



**Highways England Company Limited**

# **Concrete Roads Framework - LEW**

## **Scope**

### **Customer Service**

#### **Annex 05**

## CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	SOS	04/08/2020

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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 Works (See Link in **Annex 02**).

### 1.2 Customer Service

#### 1.2.1 The customer is any person or organisation that uses or is affected by the *works*, including:

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

#### 1.2.2 The *Client* has published an overarching Customer Service Strategy (See Link at **Annex 02**), which sets out the approach to improving works and services 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 Works; 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 *Project 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 is 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 (see **Annex 06**).
- 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 *Project 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 *Project 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 *Project Manager's* response, the *Contractor* immediately notifies the *Project Manager*, detailing the reasons. The timescales are to be those as listed in the corporate customer complaints process" (See Link at **Annex 02**).
- 1.2.11 The *Contractor* implements the principles as set out in the *Client's* 'Roadworks A Customer View' (See Link at **Annex 02**). 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 *Project Manager*.
- 1.2.12 The *Contractor* to innovates and challenges 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* will minimise impact to customers while delivering the *works*.  
The *Contractor* is to take all necessary actions to ensure that 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

Network Occupancy Management System requirements.

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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* undertakes Customer Maturity Assessments (See link at Annex 02) as instructed by the *Client*.
- 1.2.16 The *Contractor* produces a Customer Centric Plan (see link at Annex 02) which covers its overarching customer principles under all its *Client* contracts.
- 1.2.17 Following each maturity assessment, the outcomes identified by the *Client* will be incorporated into the *Contractors* customer centric plan.
- 1.2.18 The *Contractor* collaborates with the *Client* to create a *works* customer plan which aligns with the Network Occupancy Plan (NOP) and the *Client's* overarching Customer Service Strategic Plan (See Link at **Annex 02**) which defines
- all customer stakeholder groups,
  - communication channels and timings for each stakeholder and
  - feedback protocols from customers.
- 1.2.19 The *Contractor* records performance against customer and stakeholder performance metrics in accordance with Scope section S635 .
- The *Contractor* assures that all current and future Customer Service Standards are complied with throughout the delivery of the *works*.
- 1.2.20 The *Project 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 *Project Manager*.
- 1.2.21 During the life of the contract, the *Project Manager* may suggest recommendations to the *Contractor's* quality plan to improve customer service assurance. The *Contractor* implements these recommendations or responds to the *Project 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. (provide cross

reference to information systems section of the scope). The *Contractor* uses the *Client's* CRM system in managing all stakeholder and customer correspondence.

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