

MINIMUM STANDARD Z/15 – ASSET OWNERS MANUAL

1. PURPOSE

The purpose of the Asset Owner's Manual (AOM) is to ensure that all information required to operate and maintain the asset (including all project documentation) is provided to the Client following practical completion and prior to completion of the defects notification period. The AOM is designed to ensure that there is a seamless transfer of responsibilities between the Consultant and the Client during the handover phase of the physical works. The Consultant must manage the handover process to ensure the appropriate parties are involved at due times, and that management of the asset is a continuous process inclusive of all ongoing project requirements, in accordance with the *Capital Projects Handover Checklist* (form PSF/3g).

The Consultant shall refer to the Professional Services Guide *Asset Owner's Manual* PSG/15 and consider the table headings that can be selected and incorporated in to the AOM appropriate to the project. The list is not exhaustive or exclusive, and the Consultant shall consider all project-specific issues that may be relevant or stipulated in the scope of the physical works contract. The Consultant is expected to understand the intent of the AOM, the general scope of coverage to be considered, and deliver the most appropriate document to the Client to transfer the knowledge required to ensure ongoing appropriate management of the asset.

2. INCLUSION OF ISSUES

As a minimum, the Consultant shall ensure the AOM addresses the following issues:

Project Overview: The AOM shall include a brief statement detailing the purpose of the project and the primary/principal/anticipated focus of operations and asset management in the future.

Environmental Management: The AOM shall identify all ongoing operational and maintenance requirements for social and environmental aspects of the project, any ongoing matters of liaison or consultation, and any suggestions for ongoing enhancement especially in accordance with the Client's Environmental Plan. The AOM should also include all statutory approvals and their conditions approved as part of the project (including those obtained during the construction phase) and requirements for monitoring, measure and reporting. Furthermore, any special environmental or social features of the project (including those relating to statutory approvals) shall have an explanation of the purpose of the feature and the expected maintenance regime related to those features. For example, storm water management systems eventually become repositories for contaminants therefore monitoring, testing and clean-out specifications should be detailed.

Further direction on the matters to be considered is provided in Professional Services Guide *Asset Owner's Manual* (PSG/15).

Design: The AOM shall identify the expected design life assumptions and maintenance renewal requirements. This shall include identification of special design features that have been included in the project and explanation of maintenance assumptions that were made during design relating to these. This shall also include coverage of the pavement design and structural features that will require special attention (e.g. maintenance of noise walls).

Construction: The AOM shall include a commentary on any construction outcomes that will impact on future maintenance. It is not expected that the commentary would include anything that should be obvious to the Client's Network Management Consultant, but the AOM must include all items that impact on short to medium term performance of the asset. For example, the AOM for some projects would need to:

- Identify sections where special sub-grade treatment was required because of site conditions.
- Comment on areas where the final surface was marginal prior to surfacing.
- Identify areas where sub-optimal application rates of bitumen were achieved.
- Comment on the location of services in relation to structures that may require excavation as part of maintenance.
- Allow for future programming of remedial works for ongoing deformation of formation with consequent effects on ride and/or services due to settlement.
- Identify where design changes were required as a result of issues during construction.

Contractual: The AOM is to explain the status of the various elements of the construction in terms of defect liability etc. For example:

- If the pavement has a twelve-month defect notification period, then if it is intended that the maintenance contractor will attend to any defects that arise during that period, the AOM must state this explicitly;
- If planting is required, there should be a required survival rate and re-planting responsibilities should be contractually defined; and
- The specific demarcations between contractors that applies during the defect liability period, are to be stated and the AOM must detail the maintenance uptake programme transferring responsibilities between them.

Property: The AOM shall identify any outstanding property issues that need to be resolved following completion of the works and identification of final boundaries.

Risks and Liabilities: The AOM shall consider any other remaining risks and liabilities that need to be monitored, whether identified in the Activity Risk File or otherwise, and identify any consequent triggers that require future response, e.g. complaints and data quality objective for monitoring and testing requirements.

Maintenance and Inspection: The AOM shall specifically detail any recommendations for the ongoing maintenance and inspection programme, including those arising from any particular issues raised under the headings above. This shall include an outline of the expected maintenance programme. Any specific maintenance specifications developed by the Consultant for the specific management of the affected asset, are to be attached and any further related works and timing, including special interim regimes, are to be identified.

Health and Safety: The Consultant shall include all information relevant to the health and/or safety of the Client's employees or suppliers who will be:

- Operating new equipment that is installed as part of the works, and

- Carrying out ongoing maintenance, cleaning, alteration or demolition of any part of the works.

Costs: The AOM must identify any ongoing costs that the Client will be required to meet. The Consultant may recommend a particular maintenance focus that should be applied by the Client (e.g. future safety improvements or ongoing landscaping etc).

3. CAPITAL PROJECTS HANDOVER CHECKLIST (FORM PSF/3G)

The checklist is not exhaustive or exclusive, and the Consultant shall also consider all project-specific issues that may be relevant or stipulated in the scope of the physical works contract for inclusion in the AOM.

4. DELIVERY

A draft AOM must be provided for Client review and the final AOM accepted before operational responsibility for any component of the project transfers from the Project Team to the Client.

If the Client does not accept the AOM, it is the responsibility of the Consultant to undertake all further work to ensure the AOM is of a standard acceptable to the Client.