



# Stakeholder Relations Code of Practice – general

Version 2 April 2021

# 1 Introduction

## Purpose of this code

Here at Seilwaith Amey Cymru / Amey Infrastructure Wales Limited (“AIW”) we recognise the importance of having good stakeholder relationships. We aim to develop long-term working relationships with all our stakeholders that are built upon openness, fairness and trust. We want to make it as easy as possible for you to do business with us, and this code of practice is an important part of that, letting you know what you can expect from us every time you deal with us.

This document outlines the principles that AIW will adopt in dealing with its stakeholders in all situations. In addition, AIW has developed a more detailed stakeholder relations code of practice specifically for access for new and potential train operators.

## Network Licence Stakeholder Engagement Duty

Our Network Licence to operate the Core Valley Lines Network (the “CVL”) contains a “Stakeholder Engagement Purpose” which is set out below:

**AIW Stakeholder Engagement Purpose**

To ensure that the licence holder treats Stakeholders in ways appropriate to their reasonable requirements in their capacity as Stakeholders.

AIW shall achieve its Stakeholder Engagement Purpose by:

- a) Dealing with stakeholders with due efficiency and economy, in a timely manner and with the degree of skill, diligence, prudence and foresight which should be exercised by a skilled and experienced network facility owner and operator; and
- b) Ensuring that its engagement with stakeholders is:
  - i. *Effective* in supporting the licence holder's achievement of the Passenger Information Purpose, including by ensuring stakeholders' views are duly considered;
  - ii. *Inclusive*, in that the licence holder seeks to involve all relevant stakeholders in a fair and proportionate manner, including by adopting different approaches to reflect stakeholders' different capabilities and interests;
  - iii. *Well-governed*, in that it is underpinned by effective processes and governance arrangements; and
  - iv. *Transparent*, in that sufficient information is made available to enable effective engagement with Stakeholders

## Our Stakeholders

Our Network Licence defines “stakeholder” as being any person or organisation:

- a) who has or in the future is likely to have a significant relationship with the licence holder or;
- b) who may be impacted by the activities of the licence holder; or
- c) who has expressed in writing to the licence holder a serious and credible interest in providing (or providing finance in connection with):
  - i. services relating to railways;*
  - ii. a railway facility; or*
  - iii. a network.*

As the operator of the CVL Network, we deal with a wide range of stakeholders.

These include:

- individuals (for example passengers or line-side neighbours), customers (and owning groups);
- local funding bodies, investors, freight end users, passenger representative bodies, companies that form part of our supply chain, regulatory authorities and local government agencies and authorities.

## 2. Principles of our code of practice

We are committed to the following eight principles, which are the minimum requirements that will be followed to demonstrate adherence to the code of practice:

1. We will respond to the needs and opinions of our stakeholders in an appropriate and timely manner.
2. We will act fairly and without bias.
3. We will engage effectively on decisions that impact stakeholders.
4. Our engagement will be proportionate to the issue and the stakeholder.
5. We will be transparent in our dealings with stakeholders. We will be clear about engagement and how stakeholder input is being taken forward.
6. Information will be provided in a timely way to assist stakeholders.
7. The information we provide to our stakeholders will be clear, concise and objective.
8. We will cooperate fully with Network Rail when stakeholder needs require this.

### 3. Management of cross boundary services

AIW will cooperate with operators and Network Rail to make the provision of cross boundary train services as easy as possible. In doing this we shall follow the established processes and procedures and good industry practice where it is appropriate to do so.

### 4. Compliance with this code

This code of practice applies to all of us at AIW. We expect all our colleagues to apply the code of practice to their day-to-day business dealings with you as stakeholders. In addition, we expect our specific codes of practice to be followed wherever applicable.

### 5. Reviewing the code of practice

We recognise that for the code to work well in practice, we need to develop a two-way relationship with our stakeholders. We will review our code to ensure that it remains fit for purpose and welcome your comments on how we can improve it. If you have any suggestions, please send them to the Regulatory & Customer Manager using the contact details provided at the end of this document.

### 6. If things go wrong

From time to time things may not go to plan, and we recognise that our customers and stakeholders will judge us on how we handle those situations. If you have any reason to complain with regards to our compliance with this code of practice, please raise the issue with the Regulatory & Customer Manager using the contact details provided at the end of this document.

When you contact us, we aim to respond promptly and no later than 28 days following your complaint. If this isn't possible, we will let you know when you can expect to hear from us. We'll also get back to you promptly if we need more information or clarification. If we can't give you the response you'd like, we'll always explain the reason for our decision to you.

## 7. Contacting us

Please direct all communications to the Regulatory & Customer Manager using the contact details below:

Regulatory & Customer Manager  
Seilwaith Amey Cymru / Amey Infrastructure Wales Limited  
Transport for Wales CVL Infrastructure Depot Ty Trafnidiaeth  
Treforest Industrial Estate  
Gwent Road  
Pontypridd  
United Kingdom  
CF37 5UT

Email: [cvltrackaccess@amey.co.uk](mailto:cvltrackaccess@amey.co.uk)