

## **Schedule 4**

### **Fallback Procedures**

#### **1. AUTHORITY (Crown Court centre) fails to deliver to CONTRACTOR**

##### **1.1. Daily Lists**

For Daily Lists, the affected Crown Court centre shall firstly send a copy of the list by email (or by fax if email is unavailable) to the CONTRACTOR and then, if necessary, resort to distributing the daily list by the most appropriate means depending upon local practice and the demands of the situation.

##### **1.2. Other Lists**

If the failure lasts or is expected to last no more than 2 working days, all other lists shall be transmitted when the particular Crown Court centre CREST system is available to transmit. If the failure lasts or is expected to last more than 2 working days, the AUTHORITY shall, in consultation with the CONTRACTOR and the recipients, agree the course of action to be pursued. If the agreed action is to resort to manual procedures, the AUTHORITY shall only contact those recipients who have a case or cases on the list in which they have a direct interest. The AUTHORITY shall not contact the full range of the CONTRACTOR's recipients who may have otherwise received the list via the CONTRACTOR's service.

#### **2. CONTRACTOR fails to deliver to Recipient**

##### **2.1. Daily Lists**

For Daily Lists, each Crown Court centre shall resort to distributing the daily list by the most appropriate means depending upon local practice and the demands of the situation. The AUTHORITY shall contact the recipients directly and shall only contact those recipients who have a case or cases on the list in which they have a legitimate interest. The AUTHORITY shall not contact the full range of the CONTRACTOR's recipients who may have otherwise received the list via the CONTRACTOR's service.

##### **2.2. Other Lists**

If the failure lasts or is expected to last no more than 2 working days, all other lists with the exception of the Daily Lists shall be transmitted when the CONTRACTOR's system is available to transmit. If the failure lasts or is expected to last more than 2 working days, the AUTHORITY shall, in consultation with the CONTRACTOR and the recipients, agree the course of action to be pursued. If the agreed action is to resort to manual procedures, the AUTHORITY shall only contact those recipients who have a case or cases on the list in which they have a direct interest. The AUTHORITY shall not contact the full range of the CONTRACTOR's recipients who may have otherwise received the list via the CONTRACTOR's service.