

# Supplier Code of Conduct

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July 2023

Share our values

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## Summary

Share our values

# A message from Clive Berrington

Dear Suppliers,

The railway depends on people who work and behave professionally, whilst acting with respect and integrity in everything they do. To help suppliers understand Network Rail's values, and what we consider to be professional behaviour, we've developed this Code of Conduct.

We believe that by sharing our values and our behaviour expectations with you, we can work together more effectively to put passengers and freight users first. By understanding our values and behaviour expectations, where necessary, you can tailor your organisation's ways of working. This will help us to collectively care about each other and the communities and the environment around us, in a sustainable way.

I and all Network Rail colleagues are committed to living our values everyday and I expect you all to read this code and join us in following its principles.

Thank you,

*Clive Berrington*

Clive Berrington  
Group Commercial & Procurement Director  
Route Services



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# Introduction

## Our Supplier Code of Conduct is a set of principles that should be the foundation of everything we do.

They include what the law and regulations require of us, as well as how we collectively behave and make decisions. Working in an ethical way, alongside our specific operational and regulatory requirements, means we are safer and perform better.

Our Supplier Code of Conduct shares the standard of behaviour that is expected of us and that we expect from our suppliers. It's structured by our values and is underpinned by the policies that we follow.

There may be times when we're faced with difficult decisions and the right course of action isn't immediately clear. No code can have all the answers to every situation that may arise, our code aims to cover many situations and empower good decision-making, guiding us to do the right thing.

## This code applies to all suppliers and others who work directly or indirectly for Network Rail.

Following this code and its supporting policies and documents is a requirement of working for Network Rail. It is our shared responsibility to apply it across organisations in our supply chain.

The provisions set out in this Code of Conduct are without prejudice to the Supplier's contractual obligations to Network Rail. Suppliers are expected, when working with Network Rail, to meet their contractual obligations at all times. In the event of any conflict between something that is set out in this Code of Conduct and the terms of any contract between Network Rail and the Supplier, the terms of the contract will take precedence over the conflicting requirement in this Code of Conduct, to the extent of the conflict.

# Code of Conduct principles

## The supplier will:

- Comply with their contractual obligations to Network Rail at all times
- Observe the requirements of The Treasury Guidance for Managing Public Money
- Provide Network Rail with the requisite notices prior to committing to any additional expenditure
- Keep Network Rail informed at all times as to the condition and status of their business and associated officers
- Maintain expected standards as set-out in their contractual obligations
- Maintain the safety and integrity of the railway infrastructure at all times
- Ensure at all times their staff act in an open, honest and fair manner

## Network Rail will:

- Provide timely information as required for the execution of agreed contractual obligations
- Provide technical support and guidance as necessary sufficient for the supplier to perform their contractual obligations
- Comply with The Treasury Guidance for Managing Public Money
- Maintain expected standards to support the integrity of the railway infrastructure
- Act with integrity in an open, honest and fair manner which promotes collaborative behaviours

# Network Rail's values



Read more about Network Rail:

Who we are?

How we are run, who we report to:

How we work?

Find out about Network Rail transparency and ethics:

More information

**We empower our people to always be safe. To care about the railway, its users and each other, and put teamwork at the heart of all that we do.**

We take mental and physical wellbeing seriously – our own and each others. We value kindness and fairness, with a culture that promotes our 'best selves' at work as well as at home. We work in an inclusive way that values and appreciates diversity.

We expect our suppliers to do the same and demonstrate to us how they apply these behaviours in their business across supply chain.

## Statement of aims & objectives

The following sets out Network Rail's aims and objectives under which we engage and conduct business with our supply chain and includes the areas which are considered important:

- Empowerment to act
- Safety and security
- Care about people
- Diversity and inclusion
- Sustainability
- Social value
- Teamwork

The aims and objectives listed above are not exhaustive but represent key initiatives Network Rail holds as important.

**We expect our suppliers to follow this Code of Conduct, embrace our culture and share our values across all levels of their organisation.**

**Share our values**

# Empowered to ACT

Our ambition to be responsive to passengers and freight users drives us every day. We're empowered to do the right thing for those who use the rail network.



## Our expectation:

Empower your people to always be safe, care about the railways, its users and each other and put teamwork at the heart of all that you do.

## Putting passengers first

We are a company that is on the side of passengers and freight users. A company that is easy to engage with and is an efficient and dependable partner; a company people are proud to work for.

## Environmental sustainability

Caring for our planet is important to us. Rail is already the greenest form of public transport and we're on a journey to a cleaner, greener future.

# I've got the power to ACT



[Read more about SPEED:](#)

[More information](#)

[Find out how to submit a standards challenge application:](#)

[Challenge](#)

## Delivering at SPEED

We've challenged ourselves to half the time, and half the cost of our investment projects – when we build new infrastructure, and for all our regular maintenance and repairs we do to keep the railway running. It's a transformational shift in how we develop, plan and deliver new infrastructure projects and engineering, to be faster, better and cheaper. Through the Network Rail and DfT Rail [SPEED programme](#), we've looked at 11 key areas where we can remove layers of process and bureaucracy to free-up time and focus on doing the things that matter, safely. We're now applying that learning to our processes and projects, which is expected to save billions and cut years off delivery.

## Easier to get involved

To help other organisations get involved in railway projects, we have introduced [the concept of contestability](#) – putting projects out to

market for other organisations to deliver. In doing so we are bringing more innovation and creativity to the railway industry, increased value for money for the tax-payer and better benchmarking data to assess how we are performing.

## Help change and improve our standards

We are encouraging contractors, suppliers and stakeholders to propose changes to our standards. Standards are the detailed requirements that underpin how the railway and the delivery of improvement projects are run. The changes are to encourage greater innovation, cost efficiency and third-party funding into the rail network, whilst maintaining safety. We have already updated and streamlined many of our standards to reduce both complexity and cost, and to encourage innovation. Suppliers and other stakeholders can submit [a standards challenge application](#) when they consider the standard to be incorrect, not enable the application of best practice, or drive increased cost without comparable benefit.

## New technology, innovation and working smarter

We're exploring [a portfolio of new technologies](#) to speed-up our work, on and off the track. We're implementing new streamlined processes and structures that make us more agile, and more effective at what we do. And we're looking at innovative ways of working – better planning, better deals, better designs – that will allow us to deliver our plans for passengers at lower cost.



# Always safe

**Safety is not negotiable. We challenge unsafe practices and take personal responsibility for addressing risks, resolving issues and protecting safety and wellbeing.**



## Our expectation:

Commitment from you to support our safety vision and targets, comply with our lifesaving rules and other procedures, report what you see as unsafe and place safety and wellbeing in the forefront of everything that you do.

# Safety vision and our Lifesaving Rules

**Whatever the role, and however experienced any individual is in working with us, there's one safety vision:**

**Everyone Home Safe Every Day**



**Read more about:**

**Safety**

**Safety vision**

**Lifesaving rules**

**Performance**

**Contact us:**

**Contacts Page**

**Close Call Report**

**Emergency** 24 hour helpline on:

**03457 11 41 41**

We all have a responsibility to behave safely and challenge unsafe behaviours and conditions when we see them. This reinforces our promise to safely transport people and goods in the safest possible way to where they need to be every time.

**We want to get everyone home safe every day.**

We're all responsible for working safely so that our employees, the public, our customers, contractors and suppliers are not put at risk when using or working on the rail network.

Network Rail promises to work with our suppliers to improve Health and Safety in our supply chain.

Always report events that have the potential to cause injury or damage through the [Close Call system](#). This way we can learn from our near misses and prevent similar events happening again.

Suppliers are expected to comply with legislation and standards that are applicable to the work they are carrying out. Health and Safety information must be provided to Network Rail from suppliers which satisfies Network Rail's standards, policies and legislation, including but not limited to:

- contractor hours
- accidents and incidents
- worker fatigue monitoring.

**Always follow our Lifesaving Rules, whether you are working on the track or in the office.**

Network Rail's Drugs and Alcohol Policy means that anybody undertaking work for Network Rail, including non safety critical personnel, can be randomly tested for drugs and alcohol at any time. Read more [here](#).

Over-the-counter prescription drugs should always be declared in accordance with Network Rail and supplier policy.



**everyone  
home safe  
every day**

**Always safe**

# Cyber security



## Contact us:

[AskSecurity@networkrail.co.uk](mailto:AskSecurity@networkrail.co.uk)

**The business relies on vast streams of information to get the job done, and we all have a part to play in keeping our data, IT and Operational Technology networks secure.**

Information security is a key consideration when it comes to maintaining our railways and effectively collaborating with one another. We expect our suppliers to demonstrate a similar commitment to security and suppliers should at a minimum:

- Have their own policies and procedures to safeguard the confidentiality, integrity and availability of Network Rail's information and information systems.
- Have the necessary controls in place to identify security incidents that affect or has the potential to affect Network Rail's information or information systems and ensure that they inform Network Rail (AskSecurity@networkrail.co.uk) of all such incidents without delay.
- Comply with all of Network Rail's Information Security policies, in addition to statutory and legal requirements. Any exceptions need to be agreed and signed off by Network Rail's Information Security team. Network Rail reserves the right to monitor its suppliers to ensure compliance with the policies.
- Where appropriate, we would expect suppliers to hold industry recognised security certifications such as ISO27001, Cyber Essentials Plus or Cyber Essentials depending on the service being procured.
- Where appropriate, we would also expect suppliers to understand that we rely on their cooperation and transparency in order to help us maintain Network Rail's compliance to the Network and Information Systems Regulation (NIS-R).
- We would expect suppliers to understand that the security (physical, cyber, or otherwise) of their product/service is key to ensuring the safety and operation of the railway.
- Have business continuity and disaster recovery plans in place to ensure a quick recovery from incidents.
- Review and act on any findings and lessons learned.
- Ensure that their suppliers have effective security measures in place.



everyone  
home safe  
every day

Always safe

# Care about people

Respect, kindness and empathy are all part of treating others the way we wish to be treated. Passionate about great service, we ask ourselves 'what can we do to put passengers and freight users first?'



## Our expectation:

Commitment from you to treat others with respect and kindness, challenge those who don't, and care about people in your organisation and communities.

# Diversity and inclusion



**Read more about**  
diversity and  
inclusion at  
Network Rail:

**Strategy**



## Everyone matters at Network Rail

Our commitment is to build an inclusive environment where all our people are supported, valued and our differences are celebrated.

Our strategic approach to diversity and inclusion demonstrates that everyone matters: our people, passengers, supply chain, and stakeholders.

## Equality Act 2010

Network Rail has a legal obligation under the Equality Act 2010 and the Public Sector Equality Duty to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

As an industry leading organisation we will work together with suppliers and contractors to help them promote equity, diversity, and inclusion within their own supply chain.

## Bringing diversity and inclusion to life

We want our organisation and supply chain to represent the communities and passengers we serve. To do this it is essential we are open, diverse and inclusive, harnessing the skills and expertise of all our people and attracting the best talent to help us have a safe, accessible railway for everyone.

Diversity within supply chains can make supply chains innovative, resilient and adaptable, which is why we promote diversity and inclusion.



## Care about people

# Diversity and inclusion

We will work together to meet the demands of equality legislation and create an inclusive, welcoming environment that encourages diversity and better reflects the communities and passengers we serve.



Read more about our Gender, Ethnicity and Disability Pay Gap reports:

[More information](#)



## Pay gap reporting

As well as publishing our mandatory gender pay gap, we voluntarily share our ethnicity and disability pay gap reports, and include additional information on intersectionality. Doing this reflects our commitment to be transparent about our progress and areas for improvement. As industry leaders, we expect our supply chain to publish their pay gaps along with robust commentary on their diversity and inclusion action plans.

## Living Wage accredited employer

Network Rail has demonstrated its commitment to fair pay via accreditation with the [Living Wage Foundation](#). We have committed to paying our directly employed and regular third-party staff the current Living Wage rates, and we ask that our suppliers do the same.

## Disability confident leader

Network Rail is an accredited [Disability Confident Leader](#). This means, where a disabled applicant meets the essential criteria for any of our vacancies, they will receive an interview. As part of our Leader status, we are expected to mentor other organisations in their application for Disability Confident status. If you would like Network Rail to support you in your journey, please get in contact with us: [diversityandinclusion@networkrail.co.uk](mailto:diversityandinclusion@networkrail.co.uk)

## Network Rail expects its suppliers to carry out the following:

- Develop and implement an approach to diversity and inclusion that takes account of current equality legislation.
- Promote equity, diversity and inclusion, and psychological safety when working with their supply chain.
- Measure and monitor progress through benchmarking and data analysis.



**Care about people**

# Environmental sustainability

**Network Rail's vision is to serve the nation with the cleanest, greenest mass transport.**



**Read more about**

Network Rail's commitment to a greener future:

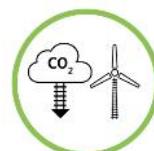
**Strategy**

**Policy**

**Targets**

**Supply Chain**

**More Information**



We expect our supply chain to come on this journey with us to achieve a shared vision of a cleaner, greener future of rail and the commitment to delivering a low-emission railway by:



- Achieving net zero carbon emissions by 2050 (2045 in Scotland) and deliver continual improvements to air quality so that our passengers, neighbours, and employees breathe healthier air.

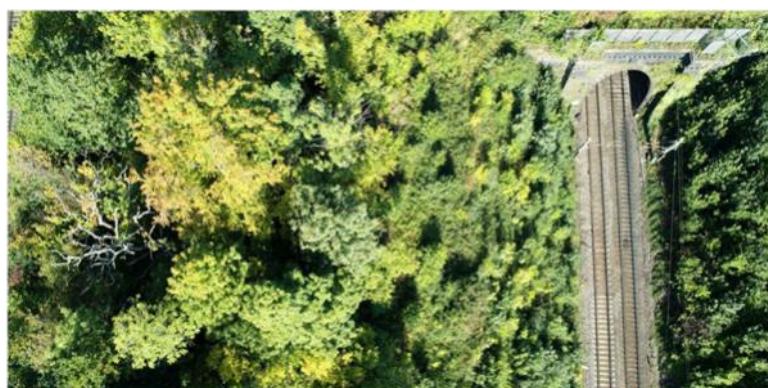


- Running a reliable railway network that is resilient to climate change improving the biodiversity of plants and wildlife and by continuing to look after nature and protecting, maintaining, and enhancing biodiversity across the railway.



- Minimising waste and the use of materials by reusing, repurposing, or redeploying all surplus resources, minimising use of resources, designing out waste and embedding waste lifecycle/circular economy thinking into the rail industry by 2035.

Successful delivery of this strategy will rely on integrating environmental sustainability into everything we and our suppliers do, increasing the capability of our people to help embed sustainability within our ways of working, being innovative to support the delivery and acceleration of our commitments, and engaging with our stakeholders to support change.



**Care about people**

# Social value

## Commitment to apply Network Rail's Social Value Framework.



### Read more about

Network Rail's approach to:

Social value

Performance

Framework

Social value is about making a net contribution to society that's over and above the specific activities we are funded to deliver. It means adding value, not cost.

We have a Social Value Framework and we are using the Rail Social Value Tool to forecast, monitor, evaluate and monetise our impacts.

### Our rail network connects people and transforms communities.

We expect our suppliers to get even better at mitigating the negative impacts they can have on people, for example through noise, air pollution and disruption.

We also expect suppliers to optimise social value by doing business as usual even better (for example by prioritising workplace inclusion, supporting community rail initiatives and responding to social risk and opportunity in the locations we work).



## Care about people

# Teamwork is key

**It's about mutual support, no matter what. We pull together as one rail industry, with the needs of passengers and freight users at the forefront of our minds.**



## Our expectation:

Commitment from you to share our vision, follow our code and work together as one team to do the right thing for passengers and freight users.

# Doing the right thing



Read more about  
working with  
Network Rail:

[Working with us](#)

[More information](#)

[Modern Slavery](#)

At Network Rail we always try to do the right thing and this code helps suppliers and contractors to do the same.

## Here are some examples of how we can work together:

- support and collaborate with each other
- value and harness the diversity of our people
- communicate on time, in a concise, clear and open way
- share ideas, plans and information
- identify, inform and manage risks together
- avoid duplication and waste
- recognise that everyone's contribution matters

## Ethics

It's important that Network Rail can demonstrate to the public that we have ethical principles; always acting with integrity when managing public money and caring about the communities we serve and the environment around us.

Business ethics are a set of principles that should be the foundation of everything we do, which includes what the law and regulations require of us as well as how we behave and make decisions both as employees and as an organisation. Working in an ethical way helps us be safer and perform better.

All suppliers who work with Network Rail are expected to comply with anti-bribery and anti-slavery legislation as well as the [Network Rail Code of Business Ethics](#) where applicable to the work they're carrying out.

## Gifts, hospitality and bribery

Network Rail works on the principle that hospitality is only appropriate where it's necessary for the development of legitimate business relationships. There should always be a clear business rationale for accepting or offering something and it should always be modest in value, timed appropriately and must be recorded and discussed following each organisations' guidelines before accepting. Consider how the situation might look to the outside world.

We expect our supply chain to adopt or implement a [Gifts & Hospitality policy](#) similar to ours when working with us.

**Teamwork is key**

# Doing the right thing



## Speak Out

freephone number:

**0808 143 0100**

Online reporting  
service:

**Raise a concern**

Email address:  
ethics@networkrail.co.uk

## Modern slavery

We expect all suppliers to take modern slavery seriously and have strong controls in place to reduce the risk of a case taking place within their company or the supply chain.

Supply chain due diligence, strong recruitment checks, and whistleblowing options (which are communicated out regularly) are steps that we'd expect all suppliers to have considered and implemented.

## Conflicts of interest

A conflict of interest can happen when our personal, social, financial or political activities interfere, or appear to interfere, with our responsibility to our organisation.

Network Rail manages two types of conflict of interest, 'workplace' and 'commercial', and everyone working for or on behalf of Network Rail has a duty to manage these. It's essential that all recruitment and commercial decisions are impartial, fair and based on merit. Suppliers working for, or on behalf of, Network Rail are expected to adopt or implement a similar [Conflicts of Interest & Outside Activities policy](#) to the one published by Network Rail.

## Speak Out

Network Rail has an open, transparent and accountable culture without fear of reprisal. This means shining a light where we've gone wrong to learn lessons, rather than sweeping things under the carpet. It's important that we all take responsibility for reporting breaches of Network Rail's codes and business policies which can be found [here](#).

Speak Out is Network Rail's confidential reporting service which is available to anyone inside or outside of Network Rail 24/7, 365 days a year, anonymously if you wish.

To make your report, you can:

- Call the Speak Out freephone number 0808 143 0100
- Make a report online via this [web form](#)
- Contact the Ethics team at [ethics@networkrail.co.uk](mailto:ethics@networkrail.co.uk)

Network Rail is only able to investigate cases that relate to our own staff, sites, processes, and operations, for matters that are supplier-internal (including grievances), we advise that the concerns are raised within your own organisation.

**Teamwork is key**

# Summary

## We expect that our suppliers will:

- Comply with this code (and any future revisions)
- Ensure they have adequate policies and/or statements in place that support this code which are appropriate and relevant
- Provide evidence of how they meet the expectations outlined within this code when requested to do so by Network Rail
- Ensure they conduct business in a fair and honest manner

**The Supplier Code of Conduct is intended to set out the way in which we and our suppliers will conduct business, reciprocate behaviours and work together to deliver the railway our customers expect.**



**Share our values**

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