



## AWARD CATEGORIES AND GUIDANCE

### Customer Focus Award

A customer focussed approach is a key pillar of our values. We love our customers and we make sure they are at the heart of everything we do. We are looking for a supplier who consistently shows outstanding levels of customer service, putting the customer first while delivering excellent outcomes for NWG.

#### Award criteria:

The supplier should be able to demonstrate some of the areas below:

- how customer values are embedded and demonstrated in everyday working practices
- initiatives/projects which have enhanced the external customer experience
- evidence relating to the business benefits achieved through the customer focussed approach
- how customers have been actively encouraged to participate and collaborate with the company to make service and operational improvements

### Creativity and Innovation Award

We value creativity and innovation, and we encourage our suppliers to partner with us to find innovative solutions that drive efficiencies, improve customer experience or simply add value to what we do. Creativity can come in many forms from new product development to the creative use of technology, and if it helps us to work smarter then it definitely fits under this category!

#### Award criteria:

The supplier should be able to demonstrate some of the areas below:

- a commitment to working smarter and innovation while working for us
- evidence of the benefits that innovation or creativity has brought to us, our customers or the supply chain
- positive feedback from stakeholders

## Health, Safety and Wellbeing Award

We place great importance on health, safety and wellbeing. It is embedded in everything we do. We are looking for a project, organisation or initiative where health, safety and wellbeing has been driven beyond what is required by statutory duties while working for us.

### Award criteria:

The supplier should be able to demonstrate some of the areas below:

- leadership or innovation in consideration of health, safety and wellbeing at all stages of the project/contract/initiative to produce new schemes, tools, processes or actions that safeguard against ill health and/or injury
- how the approach has improved performance when working with us
- how working smarter has led to a reduction in health and safety risks or improved wellbeing of staff

## One Team Award

One of our values is 'we are one team'. We place great importance on working together while promoting co-operation to achieve our objectives. By working well as a team we can come up with smarter ways of working and improved performance and outputs. We are looking for a team who have demonstrated excellent team performance while living our values to achieve an excellent outcome.

### Award criteria:

The team should be able to demonstrate some of the areas below:

- worked together with a shared vision and aspirations in line with our values
- worked collaboratively as a team to achieve superior results
- evidence of initiatives utilised to build a high performing team
- evidence of working smarter initiatives implemented by the team

## Responsible Procurement Award

An ethical approach is a vital pillar of our values. NWG are committed to working with ethical suppliers to generate maximum value not only to our organisation but also to society and the economy while also enhancing the environment. We are looking for a supplier who has demonstrated an outstanding responsible approach and who has ethics embedded firmly within their organisation. Under this category suppliers could evidence their responsible procurement approach, showcasing how they ethically procure works/goods and services. Alternatively it could be an ethical approach or initiative that has been adopted as part of your contract, project or programme with NWG.

### Award criteria:

The supplier should be able to demonstrate some of the areas below.

- how an ethical approach is embedded within the organisation and communicated to the supply chain
- how their ethical approach is measured and results communicated
- the value they have added through an ethical approach to business

## Legacy Award

We place great importance on the legacy impact we create through the works and services we provide. We are looking to create a positive lasting impact after we deliver a project, which influences our reputation in a positive manner.

We have identified four key components where a legacy value can be achieved:

1. Built environment *e.g. buildings, structures and hard landscaping*
2. Natural environment *e.g. landform, landscaping, flora and fauna, aquatic features*
3. Relationships *e.g. with communities, corporate bodies, the users of our created assets*
4. Learning *e.g. what can we transfer to future projects or offer to our industry or professional bodies.*

For this award we are looking for a project, programme or contract where there has been a positive lasting legacy created as part of the works which has enhanced our brand and reputation within the wider communities which we serve.

### Award criteria:

The supplier should be able to demonstrate some of the areas below:

- how the legacy impact was identified as a deliverable of the project/programme/contract from the outset
- how they balanced value for money with creating a lasting legacy
- what legacy was achieved as part of the project/programme/contract
- testimonial which evidences the positive impact created

## Project / Programme of the Year Award

One of the key pillars to achieving our targets and business outcomes is to have high performing projects and programmes which deliver to agreed milestones while providing notable outputs, benefits or efficiencies. We are looking for completed projects and programmes that have met the below criteria. The projects or programmes could come from any area of our business activity from IS programmes, investment projects, water efficiency projects or working smarter initiatives (to name a few!).

### Award criteria:

The project or programme team should be able to demonstrate some of the areas below:

- application of best practice to ensure a high performing project or programme
- how technology has supported success
- delivery of superior outputs achieved from approach
- organisational or wider society benefits that the project or programme achieved
- a high level of collaborative working
- evidence of working smarter initiatives to drive improved outcomes

## Individual Award

We value those supplier representatives that go above and beyond to provide excellent service. They are a key driver within their organisations to align their internal resources with our needs to deliver exceptional service to our business. Their efforts lead to high levels of stakeholder satisfaction, increased efficiency of our business and assists us in delivering an unrivalled customer service.

**Award criteria:**

The supplier representative should be able to demonstrate some of the areas below:

- provide professional, responsive and proactive service
- provide value to us beyond the that derived from industry expertise, industry contacts and influence within their organisation
- submitted ideas to enhance our business and proactively work with our employees to put ideas into action
- maintain good relationships with key end users
- take ownership of problems and issues with a positive can-do attitude to problem solving
- fully aligned with our vision and values

**Small Supplier of the Year Award**

This Award specifically recognises the challenges and outstanding achievements of Small Enterprises who support us to achieve our vision of being national leader. We are particularly looking for those who have made strides in improving their company through implementing best practice. To be considered for this category the supplier needs to have fewer than 50 employees and a turnover of less than £10m per annum.

**Award criteria**

The supplier should be able to demonstrate some of the areas below:

- value they have brought
- focus on customer satisfaction
- application of best practice
- a high level of collaborative working
- evidence of working smarter to achieve excellent outcomes

**Overall Supplier of the Year Award**

This award we will be given to a Supplier who has consistently provided a high quality of work/service to us while fully demonstrating alignment to our vision and values. They will have gone above and beyond for us and our wider stakeholders and demonstrated best in class working practices. The supplier will also have been successful in being shortlisted in at least one of the GEM award categories.

*Please note that suppliers do not need to apply for this award. The GEM awards selection panel will select the winner based on the above criteria.*