

Code of Conduct



October 2017

Working for you.

Network Rail Statement

“The railway depends on the people who work in it. Ensuring that these people behave in a professional and appropriate way is therefore of critical importance to us and to the customers and communities we serve. We want to work together with those who share our determination to continuously improve in this area. We want to provide clarity on what we expect of our people and the support they can expect from us. This Code of Conduct will help us do that.”

Mark Carne, chief executive, Network Rail

Introduction

Welcome to the Code of Conduct. This document outlines the minimum standards we expect from everyone we work with.

We're embedding the Code of Conduct within all contracts and we expect you to promote this within your own supply chain and beyond.

At Network Rail we're committed to the highest standards of business ethics, appropriate behaviour and safety performance and we expect the same from those we do business with.

We must all work to achieve our vision of 'Everyone Home Safe Every Day' and that will often mean we will have to go beyond this baseline.

Trust is gained by treating each other and the communities we work in with respect and fairness and by behaving in a way that is challenging, collaborative, accountable and customer-driven.

If you have questions about this code or feel we're not living up to our promises, please get in touch:

CodeOfConduct@networkrail.co.uk

We look forward to working with you.

Our Behaviours

Challenging

Always challenge unethical and unsafe behaviour. Use feedback to enhance innovation, safety and performance.

Collaborative

Work together as one team and support each other to do the right thing. Be inclusive and promote diversity.

Accountable

Work diligently, openly and honestly, with a positive attitude and be willing to take responsibility for your own actions.

Customer driven

Put yourself in other people's shoes and respect your customers and everyone you work with.

Our Safety Vision

Outstanding safety performance and business performance go hand in hand.

Whether you're an employee, contractor or subcontractor, safety is core to our culture and success.

Safe behaviours are a requirement of working for Network Rail; this applies to people throughout our supply chain and the companies they work for.

This is how we will deliver a better railway for a better Britain.

Safety

We're committed to getting everyone home safe, every day, putting safety at the core of every decision.

What can you expect from us?

- Facilitate reviews with safety representatives from all elements of the supply chain to discuss safety and related matters
- Where appropriate make sure all relevant workers and suppliers are invited to attend safety briefings
- Free of charge access to safety information including Network Rail Standards and the Hazard Directory, where not already in place.

What we expect from you

- Compliance with the Sentinel scheme rules
- Maintain Railway Industry Supplier Qualification Scheme (RISQS) accreditation
- Ensure that worksites are clean and tidy and left in good order
- Demonstrate that workers supplied are competent, fit to work and able to fulfil the task appropriately.

What can we do together?

- Manage safety risk openly and honestly to underpin a safe and high performing culture
- Further promote and utilise a Close Call system
- Support and implement the Network Rail Life Saving Rules, Safety Vision and Fair Culture Consequences Model
- Encourage feedback/conversations on safety and related topics
- Make sure that all feedback is welcomed, openly and honestly
- Work to a Safe System of Work with appropriate controls.

Life Saving Rules

The Life Saving Rules are there to help us get everyone home safe every day. Adherence to the Life Saving Rules is a requirement of working for Network Rail.

What are the Life Saving Rules?

Our Lifesaving Rules

Safe behaviour is a requirement of working for Network Rail.
These Rules are in place to keep us safe and must never be broken.
We will all personally intervene if we feel a situation or behaviour might be unsafe.

Working responsibly



Always be sure the required plans and permits are in place, before you start a job or go on or near the line.



Always use equipment that is fit for its intended purpose.



Never undertake any job unless you have been trained and assessed as competent.



Never work or drive while under the influence of drugs or alcohol.

Working with electricity



Always test before applying earths or straps.



Never assume equipment is isolated – always test before touch.

Driving



Never use a hand-held or hands-free phone, or programme any other mobile device, while driving.



Always obey the speed limit and wear a seat belt.

Working at height



Always use a safety harness when working at height, unless other protection is in place.

Working with moving equipment



Never enter the agreed exclusion zone, unless directed to by the person in charge.

Safety Vision

Our Safety and Performance Vision is at the heart of creating a sustainable, positive culture which will help us deliver a safer, better performing and more efficient railway.

Our Vision

Everyone Home Safe Every Day

Our Belief

Outstanding safety performance and outstanding business performance go hand in hand.

Our Personal Commitments

Safety is a core value and key to our success. Whether you are an employee, contractor or subcontractor, by delivering on our commitments we will achieve outstanding performance. This is how we will deliver a better railway for a better Britain.

- Safe behaviour is a requirement of working for Network Rail.
- We will always comply with our Lifesaving Rules.
- We will plan work to ensure that it can be done safely.
- Our work environments will be tidy - and we will leave them tidy when we've finished.
- We will ensure people have the skills and the equipment required to work safely.
- We will stop work if it cannot be done safely.
- We will personally intervene if we feel a situation or behaviour might be unsafe.
- We will use Close Calls to report unsafe behaviours and conditions.
- We will use our Fair Culture principles to investigate incidents and learn lessons to prevent them occurring again.
- We will relentlessly strive to find new ways to keep ourselves, colleagues, passengers and the public safe.
- We will design, construct, inspect, operate and maintain the railway to keep everyone safe.
- Safety leadership is key to how we assess our people's performance and readiness for progression.



Mark Came
Chief Executive
March 2014



Working in the Community

All parties will represent our industry in a positive manner, any time a member of the public comes into contact with any aspect of our industry: it's an opportunity to form an impression. We all want this to be the right impression.

What can you expect from us?

- Include training as part of the Industry Common Induction
- Provide education on the purpose and benefits of your role in our industry
- Provide education on Network Rail's national Helpline Number (03457 114 141) and Safety Central website safety.networkrail.co.uk.

What we expect from you

- Deliver/attend briefings regarding appropriate interaction with our communities, neighbours and passengers
- Positively engage and interact with our communities, neighbours and passengers
- Be a good neighbour. Treat our communities, neighbours and their property with respect at all times and in particular, please be mindful of the following unacceptable behaviour:
 - Littering
 - Removing items of clothing
 - Urination or defecation in a public place
 - Offensive language or behaviour of any sort
- Pass on your knowledge of the work you're doing and its benefits to our communities, neighbours and passengers. Try to answer their questions – if unsure provide them with our Helpline number 03457 114 141.

What can we do together?

- Lead by example when interacting with our communities, neighbours and passengers
- Hold each other to account when we see inappropriate behaviour or interaction.

Driving & Vehicles

All parties will work together to make sure their entire workforce are safe in relation to driving.

What can you expect from us?

- Advance lead times of at least 48 hours.

What we expect from you

- All new vehicles being fitted with speed limiters of 70mph
- Have a robust and effective driving licence checking process
- Have a robust and effective eyesight checking process
- Have a driving competence management framework, including risk assessment and driver coaching
- Provide and maintain vehicles which are legally roadworthy, safe and which eliminate or reduce manual handling and working at height risks.

What can we do together?

- Manage fatigue risks arising from the work undertaken or travelling required to/from sites, not just paid time
- Enforce relevant lodging and/or dedicated driver arrangements to reduce fatigue risks
- Make sure there are clear expectations for fatigue risk management, including from travelling
- Work together to achieve at least a bronze, Fleet Operation Recognition Scheme (FORS) award for fleet management.

Health & Wellbeing

All parties will work together to promote and support the health and wellbeing of the entire workforce.

What can you expect from us?

- Encourage those who sign up to the Workplace Responsibility Deals outlined by the Department of Health.

What we expect from you

- Operate effective systems to identify, monitor and manage occupational health hazards including, but not limited to, exposure to hand/arm vibrations, excessive workplace noise, occupational respiratory hazards and workplace stress
- Have a plan to support the general wellbeing of your whole workforce
- Manage the implementation of any reasonable adjustment requirements for disabled staff in a timely and sensitive manner
- Provide support for those workers involved in potentially traumatic incidents within the workplace.

What can we do together?

- Identify health risks and provide suitable training and equipment to manage those risks
- Encourage workers to seek support where their mental health is at risk.

Competency & Training

A safe railway with improving performance requires a competent workforce. All parties will work to minimise skills gaps and thoroughly manage competence.

What can you expect from us?

- Assist in the introduction of new workers to the industry who are developing their competence
- Access to our expertise
- Provide clarity on the Worker Under Mentorship (formally blue-hats) process.

What we expect from you

- Actively manage competence to ensure workers work safely and productively
- Support apprenticeship schemes which offer employment on completion
- Train staff on the Code of Conduct.

What can we do together?

- Make the best use of the Industry Common Induction.

Tools & Equipment

All parties shall make sure that all workers are fully equipped to carry out their roles in a safe, sustainable and effective way. Suitable Personal Protective Equipment (PPE) is essential for most roles.

What can you expect from us?

- Provide clear expectation of minimum specifications to enable everyone to have suitable PPE.

What we expect from you

- Make sure that PPE is suitable for all
- Never charge the workforce for the provision of PPE or tools
- Follow the Sentinel scheme rules in relation to PPE and equipment
- Have appropriate training and guidance relating to the use of PPE, equipment and calibration of tools.

What can we do together?

- Engage the workforce to gain feedback on current provisions and improvements.

Behaviours

All parties will work in a positive and respectful manner, providing support and help when needed, and managing conflict when required.

What can we do together?

- Implement the Network Rail framework of behaviours
- Adhere to the principles of inclusive leadership – open, unbiased approaches to managing and leading others that welcome difference
- Use feedback from managers and co-workers to find ways of enhancing innovation, safety and performance
- Form professional relationships with workers to help with an open and transparent way of working
- Make sure that all contracts are appropriately managed and utilised.

Delivery

All parties will work together to make sure delivery targets are met.

What can you expect from us?

- Take account of the concerns and act fairly to resolve them
- Clearly specify work and performance objectives.

What we expect from you

- Make best use of resources to support a safe delivery to agreed quality, standards and timescales
- Make sure there's consistency of delivery
- Never compromise safety.

What can we do together?

- Work as one team – one workforce
- Have a positive attitude and take responsibility for our actions
- Co-operate to make sure any commercial model for additional works is consistent industry wide.

Ethics

All parties will work in an ethical way to maintain a sustainable workforce.

What can you expect from us?

- Promote ethics, diversity and inclusion as an exemplar organisation
- Policies and guidance to help you make the right ethical decisions
- A zero-tolerance approach towards bribery and modern slavery
- A channel to raise concerns, in confidence, about suspected wrongdoing at Network Rail, or within our supply chain.

What we expect from you

- Comply with all applicable anti-bribery and anti-slavery legislation, including the UK Bribery Act 2010 and Modern Slavery Act 2015
- Comply with our Code of Business Ethics, Code of Conduct and other supporting policies
- Complete the Supply Chain Sustainability School modern slavery training as required by the employer's representative
- Be part of a committed and dependable workforce, which adheres to an agreed code of business ethics
- Make sure that payment arrangements are consistent with the detail and intent of HMRC requirements
- Develop and implement an approach to diversity and inclusion that takes account of current equality legislation

- Promote ethics, equality and fairness in arrangements with your supply chain
- Carry out thorough checks on those you choose to do business with – we include specific prohibitions against the use of forced, compulsory or trafficked labour, and we expect you to hold your own suppliers to these same high standards
- Speak Out if you have reason to suspect ethical misconduct taking place in Network Rail, or acts of modern slavery in any part of our business or supply chain.
(Freephone: **0808 143 0100** or online: www.intouchfeedback.com/networkrail)
- If you suspect ethical wrongdoing within your own organisation, you should seek guidance and follow the appropriate reporting procedures.

What can we do together?

- Share the Code of Conduct across all levels of our organisation
- Follow the fair payment charter and assist in rolling it out industry wide
- Work together to understand financial stability and make sure there's clarity on any potential financial risks in the supply chain
- Make a commitment to preventing all forms of modern slavery in our businesses and supply chains
- Work together to create a culture where everyone feels able to speak out about unethical behaviour.

