

Speak Out (Whistleblowing) Policy

April 2023

1. When should I speak out?

Everyone at Network Rail, or working on our behalf, has a responsibility to raise genuine concerns about suspected wrongdoing when our standards are not being met or colleagues are not living up to our values.

This includes reporting:

- Anything that endangers health and safety or the environment
- Fraud or corruption
- Criminal activity, including theft
- Dishonesty in dealing with customers and suppliers, including conflicts of interest
- Breaches of acts of modern slavery or human rights
- A bullying or harassment culture (widespread across a team, as opposed to instances of bullying or harassment relating to an individual)

If you have a genuine concern and speak out in good faith, you can be confident that there'll be no action taken against you for doing so, even if your concern is not confirmed by subsequent investigation. If, however, you make a malicious or 'joke' report, we'll consider taking disciplinary action against you.

This policy relates to concerns about business practices. **Individual personal complaints shouldn't be reported through Speak Out** and should instead be raised through the [Individual Grievance Policy and Procedure](#).

2. How can I speak out?

You can speak out in the following ways:

For serious safety situations that could cause imminent injury or damage to people or the railway (including immediate concerns around drugs & alcohol):

- Contact the **relevant control centre**, the **National Operations Centre (NOC)** on **01908 723644**, or dial **999**

For All Other Matters:

- Use our **free 24/7 confidential reporting service, 'Speak Out'**:
 - Call Speak Out on **0808 143 0100** or make a report online [here](#)
- Contact the **ethics team** at ethics@networkrail.co.uk
- Contact the **director of risk & internal audit** (ben.edwards@networkrail.co.uk) or **group general counsel** (susan.beadles@networkrail.co.uk)

- We'd always prefer to resolve an issue internally, but if you don't feel comfortable doing that, you can contact the regulator, **the Office of Rail and Road (ORR)** directly, or through the **Confidential Reporting for Safety service (CIRAS)** for safety, health, wellbeing, or environmental concerns.
 - Call the ORR on **0207 282 2175** or email at boardsecretariat@orr.gov.uk
 - Call CIRAS on **0800 4 101 101** or complete the **CIRAS web form** [here](#)

3. What happens next?

All concerns raised will be reviewed and investigated appropriately by either HR, Safety, or our Fraud Investigation team. Where there's evidence to suggest a criminal offence has been committed, the police or relevant law enforcement agency will be informed.

If you've used the Speak Out hotline or website to raise your concerns, don't forget to use your unique case number to call back or log in online and check whether CFIS have left any messages or contacted you for further information.

Investigations take time. There might not be any immediate visible action and it's not always possible to provide outcomes or detailed feedback to reporters, but all concerns raised to us will be reviewed and taken seriously.

4. Confidentiality

All concerns raised will be treated confidentially. This means that we'll only share information with others on a 'need to know' basis to help progress the investigation.

We'd always encourage you to provide your name and contact details, as doing so makes it easier for us to assess the issue and contact you for further information. However, anonymous reporting can be done through the Speak Out hotline or website and means that you don't have to disclose any information to us that would reveal your identity.

Whether you chose to include your contact details or not, please provide as much information about the situation as you can. Otherwise, we might not be able to investigate properly.

5. Protection from victimisation

Network Rail does not tolerate any form of victimisation against those who raise genuine concerns or review and assess reports of wrongdoing. So, if you're facing any form of reprisal as a result of doing so, you must make this known to the ethics team immediately.

6. Support and further advice

We understand that deciding to raise a concern can be a challenging time. If you need support throughout the process, the Employee Assistance Programme and trades unions can help.

For more information about the Employee Assistance Programme, please click [here](#) and for information about the trade unions, please click [here](#).

If you have any further queries about this policy or any of the issues it covers, please contact the ethics team at ethics@networkrail.co.uk.

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