

OFFICIAL

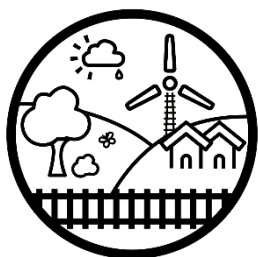


Creating Engaged Employees Guidance Note

NR/GN/ESD15

Published Date: April 2022

Version No. 2



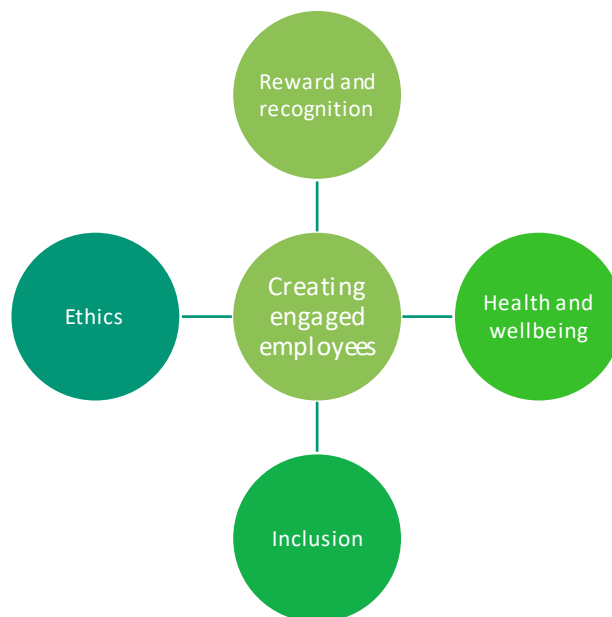
Contents

Network Rail's Commitments.....	3
Examples of how Network Rail, our contractors and our supply chains can create engaged employees.....	3
What can be measured using the Rail Social Value Tool.....	6
Additional links.....	7

Network Rail's Commitments

- ✓ [Equal Opportunity: promote workforce diversity and inclusion](#)
- ✓ [Wellbeing: enhance people's physical and mental wellbeing](#)
- ✓ [Diversity and inclusion](#)
- ✓ [Health and Wellbeing](#)

Examples of how Network Rail, our contractors and our supply chains can create engaged employees



Through **reward and recognition**. For example:

Apply good practice principles in your workplace strategy, for example those in the [Good Work Plan](#) or [People Matter Charter](#)

Follow Network Rail's example and become an accredited [Living Wage Employer](#).

See our "Supporting Britain's Economic Development" guidance for the connection between paying at least Living Wage Foundation Real Living Wage and addressing economic disadvantage ('levelling up').

Enable workers to take paid volunteer leave. Doing so enhances the wellbeing of the volunteer. The volunteer leave could be used to improve the wellbeing of others, for example by volunteer to support the work of a UK registered charity such as Samaritans and its [Million Hour Challenge](#).

Support workers to undertake charitable activities. Network Rail has a national charitable theme for Control Period 6 (CP6) which is to address homelessness. We do this through our [Routes out of Homelessness](#) Programme and partnerships with five national charities.

Promote **worker health and wellbeing**. For example:

Manage risk of fatigue.

Share details of any health care services or employee assistance programme available to workers.

Make first aid training available, giving workers the ability to provide potentially life-saving support to colleagues and members of the public.

Make workers aware of any trained mental health first aiders in the workplace and how to contact them. Support those first aiders and enable others to take the training.



Bradninch mental health first aider course

Signpost workers to information that supports their health and wellbeing. These might be provided by the employer, Network Rail or external partners.

Make workplaces **inclusive for everyone**. For example

Make dignified welfare available to all workers.



Wales and Border route provide improved, mobile welfare facilities for frontline teams, including solar loos

Develop and implement an equality, diversity and inclusion strategy (or equivalent). Network Rail's is "[Everyone Matters](#)".

Follow equality, diversity and inclusion good practice principles in how you recruit and manage your workforce.

Promote inclusive behaviours and challenges non-inclusive ones.

Make equality, diversity and inclusion training available. For example: the free training provided by the Supply Chain School's [FIR Programme](#); Network Rail's Everyone e-learning and inclusive leadership course.



An example of FIR training programme training and support

Share information about any employee networks available to workers, and how to join them. Network Rail has [six employee networks](#): Archway (LGBT+), CanDo (disability), Cultural Fusion (BAME), Inspire (gender), Multi Faith (faith principles and philosophical diversity) and Myriad (caring responsibilities).



Network Rail employees celebrating LGBT Pride

Share information about any opportunities for workers to join a network that champions equality, diversity and inclusion. For example, Network Rail's [Diversity and Inclusion Champions](#) and the Supply Chain School's [FIR Ambassador](#) scheme.

Issue employee engagement surveys and act on the findings.

Prioritise personal development for all workers.

Host work experience placements to encourage a more diverse future workforce.



Dance group Allure perform with the Umbrellas celebrating neurodiversity and National Day of Disabled Persons, at London Bridge railway station

Business and workplace **ethics**.

Please see “Positive Industry Partnerships” guidance for information about:

- [Network Rail’s Code of Business Ethics](#)
- [Speak Out](#)
- [Network Rail’s anti-slavery and human trafficking policy](#).

What can be measured using the [Rail Social Value Tool](#)

Impact	Sub-impact	Stakeholder Group / Unit of Measurement	
Workforce equality, diversity & inclusion	Financial inclusion	Living Wage	% of workers paid at least Living Wage Foundation Real Living Wage
	Financial inclusion	Directly employed	% of workers who are directly employed
	Financial inclusion	Zero hours contracts	% of workers who are employed on zero hours contracts
Employment, training & skills	In-work training	General (workforce training hours)	Number of workforce training hours completed
Community & charity	Charitable & community volunteering	Workforce volunteer hours	Number of workforce volunteer hours

Indicators in green text (above) are monetised in the RSVT, using values that have been calculated in a way that applies OECD and UK Treasury Green Book principles.

Note: Industry-wide workplace diversity data (e.g. number and % of women, people from minority ethnic backgrounds etc.) is being collected through the Supply Chain Sustainability School annual Diversity Monitoring Survey, rather than through the Rail Social Value Tool.

Additional links

[Supply Chain Sustainability School](#) and, in particular, its [Fairness, Inclusion and Respect programme](#), [People](#) and [Wellbeing](#) materials.