

**Annex C (Accreditation Procedure)**

Annex to the EETS Domain Statement concerning the Danish Kilometer Tolling Scheme

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## 1 DOCUMENT HISTORY

Date of first appearance of this entry into the register	1 February 2024
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## 2 DEFINITIONS AND ABBREVIATIONS

All definitions in the EETS Domain Statement shall have the same meaning in this Annex.

In addition to the definitions in the EETS Domain Statement the following definitions shall apply for this Annex:

**"Application Deadline"** shall have the meaning as set out in section 4.1.1.

**"Application Period"** shall have the meaning as set out in section 4.1.1.

**"Accreditation Procedure"** means all technical, procedural and contractual steps which are defined and managed by the Toll Charger and which are to be followed by the EETS Provider in order to be authorised to provide its services in the respective toll domain. The accreditation procedure described in this Annex covers accreditation under the Danish Kilometer Tolling Scheme.

**"Delivery Date"** means the date when the provision of the Services by the EETS Provider shall commence according to the Time Schedule of the Accreditation Procedure described in this Annex.

**"Letter of Application"** shall have the meaning as set out in section 4.1.1.1.

**"Operation Date"** means the date when the Toll Charger has approved in writing that the EETS Provider has successfully become accredited to the KmToll Scheme.

**"Phase"** means a certain time period during the Accreditation Procedure for which there are some specific requirements as well as the possibility of reduction in the deposit paid by the EETS Provider to the Toll Charger depending on the EETS Provider's compliance with the Phase requirements.

**"Time Schedule"** means the defined schedule for the Accreditation Procedure which the EETS Provider must comply with in order to get accredited to the KmToll Scheme. The Time Schedule is depicted in section 4.

## 3 INTRODUCTION

The Accreditation Procedure under the KmToll Scheme is structured in rounds (first round, second round etc.). The first round of Accreditation Procedure causes for a special approach since accreditation takes place simultaneously with the KmToll Scheme being implemented. This way of structuring the Accreditation Procedure places high expectation on the EETS Provider contributing with the necessary resources, meet agreed deadlines etc.

This Annex will in its first version be mainly focused on the Accreditation Procedure for the first round of accreditation. As the implementation of the KmToll Scheme, and thus the first round of accreditation, progresses, this Annex will be adapted to reflect the Accreditation Procedure expected for a new EETS Provider applying to the KmToll Scheme after the date where the scheme has been commissioned.

The Toll Charger requires that the EETS Provider in addition to the Agreement signs an Addendum concerning the EETS Provider's obligations during the Accreditation Procedure. Since a contractual relationship between the Toll Charger and the EETS Provider is entered early in the Accreditation Procedure, this means that e.g., delay of critical milestones and/or Phases or non-compliance with the terms in general equates contractual breach. In such cases, the Toll Charger will have the option to terminate the contract for cause, thus, end the Accreditation Procedure with the EETS Provider. For specifics regarding the steps of contract signature and the contractual terms in general please refer to section 4.2 of this Annex and/or the Agreement and the Addendum.

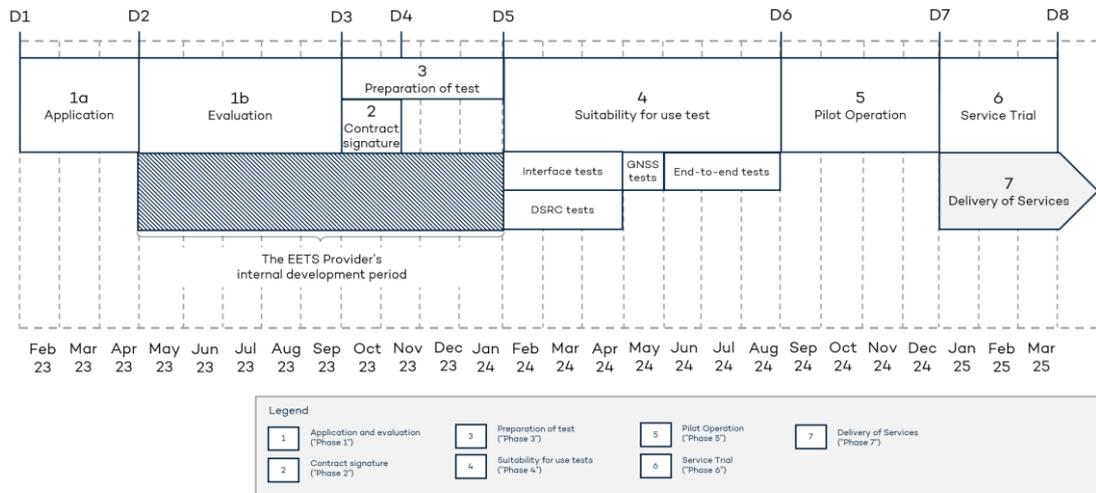
The next sections of this Annex are structured as follows:

- (i) **Section 4:** In this section, the overall Time Schedule for the Accreditation Procedure are presented. For each Phase of the Accreditation Procedure the scope and deadlines are described including any information relevant for the EETS Provider.
- (ii) **Section 5:** In this section, requirements related to project management during the Accreditation Procedure pertaining to the EETS Provider is described.
- (iii) **Section 6:** In this section, the Toll Charger’s collaborative organisation during the Accreditation Procedure is described as well as general requirements concerning communication between the EETS Provider and the Toll Charger.
- (iv) **Section 7:** In this section, relevant information concerning the second round of the Accreditation Procedure are detailed.

**4 TIME SCHEDULE**

The EETS Provider who wishes to participate in the Accreditation Procedure under the KmToll Scheme must follow the Time Schedule shown in Figure 1.

**Figure 1.** Time Schedule for the Accreditation Procedure



During the Accreditation Procedure the EETS Provider will have to meet a number of deadlines, however, there are four main milestones that the EETS Provider should be aware of:

- (i) **Application Deadline:** 1 May 2023 (D2).  
The Toll Charger must have received the EETS Provider’s Letter of Application no later than the 1 May 2023.
- (ii) **Initiation of suitability for use test:** 1 February 2024 (D5).  
The EETS Provider must be ready to initiate Phase 4, suitability for use test, no later than the 1 February 2024.
- (iii) **Initiation of the Pilot Operation:** 1 September 2024 (D6)  
The EETS Provider must be ready to initiate Phase 5, Pilot Operation, no later than 1 September 2024.
- (iv) **Delivery of Services and initiation of the Service Trial:** 1 January 2025 (D7).  
The EETS Provider must be ready to deliver its’ Services to the EETS Users and initiate the Service Trial no later than the 1 January 2025.

The overall phases of the Accreditation Procedure are listed in Table 1. Table 1 includes information regarding the objective of each Phase including the indicative dates for start, end and duration of the Phase.

**Table 1.** The Phases of the Accreditation Procedure

#	Phase	Objective	Start date	End date	Duration
1	<b>Application and evaluation</b> (the "Phase 1")	The Toll Charger receives the EETS Provider's application and evaluates the EETS Provider's solution and Services.	D1	D3	8 months
2	<b>Contract signature</b> (the "Phase 2")	The Toll Charger and the EETS Provider conclude the contractual agreement by signing the Agreement and Addendum.	D3	D4	1.5 months
3	<b>Preparation of test</b> (the "Phase 3")	The Toll Charger shares detailed test documentation and test planning with the EETS Provider. Both parties prepare their internal systems for suitability for use test.	D3	D5	4 months
4	<b>Suitability for use test</b> (the "Phase 4")	Tests are performed to demonstrate the compliancy of the EETS Provider's developed solution to the domain specific requirements and suitability for use within the KmToll Domain.	D5	D6	7 months
5	<b>Pilot Operation</b> (the "Phase 5")	Real-time test operation of the entire KmToll Scheme with participation of real EETS Users of the EETS Provider, without billing of the EETS Users.	D6	D7	4 months
6	<b>Service Trial</b> (the "Phase 6")	The EETS Provider demonstrates to the Toll Charger 100 consecutive day's performance according to KPI and service levels without failure in order to conclude and pass the Accreditation Procedure.	D7	D8	3 months
7	<b>Delivery of Services</b> (the "Phase 7")	Start of operation commences at the same time as the Service Trial. The EETS Provider is ready to provide its' Services to the EETS Users. Operation continuous until the Parties, for whatever reason, decide to end the Agreement.	D7		

In case the EETS Provider is in delay of a Phase or the Time Schedule in general the Toll Charger reserves the right to take measures, these measures are detailed in the Addendum.

In the following sub-sections, each step of the Accreditation Procedure is described. The Toll Charger's requirements for the EETS Provider as well as relevant information for the EETS Provider's participation in the Accreditation Procedure are described in detail.

## 4.1 Phase 1: Application and evaluation

The Toll Charger is responsible for the substantive and practical organisation of the process pertaining to reviewing and evaluating the application and presentation received from the EETS Provider.

If the EETS Provider wishes to provide Services under the KmToll Scheme it shall participate in the Accreditation Procedure designed by the Toll Charger as described in this document, starting with forwarding its application to the Toll Charger according to the requirements in section 4.1.1.

### 4.1.1 Step 1a: Application

The EETS Provider shall forward its application to the Toll Charger, in the time frame between February 2023 to April 2023 (the "**Application Period**") indicating the EETS Provider's interest and intent to participate in the Accreditation Procedure.

The EETS Provider's application must be received by the Toll Charger no later than 1 May 2023 (the "**Application Deadline**"). An application received after the Application Deadline will not be considered by the Toll Charger, thus, the EETS Provider applying too late for the Accreditation Procedure will not be allowed by the Toll Charger to participate in said procedure.

The EETS Provider is allowed to pose questions regarding procedures and/or published documentation related to the Accreditation Procedure and/or the KmToll Scheme in general during the Application Period. Questions must be sent to the Toll Charger via the e-mail address [EETS-KmToll@sbf.dk](mailto:EETS-KmToll@sbf.dk).

#### 4.1.1.1 Review of the EETS Provider's Letter of Application

It is a pre-condition that, before filing its application, a Service Provider is registered as an EETS Provider in compliance with article 3 of the Directive (EU) 2019/520 of the European Parliament and of the Council.

The EETS Provider's application to the Toll Charger shall include information regarding:

- (i) The identity of the EETS Provider, including name of the EETS Provider's company, postal address, postal code and country code, national company registration number, and if the EETS Provider has one, a Danish company registration number;
- (ii) The name and contact details of the person responsible for the follow-up of the Accreditation Procedure on behalf of the EETS Provider;
- (iii) The EETS registration status, proving the actual registration as an EETS Provider in one of the EU Member States by means of an extract of the respective EETS National Register and/or any additional documentation providing such evidence; and
- (iv) A list of the OBE that the EETS Provider intend to make available to its customers for use under the KmToll Scheme.

The above listed information is collectively referred to as the "**Letter of Application**".

The EETS Provider can submit its Letter of Application to the Toll Charger via the e-mail address [EETS-KmToll@sbf.dk](mailto:EETS-KmToll@sbf.dk). Within five (5) Business Days after receipt of the Letter of Application from the EETS Provider, the Toll Charger shall confirm its receipt to the EETS Provider.

The Toll Charger reserves the right to request additional information from the EETS Provider in case the Letter of Application is not complete or does not include sufficient information for the Toll Charger to execute its review.

Upon completion of its review of the EETS Provider's Letter of Application, and no later than twenty (20) Business Days after receipt, the Toll Charger will provide a formal feedback communicating

whether the Letter of Application has been approved or not, and in case the reasons for the application not having been approved.

### 4.1.2 Step 1b: Evaluation

In case, the EETS Provider's Letter of Application has been approved the EETS Provider will be invited to a meeting by the Toll Charger where the EETS Provider shall provide the Toll Charger with a presentation. The presentation must be structured according to a certain number of elements defined by the Toll Charger, which are further detailed in this section.

The Toll Charger is responsible for inviting the EETS Provider to the meeting. The meeting shall take place in person at the Toll Charger's headquarters at Vester Søgade 10, 1601 Copenhagen. In the event, that it is not possible to conduct the meeting in person, the meeting will be conducted as a remote meeting using Microsoft Teams.

The EETS Provider will get minimum one (1) months' notice to prepare the presentation according to the Toll Charger's requirements from the time the EETS Provider receives the invitation from the Toll Charger.

Upon completion of the meeting and evaluation of the EETS Provider's presentation the Toll Charger will provide formal feedback communicating whether the EETS Provider has been approved or not for participating in the suitability for use test, and in case the EETS Provider is not approved the reasons for this.

#### 4.1.2.1 The EETS Provider's presentation and the Toll Charger's evaluation criteria

Table 2 contains information on the elements that the EETS Provider's presentation must contain, including the evaluation criterion and its weighting and also information regarding the emphasis of the Toll Charger and how each element is expected to be evaluated.

**Table 2.** Requirements for the EETS Provider's presentation and related evaluation criteria

Evaluation criteria and weighting	Elements to be included in the EETS Provider's presentation	The emphasis of the Toll Charger in its evaluation
<b>Organisation, sales model and cooperation with the Toll Charger</b>  (25%)	<p>In its presentation, the EETS Provider must include a description of its organisation including the list of subcontractors the EETS Provider will use to deliver EETS in Denmark, as well as, a description of the sales model that the EETS Provider will apply (direct customers, sales partner, or similar) and division of responsibilities.</p> <p>Furthermore, the EETS Provider shall describe the intended cooperation organisation towards the Toll Charger during the Accreditation Procedure.</p>	<p>The Toll Charger will in its evaluation put emphasis on the EETS Provider's demonstrating a qualified organisation where the interaction with subcontractors and/or sales partners are clearly defined and also the liability of each party regarding the Toll Charger's requirements. Furthermore, the Toll Charger will put emphasis on the EETS Provider's approach to project management in cooperation with the Toll Charger during the Accreditation Procedure.</p>
<b>Business plan</b>  (12.5%)	<p>In its presentation, the EETS Provider must include a business plan detailing at least the estimated toll revenue and the number of active OBE expected for the first five (5) years of operation.</p>	<p>The Toll Charger will in its evaluation put emphasis on the EETS Provider having a business plan concerning delivery of Services under the KmToll Scheme and that the plan is well-considered and realistic.</p>
<b>OBE information</b>  (25%)	<p>In its presentation, the EETS Provider must include information regarding the OBE which the EETS Provider will provide its customers with under the KmToll Scheme, this shall as a minimum include:</p> <ul style="list-style-type: none"> <li>the type of OBE (namely the manufacturer/supplier and the product</li> </ul>	<p>The Toll Charger will in its evaluation put emphasis on that the EETS Provider's OBE fulfil the Toll Charger's requirements, the EETS Provider's experience with handling of GNSS OBE in general and that the EETS Provider has a</p>

	<p>model), its hardware/software version and plans for revisions of such OBE (types and versions) over the upcoming 3 to 5 years, if anything already planned;</p> <ul style="list-style-type: none"> <li>information about whether and where the OBE is already in operation for other EETS Domains; and</li> <li>the solution proposed to the EETS Users in case of OBE failure.</li> </ul>	<p>clear procedure for handling situations of OBE failure.</p>
<p><b>Technical solution</b> (25%)</p>	<p>In its presentation, the EETS Provider must include a detailed description of the technical solution that the EETS Provider will develop and/or adapt in order to meet the technical requirements of the Toll Charger, cf. Annex E (Technical Conditions) and Annex F (Interface Specifications).</p> <p>This could include, but are not limited to, information concerning:</p> <ul style="list-style-type: none"> <li>Interfaces</li> <li>IT system architecture</li> <li>IT security and data protection</li> <li>Incident and change management procedures</li> </ul>	<p>The Toll Charger will in its evaluation put emphasis on the EETS Provider's plan for the development and/or adaptation of their technical solution to fit the Toll Chargers requirements, including how the EETS Provider sees that its internal development and/or adaptation fits into the time schedule for accreditation including resource allocation and testing.</p>
<p><b>Operational processes and 3rd parties</b> (12.5%)</p>	<p>In its presentation, the EETS Provider must include a detailed description of the operational organisation, processes and KPI handling that the EETS Provider will provide in order to meet the service conditions of the Toll Charger, cf. Annex I (Service Conditions) and Annex G (Key Performance Indicators).</p> <p>This includes processes and KPIs towards 3rd parties that will guarantee the EETS Provider will be in a position to reach its own KPIs and service levels towards the Toll Charger.</p>	<p>The Toll Charger will in its evaluation put emphasis on the EETS Provider's ability to operate their Services as well as operating in corporation with 3rd parties, if any. Furthermore, the Toll Charger emphasises the EETS Provider's approach to cooperation with the Toll Charger during the operation including clearly defined roles and responsibilities.</p>
<p><b>Risk management</b></p>	<p>In its presentation, the EETS Provider must on the basis of the Risk Management Plan present the most critical risks identified specifically for the Danish Kilometer Tolling Scheme and the measures to be taken by the EETS Provider to mitigate them.</p>	<p>Information concerning risk management of the EETS Provider will not be included in the overall weighted score of the EETS Provider. However, the Toll Charger will put emphasis on the EETS Provider's risk management abilities in its overall evaluation.</p>
<p><b>Other</b></p>	<p>In its presentation, the EETS provider may include any information that the EETS Provider will consider important to share with the Toll Charger.</p>	<p>Any additional information from the EETS Provider will not be included in the overall weighted score of the EETS Provider but may be given to Toll Charger to support the EETS Provider's presentation.</p>

For the purpose of evaluating the EETS Provider based on its' presentation, the Toll Charger will use the following scale for each of the evaluation criterion:

Excellent	10 points
Extremely satisfactory	9 points

Very satisfactory	8 points
Above satisfactory	7 points
A little above satisfactory	6 points
Satisfactory / average	5 points
A little below satisfactory	4 points
Below average	3 points
Less than satisfactory	2 points
Not Satisfactory	1 point

The evaluation model is designed to give an overall picture of the EETS Provider's ability to successfully perform and cooperate during the Accreditation Procedure and also to provide a transparent basis for a potential collaboration between the Toll Charger and the EETS Provider during the Accreditation Procedure.

The overall weighted score of the EETS Provider will serve as a basis for dialogue between the Toll Charger and the EETS Provider in relation to risks, planning and the collaboration in general. If the EETS Provider receives a score below 5 a discussion will be needed between the Toll Charger and the EETS Provider about what measures are necessary to ensure the Accreditation Procedure is not jeopardised.

### 4.1.2.2 Documentation requirements

In addition to the presentation the EETS Provider must provide the Toll Charger with the following supporting documentation to be used as part of the evaluation.

The EETS Provider shall provide all documents in English, with the exception of certificates which are allowed to be provided in the national language of the EETS Provider if no English translation is available. However, if the EETS Provider has an English translation this should be provided as well.

**Table 3.** Documentation requirements

Related evaluation criteria	#	Supporting documentation	Requirement
<b>Business plan</b>	1	Business plan detailing as a minimum the estimated toll revenue and the number of active OBE expected for the first five (5) years of operation broken down per month.  <b>NB</b> The Business Plan can be documented as part of the presentation or separately.	Mandatory
<b>OBE information</b>	2	The EU Declaration(s) (OBE Certificates) proving conformity of each OBE types and versions to be used in the KmToll Domain.  For OBE Type 2 a self-declaration from the OBE manufacturer is required. This self-declaration shall prove conformity of the OBE on the same level as a standard EU Declaration.	Mandatory
<b>Technical Solution</b>	3	ISAE 3402 Type 2 auditor statement, or ISO 270001 Certificate	Optional
	4	A threat analysis addressing the risk set out in ISO 19299 Annex D.	Mandatory
	5	A clear plan for Business Continuity which shall as a minimum include: <ul style="list-style-type: none"> <li>A policy for availability management, no more than 3 to 6 pages – for the EETS Providers company</li> </ul>	Mandatory

		<ul style="list-style-type: none"> <li>A policy for information security aspects of business continuity, no more than 3 to 6 pages – for the EETS Providers company</li> <li>Business Continuity Plan (BCP), no more than 5 to 8 pages – for the EETS Provider’s company and in relation to the KmToll Scheme</li> <li>Disaster Recovery Plan (DRP), no more than 15-30 pages – for the EETS Providers company and in relation to the KmToll Scheme</li> </ul> <p><b>NB</b> The framework from ISO27001:2023-17 (Annex 17 Business Continuity) can be used to fulfill this requirement.</p>	
	6	<p>A process description of patch and vulnerability management. This is no more than 4 to 10 pages describing how the EETS Provider identifies and mitigates cybersecurity issues.</p> <p>The process description should be structured according to the following elements:</p> <ul style="list-style-type: none"> <li>Scope</li> <li>Purpose</li> <li>Definition of</li> <li>Goals</li> <li>Schedule</li> <li>Controls</li> </ul>	Mandatory
	7	<p>A description of how the EETS Provider has implemented an Information Security Management (ISM) System.</p> <p><b>NB</b> Please refer to ISO 19299 page 11, requirement no. RQISMS.01/02 and page 121.</p>	Mandatory
<b>Risk management</b>	8	<p>Risk Management Plan with risk identified specific for the Danish Kilometer Tolling Scheme as well as mitigating actions.</p> <p>Risk identified as part of the threat analysis should also be included in the Risk Management Plan.</p>	Mandatory
<b>Other</b>	9	Certificate of EETS Registration	Mandatory

To demonstrate compliance to the security requirements stated in Annex E (Technical conditions), document number #3 to #7 shall be prepared by the EETS Provider. Document number #3 to #7 is not delivered at the same time as the remaining documentation but shall be delivered prior to initiating Phase 5 (Pilot Operation). The same shall apply to the risks identified as part of the threat analysis. The exact timeframe for delivery of these documents will be communicated to the EETS Provider.

The Toll Charger reserves the right to request additional information and/or documentation if this is deemed necessary. Additional requested information and/or documentation must be sent to the Toll Charger as soon as possible after the Toll Charger has made the request.

#### 4.2 Phase 2: Contract signature

If the Toll Charger approves the EETS Provider during Phase 1, the EETS Provider moves on to Phase 2, where the contractual agreement, with the Toll Charger must be concluded.

Conclusion of the contractual agreement must be signed before initiating suitability for use test, the reason for this, is that the Toll Charger expects the EETS Provider to devote resources and

demonstrate commitment to meeting the established Time Schedule and in general to comply with the terms and conditions of the contractual agreement during the Accreditation Procedure.

The contractual agreement consists of an Agreement concerning delivery of Services and an Addendum concerning the EETS Provider's obligations during the Accreditation Procedure.

The templates for the Agreement and the Addendum are made publicly available, and the newest version of these documents are available at the Toll Charger's website.

In Phase 2 it will be possible for the EETS Provider to ask questions of clarifying nature prior to signing the Agreement and Addendum, however, the contractual agreement will not be subject to negotiation. The same terms and conditions will apply to all EETS Providers.

Signed copies of the Agreement and Addendum will be subject to confidentiality to protect sensitive information of the EETS Provider.

#### 4.2.1 **Participation fee and deposit**

The Toll Charger will charge a fee for participation in the Accreditation Procedure of **DKK 500,000**. The fee for participation must be paid by the EETS Provider to the Toll Charger according to the terms and conditions in the Addendum.

Furthermore, the EETS Provider is required to pay a deposit of **DKK 1,000,000** to the Toll Charger as a security for the EETS Provider's commitment to the Time Schedule. The deposit must be paid by the EETS Provider to the Toll Charger and released back to the EETS Provider by the Toll Charger according to the terms and conditions in the Addendum.

#### 4.2.2 **Credit rating**

The EETS Provider must undergo a credit rating. The Toll Charger is responsible for conducting the credit rating based on the information received from the EETS Provider as part of the Letter of Application. According to the Agreement the credit rating serves to determine the payment terms applicable for the EETS Provider and whether the EETS Provider is required to provide an on-demand guarantee or make a bank deposit to the Toll Charger. For details, please refer to the Agreement.

#### 4.2.3 **Contractual documents to be signed**

As part of Phase 2, a number of contractual documents need to be signed by both the EETS Provider and the Toll Charger. Both parties have a responsibility to ensure that the following takes place:

- (i) that the Agreement is signed;
- (ii) (if applicable) that the EETS Provider issues an unconditional and irrevocable bank guarantee, cf. the terms in Annex 1A (Bank Guarantee) and/or deposit, cf. the terms in Annex 1B (Deposit) to the Toll Charger and that Annex 1A and/or Annex 1B are signed;
- (iii) that the EETS Provider complies with the documentation requirements of the Toll Charger as part of Phase 1 and that the EETS Provider's compliance with these requirements are documented in Annex 2 (Pre-conditions) and that Annex 2 is signed;
- (iv) that the Addendum is signed, thus, declaring the EETS Provider's intention to follow the Time Schedule and requirements pertaining to the Accreditation Procedure; and
- (v) that the EETS Provider pays the participation fee and issues the deposit for participation in the Accreditation Procedure cf., the terms in Appendix 1 to the Toll Charger, and that Appendix 1 is signed.

Completing the above listed activities and signing the listed contractual documents is a prerequisite before the Toll Charger can allow the EETS Provider to move on to Phase 3.

#### 4.3 **Phase 3: Preparation of test**

The purpose of Phase 3 is that the EETS Provider and the Toll Charger jointly prepare for the suitability for use tests including checking connectivity/integration between the EETS Provider and the Toll Charger's back-office systems. Details on Phase 3 are found in Annex H (Testing).

#### 4.4 **Phase 4: Suitability for use tests**

The purpose of Phase 4 is for the EETS Provider to demonstrate of suitability for use, by following the suitability for use tests structured by the Toll Charger. The suitability for use tests include the following types of tests:

- (i) **Interfaces tests:** the objective of this test is to verify the exchange of data between the EETS Provider and the Toll Charger's back-office systems to ensure proper functioning of the toll collection system;
- (ii) **DSRC tests;** the objective of this test is to check if the DSRC communication between the EETS Provider's OBE and the Toll Charger's roadside equipment is correct, complete and reliable;
- (iii) **GNSS tests;** the objective of this test is to verify the accuracy, availability, correctness and timeliness of the positioning data forwarded from the EETS Provider's OBE to the Toll Charger's back-office systems; and
- (iv) **End-to-end tests:** the objective of those tests is to validate the correct functioning of all components of the technical solution and the business processes of the EETS Provider to ensure proper functioning of both the toll collection system and enforcement system.

Detailed requirements concerning the suitability for use tests are found in Annex H (Testing).

#### 4.5 **Phase 5: Pilot Operation**

At the time, when the EETS Provider has successfully completed Phase 4, the EETS Provider will move onto Phase 5. Phase 5 entails a Pilot Operation trialling the entire KmToll Scheme to ensure the system is ready for commissioning. The Pilot Operation is planned to take place for a four (4) months period prior to the date of commissioning of the KmToll Scheme.

During Phase 5 participation by the EETS Provider and real EETS Users is required, and entire business processes are validated under operational like conditions. Detailed requirements related to the Pilot Operation are found in Annex H (Testing).

The KmToll Scheme enters into force on the date defined in the KmToll Law, this day is considered the Delivery Date (D7). It is critical that the EETS Provider successfully participates and completes the Pilot Operation no later than this date. The EETS Provider must be ready to provide its Services to the EETS Users from the Delivery Date. In case the EETS Provider is not ready at the Delivery Date, the Toll Charger reserves the right to keep the entire deposit amount of DKK 1,000,000 paid by the EETS Provider.

#### 4.6 **Phase 6: Service Trial**

Upon successful completion of Phase 5 the EETS Provider moves on to Phase 6. Phase 6 commence at the Delivery Date and is considered a Service Trial during operational conditions where the EETS Provider must demonstrate compliance with KPI and service levels and demonstrate to the Toll Charger that the EETS Provider can sufficiently perform according to the required performance levels. Detailed requirements related to the Service Trial are found in Annex H (Testing).

## 4.7 Phase 7: Delivery of Services

On the Delivery Date the EETS Provider will be considered to have obtained restricted accreditation to the KmToll Scheme. This means, that the EETS Provider simultaneous with Phase 6 will initiate Phase 7, where the EETS Provider must deliver its Services to the EETS Users.

On the Operation Date (D8), when the EETS Provider has successfully fulfilled the requirements of Phase 6 and has obtained the Toll Chargers written approval hereof, the EETS Provider will be considered fully accredited to provide its Services under the KmToll Scheme.

At the Operation Date, the EETS Provider will have fulfilled its obligation pursuant to the Accreditation Procedure, cf. the Addendum, and the terms and conditions under the Addendum will no longer apply to the EETS Provider.

## 5 PROJECT MANAGEMENT

From the time of initiation of Phase 4, suitability for use test, continuous project meetings will be held between the EETS Provider and the Toll Charger.

It is the Toll Charger's expectation that, as and when required, the parties will exchange information and seek to clarify questions of any nature. The purpose of the project meetings is to ensure continuous follow-up between the Toll Charger and the EETS Provider on activities and maintain a common overview of the current stage of the activities on a detailed level based on the Time Schedule, and to ensure the day-to-day progress.

In addition, the EETS Provider must provide the Toll Charger with documentation of any changes, deviations or risks related to the progress or the Time Schedule as soon as these arise and require attention, thereby ensuring that the planned project meetings do not present a limitation in terms of ensuring progress. Any changes, deviations, or risks addressed in between project meetings are to be tracked and documented in writing.

Unless otherwise agreed, the Toll Charger expect that project meetings will be held once a week. Project meetings will be conducted as remote meetings via Microsoft Teams or held at Sund & Bælt's headquarters at Vester Søgade 10, 1601 Copenhagen. In general, meetings will be held as remote meetings, but the parties can agree to conduct the meetings in person when this is deemed relevant. The EETS Provider is responsible for convening project meetings as well as ensuring that the meetings are duly held.

Project meetings have the following suggested agenda:

- (i) The EETS Provider's and Toll Charger's progress report concerning Time Schedule;
- (ii) Identification of and follow-up on technical issues;
- (iii) Identification of and follow-up on risks;
- (iv) If applicable, follow up of actions from the previous meeting; and
- (v) Any other business.

Either party must reply to any communication from the other party within two (2) Business Days from receipt of the communication, unless otherwise agreed. As a minimum, the reply must include a time limit for a final answer.

If an activity has been agreed upon at a meeting, including a deadline, and if it is impossible to keep that deadline, the other party must be contacted before the expiry of the deadline with a view to dealing with any consequences and agreeing upon a new deadline.

### 5.1 Reporting requirements during the Accreditation Procedure

In addition to reporting requirements during Phase 4 (Suitability for use test), Phase 5 (Pilot Operation) and Phase 6 (Service Trial), cf. Annex H (Testing), the Toll Charger requires the EETS Provider to report on the number of OBE issued and configured to operate in the KmToll Domain.

The purpose of this reporting is for the Toll Charger to follow the gradual onboarding of OBE and create a basis for dialogue between the EETS Provider and the Toll Charger concerning ramp-up for the go-live of the KmToll Scheme.

The reporting shall be done in writing to the Toll Charger and take place calendar-monthly during the period from 1 July 2024 until the EETS Provider has obtained the Toll Chargers written approval that the EETS Provider is considered fully accredited.

## 6 GOVERNANCE

### 6.1 The Toll Chargers' collaborative organisation

The Toll Charger will have a collaborative organisation in place for cooperation with and support to the EETS Provider during the Accreditation Procedure. Each member and function of the Toll Charger's collaborative organisation, relevant for the EETS Provider, is introduced in terms of name (where possible) and role in Table 3.

**Table 4.** The Toll Charger's collaborative organisation

Function	Name, role and competences
Project manager EETS onboarding	<b>Name:</b> Marie-Louise Brønager  <b>Role:</b> Responsible for the project concerning onboarding of EETS Provider to the KmToll Scheme. Marie-Louise will ensure the overall project management of activities related to the Accreditation Procedure and communication with the EETS Provider in general. Marie-Louise functions as point-of-entry for the EETS Provider.
Scheme Management	<b>Name:</b> NN  <b>Role:</b> The primary contact person related to communication with the EETS Provider when in operation. Responsibility covers, among others, contract management, reporting, follow-up on KPIs and complaint handling.
EETS Operations Manager	<b>Name:</b> Pia Thrane Jørgensen  <b>Role:</b> The person responsible for collaboration with EETS Providers in relation to suitability for use tests during the Accreditation Procedure and during operation as appointed by the Toll Charger. Responsible for ensuring coordination with the operational organisation of the Toll Charger.
Test Manager	<b>Name:</b> Helle Hørlock  <b>Role:</b> Overall responsible for the coordination and management of all test activities across systems and 3 <sup>rd</sup> parties under the KmToll Scheme.
Project manager Commercial Back Office	<b>Name:</b> Jakob Jeppesen  <b>Role:</b> Responsible for the project concerning integration of 3 <sup>rd</sup> parties into the Toll Charger's back-office systems.
Senior Tolling Specialist	<b>Name:</b> Søren Rasmussen  <b>Role:</b> Support with specialist knowledge in the area of EETS and standardization.

## 6.2 **General requirements concerning communication between the parties**

All communication up to the end of Phase 6 will primarily be conducted with the Toll Charger's project manager and the person responsible for the follow-up of the Accreditation Procedure on behalf of the EETS Provider.

Any disputes raised at the project meetings or in general between the parties shall be brought before the steering group of the KmToll Scheme with the objective to find a resolution as quick as possible.

The Toll Charger's requirements for service management and service conditions during operation pertaining to the EETS Provider is detailed in Annex I (Service Conditions).

## **7 SECOND ROUND OF ACCREDITATION**

If for any reason, the EETS Provider:

- (i) does not fulfill the requirements pertaining to the Accreditation Procedure according to the Agreement, the Addendum and/or the EETS Domain Statement;
- (ii) withdraws during the Accreditation Procedure; or
- (iii) is terminated by the Toll Charger from the Accreditation Procedure,

the EETS Provider can participate in the second round of Accreditation Procedure.

Application for the second round of Accreditation Procedure is expected to open mid-2025. An EETS Provider applying for the second round of Accreditation Procedure can at the earliest expect to be fully accredited to the KmToll Scheme by 2026.

A participation fee of **DKK 500,000** will be charged to the EETS Provider participating in the second round of accreditation. The participation fee covers payment for time and resources provided by the Toll Charger.