



**ON TRACK FOR
A SUSTAINABLE FUTURE**

Thanks To You...

We care about what is important to you and share it with you.

In the 2022, we received feedback via the Dialogue survey and workshops that you wanted improved communication from Senior Management.

Within Plant, we have rolled out an engagement programme, ensuring that all areas in all contracts are visited and have direct contact with our senior leaders. This allows us to hear directly from you and gives us an ability to share and discuss concerns and ideas.

During this, some employees have made suggestions regarding the planning and rostering and as a result, individuals have been invited into the office to sit with the Planning and Management employees to discuss ideas and ways to improve. This will facilitate an understanding of the processes and challenges involved in planning and rostering.

Some employees raised concerns about the lack of training on the operation of the System 7 banks, and since this feedback we have facilitated several training sessions for our Trainers and Team Leaders with the Systems 7 Developers and Engineers.

In addition, we held specific safety stand-down days during the month of July where we engaged face to face with 150 Plant staff over three days giving them an opportunity to talk about a variety of topics.

We have issued all Operational Plant staff with iPads to facilitate improved communications in a response to comments that you needed something better than just iPhones.

The Dialogue Survey returns 19th September 2023.

Every voice matters!

DIALOGUE





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In the 2022 Dialogue Survey, you asked for better work life balance, more weekends off and better communication with the rostering team.

We launched a Terms & Conditions Improvement campaign to address this, in addition we reviewed our structure and we now have a dedicated rostering coordinator per region and a dedicated Freight Train Crew Rostering Manager as well as Freight Planning manager.

You asked for clearer rostering guidelines and principles and we have produced and shared a Freight rostering code of practice in January 2023.

Furthermore, based on your feedback regarding first aid training and polesaw training we have completed 90% training for those working on Timber services and the Emergency First Aid training has started.

We have launched a welfare facilities upgrade programme at Hoo Junction, Westbury Engineering, Carlisle, Baglan, Barnetby, Doncaster which will be completed by the end of 2023.

Further to the feedback that the old seats were in poor condition, we are in the process of fitting new drivers seats in the cabs of our Class 66 locomotives.

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