

Corporate Social Responsibility Statement 2016



Our Corporate Social Responsibility commitments

Welcome to Iarnród Éireann's second Corporate Social Responsibility statement.

Operating sustainably is good for our environment, good for our customers, and good for our business.

How we interact with the communities we serve and those we operate adjacent to, how we treat our people, and how we transact with contractors and customers is crucial as well to good corporate citizenship.

Most importantly, keeping our customers safe is our first priority, and being accountable for how we use our income from both farepayers and taxpayers is at the heart of how we do business.

A public transport provider by definition is about service to the public and community. We facilitate economic activity, we are part of a social fabric, and we connect communities and counties to each other.

In this statement, we outline our values, and how we will work sustainably to live those values, for the benefit of society and our stakeholders.

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



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Our Mission, Vision, Beliefs and Values

Iarnród Éireann's Mission, Vision & Values are designed to ensure that we provide the best possible service to our customers in a way that develops and nurtures our people and is responsible to the world around us.

Our Mission

Delivering transport services that continually meet our Customers' requirements and help drive Ireland's economic development.

Our Vision

Building a better future together by Improving our services and Growing our business.



Our Beliefs and Values



As a railway operator, Safety is our number one priority. We commit to providing a safe railway environment for our customers and our people.



Our customers are central to everything that we do and our objective is to provide them with the best possible service at all times.



There are over 3,800 employees at Iarnród Éireann who work in diverse but to a common goal: to provide a great service for our customers. The roles may be varied and geographically distant, but we all work together as one team.



At Iarnród Éireann we want our people to enjoy coming to work every day and ensure that they are fulfilled in their current roles and have the support and tools to grow their career. We do this through providing opportunity, training, development programmes, support and equality programmes for all colleagues which values their contribution throughout the organisation.



We are proud of our rich railway heritage, including beautiful architecture and a rich history of which we are custodians for future generations. We also have many families that have worked for generations on the railway. We are also a forward looking company that is passionate about developing our network and infrastructure to meet the expanding needs of our customers and society.



ALWAYS
SAFE



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 and on 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 Commission for Rail Regulation, 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

Our Commitment to Safety



CASE STUDY: The Safety Leadership Programme

As part of our continuing improvement in the safety culture within Iarnród Éireann a Strategic Safety Leadership Development Programme was launched in early 2015. The programme is designed to support the management team in providing enhanced safety leadership to support Iarnród Éireann's commitment to continuously improving its management of safety and an accident free environment for its employees and customers. The training is being delivered to all senior and frontline managers/supervisors as well as to safety representatives. The aims of this training programme is to improve Safety Leadership within the Management team and to provide a consistent approach to safety leadership within Iarnród Éireann.

CASE STUDY: Number Plate Recognition software

One of the greatest risks encountered day to day on our network is misuse of level crossings. One of the major misuses that we experience is at busy level crossings in urban areas, where motorists go through the barriers despite the fact that the lights are flashing and the barriers are starting to lower. Not only is this a major safety risk for the road users involved but also can cause major delays to services if the barriers are damaged. We have introduced number plate recognition at the Merrion Gates, Serpentine and Sutton level crossings on a pilot basis. This means that any road users that disobey the rules of the road will be apprehended.



ENERGY CONSUMPTION
REDUCED BY
36%

Train travel is widely recognised as the most sustainable mode of land transport, moving large numbers of people and freight effectively, speedily and safely. Technological advances have brought about efficiency improvements across the entire Transport Sector with the efficiency of internal combustion engines improving continuously, which benefits rail and road transportation. Road transport is also starting to utilise electric traction, which has been common in the railway for many years.

We, at Iarnród Éireann, are committed to improving our efficiency and effectiveness, and in so doing, to continue to reduce 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 and it extends through every level of the organisation impacting 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 the lowest carbon travel option, by which 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 improving sustainability.

Energy efficiency

Iarnród Éireann Irish Rail has reduced its energy consumption by 36% since 2006, measured against Passenger kilometres travelled, reducing our consumption of fuel and our emissions to the environment.

This has been achieved through:

- > New trains incorporating improved energy efficiency, and meeting the latest and most stringent EU emission standards.
- > Implementation of “Push-Pull” train operation, which eliminates shunting.
- > Automatic shutdown of train engines to reduce idling
- > Extension of regenerative braking on the DART
- > Matching train size to customer demand.
- > 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





Our interaction with the local community and our environment is a very important part of our business. Both communities and businesses are beginning to recognise the important role that biodiversity plays in the provision of essential ecosystem services such as water, food, fuel and nutrient cycling. Biodiversity is a measure of the variety of organisms present in different ecosystems. This can refer to genetic variation, ecosystem variation, or species variation (number of species) within an area, biome, or planet.

As Ireland's national rail Infrastructure body, it is important to recognise the significance of maintaining and enhancing biodiversity for future generations. The railway network in Ireland stretches over 2000km across the four provinces of the country, passing through a diverse network of habitats and landscapes including; rivers, coastal areas, peat lands, wetlands, semi natural grasslands and estuaries.

Railway maintenance projects within sensitive environments

Bridges, culverts and viaducts are some of the railways most distinctive and recognisable assets with many occurring within or near sensitive habitats. When carrying out project or maintenance works within these areas we carry out preliminary ecological surveys prior to project commencement in order to plan correctly and assign appropriate mitigation measures.

CASE STUDY:

The All Ireland National Pollinator Plan

Iarnród Éireann regularly participate in national schemes and initiatives relating to biodiversity such as the All Ireland Pollinator plan. The plan makes Ireland one of the first countries in Europe with a strategy to address pollinator decline and protect pollination services. Pollinators are insect species such as bees, hover flies and butterflies which many plants rely upon for pollination.

Recent scientific research suggests that railway embankments may constitute good habitat for many insect species including pollinators due to continual low intensity disturbance from maintenance activities which adds to the substantial habitat mosaic. Moreover, the specific structure of most railways, i.e. a steep embankment with a dry, insulated area at the top and a wetter area at the bottom, creates a strong environmental gradient that may favour different species and therefore increases overall biodiversity. The ability of railway verges to serve as substitute habitats and dispersal routes is an important feature in preservation of grassland plant populations.



**CUSTOMERS
AT THE HEART
OF OUR BUSINESS**



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.

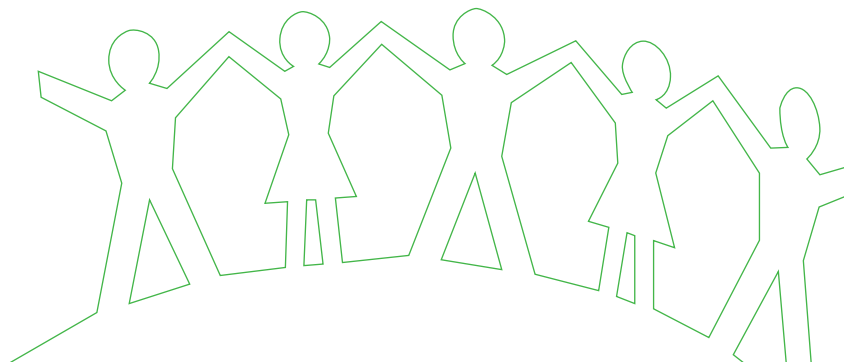
In many of our towns, which grew dramatically during the 1990s and 2000s, the daily commute by train was one of the major ways through which new residents got to know their neighbours and their community.

We support the life of these communities - 144 stations serve their needs - beyond the movement of people to and from their towns.

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

**CUSTOMERS
AT THE HEART
OF OUR BUSINESS**



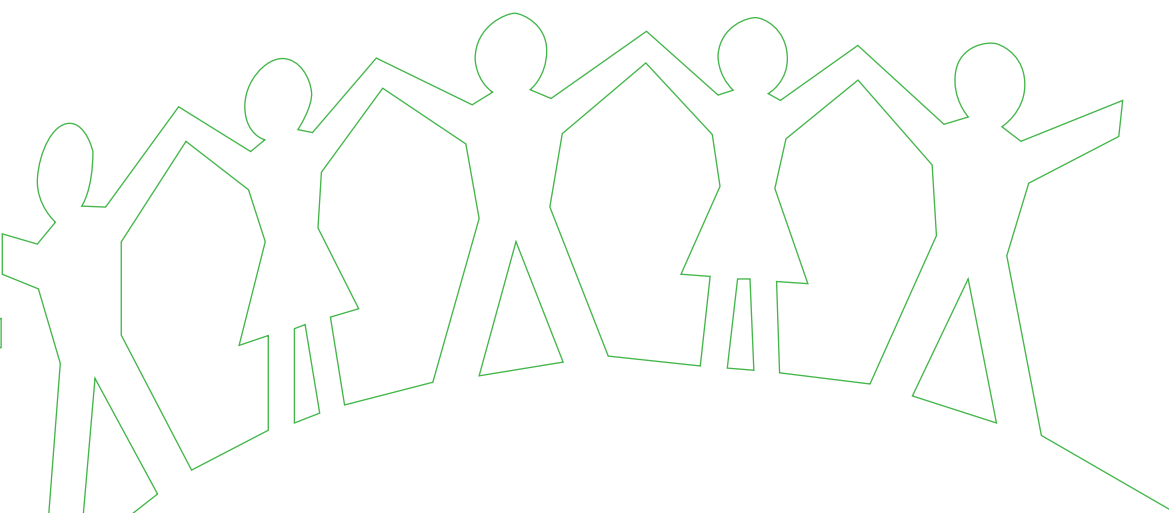


CASE STUDY: 1916 Commemorations

In 2016 the nation remembered the 1916 Rising with a programme of commemorations and events. Iarnród Éireann was central to commemorations right across the network.

In 1966, the then Chairman of CIÉ, Dr. Todd Andrews renamed 15 stations on the network after the 16 executed leaders of the 1916 Rising. To mark the 50th anniversary of the renaming Iarnród Éireann partnered with the Royal Irish Academy. Their book, *Portraits and Lives* featured 42 biographies of people including the 16 leaders after whom the stations are named.

Iarnród Éireann placed a panel in the 15 stations with the portrait of the person the station was renamed after, information about their lives and a code to download the chapter of the book about them for free. We also held events at each of the stations, attended by customers, public representatives and relatives of the 1916 Leaders.



Supporting the community and voluntary sector nationally

Iarnród Éireann's major national programme to support the Community, Voluntary, Charity and Sporting sector is now entering its 5th year. It has been renamed Journal Journeys with Iarnród Éireann to reflect our new media partner, the journal.ie.

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 objective of Journal Journeys with Iarnród Éireann is 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.

It 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.

Journal Journeys with Iarnród Éireann 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 the future.



CASE STUDY: Movember

Iarnród Éireann participated in Movember for the first time in 2015 to raise awareness of the importance of men looking after their health. We asked colleagues & customers all around the country to join our team and grow moustaches to raise funds for men's health projects. The Movember Foundation is a global men's health

charity that disrupts the status quo and advocates for men. As a predominantly male work force it is important for raise the issue of men's health and colleagues right across the network grew some spectacular moustaches and raised almost €5,000 and our trains even got in on the act as trains right across the network sported "Mos" for the month November. We also ran a poster campaign onboard our services to raise awareness of men's health.



CASE STUDY:

Cycle Against Suicide

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.

In 2015 one of our Drivers suggested that we as a company get involved in the Cycle Against Suicide. The Cycle Against Suicide is a country wide cycle that aims to raise awareness of mental health and to spread the message that “It’s OK not to feel OK and it’s absolutely OK to ask for help” 2016 was the second year of our participation in the cycle and it has gone from strength to strength with over 100 staff members doing at least one leg.

Peter Dancer from our Signalling, Electrical & Telecoms Department has participated for the last three years.

‘I first took part in the cycle against suicide three years ago, as I enjoy cycling and I know people who suffer from depression and also I have to deal with suicide as part of my job. I cycled from Dublin to Cork

via Waterford that year. Last year I was planning on doing some stages and was delighted when we as a company decided to put in a team so I decided along with a colleague to start in Belfast and cycle through Ulster. I also did the last stage from Mullingar to Dublin. This year I decided to do the full 14 days along with David Darcy who is based at the Laois Traincare Depot. Over the course of the two weeks we met Drivers, Station staff and other Departments, who have been affected by suicide as part of their daily working life and they felt it was very important that we as a company took part in the cycle to encourage people to seek help if they are struggling with their mental health. I would say taking part in the cycle over the 14 days was a life changing experience and I have made friends for life with people who were strangers at the start of the cycle, the stories that you hear out on the road from other cyclists about their struggles or losing family members but yet staying positive and looking to help others will stay with me forever. The courage displayed by those who spoke at the presentations each day was phenomenal. Each story painted a different picture about mental health and suicide, and the devastating effects a death by suicide has on the wider circle of family and friends. They were truly empowering. Also the hospitality from the home stays and the goodwill displayed from people around the country was overwhelming.’



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 City Centre Resignalling Project 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



CASE STUDY:

Cabra Community Partnership

Broombridge Station in Dublin is a station where we have had persistent problems with vandalism and anti-social behaviour. To address these problems and to contribute to the local community we set up in a community partnership involving the Gardai, Residential Groups and Youth Groups has seen significant improvements in the Broombridge area, and reductions in levels of anti-social behaviour.

In June, 2016 the Iarnród Éireann Community Garden was launched in Cabra on railway owned land provided by Iarnród Éireann and CIÉ. The first of its kind on the Iarnród Éireann network, the Community Garden will be developed to allow local community groups young and old to come together, learning new skills from each other and enjoying a similar interest together. The plot of land is along the canal walkway between the canal and the railway near Broombridge Station, and was identified by local groups as a naturally beautiful area ideal for such a purpose.

Iarnród Éireann will continue to support the project through its environmental department with their extensive knowledge and experience of biodiversity in the rail environment and will provide storage facilities for groups using the garden.

Previous initiatives undertaken by the partnership included:

- > Landscaping and station improvement at Broombridge
- > Art installations at the station
- > Partnerships with DCU for clean-ups
- > Support for sports clubs in the area
- > Storage for the local kayaking club

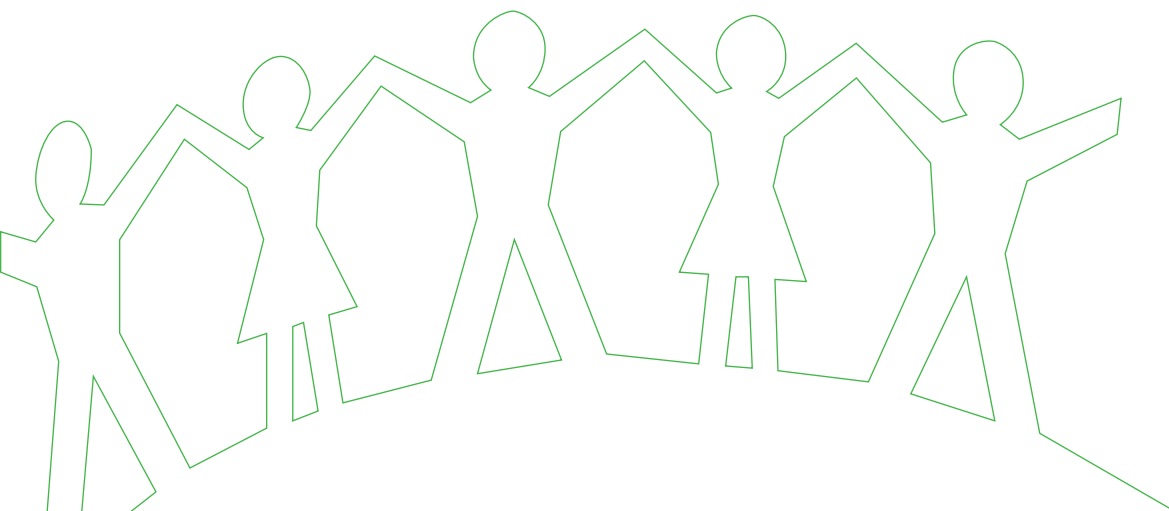
Ensuring our rail services are accessible to all



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.





Customer First

The Customer First Programme is a multi-million investment programme funded by the National Transport Authority. This significant investment gives us the opportunity to replace a number of our existing legacy systems with new and improved customer relationship management and revenue management capabilities. This will help us improve the allround customer experience.

The Customer First Programme will be implemented over two phases. Phase 1 is planned to 'Go Live' in Spring 2017 and will encompass a sophisticated booking system, customer focussed, flexible fares and improved customer relationship management capabilities. Phase 2 is planned to 'Go Live' from Summer 2017 which will allow the customer to self-serve, manage and change bookings and will involve the introduction of new technology in stations and on board.

CUSTOMERS AT THE HEART OF OUR BUSINESS



Iarnród Éireann and the Economy

Iarnród Éireann is a major contributor to the domestic economy, spending €163.771m over 12 months across the country. The map below, shows all of the routes that we operate and the spend that we have made right across the country during the 12 months from June 2015 on supplies for maintaining our infrastructure and operating our services.

Iarnród Éireann Rail Network



Iarnród Éireann Irish Rail vendor spend by county June 2015–June 2016. Total Spend €163.771M

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 39.8 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 Commission for Rail Regulation 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:

<http://www.irishrail.ie/index.jsp?p=234&n=127>

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



Our responsibility to our people



Over 3,800 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.

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.

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

VALUING
OUR PEOPLE





CASE STUDY:

Health and Wellness Programme Vision for a Healthy Iarnród Éireann

Workplace wellness interventions have become essential to successfully address the needs of the workplace in Ireland. For too long we've been focusing our attention on the problem (i.e. managing disease). Wellness interventions focus on the solution: health promotion, optimal health and wellness through awareness, education and new ways of thinking. Iarnród Éireann launched its Health & Wellness Programme in 2016.

The programme is designed to create an environment where everyone can enjoy mental and physical wellbeing through physical activity, general health and nutrition, self-management of your health and cognitive well-being.

Physical initiatives include:

- > Mile at lunchtime - Swim, walk, run, cycle
- > "Sitting is the new smoking"

The nature of railway operations involves a large amount of shift work, which can lead to unhealthy eating and sleeping habits and the programme aims to address these patterns in a proactive and positive way.



Our commitment to do better

Corporate Social Responsibility is central to everything we do and forms the foundation of our business. This is our second Corporate Social Responsibility Statement and our work in this area continues to evolve and develop, we are continuously striving to improve our services and our interactions with the world around us.

We welcome feedback and comments on ways that we can become more socially responsible. Please email csr@irishrail.ie with any suggestions.

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

