

Award categories & Content for Award Force

(One winner will be selected from both Highways England and the supply chain)

Customer

1. Excellence in customer experience award

This award celebrates outstanding contributions, innovations and achievements that have resulted in excellent customer experience. We are looking for submissions where customer and/or community experiences have been improved above and beyond what is expected. We welcome submissions from organisations, teams, or individuals.

The judges will be looking for evidence of work which demonstrates:

- A clear understanding of our customers' needs
- Evidence that what you have done has positively improved the service we provide
- A clear demonstration of how collaborative working has helped customers to experience better journeys
- Details of how you have shared your work with the business, and more widely across the sector
- Examples of how you have identified customer groups, and their specific needs and used that intelligence to communicate, relevant, timely information to customers affected by your work. Evidence of effectively identifying customers and consulting with them in a meaningful way to understand their needs. Using that intelligence to provide a solution or information which fitted the needs of the customers and/or communities

2. Customer focused network management

We have a responsibility to keep the strategic road network moving, no matter what. Managing both planned events and unexpected incidents effectively is crucial to our reputation, and has a major impact on our customers and communities.

This award celebrates individuals or teams who have shown that the approach they take centres on caring for our customers, as well as effectively managing our network. We welcome submissions from organisations, teams or individuals.

The judges will be looking for evidence of work which demonstrates:

- All activity was planned through the eyes of our customers, to improve their journey experience
- Clear evidence and results that illustrate an improvement to our customers' experience. This could include social media feedback, journey time results or media coverage

- Clear demonstration of ownership
- Evidence that shows that customers were provided with timely, accurate information that supported journey planning and managed their expectations
- Evidence of how you have shared knowledge and learning within your team or organisation to support our customers to feel in control of their journeys.

3. Employee engagement and behavioural change

Providing excellent customer service is vital to everything we do. A positive working environment where we all help each other, creates strong teams with better relationships, improved communication and results in positive customer experiences. This award celebrates those who have gone above and beyond to deliver improvements in employee engagement and/or cultural change. We welcome submissions from organisations, teams, or individuals.

The judges will be looking for evidence of work which demonstrates:

- Pride, passion and focus amongst our employees and/or supply chain in providing great customer service
- Evidence of a customer focussed culture or where the business has shown increased maturity towards becoming a customer focussed organisation
- Examples of how putting customers first has driven change internally and externally
- Evidence of how you have nurtured talent amongst those who have shown great customer service skills and creativity, and driven a culture for change
- Evidence of training and development career planning which shows a dedication to the importance of customer experience within the organisation.

4. Customer service champion of the year (*individual award*)

This award recognises an individual who has made an exceptional commitment or contribution to customer service.

A customer service champion will be a role model for others, and will be have outstanding communication, influencing and problem solving skills.

The judges will be looking for evidence that the nominated person demonstrates:

- Being a positive influence in creating opportunities for delivering outstanding customer service
- Using creative or innovative problem solving to improve customer service or experience
- Effectively using customer intelligence or feedback to create customer focused change
- Acting as a role model by seeking to improve their own or others' skills and abilities to improve customer service.
- Promoting teamwork to drive customer focus, working with other stakeholders to ensure that they champion a customer focused approach.

Delivery

1) People, skills and cultural excellence

This award recognises an individual, team or organisation that has implemented an employment and skills initiative which has delivered significant benefit to the business. This could centre around productivity, performance and/or the attraction, recruitment, retention and deployment of diverse talent within an inclusive environment.

The judges will be looking for evidence of work which demonstrates:

- Targeted approaches to access communities, educational organisations, and other employment and skills initiatives to recruit diverse talent
- Adopting inclusive recruitment methods and best practice to make highways a sector of choice
- Creating inclusive environments where people can reach their full potential
- Addressing current skills gaps and the retention of people/skills in areas of demand
- Maturing inclusive leadership behaviours, that ensure all perspectives and contributions are valued

2) Digital Transformation

Highways England is recognised as an industry leader for our continuous drive for better and more efficient ways of working. The industry is moving rapidly, and digital technology is changing the way that new and existing assets are designed, built and operated, as well as how customers use our roads and our services.

The judges will be looking for evidence of work which demonstrates:

- Delivery of innovative products or services that benefit customers and stakeholders, or enhance supply chain effectiveness
- Evidence of a digital improvement in business or project performance
- A demonstration of how the use of technology is supporting Highways England to achieve its efficiency target
- A great example of digital construction that has improved supply chain integration and collaboration.

3) Excellence in sustainability and environment

We are committed to developing initiatives or schemes that deliver benefits to the environment and work harmoniously with their surroundings. This award celebrates those who have delivered effective sustainability and environmental outcomes. This could have been achieved through innovation, implementation of a new policy or through a cultural or behavioural change programme.

The judges will be looking for evidence of work which demonstrates:

Award categories & content

- Minimising the environmental impacts of operating, maintaining and improving the strategic road network.
- Seeking to protect and enhance the quality of the surrounding environment
- Responsible sourcing and production processes, and a company culture that demonstrates a strong commitment to improving the environment.
- Conforming to the principles of sustainable development by encouraging economic growth while protecting the environment
- Delivering long term benefits to the natural and built environment that improve safety and create a sustainable future; sharing success and learning with others.

4) Supply chain collaboration

This award celebrates the collaboration between companies, project teams or individuals who have worked together to improve performance and get better results for everyone.

Applications from individuals, teams or organisations are welcomed and should focus on the effectiveness of all stages of the project life-cycle - from initial planning and design, through to operation and maintenance.

The judges will be looking for evidence of work which demonstrates:

- Evidence that collaboration has led to better results
- Using lessons learnt from the delivery of other projects, and knowledge shared by the wider sector to implement improvements and good practise in the future
- A common approach to safety, customer service and delivery that has helped the supply chain become more efficient
- Evidence of engagement with stakeholders from the supply chain
- Delivering a seamless service to our customers, our communities and our stakeholders.

5) Efficiencies and continuous improvement

Our efficiencies and continuous improvement award will be given to an individual, team or organisation that has delivered significant efficiencies and savings and introduced an innovative product or system.

The judges will be looking for evidence of work which demonstrates:

- Evidence that the project is tackling a specific initiative in a new and innovative way, and can demonstrate improved performance and efficiencies
- Evidence to prove efficiencies claimed have been validated
- That you have shared your knowledge and findings across other Highways England contracts or processes

- Evidence of engagement with the extended supply chain, in particular small and medium enterprises, to widen the opportunities for efficiency and innovation
- Improvements that are industry-leading, with clear benefits and evidence of peer review and acceptance of approach.

Safety

Excellence in health and wellbeing

The health and wellbeing of our people is as important as their physical safety. Ensuring our people are safe and healthy is an essential part of achieving a productive working environment.

This award celebrates ideas or actions that have significantly improved health and wellbeing. We are looking for initiatives that have been developed using evidence-based methods or science. This should be supported by strategic, targeted activity.

The judges will be looking for evidence of work which demonstrates:

- Evidence of tangible benefits and results
- Application of evidence-based methods or science in the working environment and along our network
- A clear demonstration of a successful, targeted approach
- Evidence that the idea or action has had outstanding results
- A positive impact on employee health and wellbeing.

Excellence in safety for road users

Keeping our customers safe on our roads is critical. This category recognises an extraordinary contribution to delivering our road safety ambition, which is that no one should be killed or injured on our strategic road network by 2040.

We welcome submissions from organisations, teams, or individuals who have gone beyond what is expected to achieve safer roads, safer vehicles and safer people.

The judges will be looking for evidence of work which demonstrates:

- Evidence of safety in design, communications and behavioural change, delivered through an innovative approach
- The impact of the contribution in reducing casualties and collisions. The impact may also focus on changes in knowledge, attitudes and behaviour
- Demonstration of wider tangible benefits including cost and risk reduction

- Evidence of its roll out, commitment to be rolled out or how this will be replicated across the country's regions.
- Evidence of collaboration and stakeholder engagement.

Excellence in safety learning

Safety improvements are achieved when individuals and teams actively seek to grow their knowledge and experience, and apply that learning within their role.

This award celebrates the organisation, team or individual that has displayed excellence in safety learning, and used it to achieve changes in health, safety and wellbeing.

The judges will be looking for evidence of work which demonstrates:

- How the organisation, team or individual ensures a fair and open reporting culture
- A commitment to continuous learning, and how those outcomes have been shared across the wider business
- Diversity of approach around learning
- Evidence of collaboration and engagement with partners and stakeholders
- Evidence of increased employee engagement in health, safety and wellbeing.

Excellence in safety innovation

Innovation helps us to reduce or remove the risk of harm for our people, enabling them to go home safe and well. This award celebrates those organisations, teams or individuals who have developed, implemented and demonstrated innovative solutions which deliver significant health, safety and wellbeing benefit.

Safety improvements delivered using a new device, piece of equipment or process are all eligible for this award.

The judges will be looking for evidence of work which demonstrates:

- The safety risk identified, including scale and scope of its impact
- The process by which the solution(s) to the problem were identified and developed
- Originality of the innovation and proof that the innovation is now being used
- Demonstrated health, safety and wellbeing benefits that are routinely achievable
- Steps taken to engage all stakeholders and communicate across the industry

Award categories & content

Home Safe and Well Champion of the Year

We are committed to creating a safe working environment for our people. This award celebrates an individual who has exceeded expectations to improve safety through attitude, behaviour and conduct. They will be a role model for the Home Safe and Well Approach.

The judges will be looking for an individual who demonstrates:

- Action has been taken to improve safety of those around them, for example by challenging the status quo
- Being a positive influence in health, safety and wellbeing to those around them, for example by changing their behaviours or actions.
- Seeking to improve their capability or that of others to improve health, safety and wellbeing.
- Promoting collaboration that drives safety, engaging with other stakeholders to ensure that they champion the Home Safe and Well message.
- Taking steps to eliminate risk at source, ensuring that risks to our people are reduced to the lowest possible level.

Chairman's award

This award will be selected from winners of other categories. Our chairman will select an outstanding winner who he feels deserves particular recognition for their work in our sector.