

ISLE OF WIGHT COUNCIL - HIGHWAYS PFI

SCHEDULE 34 – FAIR AND EQUITABLE OPERATIONS PROTOCOL

SCHEDULE 34

Fair and Equitable Operations Protocol

The Service Provider shall comply with the provisions of this Fair and Equitable Operations Protocol, namely:

1. to ensure that all users of the Highway are treated in a fair and equitable manner;
2. to be consistent in their dealings with users of the Highway and not to favour or disfavour any user of the Highway;
3. to comply with all legal and legislative requirements where applicable;
4. to comply with all statutory guidance, protocols, policies and procedures where applicable;
5. to comply with all Authority guidance, protocols, policies and procedures where applicable;
6. not to take any decision(s) or action(s) which may be considered by a reasonable person to be perverse or unreasonable or disproportionate and liable to be quashed;
7. to obey the rules of natural justice; and
8. to take such reasonable actions as are appropriate to minimise the risk of Judicial Review.