



# Speak Out

## When should I use Speak Out?

### Business Practices - Speak Out

All concerns relating to business practices should be reported using Speak Out. This includes:

- Fraud, bribery, or corruption
- Criminal activity, such as theft
- Conflicts of interest
- Modern slavery or breaches of human rights
- Anything that endangers health and safety
- Bullying & harassment culture (widespread across a team)

Free 24/7 hotline – **0808 143 0100**

Online - [www.speakout.networkrail.co.uk](http://www.speakout.networkrail.co.uk)

### Individual Grievance - HR Grievance Procedure

A grievance should be raised for any personal complaints relating to problems with work or the work environment that can't be resolved through informal mechanisms or working relationships.

As a first step, speak to your line manager, or your line manager's manager, and seek to resolve the matter informally. If it can't be resolved informally, or if it's too serious for an informal approach, you should put your grievance in writing and send to your line manager, or your line manager's manager.

### Potential Safety Issue - Close Call

If your concern relates to anything that has the potential to cause harm or danger, raise a close call.

Access the Safety Events app found on your mobile device, or the Safety Events desktop version for PC/laptop users

### Imminent Safety Concern - Control Centre/National Operating Centre

If your concern involves something which you think has the potential to cause imminent injury or damage to people or the railway, you should contact the relevant control centre for the area or the National Operating Centre (NOC)

24/7 Hotline – **01908 723644**

### Emergencies

If you feel the situation is an emergency, you should always dial 999

Dial **999**



Speak  
Out

## Top tips

It takes courage to speak out. And that's why we will always do our best to listen to you and investigate all concerns raised. However, sometimes the lack of detail provided to us, can make this difficult.

Here are some top tips to consider when raising a concern to make sure we can investigate your concerns properly and take appropriate action.

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1. Make sure you provide names of individuals involved. Using phrases such as 'my colleague' or 'someone on track' can make it very difficult for us to narrow down our investigation.
2. We need specific times and locations. The more information you can give us about where and when an incident happened, the better our chances are of looking into it.
3. Consider leaving your name and details. All cases are confidential as standard. That means that your details will be protected and only given to those that need to know in order to investigate the case. By providing your details, you make it much easier for us to contact you should we need to ask any follow up questions. This is really useful when it comes to investigating cases as swiftly and effectively as possible.
4. Remember to make a note of your access codes for the online system (we don't have sight of these and can't provide them if you forget). And make sure to log in to the system regularly to check for updates or extra questions we've left for you. We usually recommend logging in every 2-3 weeks.
5. If you have raised a concern and we're already investigating, there's no need to submit a new call on the same topic. You can always contact us through the system, hotline, or email address to ask for an update or provide additional information on your existing case .

# Speak Out

## What happens next?

Once you've submitted a concern, you might be wondering what happens next, so let's take a look...

### Acknowledgement

We will review and acknowledge your concern within 3 working days

### Triage

We will determine which business area is best to progress the case, and triage it out to them.

### Investigation

The appropriate business area – either HR, Safety, or our Fraud team – will investigate your concern

### Follow Ups

The investigator may need to ask you additional questions, so be sure to check the Speak Out system regularly for messages we leave you

### Conclusion

We will complete our investigation and take appropriate action

### Notification

Whilst we can't always tell you the details of the action taken, we will ensure that you're informed of the completion of the investigation

**Speak  
Out****FAQs**

Below you'll find answers to some of our most frequently asked questions along with information relating to privacy. If you want more information, our policy can be found [here](#) or you can contact the Ethics team on [Ethics@networkrail.co.uk](mailto:Ethics@networkrail.co.uk)

**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 shouldn't use Speak Out to raise HR issues. Individual HR cases should be managed through the relevant HR and grievance processes. We'd recommend you talking 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 for us to assess the issue and contact you for further information.

**Speak  
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# 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 them), to follow up on any outstanding queries we may have and keep you updated with the progress of 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.

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# Privacy

## **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 that 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 host 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 there shouldn't be any data transfers to locations outside of Europe. More information relating to NAVEX can be found here - <https://www.navexglobal.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-we-are/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](mailto: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 Commissioner's Office (ICO).