESG
- Evaluate and decide on a possible introduction of new types of TSPs for EasyGo
- Promote EasyGo among potential new TCs in Europe
- Decide on applications from Applicants (new TCs or new TSPs)
- Handle withdrawals of TCs or TSPs
- Handle disputes between TCs and TSPs, when they cannot be handled by the EM
- Handle commercial issues in EasyGo
- Handle communication with 3rd parties (EC, governmental bodies etc.) on EasyGo issues
- When in contact with suppliers EasyGo actors should:
  - Inform suppliers of the benefits of EasyGo
  - Inform partners in EasyGo of relevant developments etc.
- Liaise with authorities in relation to EasyGo. The chairman of the steering committee is the contact person in relation to the EU and other international institutional bodies on issues related to EasyGo

- Each member (general party) should, as far as possible, indicate to other members how long time it needs before it can vote on a decision in the ESC or execute a decision that has been agreed upon. Issues that require decisions from other parties than those involved in EasyGo (ministry, board of directors etc.) should be flagged in advance of the ESC meeting.
- Each party should try to influence local planning and implementation of new legislation to allow enough time to enable the parties to meet the requirements stated in the legislation. EasyGo should have at least a six-month period from new legislation is adopted until the solution is implemented to be able to plan, test and implement the new functionality.

The selection of organisations and individuals to the ESC is done according to subsection 3.5 of the JVA.

The ESC is comprised of one member of the Norwegian Public Roads Administration in the name of and on behalf of all the Norwegian toll road operators indicated in their role as ‘Toll Charger’ listed in Annex 4.2 and one member appointed by each of the other General Parties. The members of the ESC shall be appointed on the basis of required expertise and their primary objective shall be to support the entire EFC Interoperable Systems rather than looking after the interests of the individual parties.

The chairman of the ESC is elected by the voting members of the ESC and nominated for a period of one year.

### **3.2 EasyGo management (EM)**

The EM has the following responsibilities:

- Overall coordination of the operation of the EasyGo services
- Verify that the EasyGo services are running according to agreed procedures, quality measures and KPIs
- Handle problems/issues between the TCs and TSPs
- Identify the need for upgrading or changing the technical systems and/or procedures in EasyGo
- Continue to improve interfaces, documentation and test procedures to simplify the implementation of new actors in EasyGo (“Plug’n play”)
- When in contact with suppliers EasyGo actors should:
  - Inform suppliers of the benefits of EasyGo
  - Inform partners in EasyGo of relevant developments etc.
- Develop a draft budget according to subsection 5.5 of the JVA for the operation of EasyGo before the last ESC meeting before summer break to allow the parties to include the planned costs in their own budgets

- Develop a yearly budget according to subsection 5.5 of the JVA for the operation of EasyGo before the last ESC meeting in a year
- Present at least quarterly financial reports to the ESC showing the status compared to the approved budget
- Finalise the accounting for a calendar year before 15 January of the next year and invoice the parties based on the total cost for the calendar year according to the agreed contribution quotas defined in Annex 1.2
- Present the annual financial report, including a written presentation of activities, developments and trends, within 3 months after the end of the calendar year to the ESC
- Provide operational information to Limited Parties
- Evaluate, perform a credit assessment and recommend new TCs or new TSPs to the ESC
- Appoint the main contact person for a new TC or new TSP after the ESC approved an application
- Define an operational agenda for the coming period
- Monitor compliance with EETS
- Monitor quality as stated in Annex 3.7
  - Pro-active contact with TCs or TSPs who do not fulfil the KPIs (e.g. data not sent on time or with wrong content)
  - Assist TCs or TSPs with error correction
  - Make sure that the SLAs are fulfilled and counter measures are taken if they are not met
  - Follow up on defined measures to improve quality or remove problems
- Initiate updates of documents and develop procedures and systems to enable the best possible support to the EasyGo services
- Distribute updated procedures, guidelines and documentation to all parties and all TSPs.
- The leader of the EM invites to regular and ad hoc meetings when needed
- The representatives of the General Parties in the EM participate in the meetings of the ESC
- Prepare regular reports on operational issues to the ESC
- Propose experts / working groups to the ESC and establish them if approved by ESC
- Manage and report operational issues

- Prepare topics to be decided by the ESC including preparation of change requests and action requests
- Monitoring and management of the EasyGo trademark in cooperation with A/S Storebælt
- Contribute to the improvement of procedures for customer relations
- At least yearly check the support organisation and the defined decision making processes to identify any possible need for changes.

It should specifically be noted that the responsibilities of the EM do not include:

- Replace or perform tasks or responsibilities from individual TSPs or TCs
- Be part of customer relations personnel, but should contribute to improving procedures for customer relations
- Take financial responsibility beyond the EM's own budget/responsibility
- Replace or take responsibility from the parties or the TSPs

EM consists of one representative from each of the General Parties. It is assumed that the assigned tasks will be managed on a part-time basis.

TSPs are excluded from participation in EM meetings unless explicitly invited for a specific topic.

The leader of the EM is elected from the members of the group by the ESC and nominated for two years.

### **3.3 EasyGo security group (ESG)**

The main responsibilities of the ESG are:

- Develop and maintain the EasyGo security objectives
- Develop and maintain the EasyGo security profile
- Perform regular risk evaluations and revise the EasyGo security requirements.
- Perform ad-hoc risk evaluations when significant changes to the threat situation occur.
- Develop and regularly update test specifications for the parties and TSPs to test whether their security measures fulfil the selected requirements
- Report any security incidents to the EM pointing out appropriate counter measures
- In the event of non-conformance or breach of security related to events, security revisions, and other internal inspections, a systematic improvement and learning process shall be carried out in order to minimise the risk of similar events and non-conformances.

- The working groups and the ESG shall report the participation of TSPs in their status reports to the EM and the ESC.

The ESG should be a small group preferably not having more than one person participating per party and TSP. The participants shall have relevant EasyGo experience and technical background in security matters.

TSPs are explicitly invited to ESG meetings.

The leader of the ESG is elected from the members of the group by the ESC and nominated for two years.

The group acts on a mandate directly from the EM and may initiate activities in regard to security issues coming to their attention.

### **3.4 Secretary**

The secretary to the ESC and EM has the following responsibilities but not limited to:

- Organise meetings together with the hosting party
- Prepare agenda of meetings
- Prepare topics to be discussed and documents to handle in meetings including action requests and change requests
- Prepare minutes from meeting, notes etc.

The secretarial duties are handled by Sund & Bælt.

### **3.5 Ad-hoc experts**

It is not presumed necessary to have permanent experts but ad-hoc experts may be appointed if deemed necessary by EM and approved by ESC.

Ad-hoc experts may be appointed to assist either group on any issues deemed necessary.

### **3.6 Working groups**

The ESC has decided to have the following permanent working groups. The mandate of each group is described below. The ESC may decide to establish additional ad-hoc working groups to be active for a limited period of time.

The leaders of working groups shall be selected from the representatives of the general parties in the group. TSPs can be invited to participate in the working groups. The working groups shall report the participation of TSPs in their status reports to the EM and the ESC.

#### **3.6.1 WG1 – Contractual**

Working group 1 shall handle topics including but not limited to:

- Follow-up on relevant EU and national legislation of TCs and TSPs
- Develop and maintain the contractual framework in EasyGo
- Provide input on legal issues raised by ESC or EM

- Inform EM about issues that should be addressed by EM and or ESC
- Produce status / progress reports to EM at agreed times
- Provide information to WG2 and WG3 as well as EM and ESC as required

WG1 should be a small group preferably not having more than one person participating per General Party. The participants shall have relevant EasyGo experience in legal matters.

TSPs are explicitly excluded from participation in WG1 meetings.

The leader of WG1 is elected from the members of the group by the ESC and nominated for two years.

The group acts on a mandate directly from the EM and may initiate activities with regards to legal issues coming to their attention.

### **3.6.2 WG2 – Technical**

Working group 2 shall handle topics including but not limited to:

- Give input to KPIs related to technical issues, split on TC, TSP and EasyGo services
- Coordinate annual meetings with TSPs' and TCs' personnel responsible for data exchange
- Follow up on technical developments in EU projects (EETS, REETS ...) and international standardisation (CEN TC 278 WG1 / ISO TC 204 WG5 ...)
- Develop and maintain the technical annexes (2.x)
- Handle issues where the EasyGo HUB is involved
- Plan the implementation and testing of new features introduced in technical annexes
- Plan the implementation and testing of new TCs or new TSPs
- Register and maintain overview of plans concerning introduction of new functionality and equipment at any TC, TSP or EasyGo infrastructure, and follow up on implementation of these as described in Annexes 2.6 and 2.7.
- Collect advance information about plans for new functionality, equipment or changes etc. from TCs and TSPs
- Provide input on technical issues raised by ESC or EM
- Inform EM about issues that should be addressed by EM and or ESC
- Produce status / progress reports to EM at agreed times
- Provide information to WG1 and WG3 as well as EM and ESC as required

- Once per year (or when special opportunities occur) prepare a report to EM/ESC, which gives an overview of developments and trends of technology and solutions relevant to EasyGo. The report should be made after the yearly ITS world congress which are considered to show the state of the art.

WG2 should be a medium sized group preferably having all relevant persons from the parties and the TSPs represented that are needed to solve technical issues. The participants shall have relevant EasyGo experience in technical matters.

TSPs are explicitly invited to WG2 meetings.

The leader of WG2 is elected from the members of the group by the ESC and nominated for two years.

The group acts on a mandate directly from the EM and cannot initiate any activities without prior acceptance from the EM.

### **3.6.3 WG3 – Customer relations**

Working group 3 shall handle topics including but not limited to:

- Give input to KPIs related to customer relations, split on TC and TSP services
- Follow-up on reporting and evaluation of KPIs as agreed with EM
- Currently address topics related to customer relations, when relevant, based on
  - “Cases” reported from TCs or TSPs since last meeting
  - Topics identified by EM and/or ESC
  - Monitoring number and type of “frequently asked question” and thereby determine if specific actions or information activities are needed
  - Develop and maintain a chapter with frequently asked questions in document 905/ easygo.com
- Identify procedures in customer relations that need to be developed or revised
- Develop and describe required procedures for customer relations
- Propose changes / updates to document 905 and contractual annexes and produce these updates if agreed with EM / ESC
- Invite TSPs to take part in WG3 in EasyGo to improve procedures on customer relations
- Organise customer relations seminars
- Monitor easygo.com to make sure that user information is correct and updated at all times
- The websites of the TCs and TSPs shall constantly be reviewed to guarantee the readability and usability to the SUs. Findings shall be forwarded to EM.
- Inform EM about issues that should be addressed by EM and or ESC

- Produce status / progress reports to EM at agreed times
- Provide information to WG1 and WG2 as well as EasyGo management and steering committee as required
- Plan and execute possible user polls
- Make information about EasyGo available on easygo.com

WG3 should be a small group and preferably not have more than one person per General Party and TSP. The participants shall have relevant EasyGo experience in customer service work etc.

TSPs are invited to WG3 meetings

The leader of WG3 is elected from the members of the group by the ESC and nominated for two years.

The group acts on a mandate directly from the EM and cannot initiate any activities without prior acceptance from the EM.

### **3.7 Support functions**

#### **3.7.1 EasyGo HUB**

The EasyGo HUB is being operated and maintained by an “Appointed party”. The technical, operational and commercial conditions between the “Appointed party” and the “Service recipients” (EasyGo TCs and TSPs as well as external TCs and TSPs sending or receiving transactions via the EasyGo HUB) are described in the IT Service Agreement.

The operation of the EasyGo HUB is currently handled by Sund & Bælt Holding A/S

#### **3.7.2 EasyGo cashier**

Sund & Bælt holds the position as EasyGo cashier under the responsibility of the EM. Invoices regarding the operation of EasyGo shall be addressed to:

Sund & Bælt Holding A/S  
Vester Sogade 10  
DK-1601 Copenhagen V  
CVR-no (VAT-ID): DK15694688

#### **3.7.3 Administrative support**

This includes:

- Document management is done by Sund & Bælt and the secretary
- First line recipient of error messages / KPI-violations (see annex 3.7 chapter 3.4)

#### **3.7.4 Other**

The following support functions have been defined:

- The operation of the WEB-hotel (eRoom) is managed by NPRA

- The EasyGo website and Intranet is managed by Sund & Bælt Holding A/S  
Staffing of the support functions is organised within the responsible parties.

Internet COPY  
www.easygo.com

## 4 Management reports

### 4.1 Reporting to the ESC

The reporting to the ESC must include:

1. Overall status
2. Operational issues
3. Contractual and financial issues
4. Quality
5. Status working groups
6. Implementations and projects
7. Document status

The reporting may also include information about possible new TCs or TSPs, situations which have occurred, legal or institutional issues, customer relations or procedural topics which may be of interest to the ESC.

### 4.2 Reporting to EM

Each General Party shall report on the following topics to EM:

- Quality reporting as specified in Annex 3.7
- Events to be addressed by the EIM
- Planned implementations
- Status of implementations

Such reporting shall take place at each EM meeting or when requested by EM.

Each working group shall report on the following topics to EM:

- Main activities of the last period
- Events to be addressed by the EIM
- Tasks in the coming period
- Next meeting(s) planned

Such reporting shall take place when requested by EM

### 4.3 Operational information to Limited Parties

While General Parties are represented in the ESC, the EM and the working groups in EasyGo, a Limited Party has no representatives in these organs. This requires that the EM informs the Limited Parties about any decisions taken according to subsection 11.3 of the JVA.

If a Limited Party disagrees with a decision taken, it may withdraw prematurely from the JVA according to the rules set forth in subsection 8.2 of the JVA.

Internet  
www.easygo.com  
COPY