

12th June 2019

[REDACTED]
Email: [REDACTED]

Re: Acknowledgement of FOI request IE_FOI_233

Dear [REDACTED],

I refer to your request dated 12th March 2019 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

Request:

- Copy of the terms and conditions of employment of employees of Iarnród Éireann

I, Norman Harte, have now made a final decision to grant your request on 12th June 2019.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,



PP

Mr. Norman Harte

Decision Maker

Human Resources SS



Employee Handbook

People make our world go around





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Introduction



Letter from Chief Executive

Dear Colleagues,

I am delighted to introduce the Iarnród Éireann Employee Handbook which I hope will become a valuable source of information for all employees of the company.

The Employee Handbook will provide you with valuable and practical information on our policies and procedures together with statutory entitlements and our Work Life Balance initiatives. It also provides an overview of the different functions within Iarnród Éireann, along with some facts about the company that may be of interest to you.

While we have endeavoured to include as much information as possible in the handbook, the content is not exhaustive. Additional information will be available from the Sharepoint website and through your Line or Human Resources Manager. Details are also available in other booklets where indicated in the handbook.

I hope you find this document a valuable and useful reference point.

Dick Fearn



Mission Statement

MISSION

To Be Ireland's Dominant Transport Service

BELIEFS & VALUES

Caring for Our Customers, Colleagues and Environment



Did you know that

- The Dublin and Kingstown Railway was founded in 1834, this was the first railway in Ireland and the world's first commuter railway.
- Córas Iompair Éireann (CIE) was founded in 1945.
- Iarnród Éireann was established in 1987, as a subsidiary of CIE.
- The company operates Intercity rail passenger services between Dublin and Belfast, Sligo, Ballina, Westport, Galway, Limerick, Tralee, Cork, Waterford and Rosslare Europort, as well as regional services in Limerick and Galway and Waterford.
- Iarnród Éireann operates the Dublin Connolly to Belfast Enterprise service jointly with Northern Ireland Railways.
- The DART service came into operation in 1984, and operates between Greystones and Howth/Malahide.
- Commuter services operate in the Greater Dublin area from Gorey, Drogheda, Maynooth, Kildare and Dunboyne/M3 Parkway, and in Cork from Cobh, Midleton and Mallow.
- Iarnród Éireann operates Rail Freight services on a number of routes across the network, along with the Rosslare Europort ferryport business.
- There are 147 stations across the Iarnród Éireann network.
- There are 1894 railway route kilometres in Ireland.
- 38.23 million passenger journeys were made on Iarnród Éireann in 2010.
- Iarnród Éireann carried 92.5m/tonne/km of freight tonnage in 2010.
- Iarnród Éireann operates on average a total of 643 passenger and freight trains trains per day.



Our Business

Iarnród Éireann was established in 1987 and is a subsidiary of CIE. Since 1987 Iarnród Éireann has changed and evolved into the organisation we have today. Set out below is a summary of the various functions of our business reporting to the Chief Executive.

Operations

Our operations business comprises of the InterCity Commuter Network (ICCN) and the Dublin Area Rapid Transit (DART) services.

Both ICCN and DART are responsible for the operation of safe, reliable, efficient, customer focused passenger services across the Iarnród Éireann network.

ICCN operates Intercity and Commuter services, while the DART is responsible for electric train services in Dublin which run from Greystones to Malahide and Howth. ICCN also operates freight services throughout our network.

In achieving their objectives the operations business are supported by all of the other functions of Iarnród Éireann on an ongoing basis.



Engineering

The engineering function is made up of three engineering teams and support functions. The three engineering teams are:

- Civil Engineering
- Signal, Electrical & Telecommunications Engineering
- Mechanical Engineering

The Civil Engineering (CCE) team are responsible for the maintenance and renewal of the railway infrastructure in order to ensure the safe operation of trains on the railway network. This involves the maintenance of infrastructure based assets i.e. rails, sleepers, ballast, point & crossings, level crossings, cuttings & embankments, culverts as well as buildings & facilities associated stations, depots etc.

The Signal, Electrical and Telecommunications (SET) team are responsible for the maintenance and renewal of all signalling systems and electrification systems in order to ensure the safe operation of trains on the network. The SET team are also responsible for the

maintenance of driver cab signalling, trackside electronic protection & control systems and the telecommunications network.

The Chief Mechanical Engineering (CME) team are responsible for the management of the maintenance, refurbishment, replacement and safe operation of Iarnród Éireann's traction and rolling stock fleets. All fleets operating on the Iarnród Éireann network are maintained by the CME team including Locomotives, Carriages, DART Electric Multiple Units, Diesel Multiple Units, Freight Wagons and Infrastructure Fleets.

New Works

New Works is made up of three departments – General Works, Structural & Architectural Design and the Construction Unit. Design, project management and construction works are undertaken in these three departments. Projects are managed and delivered from conception through to completion which includes feasibility stage, design and planning stage and construction and commissioning stage.



Projects are mostly of a capital funding nature with funding provided from different sources including the Department of Transport Tourism and Sport, the National Transport Authority and Third Parties. New Works also provide assistance in the CCE on renewal and maintenance projects as requested, including the design of bridges and the upgrade of track. Projects range in cost and complexity from small car park extensions to the reopening of sections of line with its associated new stations, track, signalling and infrastructure.

Safety and Security

The Chief Safety and Security Officer provides advice to the Board and the Chief Executive Officer on safety policy and strategy and coordinates the development of safety management, risk assessment, accident/incident investigation and safety audit systems within the company. The department is responsible for direct execution of major incident investigations and participation in other

investigations. The Chief Safety and Security Officer is responsible for monitoring and reporting the company's safety performance, and advises the Chief Executive Officer and the Executive Management Team regarding the setting of objectives and goals for improvement in line with European and National safety targets.

The department ensures that safe working practices are defined for railway operations and that these are properly reflected in the Company's rules and regulations. The department also monitors developments in European and National legislation to ensure the organisation is in a position to comply with regulatory requirements in the safety area.

Human Resources

The function of the Human Resources Department is to develop Human Resource strategy and policy in Iarnród Éireann. The Human Resources Department supports organisational goals and strategy through aligned people management strategies.



Workforce planning, the establishment of pay rates and conditions of employment, recruitment and selection, industrial relations, people development, organisational development, performance management, equality, succession planning and organisational culture all come under the umbrella of Human Resources along with our obligations under legislation.

Communications

The Corporate Communications Department carries out a number of diverse communication functions. It is responsible for all media relations for the organisation, from fielding journalist's queries to arranging press launches and photocalls for publicity purposes. It is responsible for the news and travel alerts section of our website, and our twitter accounts and other social media policy. It provides support for capital projects in public relations activity, ranging from community liaison to launches and the opening of new services or facilities. It is also responsible for sponsorship, Irish language policy, political liaison, filming requests, photography and corporate logos amongst other areas. Rail Brief, our internal magazine, is also produced by the department.

Commercial

The Commercial Department comprises of the Tax saver team, Customer Information Centre and the Central Marketing Team. The department is focused on improving Iarnród Éireann's image with customers, generating revenue and improving customer's ability to transact with us.

The Commercial Department sets fares and other customer policies, maintains the content on www.irishrail.ie, and maintains the fares database. Advertising and promotions are also managed by the Commercial Department.

Finance

The Finance Department focuses on planning, organising, directing and controlling the financial activities of the railway. It means applying general management principles to financial resources and the procurement function of the business. The decisions taken relate to investment and source of finance. These decisions are taken in the lifecycle order Planning, Budgeting, Management and Control, Performance Measurement.



Strategic & Business Planning

Our Strategic and Business Planning colleagues monitor the external environment (economic, environmental and demographic trends) and update the company's strategic plans accordingly, oversees the development of business cases for major investment projects and liaises with the National Transport Authority, the Department of Transport, Tourism and Sport, local authorities and CIE Group property on a range of planning issues.

Railway Safety Programme

The management of the Railway Safety Programme involves the preparation of the Railway Safety Investment Programme, obtaining funding approval from Government and monitoring its implementation across all departments. The programme includes investment in most infrastructure assets – track, bridges, level crossings, cuttings and embankments, fencing, signalling installations, train protection systems etc. Heavy emphasis is also placed on introducing new safety management systems covering areas such as – company and departmental safety standards, training, auditing, investigations etc, and considerable progress has been made in this area.

Rosslare Europort

Rosslare Europort is an exclusively roll-on roll-off (RoRo) port located in the southeast corner of County Wexford. The business facilitates the safe transfer of passenger, freight and trade vehicle traffic between sea and land. Iarnród Éireann is the port authority at the Europort, where we provide port infrastructure facilities and docking services to shipping lines and their freight and passenger customers.

Rosslare Europort handles more unitised freight and more passengers than any other port in the state except Dublin. Rosslare Europort is the closest Irish port to the continental mainland and has the shortest sea crossing to Britain.



It's all about our people



Employee Benefits and Incentives

Pension

There are currently two CIÉ pension schemes in operation in Iarnród Éireann.

Clerical, Supervisory or Executive employees under age 55 must become a member of the C.I.E. Superannuation Scheme 1951 on appointment to the regular staff.

Wages Grade employees aged over 20 and under 50 must join the C.I.E. Pension Scheme for Regular Wages Staff on appointment to the regular staff.

Iarnród Éireann contributes to both Schemes; any relevant tax relief is applied to salary.

Spouses & Children's Scheme

New entrants will, on appointment to the regular staff, be placed in membership of the above scheme.

For further information on CIÉ Group Pension Schemes please log-on to the Sharepoint Website or contact your Line Manager.

PRSA/AVC

An employee who cannot become a member of a CIÉ Group Pension Scheme can avail of a Personal Retirement Savings Account (PRSA). Zurich Life (formally Eagle Star) is the PRSA provider for Iarnród Éireann, however, an employee can choose any provider. Additional Voluntary Contributions (AVC) can be made to a pension scheme to increase potential benefits.

A payroll deduction facility is available for those using the dedicated Iarnród Éireann provider.

Payroll Deduction Facilities

Deductions will be made from your wage for payments that you have authorised or that we are obliged to take by law.

Iarnród Éireann provides deduction facilities with a number of institutions to facilitate employees.

Full details of all deduction facilities are available from the Sharepoint website or through your Line Manager.



Credit Union

In order to facilitate employees wishing to join a Credit Union within Iarnród Éireann, payments to the Credit Union can be deducted directly from salary.

Please contact the relevant Credit Union for more information.

Cycle to Work Scheme

The Cycle to Work Scheme was introduced in the Finance (No.2) Act 2008. Under this scheme an employee can purchase a new bicycle and/or bicycle safety equipment up to the value of €1,000 once every five years. Iarnród Éireann will pay this money up front to an approved vendor, the amount is then repaid by the employee to the company through weekly/monthly salary deduction as appropriate. The weekly/monthly amount is not liable for taxation thereby reducing the cost of the new bicycle and safety equipment significantly for the individual.

A notice appears in the weekly circular in October for those wishing to avail of the Cycle to Work Scheme, the closing date for applications is early November. Deductions are made within the tax year 1st January to 31st December to recover the full amount.

Tax Saver Commuter Ticket

Iarnród Éireann provides a facility for employees to avail of an annual Tax Saver Commuter Ticket when commuting on non-CIE services such as LUAS. The cost of the Tax Saver Commuter Ticket is deducted from the employee's salary before taxation reducing the cost of the ticket significantly for the individual.

A notice appears in the weekly circular in October for employees who want to avail of an annual ticket, the closing date for applications is November. Deductions are made from salary within the tax year 1st January to 31st December to recover the full amount.

Travel Benefits

After one month's continuous service employees of Iarnród Éireann receive certain travel privileges which allow them, their civil partner and any dependent children up to age 25 to travel at a reduced rate. After one year's continuous service the employee may receive additional travel benefits.

For further information please log-on to the Sharepoint website or contact your Line Manager.



An Duaisceim Educational Award Scheme

An Duaisceim is a scheme to encourage and support employees to acquire additional qualifications / education which will assist in their personal development and enable them to give a greater contribution towards the efficiency of our business and its services to the public. The scheme is open to all grades with at least one year's continuous service.

The scheme provides for a payment of 50% of total tuition and examination fees, subject to a maximum award. Students are afforded leave with basic pay to study for and sit examinations.

If an employee leaves Iarnród Éireann under any circumstances, within 3 years of receiving funding under the Duaisceim scheme, all funding received must be reimbursed to the company.

For further information please log-on to the Sharepoint website or contact your Line Manager.

Aistriú Development Programme

The Aistriú Development Programme is an initiative designed to offer employees in the Clerical and Executive Grades the opportunity to gain work experience in a variety of functions/disciplines within Iarnród Éireann outside of the normal promotional avenues.

In order to apply for this programme the individual must have a minimum of 2 years continuous service and a minimum of 1 year in their current position immediately prior to application.

For further information please log-on to the Sharepoint website or contact your Line Manager.



Caring for our people



Employee Wellbeing

Employee Wellbeing Programme

The purpose of the Employee Wellbeing Programme is to provide employees, family members and retired employees (for up to 3 months following retirement), with easy access to confidential counselling services to assist in coping with personal or work related issues.

This counselling service is available from a range of professional counsellors and psychotherapists. Iarnród Éireann has contracted an external provider to deliver the Employee Wellbeing Programme on a confidential basis.

Iarnród Éireann meets the cost of implementation and running of the Employee Wellbeing Programme and will pay for up to six short term solution focused counselling sessions on behalf of each employee.

For further information please log-on to the Sharepoint website or contact your Line Manager.

Health & Safety

Iarnród Éireann is committed to providing a safe railway for employees, customers and neighbours alike. Safety responsibilities for both employers and employees are set out under the Safety, Health and Welfare at work Act 2005.

The Iarnród Éireann Safety Management System describes how the Iarnród Éireann Board, Chief Executive Officer and the Executive Management Team carry out the duties of the company as an Infrastructure Manager and as a Railway Undertaking.

The Safety Management System is the means by which Iarnród Éireann meets its legal obligations and delivers the Board Safety Policy objectives. The Safety Management System recognises that cultural and behavioural issues are fundamental to the delivery of safety.

Iarnród Éireann strives to identify all significant hazards to health and safety, hygiene, property or environment and to eliminate or control them in the most effective manner. We have developed sets of instructions defining operational, technical and engineering standards e.g. The Safety Management System, the Rule Book, general appendix, working



manuals including Safety Reference Manuals and all codes of practice, all of which form an integral part of our Safety Policy and are available through your Line Manager. Training, where appropriate, is available to employees in relevant aspects of safety. Training may be mandatory for some positions which are safety critical or safety related and followed by competence certification.

In addition to any specific safety rules under the Safety Management System, the Safety, Health and Welfare Act 2005 puts the following general duties on you as a permanent or contract employee:

- Take reasonable care to protect the health and safety of yourself and other people in the workplace.
- Always cooperate with management and others to enable them to comply with the requirement of the law.
- Always use protective clothing, appliances and equipment provided for securing your health, safety and welfare in such a manner as to provide the protection intended.

- Always attend appropriate training and undergo assessment when directed by your supervisors.
- Always report to your supervisors, without delay, any defect you may become aware of in plant, equipment, place of work or system of work, which might endanger safety, health or welfare. Always report accidents and “near miss” accidents.
- Never intentionally or recklessly interfere with or misuse anything provided for securing the safety, health or welfare of persons arising out of work activities.
- Never be under the influence of drink or drugs at work.
- Always report injuries and illnesses to your supervisor and first-aider, panel doctor or Chief Medical Officer.



Welfare Scheme

With the employees welfare in mind, the C.I.E. Welfare Scheme was introduced as a concession to benefit the employee. Employees become members of the C.I.E. Welfare Scheme appropriate to their grade on appointment to the regular staff. This provides for sickness benefit and a General Practitioner (GP) service or an equivalent payment where relevant.

The terms and conditions in relation to the Welfare Scheme for non regular employees are outlined in their contract of employment.

Sickness Benefit

A benefit is payable to employees who become incapacitated due to illness or injury and are unable to attend for duty. Employees are eligible for payment of benefit for a maximum period of six months over any 2 year period. While the level of benefit payable varies depending on which scheme you are in certain rules apply to both:

- There is a limit of self certified absences permitted and when they are acceptable.
- Those on certified leave must produce a final certificate to resume work.

- Those on certified leave may not transfer to annual leave without resuming work.

In all cases of illness absences it is expected that you do your utmost to facilitate a speedy return to fitness and work. When absent from work due to illness or injury you are expected not to:

- a. Participate in any work, sports, past-times or social activities which are in any way inconsistent with your reported illness or injury or which could aggravate the illness or injury or which could delay recovery.
- b. Undertake any other employment whether paid or unpaid.

If due to ill health you are unable to continue in our employment you may be eligible for early retirement benefit or income continuance.

In the event of illness, Iarnród Éireann reserves the right to send you to a company appointed doctor for assessment.

Please log-on to the Sharepoint website or contact your Line Manager for further information.



General Practitioner Scheme

A member of the Welfare Scheme, their spouse/partner and children up to age 16, are eligible to receive General Practitioner services (excluding maternity treatment, the provision of medicines and specific treatments), on presentation of a valid CIE Welfare Scheme Card.

The G.P. is jointly funded by the Company and employees. The employee contribution to the scheme is deducted through payroll.

The terms and conditions in relation to the General Practitioner Scheme for non regular employees are outlined in their contract of employment.

Pharmacy

A Pharmacy providing discounted prescriptions and over the counter medication to all current and retired employees within the CIE Group is located at Marlborough Street, Dublin 1.

VDU (Visual Display Unit) Testing

Under Health and Safety Regulation eyesight tests or

special corrective lenses (glasses) may be funded by the company where necessary for those using computers as a major part of their day to day work. Special corrective lenses are those which are prescribed specifically for Display Screen/VDU use only.

Please refer to the Sharepoint website or contact your Line Manager for a listing of Optometrists who have agreed fees with Iarnród Éireann and details on allowances payable.

Sports & Social Activities

The CIE Sport and Social Club Directory outlines a wide range of clubs that an employee may wish to join. These include golf societies, soccer clubs, fishing clubs etc.

In addition, Iarnród Éireann is now a member of the sports federation of European railway companies and can enter teams or individuals in Europe wide railway industry sports competitions.

For further information please log-on to the Sharepoint website or contact your Line Manager.



Private Health Insurance Group Schemes

Iarnród Éireann provides deduction facilities for specified Private Health Insurance Operators. Employees availing of these schemes can have their contribution deducted directly from salary and can avail of a group discount.

Compassionate Leave

Compassionate leave is designed to assist employees with time off when they experience bereavement. Employees are granted 3 days paid leave on the death of an immediate family member which is defined as a spouse, civil partner, mother, father, sister, brother, son or daughter.

Employees should notify their Line Manager if compassionate leave is required.

Work Life Balance Initiatives

Flexible Working

Flexible working arrangements apply to clerical and executive staff where daily/weekly working hours may be varied to suit the individual outside the core hours.

The granting of flexible working will depend on the business needs and the individual's role in the organisation.

All employees must be at work during core hours i.e. 10.00hrs – 12.30hrs and 14.30hrs to 16.00hrs. Flexible working may be arranged outside of these hours from 08.00hrs to 18.00hrs. Any additional hours worked up (subject to a maximum of 8 hours) are carried forward to the next period and taken in the form of leave. Any hours accruing (maximum debit of 5 hours) must be worked up in the following period.

Agreement for flexible working must be reached at local level taking into account the operational and customer requirements of the company. At all times Iarnród Éireann reserves the right to revert an individual to normal working hours.

For further information please log-on to the Sharepoint website or contact your Line Manager.

Job-Sharing

Job-Sharing is an arrangement where two employees agree to share the duties, salary and responsibilities of a single job through each working half the normal



hours associated with the position. Employees availing of job-sharing complete their standard working hours over a two week period.

Iarnród Éireann reserves the right to determine if job-sharing is feasible in each situation taking into consideration the personal circumstances of the applicant and the needs of the business. The company reserves the right to revert an individual to normal working hours.

For further information please log-on to the Sharepoint website or contact your Line Manager.

Part Time Working

Part time working is an arrangement where an employee agrees to perform the duties and responsibilities of a full-time job through working reduced hours associated with the full time job. Part time working will be on the basis of the arrangement set out following agreement with Iarnród Éireann and the individual.

Iarnród Éireann reserves the right to determine if part time working is feasible in each situation taking into consideration the personal circumstances of the

applicant and the needs of the business. The company reserves the right to revert an individual to full time working hours.

For further information please log-on to the Sharepoint website or contact your Line Manager.

E-Working Scheme

E-Working is a scheme which allows employees to perform their working duties from home or an allocated hub location rather than from the office.

Not all positions are suitable for e-working as a number of factors need to be assessed such as business needs and the requirement of the job. An employee wishing to avail of e-working should apply in writing on an e-working application form to their Line Manager. A feasibility study is conducted following an application for e-working.

At all times Iarnród Éireann reserves the right to terminate the e-working arrangement and return the individual to working on-site should the business needs require it.

For further information please log-on to the Sharepoint website or contact your Line Manager.



Career Break

A career break is a period of unpaid leave from work agreed between the employee and manager for a specified period of time to pursue interests outside Iarnród Éireann. A career break is available to employees with a minimum of 2 years continuous service. Consideration of requests will be influenced by the need to retain skilled and experienced staff and replacement costs. The duration of a career break may vary, however it is usually between 6 months and 2 years.

Iarnród Éireann reserves the right to determine if a career break is feasible in each situation taking into consideration the personal circumstances of the applicant and the needs of the business.

Employees wishing to avail of a career break should complete the necessary application form and forward to their Line Manager at least 2 months in advance of the proposed date of commencement.

Employees returning to work after a career break must give 2 months notice of their intention to return to work. Iarnród Éireann will provide a position at the end of the career break at the equivalent status previously held by the employee.

For further information please log-on to the Sharepoint website or contact your Line Manager for information on how your Pension or Terms and Conditions may be affected by availing of a career break.

1st Day at School Leave

Employees with children commencing primary school i.e. Junior Infants, can apply for first day at school leave. One half day's leave is granted to employees with a minimum of 12 months continuous service.

Applications should be made by completing the relevant application form which is available from the Sharepoint website or your Line Manager.

Term Time Working

Term Time Working provides for leave for the purpose of allowing working parents or primary carers to match their working arrangements to the main summer holidays of their children or a person who resides full time with them and who has a disability which gives rise to the need for care on a continuing or frequent basis.



Employees with 12 months continuous service in Iarnród Éireann can apply for Term Time which is usually either 10 or 13 weeks commencing on the relevant dates on which national or secondary schools close and reopen for summer holidays. Iarnród Éireann reserves the right to determine if term time is feasible in each situation taking into consideration the personal circumstances of the applicant and the needs of the business.

Term Time is unpaid leave, however special administrative arrangements can be made to allow employees to have their reduced salary paid in equal amounts throughout the year.

Iarnród Éireann will pay, where applicable, both the employers and employees share of pension contributions in advance for the duration of the Term Time leave, however the employee must repay the employee portion either by lump sum or agreed instalments.

For further information please log-on to the Sharepoint website or contact your Line Manager.

Paternity Leave (New Parent Leave)

Paternity Leave (New Parent Leave) of 3 paid leave days is available to new parents within Iarnród Éireann on the birth of a child or up to 4 weeks after the birth. In the case of adoption the leave may be taken on or up to 4 weeks after the date of placement of the child. The purpose of this initiative is to allow the new parent to care for the child with their spouse or civil partner. This entitlement may not be used to augment statutory entitlements.

In order to apply for Paternity Leave (New Parent Leave) the employee must have a minimum of 12 months continuous service with Iarnród Éireann. Application forms are available from the Sharepoint Website or your Line Manager. Applications should be forwarded to the relevant Line Manager within a reasonable period prior to the commencement of leave.



Short Term Leave

Short Term Leave provides leave for the purpose of allowing employees the opportunity to take a leave of absence for personal reasons. Short term leave is a minimum of 4 continuous weeks leave and a maximum of 13 weeks or any number of weeks in between.

Employees with 12 months continuous service in Iarnród Éireann can apply for short term leave by completing the relevant application form and returning it to their Line Manager.

Iarnród Éireann reserves the right to determine if short term leave is feasible in each situation taking into consideration the personal circumstances of the applicant and the needs of the business.

Short term leave is unpaid leave, however special administrative arrangements will be made to allow employees to have their reduced salary paid in equal amounts throughout the year.

Iarnród Éireann will pay, where applicable, both the employers and employees share of pension contributions in advance for the duration of the leave, however the employee must repay the employee portion either by lump sum or agreed instalments.

For further information please log-on to the Sharepoint website or contact your Line Manager.



Together we're better



What is Expected of Our Employees?

Customer Service Standards

Iarnród Éireann has developed key principles and standards of customer service which are expected of all employees.

A leaflet outlining these standards in more detail along with a booklet on Iarnród Éireann Station Announcements are available from the Sharepoint website or your Line Manager.

Attendance & Punctuality

As a transport company our customers depend on our reliability and punctuality every day. In order to provide this level of service Iarnród Éireann relies on every employee to attend, ready to commence work as per their rostered duty.

Where an employee cannot attend work at their rostered time, they must contact their Line Manager as soon as possible, prior to their rostered turn of duty, to

allow the Line Manager to make alternative arrangements to cover the duty.

Every absence has a cost implication for the company and a direct impact on the workplace and service provided. In this context attendance at work and punctuality will be monitored on an ongoing basis.

Smoking Policy

In line with government legislation smoking is prohibited in a place or premises which are described as a place of work.

In the context of Iarnród Éireann a train is designated as a place of work. Road transport vehicles used to ferry staff and or equipment are also designated as places of work. All workshops and offices are designated as places of work. Enclosed station platforms areas are also governed by the smoking ban.

Any employee wishing to give up smoking can contact the Medical Department for advice and support.



Drugs & Alcohol Policy

Drugs and alcohol affect our behaviour and how we perform everyday activities and our work. In line with legislation, and in consultation with organisations representing employees, Iarnród Éireann has developed a Drugs and Alcohol Policy for all employees, contractors or sub-contractors.

The main objectives of the Drugs and Alcohol policy are:

- to prevent injury or death to customers, colleagues or visitors arising through oversights, errors of judgement or other effects of the consumption of alcohol or drugs by Iarnród Éireann staff or their service providers.
- To prevent damage to, or the destruction of the organisations assets or equipment or the property of customers, colleagues or visitors.
- To ensure the welfare of customers, colleagues and the wider community where such welfare is compromised by an Iarnród Éireann staff members' consumption of drugs or alcohol.

- To guard against reduced performance by the organisation, either in terms of business opportunity or work execution, arising through oversights, errors of judgement or other effects of the consumption of alcohol or drugs by Iarnród Éireann staff or their service providers.

The Iarnród Éireann Drugs and Alcohol Policy booklet is available to all employees. For further information please log-on to the Sharepoint website or contact your Line Manager.

Code of Business Ethics for Iarnród Éireann Employees

The Code of Business Ethics applies to all employees of Iarnród Éireann. The objectives of the Code are to offer guidance to employees in their business conduct, establish an agreed set of principles, promote confidence and trust and ongoing development and acceptance of ethical practices within Iarnród Éireann.

For further information please log-on to the Sharepoint website or contact your Line Manager.



Confidentiality and Data Protection

Every employee in the organisation owes a duty of confidentiality to the company in respect of sensitive information held by Iarnród Éireann. Sensitive information would include, for example:

- Commercially sensitive business information (including information relating to business policies or practices).
- Personal information on individual employees
- Customer data.

Employees are required to ensure that any sensitive information which they obtain by reason of their employment is not misused, whether by suppliers, their competitors or competitors of Iarnród Éireann.

Please refer to the Code of Business Ethics for Iarnród Éireann for further information which can be obtained from the Sharepoint website or your Line Manager.

Email & Internet Policy

Email must not be used for unlawful activities, commercial purposes not under the auspices of CIÉ, personal financial gain, sexual harassment, bullying or any other use inconsistent with CIÉ Group Information Security Policy and Standards. Email messages must not include any material which is offensive, suggestive, abusive or otherwise inappropriate in the workplace.

Users accessing the Internet do so at their own risk. CIÉ or its subsidiaries are not responsible for material viewed or downloaded by users from the Internet. To minimise these risks, use of the Internet at CIÉ is governed by the Group Information Security Policy. Users should be aware that the viewing, downloading or storing of inappropriate or offensive material may be illegal. Such activities may also constitute sexual harassment or bullying in the workplace.

For full details on the Email or Internet Policy please go to <http://itsupport/> Policies are contained in the Information Security Folder. You can also log-on to the Sharepoint website or contact your Line Manager.



Use of Mobile Phones

Mobile Phones are an important communications tool that can improve the efficiency and increase the productivity of Iarnród Éireann employees. As such they must be used in an efficient, lawful, safe and ethical manner.

Iarnród Éireann employees are accountable for appropriate use of their mobile phones.

A full copy of the acceptable user policy for Mobile Phones can be obtained from the Sharepoint website or your Line Manager.

Use of Company Vehicles

The Safe Driving for Work Policy is issued to employees and contractors on behalf of Iarnród Éireann who drive company cars and commercial vehicles and drivers who use their own car for company business. This handbook should be read in conjunction with the Company's Rule Book and the Drugs and Alcohol Policy.

Please contact your Line Manager for further information.



Making it work for everyone



Iarnród Éireann Policies

Internal Promotions

It is corporate policy to advertise internal vacancies in the Weekly Circular.

A process is in place whereby all internal vacancies are sanctioned by local and senior management.

Job Descriptions/Specifications for each advertised role are available from the relevant Human Resources Office. In the case of safety critical roles, Safety Responsibility Statements are also available.

All interviews held are formal, structured and competency based. In the case of Executive, Specialist Clerical, or Safety Critical Roles, formal assessment processes and/or Rail Operations Rules Tests may also apply.

Training & Development

A Corporate Training Plan is constructed each year, informed by a comprehensive training needs analysis process which is undertaken across the organisation to reflect contemporary business requirements.

Training programmes are delivered in the following areas:

- Specific Rail Operations Training
- Specific Engineering Training
- Operational Safety Training
- Occupational Health & Safety Training
- Customer Service Training
- Leadership Training

On an ongoing basis, bespoke People Development programmes are designed and delivered to address learning and development requirements.

Grievance, Disciplinary Policies and Procedures

Grievance

The aim of the grievance procedure is to provide for the fair and full settlement of all grievances quickly at local level. An agreed mechanism for dealing with grievances that arise in the workplace is detailed in the booklet entitled 'Grievance and Disciplinary Policies and Procedures'.



Disciplinary

Iarnród Éireann recognises that the majority of employees work in a professional and conscientious manner and therefore, for the majority of employees, the question of disciplinary procedures never arise. Every effort is made to use corrective coaching to help address day to day issues that may arise and to improve performance where necessary.

However, in some instances where a disciplinary issue does arise, agreed procedures are in place to enable the matter to be dealt with in a fair manner, which will protect the dignity of the employee and safeguard the interest of the company.

Our agreed procedures are set out in a booklet entitled 'Grievance, Disciplinary Policies and Procedures', copies are available from the Sharepoint website or through your Line Manager.

Framework for Negotiation and Dispute Resolution

The main objective of this framework is to provide clear and definite procedures for discussion and negotiation on all matters affecting the Company and its employees.

All matters which are normally the subject of negotiations e.g. rosters, claims in relation to pay, conditions of employment or change to work practices will be dealt with in this Framework.

Please see booklet entitled 'Framework for Negotiation and Dispute Resolution' for further details; copies are available from the Sharepoint website or through your Line Manager.

Dignity and Respect at Work

The policy on Dignity and Respect at Work, in line with current legislation, focuses on the promotion of measures to protect the dignity of, and encourage respect for, people at work. We promote a culture which does not tolerate offensive behaviour or any form of discrimination.

Please log-on to the Sharepoint website or contact your Line Manager for a copy of the booklet entitled 'Dignity and Respect at Work'.



Code of Practice for Employment of People with Disabilities

The purpose of the Code of Practice for employment of people with disabilities is to outline Iarnród Éireann's commitment in this area and to provide guidelines in relation to the recruitment, development and retention of people with disabilities. The Code of Practice also provides guidance for all employees in relation to their employment in matters concerning disability.

A detailed booklet on the Code of Practice for Employment of People with Disabilities is available from the Sharepoint website or your Line Manager.

Employment Equality and Diversity Policy

The aim of the Employment Equality and Diversity Policy is to communicate the commitment of the Board, the Chief Executive Officer, and the Senior Management of Iarnród Éireann to the promotion of equality of opportunity for all employees and potential employees. It is our policy to treat all employees and job applicants fairly and to guard against discrimination, particularly on the grounds of:

- Gender
- Civil status
- Family status
- Sexual orientation
- Religion
- Age
- Disability
- Race
- Membership of the Traveller community

For further information please log-on to the Sharepoint website or contact your Line Manager for a copy of Iarnród Éireann's Employment Equality and Diversity Policy.



Your time is special



Statutory Leave

Annual Leave

Annual leave is a statutory entitlement under the Organisation of Working Time Act 1997. Annual Leave is calculated as follows:

- (a) 4 working weeks in a leave year in which the individual works at least 1,365 hours
- (b) 1/3 of a working week for each month in the leave year in which the individual works at least 117 hours or,
- (c) 8% of the hours the individual works in a leave year (subject to a maximum of 4 working weeks).

Additional leave may apply depending on service, grade or contract of employment. The annual leave year in Iarnród Éireann is deemed to be from 1st January to 31st December. All annual leave, statutory and additional leave must be taken in the appropriate leave year.

Employees wishing to take annual leave must apply in advance to their Line Manager.

Public Holidays

The Organisation of Working Time Act 1997 provides for the following public holidays:

- New Year's Day
- St. Patrick's Day
- Easter Monday
- First Monday in May, June and August
- Last Monday in October
- Christmas Day
- St. Stephen's Day

Most employees are entitled to paid leave on public holidays and indeed the bulk of colleagues have special arrangements through composite pay agreements. One exception is part-time employees who have not worked for their employer at least 40 hours in total in the 5 weeks before the public holiday.

Employees who qualify (i.e. those who would normally have worked on the day of the week that the holiday fell) will be entitled to either the public holiday off as paid leave or one of the following alternatives:



- A paid day of within a month of the public holiday
- An additional day of annual leave
- An additional days pay

If the public holiday falls on a day that an employee does not work and would not normally work, and if they are not covered by composite pay arrangements, then the employee is entitled to one fifth of their average weekly earnings.

Maternity Leave

The Maternity Leave Protection Act 1994 (Amended 2004) entitles a pregnant employee to 26 consecutive weeks maternity leave. There is also provision to take an additional 16 weeks unpaid maternity leave.

An employee must inform her employer, in writing, enclosing a medical certificate indicating the week during which it is expected the baby will be born.

Maternity leave must be taken at least 2 weeks before the last day of her expected week of confinement; she must also take a minimum of 4 weeks after the last day of her expected week of confinement. This notification must be given to the employer at least four weeks before beginning maternity leave.

This law also provides for time off to attend ante-natal and post-natal visits without loss of pay. The employee is also entitled to attend a course of ante-natal classes without loss of pay. At least 2 week's notice must be given in advance of a scheduled appointment or a medical certificate must be provided in the case of an unscheduled visit.

If an employee wishes to avail of unpaid maternity leave the employee may apply, prior to taking the leave, for special administrative arrangements for a payment of reduced salary in equal amounts over a 12 month period.

For further information please log-on to the Sharepoint website or contact your Line Manager.



Adoptive Leave

The Adoptive Leave Act 1995 (Amended 2004) was enacted to entitle those adopting a child to avail of statutory leave. An adopting mother or a sole adopting father may avail of Adoptive Leave.

Adoptive Leave is 24 weeks in duration beginning on the day of placement of the child. Additional unpaid leave of 16 weeks may also be taken. In the case of foreign adoption some or all of the 16 weeks additional leave may be taken immediately before the day of placement.

An employee is entitled to time off to attend any pre-adoption meetings that they are legally required to attend without loss of pay.

If an employee wishes to avail of unpaid adoptive leave the employee may apply prior to taking the leave, for special administrative arrangements for a payment of reduced salary in equal amounts over a 12 month period. An employee wishing to avail of Adoptive Leave should apply at least 5 weeks before the intended leave date.

For further information please log-on to the Sharepoint website or contact your Line Manager.

Carer's Leave

Under the Carer's Leave Act 2001 Carer's Leave is available for employees who provide full-time care to a person who is objectively assessed by the Department of Social, Community and Family Affairs as being in need of full-time care and attention.

An employee must have 12 months continuous service with Iarnród Éireann to avail of this leave.

The minimum statutory unpaid leave in respect of Carer's Leave is 13 weeks (at the discretion of the employer) the maximum leave is 104 weeks. This leave can be taken in one block of 104 weeks or in a number of periods the total of which amounts to not more than 104 weeks.

For further information please log-on to the Sharepoint website or contact your Line Manager.



Parental Leave

The Parental Leave Act 1998 (Amended 2006) allows both men and women to avail of unpaid leave from employment to enable them to take care of their young children.

Parents of children under eight years and those who have a responsibility for a dependent child with a disability under 16 can avail of Parental Leave. The parent must have one years' consecutive service with the same employer before he/she is entitled to Parental Leave.

At present each parent is entitled to take 14 weeks Parental Leave. The Act provides that the leave must be taken as a continuous period of 14 weeks or in separate blocks of a minimum of 6 weeks or with the agreement of the employer, leave may be broken down further.

Iarnród Éireann has agreed that Parental Leave can be taken in a series of weeks or days subject to approval at local level.

Parental leave is unpaid leave however, employees availing of this leave may apply for special administrative arrangements for the payment of reduced salary in equal amounts over a 12 month period. This administrative arrangement only applies when the leave is taken as a continuous block of fourteen or in separate blocks of six weeks.

Force Majeure is contained within the Parental Leave Act 1998 (Amended 2006) to allow employees to take leave with pay for urgent family reasons, owing to the injury or illness of a family member where the immediate presence of the employee is indispensable.

For further information please log-on to the Sharepoint website or contact your Line Manager.

HR Dept Contact Details

The initial point of contact in relation to any general employment issue should be with your Line Manager.

The numbers below are useful additional reference points.

Contact Number for Human Resources Departments:

Human Resources Central Services	2548
Human Resources ICCN	2631
Human Resources DART	3541
Human Resources Engineering	1144
Human Resources Rosslare Europort	053 9157921

Sharepoint Website Details:

To access the Sharepoint website from an internal computer select the internet icon and type *irsharenet*.

Freedom of Information Request:
Schedule of Records for IE_FOI_233 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	12.06.19	Employee Handbook - People make our world go round 2012	47	Grant		

Signed

Freedom of Information / Data Protection Executive