

Network Rail is committed to a policy of sustainable development. Sustainable development is “development that meets the needs of the present, without compromising the ability of future generations to meet their own needs”.

Sustainability for Network Rail

Sustainability is the convergence of three distinct areas:

- Social sustainability
- Economic sustainability
- Environmental sustainability.

Within each area, we have specific goals and targets.

We recognise the importance of delivering an affordable and sustainable rail service, as part of an integrated transport system, fit for the 21st Century. This will contribute to an increase in productivity, and improvements in the quality of life and of the environment within Britain.

Our vision for an even more efficient, more responsive railway, that provides a better experience for our passengers, is even more sympathetic to the needs of our lineside neighbours and is even more conscientious in how we source our materials and minimise the resultant waste, is a vision for a sustainable railway. Our design decisions will put sustainability at the core of the future railway.

We have a moral duty to act. It is part of our role within an industry that is important to the success of Britain, both today and in the future. And acting makes good sense, from an ethical and business perspective.

Delivery

To deliver our goals and strategies we will:

- set continuous improvement targets by which our performance can be measured, demonstrated and publicly reported
- identify opportunities and take action where practicable to improve sustainability and to meet legal obligations
- identify and mitigate adverse impacts and risks
- embed sustainability policy and practice into all of our management systems for operating, maintaining, renewing and enhancing the railway, including standards, processes, procedures and assurance
- provide the right level of advice, awareness and competency to our people and to our contractors’ employees.



“development that meets the needs of the present without compromising the ability of future generations to meet their own need”
Brundtland Commission

Social Sustainability

For Network Rail, we have broken Social Sustainability into three areas:

- Workplace – our people
- Community
- Marketplace – our customers.

Workplace

We believe in our people. To be a successful company, we need to inspire and excite our people and to attract and retain the right people. We need to have policies that recognise the contribution our people make and the value they add. Issues of employee relations, employee health and employee development are of great importance, as are issues of social inclusion.

Area	Goal	Strategy
Workplace – our people	To have fully engaged employees	<ul style="list-style-type: none"> • to continue to use the annual employee engagement survey to encourage managers to engage their people • to provide support to line managers through specific training, embedding people policies, processes and corporate communication
	To recruit and retain high potential and high performing individuals	<ul style="list-style-type: none"> • to blend experienced leadership from Network Rail with great people from outside the Company • to aim to provide remuneration packages that are competitive and match local market conditions • to actively facilitate the career development and training of high potential employees
	To be known as a great developer of both leadership and technical skills	<ul style="list-style-type: none"> • to use training and development as a strategic investment and a way of shaping culture and behaviour in the organisation • to enable employees to further develop their professional and personal skills • to develop technical training and competency management processes • to develop high quality, accredited training
	To develop a workforce that is reflective of the UK's national and local demographics	<ul style="list-style-type: none"> • to encourage a diverse applicant base • to implement effective and appropriate diversity policies
	To maintain a safe and healthy workforce	<ul style="list-style-type: none"> • to continue to reduce risk from working on the network, to provide a safer workplace for our people • to promote safety and well-being amongst all employees • to provide support to employees and their families, during times of serious illness

Community

Network Rail owns and operates Britain's rail infrastructure. With over 5 million lineside neighbours, we have a great responsibility to local communities. Our priorities are to delight and exceed the expectations of those neighbours, the wider community and public; to be recognised as a good corporate citizen and to reduce the number of deaths or injuries to those who put themselves in danger by not using the railway properly.

Area	Goal	Strategy
Community	To be recognised as a good corporate citizen	<ul style="list-style-type: none"> • to align our charitable giving with the Company's activities • to actively encourage our people to get involved in charity work
	To exceed the expectations of lineside neighbours, local communities and the public	<ul style="list-style-type: none"> • to respond in a professional and timely manner to public enquiries • to continually improve public and neighbour perception and experience of Network Rail • to provide a positive lineside environment for all neighbours • to influence opinion formers to demonstrate that Network Rail is running a safe, efficient, reliable and sustainable railway
	To reduce near misses and fatalities caused by incorrect use of level crossings or by young people trespassing on the railway	<ul style="list-style-type: none"> • to educate the public about the use of level crossings, demonstrating that they are safe if used correctly • to develop a multi-agency approach to community safety issues and misuse by engaging with the public, private and third sectors • to continue to reduce risk by removing level crossings; upgrading fences and other equipment; and deterring graffiti and other vandalism

Marketplace

We need to satisfy and delight our customers, passengers and freight users. We recognise that we are responsible for some, but not all, elements of the service delivery to rail users. Therefore, we need to have policies that address the elements to which we can contribute.

Area	Goal	Strategy
Marketplace – our customers	To maintain rail's position of the safest mode of public transport	<ul style="list-style-type: none">to seek continuous improvement to our safety record, meeting or exceeding safety performance measures
	To set the benchmark for safe and secure stations	<ul style="list-style-type: none">to seek continuous improvement to passenger perception and experience of safety and security at Network Rail managed stationsto provide facilities to create a safe, secure and welcoming environment
	To be recognised for creating great travel environments	<ul style="list-style-type: none">to contribute to a positive, whole journey experience for all rail customersto benchmark Network Rail managed stations performance against world class travel hubsto provide facilities to meet the emerging needs of a diverse and changing population

Economic Sustainability

For Network Rail, economic sustainability is about the marketplace in which we operate. It is about meeting and if possible exceeding the expectations of our customers, our suppliers, our stakeholders and our funders.

To meet their expectations we know that we must provide outstanding service and value to our customers – the Train and Freight Operating Companies, as well as other customers, such as our commercial tenants. We know that we must create professional and mutually beneficial relationships with all of our supply base. And we know that we must earn and maintain the trust and respect of funders and other stakeholders.

Area	Goal	Strategy
Economic sustainability	To improve the economic value to society from the existing railway	<ul style="list-style-type: none">to improve train service reliabilityto exploit the railway asset base, by improving the alignment between network capability and service requirementsto deliver infrastructure that is capable of being operated effectively, in a changing climate
	To reduce the level of subsidy required to support the provision of existing services	<ul style="list-style-type: none">to reduce the cost of providing railway infrastructureto make decisions based upon whole-life, whole system considerationsto reduce the future cost of maintaining the capability of the railwayto increase the income generated from commercial activities
	To encourage investment in the railway to facilitate modal shift	<ul style="list-style-type: none">to make funds available for re-investment in the railwayto improve the value delivered by investment schemes

Environmental Sustainability

For Network Rail, environmental sustainability is about achieving more with less use of resources, reducing our climate change impact, and protecting and, where possible, enhancing our heritage and our natural surroundings.

Area	Goal	Strategy
Environmental sustainability	To achieve sustainable consumption and production	<ul style="list-style-type: none">to reduce waste, in terms of materials, water and landto increase the use of sustainable materials
	To improve energy efficiency and reduce the reliance on fossil fuels in running the railway	<ul style="list-style-type: none">to encourage modal shift from less efficient forms of transportto improve the energy efficiency of running trainsto improve the energy efficiency of our activities and reduce our reliance on fossil fuels
	To protect natural resources	<ul style="list-style-type: none">to reduce the risk of impact on air quality and the natural environmentto protect our heritage and natural habitats and seek opportunities to enhance them where reasonably possible