**Case Study - Provision of Vehicle Recovery Services**

**Introduction**

Translink’s vision is to be the first choice for travel as an ethical and responsible business with our Corporate Responsibility approach focusing on the areas of Go Safe, Go Healthy, Go Eco and Go Together.

A key strategic objective is Customer Focus with the aim to meet and exceed customer expectations and attract new customers.

Translink provides opportunity to partner with and support our business in ensuring we deliver excellent customer service and safety.

**Objectives / Scope**

Translink had a requirement for a competent contractor to provide a vehicle Recovery Service for Translink vehicles across Northern Ireland. The main requirements of the contract are recovery of broken down vehicles across Northern Ireland and provide roadside assistance.

**Social Benefits**

Social Value is a key element of this project, and the successful supplier has proved their commitment to delivering on social value.

The key commitments by the contractor are –

* To provide employment and work placement opportunities.
* To implement work visits, vocational talks, mentoring and mock interview opportunities to improve skills.
* Implement the provision of unpaid placement opportunities.
* To prepare and implement an Equality, Diversity and Inclusion Action Plan.
* To provide annual updates on Supply Chain performance on Carbon Reduction, Sustainable electricity and a reduction in energy consumption.

**Conclusion**

The objective of this contract is to provide a Vehicle Recovery Service in support of Translink. The requirement for the successful contractor is not only to provide a critical service but also to deliver on their commitment to meet social value requirements set out within their tender.