

14th February 2020

[REDACTED]

[REDACTED]

[REDACTED]

FOI Response: IE_FOI_339

Dear [REDACTED],

I refer to your request dated 06th January 2020 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

Request:

All complaints issued by members of the public to Irish Rail regarding single use cups, reusable cups and/or plastic waste between 1 January 2019 and 6 January 2020.

I Lynette O'Toole, Decision Maker have now made a final decision to partially grant your request on 14th February 2020.

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

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 in writing to the FOI Unit, Corporate Communications, Iarnród Éireann – Irish Rail, Connolly Station, Amiens Street, Dublin 1 or by email to FOI@irishrail.ie. You should make this appeal within 4 weeks (20 working days) from the date of this notification, were 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.

Kind Regards,



Lynette O'Toole

Freedom of Information Executive

Schedule of Records for IE_FOI 339: 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	N/A	Complaints CC	1	Part Grant	S37 Personal Data	Customer names
2	N/A	Corporate Catering Issue on the trip to Belfast	2	Part Grant	S37 Personal Data	Customer names, email address, phone number
3	N/A	Environmental query re the Enterprise Train service		Part Grant	S37 Personal Data	Customer names, email address, phone number


 Signed.....
 Date: 12/11/19

Catering Services

Calendar Period	Reference	Date received	Train Service	Complaint
	2019			
P2	[REDACTED]	08/02/2019	n/a	NO decomposable Cups
P2	[REDACTED]	14/02/2019	N/a	Keep cups
P3	[REDACTED]	20/03/2019	N/A	Poor Coffee / Recyclable cups
P6	[REDACTED]	29/05/2019	Sligo-Dublin	Charged cup of tea price for hot water in his own cup
P6	[REDACTED]	08/06/2019	Dublin - Waterford	Staff member didn't refuel customers own cup. Made in Barry's tea cup
P7	[REDACTED]	30/06/2019	Sligo-Dublin	Steward did not refill his keep cup
P9	[REDACTED]	16/08/2019	Cork - Dublin	Recyclable /reusable cup
P9	[REDACTED]	20/08/2019	N/A	Recycling
P9	[REDACTED]	06/09/2019	Dublin - Cork	Too many napkins
P10	[REDACTED]	21/09/2019	Sligo to Dublin	recyclable
P11	[REDACTED]	03/10/2019	All services	Keep cups
P11	[REDACTED]	10/09/2019	N/A	Non disposable cups
P13	[REDACTED]	09/12/2019	Westport -Dub	Refused Keep cup use
P13	[REDACTED]	27/12/2019	All services	Refused Keep cup use
	2020			
P1	[REDACTED]	11/01/2020	Dub -Cork	Non recycling wrapping and cups

From: [REDACTED]
To: [REDACTED]
Subject: RE: Corporate Catering Issue on the trip to Belfast.
Date: Monday 7 January 2019 18:41:26

Dear [REDACTED]

Thank you for your email of the 4th January regarding your recent trip to Belfast.

The Chief Executive has passed your correspondence to the Contracts Manager responsible for the Corporate Catering Staff who are contracted to Iarnród Éireann for his attention.

I can confirm that Iarnród Éireann will comply with all legislative reporting requirements going forward.

We will encourage the use of 100% reusable cutlery, beverage cups and drinking straws etc as a first option, and where this is not possible or feasible we will promote the use of single use 100% recyclable materials, and we will only use non-recyclable products as a last resort.

Kind regards,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 04 January 2019 09:47
To: [REDACTED]
Cc: [REDACTED]
Subject: Corporate Catering Issue on the trip to Belfast.

My name is [REDACTED]

I'm super dissapointed with my most recent trip to Belfast with Irish Rail. I would like to bring this issue to your attention. I have also CC'd in [REDACTED] so he os aware of the issue at hand.

I was refused use of my keep cup when trying to buy coffee at the canteen cart.

I was told by two different staff members they were not allowed as it's company policy. I asked for a reason and neither could give me one.

I explained that single use plastic cups, cutlery and straws would banned in government buildings in Ireland from March and that my keep cup was safe to use with a secure lid.

I simply purchased my coffee (sadly in a single use non biodegradable cup) and poured it in to my keep cup.

Get with the times. You are receiving copious amounts of funding though the climate action fund... how about giving a little back!

I really hope that as leaders you will hear the voices of regular people like me who want to see single use plastic banned not to mention milk and sugars individually wrapped. I understand serving from the trolley this is a safety requirement but having worked for years in catering including mobile units I know that this could be addressed easily.

Kind regards,



Sent from my Samsung Galaxy smartphone.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Environmental query re the Enterprise Train service
Date: Tuesday 8 January 2019 09:32:23
Attachments: [image001.jpg](#)

Hi [REDACTED]

Thank you all for your responses and assurances.

From a safety perspective I understand the unlikely (however sadly possible) risk you highlighted to overall safety on board a cross boarder service such as the Enterprise. As the use of keep cups is not a possibility on the Enterprise for the reason you stated I hope that you take your environmental responsibility even more seriously and provide train users with an environmentally friendly alternative to their keep cups.

Options such as single use cups that are compostable are even more important. Staff can offer to put sugar and cold milk in the cups before serving to the customer eliminating the need for individual sugar/milk portions with absolutely no risk of contamination of any kind by the public, bamboo or biodegradable spoons, straws and napkins are also widely available. I am sure you will notice the increased demand for these items and reflect changes in government policy and awareness in the services you offer and in future tender processes.

I look forward to seeing an improvement the next time I travel on the enterprise and other Irish Rail services.

Kind regards,

[REDACTED]



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On Tue, 8 Jan 2019 at 06:58, [REDACTED] wrote:

Good morning [REDACTED],

My name is [REDACTED] and I am the regional manager for Corporate Catering Services NI; we operate the catering function on the Enterprise train. I received your feedback regarding not being able to use your keep cup on board, and wanted to reach out to you by way of explanation. I would like to begin by saying that as a company we wholeheartedly support the approach of reduce, reuse and recycle where possible, but in some of our businesses it is not as simple to address.

I agree with you that the crew members who you spoke with should have offered you more by way of an explanation, and concede they could use a little more training as our crew are all well versed in why we don't openly promote the use of keep cups, and I can only apologise for the lack of response at the time; I will endeavour to retrain those involved so they are very clear on why our policy is as it is.

Truly, I would love for us to be able to promote the use of any and all reusable wares on board; the issue is not really about your desire to use your cup, but it is about the overall safety of all our passengers and the avoidance of cross contamination to a self-contained water system. Our on board water supplies are monitored and checked regularly and held to a very high standard based on railway safety guidelines and as such we have to ensure we eliminate as much risk as possible for potential danger to all on board.

The risk of contaminating the on board supply is sadly born of the less world conscientious people out there, and not a good natured person such as yourself. I'm sure you've seen things in the press recently where people have been exposed to life threatening illness through poisons etc., some of which can be introduced to the environment as simply as wiping them on a seat or a door handle. Whilst of course I'm not suggesting you using a keep cup is a potential risk, there's no guarantee that the next anarchist isn't going to do something terrible using an item they hand to one of my staff. Ridiculous I know, but a sad fact of the world we live in (and continue to destroy) and the primary reason for us being cautious in the use of items we come into contact with. As the Enterprise train is a cross border service, it has the potential to be a target for such sinister activity.

I can only reassure you that we are constantly looking at ways to improve our environmental awareness on board, and will always try to implement new procedures which help to reduce the carbon footprint, but never at the cost of jeopardising public safety. I hope this goes some way to explaining why we operate as we do, but should you have any further questions please do not hesitate to contact me directly at any of the contact information within the body of this email. Many thanks once again for your feedback, it is truly appreciated.

Kindest Regards,



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Corporate Catering Services NI

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East Bridge Street

BT1 3PB

Belfast.

Office 028 90324881

Mob

Email:

Web: www.corporatecateringservices.ie

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