



**Highways England Company Limited**

**Scope**

**Customer Service**

**Annex 05**

**LIST OF CONTENTS**

**1 CUSTOMER REQUIREMENTS.....3**

**1.1 Consideration of others.....Error! Bookmark not defined.**

**1.2 Customer Service.....3**

**1.3 Customer Relationship Management .....5**

1 CUSTOMER REQUIREMENTS	
1.1 Customer Service	
1.2.1	<p>The customer is any person or organisation that uses or is affected by the <i>service</i>, including:</p> <ul style="list-style-type: none"> <li>• road users,</li> <li>• communities and community groups,</li> <li>• tenants and persons and organisations that lease from the <i>Client</i> and</li> <li>• the public impacted by the <i>service</i>.</li> </ul>
1.2.2	<p>The <i>Client</i> has published an overarching Customer Service Strategy (See Link at <b>Annex 02</b>), which sets out the approach to improving works and services provided to its customers. The <i>Contractor</i> collaborates with the <i>Client</i> to support the successful delivery of this strategy. Key aspects of this strategy include</p> <ul style="list-style-type: none"> <li>• consistently effectively and efficiently Provide the Service; working to manage delays and make journeys as safe and stress free as possible,</li> <li>• improving our service and network; being more effective in the way we operate, maintain and improve our roads and</li> <li>• 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.</li> </ul>
1.2.3	<p>The <i>Contractor</i> notifies the <i>Client</i> of any customer service issues and provides support in the mitigation of any negative consequences that could affect the delivery of the <i>service</i> or achievement of the aims and objectives in the Customer Service Strategy.</p>
1.2.4	<p>The <i>Contractor</i> embeds throughout its workforce an understanding of <i>Client</i> imperatives, values, culture, strategy and objectives. Awareness is fostered at every opportunity including at; on-boarding and induction, performance reviews, site meetings and through delivery of learning and development opportunities including <i>Client</i> e-learning (once available).</p>
1.2.5	<p>The <i>Contractor</i> ensures that <i>Client</i> customer requirements are cascaded to and adhered by the extended supply chain.</p>
1.2.6	<p>Not used</p>

1.2.7	The <i>Contractor</i> reviews their policies, procedures and processes to ensure that there are no adverse customer equality impacts throughout delivery of the <i>service</i> on protected characteristics or affected groups.
1.2.8	Not used
1.2.9	Not used
1.2.10	<p>The <i>Contractor</i> provides any information that is needed to enable the <i>Client</i> prepare statements or responses to questions or issues raised by or on behalf of any customer. The <i>Contractor</i> provides such information within any time periods which may be imposed by the <i>Client</i> (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 <i>Contractor</i> cannot provide the required information to support the <i>Client's</i> response, the <i>Contractor</i> immediately notifies the <i>Client</i>, detailing the reasons.</p> <p>The timescales are to be those as listed in the corporate customer complaints process (See Link at <b>Annex 02</b>).</p>
1.2.11	Not used
1.2.12	Not used
1.2.13	Not used
1.2.14	Not used
1.2.15	Not used
1.2.16	Not used.
1.2.17	Not used
1.2.18	Not used
1.2.19	<p>The <i>Contractor</i> records performance against customer and stakeholder performance metrics in accordance with section S 341 (Performance measurement) of the Scope within the performance strategy.</p> <p>The <i>Contractor</i> assures that all current and future Customer Service Standards are complied with throughout the delivery of the <i>service</i>.</p>
1.2.20	The <i>Client</i> may conduct customer audits of the <i>Contractor's</i> policies, procedures and practices at such times as required. The <i>Contractor</i> cooperates with such requests and provides all information requested by the <i>Client</i> .
1.2.21	Not used

## 1.2 Customer Relationship Management

1.3.1	The <i>Client</i> operates customer relationship management (CRM) system for managing all stakeholder and customer correspondence. Details of Information Systems can be found in Annex 09. The <i>Contractor</i> uses the <i>Client</i> 's CRM system in managing all stakeholder and customer correspondence.
1.3.2	The <i>Contractor</i> liaises with the <i>Client</i> to ensure that appropriate staff receives CRM training.