



Business Change Management

G-Cloud 14 Service Offering Document

Why choose Amey?

Amey Consulting is one of the UK's leading engineering consultancies, inspiring change and driving improvement across the nation's critical infrastructure to create a positive impact on society. We make a genuine difference to people's lives, whether we are using data to reduce delays across transportation networks, designing carbon neutral schemes or delivering critical infrastructure projects.

Our ambition is to leave a legacy of sustainable infrastructure for future generations. Our team of designers, engineers and digital consultants – from our offices across the UK – is transforming the way we design, build, maintain and analyse strategic assets. We provide creative solutions to our customers to keep the country moving and support economic growth.

We are trusted partners of both central and local government, managing assets and complex projects vital to sustainable growth. We develop ground-breaking approaches to the way work can be delivered – and then put this into action. We pride ourselves on our ability to embed change into client organisations and deliver benefit assurance through digital strategies and practical delivery to business-as-usual activities.

Our team is inclusive, open-minded and a place where professional development can thrive. We bring together a diverse range of skills and experiences, fostering a collaborative environment that unlocks the best solutions for our clients.

Amey Advisory & Analytics: Data-driven decisions for an enhanced future

Empower your business by maximising the potential of your data. Amey Advisory & Analytics unlocks hidden insights through cutting-edge analytics and technology. Our team of digital consultants acts as your partner in transformation, crafting data-driven solutions that:

- **Boost performance:** We translate data into actionable insights that optimise your operations
- **Improve decision-making:** We enable clarity and confidence with data-backed recommendations
- **Provide long-term value:** We develop solutions that support your business goals and objectives

Our experienced professionals guide you every step of the way. We collaborate closely to:

- **Embed meaningful change:** We ensure technology adoption and empower your teams with the skills and knowledge to thrive.
- **Drive your digital strategy:** We craft a roadmap that aligns technology and data with your vision, future-proofing your business.
- **Navigate the data landscape:** We help you harness the power of data to make high-quality decisions.

Unlock your potential. Transform your business with Amey Advisory & Analytics.

Contents

Business Change Management	4
Features and benefits	4
Features	4
Benefits	4
Levels of data backup & restore, business continuity and disaster recovery planning	4
Onboarding and offboarding support	5
Service levels	5
After sales support	5
Technical requirements	5
Outage and maintenance management	5
Hosting options and locations	5
Access to data (upon exit)	6
Security	6
Social value	7
Fighting climate change	7
COVID-19 recovery	7
Tackling economic inequality	8
Equal opportunity	8
Wellbeing	9

Business Change Management

Amey provides expertise in managing business change within public sector and infrastructure industries. Our team delivers tailored business change strategies aligned with business requirements and underpinned by best practices. Using a blend of tools and methodologies, we drive effective change implementation ensuring adoption of technology, processes, people and data.

Features and benefits

Features

- People-centred approach understanding pain points with tailored implementation methods.
- Strong understanding of infrastructure industry operations and supply chain.
- Tailoring past industry use-cases and experience to fit your organisation.
- Define clear, actionable business requirements and change objectives.
- Detailed requirements analysis, specification, planning and a roadmap.
- Full discovery analysis to understand drivers and blockers for change.
- Building effective communication strategies to support business change.
- Training requirements, business readiness and organisation change gap analysis.
- Behavioural insights application to development and implementation of change delivery.
- Ensuring end user requirements are captured and achieved.
- Agile, technology-led business and organisation change.

Benefits

- Identifying strategic goals which can be achieved through change.
- Effective delivery of strategic change and transformation initiatives.
- Ensuring continuous improvement is embedded within the organisational culture.
- Stakeholders engaged with the change through effective management and communication.
- Ensuring effective management of any resistance, maximising adoption and engagement.
- Plans relevant to your people – improved adoption and engagement.
- Smooth onboarding and implementation of new technology and processes.
- Effective communication and engagement which supports successful culture change.
- Meeting your ROI expectations with adoption of new technology.
- Enhanced collaboration and efficiency ensuring successful implementation of strategic initiatives.

Levels of data backup & restore, business continuity and disaster recovery planning

Business continuity plans ensure that critical functions continue during disruptions. Amey's approach combines data-driven insights with practical strategies to maintain operations.

Amey collaborates closely with clients to understand their specific recovery needs to ensure continuity and minimise downtime.

Onboarding and offboarding support

Amey provides seamless onboarding for clients, ensuring a smooth transition to their services. Ongoing support is offered throughout the client's journey, including offboarding assistance when needed. This commitment extends beyond the initial implementation phase.

Service levels

Amey identifies and agrees upon service levels with each client engagement. Deliverables, resources, budget caps, timescales, and reporting methods are established before service commencement. Regular monitoring and reviews ensure that agreed-upon service levels are consistently met.

After sales support

Amey's commitment extends beyond implementation. Exceptional after-sales support ensures clients maximise the benefits of their contracts.

Technical requirements

Amey's experts assess clients' technical infrastructure and provide guidance on necessary adjustments to optimise their experience. This personalised approach ensures that technical requirements align with the client's goals.

Outage and maintenance management

Amey proactively manages outages and maintenance to minimise disruptions. Clients are kept informed throughout the process, and the company strives for maximum platform uptime for relevant systems.

Hosting options and locations

Amey offers hosting options tailored to clients' data security and regulatory requirements. We leverage Microsoft Azure for Amey's proprietary cloud platforms. By using Azure, our clients can benefit from a wide range of services, including AI and machine learning capabilities, analytics, and more. We also work with other cloud providers, including AWS and GCP², subject to client requirement.

Our approach extends to embrace hybrid-cloud and multi-cloud environments, allowing seamless integration with more complex hosting needs. This flexibility ensures that Amey can choose the best-fit solutions for its diverse workloads while maintaining agility and scalability across different cloud ecosystems.

Amey will ensure a clear and controlled process upon exiting any service. As users or employees transition out of a project or leave the organisation, Amey follows strict protocols to manage data access.

Access to data (upon exit)

Amey places great emphasis on data ownership and access, even after a client exits their services. Clients retain ownership of their data, and Amey ensures that clear procedures are in place for data retrieval upon request. Whether transitioning to another service provider or concluding the engagement, clients can confidently access their data as needed.

Amey's commitment to data protection extends beyond the service lifecycle, ensuring that only authorised individuals have access to relevant data.

Security

Amey prioritises security across its operations, especially when handling sensitive data. The company adheres to the Baseline Personnel Security Standard (BPSS) established by the Cabinet Office. For employees working on sensitive projects, Amey will work with you to support employees through Security Check (SC) clearance and Developed Vetting (DV) vetting processes, ensuring you have the skills and clearances for delivery. These clearances are processed through UK-SV (United Kingdom Security Vetting) and other relevant agencies. Amey maintains a pool of individuals who hold the necessary security clearances, ensuring compliance with project requirements.

Social value

Fighting climate change

Amey's Environment, Social and Governance (ESG) Strategy is core to how we do business. The strategy outlines our key environment goal: to accelerate the change to a resilient and low carbon future, which aligns with PPN 06/20's 'fighting climate change' theme, and focuses on four priorities to ensure effective stewardship of the environment:

- Decarbonisation and energy efficiency
- Nature positive
- Infrastructure resilience
- Net Zero organisation.

Amey's Science-Based Targets and Net Zero ambitions have been set at corporate level. Each of our business units provides mandatory reporting of the carbon they have saved in each financial year so this can be collated across the business and published. Our progress against targets, together with carbon reduction initiatives we have implemented, are published in our Carbon Reduction Plan as required by PPN 06/21 and show savings of 1,4663,071 tCO₂e – a 65% reduction against our 2019 baseline. Amey is committed to being Net Zero by 2040 and our direct energy procurement has been 100% green since 2020. Our 2024 commitments include our transition to electric and alternatively sourced vehicles, plant and equipment, and targeting:

- 6% reduction in GHG emissions Scope 1 and 2 (compared to 2023 levels)
- 25% commercial vehicles (cars and LCVs) transitioned to EV (currently at 7%)
- 25% of strategic suppliers will have, or are working towards, a Science-Based Target
- Agreement and implementation of our measurement mechanism, and baseline for biodiversity
- Assessment and application of Science-Based Nature Targets for the business.

Amey Consulting will reduce vehicle movements on this Framework through improved planning of works/service delivery and flexible working, with increased use of technology. Where business travel is deemed necessary, no fully petrol or diesel company vehicles will be used by our Framework employees.

COVID-19 recovery

We recognise that COVID-19 has hit the least privileged the hardest. As a business, our ambition is to contribute to the most vulnerable in our society. In July 2020, we partnered with social enterprise Ethstat and South London charities, to package and distribute 16,000 face coverings to our employees across the UK, employing 18 homeless or unemployed people for two days.

Our employees are given two paid days per year (known as Social Impact Days) to work with a charity or community project (this can be split up and undertaken as hours if required). To help local communities manage and recover from the impact of COVID-19, we will encourage staff working on a commission on this Framework to use this time to understand local needs and how best to influence recovery, and volunteer accordingly.

In 2020, our teams focused their volunteering efforts to support the challenges associated with the pandemic. In May 2020, we donated 90,000 items of personal protective equipment to UK care homes. In June 2020, we celebrated Volunteering Week, shining a spotlight on our COVID-19 volunteers and supporting others to get involved.

Tackling economic inequality

We prioritise engaging and developing our people. In April 2020, we began paying the Real Living Wage, raising the pay of 3,000 employees. 100% of direct employees are now being paid the Real Living Wage, which we are also paying to approximately 1,000 temporary workers. By paying the Real Living Wage, we have committed to paying our people the right amount year-on-year, in line with annually-calculated rates that reflect the rising cost of living. We continue to explore options for extending the Real Living Wage, encouraging our supply chain to meet these minimum standards.

Our continuous learning and development offerings make us an employer of choice, retaining people and skills for the future. We support young people to access/understand the workplace, creating future industry leaders. We continue to deliver our early careers programme, offering various opportunities (eg placements, apprenticeships (covers intermediate, higher and advanced), degree apprenticeships). We offer 'Chat and Learns', where students aged 14-18 request a 30-minute virtual career talk with our employees. For G-Cloud 13, we will have 5% apprentices and 10% graduates as part of the team working on Framework commissions. In 2023, Amey welcomed 12 interns, working with the 10,000 Black Interns programme, fostering diversity, providing opportunities for aspiring professionals from black backgrounds and reaffirming our commitment to building an inclusive workforce and promoting industry equality.

Evidence

The Core Valley Lines (CVL) run along three remote Welsh valleys, where businesses, public sector facilities and households struggle with slow/unreliable/overpriced broadband services, often delivered via copper cables. By introducing high-capacity fibre cables that exceed CVL's operational requirements, extra capacity is used to offer fast, resilient broadband to non-rail, railway-adjacent customers.

We recognise our modern-day slavery and human trafficking responsibility. We have a robust, zero tolerance approach to Modern Slavery Act 2015 non-compliance in our business or supply chain.

Equal opportunity

Amey's inclusive recruitment policy uses online platforms and bespoke partnerships to attract diverse candidates, breaking down barriers to entry and securing a diverse set of skills and expertise to solve client problems. Our ReStart programme provides structured 12-week, paid placements in engineering, environmental, or digital roles for candidates looking to restart their career or transfer their existing skills into the infrastructure sector.

Providing a modern and flexible workplace where all employees can thrive, we observed a marked improvement in retention in 2023, with attrition down nearly 4%. We safeguard employee retention and support career development through Continuous Performance Management (informal, frequent conversations, ensuring prompt feedback and support) and our Progression Framework, facilitating timely career advancement and individual ownership of progression.

Our people manager and diverse leadership training programmes enhance employability and ensure cohesive well-run teams. These include multicultural and women's leadership programmes, and affinity groups to support our employees, including women@amey, Pride, multicultural, neurodiversity and armed forces networks. We embed consistent leadership behaviours and provide mentoring, coaching and individual budgets for bespoke training needs.

Evidence

We have worked with Renaisi Transitions, enabling skilled people who have needed to come to the UK as refugees to re-enter the workplace.

Wellbeing

We empower our people to prioritise their health and wellbeing. Our growing network of 174 Wellbeing Ambassadors (WAs) and Mental Health First Aiders (MHFAs) offer support to our employees – they are trained to identify, understand and help someone who may be experiencing a mental health issue, alongside our Employee Assistance Programme (EAP). The EAP, provided by Health Assured, offers a range of free services to Amey employees and their immediate families. This includes a confidential counselling and information line available 24/7, 365 days a year to provide expert guidance and counselling. The EAP also offers guidance covering topics such as mental health and wellbeing, legal matters, childcare, elderly care and finances. We will ensure that we have WAs accessible for all people on the contract whether that be through reach back support on smaller contracts or directly on the contract for larger projects.

In 2020, we introduced Wellbeing Wednesday, highlighting the importance of individuals taking time out to look after their own wellbeing. Under G-Cloud 14, we will promote Wellbeing Wednesdays and host monthly wellbeing check-ins for the duration of each call-off.

Our initiatives will shift from reactive wellbeing support to integrating wellbeing into core business activities. The aim is to improve employee, organisational and societal wellbeing. As part of our strategy, we will align our wellbeing initiatives more closely with our commitment to inclusion and social value. We believe this will help us become a responsible employer of choice. This includes completing mental health risk assessments and continually reviewing our wellbeing policy to ensure that it meets the needs of our teams.

Evidence

In March 2023, we retained our Investors in People (IiP) double Gold accreditation, illustrating how we are a modern and progressive, people-focused business, giving enhanced support in social value, inclusion, flexible working and wellbeing.