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Not applicable

Employee Polling & Internal Customer Satisfaction Survey

UK POWER NETWORKS (TRANSPORT) LIMITED

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-013044

Procurement identifier (OCID): ocds-h6vhtk-0453bd

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Section I: Contracting authority/entity

I.1) Name and addresses

UK POWER NETWORKS (TRANSPORT) LIMITED

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Internet address(es)

Main address

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Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Employee Polling & Internal Customer Satisfaction Survey

Reference number

PE1-0006-2024

II.1.2) Main CPV code

- 73200000 - Research and development consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Employee Engagement is a key support function for UK Power Networks and the ability to provide detailed engagement insight to the business is imperative.

Annually, UK Power Networks participate in Best Companies employee engagement survey. To prepare for this and ensure that UK Power Networks is continually meeting the vision of being an employer of choice, regularly checking-in with employees to gauge how engaged they are is important.

UK Power Networks communicates with employees every day using a multitude of channels to ensure that employees are kept up to date with key business information, good news stories and everything in between. On an annual basis, UK Power Networks reviews all internal communication channels. To help identify how effective and engaging employees find each channel an audit is completed to gain employee feedback. The audit findings are used to inform channel choice, communication planning and gauge employee engagement.

In addition, another pillar of our vision is to be Respected Corporate Citizen, and an important measure of this is customer service. Our ability to serve our external customers well is enabled by the delivery of good customer service internally to our colleagues. This scope of work must allow us to operate an internal customer satisfaction survey.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-012855](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

The link in the original PIN for the instruction document and response template is corrupted.

Please use this link to access the instructions document and response template.

<https://ukpowernetworks.sharepoint.com/:f:/s/ProcurementDocumentManagement/EjzSKzhAD6xKqyDK8VKasNABlAR1nYKAjPEnHyjxzRRoTQ>