

Highways England Company Limited

Area 9

Asset Delivery (AD)

Scope

Annex 26

Customer Service

CONTENTS AMENDMENT SHEET

Issue No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	AJP	30/06/2021

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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's* overarching Customer Service Strategy (see link in **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* delivers *Client* customer service requirements fully, inclusively and accessibly 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 and complies with the *Client's* public sector equality duties under the Equality Act 2010.
- 1.2.8 The *Contractor* uses demographic data and analysis, alongside findings of the Equality Impact Assessment to identify who are the Customers and communities that are affected by the delivery of the *works*.
- 1.2.9 The *Contractor* evidences the involvement of diverse groups in agreeing communication channels and engagement activities with the *Client* and Others (to ensure they are appropriate and accessible), and the 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 in **Annex 03**). Alongside this, the "dynamic roadworks vision" is an aspiration for all 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 *Contractor* contributes to improving outcomes for those impacted by diversion routes, including on the strategic road network and in local communities.
- 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* takes 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* contributes to the traffic management communications plan at the start of planned works in which key messages, communication channels and target audiences are to be identified and which sets out the processes and procedures for communications.

The *Contractor* contributes 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 *service* specific Customer plan which aligns with the network occupancy plan (NOP) 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 in accordance with 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 The *Service Manager* may conduct 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 The *Service Manager* may suggest recommendations to the *Contractor's* quality plan to improve customer service. The *Contractor* implements these recommendations or responds to the *Service Manager* giving reasons why they are not accepted.

1.3 Customer Centric Action Plan

- 1.3.1 The *Contractor* (or where there is a joint venture, each Consortium Member) undertakes Customer Maturity Assessments every two years (see link in **Annex 03** for template) unless instructed otherwise by the *Service Manager*.
- 1.3.2 Outputs of the Customer Maturity Assessments are used by the *Contractor* to produce and update a Customer Centric Action Plan in collaboration with the *Client* (see link in **Annex 03**) which covers its overarching actions in relation to customers under all its *Client* contracts.
- 1.3.3 The Customer Centric Action Plan is reviewed with the *Client* every three months unless instructed otherwise by the *Client*.

1.4 Customer Relationship Management

- 1.4.1 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.
- 1.4.2 The *Contractor* liaises with the *Service Manager* to ensure that appropriate staff receives CRM training.