Transition Plan

A structured approach to commencement, service continuity, communication and contract handover

SEAMLESS TRANSITION

01
Prepare

02
Communicate

03
Implement

04
Support

05
Handover

PURPOSE

The Transition Plan is designed to support a smooth and efficient change at the commencement and termination of an Agreement. It focuses on continuity of works and services, clear stakeholder communication, structured timetables, staff readiness, customer assistance, and an orderly handover.

TRANSITION PRIORITIES

Continuity

Maintain supply of works and customer assistance with minimal disruption.

Communication

Keep customers, contractors, suppliers and community stakeholders informed.

Readiness

Prepare teams, systems, service information and responsibilities before change occurs.

Support

Provide timely updates, issue management and assistance throughout each transition phase.

TRANSITION PLAN

Introduction and Objectives

A clear transition framework reduces disruption and supports customer satisfaction and operational continuity.

INTRODUCTION

The successful transition to and from a new service or contract is crucial for minimizing disruption, maintaining customer satisfaction, and ensuring the continuity of operations. DM Composites understands the importance of a well-structured transition plan to effectively manage changes in service provision.

This plan outlines the approach to commencement and termination transition phases, including detailed timetables, service information leaflets, notices regarding service problems, stakeholder communication, staff preparation, issue resolution and handover.

OBJECTIVES

- Ensure a smooth and efficient transition at the commencement and termination of the Agreement.
- Minimize disruption to the supply of works and services.
- Provide clear communication and support to customers throughout transition periods.
- Facilitate effective adjustment to new works and services.
- Maintain high levels of customer satisfaction and operational efficiency.

TRANSITION STRUCTURE

A Commencement

Prepare teams, information, systems and stakeholders for the start of service.

B Termination

Resolve outstanding matters, communicate change and complete formal handover.

1. Commencement of the Agreement

The initial transition phase focuses on readiness, stakeholder alignment and clear service information.

1.1 PREPARATION AND PLANNING

A dedicated transition team will be established with representatives from project management, customer service, operations and communications. The team will oversee the transition process and ensure tasks are completed according to the plan.

A detailed timetable will define key activities, deadlines and responsibilities and will be shared with relevant stakeholders to support alignment and transparency.

STAKEHOLDER ENGAGEMENT

Clients, contractors, suppliers and other stakeholders will be engaged early to communicate the transition plan, address concerns and ensure readiness for upcoming changes.

COMMENCEMENT WORKFLOW

01 Form Team

Establish transition governance and responsibilities.

02 Build Timetable

Map key tasks, deadlines, owners and dependencies.

03 Engage Stakeholders

Share the plan and resolve readiness concerns.

04 Prepare Information

Develop leaflets, notices and support channels.

05 Brief Staff

Train teams on works, processes and customer protocols.

06 Go Live

Complete final preparations, commence works and monitor the initial phase.

Communication and Staff Readiness

Transition information should be accessible, consistent and updated throughout the commencement phase.

1.2 SERVICE INFORMATION LEAFLETS

- Develop clear and concise details about the new works, including scope of services, key contacts and changes from previous arrangements.
- Include information on how customers can access support and report issues.
- Distribute to affected stakeholders including customers, contractors and local community organizations.
- Use mail, email, physical handouts and the DM Composites website to provide broad access.

1.3 NOTICES REGARDING SERVICE PROBLEMS

- Prepare notices for potential service problems or disruptions during the transition period.
- Include the issue, expected duration and any interim measures or support available.
- Communicate through email, website, social media and physical notices at relevant locations.
- Provide regular updates including progress and estimated resolution times.

1.4 STAFF TRAINING AND BRIEFING

- Train staff on the new works, processes and customer service protocols.
- Use hands-on sessions, role-playing scenarios and common issue handling exercises.
- Brief staff on the transition plan, roles and responsibilities, and changes to existing procedures.

2. Termination of the Agreement

The termination phase focuses on orderly close-out, continuity, stakeholder communication and handover.

TERMINATION TRANSITION PHASE

The termination phase will manage the end of the existing Agreement, ensure outstanding issues are resolved, and facilitate handover to any new service provider or arrangement. The objective is to close services in a controlled manner without avoidable disruption.

2.1 PREPARATION AND PLANNING

A termination team will be established with representatives from project management, customer service and operations. The team will oversee the smooth conclusion of services.

A comprehensive timetable will set out all key activities, deadlines and responsibilities. Stakeholders including clients, contractors and suppliers will be informed about the termination, changes to service provision and transition to new arrangements.

TERMINATION PRIORITIES

01 Control Close-Out

Define responsibilities and completion requirements.

02 Protect Continuity

Maintain service support while the Agreement winds down.

03 Communicate Change

Keep affected users and stakeholders informed.

04 Resolve Issues

Close complaints, incomplete work and contractual obligations.

05 Transfer Information

Complete formal handover of relevant records and responsibilities.

06 Capture Lessons

Debrief teams and apply lessons to future transitions.

Termination Communication and Handover

Customers and stakeholders should receive clear information on new arrangements, service impacts and remaining actions.

2.2 UPDATED SERVICE INFORMATION LEAFLETS

- Update service information to reflect termination of the Agreement and any new arrangements or service providers.
- Include contact information for the new provider, where applicable, and changes to service delivery.
- Distribute through mail, email, physical handouts, the DM Composites website and other relevant platforms.

2.3 NOTICES REGARDING SERVICE PROBLEMS

- Prepare notices regarding service problems or disruptions that may occur during the termination phase.
- Include expected duration, interim measures and available support.
- Provide regular updates through multiple communication channels.

2.4 FINALISING OUTSTANDING ISSUES

All outstanding issues, including unresolved complaints, incomplete work and contractual obligations, will be addressed before termination. A final review will confirm completion.

Where applicable, a formal handover process will transfer responsibilities and documentation to the new service provider or management team. This includes detailed records of ongoing projects, service agreements and customer information.

2.5 Staff De-briefing and Transition

A structured staff close-out supports continuity, learning and a professional conclusion to the Agreement.

DE-BRIEFING

De-briefing sessions will review the transition process, discuss challenges encountered and gather feedback on the overall experience. Lessons learned will be documented and applied to future transitions.

STAFF SUPPORT

Support will be provided to staff during the termination phase, including counselling, career advice and assistance with finding new employment where necessary. This helps ensure a smoother transition for employees affected by the end of the Agreement.

CLOSE-OUT CHECKLIST

- ✓ Confirm outstanding tasks and issues have been resolved.
- ✓ Complete final stakeholder communications.
- ✓ Transfer required records and responsibilities.
- ✓ Complete staff debriefing and capture lessons learned.
- ✓ Verify support arrangements for affected personnel.
- ✓ Complete final review and confirm transition closure.

Indicative Transition Timetables

Both commencement and termination are structured over a six-week transition period.

COMMENCEMENT OF THE AGREEMENT

WEEK 1-2

Transition setup

Formation of transition team, detailed timetable and stakeholder engagement.

WEEK 3-4

Information rollout

Develop and distribute service information leaflets and prepare disruption notices.

WEEK 5

Staff readiness

Conduct staff training and briefing sessions.

WEEK 6

Implementation

Final preparations, commencement of new works, monitoring and support.

TERMINATION OF THE AGREEMENT

WEEK 1-2

Termination setup

Formation of termination team, detailed timetable and stakeholder communication.

WEEK 3-4

Updated information

Update leaflets and prepare notices regarding potential service problems.

WEEK 5

Close-out and handover

Resolve outstanding issues, complete handover, debrief staff and provide support.

WEEK 6

Final review

Complete transition tasks and confirm closure.

TIMING PRINCIPLE

Timetables should be reviewed against actual contract requirements, stakeholder needs and operational conditions before implementation.

TRANSITION PLAN

Transition Operating Principles

Clear planning, communication and dedicated support are the foundations of a successful transition.

HOW THE PLAN WORKS

Plan Early

Establish the transition team, timetable, responsibilities and key dependencies before change begins.

Communicate Clearly

Provide accessible service information and issue notices through multiple stakeholder channels.

Prepare People

Train and brief staff so roles, procedures and customer support expectations are understood.

Maintain Continuity

Protect delivery of works and customer assistance throughout both transition phases.

Resolve and Handover

Close outstanding matters and transfer relevant documentation and responsibilities in a controlled manner.

Review and Improve

Capture lessons learned through debriefing and apply them to future transition activities.

CONCLUSION

DM Composites Pty Ltd is committed to ensuring a seamless transition during commencement and termination of an Agreement. By implementing a detailed and structured Transition Plan, the aim is to minimize disruption, maintain high levels of customer satisfaction and facilitate a smooth adjustment to new works and services.

Clear communication, effective planning and dedicated support will help stakeholders experience continuity and a professional transition throughout the change process.

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