

CHIEF OFFICER GROUP – ACCOUNT MANAGEMENT

Account Management sets out how BTP manages its strategic relationship arrangements with Train Operating Companies (TOCs), Network Rail and Freight Operating Companies (FOCs) at Area level. However it has been identified that there is a need for Chief Officer Group members to be aligned with Train Operating Companies, Network Rail and Freight Operating Companies in order to establish and maintain links at the appropriate level. The allocation of accounts to manage should be transparent, equitable and cover all rail industry partners. In accord with BTP's refocused agenda, closer liaison with the rail industry is to be encouraged at all levels within the organisation.

Rail businesses have been divided up into Primary and Secondary groups. Secondary groups are smaller and usually run on only one route.

The following criteria will apply to the relevant members of Chief Officer Group:

1.1 Chief Constable/Deputy Chief Constable

The Chief Constable and Deputy Chief Constable will focus upon the TOC owning groups' and EWS's senior management teams.

1.2 Director of Finance and Corporate Services

The Director of Finance and Corporate Services will establish a relationship with the Finance Director of the relevant rail business (TOCs, FOCs and Network Rail).

1.3 ACC (Scotland/Operational Support)

Primary Group	Secondary Group
Scotrail Network Rail (Scotland)	

1.4 ACC (London & Olympics)

Primary Group	Secondary Group
C2C	Gatwick Express
Chiltern	Heathrow Express
First Capital Connect	Croydon Tramlink
London Underground/Transport for London	East London Line
Silverlink	Island Line
South Eastern Trains	Docklands Light Railway
Southern	Eurostar

South West Trains	
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1.5 **ACC (Operations)**

Primary Group	Secondary Group
Arriva Trains Wales	Midland Metro
Central Trains	One
First Great Western	Hull trains
Midland Mainline	Merseyrail
Virgin trains	Nexus
GNER	Victa Westlink Rail
Northern Rail	
Transpennine Express	

1.6 **ACC (Crime)**

Primary Group	Secondary Group
Network Rail	
Freight Operators (EWS – CC, DCC will be primary points of contact – ACC (Crime) where appropriate)	