

# Social Performance Policy

Network Rail runs, maintains and develops Britain's rail tracks, signalling, bridges, tunnels, level crossings and stations. This Social Performance Policy sets out our approach to managing our social impact and maximising opportunities for social and economic benefits in the work we do, all of which is key to achieving our company's vision – "A better railway for a better Britain".

We will improve our social performance, deliver local social value and leave a sustainable legacy for future generations. We expect everyone who works for Network Rail to apply the following key principles to guide our work activities:

- We will identify our social impacts and take action to care for local communities and seek to deliver a positive passenger experience wherever possible.
- We will be a caring neighbour, and will engage with lineside and surrounding communities ahead of works to seek to avoid unreasonable nuisance or distress.
- We will inspire tomorrow's workforce and support Britain's development by identifying opportunities to address the skills shortage and contribute to a thriving local economy through apprenticeships, local recruitment and local procurement.
- We will keep communities safe by taking action to reduce the number of trespass incidents relating to antisocial behaviour and attempted suicides.
- We will connect communities to the environment through the sensitive management of our lineside surroundings.
- We will design rail infrastructure and information to be available to everyone, resulting in a service that makes travel accessible to as many people as possible.
- We will promote and demonstrate respect for Britain's cultural heritage and rail history through our construction and maintenance works.
- We will create and maintain positive industry partnerships, engaged employees (including a focus on staff behaviours) and a diverse workforce, working collaboratively to make rail a great experience for all.
- We will provide employees with the relevant competence and training to deliver the social performance policy.
- We will implement and maintain a management system, and will set targets to monitor and continually improve our social performance across the network.
- We will comply with all relevant legislative and regulatory requirements relating to responsible business, including but not limited to the Modern Slavery Act, the Equality Act, the Public Services Act and the Living Wage Act.

These principles and commitments complement our Environment, Energy and Carbon, and Weather Resilience and Climate Change Adaptation Policies.

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