

Translink

Corporate Responsibility Review

2016 – 2017





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WEEK 6-12 JUNE

Try the bus and train
Discount Fares, Events
and Competitions

Translink



Welcome to Translink's Annual Corporate Responsibility Review.



Chris Conway
Group Chief
Executive

"As one Translink team, we are at our best when we combine our business strengths with a desire to do good and positively impact on the world we live in."

Touching the lives of everyone in Northern Ireland, we know the importance of being a good corporate citizen and are committed to running the company in a safe, socially and environmentally responsible manner.

This review looks back over a busy year of Corporate Responsibility activities. Our team have worked hard to make a positive impact on our wider society, providing a safe and sustainable business that enhances the economy, improves the local environment and supports and enriches the communities we serve.

We believe our devolved management approach is a real strength. Our people are empowered to make decisions and respond quickly to the changing needs of our passengers and communities we serve. This helps us to achieve continual improvement to protect and promote safety, health and environmental wellbeing for the sustainability of the business.

This approach embodies the Translink SPIRIT, Safety - People - Innovation - Responsibility - Integrity - Teamwork, our set of guiding principles that influence every aspect of our day-to-day business activities and are fully integrated with our Corporate Responsibility Strategy.

Collaboration and partnership working are particular strengths for Translink. We have continued to develop many long-standing effective partnerships with community organisations and key stakeholders as well as establish new links in key areas. As part of our

drive for continuous improvement, we regularly review all aspects of our business, sharing information and best practice with an eye to improving performance on the ground.

Our transport business supports the Northern Ireland economy, enabling around 80 million passenger journeys each year, getting people to work, education, shops and leisure activities every day. This not only benefits the local people that use the bus and train but also supports the villages, towns and cities they serve, helping Northern Ireland thrive.

Our Corporate Responsibility Strategy is based around four key pillars:

- Go Safe
- Go Together
- Go Healthy
- Go Eco

This review demonstrates our actions and initiatives to build trust and enhance our reputation as a purposeful business, a good corporate citizen and an employer of choice. It also shows our efforts to help address congestion and climate change, enhancing the quality of life we enjoy, and make way for healthier, safer cities, towns and rural communities.

We pride ourselves on being one of NI's leading businesses in this field, but we are not complacent and continue to look at ways to strengthen our work in these areas.

We employ around 3,800 people. As one Translink team, we are at our best when we combine our business strengths with a desire to do good and positively impact on the world we live in.

Let's go together.

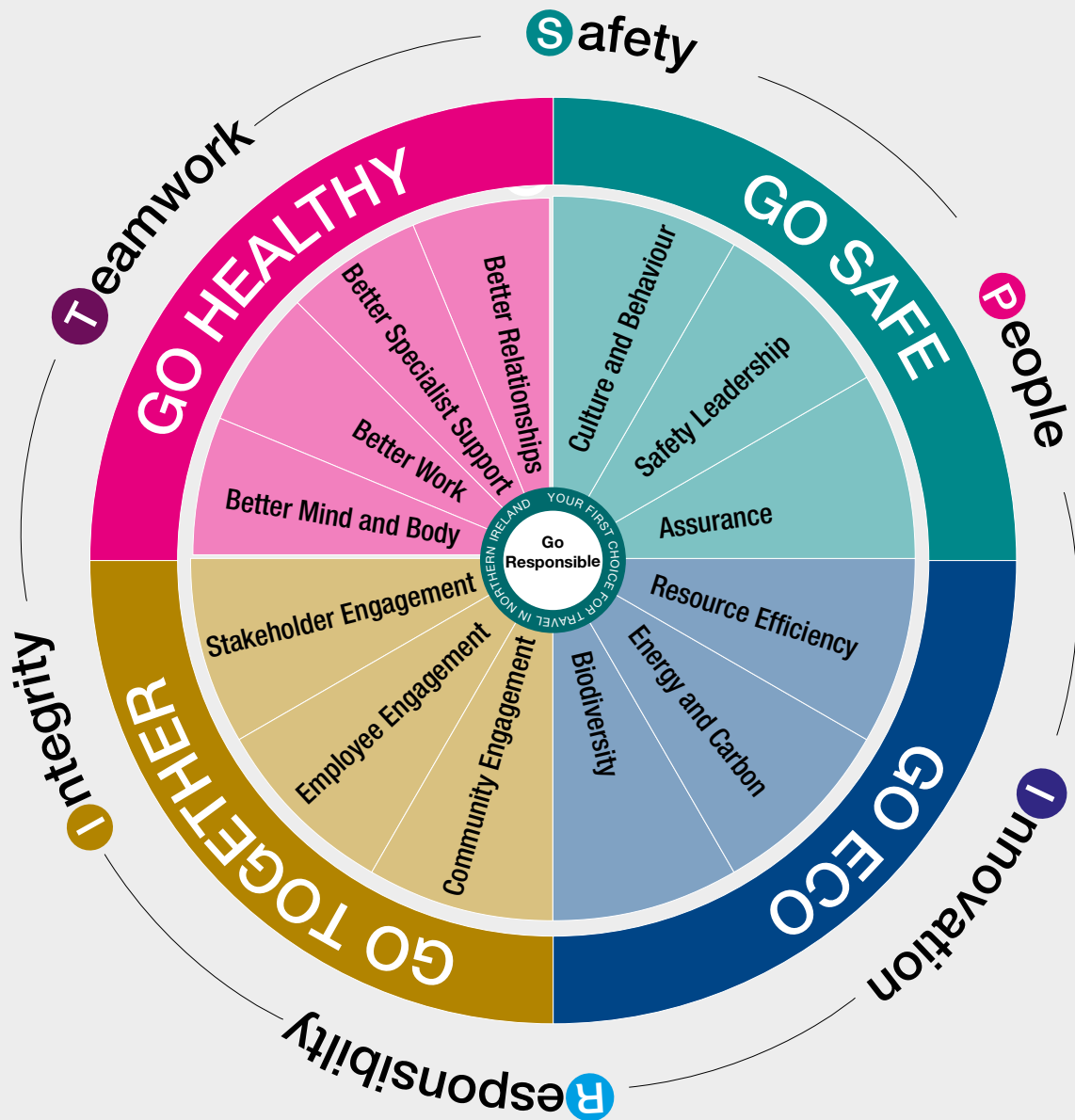
Our Vision

“To be your first choice for travel in Northern Ireland.”

Our Mission

“To deliver a transformation in public transport, providing integrated services which connect people, enhance the economy and improve the environment, enabling a thriving Northern Ireland.”

Translink's Corporate Responsibility Wheel



Our Values

The 'Translink SPIRIT' is a set of guiding principles that are a fundamental part of everything we do. These core values are embedded in the culture of our organisation and enable us to lead, inspire and succeed in delivering our goals for Translink.



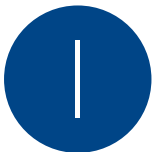
Safety

We put safety first by taking care of the people around us.



People

Our people make the difference in the service customers receive. We will respect one another and seek a committed, talented and diverse workforce.



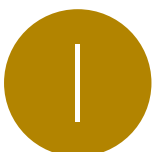
Innovation

We seek out new ideas and creative solutions to business challenges and are agile and responsive to the changing needs of our stakeholders.



Responsibility

We are responsible for our actions. We are good neighbours and corporate citizens in the communities where we operate.



Integrity

We do the right thing. Our actions are fair, ethical, trustworthy and straightforward.



Teamwork

We work together to deliver the best results. We encourage collaboration to build and nurture valuable partnerships.





Go Safe

We have delivered a range of safety projects and initiatives to maintain high safety standards for our customers, employees and the wider public.



The Translink Safety Bus

Safety Management System

Our Safety Management System aims to have zero staff or passenger safety incidents. We have a strong focus on internal safety culture which we continue to build on, ensuring safety is always front of mind.

Safety is at the forefront of our key values and as such every employee is expected to deliver excellent safety standards as part of their everyday roles.

Translink Safety Bus

The Translink Safety Bus continues to play a vital role in educating school children on safe travelling habits. Using the dedicated safety bus, the enthusiastic team deliver innovative safety briefings to over 25,000 young people every year.

This safety initiative has been a huge success. Now in its 14th year, the resource has not only enhanced overall safety, but has helped to ensure a wider and better understanding of the importance and value of public transport within

communities, including the social, environmental and active travel benefits. Vandalism has also been maintained at low levels and the enhanced corporate reputation resulting from this activity has ensured the resource is a win win for the business and wider society.

Key activity has included:

- All Year 8 pupils targeted from schools across Belfast, a particularly vulnerable group as they adopt new travel patterns in transferring from primary to post-primary schools.
- Post-primary school open days / nights attended, helping to advise and reassure potential new pupils and parents of travel options and best value tickets.
- Community outreach work with communities in areas of social deprivation.
- A number of post-primary schools visited outside Belfast e.g. Newry, Downpatrick, Newcastle, Ballynahinch and Omagh.
- Facilitated visits for autistic children to the Falls Depot.
- Safety briefs at local youth centres in hot spot locations for antisocial behaviour.



Interagency safety event at City of Derry Airport

Translink Safety, Health and Environment Conference

The Annual Translink Safety, Health and Environmental (SH&E) Conference took place in April, with a new look and new strategic direction regarding our safety, health and environmental responsibilities. More than 120 of our managers, supervisors, safety representatives and members of the Translink Board attended and actively took part throughout the day. The day had a number of key objectives:

- Communicate our new SH&E Strategy.
- Introduce a new 'Don't Walk By' campaign.
- Enhance our SH&E culture by engaging with internal SH&E leaders.
- Launch the 'SPIRIT' of Translink Awards.

Introducing the theme of 'Don't Walk By' the workshops set the scene to reinforce a safety culture that actively demonstrates our ongoing commitment to Health, Safety and the Environment. The campaign has a simple message:

When you see something is wrong, fix it, report it but Don't Walk By. Be open to challenge others and be challenged about SH&E behaviours.

Interagency Safety Events

During September 2016, we worked in partnership with several agencies including City of Derry Airport, Northern Ireland Fire & Rescue Service and PSNI to conduct a graphic re-enactment of a collision scene as an opportunity to test emergency response plans to serious incidents.

The incident, which took place on the Derry-Londonderry railway line beside the City of Derry Airport runway, simulated a train being derailed by a plane coming into land/taking off, resulting in a number of casualties and requiring a comprehensive emergency response plan to be deployed. The simulation included the evacuation of crew and passengers from the train, managing communications with friends and family of the injured and making the area safe to transfer passengers to aftercare facilities.

While we would hope to never have to manage an incident of this scale and seriousness, working with other emergency response partners to develop and test our plans provided us with invaluable experience as well as several learnings and recommendations for us to develop and enhance our safety procedures.



Rail Safety Campaign posters

Rail Safety Campaigns

Rail safety campaigns promoting hard-hitting messages around dangers of trespass and antisocial behaviour as well as general travel-safe messaging have been delivered through schools collaborating with local arts organisations to make important messages more interesting, fun and memorable. We have also linked in with the International Level Crossing Awareness Day in June to promote the safe use of level crossings. These safety messages were also supported with a PR campaign showing real footage of misuse at key crossings across NI to help alert road vehicle drivers and pedestrians of the dangers of taking risks at level crossings.

This activity has also been supported with an annual public safety campaign to proactively promote travel safe messages. We also regularly engage with community groups to highlight correct use and safety at public level crossings and pedestrian railway crossings.

Rail Safety and Agriculture

Much of the NI Railways track network runs through farming communities. It is crucial, as a good neighbour, to work alongside farmers, rural residents and local businesses to educate on their obligations around the network and to build relations. Each Spring we distribute safety booklets to all known crossing users.

We regularly deliver safety talks to stakeholder groups including Young Farmers Clubs' and we are a regular fixture at agricultural shows around Northern Ireland, reminding attendees how to stay safe near the railway network and advising on how to implement safe systems of working near railway lines.

Whenever there are changes to timetables, train speeds or frequency, engineering or testing works carried out, we advise farming communities through face-to-face and written communications.

We created a safety calendar featuring iconic imagery from around the railway network and carrying key safety messages each month. This is much welcomed by the agri community and is a good way to keep safety reminders front of mind for private crossing users and groups including the Ulster Farmers' Union and Freight Transport Association.

User Worked Crossings

User Worked Crossings still present significant risk to our railway network. Since 2010 over 70 crossings have been closed through the User Worked Crossings Closure Programme and the User Worked Crossings Safety Improvement Project. Last year 19 user worked crossings on the Coleraine to Derry-Londonderry Line had their protection arrangements upgraded during Phase 2 of the Coleraine to Derry-Londonderry project. This included seven crossing being fitted with Miniature Stop Lights.

The User Worked Crossing Project has also received government funding to facilitate further closures around the Network. Estates, Projects and Network Assurance and Safety are all actively involved in different elements of this project. The success of this project will hopefully see many more crossings closed and the risk at these locations eliminated from the network.

Bus and Rail Engineering

Translink employs a team of qualified engineers, apprentices and skilled tradespeople who work around the clock to make sure we provide safe and reliable bus and train services for our passengers.

Over the last year a number of key activities and campaigns have been implemented as part of our drive for continuous improvement. These have included safety tours allowing staff to engage with senior management, a review of staff PPE equipment, internal reviews of safety maintenance and processes as well as enhanced communications with the introduction of a monthly newsletter and poster campaigns such as the 'Slips, trips and falls' campaign.

Spray Booth Safety Upgrade

Translink's three high tech paint spraying facilities at Duncrue Street, Falls and York Road have recently played a prominent part in the refreshing and renewal of Translink's bus and rail fleets. The York Road facility was heavily engaged in delivering the new external livery to Enterprise trains as part of the highly successful Enterprise refurbishment programme.

All three facilities are currently working to complete the Metro relivery programme, the results of which are already highly visible on the streets of Belfast with the ever-increasing numbers of distinctive all-over magenta vehicles.

The health and safety of Engineering employees engaged in this very important work is always our first priority. With this in mind our Engineering safety team has put in place an enhanced safety inspection and maintenance regime for our paint spraying facilities, consisting of additional internal and external independent maintenance checks as well as equipment safety enhancement modifications.

Review of Staff Personal Protection Equipment

The review of Personal Protection Equipment led to the introduction of bump caps across Bus Engineering Garages designed to protect staff from the risk of head injuries.

The review recognised the need for the provision of waterproof clothing for bus engineers who regularly work outside in all weathers.

Improved dust masks and respiratory protective equipment were introduced to control the hazards associated with maintaining diesel particulate filters on bus engines, which are now a common feature as emission standards continue to improve.



Slips, trips and falls campaign

Body Cams Pilot

Body worn cameras are being rolled out across the Metro and NI Railways network to deter cases of antisocial behaviour and improve safety for our passengers and staff.

We have examined industry-wide best practice on the use of these highly visible cameras, which are worn at chest height. The aim is to deter antisocial or unacceptable behaviour on our Metro buses and trains or at our stations and defuse challenging situations before they occur.

Staff on Metro and NI Railways who wear the body cams have been fully trained in their use, how to position the cameras and best operating practice.



Anti-Bullying Week

Supporting Anti-Bullying Week 2016

We want all our customers and staff to enjoy safe and comfortable journeys by bus and train where everyone is treated with respect. That's why we continue to partner with NI Anti-Bullying Forum and support the positive development of young people who are now travelling independently for the first time. Embracing the core theme 'Together We Are Stronger', we sponsored NI Anti-Bullying Week asking everyone to think about what it means to have strength of character, how we can use strength for good and how we can empower parents and carers to work together with schools to tackle bullying. We shared important Anti-Bullying Week messages on trains, buses and in stations as part of our drive to show zero tolerance for bullying.

Regional Schools Activity

With over 55,000 young people travelling to school every day, local operational staff work with schools in their area to ensure pupils' safety and welfare.

Buckle Up Campaign

There is strong evidence to support the benefits of wearing seatbelts to dramatically reduce injuries when it comes to vehicle accidents. Studies have also shown that only around 3% of coach passengers actually wear the seat belt provided whereas for a car passenger it is generally automatic – approximately 98% buckle up. To encourage more use of wearing seat belts on express coach services, improved signage, posters and leaflets have been produced and displayed both on and off bus to generate more awareness and help educate and encourage more people to 'buckle up' on board.



Buckle Up Campaign

Bus Operations Safety Roadshow

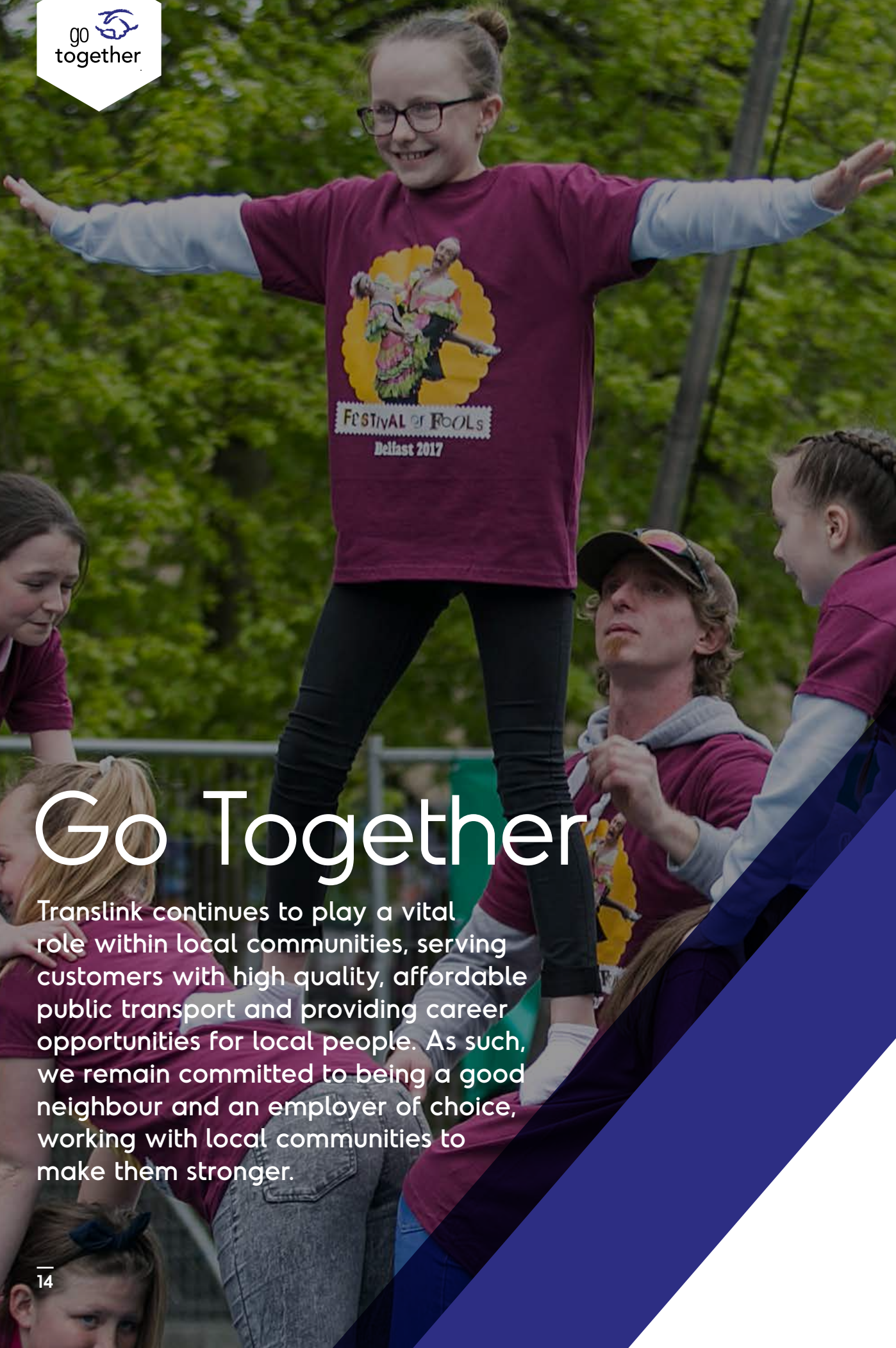
Now an annual calendar event, this important scheme focuses on maintaining high safety standards. Hard hitting safety messages are delivered to some 2,000 bus operations staff. This allows for two-way engagement, empowering local staff and providing opportunities for shared learnings across the business.

PSNI Partnerships

Key hotspots have been targeted to combat spats of antisocial behaviour. Working closely with the PSNI, campaigns have included residential maildrops, joint media campaigns and engagement with local representatives to secure support from the local community. This approach has helped to deter the effects of antisocial behaviour to ensure people feel safe when travelling using local bus and rail stations. The process also ensures potential perpetrators better understand the risk and dangers of such antisocial behaviour.

Shared Learnings

In order to share lessons learnt following an Engineering accident or incident, Engineering Safety, in conjunction with employees and line managers, regularly and routinely reviews all accidents and incidents. Lessons learnt are shared across the business unit in the form of short, easily understood safety messages via bulletins and the Engineering Monthly Newsletters.



Go Together

Tranlink continues to play a vital role within local communities, serving customers with high quality, affordable public transport and providing career opportunities for local people. As such, we remain committed to being a good neighbour and an employer of choice, working with local communities to make them stronger.



Staff engagement during Bus and Train Week

Employee Engagement

At Translink we believe that high employee engagement, strong leadership and excellent business performance are inextricably linked. This is reflected by top level backing across the business starting with the Senior Leadership Team. Over the past year our efforts to improve employee engagement have intensified through the development of a range of initiatives to meet the needs of the entire workforce.

Your Translink, Your Voice Survey

The latest 'Your Translink, Your Voice' Employee Engagement Survey was carried out last year. The survey captured valuable feedback from colleagues across the business.

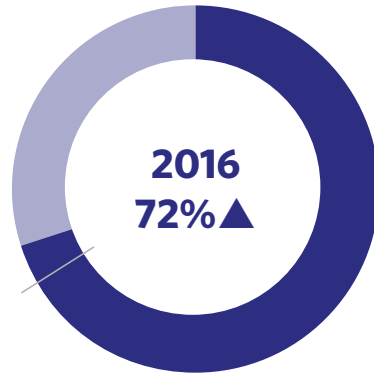
The survey results indicated areas such as satisfaction, engagement, loyalty and involvement remained strong with positive increases in areas such as advocacy (speaking highly of Translink as an employer) since the last survey.

There have also been some significant positive increases in a number of the individual aspects for the survey, e.g. communication, line management, customer service.

Subsequently, focus groups have taken place across the business and each division has created its own action plan for improvement.

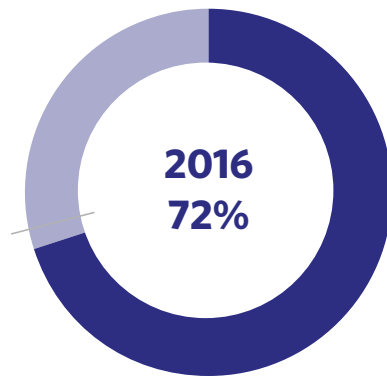
Advocacy

72% employer advocacy, significantly higher than in previous surveys



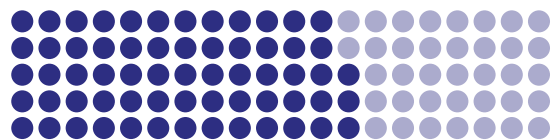
Satisfaction

Satisfaction has remained high at 72%



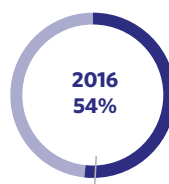
Engagement

Engaged 2016 - 63%



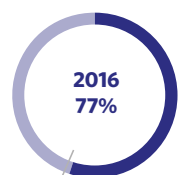
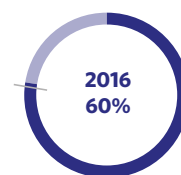
Alignment

Increased to 54%



Loyalty and Involvement

Scores have remained strong





Success at the Federation of Passenger Transport Northern Ireland Awards

One Translink One Team

Following on from the Your Translink, Your Voice Employee Survey there has been an increased focus on further improving employee communication to ensure we have a well informed and engaged workforce.

Our key aims in this regard are:

- To create a sense of excitement and interest across the business about our vision, mission and values.
- To engage and celebrate the people who are working hard to deliver our vision, highlighting their skills and inspiring them to be proud of their vital contribution to transforming public transport.
- To create and drive a 'one team' ethos within Translink.

The subsequent internal communications campaign has been branded One Translink, One Team and aims to drive consistency and quality in all internal communications across the Group. This commenced recently with the launch of a series of posters, flyers and other useful information and was followed up recently by the launch of ULink - the new intranet site which acts as a gateway for employee information and internal communication.

Launch of ULink Intranet Site

We have launched our new intranet system, ULink in response to employee feedback to hear more about how we are doing against our strategy, what other divisions are doing and more departmental information. ULink has initially been made available to everyone with a work-based computer, however two trials are currently underway: using dedicated screens in depots and giving access to people on their own devices. We will decide the best way to give everyone in the company access to ULink based on the outcome of these trials.

FPTNI Awards (Federation of Passenger Transport, Northern Ireland)

This year 12 bus drivers were nominated for the Award of 'Translink Bus Driver of the Year' at the prestigious FPTNI Awards.

The award recognises top performing drivers who deliver high standards of customer service alongside high quality driving skills and going beyond the call of duty. Belfast Bus Driver, Con Brown won this year's prestigious award with Stephen Semple from Newtownabbey receiving runner up.

Translink Engineering Manager, Kerry Montgomery, also received the Raising Industry Standards Award for his team's work on the Engineering Improvement Programme. This innovative project is designed to enhance and improve the production quality, output efficiency and safety performance of its bus and rail engineering maintenance facilities throughout Northern Ireland.

Finally, Metro Bus Driver, Sean Armstrong from Belfast, was recognised as the Hidden Hero for supporting a very distressed girl, calling an ambulance and waiting with her until it arrived.



Apprenticeships Programme, success at the UK IRTE Awards

Apprenticeship Programme

We have really embraced the value of apprenticeships for business success and have a strong programme in place which has had much success in recent years. Awards for bus engineering apprentices were secured last year from one of the most respected and high profile bodies in the UK transport industry – the Institute of Road Transport Engineers (IRTE).

The IRTE Challenge provides a valuable opportunity for bus engineers and technicians to showcase their professional competence. Participants are put through their paces in a series of theoretical and practical engineering challenges covering mechanical, electrical and bodywork disciplines. This skills challenge is a great way to boost employee confidence and benchmark performance against other leading transport providers.

Translink currently employs over 30 bus and rail engineering apprentices with 16 graduating in the last year having obtained the skills they need to build a successful and rewarding career.



Belfast Transport Hub consultation

Stakeholder Engagement

We believe in full accountability and commit ourselves to honesty, openness and integrity in all dealings and being responsive to all stakeholders. Government is a key stakeholder in the company as changes in policy can directly affect our business. At a local level our relationships with local authorities, political representatives and key business and special interest groups are also important in improving service delivery and influencing policy. As such, understanding and managing our stakeholders' expectations through engagement and good communications is pivotal to our success.

We launched our new five-year Get on Board Strategy which is our plan to transform public transport and support the growth and prosperity of Northern Ireland. The strategy set out our new vision for Translink, 'To be your First Choice for Travel in Northern Ireland', as well as our mission and values, encompassed by the Translink 'SPIRIT'.

We have also been active in the community, making sure we inform local residents and businesses on a range of service changes and key projects being carried out in their area.



Metro Legends

Community Engagement

We support local communities through sponsorships, charitable initiatives and encouraging and rewarding employees through the Translink Staff Charity Scheme and Translink Community Partnership.

Metro Legends

Our award-winning Metro Legends campaign touched the hearts and minds of the public receiving enormous attention across Northern Ireland but also around the world on social media. The campaign called on the public to choose two living legends to feature on a unique Translink Metro double decker bus wrap. After a call for nominations, shortlisting by an independent judging panel and a public vote, we revealed the results by unveiling our first ever 'Bus of Legends' outside Belfast City Hall. Thousands of people voted with rugby star Rory Best and Hollywood actor Jamie Dornan coming out on top in a shortlist that also included Carl Frampton MBE, Eamonn Holmes, Michael O'Neill and Dame Mary Peters, CH, DBE. This initiative was a great way to celebrate the best of Belfast talent.



Bus and Train Week school visit

Bus and Train Week

Last June 2016 we developed and launched the first ever Northern Ireland Bus and Train Week. More than 100 local organisations got on board to showcase and celebrate everything that's great about public transport. The campaign was a massive success, resulting in an additional 140,000 journeys on public transport. It saved tonnes of CO₂ and took thousands of cars off our roads, helping to ease congestion. Our customers also recognised the personal benefits to them including reduced stress and more productive travel time.

This was a real team effort with employees from all divisions getting on board to deliver the ambitious plans to make public transport your first choice of travel during the important week. There was a fantastic level of commitment and drive from all employees making the week a real success and establishing the initiative as an annual event.

Youth Initiatives

With young people representing a third of our passengers, we continue our intense youth engagement programme across Northern Ireland. Team Translink has engaged with over 40,000 pupils from 244 schools across Northern Ireland since 2014. The team's delivery of informative, youthful and practical sessions allows young people to gain confidence in using public transport and understand the benefits of using the Translink Journey Planner, mobile ticketing app as well as the popular yLink card, providing over 35,000 young people in Northern Ireland with discounted fares and exclusive offers.

Translink Youth Forum

We are now into our eighth year of engagement with the Translink Youth Forum, engaging and involving young people in Translink. The initiative has given young people a platform to voice their opinion, feedback on services, and work together with us to improve services offered to young people.

This year the Youth Forum has developed a questionnaire that they will use to reach out to young people across Northern Ireland to hear their opinions and gauge young people's perceptions of public transport. The findings from this activity will then be reported and presented at the first Translink Youth Summit this Autumn.



yLink promotion



JAM Card

JAM Card

This year we announced an expansion of the successful partnership with NOW Group's JAM Card and App across the whole Ulsterbus and NI Railway network, on its success with Metro to assist customers and support them in accessing services safely and independently.

NOW Group supports people with learning difficulties into training and employment. The new JAM Card app, designed by the NOW Group, allows people with communication barriers such as learning disabilities/difficulties, autism, Asperger's or a brain injury to alert frontline public transport staff discreetly that the cardholder needs Just A Minute of patience and time when interacting with them.

Translink is committed to ensuring services are accessible for everyone travelling in Northern Ireland. The JAM Card has proven to be an extremely effective tool, breaking down barriers and encouraging some of the most vulnerable in our society to lead an independent and active lifestyle.

A JAM Card awareness-raising programme is being rolled out for our drivers, conductors and frontline staff to ensure they can support any passengers using the new app which is also free to download for all Apple and Android phones.



Ulsterbus 50th anniversary

50 years of 'Serving the Community'

Last April, Ulsterbus officially celebrated 50 years of serving the community. This was a key milestone for the organisation and it was important to mark and reflect on this important point in our history.

We took the opportunity to show how we have continued to modernise and grow while demonstrate the valuable contribution that our services and staff have played in helping to bring people to work, education, shops, hospitals, social activities and so much more, helping to build vibrant, sustainable and successful communities, towns and cities.

As part of the 'Serving the Community' celebrations, we offered passengers discounted travel and staff members took some heritage vehicles on the road to help passengers and the wider public relive the bygone age of Ulsterbus. We also had one of our modern fleet painted in vintage livery to operate for the remainder of the year in different parts of Northern Ireland.

Connecting with local hospitals

We work hard to ensure we have appropriate services to access hospitals and health centres, one example of this is in Omagh. Working closely with our colleagues in the Health Service, we introduced a service direct to Omagh Hospital and Primary Care Complex which opened in June 2017. This is a unique site in Northern Ireland in that the hospital has within the same building all the GP practices within Omagh. With support from the Western Health and Social Services Trust, we operate a 30 minute frequency to this site (Service 384E). It is an example of best practice in collaborative working which has resulted in a very positive contribution to the health and wellbeing of the local community by connecting people to their essential health services.



Young at Art



Festival of Fools



Ulster in Bloom



Balmoral Show

Supporting Community Festivals

We have engaged with local communities through our support for a range of local community festivals which continue to grow year on year. These have included:

- Festival of Fools
- EastSide Arts
- Féile An Phobail
- Culture Night Belfast
- Castlerock Walkfest
- Whitehead Festivals

Events and sponsorships

We successfully carried out thousands of additional passengers on special and scheduled services to and from major events, most notably the Irish Open, the Balmoral Show as well as other major sporting and music events in Dublin.

A range of other events and sponsorships have also been supported across Northern Ireland including:

- Ulster in Bloom
- Belfast City Marathon
- Eco Schools Sponsorship
- NIABF Sponsorship - Anti-Bullying Week
- Young at Art
- Ulsterbus Road Safety Cup
- Belfast Mela
- Festival of Flight



Launch of new charity partner, Action Mental Health

Charity Partner Activity

The partnership with Macmillan Cancer Care came to an end during 2016 with a total of over £33,000 raised by staff for the important work of the charity.

Action Mental Health was nominated by Translink staff and appointed as our new charity partner. A number of activities have already been carried out to support and engage staff in the new partnership. This partnership is a good way to raise the mental wellbeing benefits of using public transport while also help raise awareness of this increasing issue for our society. Since launching this new partnership in October 2016, staff and passengers have raised £3,000. Activities have included:

- A Christmas gift wrap at Great Victoria Street Train Station.
- Christmas carol singing at Great Victoria Street Train Station.
- Mental Health and Wellbeing info day.
- Second-hand book sale in Foyle Street, Derry-Londonderry.
- Wear Purple to Work to raise awareness for mental health.
- A football match between Ulsterbus and NI Railways staff in Ballymena.
- Translink Belfast City Marathon Relay Team.



Action Mental Health book sale



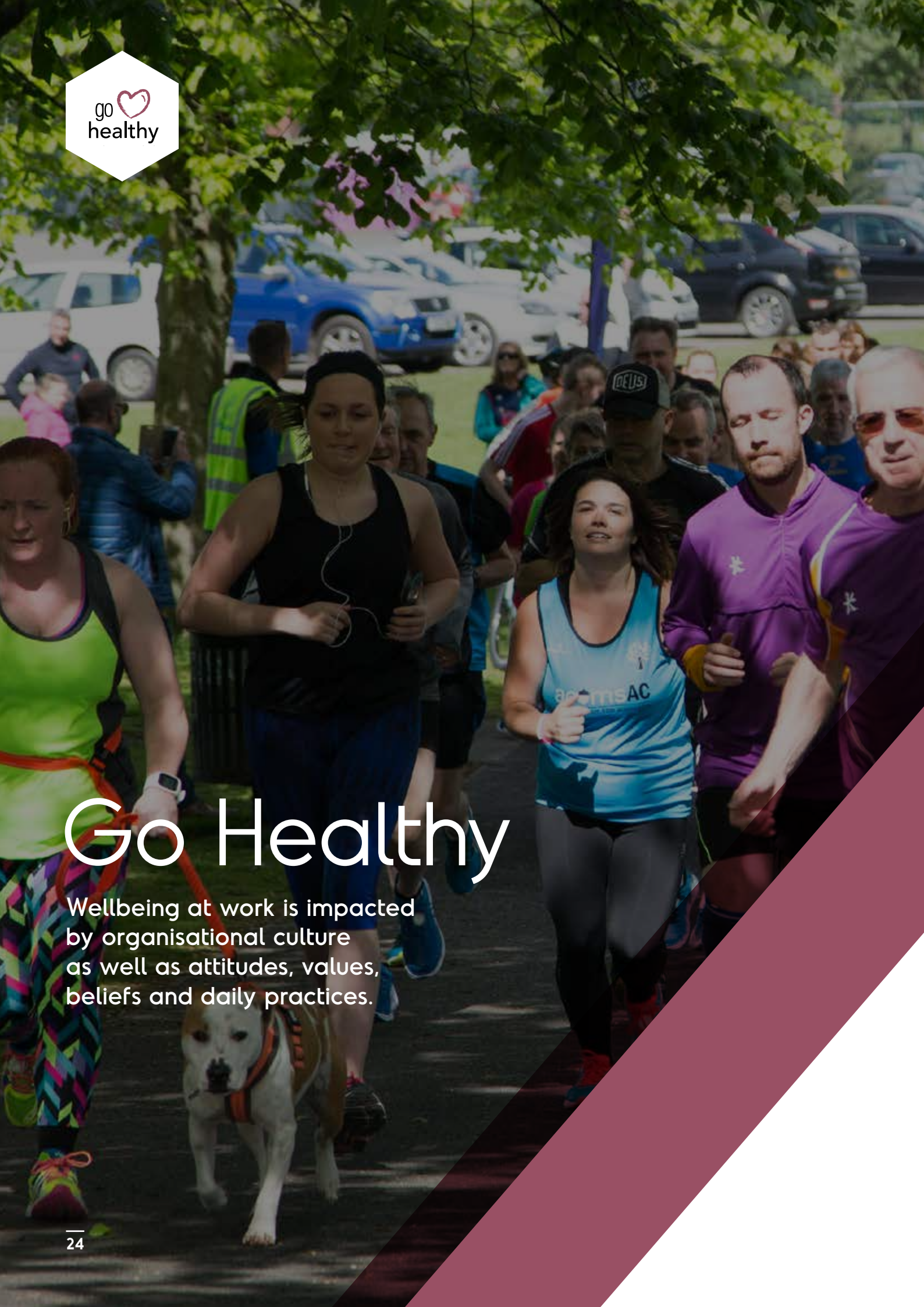
Employee fundraising

Employee Fundraising and Volunteering

Many of our employees continue to volunteer in their local communities and give up their own time to support a range of charities and community groups. Their efforts make a valuable contribution and we actively encourage and support them through the Translink Community Partnership (TCP) and the Translink Staff Charity (Give as you Earn Scheme).

Last year the Translink Community Partnership donated almost £30,000 to 33 different Northern Ireland charities.

Nine local charities have benefited from the Translink Staff Charity Scheme in the last year donating around £8,000.



Go Healthy

Wellbeing at work is impacted by organisational culture as well as attitudes, values, beliefs and daily practices.



Stop Smoking Support: Foyle Street, Derry-Londonderry

Stop Smoking Support

In the past six months, Cancer Focus NI and the Health Improvement Team have delivered three 'Stop Smoking Support Services'. This includes 12 weeks of one-to-one stop smoking support, with free nicotine replacement therapy, including tips and advice on quitting. During this approximately 50 staff from both Derry-Londonderry and Belfast engaged in the initiative.

Employee Health Checks

From January to May 2017, over 200 employee health checks were given at a number of Translink facilities across Northern Ireland. Carried out by Northern Ireland Chest Heart and Stroke, these sessions gave employees an overall view of their physical health while helping them identify potential health risks with guidance on the areas to improve. This initiative not only helps support the overall business, but also encourages employees, who very much welcome and appreciate these sessions, to make healthy choices.

Health and Wellbeing

Translink Health and Wellbeing programmes are developed around four key themes:

- Better mind and body.
- Better work.
- Better specialist support.
- Better relationships.

Over the last year, we have delivered 29 employee wellbeing initiatives across the business, promoting the Translink Wellbeing Strategy and highlighting our Get Active theme to boost mental and physical welfare. Local Health and Wellbeing Champions were appointed to provide information to colleagues and encourage them to participate in local health and wellbeing initiatives.



Action Mental Health Awareness Day

Action Mental Health supporting staff during Stress Awareness Day 2016

Our charity partner, Action Mental Health, visited Metro Central on Stress Awareness Day in November 2016 to offer stress checks and information on stress awareness and management.

Men's Health Week

During Men's Health Week, Cancer Focus NI supported an internal campaign to deliver health checks to our bus drivers. As a key group of employees for Translink, research shows that they need to take particular care, due to demands and sedentary nature of the role.

Nurses and health practitioners assessed and guided staff providing advice on healthy lifestyles, diet and general wellbeing.

Other wellbeing initiatives have included:

- Health surveillance checks.
- Working with partner organisations to exchange best practice and develop health and wellbeing toolkits.
- Working in partnership with Business In the Community to train internal £ for Lb champions.
- Division specific wellbeing initiatives.
- Drugs and alcohol awareness campaigns.
- Healthy eating and wellbeing programmes.
- Development of Employee Offers booklet and online resource.

Couch to 5K

Capitalising on the new-found popularity of running, a team at Belfast Central Station participated in a Couch to 5K training programme to promote the Get Active wellbeing message. The trainer for the programme, one of the Translink wellbeing champions, guided the nine participating employees through this challenging initiative with each person reporting an improvement in their wellbeing. By sharing their success and the benefits of the scheme across the business, we aim to challenge other divisions and departments to take on the Translink 5K Challenge so this becomes a network-wide initiative.

New Defibrillators at Duncrue, Newtownabbey, Pennyburn (Derry~Londonderry) Engineering Facilities

New portable defibrillators have been installed and staff trained in their use at three of our largest bus engineering maintenance facilities at Duncrue Street, Newtownabbey and Pennyburn (Derry-Londonderry). This complements the network of these devices that are already in place to serve the public and our employees at our main bus and rail stations.

Hand Arm Vibration Syndrome Management Programme

Bus and rail maintenance engineers regularly use power tools that generate vibrations, which if not properly controlled or managed, can lead to adverse health effects.

Over the last year the Engineering Safety team has completed a programme of reviewing, updating and simplifying the procedures and information available to employees to help them manage their exposure to vibrations.

This has been backed up by a series of presentations to engineers over the course of the year as well as the distribution of easy to understand and practical guidance information.



Couch to 5K



Go Eco

Environmental performance – demonstrating efficient use of resources, driving out waste and protecting and enhancing our natural heritage.



Supporting Eco Schools, encouraging pupils to choose active travel modes

Eco Schools

We continue to support the international Eco-Schools programme delivering environmental management, certification and sustainable development education for schools. More than 1,100 pupils across 36 local schools took part in our two week 'Translink Eco Schools Travel Challenge' monitoring their travel patterns and making an effort to walk, cycle, use the bus or train for the school run. Incorporating Key Stage 1 to 3 curriculum-linked resources, the Challenge encourages schools to develop sustainable travel plans as a way to achieve the prestigious Eco Schools Green Flag Award. During the Challenge there was a massive shift away from car use to sustainable travel with more active forms of travel increasing by 45% in participating schools.



RSPB Big School Birdwatch

Environmental Management

We are committed to ensuring we are as environmentally responsible as possible to highlight the many benefits of public transport for individual passengers as well as society and the economy as a whole.

The organisation continues to make great strides in this field and holds the top Platinum Award in the Business in the Community 2016 Northern Ireland Environmental Benchmarking Survey.

We have achieved this with our continued focus on our energy use, waste and biodiversity by sympathetically managing our buildings, facilities and land holding to positively protect and enhance the local environment.

Biodiversity

Translink supported the RSPB's Big Schools Bird Watch, getting children interested and involved in nature at a young age.

Our land holdings are a key resource which allow species to move between protected sites and other wildlife areas, especially in the face of increased pressures due to climate change. The linear nature of many of Translink's sites (e.g. railway lines) and the careful management by the organisation has led to these sites becoming important wildlife and migratory corridors. We are also involved in the Pledge for Nature to protect and enhance urban biodiversity on our land, working with the RSPB and other organisations such as Belfast Health and Social Care Trust and Queen's University.

Biodiversity is a consideration within our development plans and will play a part in the planned Belfast Hub development to again make the area attractive for people and wildlife alike.

Waste Management

Much work has gone into reducing the amount of waste through a range of internal initiatives to encourage employees to reduce, reuse and recycle. The majority of waste is non-hazardous in nature and includes paper, plastics, packaging, wood and small quantities of food.

The food waste is separated where possible, with the majority of the remaining waste collected by our appointed waste contractor and taken off site for processing in materials recovery facilities (MRFs). These MRFs allow the waste materials to be sorted and sent for either recycling, energy recovery or disposal to landfill.

This is a very effective process resulting in over 90% of our waste being diverted from landfill disposal.

Other waste streams are collected separately and sent for recycling such as redundant staff uniforms, scrap metals, fluorescent tubes and printer/toner cartridges.

We have made considerable improvements to waste management practices over the years and we continue to set a target to minimise the amount of waste we produce.

Spirit of Translink Facility Awards

This year we launched our new 'Spirit of Translink' Facility Awards, in conjunction with Keep Northern Ireland Beautiful, to develop a culture of continuous improvement across a range of criteria for the benefit of passengers and employees. These awards replace Tidy Translink which operated successfully for almost 10 years recognising the extra mile taken by staff in creating a more pleasant environment for passengers and colleagues.

The new awards concentrate on a range of strands emanating from the company's four core themes (Go Safe, Go Healthy, Go Eco and Go Together) including resource efficiency, energy and carbon, biodiversity, health and wellbeing, stakeholder, employee and community engagement, culture, behaviour and leadership. Forty-three locations take part, including rail and bus stations across the network.



Spirit of Translink Awards

This publication is available in a range of alternative formats, for example large print, braille or audio tape. Please call Translink Contact Centre 028 9066 6630.

Special thanks to all our customers and staff who kindly allowed us to use their photos in this publication.

