

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 3 PART 6****CUSTOMER CONTACT SERVICES**

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SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 3 PART 6

CUSTOMER CONTACT SERVICES

1. TRANSPORT SCOTLAND'S TRAFFIC CUSTOMER CARE LINE SERVICE REQUIREMENTS

1.1 General

- 1.1.1 To complement information provided by the Traffic Scotland Service, Transport Scotland provides its customers with timely and accurate travel information relating to Scotland's strategic Trunk Road network through the Traffic Customer Care Line, a dedicated 24 hour phone service, which is delivered currently through a call centre. The Director will provide details of the current Traffic Customer Care Line Operator and will notify the Operating Company of any changes as necessary thereafter. The Traffic Customer Care Line serves as a single point of contact for customers with enquiries relating to sections of the Unit maintained by the Operating Company.

The Director will notify the Operating Company in writing of any changes made to the Traffic Customer Care Line Operator role or telephone number during the Contract Period.

- 1.1.2 The Operating Company shall liaise regularly with the Traffic Customer Care Line Operator during Mobilisation Period 1, including attending at least one meeting prior to Commencement of Service Date 1. Following Commencement of Service Date 1, the Operating Company shall meet the Traffic Customer Care Line Operator and the Director at least annually to provide feedback and improve the coordination arrangements between the Operating Company and the Traffic Customer Care Line Operator in delivering the service.

1.2 Traffic Customer Care Line Contact Requirements

- 1.2.1 The Operating Company shall provide all necessary resources including competent, trained and experienced staff on duty during both Normal Working Hours and outwith Normal Working Hours to deliver the requirements relating to the Traffic Customer Care Line service as defined within this Part.

The Operating Company shall immediately notify the Traffic Customer Care Line Operator in writing of cover arrangements during periods of staff absence due to holidays, sickness and the like.

- 1.2.2 The Operating Company shall provide the Traffic Customer Care Line Operator with a dedicated, 24 hours a day, telephone number and e-mail address throughout the term of this Contract for all communications including the transfer of calls received by the Traffic Customer Care Line Operator requiring a response by the Operating Company and those identified by the Traffic Customer Care Line Operator as emergency calls in accordance with paragraph 1.7.1 (ii) and Annex 3.6/A of this Part.

The Operating Company shall provide the Traffic Customer Care Line Operator with this contact information no later than 30 days prior to Commencement of Service Date 1. The Operating Company shall notify the Traffic Customer Care Line Operator immediately of any alteration to the contact information provided.

1.3 Customer Enquiries Submitted by the Traffic Customer Care Line Operator

- 1.3.1 The Traffic Customer Care Line service is responsible for receiving and transferring to the Operating Company, telephone calls relating to sections of the Unit maintained by the Operating Company.

The Traffic Customer Care Line Operator will notify the Operating Company of such information by submitting customer enquiries via email, common internet access or telephone calls. Annex 3.6/B of this Part details the information that is supplied within any such customer enquiry by the Traffic Customer Care Line Operator to the Operating Company.

The Operating Company shall respond in accordance with the timescales prescribed in Annex 3.6/C of this Part.

- 1.3.2 The Operating Company shall, as a minimum, have within the Management System and Quality Plan documented procedures for dealing with all types of customer enquiries classified and submitted by the Traffic Customer Care Line Operator. These procedures shall ensure that all customer enquiries identified as emergencies by the Traffic Customer Care Line Operator are responded to immediately.

When the Operating Company determines that other Operational Partners may be affected by Traffic Customer Care Line customer enquiries, the Operating Company shall immediately notify, liaise and coordinate its response with the appropriate Operational Partners as required.

1.4 Customer Call-backs

- 1.4.1 The Operating Company shall provide customers requiring call-backs with updates in accordance with the timescales detailed in Annex 3.6/C of this Part using the method of communication preferred by the customer.

1.5 Responses to Customer Enquiries

- 1.5.1 Where responses to customer enquiries are provided to the Traffic Customer Care Line Operator by the Operating Company, such responses shall be provided in accordance with the timescales detailed in Annex 3.6/C of this Part and contain, as a minimum, the information specified in Annex 3.6/D of this Part. Responses shall be provided via email, common internet access or telephone call as appropriate, using one of the following classifications as defined in Annex 3.6/D of this Part:

- (i) "Received", or
- (ii) "WIP (work in progress)", or
- (iii) "Closed".

The Operating Company shall also provide any additional information it deems relevant to the status of the customer enquiry.

1.6 Clarification of Customer Enquiries

- 1.6.1 The Operating Company shall review all customer enquiries to ensure the information provided by the Traffic Customer Care Line Operator is clear and accurate.
- 1.6.2 If the Operating Company considers the information contained within a customer enquiry is incomplete or incorrect, or it cannot identify accurately the affected sections of the Trunk Road network, it shall contact the Traffic Customer Care Line Operator

via email or telephone call to request the relevant additional or corrected information and an updated customer enquiry within one hour of identifying the need for such information.

The Traffic Customer Care Line Operator will make the required additions or corrections and reissue the customer enquiry.

1.6.3 Where the Operating Company considers a customer enquiry to be either incomplete or incorrect, the response time requirements detailed in Annex 3.6/C of this Part shall only apply once an updated customer enquiry is received by the Operating Company.

1.6.4 Where customer enquiries are submitted to the incorrect operating company, the Operating Company shall forward these to the correct operating company and inform the Traffic Customer Care Line Operator of the error immediately via email.

1.7 Customer Enquiry Classifications and Call Types Used by the Traffic Customer Care Line Operator

1.7.1 The Traffic Customer Care Line Operator will classify each customer enquiry submitted to the Operating Company as either "complaint", "emergency", "enquiry" or "routine":

- (i) "complaint" relates to customer enquiries identifying customer dissatisfaction regarding the service provided by the Operating Company,
- (ii) "emergency" relates to customer enquiries where an immediate response by the Operating Company is required to prevent potential danger to the public or disruption to the operational effectiveness of the Trunk Road network. Details of typical Incidents that might be classified as emergencies by the Traffic Customer Care Line Operator are provided in Annex 3.6/A of this Part,
- (iii) "enquiry" relates to customer enquiries requiring the Operating Company to respond regarding aspects of the maintenance of the Trunk Road network within the Unit. A request for a response to the customer will also be passed to the Operating Company, and
- (iv) "routine" relates to routine maintenance or non-emergency customer enquiries or scenarios that do not pose a danger to the public or do not have the potential to disrupt the operational effectiveness of the Trunk Road network.

1.7.2 All definitions in Schedule 1 Part 1 take precedence over any classification of customer enquiry or call type used by the Traffic Customer Care Line Operator. In the event of any conflict, the Operating Company shall notify the Traffic Customer Care Line Operator accordingly and confirm what action it intends to take.

1.7.3 The customer enquiry classification categories will be further categorised by the Traffic Customer Care Line Operator, using one or more of the following call types:

- (i) Defect report where the customer reports a Defect with any aspect of the Trunk Road network,
- (ii) third party damage where the customer reports damage to property sustained as a result of the condition of the Trunk Road network or the activities of the Operating Company. Where the customer requests a claim form, the Traffic Customer Care Line shall collect appropriate details in

accordance with Annex 3.6/E of this Part and transfer such request to the Operating Company,

- (iii) roadworks enquiry where the customer enquires about any aspect of current or planned roadworks on the Trunk Road network,
- (iv) road conditions enquiry where the customer enquires about the status of road conditions on the Trunk Road network,
- (v) Severe Weather enquiries where the customer requires Severe Weather related road condition information, and
- (vi) repeat calls where the customer has previously made an enquiry. Such calls shall be passed to the Operating Company in the form of an update to the original work request.

1.8 Fault Reporting

- 1.8.1 Any system failure of the Traffic Customer Care Line which leads to customer enquiries not being sent to the Operating Company results in an automatic notification being sent to the Traffic Customer Care Line faults mailbox. The Operating Company shall be given access to this mailbox.
- 1.8.2 In the event of planned or short-term loss of the Traffic Customer Care Line system, calls will be diverted to the Operating Company's nominated contact who shall collate and transfer call details and pass them to the Traffic Customer Care Line Operator.

2. BRANDING REQUIREMENTS

2.1 General

- 2.1.1 The Operating Company shall supply, erect and, at the end of this Contract Period, remove network customer information plated signs as detailed in Annex 3.6/F of this Part at key locations within the Unit.

No later than 30 days prior to Commencement of Service Date 1, the Operating Company shall submit the proposed locations of the signs and the details of the logo that it proposes to utilise on these signs to the Director for written consent. On receipt of the Director's written consent, the Operating Company shall manufacture suitable plates containing the logo. These signs shall be installed during the first seven days of the first Annual Period.

- 2.1.2 The Operating Company shall produce an information leaflet which shall include details describing the extent of the Unit, the services provided by the Operating Company and appropriate telephone contact numbers for the Operating Company and the Traffic Customer Care Line.
- 2.1.3 The draft leaflet shall be submitted for the written consent of the Director not later than 30 days prior to Commencement of Service Date 1. On receipt of the Director's written consent, and not later than Commencement of Service Date 1, the Operating Company shall produce and distribute one copy of the leaflet per property to all properties having direct access on to the Trunk Roads within the Unit. The Operating Company shall also contact:
 - (i) outlets within the Unit including filling stations, refreshment places and post offices, and

- (ii) Statutory Authorities' establishments including local authority offices, libraries and police stations,

to establish if they are willing to display stocks of the leaflet and how many copies of the leaflets are required.

- 2.1.4 The Operating Company shall provide further copies of the leaflet on request.

2.2 Unit Specific Website Requirements

- 2.2.1 The Operating Company shall host a Unit-specific website. The website, in addition to the Operating Company website address, shall be accessible from a set of domain names which were in use by FETA and will be provided by the Director. The requirements for the establishment of the Operating Company's Unit-specific website are detailed in Schedule 1, Clause 6.

- 2.2.2 The Unit-specific website shall replace the FETA website and the functionality and content of the Unit-specific website shall provide or direct users to similar information where appropriate.

- 2.2.3 In addition to the requirements detailed in Schedule 1, Clause 6, the Operating Company shall also utilise its Unit-specific website for the following issues, however, this is not meant to duplicate the Traffic Scotland website:

- (i) demonstrate added value to a more local audience by providing timely, accurate and reliable information on issues being faced by the Unit, to allow informed decisions to be made on travel arrangements. Such information shall include how, where and when the normal operation of the Trunk Road network has been affected and how it will impact on users,
- (ii) highlight in a transparent manner what the Operating Company is doing to proactively manage and monitor the network,
- (iii) provide greater detail on roadworks, closures, Incidents and special events occurring within the Unit than the information published on the Traffic Scotland website. Such information shall include dates and timings of such events similar to that logged within the Automated Diary Facility.

- 2.2.4 The Operating Company shall manage and keep the Unit-specific website up to date on a daily basis until the Service End Date and shall:

- (i) supply the Director with monthly reports on usage figures on all pages contained within the Unit-specific website, and
- (ii) remove or amend content or structure if requested by the Director.

2.3 Social Media

- 2.3.1 The Operating Company shall use social media for improved communications with customers. Proposals to use social media shall be submitted to the Director for his written consent by no later than 30 days prior to Commencement of Service Date 1.

- 2.3.2 During Mobilisation Period 1 the Operating Company shall review the FETA policy and actions when communicating with its customers using social media. The Director will provide access to social media accounts previously maintained by FETA and the Operating Company proposals for the use of social media shall provide continuity for this service.

2.3.3 When the Director gives written consent for the use of social media, the Operating Company shall:

- (i) ensure information provided through social media is accurate and kept up to date at all times,
- (ii) moderate third party comments when possible, and
- (iii) remove any information provided through social media if instructed to do so by the Director.

When posting information or otherwise administering content of social media, the Operating Company shall comply with Annex 3.6/G of this Part.

2.4 Transport Scotland's Forth Bridges Forum Website Requirements

2.4.1 On behalf of and in support of the functions of the Forth Bridges Forum, the Operating Company shall host Transport Scotland's "Forth Bridges Forum Website", which contains pages relating to the Forth Bridges Forum, the Forth Road Bridge, the Queensferry Crossing and the Forth (Rail) Bridge, from a date determined by the Director until Service End Date.

2.4.2 The Operating Company shall refresh the website with additional content and remove expired content at intervals not exceeding two weeks.

2.4.3 Not more than five articles with new content will be provided to the Operating Company for publication on the website each month by participating organisations. New content to the Director for consent before publication. The Operating Company shall format content which is to be published on the website shall be formatted to ensure it is presented in a consistent style.

The Operating Company shall provide an article for publication on the website each month. Articles shall be consistent with the functions of the Forth Bridges Forum and may be specific to the Unit or contain relevant Forth Road Bridge, the Queensferry Crossing and the Forth (Rail) Bridge related information. The Operating Company's articles shall not promote or publicise any organisation but they may be published on other websites with additional content.

2.4.4 The Operating Company shall hold and manage a database of contact names relating to the website. This database shall be kept separately from any other similar database used by the Operating Company and shall not be used for activities not related to the Forth Bridges Forum.

This is Annex 3.6/A to Schedule 3 Part 6 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

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CUSTOMER CONTACT SERVICES

ANNEX 3.6/A – Customer Enquiries Classified as Emergencies by the Traffic Customer Care Line

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 3 PART 6****CUSTOMER CONTACT SERVICES****ANNEX 3.6/A – Customer Enquiries Classified as Emergencies by the Traffic Customer Care Line**

The descriptions below provide an indication of call types which the Traffic Customer Care Line Operator will regard as emergencies. The Traffic Customer Care Line Operator defines an emergency as any Incident or fault that poses a danger to the public or has the potential to disrupt the operational effectiveness of the Trunk Road network. This list is not exhaustive.

Emergency	Descriptions
Crash Barrier / Fencing Damage	Damaged Crash Barrier
	Boundary fence damage
Debris / Animals	Dead animals on live lanes and hard shoulder
	Live animals on carriageway
	Debris on live lane or hard shoulder & verge if likelihood could blow back onto live lane.
	Debris on centre reservation – obstructs vision, possibly blow onto carriageway
Drains / Manhole Covers	Damaged or Missing manhole cover
	Collapsed gully
Flooding	Flooding
Landscaping / Overhanging Branches	Grass cutting / landscaping – obscures visibility splays, trees down on carriageway or footpaths, overhanging branches.
Other	Calls from Emergency Services requiring road closures. Road closures as a result of accidents and Incidents
	Bridge Strikes, parapet strikes, high winds or other
Potholes	Damage to road pavement
Road Traffic Accident (RTA)	Report of road traffic accident
	Debris, spillage as a result of RTA
	Diversions, Traffic Management
	RTA involving electrical unit
Road Works	Cones, signs, lamps scattered
Spillage	All spillages including oil, petrol, diesel, hydraulic fluid / chemical / fish oil etc
Street Lighting	Dark sections (3 or more consecutive)
	Door off / wires exposed
	Damaged electrical road signs, lighting columns
	Hanging lanterns, hanging bowls
	Exposed wiring on electrical installation
Subsidence	Road subsidence
Traffic Related Signs	Damaged, facing in wrong direction, hanging from mounting

Emergency	Descriptions
Traffic Signal	All dark, stuck on RED – emergency at specified locations
	Pedestrian crossing all dark
	Two or more red lamps dark in same direction
	In-operative push button
	2 or more reports of signal stuck on red. Outwith office hours, monitor for any other calls before calling emergency.

This is Annex 3.6/B to Schedule 3 Part 6 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

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CUSTOMER CONTACT SERVICES

ANNEX 3.6/B – Customer Enquiry Information Supplied by the Traffic Customer Care Line

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 3 PART 6****CUSTOMER CONTACT SERVICES****ANNEX 3.6/B – Customer Enquiry Information Supplied by the Traffic Customer Care Line**

In accordance with paragraph 1.3.1 of this Part, the following tables show typical information which will be supplied by the Traffic Customer Care Line Operator to the Operating Company within submitted customer enquiries:

Data Field	Description
Service request ID	Unique Request ID of the call
Route	Route on which Incident is located
X-coordinate	X-Coordinate of Incident location
Y-coordinate	Y-Coordinate of Incident location
Caller first name	First name of the caller
Caller last name	Surname of the caller
Caller add name num	Caller's property number
Caller add 1	First line of caller's address
Caller add 2	Second line of caller's address
Caller add town	Caller's town
Caller add county	Caller's county
Post code	Caller's Postcode
Caller phone	Caller's Phone number
Date time requested	Time the call came in
Category 1 (as defined below)	First category of the call
Category 2 (as defined below)	Second category of the call
Category 3 (as defined below)	Third category of the call
Summary	Summary of the call
Details	More details about the call

Remedy category requirements used by the Traffic Customer Care Line Operator. This list is indicative only and not exhaustive.

Category 1 - Operating Company responsible for Unit where incident has occurred	Category 2 - Type of incident (Applicable to all Category 1 options except 'Local Authority')	Category 3 - Call type
	Type of Incident	Complaint
	Abandoned/Broken Down Vehicle	Emergency
	Crash Barrier / Fencing Damage	Enquiry
	Debris / Animals	Routine
	Drains / Manhole Covers	
	Flooding	
	Grass Cutting (Winter Months - Winter Related)	
	Landscaping / Overhanging Branches	
	Litter	
	Local Authority Emergency	
	Other	
	Pothole	
	Road Conditions	
	Road Markings	
	Road Traffic Accident	
	Road Works	
	Spillage	
	Street Lighting	
	Subsidence	
	Traffic Related Signs	
	Traffic Signal	
	Third Party Damage	Claim Form
Other	Local Authority	Non-Emergency
	Other Operating Companies	Non-Emergency
	Bridges	Non-Emergency

This is Annex 3.6/C to Schedule 3 Part 6 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

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ANNEX 3.6/C – Timescales for Responses to the Traffic Customer Care Line Operator and for Customer Call-backs

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 3 PART 6****CUSTOMER CONTACT SERVICES****ANNEX 3.6/C – Timescales for Responses to the Traffic Customer Care Line Operator and for Customer Call-backs****Responses to the Traffic Customer Care Line Operator**

Work Request Type	Response Time to Customer Enquiries received after 06:00 Monday up to 19:00 Friday		Response Time to Customer Enquiries received after 19:00 Friday up to 06:00 Monday	
	Maximum response time		Maximum Response time	
	After 06:00 up to 19:00	After 19:00 up to 06:00		
Emergency	1 hour	2 hours	Emergency	2 hours
Enquiry	24 hours	24 hours	Enquiry	No later than 07:00 the following Tuesday
Complaint	24 hours	24 hours	Complaint	No later than 07:00 the following Tuesday
Routine	48 hours	48 hours	Routine	No later than 07:00 the following Wednesday

Responses to Customers Requiring Call-backs

Customer Enquiry Type	Frequency of call-back
Emergency	Within an hour of first notification and then hourly until the emergency is resolved.
Enquiry	(i) within 24 hours of first notification to acknowledge the enquiry, (ii) to confirm the required information has been found, and (iii) notification of formal response.
Complaint	(i) within 24 hours of first notification to acknowledge the complaint, (ii) to confirm resolution of complaint, and (iii) notification of formal response.
Routine	(i) within 48 hours of first notification to acknowledge the enquiry, (ii) to confirm the required information has been found, and (iii) notification of formal response.

This is Annex 3.6/D to Schedule 3 Part 6 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

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ANNEX 3.6/D – Updates on the Status of Customer Enquiries

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ANNEX 3.6/D – Updates on the Status of Customer Enquiries

Information to be supplied by the Operating Company to the Traffic Customer Care Line Operator when providing updates on the status of customer enquiries shall, as a minimum, include:

Data Field	Description
Service Request ID	Traffic Customer Care Line Operator call reference.
Customer Enquiry Status	<p>Containing:</p> <p>'Received'</p> <p>The Traffic Customer Care Line Operator shall be updated via email, data file transfer or telephone call by the Operating Company with a 'received' classification when the customer enquiry has been acknowledged by the Operating Company but no remedy has been undertaken.</p> <p>or</p> <p>'WIP (work in progress)'</p> <p>The Traffic Customer Care Line Operator shall be updated via email, data file transfer or telephone call by the Operating Company with a 'WIP' classification when the customer enquiry has been acknowledged by the Operating Company and a remedy has been undertaken but not completed.</p> <p>or</p> <p>'Closed'</p> <p>The Traffic Customer Care Line Operator shall be updated via email, data file transfer or telephone call by the Operating Company with a 'closed' classification when the customer enquiry has been acknowledged by the Operating Company and a remedy has been completed and no further work is required to be undertaken.</p>
Comments	
Issued date and time	
Actual completion Date and Time	
Deleted Date and Time	

This is Annex 3.6/E to Schedule 3 Part 6 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

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ANNEX 3.6/E – Third Party Damage

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 3 PART 6****CUSTOMER CONTACT SERVICES****ANNEX 3.6/E – Third Party Damage**

Typical information collected and supplied by the Traffic Customer Care Line Operator to the Operating Company regarding third party damage shall include:

Time and Date of Incident
Location (including direction of travel and lane travelled in)
Vehicle Make, Model and Registration Number
Driver's full particulars
Alleged damage to vehicle
Caused of damage e.g. pothole, struck debris etc.
Additional information: (i) Where an Operating Company vehicle is involved in any damage, the Traffic Customer Care Line Operator will obtain from the caller the registration of any Operating Company vehicle involved. Such data shall be controlled in accordance with the <i>Data Protection Act 1998</i> .

This is Annex 3.6/F to Schedule 3 Part 6 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

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ANNEX 3.6/F – Network Customer Information Sign Showing Customer Contact Telephone Number

SCOTTISH MINISTERS' REQUIREMENTS

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ANNEX 3.6/F – Network Customer Information Sign Showing Customer Contact Telephone Number



This is Annex 3.6/G to Schedule 3 Part 6 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

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ANNEX 3.6/G – Use of Social Media

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ANNEX 3.6/G – Use of Social Media

1. Introduction

"Social media" is the term commonly given to websites and online tools which allow users to interact with each other in some way – by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.

2. Principles

These principles apply to your online participation and sets out the standards of behaviour expected of the Operating Company:

- (i) Be professional, remember that you are an ambassador for your organisation and the Scottish Government. Wherever possible, disclose your position within the Operating Company.
- (ii) Be responsible, be honest at all times and when you gain insight, share it with the Director where appropriate.
- (iii) Be credible, accurate, fair and thorough.
- (iv) Always remember that participation online results in your comments being permanently available and open to being republished in other media.
- (v) Never give out personal details like home address and phone numbers.
- (vi) Stay within the legal framework and be aware that defamation, copyright and data protection laws apply.

See Figure 3.6.G.1 – Process for Replying through Social Media.

Figure 3.6.G.1 – Process for Replying through Social Media