Being the best in rail infrastructure delivery

Abigail Kiernan – Network Rail

Delivering for our customers

Who am I?

- 20+ years in project delivery
- Chartered Civil Engineer
- Rail specialist
- Construction and temporary works expertise
- Chair the ICE Equality, Inclusion and Diversity Group
- Vice Chair of ICE Fairness, Inclusion and Respect Pane
- Daughter
- Sister
- Wife
- Mother
- Employee
- Business owner

What I'm going to talk about

- The people that make us
- Why it matters
- What that means for Project Delivery

Who are you?

The world that sustains us

The communities around us

The people that make us

What do you do?

The world that sustains us

The communities around us

The people that make us

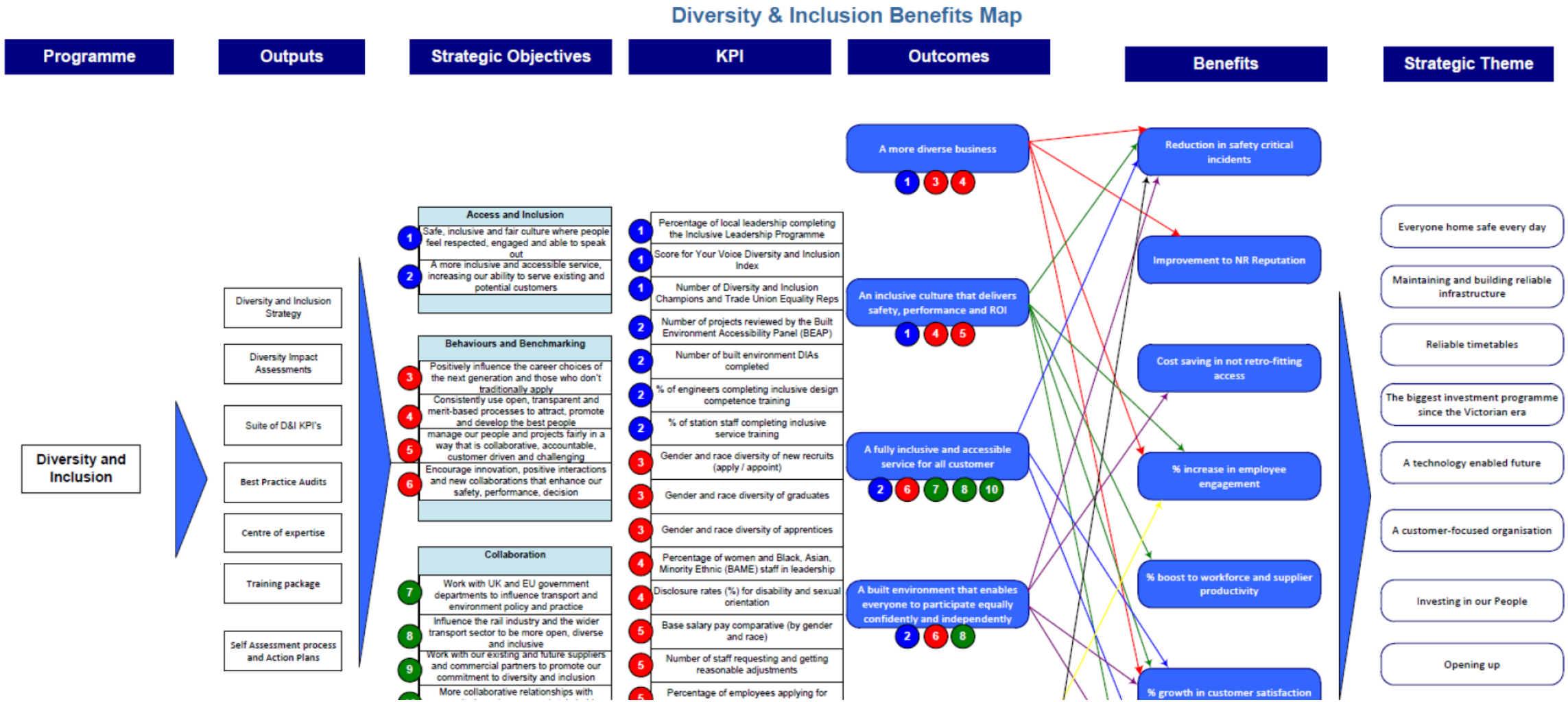
What defines you?

Interchangeable?

The Plan

- Access and Inclusion
- Behaviours and benchmarking
- Collaboration

The Plan


Diversity & Inclusion Benefits Map
Programme
Outputs
Strategic Objectives
KPI
Outcomes
Benefits
Strategic Theme
Diversity and Inclusion
Diversity and Inclusion Strategy
Diversity Impact Assessments
Suite of D&I KPI's
Best Practice Audits
Centre of expertise
Training package
Self Assessment process and Action Plans
Access and Inclusion
1 Safe, inclusive and fair culture where people feel respected, engaged and able to speak out
2 A more inclusive and accessible service, increasing our ability to serve existing and potential customers
Behaviours and Benchmarking
3 Positively influence the career choices of the next generation and those who don't traditionally apply
4 Consistently use open, transparent and merit-based processes to attract, promote and develop the best people
5 manage our people and projects fairly in a way that is collaborative, accountable, customer driven and challenging
6 Encourage innovation, positive interactions and new collaborations that enhance our safety, performance, decision
Collaboration
7 Work with UK and EU government departments to influence transport and environment policy and practice
8 Influence the rail industry and the wider transport sector to be more open, diverse and inclusive
9 Work with our existing and future suppliers and commercial partners to promote our commitment to diversity and inclusion
More collaborative relationships with
1 Percentage of local leadership completing the Inclusive Leadership Programme
1 Score for Your Voice Diversity and Inclusion Index
1 Number of Diversity and Inclusion Champions and Trade Union Equality Reps
2 Number of projects reviewed by the Built Environment Accessibility Panel (BEAP)
2 Number of built environment DIAs completed
2 % of engineers completing inclusive design competence training
2 % of station staff completing inclusive service training
3 Gender and race diversity of new recruits (apply / appoint)
3 Gender and race diversity of graduates
3 Gender and race diversity of apprentices
4 Percentage of women and Black, Asian, Minority Ethnic (BAME) staff in leadership
4 Disclosure rates (%) for disability and sexual orientation
5 Base salary pay comparative (by gender and race)
5 Number of staff requesting and getting reasonable adjustments
5 Percentage of employees applying for
A more diverse business
1 3 4
An inclusive culture that delivers safety, performance and ROI
1 4 5
A fully inclusive and accessible service for all customer
2 6 7 8 10
A built environment that enables everyone to participate equally confidently and independently
2 6 8
Reduction in safety critical incidents
Improvement to NR Reputation
Cost saving in not retro-fitting access
% increase in employee engagement
% boost to workforce and supplier productivity
% growth in customer satisfaction
Everyone home safe every day
Maintaining and building reliable infrastructure
Reliable timetables
The biggest investment programme since the Victorian era
A technology enabled future
A customer-focused organisation
Investing in our People
Opening up

Work's underway to transform people's lives

NetworkRail

THE GREAT NORTH RAIL PROJECT

By 2022, GNRP will deliver…

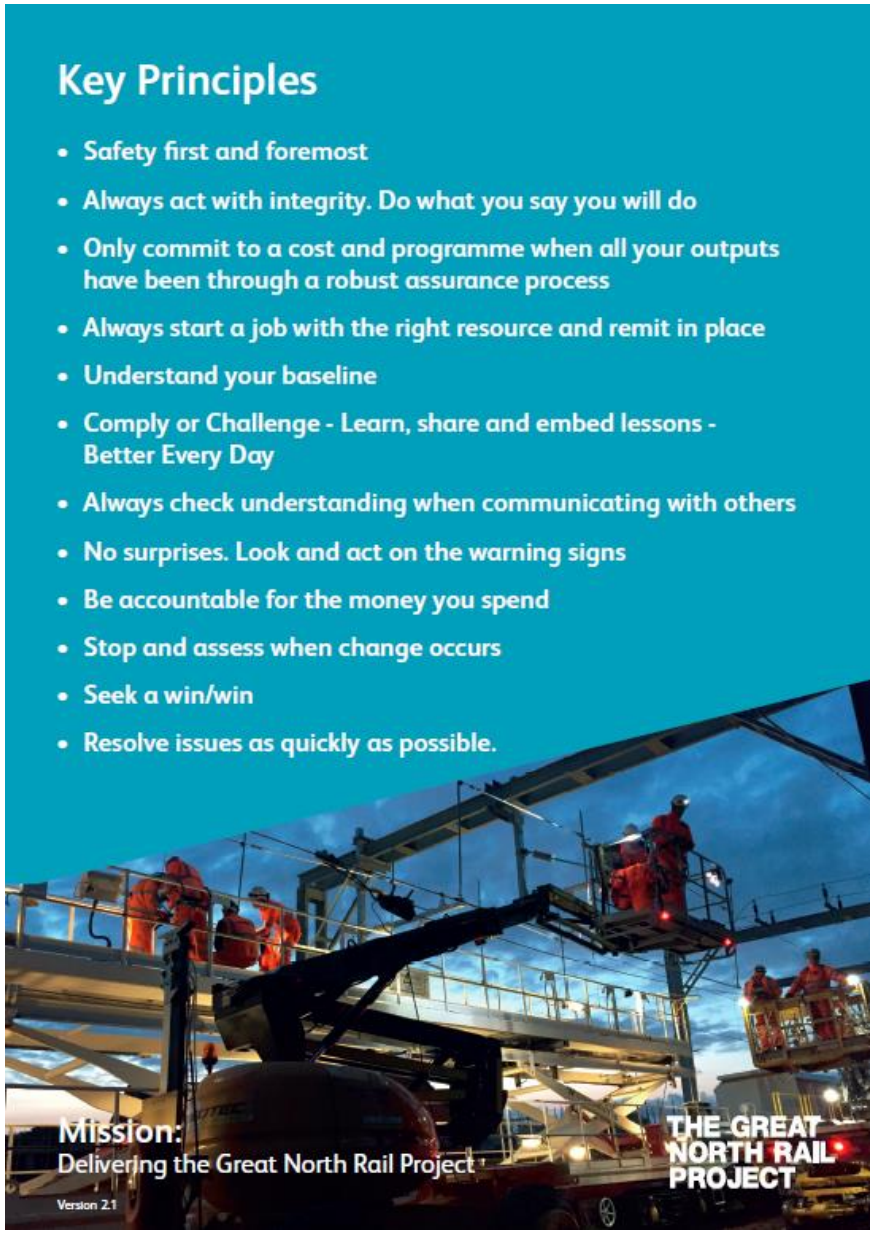
2,000 extra services every week

40,000 more passengers every day

500 new carriages

Key Principles

- Challenging
- Collaborative
- Customer Driven
- Accountable



Does perception matter?

- Upgrading signals to improve railway reliability
- Old signal boxes removed and digital control transferred to York ROC.
- Work will continue along the Calder Valley Route until Spring 18.

Who delivered this?

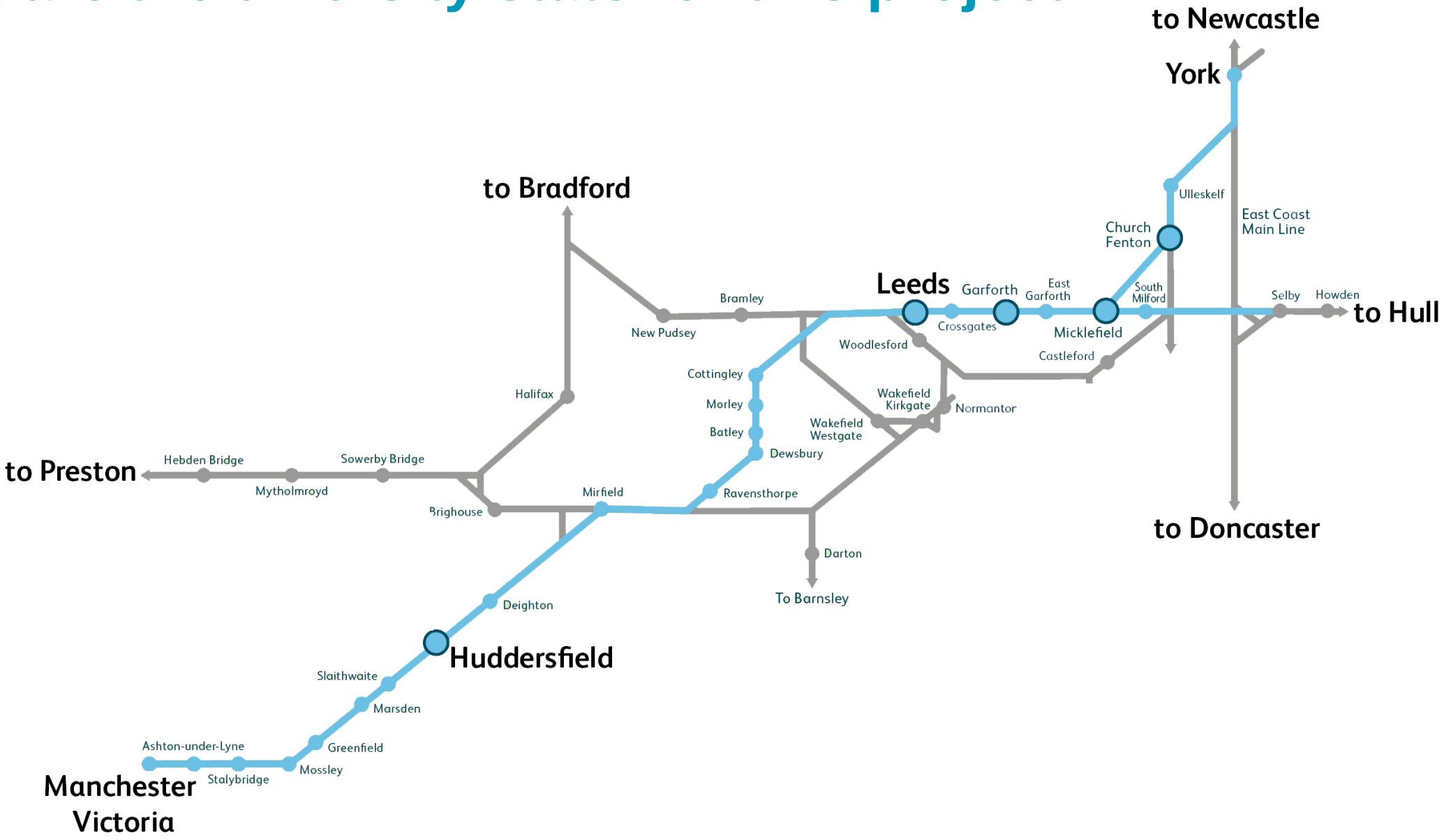
We've been working round-the-clock to allow greener, quieter and more reliable trains to run from May.

- **Fitted 1,000 steel structures & 200,000m of OLE**
- **Installed 11,000m of new track**
- **Put in place 84 new signals**
- **Remodelled 11 station platforms**
- **Upgraded drainage systems**

Is there anything wrong with this picture?

- All engineering disciplines
- Completed in November 17
- First train over December 17
- Opens up new journeys

What are the diversity stats for this project?



Manchester-Bolton-Preston upgrade

- **We remain committed to completing the Manchester-Preston upgrade so electric trains can run from December 2018.**

Manchester to Stalybridge upgrade

- The route between Manchester Victoria and Stalybridge is closed for 15 days for upgrades.
- This is to remove a signal box, re-signal
sections of the railway and remodel the track at Ashton Moss North Junction.
- The work will improve journey times and deliver a more reliable railway.

Wigan Springs Branch depot, Ince-in-Makerfield

- We're investing on a new train depot at Springs Branch sidings.
- New depots are needed to enable the more frequent services and additional trains planned by 2020.
- Includes staff accommodation, train washing and fuelling capabilities.
- Opening by end of 2019.

Where's the "I"?

TEAMWORK

Thank you

Any questions?