

Highways England Company Limited

Area 3

Asset Delivery (AD)

Scope

Annex 26

Customer Service

CONTENTS AMENDMENT SHEET

Issue No.	Revision No.	Amendments	Initials	Date
0	0	Contract Issue	SOS	May 2021

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1 CUSTOMER REQUIREMENTS

1.1 Consideration of Others

1.1.1 The Contractor

- registers the Site under the Considerate Constructor Scheme and
- complies with the Considerate Constructor Scheme's Code of Considerate Practice in Providing the Service (See Link in **Annex 03**).

1.2 Customer Service

1.2.1 The Customer is any person or organisation that uses or is affected by the *service*, including:

- road users,
- communities and community groups,
- tenants and persons and organisations that lease from the *Client* and
- the public who use the *service*.

1.2.2 The *Client* has published an overarching Customer Service Strategy (See Link at Annex 03), which sets out the approach to improving works provided to its Customers. The Contractor collaborates with the *Client* to support the successful delivery of this strategy. Key aspects of this strategy include

- consistently effectively and efficiently Provide the Service; working to manage delays and make journeys as safe and stress free as possible,
- improving our service and network; being more effective in the way we operate, maintain and improve our roads and
- developing our relationships with Customers; building strong dialogue with our Customers and communities, providing information to help people make the best choices and understanding the needs and expectations of the Customer.

1.2.3 The Contractor notifies the *Service Manager* of any customer service issues and provides support in the mitigation of any negative consequences that could affect the delivery of the works or achievement of the aims and objectives in the Customer Service Strategy.

1.2.4 The Contractor embeds throughout its workforce an understanding of *Client* imperatives, values, culture, strategy and objectives. Awareness should be fostered at every opportunity including at; on-boarding and induction, performance reviews, site meetings and through delivery of learning and development opportunities including Client e-learning (once available).

- 1.2.5 The Contractor ensures that *Client* customer requirements are cascaded to and adhered by the extended supply chain.
- 1.2.6 The Contractor ensures that delivery of *Client* customer service requirements are fully inclusive and accessible and that this is evidenced within the Inclusion Action Plan.
- 1.2.7 The Contractor reviews their policies, procedures and processes to ensure that there are no adverse customer equality impacts throughout delivery of the works on protected characteristics or affected groups.
- 1.2.8 The Contractor uses demographic data and analysis to inform delivery of the *works*.
- 1.2.9 The Contractor evidences the involvement of diverse groups in agreeing communication channels and engagement activities, monitoring and evaluating satisfaction of these.
- 1.2.10 The Contractor provides any information that is needed to enable the *Service Manager* to prepare statements or responses to questions or issues raised by or on behalf of any Customer. The Contractor provides such information within any time periods which may be imposed by the *Service Manager* (acting reasonably having regard to the purpose of the provision of the information requested and to the nature and extent of the information requested). If the Contractor cannot provide the required information to support the *Service Manager's* response, the Contractor immediately notifies the *Service Manager*, detailing the reasons.
- The timescales are to be those as listed in the corporate customer complaints process (See Link at Annex 03).
- 1.2.11 The Contractor implements the principles as set out in the *Client's* 'Roadworks A Customer View' (See Link at Annex 03). Alongside this, the "dynamic roadworks vision" is an aspiration for Road Investment Strategy 1 (RIS1) projects, with a view to achieving it by the end of Road Investment Strategy 2 (RIS2). The *Client* recognises that a balance needs to be made with cost and time constraints. Any deviations from implementing the principles set out in "Roadworks A Customer View" are to be agreed with the *Service Manager*.
- 1.2.12 The *Client* encourages the Contractor to innovate and challenge the conventions traditionally used to design and manage traffic to help deliver better outcomes on its network and for local communities affected by diversion routes.
- 1.2.13 The Contractor minimises impact to Customers while delivering the *service* and adhere to the requirements in GM702: Operational requirements for network occupancy in terms of managing the road space closures and

GM703: Operational requirements for incident management for managing incidents on the network.

The Contractor is to take all necessary actions to ensure that drivers and road users are aware of the road works, lane closures and disruptions to their trips before commencing their journeys with the earliest possible notice in line with the Network Occupancy Management System requirements.

The *Contractor* is to contribute to engagement with the local and wider community, including businesses, to listen to their views and concerns and formulate solutions on an ongoing basis as part of the traffic management approach striving and demonstrating continuous improvement and Customer engagement.

1.2.14 Not used

1.2.15 The Contractor collaborates with the *Client* to create a Customer plan which aligns with the Network occupancy plan (as detailed in GM702) and the *Client's* overarching Customer Service Strategic Plan (see Link at Annex 03) which defines

- all customer stakeholder groups,
- communication channels and timings for each stakeholder and
- feedback protocols from customers.

1.2.16 The Contractor records performance against customer and stakeholder performance metrics within the performance strategy.

1.2.17 The Contractor assures that all current and future customer service standards are complied with throughout the delivery of the *service*.

1.2.18 Following two weeks from the Contract Date, the *Service Manager* conducts customer audits of the Contractor's policies, procedures and practices at such times as required. The Contractor cooperates with such requests and provides all information requested by the *Service Manager*.

1.2.19 During the life of the contract, the *Service Manager* may suggest recommendations to the Contractor's quality plan to improve customer service assurance. The Contractor either implements these recommendations or responds to the *Service Manager* giving reasons why they are not accepted.

1.3 Customer Relationship Management

1.3.1 The *Client* operates customer relationship management (CRM) system for managing all stakeholder and customer correspondence (Annex 6 Information Systems, Table 2). The Contractor uses the *Client's* CRM system in managing all stakeholder and Customer correspondence.

- 1.3.2 The Contractor liaises with the *Service Manager* to ensure that appropriate staff receives CRM training.