

Stakeholder relations code of practice

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1. Introduction

The purpose of this code

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, letting you know what you can expect from us every time you deal with us.

Stakeholder engagement is a fundamental part of how we seek to continuously improve our business performance. We want to be able to focus more precisely on, and drive our business by, the needs of our stakeholders. As the owner and operator of the national railway infrastructure, it is our responsibility to treat stakeholders appropriately and reasonably.

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 individuals (for example passengers or line-side neighbours), customers (and owning groups), national funders, local funding bodies, investors, freight end users, passenger representative bodies, companies that form part of our supply chain, regulatory authorities and local government agencies and authorities.

Our Network Licence defines 'stakeholder' as being any person or organisation:

- (a) who has or in the future is likely to have a significant relationship with the licence holder or;
- (b) who may be impacted by the activities of the licence holder; or
- (c) who has expressed in writing to the licence holder a serious and credible interest in providing (or providing finance in connection with):
 - (i) services relating to railways;
 - (ii) a railway facility; or
 - (iii) a network.

Engagement in each case will be in ways appropriate to the reasonable needs of the stakeholder in question.

Network Licence Stakeholder Engagement Duty

Our network licence contains a stakeholder engagement duty which, requires, to the greatest extent reasonably practicable, that we treat our stakeholders in ways appropriate to their reasonable requirements and particularly that we:

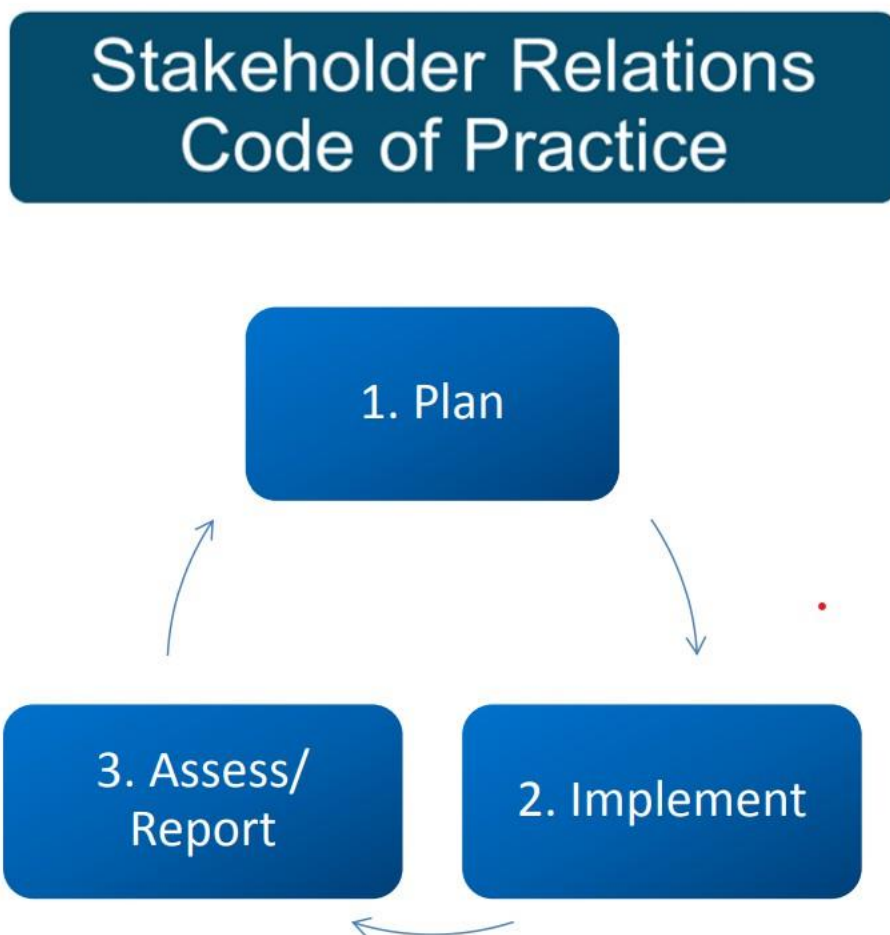
- (1) deal with stakeholders with due efficiency and economy, in a timely manner and with the degree of skill, diligence, prudence and foresight which should be exercised by a skilled and experienced network facility owner and operator;
- (2) engage with stakeholders to support our achievement of our network management obligations;
- (3) ensure that stakeholders are treated in a fair and proportionate manner;
- (4) adopt effective processes and governance arrangements relating to engagement with stakeholders; and

(5) make available sufficient information to enable effective engagement with stakeholders.

Our Network Licence also requires us to publish information on the principles and procedures we'll adopt when we deal with our stakeholders to comply with our stakeholder engagement duty.

Structure of our engagement framework

Our overarching framework sets rules and expectations of engagement. As we are one company operating under a single Network Licence, we believe that there needs to be a single code of practice which forms the basis of our engagement framework in which we set out high level principles about how we will treat our stakeholders.



2. Principles of our code of practice

Principles and minimum requirements

We are committed to the following eight principles. Minimum requirements that we expect will be followed, to demonstrate adherence to the code of practice, are set out below:

1. **We will respond to the needs and opinions of our stakeholders:**
 - we have used reasonable endeavours to apply a variety of appropriate mechanisms to inform and engage our stakeholders and that these have been tailored to meet the needs of stakeholder groups, and are fit for purpose in allowing a detailed analysis of a breadth of stakeholder perspectives
 - we can demonstrate we are considering, and where appropriate, acting on input/feedback from stakeholders
2. **We will act fairly and not discriminate:**
 - a broad and inclusive range of stakeholders have been engaged
 - different approaches for different stakeholders, where needed
 - appropriate opportunities for input from smaller and less well represented stakeholders
3. **We will engage effectively on decisions that impact stakeholders:**
 - making sure the purpose, benefits and intended outcomes of engagement are clear and deliver value to stakeholders
 - having well defined objectives to ensure focused engagement
 - well-balanced engagement across the range of stakeholders
4. **Our engagement will be proportionate:**
 - the level of engagement is proportionate to the issue
 - value for money given what engagement is trying to achieve
5. **We will be transparent in our dealings with stakeholders:**
 - provision of information to stakeholders in a timely way to allow the opportunity for informed input at the right point in time
 - clarity around impact/output of engagement and how stakeholder input is being taken forward
 - clarity around expectations for ongoing and future engagement to allow stakeholders to plan time/resource
6. **We will provide good quality information to our stakeholders:**
 - provision of clear, concise and objective information
 - provision of tailored information based on the requirements and priorities of the stakeholder
7. **We will employ governance over our engagement with stakeholders:**
 - clarity of contact points within the business and a transparent escalation processes
8. **We are committed to continuously improving our engagement with stakeholders:**
 - transparently monitoring and evaluating our quality of engagement enabling the sharing of best practice across the business.

Rather than being prescriptive about how the principles are applied, and mindful of the broader aims of devolution, we recognise that it is more important that those who manage stakeholder relationships at the appropriate local, regional or national level determine how best to apply such principles, in order to treat stakeholders in ways appropriate to their needs.

3. 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. We will review our code up to ensure that it remains fit for purpose and welcome your comments on how we can improve it. If you have any suggestions, please send them to:

RegulatoryCompliance@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 03457 11 41 41.

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 route business or functional contact in the first instance or please contact the national help line: 03457 11 41 41.

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.