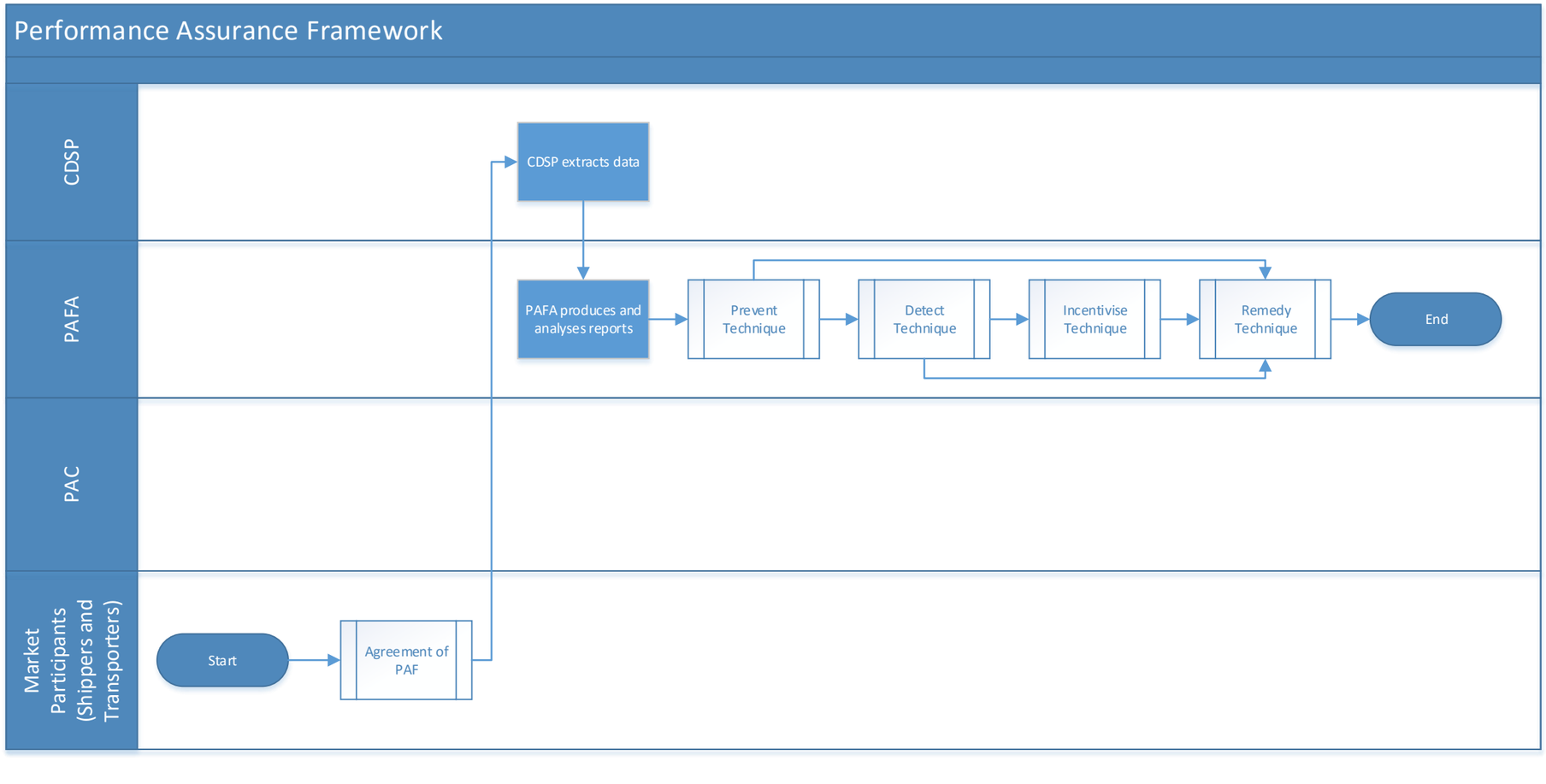
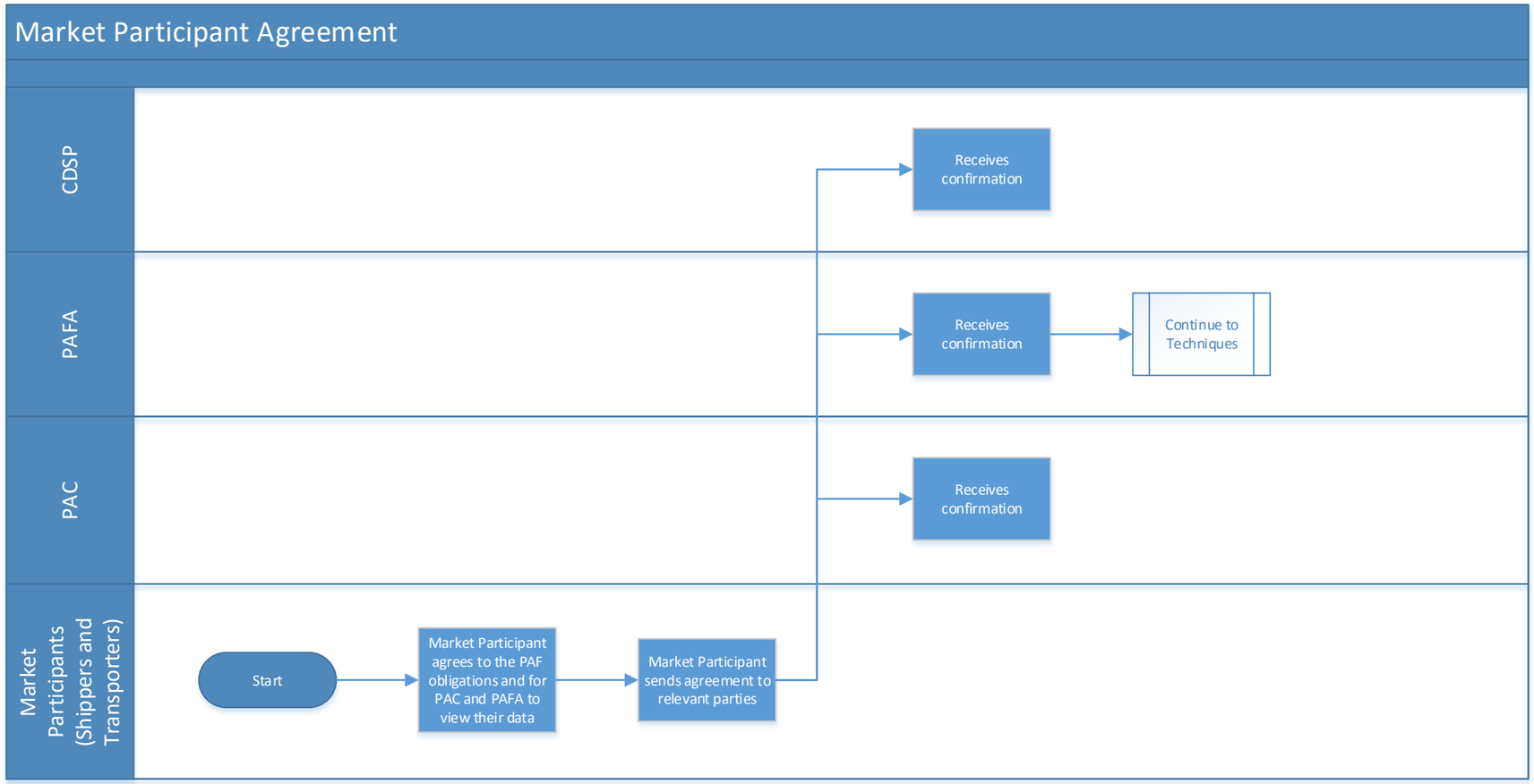

Performance Assurance Framework
CDSP
PAFA
PAC
Market Participants (Shippers and Transporters)
CDSP extracts data
PAFA produces and analyses reports
Prevent Technique
Detect Technique
Incentivise Technique
Remedy Technique
End
Start
Agreement of PAF


Market Participant Agreement
CDSP
PAFA
PAC
Market Participants (Shippers and Transporters)
Receives confirmation
Receives confirmation
Continue to Techniques
Receives confirmation
Start
Market Participant agrees to the PAF obligations and for PAC and PAFA to view their data
Market Participant sends agreement to relevant parties

Prevent

CDSP

Start

CDSP extracts data

CDSP extracts data for further investigation

Data sent to PAFA

PAFA

Request additional data from the CDSP for further analysis

No

PAFA produces and analyses PARR reports

Are there any outliers?

Yes

Can further analysis be done with current data?

Yes

No

PAFA analyses additional data

Report on industry performance along with any PAFA recommendations

Publish report to PAC and Industry

Report on additional areas for analysis along with any PAFA recommendations

Publish report to PAC and Industry

PAFA to continue to monitor reports for both Shipper and industry performance

PAFA to use another technique to manage industry issue

PAFA to educate Market Participants on where performance is below industry standards

PAFA investigates further into performance issue

Incentivise Technique

Detect Technique

Remedy Technique

PAC

PAC provide comments and decision on recommendations

PAC agree on timescale of next steps

PAC provide comments and decision on recommendations

Market Participants (Shippers and Transporters)

Market Participants receive report

Market Participant and PAFA arrange an education workshop

Detect

CDSP

CDSP extracts data

PAFA

Preventive Technique

PAFA recommend areas to investigate based on industry performance and industry issues

PAFA analyses data

PAFA produces report with recommendation on next steps

Incentivise Technique

Remedy Technique

PAC

Start

PAC discuss current industry issues and areas of interest

Define areas to audit and investigate

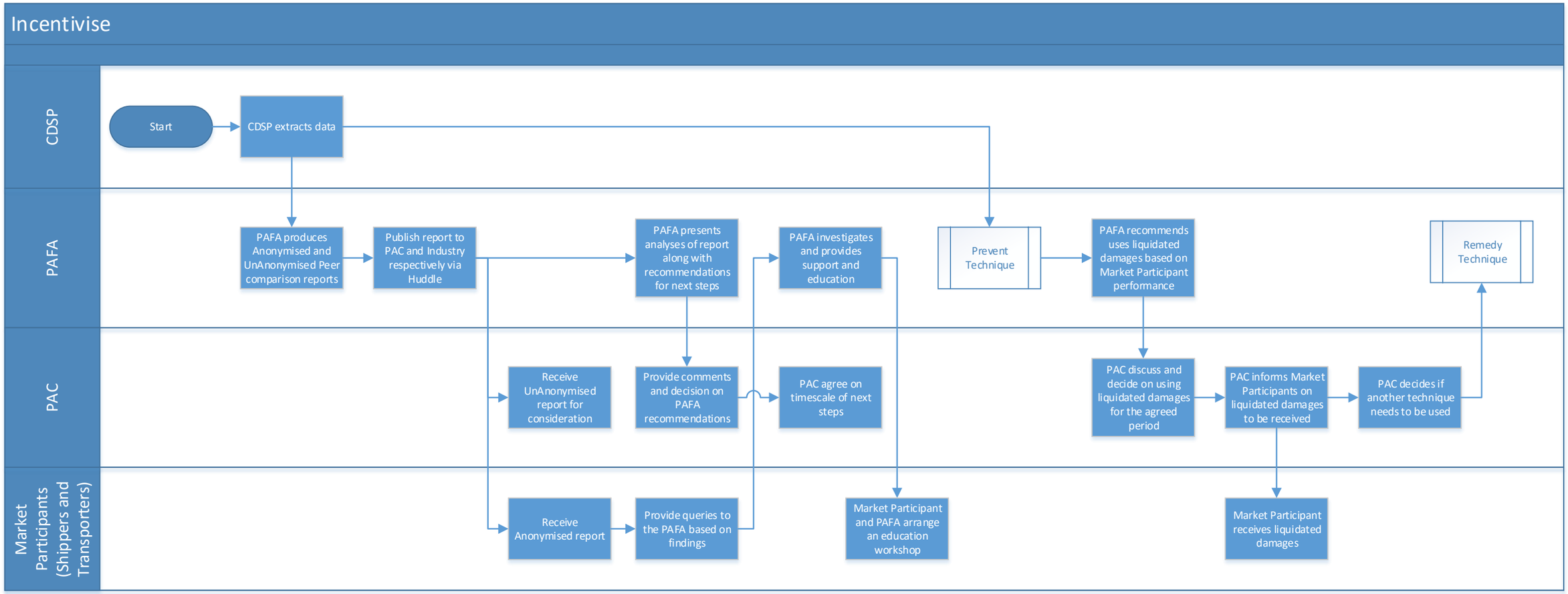
PAC decide what areas of the industry to investigate and what data is required

PAC informs the industry of investigation

PAC provide comments and decision on recommendations

Market Participants (Shippers and Transporters)

Market Participants informed of investigation


Incentivise
CDSP
PAFA
PAC
Market Participants (Shippers and Transporters)
Start
CDSP extracts data
PAFA produces Anonymised and UnAnonymised Peer comparison reports
Publish report to PAC and Industry respectively via Huddle
PAFA presents analyses of report along with recommendations for next steps
PAFA investigates and provides support and education
Prevent Technique
PAFA recommends uses liquidated damages based on Market Participant performance
Remedy Technique
Receive UnAnonymised report for consideration
Provide comments and decision on PAFA recommendations
PAC agree on timescale of next steps
PAC discuss and decide on using liquidated damages for the agreed period
PAC informs Market Participants on liquidated damages to be received
PAC decides if another technique needs to be used
Receive Anonymised report
Provide queries to the PAFA based on findings
Market Participant and PAFA arrange an education workshop
Market Participant receives liquidated damages

Remedy

CDSP

PAFA

Incentivise Technique

Detect Technique

Prevent Technique

PAFA actions PAC's decision

PAFA informs the Market Participant of PAC decision

PAFA reviews resolution plan and provides comments and provides comments

PAFA reviews resolution plan

PAFA presents resolution plan to the PAC

PAFA arranges industry workgroup to assess industry performance issue

PAFA produces a report of workgroup conclusions and recommendations

PAFA provides monthly updates to the PAC

PAC

PAC monitors the Market Participant via PAFA reporting until resolution

PAC decides on next steps

Market Participants (Shippers and Transporters)

Market Participant proposes a resolution plan for PAC approval and sends to the PAFA

PRIDe

Market Participants (Shippers and Transporters)

PAFA

PAC

CDSP

Engagement with industry

Education with industry

Receives liquidated damages

Submit resolution plan

PAFA provides communication for industry engagement

PAFA provides education on issue to industry

Analyse PARR report

Actions agreed to determine significance and materiality

Report findings and recommendation to PAC

Actions agreed to determine nature of risk

Report findings and recommendation to PAC

Produce and analyse ad hoc reports

No

Continue monitoring and reporting at agreed frequency

Yes

Engagement with industry to acknowledge issue

Education with industry to prevent

Start

Issue identified

Issue presented and discussed

Is this captured in the PARR reports?

Yes

Monitor issue via PARR reports

No

Create ad hoc report to monitor issue

Determine how this will impact risk

Yes

Is this captured in the Risk Register?

No

Determine if this should be captured as a risk

Creation of new risk in PAF Risk Register

Is further investigation required?

No

Determine next steps

Yes

Is the issue being mitigated?

Yes

Recommend additional areas for investigation

No

No

Decision on next steps

Agreement to amend existing risk score and rating

Yes

Agreement to create non anonymised report for review

Liquated damages and exit conditions

Recommendation for resolution plan

Escalation to UNCC or Authority

Explusion

Agreement of resolution plan

Extract data

Normal

Prevent

Detect

Incentivise

Remedy