

Carnell Collaborative Working Policy

Revision Status

Rev No	Sect No	Page No	Details of Change	Date	Authorised By
01			Introduction of new policy	20/09/2018	Elizabeth Bell
02			Aims and objectives reviewed and amended to align with current HE strategies.	13/03/2019	Andrew Sharp
03			Policy reviewed, no changes.	20/03/2020	Andrew Sharp
04			Policy reviewed, added reference to Customer Maturity Matrix, sharing learning, and programme delivery.	17/03/2021	Andrew Sharp



Carnell Collaborative Working Policy

Introduction

We are committed to following collaborative business relationship principles which support our strategic objectives and the principles outlined in ISO44001 Collaborative Business Relationships.

Our overall policy is to create new value which could not be achieved by us working independently. Building and continually evolving our strategic collaborative relationships will provide ongoing sustainable benefits to Carnell and our key customers, stakeholders and community partners.

Aims and Objectives

Our policy is built around four strategic aims and collaborative objectives:

1. **Let's all go home safely:** To continually improve safety by aligning with Highways England's Maturity Matrix and collaboratively sharing learning and best practice.
2. **Customer Excellence:** Improving customer satisfaction by supporting the smooth flow of traffic, and improving customer experience through roadworks, using Highways England's Customer Maturity Matrix to ensure continually collaborative improvement.
3. **Efficient Delivery:** Working collaboratively with clients and partners to optimise our profit and support Highways England deliver its capital programme and efficiency targets.
4. **Value our people:** Attract and retain passionate, collaborative, high performing teams.

Area Specific objectives will be developed in line with these strategic aims for each collaborative relationship.

For each formally established collaborative business relationship initiative overall responsibility resides with the named Local Senior Executive Responsible (SER) who is accountable for ensuring that this policy is effectively implemented.

We confirm our commitment to satisfying applicable requirements and to continually improving our Collaborative Business Relationship Management System.

Signed:

A handwritten signature in black ink, appearing to read "Andrew Sharp". The signature is fluid and cursive, written over a light grey background.

Carnell Corporate SER: Andrew Sharp

Date: 17/03/2021

Title: Carnell Collaborative Working Policy Rev: 4

Date: 17/03/2021