

# Supplying works or services to Network Rail

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# 1. Introduction

You'll find this section of the code of practice useful if you're interested in supplying us with works, goods and services.

We spend approximately £7 billion every year on works, services and bought-in goods. Our supply chain is hugely important to running a safe, reliable, efficient and sustainable railway network. To do that, we want to build long-term relationships with our suppliers, and help each other develop. We'll be fair, consistent and transparent in all our dealings with you.

We demand value from all our suppliers, though, and our supplier engagement process makes choosing our suppliers straightforward and effective.

Our [Supply Chain Charter](#) is all about creating professional and mutually beneficial relationships. That means:

- Consistently high levels of delivery of each party's obligations
- Managing risks and opportunities proactively
- Transaction cost efficiencies
- A culture of continuous improvement.

## 2. How the process works

Our [30 category families](#) cover the company's entire expenditure profile. Each of these families has a manager, who considers it from a company-wide perspective. They use historical data, demand predictions and market analysis to develop a three to five year strategy for the category. To find out more about our categories, please [contact us](#).

## 3. What we can deliver

- Professional and mutually beneficial relationships with our suppliers
- Prompt responses to your enquiries
- Useful information on working in the wider rail industry

## 4. What we'd like from you

- Where you can, define your enquiries by category so the right person deals with them
- Frank feedback on our service and our website

## 5. Who do I contact?

For enquiries around potentially supplying Network Rail or the wider rail industry, please contact our Route Services Business Service Support team:

Telephone: 08456 007 772

E-mail: [RSBusinessServiceSupport@networkrail.co.uk](mailto:RSBusinessServiceSupport@networkrail.co.uk)

Ask any questions about this part of our code of practice to:

Kenneth Blackley  
Head of Commercial Process & Governance Network Rail  
The Quadrant  
Elder gate  
Milton Keynes  
Buckinghamshire  
MK9 1EN

If you have a general query however, or need to contact us for any other reason, please call our 24 hour National Helpline on 0845 711 4141.