



Corporate Social Responsibility



Our Corporate Social Responsibility Commitments:

At Iarnród Éireann, the world around us matters to us. We want to provide the best service we can to our customers in a way that is sustainable to the environment and central to our community. The railway travels through the heart of Ireland linking cities and towns. Not only does it link us geographically it links us as people. The student travelling at weekends to and from college, the Grandparents excitedly travelling to see their first Grandchild, the business person taking an early train to seal that all important deal. The railway provides a social fabric to our community that links people and places.

We make clear commitments to our customers through our Passenger's Charter: on punctuality, reliability, cleanliness, information, and much more.

Now, we want to echo this in clear commitments to the wider community also. Commitments on reducing our environmental impact; on safe provision of services; to our neighbours and our communities; to how we conduct our business; to how we value and support our staff; to how we engage with our stakeholders.

For any organisation must be about more than just the commercial and service relationship between the company and its customers. We have a rich heritage of playing a vital role in the lives of communities, and we understand the wish for those communities for us to continue this and indeed strengthen our involvement in their lives.

We welcome your feedback as we work to strengthen the manner in which we live the values of Iarnród Éireann Irish Rail in how we connect you to each other, and in how we connect with the world and communities around us.



David Franks
Chief Executive

Contents:

Our Mission and what it means

Our Commitment to Safety

- *Case Study:* Raising awareness of the safe use of level crossings

Our Responsibility to the Environment

- Energy efficiency
- Waste management
- *Case Study:* Passivhaus in Portlaoise

Our Responsibility to our Community

- Playing an active role in our local communities
- *Case Study:* Broombridge Station
- Supporting the community and voluntary sector nationally
- Supporting national events and national conversations
- *Case Study:* Green Ribbon campaign
- Respecting our neighbours
- Ensuring our rail services are accessible to all

Our Responsibility to doing business the right way

- Accountability
- Doing our business ethically
- Protecting our heritage
- Equality

Our Responsibility to our People

Our Commitment to do Better



Our Mission and What it Means

Our Mission:

To provide sustainable transport solutions that satisfy customers' needs.

Our Vision:

Moving Ireland Forward

Our Beliefs & Values:

- Operating safely
- Caring for our customers, our people and our environment
- Working together
- Accountable for our actions
- Ambitious and cost effective in all we do
- Passionate about what we do

Our mission and its supporting vision and beliefs and values are more than just words on a page.

They are the guiding principles of our commitments as a corporate citizen.

This is detailed in our beliefs and values.

Safety must always come first – it is the first element of **customer care**, it is the first element of a commitment to our employees, and it is the first element of our **environmental** focus.

Working together is the means by which we will serve our customers – a collective focus on what we must do to ensure we deliver the best possible service.

Accountability for our actions, for our decisions, for our policies and indeed for our errors. As recipients of Exchequer funding to support our Public Service Obligations, we recognise that we must be accountable to our stakeholders, and to the community as a whole for all that we do.

Ambitious and cost effective: we believe the railway can play a stronger role in the life and economy of modern Ireland. We will advocate this, but we will also ensure that we are not wasteful with the resources we have to deliver on our ambition.

We will demonstrate **passion** in what we do, demonstrating respect, integrity and pride in our dealings with individuals, with organisations, with our neighbours, with our customers – both individual and corporate - and with those from whom we purchase goods and services.

Our Commitment to Safety

Safety is Iarnród Éireann's number one priority. Our core objective is to carry out our operations in a way that is safe and is mindful of the health and welfare of our customers, employees, contractors and neighbours. All Iarnród Éireann staff work to ensure that processes are in place to allow for best practice in fire safety and security, and that those processes are put into practice – at our stations, on our trains, on our network, in our property. We work to ensure the requirements of safety, health and environmental legislation are followed at all times.

We commit to:

- Safety being our number one priority.
- Working to remove all significant hazards to health, hygiene, safety, property or environment.
- Doing everything in our power to minimise the risk of personal injury and illness to customers, the general public, employees and contractors.
- Minimising the risk of property damage and damage to the environment.

These commitments are executed through our safety management systems. We continually work on these systems to ensure that high standards in health, safety and the environment are integrated into our business processes, and that improvements in technology and practices which enable us to improve safety further are adopted where possible.

We work with other stakeholders to improve safety. These include:

- The Railway Safety Commission, the independent regulatory authority charged with the oversight of the safety of all railway activities in the State
- The Railway Accident Investigation Unit, who independently investigate safety incidents, making recommendations which we adopt
- The Gardaí and other emergency services, in planning, in response to incidents, and in safety exercises to ensure we are prepared for all eventualities
- Local authorities and adjacent landowners
- Level crossing users, road hauliers and others who interface directly with the railway





CASE STUDY: Raising awareness of the safe use of level crossings

One of the greatest risks encountered day to day on our network is misuse of level crossings. We have reduced the number of user operated level crossings by over 50% in the past 15 years, and improved signage, road surfaces, gates and vegetation management at those with remain. However, misuse – particularly leaving gates open which puts following users at risk – remains a significant issue.

Working with the Road Safety Authority, the Railway Safety Commission and the Gardaí, an awareness and enforcement programme has been put in place to reduce misuse of crossings.

This has included:

- Production of a new guide to the Safe Use of level crossings, making the issues easier to understand
- Radio advertising
- Local campaigns, targeting areas of highest misuse, including CCTV monitoring and prosecuting offenders

This will continue to be one of our safety priorities through 2014 and beyond.



Our Responsibility to the Environment

Our Mission:

Train travel has always been the most sustainable mode of land transport. However, technological advances in other modes have seen their efficiency improve, and we are committed to reducing our carbon footprint and our environmental impact even further. We want our customers to be satisfied that their travel choice is as sustainable as it can be.

This begins with our operation of train services. It also extends however through how we heat and light our buildings and facilities and how we address waste materials from our activities.

We commit to:

- Providing the most sustainable means of motorised transport
- Offering the travelling public a low carbon travel option in so doing they will reduce their carbon footprint and future proof our environment for generations to come.
- Continuing to make improvements to our services to make them more attractive to the travelling public whilst also improving sustainability.

Energy Efficiency

Iarnród Éireann Irish Rail has reduced its energy consumption by 34% since 2007, reducing emissions to the environment, and ensuring we operate as efficiently as possible.

This has been achieved through:

- New trains incorporating improved energy efficiency, and meeting the latest and most stringent EU emission standards
- Automatic shutdown of train engines to reduce idling
- Reduction in DART power supply voltage and competitive tendering of electricity supply
- Extension of regenerative braking on the DART
- Reduced train sizes where demand has decreased
- Implementation of improved lighting, heating and fan controls in depots
- Changes to lighting in station car parks
- Temperature and lighting control systems in buildings to prevent wastage

Waste Management

As with any large organisation, our activities generate large amounts of waste material, both domestic and industrial. On average Iarnród Éireann produces 150 tonnes of waste per month at 215 locations.

We commit to:

- Recycling as much waste as possible. We currently recycle 67% of waste, increased from 18% in 2010, and with an ambition to do better still.
- Reducing the amount of waste we produce. The amount of waste we produce has also dramatically reduced from 2,968 tonnes in 2010 to 1,456 tonnes in the past two years.
- Working with our people to ensure the importance of recycling is understood and supported.
- Engaging in ongoing effective waste management systems including the introduction of CCTV cameras to combat illegal dumping on our property.

70%
of hot water is heated
by solar panels

50%
of water used
is collected
rainwater

CASE STUDY: Passivhaus in Portlaoise

The National Energy Efficiency Action Plan 2009 – 2020 challenged the public sector to act as an exemplar in how it uses energy. Iarnród Éireann has taken up this challenge in creating a staff facility that is among the most eco friendly buildings in the country.

The Portlaoise Driver's Depot, designed by Iarnród Éireann architects, is what is known as a Passivhaus – in that it is an ultra low energy building typically using just 10% of the energy of a traditional building.

It is the first Passivhaus building in any railway in the world. It is also built from highly sustainable and ecological materials. Its primary insulation material is recycled freesheet newspapers left behind on our trains! 70% of its hot water is heated by solar panels, with 50% of its water used collected rain water. This is a building that needs so little heating that if translated to a domestic situation, eight candles would keep a living room at 20 deg C/ 68 Fahrenheit even when it is Freezing outside.

By pioneering the construction of this ultra eco and low energy building type – Iarnród Éireann is complementing and enhancing the sustainable nature of rail travel as well as providing an outlet for Irish research to gain a foothold in the early development of this technology within the highly important international Greentech sector.





Our Responsibility to Our Community

The rail network exists to connect communities to each other. It connects us for social and economic reasons. It connects individuals and businesses to commercial, industrial, leisure, retail and healthcare facilities and more.

We recognise that we have a responsibility to those communities which goes far beyond the provision of safe, punctual, quality train services. We aim to deliver on those responsibilities every day.

We Commit to:

- Working to enhance the life of the communities in which we operate and whose needs we serve
- Partnering with initiatives on a national and local level to improve the quality of life for all
- Operating our services and maintaining and enhancing our network while respecting the interests of those who live or own property close to our stations and our network
- Ensuring all members of our community can avail of rail services, and ensuring accessibility is incorporated into all investment and improvement of our services and facilities.

Playing an Active Role in Our Local Communities

The train station is a central part of community infrastructure, along with many others such as schools, healthcare providers, law enforcement, retailers, other businesses, and sporting, voluntary and religious bodies.

In many of our towns, which grew dramatically during the 1990s and 2000s, the daily commute by train was one of the major ways through which new residents got to know their neighbours and their community.

We support the life of these communities – 147 stations serve their needs – beyond the movement of people to and from their towns.

We will demonstrate **passion** in what we do, demonstrating respect, integrity and pride in our dealings with individuals, with organisations, with our neighbours, with our customers – both individual and corporate – and with those from whom we purchase goods and services.



We Commit to:

- Providing our communities with a safe and clean station environment
- Working with local interest groups such as Tidy Towns and Chambers of Commerce to support efforts to improve the local environment, and promote the community and commercial life of the area
- Working with all stakeholders in our communities to address any issues of vandalism, or anti-social behaviour which may arise.
- Partnering with local interest groups to promote use of rail transport

CASE STUDY: Broombridge Station

A community partnership involving the Gardaí, Residential Groups, Youth Groups and the rail company has seen significant improvements in the Broombridge Station area, and reductions in levels of anti-social behavior.

The station has had a consistent issue with anti-social behavior over a number of years. However, during 2013, a programme of initiatives has been put in place, including:

- Extra public lighting and seating have been installed at the station
- A clean-up day, with the support of DIT Students has taken place
- Partnerships with the local Kayaking Club and Naomh Fionnbarra GAA Club, to support youth participation in sports
- Environmental Improvements through gardening and planting waste ground area
- Using large blocks at the approaches to the station to create an art feature created by local young people
- Art feature on platforms created by young people
- Garda monitoring, and successful prosecutions of offenders.

As well as improving the station environment, the programme of initiatives has seen anti-social behaviour incidents in the stations area reduce by over 50% in recent months, compared to the same period in previous years.

We will continue to work with the community of Cabra and in the immediate vicinity of Broombridge Station to further enhance the station environment.

Supporting the Community and Voluntary Sector Nationally

Iarnród Éireann's major national programme to support the Community, Voluntary, Charity and Sporting sector – The Journey's on Us – enters its third year in 2014.

All across Ireland, local Community Groups, Sports Clubs, Volunteer Groups and Charities work to improve people's lives, be it the general community, or specific groups within the community which need support.

These organisations form the lifeblood of local communities. However, funding is difficult and for many such groups, activities are being scaled back. Iarnród Éireann wanted to acknowledge these people who work tirelessly for the good of others.

The Journey's on Us came for this desire to reward community and voluntary groups. Many of these groups have travel requirements, whether it's to take a group of kids on a day trip, to a special event or sport fixture, or just as a reward to those involved.

The Journey's on Us is an annual programme that sees Iarnród Éireann providing 100 trips to different organisations enabling each to bring 50 people free of charge on a return journey to anywhere in the country.

We have been supported by RTÉ Radio 1's The Mooney Show in highlighting just some of the groups who have benefited, and what they do to enhance the life of their community.

The Journey's on Us reflects the essential role the community sector plays in daily life in Ireland. Groups as diverse as Men's Sheds, Girl Guides, LGBT Choirs, Boxing clubs, dance classes and more have benefited from their Journey on Us, and we look forward to welcoming more deserving groups to our services in 2014.

Supporting National Events and National Conversations

Christmas Charity Partners

We are also proud to help other good causes and events throughout the year.

Our Christmas Charity partnership has helped a range of charities in recent years raise much needed funds in our stations, while creating a wonderful environment at our flagship Intercity stations with regular Christmas carols and a festive environment for those who let us do the driving home for Christmas.

These charity campaigns would not be such a success if it were not for the generosity of our customers. We thank you for making a positive difference to thousands of people's lives.





Helping the Transport Needs of Our National Events

We work with local authorities, the Gardaí and event organisers to ensure that we can provide a strong and sustainable alternative to road transport for our major national events.

Match and concert days at the Aviva and Croke Park see extra services operate to bring thousands of fans to our national sporting cathedrals.

All summer long, we meet the transport plans of supporters attending the GAA Championship in hurling and football right across the country.

We work with cruise ship operators to bring thousands of their customers every year from the Port of Cobh into Cork City and beyond.

We've been proud to meet the transport needs of those attending everything from the National Ploughing Championships to Ireland cricket matches; from Tall Ships to St Patrick's Day.

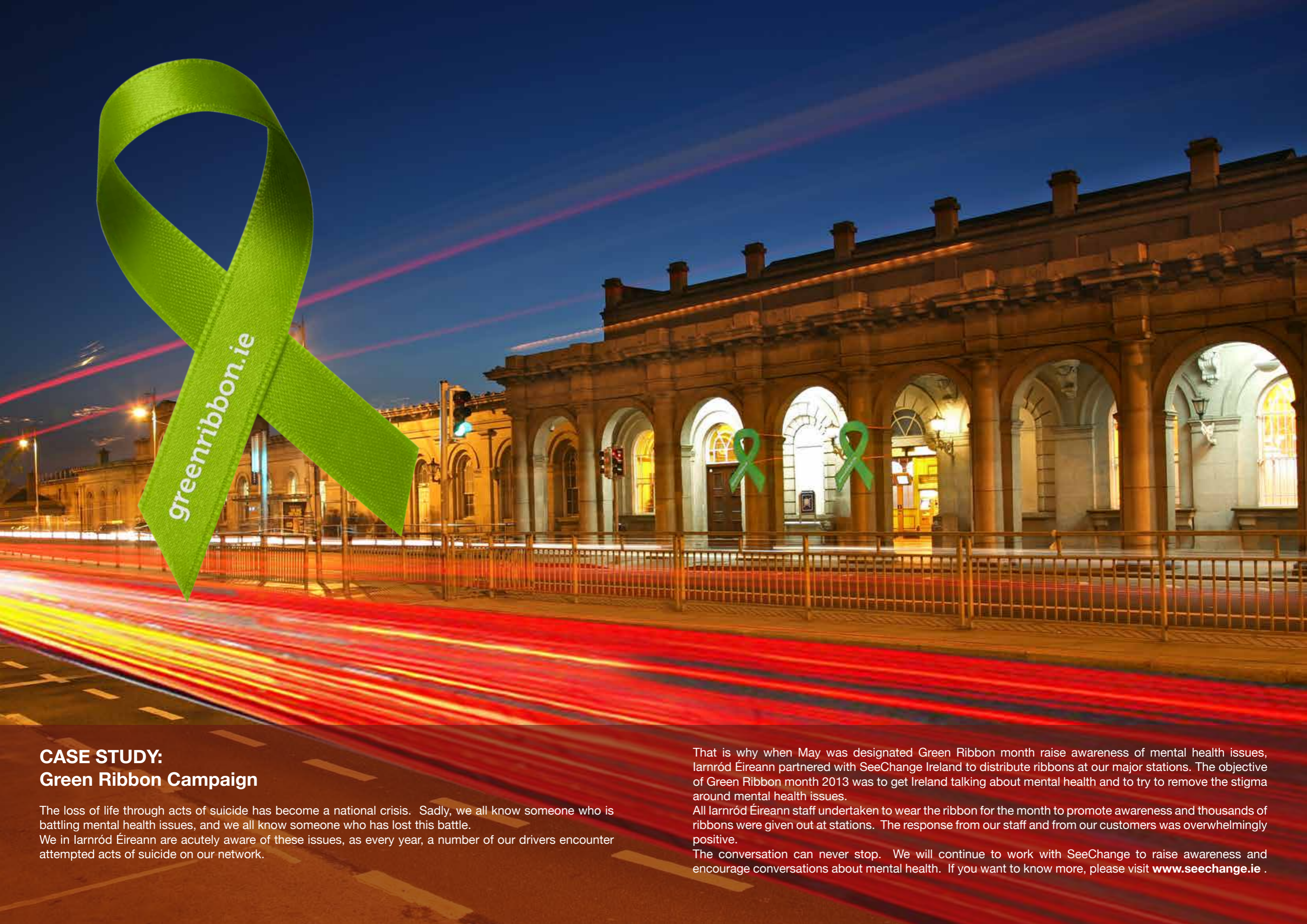
If we can help your event, please contact us at sales@irishrail.ie

Helping the Country to Be Winter Ready

Keeping the country on the move is always crucial, but never more so than when extreme weather threatens transport modes.

In December 2010, we participated with state agencies across all spheres of activity in coordinating the response to the extreme winter weather which swept the country. Despite challenges, and as a result of the commitment of our workforce, trains kept moving and we helped many thousands more to reach their destination and avoid blocked roads.

From this experience the annual Be Winter Ready programme was born, which we participate in and publicise to ensure all are aware of the need to be winter ready.



CASE STUDY: Green Ribbon Campaign

The loss of life through acts of suicide has become a national crisis. Sadly, we all know someone who is battling mental health issues, and we all know someone who has lost this battle. We in Iarnród Éireann are acutely aware of these issues, as every year, a number of our drivers encounter attempted acts of suicide on our network.

That is why when May was designated Green Ribbon month raise awareness of mental health issues, Iarnród Éireann partnered with SeeChange Ireland to distribute ribbons at our major stations. The objective of Green Ribbon month 2013 was to get Ireland talking about mental health and to try to remove the stigma around mental health issues.

All Iarnród Éireann staff undertaken to wear the ribbon for the month to promote awareness and thousands of ribbons were given out at stations. The response from our staff and from our customers was overwhelmingly positive.

The conversation can never stop. We will continue to work with SeeChange to raise awareness and encourage conversations about mental health. If you want to know more, please visit www.seechange.ie.

Respecting our Neighbours

Operating trains and particularly maintaining our network can involve activity which can create dust, noise and temporary disruption.

Environmental initiatives such as automatic shutdown of engines, and the introduction of newer trains and the upgrading of the network to modern continuous welded rail have reduced the day to day impact significantly in recent years.

However, with the vast majority of trains operating during the day, we must carry out most maintenance works at night. Furthermore, occasionally we must undertake more significant works – for example bridge renewals, track upgrades, and projects such as the current construction of a road bridge to replace Reilly's Level Crossing on the Maynooth line – which have a greater effect on the immediate community.

We are committed to carrying out such works with respect for our neighbours.

We commit to:

- Comprehensive public consultation for large capital projects
- Consulting with all stakeholders who may be affected in advance of major disruptive works
- Minimising noise and disruption associated with such works, ensuring our staff and our contractors are aware of how important this is
- Providing a point of contact for those affected to address any issues which may arise
- Continuously working to identify new materials and ways of working which will minimise the impact of railway works

Ensuring our rail services are accessible to all

The original rail infrastructure we inherited dated from the 19th century, when accessibility was not a concern in design. All our investment programmes over the past two decades have ensured that the needs to provide accessible transport for all was central to the design – station upgrades, trains and more.

Iarnród Éireann has been a member of PTAC – Public Transport Accessibility Committee since its inception in the early 2000's. PTAC is chaired by the Department of Transport, Tourism & Sport and the members include all of the major public transport operators in Ireland. The membership includes the Irish Wheelchair Association, National Council for the Blind of Ireland, National Association for Deaf People, and the National Disability Authority.

As a result of the PTAC, Iarnród Éireann established a Disability Users Group. Meetings are held to discuss any ongoing and new build/refurbishment work and any issue specific to each group. We work with the Irish Wheelchair Association, National Council for the Blind of Ireland, DearHear and the Irish Guide Dogs for the Blind to ensure accessibility receives the ongoing focus it requires.





Our Responsibility to doing Business the Right Way

Accountability

As a business, and as individuals within that business, we are accountable for our actions. This includes our policies, our adherence to those policies, and the decisions we make in delivering our services to the community.

We are accountable to the 36.7 million customers annually who pay to travel with us. We are accountable to all the citizens and businesses of the State, who fund our Public Service Obligation payments and capital investment programme. We are accountable through the National Transport Authority, the Department of Transport, Tourism and Sport, the Railway Safety Commission and other regulatory bodies.

In this difficult economic era, we will at times make decisions which may impact negatively on some customers, on some communities or on some stakeholders, as we endeavour to correct our financial situation and operate as efficiently as possible. Accountability is most important in this context.

We commit to:

- Being accountable for our policies, our actions and our decisions
- Proactively engaging with stakeholders affected by key issues
- Consulting with customers and other stakeholders before making significant changes to service patterns or levels
- Being accountable for how we spend revenue we earn from passenger and freight customers and through Public Service Obligation payments

Doing Our Business Ethically

From board level right through all areas within the organisation, ethical business practice is core to who we are. Our code of ethics can be read in full at: www.irishrail.ie/ethics

We commit to:

- Maintaining our strong reputation for ethical behaviour and fair dealing in the conduct of our business.
- Applying our code of business ethics to all employees of the organisation, including those who are engaged in the purchasing of goods or services, the placement of contracts or the approval of payments to or by Iarnród Éireann.

Our Code of Ethics includes core principles for us as an organisation and for our people:

- Integrity: Each employee is expected to observe the highest standards of honesty and integrity in all his/her business dealings
- Confidentiality of Information: Every employee owes a duty of confidentiality to the Company in respect of sensitive information held by the Company.
- Legality: compliance by Iarnród Éireann with all applicable Government Guidelines, Irish and EU legislation is required of all employees to the extent that it is within their power and remit
- Disclosure of interest: Management and employees are not allowed to be involved in outside employment/business interests in conflict or in potential conflict with Iarnród Éireann.
- Loyalty: Acknowledge the responsibility to be loyal to Iarnród Éireann and fully committed in all its business activities
- Fairness: commit to fairness in all business dealings, including compliance with employment equality and equal status legislation, valuing their fellow employees, and valuing customers and passengers and treat all customers and passengers equally
- Consideration for Work/External Environment: Employees must place highest priority on promoting and preserving their own health and safety as well as that of fellow employees, customers and other third parties with whom they come in contact in the course of their employment; must ensure that community concerns are fully considered; and must minimise any detrimental impact of Iarnród Éireann operations on the environment



Protecting our heritage

We are custodians for an infrastructure, an industry and a heritage that has been a part of Irish society for 180 years. We have inherited a rich legacy of architectural, industrial and social history.

Yet we also have a responsibility to modernise our service to meet the demands of the 21st century customer. We do not regard these responsibilities as incompatible.

Through our investment and improvement programmes and projects, we have worked to ensure that we are sensitive to railway heritage. We work for the conservation of the many protected structures, artefacts and installations across the network which reflects the distinctive styles of the companies which constructed them.

We commit to:

- preserving what is best from the past in the context of the operating railway system,
- engaging with community groups and enthusiast bodies to establish partnerships to highlight and protect our railway heritage
- facilitating the operation of vintage steam trains over certain routes to cater for the growing railway tourist market in association with the Railway Preservation Society of Ireland.

Equality

The people on an Iarnród Éireann train are a microcosm of Irish society. All ages, all genders, all races, all religions, all sexual orientations, all nationalities, all family groups who are a part of Ireland are on board. We believe in equality. We will not discriminate against anyone for any reason.

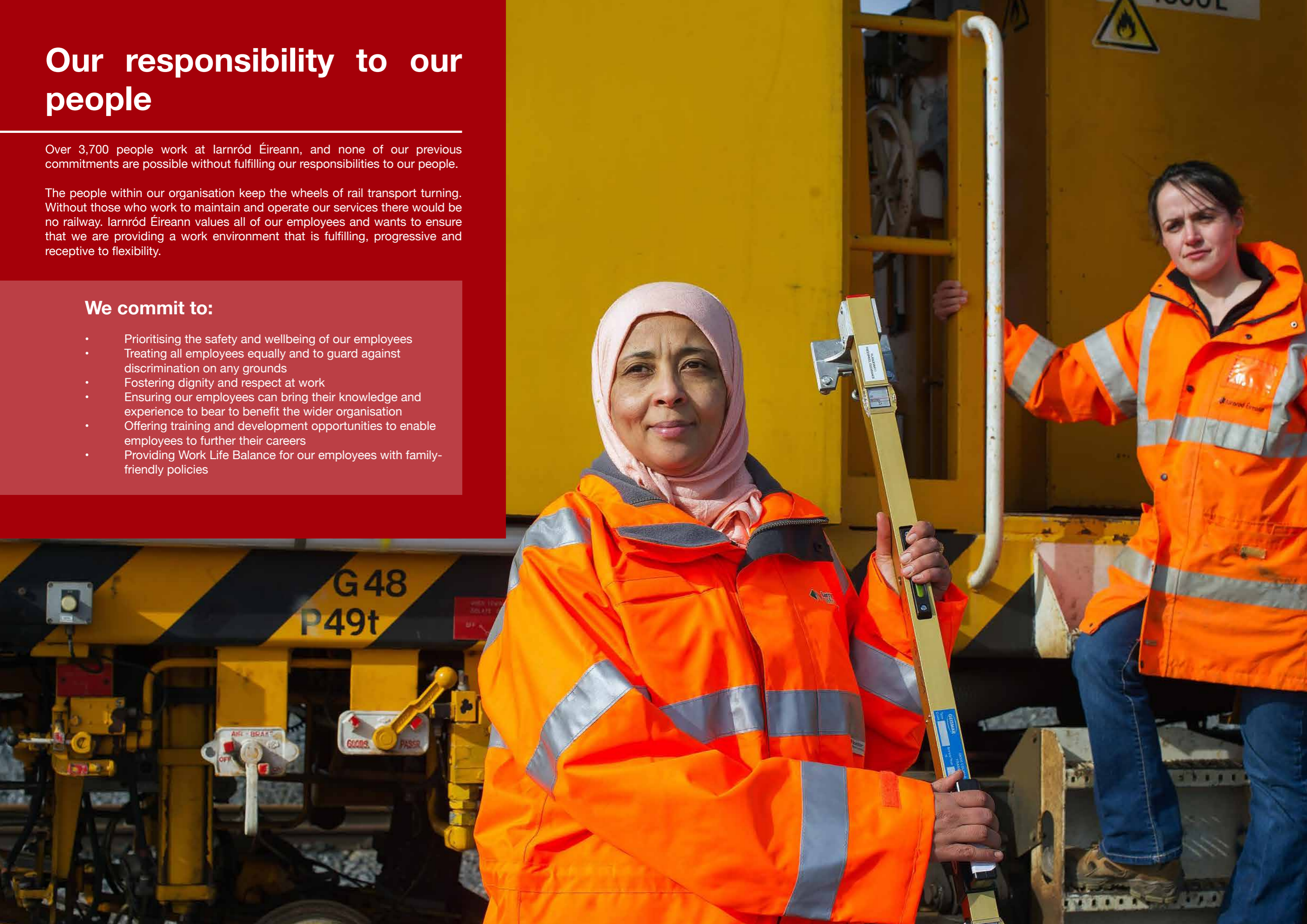
Our responsibility to our people

Over 3,700 people work at Iarnród Éireann, and none of our previous commitments are possible without fulfilling our responsibilities to our people.

The people within our organisation keep the wheels of rail transport turning. Without those who work to maintain and operate our services there would be no railway. Iarnród Éireann values all of our employees and wants to ensure that we are providing a work environment that is fulfilling, progressive and receptive to flexibility.

We commit to:

- Prioritising the safety and wellbeing of our employees
- Treating all employees equally and to guard against discrimination on any grounds
- Fostering dignity and respect at work
- Ensuring our employees can bring their knowledge and experience to bear to benefit the wider organisation
- Offering training and development opportunities to enable employees to further their careers
- Providing Work Life Balance for our employees with family-friendly policies





Our Commitment to do better

This is our first Corporate Social Responsibility statement.

It gives an overview of our commitments to the communities and stakeholders around us, and a snapshot of some of the activities we undertake to fulfil those commitments.

We do not see this as an end in itself. In all we do, we must continuously strive to do better. We welcome your feedback and ideas as to how we can do more to be responsible and more sustainable in how we interact with the world around us.

Please email csr@irishrail.ie with your views on this document, and on improvements you believe we can and should deliver.

Thank you for supporting our journey to sustainability and corporate responsibility.