Highways England

Supplier Recognition Scheme 2016

**Introduction**

This pack guides you through the process for entering the Highways England recognition scheme. We expect to identify awards for supply chain activity and/or specific Highways England projects in the following areas:

* Building Capacity and Capability
* Communities
* Customer experience
* Delivering Sustainable and Environmental Solutions
* Inclusion
* Managing Down Cost / Improving Value
* Safety, Health and Wellbeing;

Public/road user safety

Road worker safety

Occupational health and wellbeing

* Supply Chain Management

**You will find detailed criteria of each category in** [**Annex A**](#AnnexA)**,**

**Supplier Recognition Scheme principles**

Highways England recognition scheme is open to all suppliers; including joint ventures, designers/consultants, and the extended supply chain (i.e. not in direct contract with Highways England but work in the supply chain on a Highways England project) including Small Medium Enterprises. There is no limit to the number of categories you can make a submission under, providing it is relevant to each category.

The number of awards allocated will be flexible for each category and, in addition to winners; we will be seeking to provide “highly commended” where appropriate.Winning and highly commended entries will be celebrated in January 2017.

**Submission of entries**

In order to be considered for an award you will need to complete a submission as follows -

* The submission must be a maximum of six pages\* and evidence based.

*\*Please note that any additional annex or documents (other than references and/or motivating success toolkit data) will* ***not*** *be judged.*

* **\*NEW\*** Your submission must include a short Executive Summary of your submission.

*(max 150 words)*

* **\*NEW\*** Your submission must include an endorsement from a Highways England contact.

*(maximum 1 page).*

* Your submission can also be supported by references *(maximum 2 references (1 page each))* and/or performance data *(last rolling year)* (MST) where available.
* **\*NEW\*** Please provide 2 high quality (jpeg) photographs relevant to the submission which could be used in media publications following the Supplier Recognition Scheme event.
* Your submission should be presented in Arial font 11.
* Electronic submissions should be titled:   
  (name of supplier)\_(title submission)\_(name of category)\_2016

*e.g. John Doe Ltd\_M99 Britain Bridge\_Managing Down Cost\_2016*

* Scan your submission, endorsement, references and/or MST into one document and save as PDF ensuring the title is as above. This should be a maximum of **13 pages.**
  + 2 information pages
  + 1 Executive summary page
  + 6 submission pages
  + 1 endorsement (1 page)
  + 2 references (1 page each) *(if relevant)*
  + MST Data (last 12 months – September 2015 – September 2016) (1 page) *(if relevant)*
* **Note: One** submission per email please, using the title of the entry in the subject box, including the 2 photographs
* Submit your entry in a PDF format to [ssd@highwaysengland.co.uk](mailto:ssd@highwaysengland.co.uk)

**Where/When to send your entry**

* Email submissions by 12 noon on **7 September 2016** to [ssd@highwaysengland.co.uk](mailto:ssd@highwaysengland.co.uk)
* Submissions received after this time will **not** be included.

**Key Dates**

* Launch date – w/c 4 July 2016
* Close date – Wednesday 7 September 2016
* Award Ceremony – Thursday 12 January 2017

**If you require any further guidance please email** [**ssd@highwaysengland.co.uk**](mailto:ssd@highwaysengland.co.uk)

**Annex A Categories and Criteria**

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| **Building Capacity & Capability** | Highways England seek to recognise suppliers that bring in new talent from a much wider pool and develop that diversity of talent to meet programme needs | **Within your submission you may wish to include**   * Accessing the potential employment market using innovative approaches to tap into a diverse talent pool across all sectors of society (apprentices, grads, experienced hires) * Targeted proactive long-term strategies to access communities, educational organisations, and other employment initiatives to recruit talent from both traditional and non-traditional routes (for example internet channels). * Application of understanding the skills required to deliver roles that expand the potential capacity by, thinking more laterally on the essential skill set required. Avoiding pre-conceived ideas on the role individuals should do to avoid stereo-typing. * Well-formed intuitive induction and career planning to value individuals and build their capability potential. * To show that the demographic of your workforce has alignment with the national population profile, and society’s needs to reflect a broader approach and higher success rate in recruitment across, but not limited to, gender, ethnicity, disability, age etc. * Providing flexibility by encouraging flexible working and part time contracts as well as full time, to embrace the needs of working people with commitments outside of the workplace. |
| **Communities** | Highways England seek to recognise suppliers providing effective community engagement in order to build and maintain lasting community relations. | **Within your submission you may wish to include:-**   * Evidence of how you have gained a greater understanding of communities in order to maximise efficiency and customer satisfaction. * How you have supported the delivery of Highways England’s customer service imperative through community engagement. * How you have implemented innovative ways of working with communities that have delivered evident benefits. * Examples of where your actions have had a positive impact on the communities affected by our strategic road network. |
| **Customer Experience** | Highways England seek to recognise suppliers with an industry leading commitment to supporting our customer service strategy and its guiding principles:   * Consistently delivering the basics * Improving our service and network * Developing our relationships with customers   through understanding external customer needs and using feedback to constantly improve the customer experience. | **Within your submission you may wish to include:-**   * Shows how core customer (road users) service values are embedded within the company’s culture and how it is demonstrated in everyday working practices. * Shows a clear evidence based understanding (through customer insight) of our customers’ needs/priorities and how these are responded to accordingly. * Shows how excellent customer service is recognised, valued and rewarded within the company. * Shows how the quality of customer correspondence (email and telephone) is maintained to a high standard and meets the needs of the customer. * Shows how customer experiences have been enhanced through sharing best practice and lessons’ learnt. * Shows how customers have been actively encouraged to participate and collaborate with the company to make service and operational improvements. |
| **Delivering Sustainable and Environmental Solutions** | Highways England seeks to recognise suppliers that have aligned the established five capitals of sustainability into delivery of the company’s contracts and improved environmental outcomes. | **Within your submission you may wish to include:-**   * Financial capital – e.g. climate change adaptation, adapting the network to operate in a changing climate, including assessing, managing and mitigating the potential risks posed by climate change. * Human capital – e.g. sustainability leadership, conforming to the principles of sustainable development and balancing a range of factors in meeting the short and long-term needs of the network. * Natural capital – e.g. carbon management, calculate and consider the carbon impact of road projects and factor carbon into design decisions, seek to minimise carbon emissions from operation and take opportunities to influence road users to reduce emissions. * Social capital – e.g. responsible sourcing, enabling production processes that support workers, communities and the best practicable environmental outcomes. * Manufactured capital – e.g. circular economy, ensuring efficiency and value for money adopting a whole-life cost approach to managing the assets and implementing our four key corporate enablers. * Significantly improving the environment, delivering long term benefits to the natural and built environment, creating a sustainable future for all. |
| **Inclusion** | Highways England seeks to recognise suppliers that provide evidence of how they are evolving a more inclusive performance culture that leverages the value of diversity. | **Within your submission you may wish to include:-**   * Research to understand existing culture and its use in work to develop a more inclusive performance culture * Targeted action to develop inclusive behaviours and/or accountable leadership * Communications that are positive contributing to a more inclusive performance culture |
| **Managing Down Cost/Improving Value** | Highways England seeks to recognise suppliers that have demonstrated significant achievement in mobilising all their talents and resources to deliver smarter and more efficient ways of working in delivering the company’s contracts. | **Within your submission you may wish to include:-**   * Removal / reduction of Cost * Implementation of Lean techniques * Demonstration of commercial success through innovative products or services |
| **Safety, Health and Wellbeing** | Highways England seek to recognise evidence of industry leading commitment to improving corporate and workforce health and safety | **Within your submission you may wish to include:**   * **Public/Road User Safety** * Safety of the public * Work with external stakeholders e.g. HSE, Hauliers association etc. * Learning from an accident/incident/near miss * Industry leading initiatives/examples * **Road Worker Safety** * Examples of effective safety management both at organisational and operational level * Work with external stakeholders e.g. HSE, Hauliers association etc. * Learning from an accident/incident/near miss * Supply Chain awards (i.e. what have the sub-contractors been doing which promotes safety) * Industry leading initiatives/examples * **Occupational Health and Wellbeing** * Employee recognition schemes * Links to company initiatives * Best value and cost-benefit (in relation to health and wellbeing) * Promoting a healthy workforce * Contribution to corporate occupational health and wellbeing objectives |
| **Supply Chain Management** | Highways England seeks to recognise suppliers that demonstrate embedment of the organisations strategic agenda, values and principles through their supply chains | **Within your submission you may wish to include**:   * Collaborating with extended supply chain to deliver a more active approach to planning, delivery and decision making * Improving decision making through sharing of intelligence, tools and data with the extended supply chain * Working with extended supply chain to maximise productivity & minimise disruption for our customers |