

# What is the stakeholder relations code of practice?

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# 1. Introduction

## The purpose of this code

Here at Network Rail we value our stakeholders and customers and aim to develop good, long-term working relationships that are built upon openness, fairness and trust. We want to make it as easy as possible for you to do business with us, and this code of practice is an important part of that. Known as the stakeholder relations code of practice, it lets you know what you can expect from us, every time you deal with us.

This code contains a number of sections covering a wide range of key business areas. Each of these sections can be referenced individually and tells you what you can expect from Network Rail in your dealings with us.

As the owner and operator of the national railway infrastructure, it's our responsibility to treat stakeholders appropriately and reasonably. This code is intended to satisfy condition 8 of our network licence, which requires us to publish information on the principles and procedures we'll adopt when we deal with our stakeholders. Under the terms of our network licence, the term 'stakeholder' is defined as:

- a) Any person providing services relating to railways
- b) Any person providing a railway facility or a network, including one which is proposed for, or in the course of, construction
- c) Any funder
- d) Any other person who's expressed, in writing to the licence holder, a credible:
  - (i) Interest in providing or intention to provide; or
  - (ii) Interest in providing or intention to provide finance for, or in connection with either or both of: (i) services relating to railways; and (ii) a railway facility or a network, including one which is proposed to be constructed or is in the course of, construction
- e) The Mayor of London and Transport for London, in respect of their functions relating to railway services (this includes, but isn't limited to, services for which the Mayor of London and Transport for London have responsibility)
- f) The Rail Passengers' Council and the London Transport Users' Committee, in respect of their statutory functions.

However, this code isn't just about satisfying a licence obligation. We want to make compliance with its principles and procedures a core part of what we do, and also how we do it.

Through our actions and behaviour we want to create a way of doing business that places rail users and our customers at the heart of what we do. We want to be transparent and easy to do business with, and we want our stakeholders to experience and notice a quality service when dealing with us.

## Stakeholders

As the owner and operator of Britain's railway network we deal with a wide range of stakeholders. These include train operators (both passenger and freight); funding bodies such as Passenger Transport Executives; bodies who provide one-off funding, such as local authorities, Transport Scotland, the Welsh Assembly Government and other regional bodies; and those looking for employment with us. All these groups may be relying on us to help them realise their aspirations, whether they're looking to fund railway services or provide a service or facility.

In writing this code of practice, we've tried to cover all types of stakeholder and many types of situation.

### Compliance with this code

This code of practice applies to all of us at Network Rail. We've briefed our teams and will continue to give them training on the principles and processes we've outlined. We expect all our colleagues to apply the code of practice to their day-to-day business dealings with you as stakeholders.

### Reviewing the code of practice

We recognise that for the code to work well in practice, we need to develop a two-way relationship with our stakeholders. With this in mind we intend to keep the code up to date and relevant, and welcome your comments on how we can improve it. If you've any suggestions please send them to:

Jonathan Haskins  
Licence & Assurance Manager  
Network Rail  
Kings Place  
90 York Way  
London N1 9AG

Alternatively, you can email: [stakeholderrelations@networkrail.co.uk](mailto:stakeholderrelations@networkrail.co.uk)

If you have a general query however, or need to contact us for any other reason, please call our 24 hour National Helpline on 08457 11 41 41.

### Structure of the code of practice

While we aim to provide an overview of the way we aim to do business with you, we also realise each business area has specific needs and requirements. That's why our code of practice is designed to address various business activities connected with Network Rail.

If you're interested in undertaking a specific type of activity with us, you can click on the relevant links within the Code of Practice to go straight to the relevant information. We also give contact details for each area so you can always get in touch with the right person to help you.

## 2. Key principles of our code of practice

### Creating a service culture

Here at Network Rail we are endeavouring to drive a service culture throughout the business. We have sought to streamline interfaces with our key stakeholders to enable clearer communication and faster decision making.

The creation of this code of practice forms a part of how we intend to improve our business performance over the next five years.

We recognise that how we do business with all our customers, suppliers and stakeholders is just as important as what we do. So our programme aims to change the entire culture at Network Rail to reflect this. It's about changing the way we think and act rather than changing processes and systems. In particular, we want to drive a better understanding of how we can all work with our immediate customers to provide a better service, both to them and to passengers and freight users.

We know we can't achieve our aims and objectives without the support of our customers and stakeholders. We have big ambitions: to be seen as a great company to do business with, for our people to demonstrate a determination and passion for delivering great service, and to be viewed as a company that delivers its promises. This code of practice aims to go part of the way to satisfying this ambition, by recognising that in order to give stakeholders a better experience we need to pre-empt and respond to their needs.

### The overarching principle

Through this code of practice we aim to deal with stakeholders:

- a) In an efficient and timely manner
- b) With the skill, diligence, prudence and foresight that's expected of us as a skilled and experienced network facility owner and operator

That means we promise to:

- a) Listen to and take account of your views
- b) Respond to your requests quickly
- c) Act fairly, treating all stakeholders consistently and without discrimination
- d) Establish customer contacts and allocate managers with the expertise to help you further your plans
- e) Be clear about what we may need from you
- f) Provide useful, understandable, current, complete and accurate information wherever we can
- g) Give you written for our decisions
- h) Treat confidential information appropriately
- i) Be upfront about charges and provide a fair system of charging
- j) Attempt to resolve any concerns, problems, enquiries or complaints fairly and without delay

## 3. Key procedures of our code of practice

### Communication and responsiveness

Each individual section in our code of practice gives the name and contact details for the best person to speak to about that business area.

When you contact us we aim to respond promptly. If this isn't possible we'll let you know when you can expect to hear from us. We'll also get back to you promptly if we need more information or clarification.

If we can't give you the response you'd like, we'll always explain the reason for our decision to you.

### If things go wrong

From time to time things may not go to plan, and we recognise that our customers and stakeholders will judge us on how we handle those situations.

If you have any reason to complain with regards to our compliance with this code of practice, please raise the issue with the relevant contact for your business area. When we receive your complaint we'll first send you an acknowledgement, then respond to let you know the steps we intend to take and when you can expect them to be done.