

Our Charter

Our formal arrangements for working with you are set out in the Constitution Agreement, which regulates the operation and management of RSSB. Our Member Charter sets out how we wish our relationship to work with you.

Our joint commitments

Our commitments, and those of yours in return are aligned with our values:

Value	Our Commitment to You	Our request in return
Customer Focussed	<p>We put our members first in all we say and do, regardless of the size or geographic location of your company.</p> <p>We'll keep you updated about all our activities through regular and effective communications.</p> <p>By developing clear performance targets and metrics for our activities we'll keep you informed of our progress against them.</p> <p>We'll share our work programme and consult with you at least annually about our planned future activity and we'll use your feedback to help us prioritise.</p>	<p>We ask that you engage with us regularly and tell us what you think about the service we provide.</p> <p>Please keep us informed about areas of interest to you and we'll tailor our approach to ensure our communications reach the right people.</p> <p>Please provide input and feedback on our performance and tell us what's important to you so we can reflect this in our plans.</p> <p>We ask that you provide your considered input about your business requirements to allow us to prioritise our work programme and best support you.</p>
Knowledgeable	<p>We'll make available to you suitable and relevant products and services to help support your business.</p> <p>On your behalf, we'll undertake research and development to meet the wider needs of the industry, and set this out in our prioritised work programme, (subject to funding).</p>	<p>Our products and services are there to support you, please adopt and embed them and provide us with feedback on their effectiveness.</p> <p>We welcome proposals from you for new research and where appropriate sponsorship of projects. Please review our reports and findings, and where appropriate adopt and implement the learning.</p>
Trusted	<p>We'll manage industry standards on your behalf in accordance with the Code and the Manual, taking decisions using the expertise of cross-industry groups and committees.</p> <p>We will provide a national system (through SMIS) to enable us to monitor and report on industry health and safety performance.</p> <p>We'll facilitate and manage industry groups, committees, and collaborative effort that supports a work programme that's based on your needs</p>	<p>For you to challenge and promote and apply changes to industry standards and respond to consultations.</p> <p>To provide us with health and safety performance data using SMIS, and related intelligence to help us understand the national picture.</p> <p>We ask that you nominate the experts from your organisation with the knowledge and experience to actively participate in our facilitated groups, committees and events, and to communicate decisions and key information to those you represent in the industry.</p>
Innovative	<p>We'll provide new insights through having a relevant 'thought leadership' and horizon scanning capability, and we'll alert you to any emerging threats and opportunities.</p>	<p>It's important to us that you identify 'thought leadership' themes and provide us with the appropriate response to future threats and opportunities.</p>

Delivery timescales

We understand how important it is for you to understand how long things are likely to take and that we keep you advised of progress. Equally, we're often dependent on you providing input to our activities to make sure we get the right outcomes, so we have set some reciprocal timescales.

Activity	Action	RSSB (within)	Members (within)
Enquiry Desk	Respond to enquiry	10 days	-
Annual Work Programme consultation	Respond to consultation	-	20 days
Railway Group Standards (and other standards)	Respond to consultation	-	20 days
	Respond to deviation applications	10 days	
	Respond to standard change proposal	10 days	
	Implement requirements		3 months
RSSB facilitated groups and Committees	Call for items for agenda		10 days
	Distribute agenda & meeting papers prior to meeting	5 days	
	Distribute minutes following meeting	10 days	
	Communicate to those represented		10 days
RSSB facilitated events	Notice provided to you	3 months	
Research and Development	Respond to proposal for research	10 days	
	Ideas development response	20 days	
Products and Services	Review for applicability		20 days
	Implementation (if applicable)		3 months

Raising any issues or complaints

Please tell us how we can continue to improve. Whilst we endeavour to always do the right thing, we recognise that things can, and sometimes do, go wrong. If we've not met your expectations in any way then please contact your nominated Engagement Manager, or contact us via our Enquiry Desk (select 'complaints') and we will deal with your problem and try to put things right.

Making contact

As a member of RSSB, please feel free to contact us concerning any needs, issues, ideas or comments related to our activities.

Switchboard: 020 3142 5300

Enquiry Desk: enquirydesk@rssb.co.uk
020 3142 5400

Letter/Visit: RSSB, The Helicon, 1 South Place, London, EC2M 2RB

Web: www.rssb.co.uk

Twitter: @RSSB_rail