

CPS TRANSITION POLICY

SSM-CPSEX-000-012



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Definitions

NETWORK OPERATOR	Charger NETWORK OPERATOR providing equivalent/similar services to SWARCO SMART CHARGING LTD E.Connect.(Referenced within document from this point as “EVOLT CHARGING”)
Step-in Operation	Activity performed if EVOLT CHARGING is no longer providing back-office services to the charger network.
Step-In Action Schedules	Step-in Actions used if EVOLT CHARGING ceases to be back office or charger supplier to THE CUSTOMER .
E.Connect	EVOLT CHARGING 's in-house back-office services for charger network operation.
THE CUSTOMER	The owner of CP hardware infrastructure hosted on the ChargePlace Scotland Network Management System
Transition	The process of moving charger NETWORK OPERATOR.
Transition Costs	Any supplementary cost from unscoped activity to remove EVOLT CHARGING as a NETWORK OPERATOR or charger supplier if applicable.
Network/Transition Team	EVOLT CHARGING members of staff.
Transition Period	The time allocated to migration of the charger network between NETWORK OPERATORS.
Transition Risk	Any risk identified that may have an adverse effect on charging service availability during Transition to a new NETWORK OPERATOR.
Transition Strategy	Documented plan to transition to a new NETWORK OPERATOR and/or to remove chargers at the end of the Operation Contract term.
Transition Team	EVOLT CHARGING staff supporting the Transition process.

Introduction

This plan describes the actions EVOLT CHARGING (herein referred to as CHARGEPLACE SCOTLAND/ EVOLT CHARGING) will undertake to transition THE CUSTOMERS chargers to a new contractor if THE CUSTOMER chooses a different NETWORK OPERATOR as a consequence of the planned cessation of the CHARGEPLACE SCOTLAND Network or in light of other considerations. This process will ensure the fast, smooth, and effective transition of the network information, all usage, CP data, and additional information as defined and available.

EVOLT CHARGING's focus during any transition will be the continued operation of the network. CHARGEPLACE SCOTLAND will endeavour to ensure that access to charging is never restricted or withdrawn from drivers earlier than planned or necessary.

1 Continuing Service Requirements

Following notification that EVOLT CHARGING will be removed from its role as charger NETWORK OPERATOR to THE CUSTOMER, CHARGEPLACE SCOTLAND will ask for a confirmed date of migration from THE CUSTOMER/ NEW NETWORK OPERATOR.

CHARGEPLACE SCOTLAND will have an Exit/Transition Team who will respond once in receipt, of notice from THE CUSTOMER of their planned departure from the network, to become the point of contact and engagement for THE CUSTOMER. The Exit/Migration Team will be responsible for managing as appropriate all ChargePlace Scotland deliverable items within this document (unless stated) and will ensure that all relevant targets and agreed SLAs will be adhered to.

CHARGEPLACE SCOTLAND recommend that as a general baseline, a migration period of no more than three months is defined to accommodate a full transition. The final agreed period of migration is dependent upon the network size at the time of notification from THE CUSTOMER and a provisional plan will be expected/provided by the new NETWORK OPERATOR to then be agreed and discuss by all interested parties.

1.1 Back Office Service Continuation

Once the owner of the charging estate has agreed to future services to be provided by another supplier, CHARGEPLACE SCOTLAND will continue to manage the charger network and all related processes throughout the agreed Transition Period, until the formal handover has been accepted as completed on MIGRATION DAY. This will include continuing to facilitate access to chargers, billing of drivers (as required) and the operation of its 24/7 helpline.

No services shall be withdrawn or suspended, where they remain operationally feasible, until sign-off has been received from both THE CUSTOMER and the incoming NETWORK OPERATOR, or all units have been pointed to another end point/CPMS ending ChargePlace Scotland's management of the identified estate.

1.2 Continuation of Quality Reporting

During the Transition Period CHARGEPLACE SCOTLAND will continue to report on the performance and operation of the network in the form detailed in our agreement with Transport Scotland as part of the CHARGEPLACE SCOTLAND Framework. Our nominated Transition Team will work with THE CUSTOMER to establish what set of transition report templates and milestone confirmations may be required.

1.3 Provisions for Parallel Services

CHARGEPLACE SCOTLAND, led by the Transition Team, will not in the first instance offer parallel service support and instead plan for seamless changeover to the new operator of both CP management and support requirements. Where estate size and complexity may result in a staggered transition, existing support services will remain in place for any units currently on the CHARGEPLACE SCOTLAND Network until they are confirmed as transferred.

1.4 Same Team Commitment

During the Transition process CHARGEPLACE SCOTLAND will not withdraw or remove identified staff from the project for any significant period of time without prior notification to THE CUSTOMER. The Transition Team will be appointed from within the existing CHARGEPLACE SCOTLAND team to ensure a thorough understanding of THE CUSTOMER'S network. If THE CUSTOMER is unclear who the Transition Team is at the start of this process, this will be confirmed by THE CUSTOMER SERVICE DIRECTOR.

EVOLT CHARGING

Further, should the transition activity, through no fault of CHARGEPLACE SCOTLAND, extend significantly beyond the expected transition end date, CHARGEPLACE SCOTLAND will not be liable nor obliged to act in any manner that impacts any other concurrent activities, retaining the right to act at a time that demand and resource allow.

1.5 Confidentiality of Termination

CHARGEPLACE SCOTLAND will not publicise, promote or otherwise divulge any information regarding the network, its migration or the new NETWORK OPERATOR until requested and/or approved to do so in writing by THE CUSTOMER and/or TRANSPORT SCOTLAND; or at such time as the migration is confirmed as complete, whichever is sooner

1.6 Assets

The EVOLT CHARGING E.Connect platform (and associated services including servers, CPO software, and fleet management platforms) and all services provided to THE CUSTOMER to maintain the network are considered Non-Exclusive Assets and will not be transferred in any form to THE CUSTOMER because of a request to terminate any services by THE CUSTOMER. As a result of this, no depreciation, or depreciation policy shall apply.

Any physical chargers wholly procured by THE CUSTOMER will remain the property of THE CUSTOMER and therefore no depreciation, or depreciation policy shall apply.

Any chargers that are removed or decommissioned within the period defined for the migration shall follow the standard decommissioning process for CPS. Final asset register will be updated accordingly to reflect this activity

At the point of termination and network transition a final asset register will be provided to THE CUSTOMER by the Transition Team confirming all hardware transitioned from the CHARGEPLACE SCOTLAND Network.

2 Data Security and Privacy

In the event THE CUSTOMER allows the charge points to be deployed onto a publicly accessible network, all current membership and transaction data collected as part of the operation and delivery of the CHARGEPLACE SCOTLAND network is considered the property and responsibility of TRANSPORT SCOTLAND unless agreed otherwise.

No current GDPR protected personal user data will be included or be considered transferrable as part of this activity. This includes current CPS Membership details which are non-transferrable to a 3rd party. As per the migration process, CPS does commit to producing and assisting in informing the current membership of any change, inclusive of any prescribed method to access/use chargers under the new SUPPLIER

3 Knowledge and Documentation Transfer

CHARGEPLACE SCOTLAND commits to a sufficient transfer of knowledge and information to THE CUSTOMER, and in some circumstances, to the new NETWORK OPERATOR, in order that they continue to deliver the network to the high standards expected by THE CUSTOMER.

3.1 Access to Information to Maintain the Service

CHARGEPLACE SCOTLAND will produce handover documentation related to the migration of assets and deliver this to THE CUSTOMER as agreed in any subsequent project plan.

This documentation will cover a pre-defined history of the chargers, and publicly available data as defined within the CPS Framework.

3.2 Ownership of Works Required

It is expected that the new NETWORK OPERATOR will define the project plan, ensure appropriate distribution, and be responsible for the tracking of work stream actions as part of the transfer; Working together with THE CUSTOMER and CHARGEPLACE SCOTLAND within their migration plan.

3.3 Information to Successor

The primary relationship will remain between THE CUSTOMER and CHARGEPLACE SCOTLAND only.

All requests must, initially, come with THE CUSTOMER's permission for information to be shared, not from the new NETWORK OPERATOR. This is to ensure sensitive data is handled correctly as EVOLT CHARGING cannot guarantee, or know, the structure or integrity of the new chosen NETWORK OPERATOR's GDPR protections at any time.

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While all duties as designated within the CPS Framework are to be expected, EVOLT CHARGING can reserve the right to refuse training, or provide process documentation, to the new network provider in areas whereby intellectual property is being requested or may be compromised.

For example this can include, but is not limited to, proprietary system guidance, customer service training, payment management policies and processes, network management policy, commissioning processes, internal management systems documentation.

4 Costs

CHARGEPLACE SCOTLAND makes no assumptions, nor accrues liability for, any external costs involved in the transition of the network.

The receiving NETWORK OPERATOR's charge point management system will need to be integration tested with the hardware OEM to confirm compatibility, while most CHARGEPLACE SCOTLAND chargers comply to OCPP 1.6 standard, which is accepted by most Charge Point Management Systems (CPMS), it will be the sole responsibility of THE CUSTOMER to confirm with the incoming supplier if the chargers have been integrated successfully with the new CPMS.

CHARGEPLACE SCOTLAND have no requirement to facilitate any conversation, or agreement, on costs with the CUSTOMER OEM(s). This is a matter for THE CUSTOMER and the new NETWORK OPERATOR.

5 Exit Management Indicative Activity

If the full, or part of the project scope were awarded to alternative supplier(s), CHARGEPLACE SCOTLAND will offer support services to ensure a smooth network transition. This will be dependent on the scope of the transfer requirements/project plan from THE CUSTOMER and/or the incoming supplier.

No two migrations will follow the same plan as dependencies will be varied.

Indicative exit management activity is included here. Any external costs subject to CUSTOMER/SUPPLIER agreements already in place.

Exit Management Programme – Technical & Network Admin Services CHARGEPLACE SCOTLAND

- Data extraction and preparation- historic retained data, session records.
- Comms records, asset data, fault data, owner and site detail.
- Sim Card information
- Prepare inbound support for transfer.
- Decommission CPO Admin support for exit programme.
- Agree appropriate data retention/support window post migration.
- Agree Communication details/plan if necessary.

Exit Management Programme – Planned On-site Field Service Engineering CUSTOMER/SUPPLIER

- Agree supplier/OEM actions/input.
- Detail activity to support transfer of network operation to alternative provider.
- SIM set up and commissioning.
- Handover charger data.
- On site engineering resource

Exit Management Programme – Other

- SIM Cards costs (if retaining CHARGEPLACE SCOTLAND provided sim cards)

5.1 Engineer Support

While CHARGEPLACE SCOTLAND will continue to support chargers installed as part of the network during the Transition Period, and have CPS Technical Support available at migration point(s), any physical/external engineer/software work required to redirect the designated CPs to a new network will be at any cost/timescale already in place between THE CUSTOMER and their current OEM SUPPLIER/MAINTENANCE PROVIDER

As such, aligning additional resource and calendars for required activity will remain the responsibility of THE CUSTOMER and new NETWORK OPERATOR

THE CUSTOMER and new NETWORK OPERATOR are expected to agree and report on any timescales and dates of delivery as part of transition planning.

5.2 Interoperability

Where THE CUSTOMER removes hardware from the CHARGEPLACE SCOTLAND network to a new operator, any current roaming access agreed exclusively for the CHARGEPLACE SCOTLAND network will be considered ended.

Any subsequent commercial arrangements with roaming partners are the sole purview of THE CUSTOMER and new NETWORK OPERATOR

Any appetite or request for post migration inter-operability between the new SUPPLIER and CPS will be subject to discussion and contractual agreement under separate cover and does not form part of the overall transition activity.

6 The Transition Management Process- Illustration

6.1 Transition Process

At the start of the transition:

- CHARGEPLACE SCOTLAND systems and databases are designed to facilitate data extracts in specific formats, validated and checked for accuracy so that data is transferred securely to a new NETWORK OPERATOR in full compliance with data protection regulations.
- CHARGEPLACE SCOTLAND will not manipulate or reformat raw data.
- CHARGEPLACE SCOTLAND will detail current SIM provision, and current data/contract end dates where known.
- CHARGEPLACE SCOTLAND will provide a timeline assessment for THE CUSTOMER. This will consider the size of the network at the time of exit management.
- CHARGEPLACE SCOTLAND will discuss, and agree, with THE CUSTOMER the format of any post-project evaluation so that appropriate data can be collated during the delivery of the service to maximise the value of this evaluation. This will form part of the knowledge transfer to THE CUSTOMER or a new NETWORK OPERATOR, where applicable.
- Establish the Transition Team
- Arrange to meet with THE CUSTOMER and the new NETWORK OPERATOR as early as possible to discuss/agree processes for transfer of operation of the chargers to the new contractor. This includes any asset records for transfer, transferring data, and communicating to interested parties as identified. In the case of charger removal, a programme will need to be developed to manage decommissioning.
- Agree to a schedule of Transition meetings with THE CUSTOMER/new NETWORK OPERATOR.

During the transition:

CHARGEPLACE SCOTLAND will support THE CUSTOMER and new NETWORK OPERATOR within an agreed Transition Strategy which will be regularly reviewed and updated by the new NETWORK OPERATOR

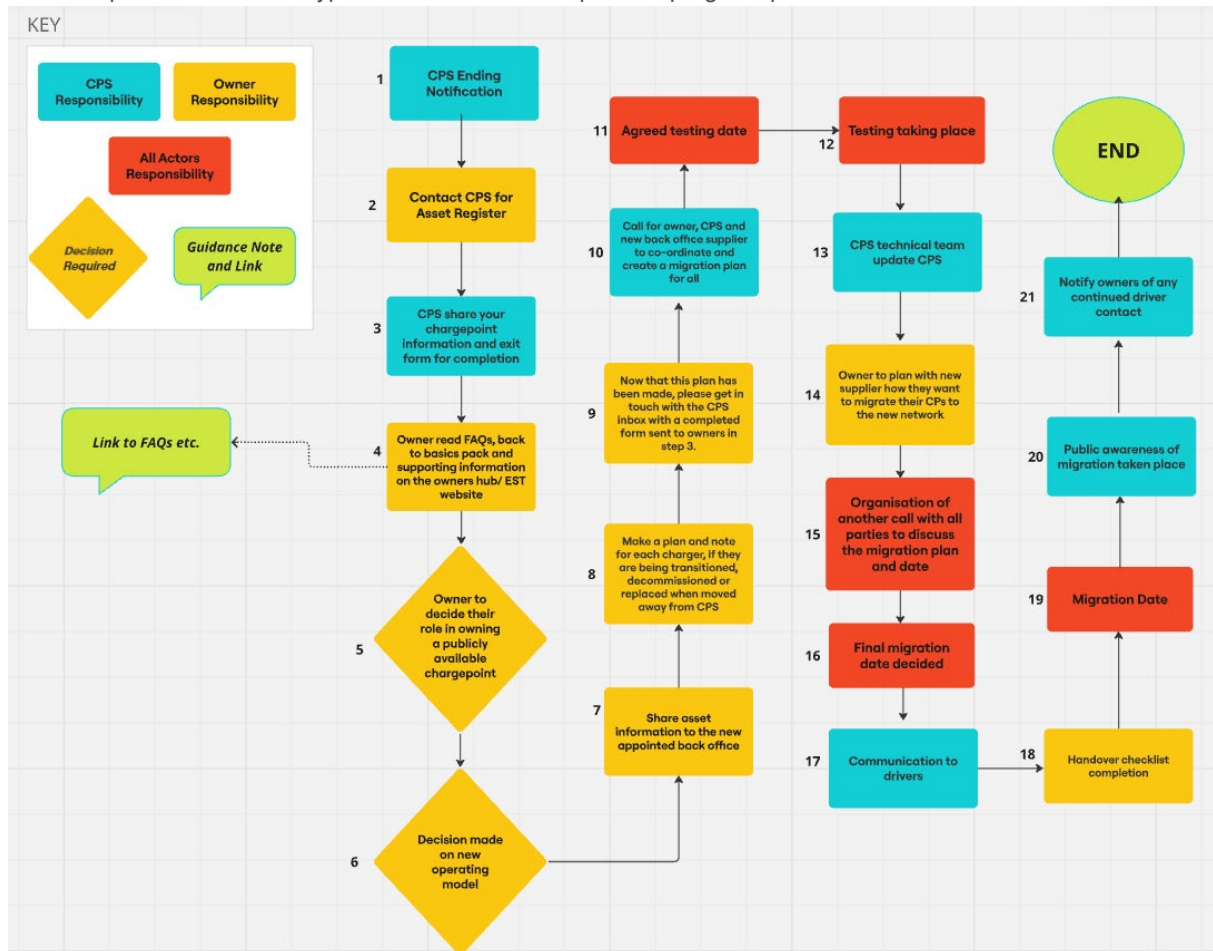
For illustration, the exit plan may include tasks as follows:

- Liaison with THE CUSTOMER to successfully transfer all chargers to a future operator's back office.
- Knowledge transfer of current asset records and any known issues at the time of transfer.
- Arrangements for transition timescales and agreement of customer support functions through any batched transfer.
- Arrangements for THE CUSTOMER procurement of CPS branded assets (if applicable). In the case of asset transfer, THE CUSTOMER/SUPPLIER must remove all branding to avoid driver confusion.
- All CPID and Contact information must be removed & confirmed by THE CUSTOMER
- SIM card contract status clarification and transfer if applicable.
- After an agreed period, secure destruction of data, or anonymisation of data after the transfer.
- Arrange for the transfer to the new NETWORK OPERATOR or THE CUSTOMER of either telephone calls along with forwarding of emails: all to be implemented on the date that the new NETWORK OPERATOR or THE CUSTOMER assumes responsibility for the network.
- Agree a process with all stakeholders for responding to enquiries about the new service from users, hosts, manufacturers, installers, and other stakeholders and train customer service advisors accordingly.
- Agreed closing actions, including final performance reports, invoice reconciliation and revenue statements as required.

Responsibilities and milestone are to be expected to be defined for each activity and a project plan created by the new NETWORK OPERATOR that will show timescales and dependencies.

6.2 Process- Illustration

An example/illustration of a typical network transition process/progress plan can be found below?



No.	Title	Responsibility	Notes
1	Notification of CPS ending	CPS	As all know and have been informed CPS contract is not being renewed and the service will come to an end in mid 2026. That being the case, the deadline for removing all CP from CPS is the end of 2025.
2	Getting Asset List	Owner	The owner should already have all of the details of their existing charge points on CPS, though requesting an up to date list of this data can be made to CPS to ensure you have all of the relevant data to decide a new back office and operating model for your charge points.
3	CPS share CP info	CPS	CPS will send a copy of all of the information you need on your charge point for discussions and decisions on a new back office supplier. Data such as utilisation, tariffs, locations can all be found on your own CPS dashboard which can be logged into at any time by the owner.
4	Read through supporting info	Owner	Information is already available online for owners to get up to speed with operating models, considerations and tips on migrating your devices off of CPS. Such as the FAQ on the owners hub through the CPS log in and the back to basics pack held by EST. Further supporting information on

			CPO lists, operating models and good case studies are in the works to be shared shortly.
5	Decide their role in a publicly available charge point	Owner	Owners should consider if they want to have greater control over their charge points, such as control specific tariff rates, locations and on going management of Chargepoints or versus If they want a light touch involvement in their CP day to day operations, then different operating models will suit those.
6	Decision made on operating model and look at options in the market	Owner	Owners should consider their needs and choose the best operating model based on what they would like, for instance if you have only a couple of charge points and want to decide exact tariffs for certain days of the week, or if you want to just do a tap and pay model, that will look different to an owner owning 80 charge points and needs to review a larger estate of assets.
7	Share CP info with new back-office supplier	Owner	Share the current list of your Charge points with the potential new back-office supplier, to discuss which CPs you will be keeping and migrating over to the new back office or if there are any assets you will be decommissioning. This stage will allow the new back-office to look at the models, test and ensure a smooth migration from their side.
8	Create a plan for each Charge point	Owner	We ask that owners work with their new back office suppliers to create a plan for each charge point that they own, detailing if they plan on migrating it to the new back office, if any are being decommissioned or replaced by their new suppliers. This plan should then be sent to CPS so we can track all of the devices leaving the network.
9	Call set up with CPS	CPS and Owner	Now that the device information and plans are communicated to CPS, then a call will be set up between CPS, you as the owner and the new back office supplier to co-ordinate and discuss a plan for migrating the charge points, including preferred dates of migration and a schedule.
10 & 11	Testing Date Agreed	All parties	On this call a testing date will be set for your charge points, this date can be a singular day or span across several days, depending on the need, size and geographical area of your charge points. The testing will be done between CPS technical team and the new back office, to ensure all devices are able to communicate and migrate to the new back office. This will be agreed together to ensure a smooth transition.
12 & 13	Testing take place and shared from CPS technical team to CPS migration team	All parties	The testing takes place and results shared from technical team to CPS, again ensuring a smooth transition and migration of devices on the migration day.
14	Owner and Supplier decide migration plan	Owner	Based on the testing, numbers of CPs migrating and preference of new back office, the timescales and logistics of migrating devices are decided by the owner and new supplier.
15	Call with all parties to plan migration date	All parties	Discussion of this agreed migration plan, and testing results will be done between all parties and a date or dates agreed for migrating the devices onto the new back office.
16 & 17	Date(s) decided	All parties	Confirmation of the migration date. At this stage we ask that owners communicate to their CP users and drivers that the devices will be moving away from CPS and sign post to the new back office. CPS will be able to update websites, social media and email all of the CPS drivers to inform of upcoming migrations, not going into detail on specific dates,

			as this may alter due to unforeseen circumstances with the new back office operators.
18	Handover checklist completion	Owner	As the migration date has been decided, CPS will be sending the owners a handover checklist to for owners to discuss with their new back office operator as they will be responsible for the planning of the migration. The checklist will allow owners to ensure all preparation has been completed prior to the migration date.
19	Migration Date(s)	All Parties	This is the day of actual migrating devices away from CPS. All parties will be on a call to migrate the devices to the new appointed back office, this is done virtually.
20	Public awareness of migration completion	CPS and Owner	Once the migration has taken place, the charge points will be removed from the CPS map and app, social media will be updated and a confirmation of device migration will be sent out to all drivers. This will be the main notification to drivers that a device is no longer on the CPS network, a specific notification of a date of move prior to the migration date may lead to driver confusion if the migration date has to alter. We ask that the owner and new back office also communicate this information to drivers and users of their devices.
21	Notification of continued contact	CPS	If there are any drivers who contact CPS to use charge points which have already migrated over to a new back office, then CPS will direct drivers to the new back office contacts. This should be minimised by the owners ensuring that CPS stickers, QR codes and contact details are removed from all charge points no longer on CPS.
22	Clean up action and end	Owner	This stage is where owner accounts are settled, and as mentioned in the handover checklist, provided to the owners in step 18. All CPS branding, stickers, QR codes and contact numbers need to be removed from all charge points no longer on CPS. RFID cards for CPS will now no longer be in use, depending on any roaming agreements in place between the new back office supplier and CPS.

The process above, while indicative of expectations, is not fully exhaustive, and is for illustrative purposes only.

6.3 Action Responsibility Matrix

Action / Consideration	Detail	Who
Invocation	Notification of termination	THE CUSTOMER
Transition planning	Agreement of scope, requirements risk analysis. Meetings with THE CUSTOMER and stakeholders.	All
Selection of new Concessionaire		THE CUSTOMER

IT	Maintain IT functions and prepare for transfer to new NETWORK OPERATOR. Liaise with new NETWORK OPERATOR and create new data transfer set up.	CHARGEPLACE SCOTLAND/ NETWORK OPERATOR
Back Office operation	Transfer of limited and specific data and operational information to new NETWORK OPERATOR.	All
Legal	Legal activities relating to termination and transfer of assets to new NETWORK OPERATOR (if applicable).	All
Asset transfer	Agree timeline for CPS de-branding and confirmation	THE CUSTOMER
Maintenance Arrangements	All maintenance arrangements are the sole purview of the customer and their OEM. CPS have no actions in this regard (costs to be borne by THE CUSTOMER).	All
External communications	Advise Customers of change via direct communication and social media. Website changes.	CUSTOMER/ CHARGEPLACE SCOTLAND
Completed transfer	From date of invocation.	All

7 Provision of, and Type of, Data Transfers

This section seeks to cover all data necessary, and legally agreed, for the successful migration of the designated units currently under CPS Charge Point Network Operation to a new NETWORK OPERATOR.

Data to be passed from EVOLT CHARGING, current CPS NETWORK OPERATOR via a secure data transfer platform provided by, and agreed with the new NETWORK OPERATOR

The main body of this section identifies,

- 1) The Data Files to be transferred.
- 2) The Work Streams to which the files relate.
- 3) The Instructions & Requirements for how the files may be transferred.

No membership data is to, or should, be considered as transferrable to a new operator/supplier.

7.1 File Summary

One or more versions, as required for testing &/or Actual Migration, of the following files will be transferred to the named NETWORK OPERATOR by in accordance with agreed Data Transfer Schedule & Schemas

The files (some of which may have versions that are subject to GDPR regulations & are managed accordingly) can belong to one of the following two categories,

Category A – Records accrue sufficiently rapidly requiring that, the main file version provided at the agreed time on Actual Migration Day needs to be followed up by a subsequent version the following morning/month to allow for any records captured between the previous version & the redirections of the VPNs to be added to the new CPMS.

Category B – Records accrue sufficiently slowly to allow a freeze to be put in place at the agreed time in advance of Actual Migration Day, e.g. Friday June 25th & will not need be appended by EVOLT CHARGING until the Actual Migration has completed.

7.2 Work Stream 1 – Migration of the CPS Charge Points and Associated Data

- 1) Charge Point Data.CSV (GDPR does NOT apply, Cat. B)
- 2) Historic Charging Data.CSV (GDPR does NOT apply, Cat. A)
- 3) Charge Point Tariffs.CSV (GDPR does NOT apply, Cat. B)
- 4) Charge Point Host information.CSV (GDPR DOES apply, Cat. B)
- 5) Asset Register Extract.CSV (GDPR DOES apply, Cat. B)
- 6) Commissioning Data/Report.XLS (GDPR does NOT apply, Cat. B)
- 7) Charge Point SIMs Register.XLS (GDPR DOES apply, Cat. B)
- 8) Manufacturers.ip.port.XLS (GDPR DOES apply, Cat. B)

7.3 Work Stream 2 – Migration of Fault Reporting Service and Required Data for CPS.

- 9) Open Fault Records.CSV (GDPR DOES apply, Cat. A)
- 10) Historic Fault Reports.ZIP (GDPR DOES apply, Cat. B)

7.4 Work Stream 3 – Host Payments, and Billing.

- 11) To Date Payment records.CSV (GDPR DOES apply, Cat. B)
- 12) Final Accrual & Payment Record.CSV (GDPR DOES apply, Cat. A)

8 Data Transfer Instructions & Requirements

8.1 Requirements

The requirements for the data & the means of transfer are as follow,

The transfer of the data necessary for pre-migration testing, Test Migration & Actual Migration will be via a secure FFTP application/Data Transfer platform provided by the CUSTOMER/new NETWORK OPERATOR. Named contacts for which are-

- TS named contact –
- EVOLT CHARGING named contact(s) –
- CUSTOMER named contact(s)
- NEW NETWORK OPERATOR named contact(s) –

8.2 Actions to be taken

Instructions for secure transfer of files including personal & non personal data are the responsibility of the new supplier. While CHARGEPLACE SCOTLAND will adhere to GDPR principles in any activity, secure storage and mechanism of data transfer are to be defined by the new NETWORK OPERATOR and shared with the TRANSITION personnel.

On agreement that the methodology and transfer processes are secure, CHARGEPLACE SCOTLAND will use these processes/systems for all data transfer.

8.3 Post Transfer Actions, Exclusions, and Rule Sets

Following transfer of associated data, there may be a requirement to mop up further instances of data accrual and manage customer enquiries to new channels.

8.3.1 CP Units in Error State

There will also be instances where data is NOT available at time of migration, and due to the migration exercise, will no longer be available for recall by the current CPS NETWORK OPERATOR. EVOLT CHARGING hold no liability for loss of data through CP performance or fault instance. Any recovery of historic data in these instances rests solely with the NEW OPERATOR once a unit is full migrated to the new platform.

8.3.2 Staggered CP Migration

Where the new NETWORK OPERATOR has requested a staggered migration of assets, parallel driver support protocols can be agreed. This support will solely be provided for the period where units remain on the current operators CPMS and will end at point of signal loss/ transfer.

As this will be part of the formal migration events, EVOLT CHARGING will hold no liability for any issues arising, or follow up concerns related to that user or CP for any activity post migration

9 Transition Communications

The general communications approach during the CPS migration process is as follows:

9.1 Owner Communications

- CHARGEPLACE SCOTLAND will provide asset registers to all owners to aid planning discussions with their potential NEW OPERATORS. CHARGEPLACE SCOTLAND and TRANSPORT SCOTLAND will not be involved in discussions or decisions being made by owners regarding their new back office provider, apart from to mutually agree actual migration timescales.
- It is the responsibility of the owner to get in touch with CHARGEPLACE SCOTLAND following the appointment of a NEW OPERATOR in order to start the next process of migrating your charge points away from the CHARGEPLACE SCOTLAND back office. Please refer to the diagram above for further guidance on likely touchpoints with CHARGEPLACE SCOTLAND on the migration journey.
- CHARGEPLACE SCOTLAND will inform its third party roaming partners that migrated asset(s) are no longer part of CHARGEPLACE SCOTLAND, however, CHARGEPLACE SCOTLAND will not advise which networks those assets are now part of.
- It is the responsibility of THE OWNER and/or their NEW CHARGE POINT OPERATOR to inform third party roaming platforms that their migrated assets are now part of a new new public charging network.

9.2 Driver Communications

- CHARGEPLACE SCOTLAND will communicate the migration of charge points to *all* CHARGEPLACE SCOTLAND drivers via email, the CHARGEPLACE SCOTLAND website, map and social media channels and will not be undertaking specific localised communications. Neither will CHARGEPLACE SCOTLAND contact *specific* users of *specific* charge points due to the practicality of such an undertaking across a public charging network on the scale of CHARGEPLACE SCOTLAND.
- CHARGEPLACE SCOTLAND will not share personal details, including contact information such as email addresses, of named CHARGEPLACE SCOTLAND users in accordance with GDPR regulations.
- Charge point OWNERS should work with their new charge point operator to devise suitable driver-focussed communications in their local area. This may include, but not limited to, use of localised signage, websites, social media and other means, as they deem appropriate. Such communications may signpost to the generic publicly available information distributed by CHARGEPLACE SCOTLAND.
- Once a migration date has been mutually agreed with CHARGEPLACE SCOTLAND, then CHARGEPLACE SCOTLAND can undertake an update of general public facing communications for charge points soon to be moving away from CHARGEPLACE SCOTLAND. This communication will not feature specific migration dates, as the date may change due to unforeseen circumstances.
- Once a charge point(s) has been migrated CHARGEPLACE SCOTLAND will ensure that the CHARGEPLACE SCOTLAND website and other general public facing information is updated.
- It is the responsibility of the owner to provide CHARGEPLACE SCOTLAND with current information regarding migration dates in order to keep drivers informed of moves and decommissions accordingly. CHARGEPLACE SCOTLAND will not be able to communicate migration dates and new back office provider information if it has not been supplied to them beforehand.
- OWNERS are encouraged to devise local communications plans of their own and may include the CHARGEPLACE SCOTLAND Transition Manager and/or TRANSPORT SCOTLAND to ensure alignment.

Acronyms

Term	Description
EVSE	Electric Vehicle Supply Equipment
EVCP	Electric Vehicle Charge Point
OCPP	Open Charge Point Protocol
RFID	Radio Frequency Identification
bAC	Alternating Current
OEM	Original Equipment Manufacturer
CPID	Charge Point ID
EMP	eMobility Provider (eConnect)
CPO	Charge Point Operator (System)

References

Ref	Document Reference	Title

Revision History

Rev	Date	Reason for Issue	Originator	Checker	Approver
1.1	25/01/2024	Initial Release	S Trayner	L Martin	S Trayner
1.2	20/02/2024	Review & Update	S Trayner	L Martin	S Trayner
1.3	03/04/24	Nomenclature standardising and additional info	S Trayner	L Martin	S Trayner
1.4	01/05/24	Revision of project section and addition of data schema guidance	S Trayner	L Martin	S Trayner
1.5	02/08/24	Adjustments for process, forms, and later annex additions e.g. forms	S Trayner	L Martin	S Trayner
1.6	20/08/24	Nomenclature and example expansions	S Trayner	L Martin	S Trayner/C Waldron
1.8	17/02/25	Feedback changes and responses	S Trayner	C Waldron	S Trayner/C Waldron
2.0	07/03/25	Comments address, some adjustment and expansion made	S Trayner	C Waldron	S Trayner/C Waldron