Contract Requirements Environment & Social (CRES)

8.3.1 Making travel accessible (Design)

Network Rail's vision is to be an open, diverse and inclusive organisation. In line with our Everyone strategy, we aim to make rail infrastructure and information available to everyone, resulting in services that are accessible to, and usable by, as many people as reasonably possible, in a wide variety of situations and to the greatest extent possible.

To support Network Rail's objective of making travel accessible 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	• Network Rail to use the Community Impact Assessment as part of the sustainability assessment criteria.
Option selection	3	• 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	• Create and submit the Social Performance Management Plan, either using the Network Rail template or an approved version.
Detailed design	5	• 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.

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    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.

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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	• 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	• 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.