



# **Intelligent Transport Systems Compendium of 2017 Diversity Award entries**

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**ITS WORLD CONGRESS 2017**

Montréal | OCTOBER 29 - NOVEMBER 2

## **2017 Award for Best Action for Supporting Diversity in the ITS Workforce**

An Award will be made in connection with the ITS World Congress in Montreal 2017, for the best action taken to promote the creation of an ITS workforce which reflects the clients and users of the ITS being supplied and managed. Depending on your location and your organisation, this will involve addressing ratios of genders, ethnicities, ages, religious orientations, sexual orientations, etc.

The award is open to any organisation or individual anywhere in the world.

The submissions will be judged by an eminent panel of ITS professionals representing the three regions of the ITS world:

**Americas – Carol Schweiger, Schweiger Consulting Ltd, US and Lynne Randolph, Southwest Research Institute, US**

**Asia Pacific – Grace Ong, LTA, Singapore and Susan Harris, ITS Australia**

**Europe & Africa – Paul Vorster, ITS South Africa and Gideon Mbiydzonyuy, Netport, Sweden**

Please send your idea in the form of a one-page Word document to [diversity@its-uk.org.uk](mailto:diversity@its-uk.org.uk) not later than 30 September 2017. The document should include metrics that your organisation has been tracking in terms of its progress in promoting diversity.

Nominations are now welcome to [diversity@its-uk.org.uk](mailto:diversity@its-uk.org.uk)

**The closing date for nominations is 30 September 2017**

***Previous Winners:***

***2016 – Transurban (Australia)***

***2015 – Mouchel (UK)***



**PRESS RELEASE Thursday 2 November 2017**

*Arup presented with Diversity Award at ITS World Congress.*

Arup has been awarded the 2017 Best Action to Create and Maintain a Diverse and Representative ITS Workforce prize at the ITS World Congress in Montreal.

The company has been recognised for its comprehensive equality, diversity and inclusion policy, which it set out in 2015. This global policy is supported by clear action plans to create an inclusive working environment based on merit, fairness and respect.

The award was judged by experts from across the ITS regions; Carol Schweiger of Schweiger Consulting Ltd and Lynne Randolph, Southwest Research Institute in the US, Grace Ong, LTA, Singapore and Susan Harris, ITS Australia from Asia Pacific and Paul Vorster, ITS South Africa and Gideon Mbiydzonyu, Netport, Sweden from Europe and Africa.

Arup became the first engineering consultancy to be certified under the National Equality Standard (NES) earlier this year. The NES is independently assessed by EY and supported by the Home Office, the CBI and the Equality and Human Rights Commission. In addition, the firm has been listed in the top 50 employers for women six years in a row from 2011 to 2016. The growing number of women being recruited (48.5 per cent of this year's graduate intake), across the firm (33 per cent) and in leadership roles (20 per cent) is indicative of its ongoing effort to ensure the workforce reflects national demographics, and to support the progression of female employees. 13 per cent of Arup's UK employees are Black, Asian or Minority Ethnic (BAME) and 4.9 per cent are LGBT+.

This is the third year of the award. Previous winners were WSP of the United Kingdom in 2015 and Australian company Transurban in 2016.

Ends



The photo shows L-R, Chris Philp, Chairman & CEO, ITS, Canada, Jennie Martin, Secretary General, ITS United Kingdom, Verity Croxford and Khalid Nur from Arup and Janneke van der Zee, General Manager, ITS Canada.

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Notes to editors:

ITS UNITED KINGDOM, the UK association for the promotion of Intelligent Transport Systems (ITS), is a not-for-profit public/private sector association financed by members' subscriptions, and provides a forum for all organisations concerned with ITS. We work to bring the benefits that ITS can offer in terms of economic efficiency, transport safety, and environmental benefits to the United Kingdom - and at the same time expand the ITS market.

The membership, around 150 UK organisations, comprises Government Departments, Local Authorities, consultants, contractors, manufacturing and service companies, and academic and research institutions.

Members benefit from ITS United Kingdom activities including seminars, workshops and regular news dissemination. ITS United Kingdom encourages discussion on issues such as public/private co-operation, standards, legislation, information provision and new technology.

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# ARUP

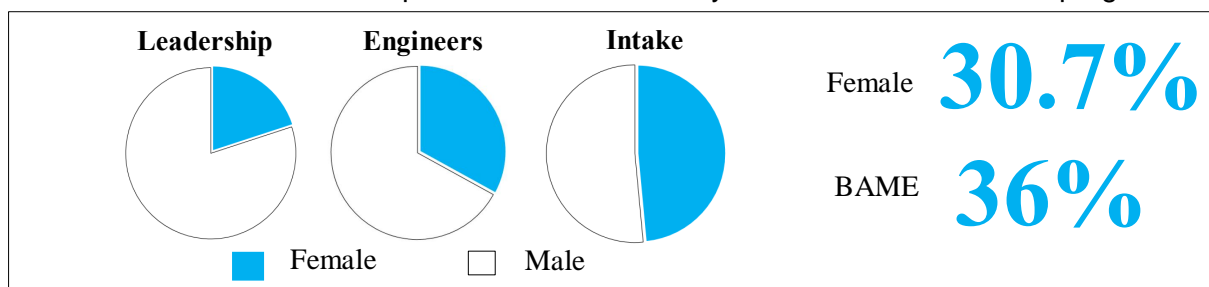
## 2017 Award for Best Action for Supporting Diversity in the ITS Workforce - Arup

Arup recognises that to produce work of high quality, to maintain our reputation for innovation and creativity and to understand our clients we need to fully embrace the skills, abilities and knowledge that only a diverse and inclusive workforce can deliver regardless of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We are committed to promoting the value of diversity, equality and inclusion throughout the business, with a view to eliminating discrimination and improving opportunities for people regardless of their background or circumstances, whether through recruitment, retention, career progression, reward or learning and development.

We set out a three year equality, diversity and inclusion strategy in 2015, which aimed to address the issue. Our approach is based on the concept that people should be valued as individuals for reasons related to their business interests, as well as for moral and social reasons. In short, we believe it is the right thing to do.

In September Arup were the first Engineering consultancy to be certified under the National Equality Standard (NES). The NES is an independently audited assessment of our policies, procedures and lived experience in the field of Equality, Diversity & Inclusion (EDI). This certification allows us to complete one of the principles of our strategy; by providing a measurable benchmark of our performance and identify areas suitable for further progress.



Arup has been listed in the top 50 employers for women six years in a row from 2011 to

2016. The growing number of women being recruited (48.5% Graduate intake 2017), in the engineering firm (33%) and in leadership roles (20%) is indicative of our ongoing effort to ensure the workforce reflects national demographics, and to support the progression of female employees.

13% of Arup UK employees are Black, Asian or Minority Ethnic (BAME). Connect Cultures, our cultural, religious and ethnic diversity network will this month celebrate 30 years of Black History Month with events such as the opening event for Black Architects Exhibition and a film screening of *Hidden Figures*. Short and long term assignments are common within Arup, meaning that staff often have the opportunity to work in a different country and gain an international perspective.

4.9% of Arup employees are LGBT+. Our LGBT+ diversity network *Connect Outworks* to support LGBT professionals, increase awareness and enhance our reputation within the industry. Arup is also a member of *Stonewall's Diversity Champions Programme - Britain's good practice employers forum* on sexual orientation.

We are committed to growing future engineers, and Arup has a significant partnership with the Social Mobility Foundation which supports young people who show promise but lack the encouragement and networks to help them achieve their goals.

Our UK ITS team applies these wider diversity values in recruitment and in creating a supportive environment for team members. 30.7% of our UK ITS team are female and 36% of the team are BAME.

Regular international team events allow ITS team members of all grades to meet their counterparts from other regions, providing an opportunity for team members from different backgrounds and cultures to share views about current projects and wider issues within the industry. These events also provide a platform for more junior ITS team members to express their views and provide contributions to the direction of the ITS business.

*Note: Figures quoted within this summary are from the UK only in order to provide an accurate portrayal of diversity.*

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## **Equality and Diversity at emovis**

We work with charities such as Princes Trust (young people from disadvantaged backgrounds), Pluss (people living with disabilities), and St Georges Crypt (people with no permanent residence) to support our recruitment needs and put us in touch with their service users who are looking for employment. Many of their service users have experienced difficulties in finding employment due to barriers they encounter through disability. The charities are more than a recruitment source for Emovis; we work in partnership to support our employees in their roles, and share information on events they feel would be beneficial to our organisation.

Our Image Review department is thought highly of as one of our specialist departments, as it requires high levels of accuracy and concentration, with no need for interaction with third parties or customers. Emovis recognised early in the project that this job is suited to individuals living with learning difficulties and disabilities, particularly autism which can manifest as behaviour that searches for a high level of perfection. The introverted nature of

the job suits the introverted nature of our employees living with autism, as there is no requirement to socially interact with colleagues or customers. We offer continuous support throughout their employment. Individuals where English is not their first language are also highly encouraged to join the Image Review department as communication skill requirements are minimum; we offer an opportunity for them where other organisations may not.

**Examples:**

David Pickersgill joined us in August from Pluss, he lives with mild learning difficulties and has previously found the working environment challenging. He initially joined us on a one-week placement, however he made a big impression on our Post Room department and the manager asked if we could extend his placement for a full six months. He is developing admin skills and completing sorting/organising tasks.

Nick, one of our employees with autism who came to emovis after working with Pluss, gave a speech about our organisation at the 2015 Employer of the Year Awards, to which we won "Employer of the Year in Leeds". He stood up and spoke to a room full of individuals who he didn't know and explained about Emovis, and how thoroughly he enjoyed working for the company. He built the confidence to do so after working with Pluss and ourselves.

Orlane works as a CSR within the call centre. She is partially sighted and has a guide dog, called Twiggy, to assist with her mobility. We have provided extra support to Orlane by giving her a permanent desk on the ground floor and by making accessibility adjustments to her workspace. She is also sat with another CSR who acts as extra support. Signs have been placed around the office to forewarn visitors of Twiggy's presence.

Additionally, our Image Review department has a team member with hearing loss, Hussain. He is a dedicated and high performing member of the team. We have not needed to make any adjustments for him to carry out his daily tasks, but we do provide additional support with administration tasks. In Leeds there are a total of 25,000 registered businesses, and out of all these emovis was awarded "Best Disability Award Company" in 2015. This is in recognition of our commitment and dedication to the disabled community in and around Leeds.

We encourage education and training about diversity to all members of staff within the business, and provide a course that all staff completes annually on our online training platform, focusing on diversity and disability language. We see education as a key tool in promoting awareness and creating a welcoming, open, and inclusive environment for all staff.

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HMI Technologies was founded in New Zealand in 2002 by Iraqi brothers Ahmed and Mohammed Hikmet. As HMI has developed and expanded it has maintained its family style+ approach and values which are fundamental to the way the staff work, interact and develop together.

One of the first employees was Henry Jimenez originally from Mexico who prepared free company lunches for all staff. This role has subsequently filled by Brunei born Peter Wee who joined HMI in 2007. This culture ensures that everyone stops for lunch, sit together, relax and chat with each other every day. He provides the glue which helps stick the team together.

Mohammed Hikmet co-founder and the current Chairman of the company, leads the team which has offices in Auckland, Wellington and Christchurch in New Zealand, Melbourne, Sydney and Brisbane in Australia, Lingfield in the UK and a manufacturing centre in Jiangmen near Guangzhou in China.

Diversity is the company ethos and the main ITS centres in New Zealand, Australia and the UK comprises some 49 members of staff.

The 47 members of staff originate from 19 different countries including Australia (4), Brunei (1), China (9), Colombia (2), France (1), Germany (3), Greek Macedonia (1), India (1), Iraq (5), Israel (1), Italy (2), Jordan (1), New Zealand (7), Pakistan (1), Peru (1), the Philippines (2), Sri Lanka (1), Taiwan (2), Thailand (1), and the United Kingdom (3). Between them they speak 15 languages (Arabic, Cantonese, English, Filipino, French, German, Greek, Hebrew, Hokkien, Italian, Mandarin, Russian, Sinhalese, Spanish and Urdu). This really shows the diversity of the staff in HMI. As for religious tolerance and sexual orientation, we have no figures to analyse on this as it is not considered as part of our recruitment process.

When it comes to age ranges, recruitment is based on capability and whether people will fit in with the team irrespective of age, so we have recent recruits aged 18 and 19 and those in their 60s.

The manufacturing team in China comprises 52 members of staff equally split between men and women. The three key management leadership roles include one man. The biggest change in the working environment is that in recent years we have added more parking spaces for the increasing number of staff cars.

Running a successful international business from New Zealand with bases many time zones away is, of course, challenging. However, HMI is built and operated on the ethos of the Hikmet family which ensures the kind of working environment that most enlightened countries seek. The difference is that the HMI approach is not based on government employment, discrimination, diversity legislation or regulation. It is based upon the open, friendly, tolerant, supportive management style which is fundamental to how we do business and build our teams.

Our commitment to staff development is illustrated by our 20-strong delegation attending ITS World Congress in Montreal.

I have worked for several major international corporations and can honestly say that HMI is the most diverse, friendly and family-value based organisation that I have experienced and I believe the company would be a worthy winner of this award. Should HMI win this award it would be a public recognition of the value of our company ethos on diversity and help promote our values and approach to others in the ITS ecosystem.

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Most of the people who use intelligent transport systems do so without even knowing what ITS is or means . so in a very real way their acceptance of ITS is a based on an unconscious decision or choice. That realisation led the ITS team in WSP to think about their own unconscious choices and decisions . and we realised that we often make choices based on some inherent bias. Those biases are influenced by various cultural, personal and other experiences and they affect choices such as who we employ, who we promote, who we spend time with and so on. These unconscious biases then end up acting against *“the creation of an ITS workforce which reflects the clients and users of the intelligent transport systems being supplied and managed”*.

Determined to understand and then deal with unconscious bias, WSP’s ITS team embarked upon an unconscious bias awareness programme.

The leadership team took part in interactive workshops to understand unconscious bias as a concept and reality, to understand and be aware of their own personal biases and to develop behaviours that helped them neutralise their biases. All staff then took part in online training to raise awareness of unconscious bias and to begin to deal with their own biases and those they see around them. Unconscious Bias was a core element of our 2017 Diversity & Inclusion Week+

**90% of ITS staff successfully completed the unconscious bias training (80% pass mark)**

**The % of staff who have disclosed their ethnicity has increased from 87% to 89% - demonstrating a more inclusive culture 90% of ITS staff successfully completed the unconscious bias training (80% pass mark)**

**The ratio of successful applicants in our recruitment activities is now equal, irrespective of gender**

We are also active within the Royal Academy of Engineering’s Diversity & Inclusion Leadership Group.

One of our Group Directors changed the wording, layout and language in a role description for the recruitment of a Senior Engineer as a direct result of the unconscious bias training . to create a more inclusive picture of the role.

**27% of staff promoted in the last 12 months were female**

**Our Head of Profession is a VIBE Ally and has pledged to ‘Not stand by’ and to challenge homophobic and any discriminatory, language (VIBE = Visibility and Inclusion in the Built Environment).**

Recognising and dealing with unconscious bias has proven to be a powerful tool in developing an inclusive culture where everyone is accepted and valued for who they are.

This has added a depth and breadth of ability, thinking and challenge to the business and enabled us to be more customer focused . where those customers (whether a user of a



smart motorway, a potential CAV user and all the other various forms of ITS) come from a diverse range of cultures, backgrounds, needs and wants.

This cultural shift is visible within the ITS team and our business strategy includes actions and objectives for further improvement.

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*Smart Highways* magazine is a UK-focussed publication about Intelligent Transport Systems read by thousands of industry professionals both in hard print versions and online. The magazine is published quarterly and the publication also features a frequently-updated news page with a weekly email called *Seven Days in ITS*. *Smart Highways* is owned by the Hemming Group, publishers of several transport-related magazine including *Highways* and organisers of events such as *Traffex*, *Traffex: Seeing is Believing* and the *Highways Awards*.

Although nearly one in six people in the UK is from an ethnic minority, the ITS Industry in the United Kingdom is predominantly made up of white, middle aged men. In fact, of the ITS (UK) Foundation members, 85 per cent are white men, only 11 per cent are women and three per cent from ethnic minorities. Although there is an increasing number of women, younger people and those of ethnic backgrounds, these figures suggest this is not reflected in many of the more senior parts of the industry.

Smart Highways has a policy of supporting all aspects of the ITS Industry in the UK and is keen to reflect all aspects of the industry. This does not mean any positive discrimination or tokenism, but a commitment to talk to the right people whatever their background.

In recent issues, Smart Highways has featured women and those who in the UK would be classed as ethnic minority people in its flagship 'Big interview' including featuring former London Streets Traffic Control Centre manager Esmon George MBE on its front cover and also profiled apprentices and graduate trainees as they started their careers.



Smart Highways does not just feature a diverse range of interviewees. The columnists include Jennie Martin of ITS (UK), probably the most recognisable woman in the industry in

Britain, as well as having former ITS (UK) Chair Sharon Kindleysides and former Young Professional of the Year Denis Naberezhnyk on its editorial board.

Smart Highways has an ingrained culture that everyone in the industry should be judged on their merits. However in order for that to happen in the UK and mainland Europe where the majority of the readership is based, those who are not white middle aged men need to see success in the industry, and for that to happen they need to see ethnic minorities and women recognised, and Smart Highways actively tries to do this whenever possible.



Singapore's success is built on a strong foundation that embraces multi-racialism, multi-lingualism and multi-culture in its diverse population. This is well reflected in many aspects of our lifestyle and workplace.

ST Electronics (Info-Comm Systems) is a wholly-owned subsidiary of Singapore Technologies Electronics (ST Electronics) . an electronics arm of Singapore's public-listed company, ST Engineering. ST Electronics recognises the importance of diversity and is committed to supporting diversity in our ITS workforce. We were awarded as Singapore's #1 Best Tech Company to Work For in 2017, which provides a resounding testament to our commitment to create a work environment that strongly encourage employees to contribute diverse ideas and perspectives that drive innovation and technology as well as overcome current and future ITS challenges.

We started with a humble workforce consisting of mainly locals and males. Today, ST Electronics has expanded its workforce to more than 1300 employees with diverse profiles and demographics. Our global workforce comprises more than 10 nationalities and 8 ethnicities with ages ranging from 21 to 65 years old. Our percentage of female employees has also risen to exceed 22%. Our employees have varying skills and abilities, ranging from hardware design, systems integration, software programming and data analytics. Their wide range of education, training and vocational experiences has facilitated better understanding and resolution of the ITS domain. This has contributed to a collaborative and supportive work environment that derives optimised benefits from a diversified workforce comprising different nationalities, ethnicities, races, genders and age groups.

Our employees are located in various parts of the world such as Singapore, Israel, People's Republic of China, United Arab Emirates and Saudi Arabia. Besides operating in the local and various overseas offices, our customers and partners are also geographically diversified, spanning across Asia, Australia, Europe, Middle East and US. Together, we adopt the latest technologies in our solutions and build successful partnerships that deliver innovative and value-added solutions for sustainable growth in ITS. We have successfully implemented ITS projects in Singapore, People's Republic of China, United Arab Emirates, Kingdom of Saudi Arabia, India, Kazakhstan, Republic of China (Taiwan). With a diverse customer base, our ITS workforce operates across multiple cultures, language barriers and time zone differences to overcome the technological and infrastructure challenges to deliver solutions that benefit our customers and aid their drive to improve their respective ITS environments.

Through constant active engagements and collaborations with various stakeholders in the ITS community, including government agencies, transport service providers, research

centres and other ITS solutions providers around the world, we are able to transform innovative ITS solutions into reality globally.

Successful ITS solutions that are designed and developed by our diverse workforce include the Integrated Traffic Management and Security Systems for the Kingdom of Saudi Arabia; Intelligent Transport Management System for Chengdu, China; and the Intelligent Transport System (i-Transport) and Expressway Monitoring & Advisory System (EMAS) on Major Arterial Roads for Singapore's Land Transport Authority; Intelligent Fleet Management System in United Arab Emirates, India and Taiwan, and ITS consultancy services for Kazakhstan and China - Yunnan, Suzhou and Chengdu.

ST Electronics will continue to grow and foster a workplace that capitalises on a diverse ITS workforce to deliver sustainable world-class ITS solutions that benefit the global community.

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