

# Assurance



## Background

Network Rail has extensive experience of delivering assurance services reinforced by its outstanding safety culture and performance record. We are an industry-leader in the implementation of processes and tools in assurance and compliance to provide continuous improvement.

## The Challenge

Customers need to be confident that the application of company standards, policies and procedures are being applied consistently to deliver a safe and reliable service.

From initial specifications through interpretation, implementation, constraint by funds, resources or access, the customer needs to understand whether compliance is achieved and where not the level of risk they may have and how it can be managed or mitigated.

## How We Can Help

We have a team of technically competent individuals who can provide a range of monitoring or auditing assurance services. These can include:

- ▶ practical and technical advice on the interpretation and implementation of policy, standards and specifications, including the application of controls or risk management
- ▶ assurance that new infrastructure is being designed and constructed with safety by design, lowest whole life cost and Operations and Maintenance requirements are built in
- ▶ a structured process that gives assurance that suppliers are delivering products and systems that are fit-for-purpose and meet safety reliability requirements
- ▶ the development of cost effective audit protocols
- ▶ advice on effectiveness of current assurance regimes
- ▶ KPI development, collation, interpretation and reporting
- ▶ benchmarking of activities, both internally and externally
- ▶ independent and impartial audits or audit support
- ▶ incident and accident investigation.



### Technology Introduction

Technology Introduction manages products installed and used on the infrastructure that are deemed critical. We operate tried and tested processes that provide assurance that new or changed products and systems when accepted for use on or about rail infrastructure are: Safe, fit for purpose and do not import unacceptable risks to Network Rail infrastructure

### KPI collation & reporting

The outputs of this assurance service are one version of the truth, containing quality and consistent information, which focus on precursor leading indicators to improve the management and where feasible eliminate the ultimate causation factors.

Deeper statistical analysis is undertaken to help identify linkages and causation factors. Commentary provided against KPIs includes insights from technical experts, risk awareness, improvement plans and progress against actions.

### Engineering Verification

Engineering Verification was developed to address weaknesses in the assurance process identified following the fatal train derailment that occurred in 2007 at Lambrigg. The report produced by the Rail Accident Investigation Branch stated that:

- ▶ there were deficiencies in the audit system, primarily because it did not include any examination of the asset;
- ▶ the audits that were performed did not detect the inconsistencies in the documented maintenance regime and its practice.

Engineering Verification provides assurance through independent physical inspection to confirm asset condition is fit for purpose and conforms to the requirements of Network Rail standards and specifications.

The Corporate Engineering Verification programme is a risk focussed asset plan with quarterly reporting on key issues and/or trends identified.

### High Speed 2

Incident and accident investigation is required to prevent or reduce the risk of recurrence. This process assists in assessing safety risks and monitoring safety performance.

The aims of Incident and Accident investigation are:

- ▶ to prevent, or reduce the risk of, their recurrence, without apportioning blame or liability
- ▶ enable information obtained from investigations to be shared with, and used by, organisations with a direct responsibility for railway safety

A better understanding of the causes of accidents, particularly those underlying causes, allows us to consider changes and enhancements to our management systems.

This assurance service will provide competent resource to undertake Incident / Accident investigation or provide technically competent resource to support investigations where AMS are not the Lead Investigator.