

National Highways  
**Industry  
Awards**

2023

# Welcome to the National Highways Industry Awards 2023

As an organisation, our purpose is to connect the country. Our strategic road network, England's 4,500 miles of motorways and major A-roads, is one of the country's most important assets. Our three imperatives – safety, customer service and delivery – underpin everything we do. They ensure that our roads enable the safe movement of people and goods to keep daily lives and businesses running as we all expect, creating jobs and supporting economic growth across the country. Our roads also bind together the regions and nations of the United Kingdom, and serve the Channel Tunnel, major ports and airports, facilitating international trade and travel.

## Why do these awards matter?

The National Highways Industry Awards provide an important opportunity for us to acknowledge and recognise the collaborative relationships we have with our supply chain. Working together, we can create a network that delivers, and constantly improves, to make a positive difference to our customers who use it and our communities who live around it.

Now entering their 3rd year, the National Highways Industry Awards 2023 celebrate successes and recognise best practice performance in safety, customer service and delivery across the roads sector.

## Who can enter?

The awards are open to our supply chain and National Highways employees. As one of the aims of the awards is to celebrate collaboration, all nominations from National Highways colleagues must demonstrate collaboration with the supply chain. This is your opportunity to highlight the great work you, your integrated project team or organisation is doing to deliver innovative, safe projects and protect the environment and biodiversity, while providing great experiences for our customers, communities and stakeholders.

## Championing excellence

In addition to the award categories listed in this brochure, there will be an overall Chairman's award, selected from the winners of the other awards. The aim of the Chairman's award is to champion overall excellence across all 15 awards that delivers all aspects of National Highways' values: Safety, Ownership, Passion, Integrity and Teamwork.

This brochure details all the award categories and the judging criteria for each. When you are ready to submit your entry nomination, please do so no later than 27 October 2023 on the National Highways Industry Awards website

**[nationalhighways.co.uk/industryawards](https://nationalhighways.co.uk/industryawards)**

We look forward to receiving your nominations!



“The awards recognise the outstanding contributions and innovations that go towards improving our customers’ experiences on our roads and their satisfaction with them.

We recognise organisations, teams and individuals who have met our customers’ needs, who have changed things for the better or who have improved customers’ experience by clearly seeing things through our customers’ eyes.”

A handwritten signature in white ink, appearing to read 'Nick Harris', is positioned above the name and title.

Nick Harris  
Chief executive

## Guidance for nominations

**Please take account of the following when writing your nomination:**

- All entries should include the company or individual's name along with a short succinct project title (for public relations). Your name and company name should be written accurately, i.e. with capitals and punctuation in the correct place.
- Read the eligibility criteria under each award category and the guidance for nominations section carefully to ensure that you are clear on the information required for your nomination. Entries that do not meet the criteria for the award category will not be considered.
- Ensure that your nomination is no longer than 1,250 words (250 words for executive summary and 1,000 words for submission summary). Any excess words will not be considered as part of the judging process.
- Only one attachment per nomination. Any attachments should relate to the submission rather than wider organisation/ corporate documents. Where attachments are included, they must clearly be a demonstration of their entry.
- Nominations should be written in plain English. Please try to make it easy for the judges to understand your project and the difference that it has made. Care should be taken to ensure spelling and punctuation is correct.
- Where appropriate, entries should include both qualitative and quantitative information/data to demonstrate value.
- All nominations for National Highways teams and individuals must clearly demonstrate collaboration with the supply chain.
- All nominations should provide details of the National Highways sponsor or contact for the project or initiative that is the subject of your nomination/submission. This information will help the judging panel should they require more detail.



# Contents

## List of awards

### Safety

Award 1:	Exceptional contribution to road user safety	<u>7</u>
Award 2:	Excellence in safety learning and culture	<u>8</u>
Award 3:	Outstanding contribution to health and wellbeing	<u>9</u>
Award 4:	Home Safe and Well champion of the year	<u>10</u>
Award 5:	Exceptional contribution to safety research and innovation	<u>11</u>

### Customer

Award 6:	Making a difference for our customers	<u>13</u>
Award 7:	Customer focused network management	<u>14</u>
Award 8:	Customer focused team of the year	<u>15</u>
Award 9:	Customer focused champion of the year	<u>16</u>
Award 10:	Excellence in delivering equality, diversity and inclusion	<u>17</u>

### Delivery

Award 11:	Excellence in delivering environmental sustainability	<u>19</u>
Award 12:	Good road design	<u>20</u>
Award 13:	Transforming our industry through innovation	<u>21</u>
Award 14:	Delivering social value	<u>22</u>
Award 15:	Quality in construction	<u>23</u>

# Safety



# Award 1: Safety

## Exceptional contribution to road user safety

**Judging criteria:** Keeping people safe on our roads is critical. This award recognises an exceptional contribution to delivering our long-term road safety ambition, which is that no one should be killed or seriously injured (KSI) on our strategic road network.

**Eligibility:** Organisations, teams and individuals

**Entries should demonstrate our safety imperative and should highlight:**

- How your organisational, team or individual initiative has gone above and beyond to achieve safer roads, safer vehicles or safer people.
- Evidence of safety in design, communications, or behavioural change, delivered through an innovative approach, with demonstrable impact on changes in attitudes, knowledge, behaviour and compliance.
- Metrics to show the impact of the contribution in reducing casualties and collisions, as well as evidence of wider tangible benefits including cost and risk reduction. Metrics that relate to lead indicators rather than lagging KSI data should be accompanied by a statement to establish the relevance of the lead indicator to KSI reduction.
- Evidence of the initiative's roll out, commitment to be rolled out beyond the initial phase to which the application refers, or how it will be replicated across the country.
- Evidence of collaboration and stakeholder engagement with road users and key partners to achieve safety outcomes.

# Award 2: Safety

## Excellence in safety learning and culture

**Judging criteria:** Being a learning organisation is a central part of our home safe and well approach. We want health, safety and wellbeing to continually improve, supported by life-long learning that is grounded in a fair, just and inclusive culture. This award recognises where excellent safety learning and behaviour have taken place within a positive safety culture, empowering people with confidence to share when things do and don't go well, so we can learn from each other's experiences.

**Eligibility:** Organisations, teams and individuals

**Entries should demonstrate our safety imperative and should highlight:**

- Evidence of how the organisation, team or individual has created an environment that promotes safety learning that is designed to drive change in health, safety and wellbeing, including how you have made sure it supports diversity in learning styles.
- How the team or individual has grown their knowledge, experience and understanding, and how they have applied this learning to benefit wider groups (rather than the specific team or individual).
- Examples of how your organisation or team has a fair and just approach when it comes to reporting incidents, near misses and non-conformance, and how you feedback to those reporting to support a positive safety culture.
- Show how the organisation's, team's or individual's approach to learning incorporates collaboration with others inside and outside your organisation, and how learning has been mutually beneficial.
- Evidence of how creating a learning environment with a positive safety culture has increased employee engagement and shown a demonstrable improvement in safety behaviour.



# Award 3: Safety

## Outstanding contribution to health and wellbeing

**Judging criteria:** Our commitment to creating a healthy working environment for our people is paramount. This award celebrates an individual or team that has exceeded expectations to improve health and wellbeing through attitude, behaviour and conduct.

**Eligibility:** Teams and individuals

**Entries should demonstrate our safety imperative and should highlight:**

- Actions taken to improve the health and wellbeing of those around them.
- Evidence of a positive influence on health and wellbeing by changing their behaviours or actions.
- How the implementation and delivery of people focused initiatives ensures holistic health and wellbeing in and outside of work.
- What actions have been taken to seek improvements to their capability (or that of others) to improve health and wellbeing.
- Evidence of how a multi stakeholder approach has helped to drive and champion health and wellbeing messages.
- How you have taken steps to eliminate health risks at source, ensuring that the health risks to our people are eliminated or reduced to the lowest possible level.



# Award 4: Safety

## Home Safe and Well champion of the year

**Judging criteria:** Everyone has a role to play in ensuring the health, safety and wellbeing of themselves and others. This award recognises those individuals who are committed to consistently improving health, safety and wellbeing and helping us all to get home safe and well.

**Eligibility:** Individuals (organisations can nominate an individual)

**Entries should demonstrate our safety imperative and should highlight:**

- How the individual has promoted teamwork, working with other stakeholders to ensure that they positively challenge and champion our Home Safe and Well approach.
- How the individual has influenced or changed health and safety culture to bring a change in behaviours of colleagues.
- Ways they have acted as a role model, by seeking to improve their own or others' skills and abilities to improve health, safety and wellbeing.
- How the individual has gone the extra mile to improve health, safety and wellbeing.



# Award 5: Safety

## Exceptional contribution to safety research and innovation

**Judging criteria:** Safety is our first imperative at National Highways. Ensuring our customers and our people get home safe and well depends on improving what we do, how we do it and how we respond when things go wrong. This award recognises the individual, team or organisation that has made an exceptional contribution through original research and/or has created a new approach that improves safety.

**Eligibility:** Individuals, organisations and teams

**Entries should demonstrate our safety imperative and should highlight:**

- The issue that was addressed by the research or innovation, how this was identified and why it is important for the safety of our customers and/or our people.
- What research or innovation was created as a result to address the issue identified, why this was selected and how it was developed, tested and evaluated.
- How the research and/or innovation improves health, safety and wellbeing for our customers and/or our people, including evidence of the benefit it will achieve/has achieved.
- How the research and/or innovation can be used to realise improved health, safety and wellbeing outcomes routinely and sustainably for our customers and/or our people.
- Evidence of engagement with independent and relevant stakeholders to benchmark what was created against best practice is beneficial, but not essential.

# Customer



# Award 6: Customer

## Making a difference for our customers

**Judging criteria:** What we do makes a big difference to our customers. This award celebrates the outstanding contributions, innovations and achievements that have improved our customers' experience on our roads. It also champions examples of where the diversity of our customer base has been considered, and the needs of all our customers have been met.

**Eligibility:** Organisations, teams and individuals

**Entries should demonstrate our customer imperative and should highlight:**

- Examples of how an individual, team or organisation has positively improved the service we provide from a customer's viewpoint, and how this has built or strengthened a mutual relationship.
- Evidence of when an individual, team or organisation has identified and engaged effectively with customer groups, stakeholders, freight partners and communities to understand their needs.
- A clear demonstration of listening and responding which has informed a solution to fit the needs of our diverse customers through effective and accessible engagement and contact.
- Evidence of recruiting and sustaining a workforce that reflects our customers, demonstrating best practice in equality, diversity and inclusion.
- A clear demonstration of how collaborative working has helped to achieve our customer satisfaction key performance indicator, as measured by Transport Focus.
- Examples of how an individual, team or organisation has identified customer groups, stakeholders, freight partners or communities, and their specific needs and used that intelligence to communicate relevant, timely information to help build customer relationships and deliver social value.

# Award 7: Customer

## Customer focused network management

**Judging criteria:** The way we manage both planned and unexpected events and incidents can have a major impact on our customers, freight partners, businesses and surrounding communities. This category celebrates those individuals, teams or supply chain organisations that have demonstrated a caring, customer focused approach to a well maintained and safe network, providing better information to enable better end-to-end journeys.

**Eligibility:** Organisations, teams and individuals

**Entries should demonstrate our customer imperative and should highlight:**

- Evidence that the activity was planned through the eyes of our diverse customers, freight partners, stakeholders and/or communities to improve their satisfaction with their journey experience.
- Metrics showing how your contribution improved our customers' experience. This could include social media feedback, journey time results or media coverage, but should be focused on the potential to achieve our key performance indicator for customer satisfaction.
- Evidence that customers were provided with timely, accurate information that supported their journey planning and managed their expectations.
- Examples of where you have shared knowledge and learning within your organisation or industry to support our customers to feel in control of their journeys.

# Award 8: Customer

## Customer focused team of the year

**Judging criteria:** Customer service is everyone's responsibility. A positive working environment where we all understand our contribution to customer service results in better relationships, better communication and better customer experiences. This category celebrates those who have effectively delivered employee engagement and behavioural change to enable a team to improve customers' and/or communities' experience.

**Eligibility:** Organisations, teams and individuals

**Entries should demonstrate our customer imperative and should highlight:**

- Examples of how putting customers first has driven changes that matter to customers.
- Ways in which individuals, teams or organisations have supported the development of people to transform the culture so that they feel empowered to provide the best customer experience.
- Evidence of how individuals, teams or organisations have delivered innovative and creative examples contributing to enhanced customer maturity within your business and social value.
- Evidence of training, development and/or career planning that shows a dedication to the importance of customer experience as a specialism within the organisation.

# Award 9: Customer

## Customer focused champion of the year

**Judging criteria:** Everyone has a role to play in inspiring and empowering those around them in an inclusive working environment. This award recognises those individuals who are committed to consistently providing excellent customer service and helping us to meet our customer vision. A customer service champion has several characteristics, including being a good communicator, influencer and problem solver.

**Eligibility:** Individuals (organisations and teams can nominate an individual)

**Entries should demonstrate our customer imperative and should highlight:**

- How the individual has been a positive influence in creating and embracing opportunities for delivering outstanding customer service and transforming the culture.
- Proven evidence of how the individual used creative or innovative problem solving to improve customer service or experience.
- How the individual used customer feedback, intelligence or considered the Strategic Roads User Survey to create customer focused change.
- Ways the individual has acted as a role model, by seeking to improve their own or others' skills and abilities to improve customer service as a specialism.
- How the individual has promoted teamwork, working with other stakeholders to ensure that they positively challenge and champion a customer focused approach.

# Award 10: Customer

## Excellence in delivering equality, diversity and inclusion

**Judging criteria:** We are committed to creating a diverse workforce that reflects the communities we work in. We want to deliver a more inclusive and accessible road network and include the needs of all our diverse customers in our decisions, design and delivery to ensure all customers, regardless of abilities or disabilities, can access our services.

We recognise that to understand our customers and their needs we need to embed a culture that is accessible and inclusive for everyone to bring their whole selves to work. This category celebrates those who have responded to the needs of our diverse customers and delivered a more accessible and inclusive approach. It also celebrates those who have delivered activities that improve equality, diversity and inclusion because of their diverse workforce culture.

**Eligibility:** Organisations, teams, individuals

**Entries should demonstrate our customer imperative and should highlight:**

- How your organisational, team or individual equality, diversity and inclusion initiatives have worked to better the lives of your workforce or those impacted by the work you are delivering.
- Evidence of successful initiatives which show true understanding of customer needs in accessing and using our network and services.
- Evidence of successful initiatives which have allowed you to attract, recruit and retain a diverse workforce.
- Inclusive working culture, practices and environment activities that have improved diversity and inclusion across the project and/or business.
- Evidence of collaboration and engagement from your organisation to consider accessibility and inclusion approaches for customers using our network or communities around our network.
- Please provide supporting evidence, including of how you have measured the benefits of your initiatives, and of your commitment to continue to provide these benefits in the future.

# Delivery



# Award 11: Delivery

## Excellence in delivering environmental sustainability

**Judging criteria:** The challenge to the roads industry is to demonstrate how we are delivering improved environmental outcomes. These include rapidly decarbonising road building and road transport, and supporting biodiversity to create the cleaner, greener network a zero-carbon Britain needs. This category recognises those who are delivering on:

- Emission and pollution reduction
- Historic, natural and built environmental improvements
- The net zero carbon challenge

**Eligibility:** Organisations and teams

**Entries should demonstrate our delivery imperative and should highlight:**

- How your organisational or team environmental sustainability initiatives conserve and rebuild natural resources and enhance global ecosystems to support health and wellbeing.
- Evidence of current and new technology to enhance the management and development of our network to reduce noise, improve air quality and mitigate high risk outfalls to reduce pollutants entering rivers.
- Work to restore and enhance watercourses on our land, improve biodiversity, restore and improve landscape or townscape character, and improve the condition or setting of heritage resources.
- Cutting carbon emissions from maintenance and construction approaches that minimise emissions, including lean construction practices and the principles of the circular economy.
- Enhancing more sustainable transport alternatives, reducing severance and improving accessibility.
- To support your nomination or submission, you must provide evidence of the benefits your initiatives have delivered, and how customers and stakeholders have supported or endorsed the work.

# Award 12: Delivery

## Good road design

**Judging criteria:** We aim to put people at the heart of our work by designing an inclusive, resilient and sustainable road network. That network should be appreciated for its usefulness and its elegance, reflecting in its design the beauty of the natural, built and historic environment through which it passes, which it should enhance, where possible.

**Eligibility:** Organisations and teams

**Entries should demonstrate our delivery imperative and should highlight:**

- How your organisation's or team's work supports our vision for the network, based on our established set of principles for good road design – following the themes of people, places and processes. These in turn can be used to answer, 'What will drivers and passengers see and feel using the road?'
- How people are at the heart of your organisation's or team's design work, making roads safe and useful, inclusive and understandable.
- Evidence that the road design shows a deep understanding and response to place, creating a quality experience for the user and wider community.
- Evidence of how your design processes focused on creating successful outcomes for people and places. How the geographic, environmental and socio-economic context informed all design decisions with a focus on minimising greenhouse gas emissions and adapting to climate change. This will have been supported by a series of architectural and visual design considerations to help relate the principles to the form and appearance of the road.
- The design work on the scheme must have been completed by March 2023. However, the scheme does not need to have been constructed.

# Award 13: Delivery

## Transforming our industry through innovation

**Judging criteria:** Innovation is critical to meeting our industry's challenges and we need a supply chain that is capable of delivering innovation that supports National Highways to meet our customers' needs. This award recognises innovation within the highways delivery process through the introduction of new methods, materials or technologies.

**Eligibility:** Organisations, teams and individuals

**Entries should demonstrate our delivery imperative and should highlight:**

- How an organisation, team or individual has helped us to meet our ambitions detailed in the National Highways Innovation and Research Strategy, these include net zero carbon, zero harm, cheaper faster construction and connected journeys.
- Examples of new methods, materials or technologies that have positively impacted National Highways' ambitions.
- Evidence of the benefits of the new methods, materials or technologies and details of how they have impacted National Highways' ambitions.
- How the new methods, materials or technologies have been adopted as business as usual and their potential to transform the industry. This may be in a small, but significant way.
- A commitment to working in a collaborative manner to take new ideas and transform them into business as usual.

# Award 14: Delivery

## Delivering social value

**Judging criteria:** Everything we do at National Highways is for the benefit of the public, which is why social value is important to us. We define social value as ‘the benefits that National Highways and its supply chain delivers for people, the environment and the economy’. This category celebrates those organisations, teams and individuals who can demonstrate that they have created economic prosperity or improved community wellbeing through the delivery of their social value activity.

**Eligibility:** Organisations, teams and individuals

**Entries should demonstrate our delivery imperative and should highlight:**

- How organisations, teams and individual social value initiatives have helped to achieve outcomes to better the lives of those living in or near the area where they are working. Entries should include evidence of the benefits the initiatives have delivered, and a clear commitment to continuing to provide those benefits to ensure a legacy.
- How your initiatives have left a social value legacy by creating direct economic prosperity, improving productivity and enhancing employment and training opportunities. Examples may include:
  - attracting and recruiting local people
  - spending money with local businesses
  - supporting new businesses or micro, small and medium sized enterprises
  - supporting voluntary, charity, social enterprises and mutuals
  - contributing to apprenticeships, skills and education
- Improved community wellbeing, healthier living and connectivity through use of innovative ways of delivering social value. For example:
  - school and careers engagement activities that have made a difference to children and/or young people
  - collaboration and engagement with communities via employee volunteering
  - delivery of community projects
- The positive community and/or personal impact of the initiative through high quality case studies.
- Qualitative and quantitative evidence to support delivery.
- How you are sharing lessons learnt to support continuous improvement of social value delivery.

# Award 15: Delivery

## Quality in construction

**Judging criteria:** Quality is about doing the right thing in the right way, every time to reduce roadworks and build assets that last longer and require less intervention. Our customers expect consistent delivery of high quality roads that meet their needs.

Quality is integral to how National Highways manages, maintains and improves the strategic road network to make journeys safer, smoother and more reliable. It is essential to every aspect of our work, from planning and design through to construction, operation and decommissioning.

This category celebrates those that have successfully delivered one or more of the following quality principles:

- **Culture.** Embed a culture of quality
- **Process approach.** Improve our end-to-end quality process
- **Partnership.** Incentivise suppliers to improve quality
- **Measure to improve.** Enable data-driven improvement
- **Capability.** Establish the right structure and skills

**Eligibility:** Organisations and teams

**Entries should demonstrate our delivery imperative and should highlight:** Delivery of real benefits for our customers, our people and our supply chain through all of the following:

- Significant efficiencies and productivity savings
- Safety improvements through better planning and 'right first time' execution
- Better customer experiences
- Substantial contributions to our carbon and environmental targets

National Highways  
**Industry  
Awards**

2023

