

Speak Out FAQs

Below you will find answers to some of our most frequently asked questions along with information relating to privacy. If you want more information, our *Speak Out (Whistle Blowing) Policy* can be found [here](#) or you can contact the Ethics team on Ethics@networkrail.co.uk

What is Speak Out?

Speak Out is a tool that provides a way for anyone to raise concerns about wrongdoing (whistleblowing), without fear of retaliation.

Who is NAVEX?

The Network Rail Speak Out system has been created by a third party, NAVEX. NAVEX maintains the Speak Out system (also known as EthicsPoint) and manages the 24/7 hotline. Any concerns raised through Speak Out are then relayed to Network Rail to carry out an investigation internally.

How Do I Speak Out?

There are multiple ways of Speaking Out, these include:

- **Online** - Using the web link [here](#)
- **24/7 Hotline** – Discussing your concerns with a call handler by ringing **0808 143 0100**
- **Ethics team** – Contacting the Network Rail Ethics team at Ethics@networkrail.co.uk
- Contacting Network Rail's **Director of Risk & Internal Audit** (ben.edwards@networkrail.co.uk)
- Contacting Network Rail's **Group General Counsel** (susan.beadles@networkrail.co.uk)
- **Office of Rail & Road (ORR)** – If you do not feel comfortable reporting your concerns to Network Rail you can also contact the regulator, the ORR, on **0207 282 2175** or boardsecretariat@orr.gov.uk or through the Confidential Reporting for Safety service (CIRAS) for safety, health, wellbeing, or environmental concerns on **0800 4 101 101** or online [here](#)

When Should I Speak Out?

You should speak out about suspected wrongdoing taking place in Network Rail or where you believe it is in the 'public interest' to do so. This could include:

- Anything that endangers health and safety or the environment
- Fraud or corruption
- Criminal activity, including theft

- Dishonesty in dealing with customers and suppliers, including conflicts of interest
- Breaches of acts of modern slavery or human rights
- A bullying or harassment culture (widespread across a team, as opposed to instances of bullying or harassment relating to an individual)

Should I Speak Out About HR Issues?

Unless your concern relates to widespread cases of bullying and harassment, you should not use Speak Out to raise HR issues. Individual HR cases should be managed through the relevant HR and grievance processes. We'd recommend you talk to your manager, another senior manager or a local HR Business Partner in the first instance.

Is the System Confidential?

Yes. All concerns raised will be treated confidentially. This means that we'll only share information with others on a 'need to know' basis to help progress the investigation.

You also have the option to speak out anonymously which means that we'll be unable to identify you. However, we do encourage you to provide your name and contact number; doing so makes it easier to assess the issue and contact you for further information.

Privacy

What About My Privacy?

We take your right to privacy seriously and want you to feel comfortable with the information you give us. This privacy notice explains everything you need to know about your rights and choices in relation to your personal information.

What Personal Information will our system hold about you?

- Your name (if you wish to provide it)
- Your email address (if you wish to provide it)
- Your phone number (if you wish to provide it)
- Information relating to your call, this may include any background information you wish to provide or attachments that will help our investigations

Why do you use and collect my personal information?

We take any calls made through Speak Out seriously and will investigate based on the information provided.

- We will use your name, email address and phone number, if you wish to provide it, to follow up any outstanding queries we may have and keep you updated with the case.
- We will use any further information/attachments you provide to aid our investigations.
- We also collect information about the location (route/regions/business area) of an incident in order to produce stats and spot trends. However, this is high level information and will never identify an individual.

How will you use the personal information you hold about me?

- To clarify any details which will help us continue our investigations.
- To conduct an investigation; liaising with other individuals, where appropriate to do so, to ensure we review the matter thoroughly.
- To keep you updated with the investigation, if it is appropriate to do so.

How do you store and protect my personal information?

We have strong security measures in place to prevent your personal information from being misused. In addition to this, we limit access to your personal information to only those employees who have a business need to access it.

We have procedures in place to deal with any suspected personal data breach and will notify you (and any applicable regulator) of a breach where we are legally required to do so.

How long will you keep my personal information for?

We will keep your information for up to ten years following the closure of an investigation. This is to ensure that we have all the information needed should the case be re-opened for further investigation or review.

What about NAVEX?

NAVEX are a third party that hosts the Speak Out system on behalf of Network Rail. The NAVEX servers are based within Europe and Network Rail has opted out of any additional translation services that could be provided; this means that there shouldn't be any data transfers to locations outside of Europe. More information relating to NAVEX can be found here - <https://www.navex.com/en-us/privacy-statement>

What are my rights in relation to personal information?

You have certain rights with respect to your personal information. Please see our website for further details of the rights and how they can be exercised: <https://www.networkrail.co.uk/who-weare/transparency-and-ethics/data-protection>

How can I complain or get further information?

Questions, comments and requests regarding data protection matters are welcomed and should be addressed to the Data Protection Officer (data.protection@networkrail.co.uk)

Data Protection Officer
Legal & Corporate Services
Network Rail
The Quadrant, Elder Gate
Milton Keynes MK9
1EN

Alternatively, you can contact the regulator, the Information Commissioners Office (ICO).