

SCHEDULE 10

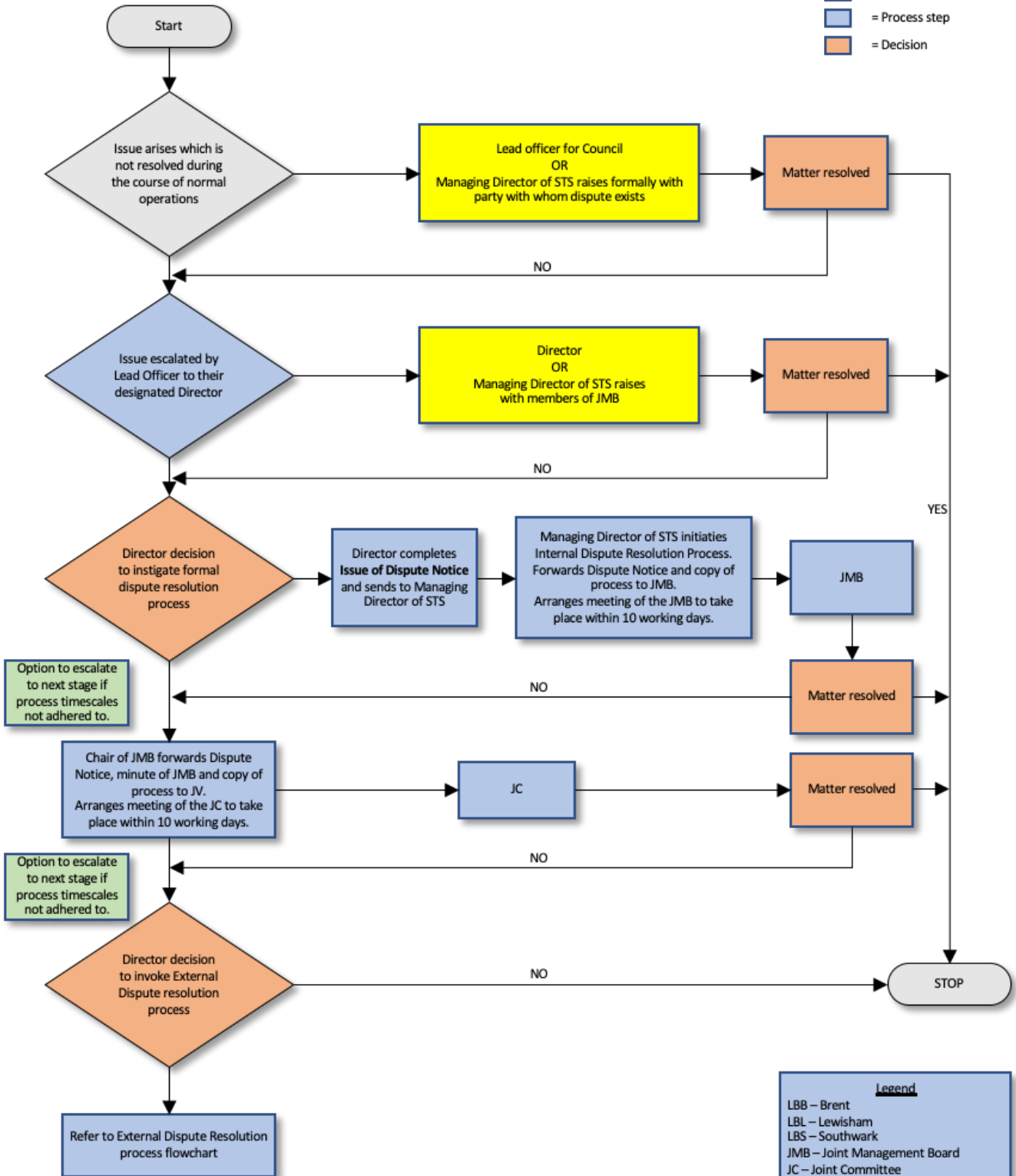
10a – INTERNAL DISPUTE RESOLUTION PROCESS

and

10b – EXTERNAL DISPUTE RESOLUTION PROCESS

STS INTERNAL DISPUTE RESOLUTION PROCESS

- = Advisory
- = Process step
- = Decision



Legend

- LBB – Brent
- LBL – Lewisham
- LBS – Southwark
- JMB – Joint Management Board
- JC – Joint Committee
- STS – Shared Technology Services

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STS EXTERNAL DISPUTE RESOLUTION PROCESS

