

Contract Requirements Environment & Social (CRES)

8.3.1 Making rail a great experience (Design)

Network Rail has a huge responsibility to connect communities and ensure the impact of the rail network is a positive one. Making rail a great experience for passengers has the potential to increase the appeal of the railway and encourage people to use rail as a way of exploring Britain's tourist attractions.

Stations also have a large part to play, as they have become increasingly transitional and functional spaces over recent years. We have an opportunity to put them back at the heart of communities. This theme asks suppliers to create a life-enhancing railway experience for all who use it, according to their needs and without discrimination.

To support Network Rail's objective of making rail a great experience the supplier shall;

- i) Conduct a community impact assessment using the Network Rail tool provided
- ii) Contribute to the diversity impact assessment as requested by the project team
- iii) Create a social performance management plan, then monitor and report on activities against this plan for the duration of the contract.

The social performance plan shall address the needs identified in the two impact assessments, and shall clearly respond to any Key Reporting Areas previously identified by the project team.

Suppliers can find further information on this theme on [Network Rail's Safety Central](#) website. The site also provides recommended activities and examples of good practice, as well as tools and templates to support suppliers' delivery of work.

Alignment with Project Plan of Work

To manage social performance through design the following activities shall be applied to the project plan of work phases.

| Project Phase | GRIP Stage | Requirement |
|---------------------------|------------|--|
| Output definition | 1 | No specific requirements. |
| Feasibility | 2 | <ul style="list-style-type: none">• Network Rail to use the Community Impact Assessment as part of the sustainability assessment criteria. |
| Option selection | 3 | <ul style="list-style-type: none">• Confirm the named person responsible for creating and delivering the social performance management plan.• Review the previously completed Community Impact Assessment and repeat the process if the assessment was not completed in the last six months.• Contribute to the Diversity Impact Assessment. |
| Single option development | 4 | <ul style="list-style-type: none">• Create and submit the Social Performance Management Plan, either using the Network Rail template or an approved version. |
| Detailed design | 5 | <ul style="list-style-type: none">• Deliver the activities listed in the Social Performance Management Plan, and measure and evaluate the social impact of your work.• Prepare a case study in accordance with Network Rail guidance to communicate good practice and lessons learned. |

Contract Requirements Environment & Social (CRES)

8.3.1 Making rail a great experience (Construction and Works Delivery)

Network Rail has a huge responsibility to connect communities and ensure the impact of the rail network is a positive one. Making rail a great experience for passengers has the potential to increase the appeal of the railway and encourage people to use rail as a way of exploring Britain's tourist attractions.

Stations also have a large part to play, as they have become increasingly transitional and functional spaces over recent years. We have an opportunity to put them back at the heart of communities. This theme asks suppliers to create a life-enhancing railway experience for all who use it, according to their needs and without discrimination.

To support Network Rail's objective of making rail a great experience the supplier shall;

- i) Conduct a community impact assessment using the Network Rail tool provided
- ii) Create a social performance management plan, then monitor and report on activities against this plan for the duration of the contract.

The social performance plan shall address the needs identified in the impact assessment, and shall clearly respond to any Key Reporting Areas previously identified by the project team.

Suppliers can find further information on this theme on [Network Rail's Safety Central](#) website. The site also provides recommended activities and examples of good practice, as well as tools and templates to support suppliers' delivery of work.

Alignment with Project Plan of Work

To manage social performance during construction the following activities shall be applied to the project plan of work phases.

| Project Phase | Equivalent GRIP Stage | Requirement |
|-----------------------------------|-----------------------|---|
| Construction, test and commission | 6 | <ul style="list-style-type: none">• Confirm the named person responsible for creating and delivering the social performance management plan.• Review the previously completed Community Impact Assessment and repeat the process if the assessment was not completed in the last six months.• Create and submit the Social Performance Management Plan, either using the Network Rail template or an approved version.• Deliver the activities listed in the Social Performance Management Plan. |
| Scheme handback | 7 | <ul style="list-style-type: none">• Measure and evaluate the social impact of your work.• Prepare a case study in accordance with Network Rail guidance to communicate good practice and lessons learned. |
| Project closeout | 8 | No specific requirements. |