

## **Network Rail (High Speed) Outside Parties Team Charter**

### **What you have a right to expect from us:**

- ✚ act in a professional, knowledgeable and competent way
- ✚ try to understand your needs
- ✚ communicate effectively with you by being approachable, responsive and giving straight answers
- ✚ deliver to deadlines
- ✚ exhibit safe behaviour

### **What we need from you:**

- ✚ to be professional and straightforward
- ✚ understand our imperatives
- ✚ comprehend our guidance notes and other communications, and act on them
- ✚ plan your submissions and submit them in good time
- ✚ consult with us on any possessions and isolations at a very early stage
- ✚ know who to communicate with in our team and to use the OP number in any correspondence

### **What are our imperatives?**

- ✚ safeguard the railway against accidents, incidents or near misses caused by developers
- ✚ recognise any changes in long term costs and risks to High Speed 1 resulting from developers' schemes
- ✚ comply with statute law, and standards where appropriate.

### **Feedback**

- ✚ we have a feedback process which we ask developers of significant schemes to be involved in. Please take the time to do this
- ✚ we like to feedback to you, the developer, on how your work and attitude is affecting the risk to the railway, whether positively or negatively. If negatively, we need you to take note of this and put corrective actions in place.

### **Complaints**

- ✚ if you have any complaints about Outside Parties you can raise them with the Outside Parties Manager