

Culture Handbook

Rail Delivery Group





WELCOME TO THE TEAM!

This handbook provides a summary of life at RDG, and complements our induction programme.

It's aimed at new and prospective employees, but it's an equally useful document for existing RDG colleagues, giving an overview of our employee experience and culture.

OUR PURPOSE

Why we are here

TO HELP MAKE BRITAIN'S RAILWAY BETTER

What we do

1

ADVOCACY & CHANGE

as the trade body for the railway

2

SERVICE DELIVERY

for train operators

3

CORPORATE SERVICES

for our teams

How we do it

UNIFY

Bringing rail companies together & providing one voice

SUPPORT

Delivering services to and supporting member groups

CHANGE

Influencing change through challenge, with clear customer focus

LEAD

Driving reforms and providing thought leadership

Underpinned by our values

ACCOUNTABILITY



SUPPORT



PARTNERSHIP



INCLUSION



RESPECT



EXCELLENCE



OUR VALUES

Our values are an integral part of everything we do. We celebrate colleagues who demonstrate the values through:

- e-Cards: A nomination scheme for colleagues who have demonstrated one or more of our values
- ASPIRE Gold: A monthly recognition scheme for our star performers
- Annual ASPIRE awards: Celebrating outstanding demonstration of our values



OUR PRIORITIES



Core Operations

Delivering RDG's core operational priorities while continuing to deliver and support our existing products and services



Recovery

Supporting RDG members to enable the railway to build back better and recover after COVID-19, whilst adjusting positively to the future environment



Reform

Shaping industry reform to secure a joined-up railway system that is focused on delivering for customers



Transform

Transforming RDG, so it can respond to the changes to the industry

OUR EXECUTIVE TEAM



JAC STARR
Chief Executive
Officer



ANDY BAGNALL
Director General



OLA OGUN
Chief Financial
Officer



SUSIE HOMAN
Director of People,
Operations and
Railway Strategy



JOHN THOMAS
Director of Policy



ROBERT NISBET
Director, Nations
and Regions



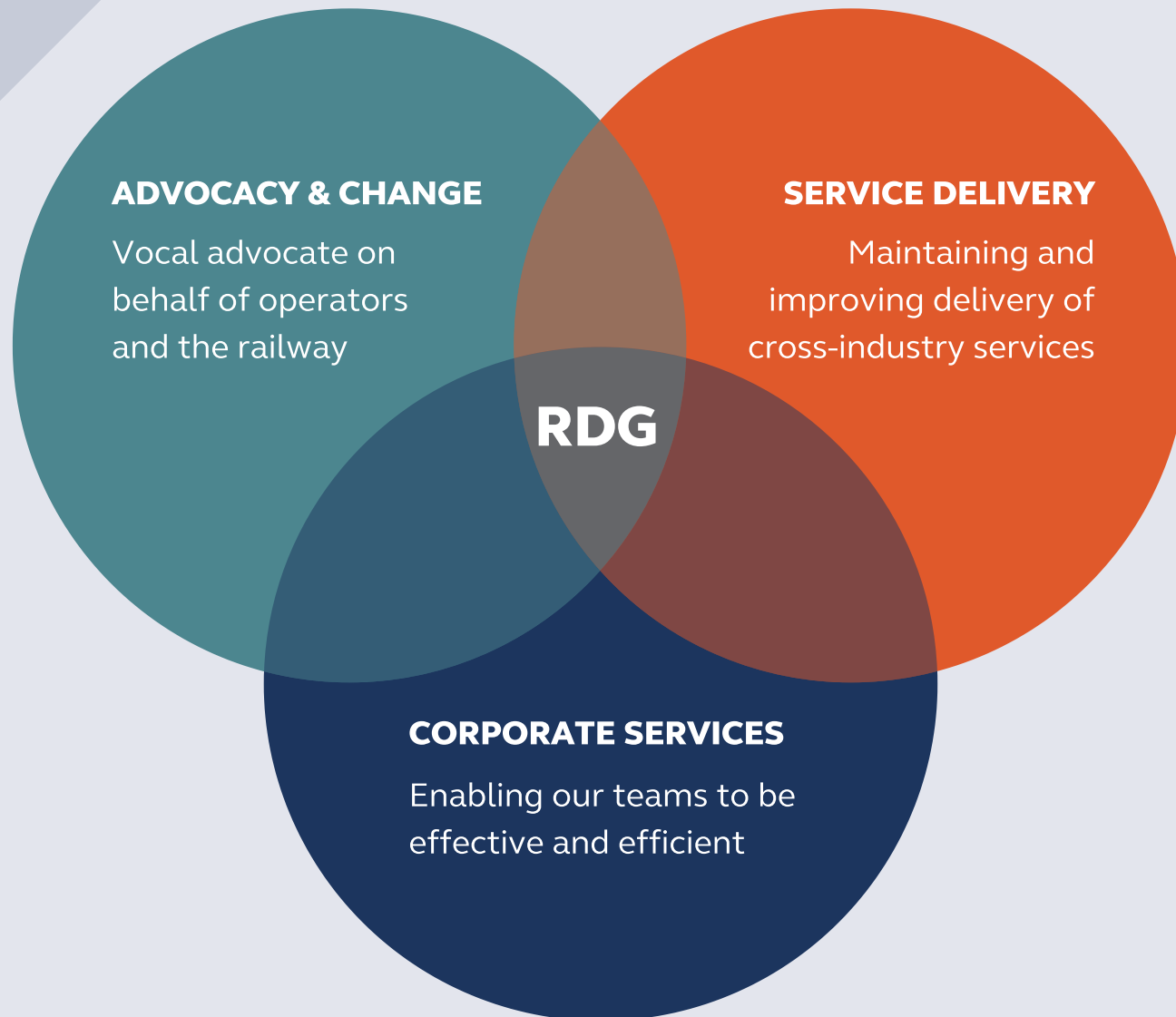
SEB GORDON
Director of
External
Communications



SIMON MOORHEAD
Chief Information
Officer

RDG'S STRUCTURE

THREE PILLARS - ONE ORGANISATION



THE RAIL INDUSTRY EXPLAINED



SUPPLY CHAIN

Supplying products, services and materials to the industry



FUNDERS & SPECIFIERS

Providing industry funding and specification of service requirements



REGULATOR

Regulating operators and infrastructure managers



INFRASTRUCTURE MANAGERS

Responsible for railway infrastructure including tracks, signaling and some stations



OPERATORS


Operating trains for customers and freight users

RDG MEMBERS




CUSTOMERS AND FREIGHT USERS: THE MOST IMPORTANT PART OF THE RAIL LANDSCAPE

OUR SMART WORKING PRINCIPLES



WHERE AND WHEN

Work takes place at the most effective locations and at the most effective times, respecting the needs of the task, the customer, the individual and the team



SYSTEMS AND FACILITIES

Collaboration tools provide connectivity to enable information sharing and working with others, regardless of location

OUTCOME FOCUSED

Managing performance focuses on results and outcomes, rather than presence

OUR EMPLOYEE NETWORKS



EMPOWER

Championing gender equality through events and sharing of experiences



EMBRACE

Providing support to colleagues of minority ethnic backgrounds



PLATFORM

Providing support to colleagues who identify as LGBT+



CARERS COMMUNITY

Providing support to colleagues who balance work with caring responsibilities



DISABILITY AWARENESS NETWORK

Increasing awareness of a broad range of disability topics



MENTAL HEALTH & WELLBEING

Raising awareness of and support for mental health and wellbeing matters



INCLUSION FORUM

A cross-organisational group responsible for steering Equality, Diversity & Inclusion strategy and activities



ENGAGEMENT GROUP

Focused on social and charitable activity, and outcomes of our employee engagement surveys

EQUALITY, DIVERSITY & INCLUSION



43%

of our workforce is
female or non-binary



Mentoring opportunities have been offered to all colleagues, with 75% of spaces filled by women, and 32% by colleagues of minority ethnic backgrounds



We've introduced paid time off for those with dependents and to deal with emergencies




We've focused on removing bias from our recruitment processes by using blind candidate profiles rather than CVs, making sure inclusive language is used in our recruitment materials and providing all colleagues with the opportunity to attend unconscious bias training





We've increased maternity, shared parental and adoption leave by 16 weeks to 30 weeks' full pay

EMPLOYEE BENEFITS





75% reduction on UK rail travel (for commuting and leisure)

50% gym discount




Reduced international rail travel

Defined benefit pension scheme





26 days annual leave (plus bank holidays, Christmas shopping leave, Moving House day)

Interest free season ticket loan




Smart and Flexible Working

30 weeks full pay for maternity, adoption and shared parental leave (subject to eligibility)




Subsidised private medical care

Personal Development Days



Employee Assistance Programme and Mental Health First Aiders

Company arranged social events - both in-person and remote





81%

OF OUR STAFF WOULD RECOMMEND
RDG AS A GREAT PLACE TO WORK

77%

SAY THEIR ROLE AT RDG GIVES
THEM A SENSE OF PURPOSE

91%

BELIEVE RDG IS A
SUPPORTIVE EMPLOYER



FIND OUT MORE

LINKEDIN

linkedin.com/company/rail-delivery-group

EMAIL

hr@raildeliverygroup.com

RDG BLOG

raildeliverygroup.com/our-views/our-blog

RDG PODCAST

raildeliverygroup.com/our-views/podcasts