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This report aims to analyse an organisation's beliefs, attitude and value system in order to identify the impacts it has on the behaviour of the workplace. The organisation I have chosen for this report is South Eastern Railway. I have chosen this organisation because throughout the recent pandemic the staff of South Eastern Railway had to work. Being on the frontline was not an easy task for team members and everyone had mixed emotions. A Lot of rules were changed and a number of guidelines were put in place. At the beginning of a shift staff are required to sign in but only one team member was allowed in the room at a time to enable social distancing. This caused a major chaos as staff were signing on to their shifts late and others finishing their shift later than they should. The requirements for the lunch room changed to only two persons at a time which led to staff waiting a longer time to have their lunch. The wearing of face masks was introduced by the government due to the covid 19 pandemic, South Eastern Railways had no other option but to uphold these changes in their workplace as it was mandatory by law. This company thrives on delivering the best customer service experience to each and every customer. Communicating to customers is a big part of this. The wearing of the face mask made it quite difficult for both the staff members and the customers to hear and understand what was being said.

South Eastern Railway is a train operating company that runs from london to kent and parts of east sussex. The management theory that I will use in the analysis of this report is human relations theory, modern management and organisation as a learning system. At the end of the report I will outline my findings along with any recommendations I see fit.