



# PUTTING PASSENGERS FIRST

The next exciting chapter in the Network Rail story

**Charley Wallace**

Director of National Passenger & Customer Experience, Network Rail





“Changing the way we work together will make the biggest difference. Our response to Covid embodies the putting passengers first mindset and just goes to show what we can achieve”

Andrew Haines, chief executive,  
Network Rail





# The Network Rail story



We get people and goods to where they need to be and support our country's prosperity.  
We can improve the lives of millions of people every day. So we're changing.

We know what this means for us, our customers and our stakeholders and what good looks like.

On the side  
of passengers  
and freight  
users

Easy to engage  
with, efficient  
& dependable  
partner

Proud to work  
for Network  
Rail

Instinctive  
industry  
leader

We **empower** our people: to always be **safe**, **care** about the railway, its users and each other, and put **teamwork** at the heart of all that we do.

We will challenge ourselves, be accountable, collaborate and be customer driven as we work **to deliver a great service for all the users of the railway.**

**Together, we're putting passengers first.**







Scotland

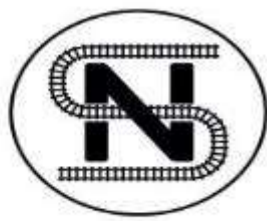
North West  
and Central

Wales  
and Western

Eastern

Southern



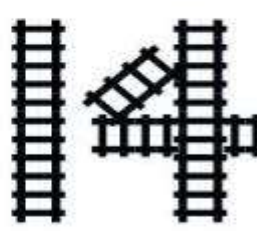


Network  
Services

NetworkRail

DELIVERING FOR  
ROUTES & REGIONS

NETWORK STRATEGY  
& OPERATIONS



Routes



Regions

FREIGHT

TELECOMS

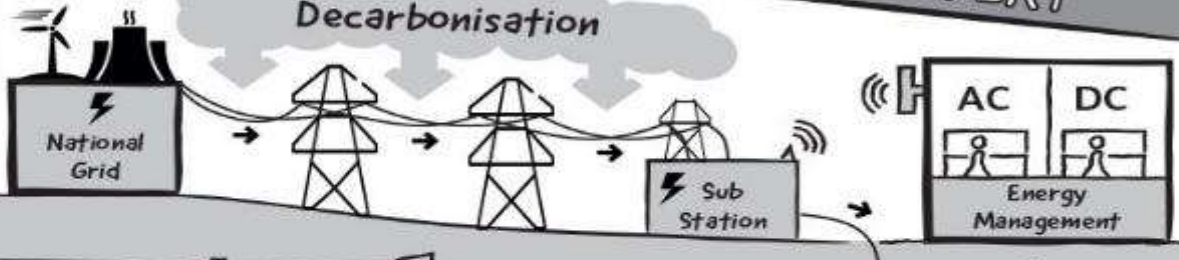
PASSENGER

&

FREIGHT  
CUSTOMERS

OPERATIONAL PROGRAMME DELIVERY

Decarbonisation



People  
Change

Operational  
Change

Consulting  
Services

Careers

Think Safety  
8 hrs sleep

NATIONAL PASSENGER &  
CUSTOMER EXPERIENCE

INFORMATION

Track  
Workers

Virtual  
Reality

TECHNICAL SERVICES

RIDC

UKRRIN

National Cyber Security

Data  
Centre

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UIC

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**THANK YOU**

Presented by:  
**Charlene Wallace**

Director for National Passenger &  
Customer Experience,  
Network Rail

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**Thank you for your kind attention.**