

Corporate Responsibility Review 2018/19







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Introduction and Welcome

At Translink, we are passionate about providing excellent public transport, bringing people and communities together and creating opportunities and choices that are vital for the well-being of our region.

The Translink Vision to be your 'first choice for travel', alongside our Spirit represents the strong values that underpin everything we do and are central to how we are transforming our business and delivering sustainable passenger growth.

Everyone at Translink, no matter their role, has a part to play in this and I am proud of the commitment all our people have to living our values every day.

Public transport is essential to the economic, social and environmental well-being of our society, which means we touch the lives of everyone in Northern Ireland, not just those that use our services.

Over recent years, we have continued to build our approach as a responsible organisation through strong leadership, communication and engagement, and continually work to be a force for positive change.

I am pleased we have been publicly recognised with a Silver CORE Standard Award from Business in the Community.

We have also further strengthened our commitment to the environment, developing a strategy on low and zero emission vehicles, as well as encouraging more people to use public transport to reduce car dependency. By doing this, not only will modal shift from car to public transport deliver immediate carbon reduction and clean air benefits, but with more low/zero emission vehicles in operation Translink will contribute to the target of zero CO₂ emissions. Our strong eco approach to how we run our business has secured us a top Platinum Award in the NI Environmental Benchmarking Survey.

We believe the prosperity of business and society is inextricably linked and that drives us to be the best we can be in all areas as a responsible business. We also actively encourage others to do the same through our passengers, suppliers, employees and stakeholders, through initiatives such as Bus and Train week to create a positive multiplier effect that will benefit society, the economy and the environment.

Commitment to our values was also evident with the introduction of our successful and award winning Glider services in Belfast last year. This iconic service is not only carrying over 40k additional passengers every week encouraging greener, active travel along the Glider routes, but it is facilitating the growing integration and partnerships between communities across the city as a "shared space".

We are progressing well in our 'Get on Board' Strategy to get more people using sustainable public transport. I am delighted to report continued strong business performance - last year we carried 84.5m passenger journeys - that is an increase of 5.8m in the last three years and passenger satisfaction is high. Our values-led approach to how we do business is a key driver for this success.

We will continue to focus on being a good corporate citizen and employer of choice as we strive to develop and deliver the range of exciting public transport projects and initiatives planned to enable a stronger, more sustainable society for all.

We have shared just some of the year's highlights within this review and hope they help to inspire others to play their part in creating a better world around us.



A handwritten signature in black ink that reads "Chris Conway". The signature is fluid and cursive.

Chris Conway
Group Chief Executive

Translink Corporate Responsibility Wheel



Our Values - The Translink Spirit

Last year we focused on developing our internal brand for employees. Our people are passionate about providing excellent public transport and we do this through our Translink SPIRIT.

To help profile this and to engage employees, we have worked with groups of employees across the organisation to develop our brand and recently launched this internally to help profile some of the excellent examples of Translink Spirit which exist across the organisation.



Corporate Responsibility Key Highlights 2018/19

go 
safe

52

SAFETY TOURS
12 ABOVE TARGET



39%

REDUCTION
IN MAJOR INJURIES



go 
together

+£30k

CANCER FOCUS



67%

EMPLOYEE
ENGAGEMENT



go 
eco

95%

WASTE DIVERTED
FROM LANDFILL
+85% IN LAST 10 YEARS



go 
healthy

25

GO HEALTHY
CHAMPIONS



90%
SMS ASSURANCE



82%
SPIRIT FACILITY AWARDS



30+
DEDICATED
SAFETY CAMPAIGNS



60+
COMMUNITY
INITIATIVES



20+
PUBLIC CAMPAIGNS
TO REDUCE INCIDENTS
AND INJURIES



40
LEADERSHIP
FRAMEWORK
SEMINARS



Platinum
BUSINESS &
DIVERSITY CHARTER



Platinum
NI ENVIRONMENTAL
BENCHMARKING SURVEY



OVER
578
ATTENDANCE
ON ECO DRIVING COURSES



119
HEALTH
INITIATIVES



55%
PARTICIPATION
IN HEALTH INITIATIVES



12
MENTAL HEALTH
FIRST AIDERS



Go Safe



Safety is our top priority and we place a keen focus on ensuring that all employees and contractors go home safe and healthy every day, and that every journey is a safe and secure journey for our passengers.

Below: Safety Preparedness - promoting the message Be Bright, Be Seen!



Safety, Health and Environmental (SH&E) Policy

A new SH&E Policy Statement was signed by the Group Chief Executive. With a refreshed look the new SH&E Policy acts as a focal point for our new SH&E Management System and the integration of the environment into our current health and safety processes. Part of the communications strategy included displaying the policy on all noticeboards and sharing across the business with toolbox talks.

Safety, Health and Environmental Management System

We are committed to ensuring everyone gets home safe and healthy everyday including employees, contractors, customers, the wider public - in fact everyone affected by what we do.

Through our safety, health and environmental management system which follows industry best practice meeting the high standards of ISO14001:2015 and 45001:2018, we aim to maintain high levels of safety and a positive safety culture. Focusing on 14 key principles designed for continuous improvement across the business, all employees have a role to play in promoting and maintaining high safety, health and environmental standards.

RAIB Good Practice Investigators Workshop

We hosted an accident and incident investigation workshop in November 2018 which was delivered by speakers from RAIB. 21 delegates attended the workshop from both Translink and various external organisations including Rail Services, Infrastructure and Projects, Bus Operations, Engineering, Irish Rail, Dublin Luas, RAIU and RAIB. There was a high level of interaction and enthusiastic discussion in relation to the workshop's main topics of Causal Analysis, Human factors in Accident Investigation and Investigating Safety Culture. Delegates found the workshop very informative and feedback was very positive.

Hazard Register

The Hazard Register shows the identified hazards across the business alongside how we are managing each risk. We are continually developing and refining the system to capture information as events happen to ensure the top risks are identified at a given point in time to help in the preparation of action plans for the relevant Divisions.



Safety Briefing for new Glider Staff



Annual Safety, Health and Environmental Conference

IOSH Managing Safely Training

Significant training has been carried out for employees to learn about the importance of health and safety in the workplace, identify workplace hazards and risks, assess their impact and how to manage them, and how to evaluate and respond to an incident. These support a strong internal safety culture with positive feedback from employees.

Safety, Health & Environment (SH&E) Conference (April 2019)

The annual SH&E Conference was successfully delivered, bringing together managers and safety reps to focus on all aspects of safety across the business. The conference reflected on safety improvements that have been made over the last year and renewed our commitment to continuous improvement, ensuring safety remains our number one priority. The Safety, Health & Environment Management System (SMSv2.0) was formally launched and delegates were given a pocket-guide to the SMS for easy reference.



Safety Improvement Programme Briefing with Bus Engineering Division

International Rail Safety Council (IRSC)

Representatives from Translink attended the IRSC annual conference in Dublin in October 2018. The theme of the event was the important relationship between organisational culture and safety outcomes, lessons learned as a result of accidents arising from organisational failure and organisational initiatives and innovations to improve safety. Speakers from across the world showcased industry best practice and included Network Rail, Irish Rail and Translink. The event presented an opportunity to meet with stakeholders from DfI Safety Authority, RAIB and CRR.

SH&E Performance Report Format

Corporate SH&E department created a new format of SH&E performance report using Microsoft Power Bi software. This information tool allows real-time information to be extracted directly from our software systems and represents a much more streamlined approach to producing data.

Office of Rail Regulation (ORR) Safety Certification

Infrastructure worked in collaboration with Rail Services and Fleet Engineering to review their Safety Management arrangements to the satisfaction of the ORR. This is in line with European legislation which sees our Safety Certification renewed every five years.

Driving at Work Conference

We attended a Driving at Work Conference, which was arranged by the Northern Ireland Safety Group (NISG). This conference included interactive workshops and looked at the components of a safe journey, potential driver distractions and how we prioritise people and their welfare as part of a safe driving culture within our organisation.

Safety Improvement Programme

This programme was to enhance safety performance within the Bus Engineering Division. It kicked off with a one-day workshop, involving all of the senior and mid-level bus engineering managers. Action plans have been developed covering communications, monitoring and audit, training and competence. Action plans assigned to senior managers are due to be completed by the end of October 2019.

Risk Assessment Working Groups

The review and updating of engineering task based risk assessments continues with the completion of year one of the two year review cycle. These reviews are carried out by groups of bus and rail engineering safety representatives and supervisors, chaired by the Risk Engineer, who is part of the Engineering Standards and Compliance team. The rail groups work also included a detailed review of rail engineering safe systems of work. The bus engineering equivalents will be reviewed this incoming year by the bus engineering group.

Management Safety Tours

An ambitious programme of 49 Safety Tours has been carried out by the senior engineering management team in the last financial year. All bus and rail locations were visited at least once, with the larger locations visited more frequently. All of the senior Engineering team are committed to do a minimum of 10 Safety Tours each year.

Safety Assurance Programme

The previous financial year has seen the introduction of a comprehensive programme of detailed safety audits, led by the Engineering Standards and Compliance team and supported by a dedicated group of bus and rail line managers, supervisors and engineering support staff. In total, 30 audits were carried out in the financial year covering all the main bus and rail engineering sites. The audits have demonstrated a high level of compliance with current safety management systems as well as highlighting areas for further improvement.

Depot Excellence Awards

The Depot Excellence Awards have been put in place as part of the Engineering Depot Improvement Programme, which has been ongoing for the last three years. The awards provide recognition and acknowledgement for all the hard work carried

out by front line Bus and Rail Engineering Staff. The programme has led to a transformation in how depots are organised for their day to day work and provided improved work facilities and equipment as well as better break and rest facilities for Engineering staff. The introduction of the Depot Excellence Awards has also introduced a competitive element into the process, with locations taking pride in their place of work and seeking to gain higher rewards at each monitoring cycle.

Behavioural-based Safety Programme Developed for HUB

A Safety, Health and Environmental Leadership Team (SHELT) has been established on the Belfast Transport Hub project. The SHELT focus is on driving high standards of safety, health and environmental management on the project and through a series of workshops and mapping exercises it was determined that a behavioural based safety programme should be introduced on the project. As a result, culture and behaviour awareness training material has been developed and delivered to the project team and will be rolled out to all contractors and suppliers engaged on the project. The SHELT group has established a SH&E Vision for the project outlining key strategic focus areas for high performance targets on the project - the development of an ongoing behavioural improvement programme is just one of these key focus areas.

Bann Bridge Bearing Replacement Work in Coleraine



Translink Safety Bus

The Translink Safety Bus Team continue to play an important role in bringing safety messages to school children in an easy to understand and engaging way. This resource is increasingly seen as best practice and received visits and recognition from the education sector, transport industry and was awarded Business Sector winner at the Northern Ireland Road Safety Awards 2019.

Key highlights for the team this year have included:

- Over 28,000 school children visited the safety bus last year.
- We supported 13 “Be Safes” across NI
- Participated in some integrated bus / rail safety initiatives.
- Supported Belfast Colin Area stakeholders to reduce anti-social behaviour and promote benefits of Metro and Glider services.
- A pilot initiative formed with Boys Model School that uses CCTV footage as part a classroom resource to deter anti-social behaviour and promote bus travel.
- New teaching resources created for use on the safety bus.
- To date the Safety Bus Team have educated over 450,000 school children.



School pupils visiting the Safety Bus

Management of Road Risk Action Plan (MORR)

A Management of Road Risk Action Plan has been produced to reduce the number of incidents of collisions and passenger incidents on the road. This plan is already starting to see some success with a reduction in collisions.

Metro Route Awareness Guide

As part of Metro Operations ongoing effort to further drive down road traffic collisions, a guide to potential hazards on Metro routes has been published. This shows specific sections of each route with photos to assist drivers with learning routes and also alerts drivers to specific hazards along certain routes.

Bus Health and Safety Training 2019

5th Annual Bus Health and Safety Presentation was delivered by Service Delivery Managers to all bus operational staff approx 1800. The presentation is mainly aimed at bus drivers and acts as a reminder of important safety messages. This year's presentations main message was on distraction but also included



Safety Upgrade Project completed at Coleraine Bus and Train Station

other subjects such as local incident statistics, first use safety checks, defensive driving, health initiatives and included learnings from outcomes using CCTV.

Safety Upgrade Project

Following work at two pilot depots Dungannon and Short Strand, the main Project commenced Summer 2019. Project scope includes the following: -

Safety upgrades across bus stations, bus engineering workshops and bus parks to include: -

- Design and installation of consistent safety signage.
- Improved external lighting.
- Traffic management reviews
- Re-lining traffic routes and one way systems
- Re-lining parking bays for buses and staff
- Creation and re-lining pedestrian walkways
- Re-lining of departure stand safe zones
- Installation of traffic barriers
- Access/egress modifications
- Localised re-surfacing

Bus and Coach Drivers Handbook

Following a review process, the professional Bus/Coach Driver handbook was reissued in August 2018. This handbook acts as a guide for all Metro, Ulsterbus and Glider Drivers.

Glider Safety Publications

A number of Glider specific booklets were produced for the Glider introduction. First Use Safety Check book and Reporting of Defects and guidelines for prioritisation of in-service changeovers. Travelling in Harmony – New leaflet issued in partnership with Sustrans and the Department for Infrastructure offering advice for pedestrians, Glider Drivers and Cyclists on understanding each other's needs and guidance on how to travel safety together on the road.

Colin Neighbourhood Partnership

Schools art competition took place with the theme of driving down anti-social behaviour on or around buses. Schools in West Belfast sent through their poster ideas and two winners were chosen with artwork displayed on local buses.

Don't Walk By Campaign

Our commitment to 'Don't Walk By' continues to reinforce a safety culture that encourages staff to look out for each other, 'Don't Walk By' and to speak up if something appears unsafe or damaging to health or the environment.

Lurgan Area Track Renewal Project Safety Work



NI Anti-Bullying Week

Our work with the Northern Ireland Anti-Bullying Forum continues to tackle the serious issue of bullying. The Anti-Bullying Week theme of RESPECT was promoted in-station and on buses ensuring the campaign was a success with almost 750 schools and youth groups getting involved across Northern Ireland.

Schools Rail Safety Arts Programme

The second phase of the creative and engaging in-schools' safety programme, #Crossingthelines, in partnership with the arts organisation Replay Theatre Company continued to bring important safety messages into schools in an informal way. The schools were identified as being in areas where there were higher levels of anti-social behaviour involving young people. The first phase of #Crossingthelines, delivered in September 2018, involved in-school workshops, during which over 550 students (12-18 years old) gave their views on why teenagers gather at train stations and on platforms and engage in anti-social behaviour. The feedback from these young people was included in the script for the in-schools' production in May 2019, reiterating key safety messages and highlighting the dangers of anti-social behaviour and misuse of stations and platforms. The production has been very powerful, leaving a lasting impression on young people around the importance of rail safety.

Rail Safety Community Engagement

Level crossing safety and use of pedestrian level crossings have been promoted at community engagement sessions. We have also engaged with residents and community groups ahead of essential engineering works to ensure safe practices are adhered to. Rail safety is also communicated through the RADAR centre in Belfast, the target group is P6/P7 school children. In addition, we once again

supported International Level Crossings Awareness Day. This approach has led to a 35% reduction in people trespassing onto Translink property.



Rail Safety Engagement with PSNI

Safety and User-worked Crossings

We engage closely with the farming community to maintain high safety standards, as much of the rail network runs through agricultural land. 17 user-worked crossings have been closed across Northern Ireland, which greatly reduces the risk of operating this type of crossing and records show that incidents at these crossings have reduced over the last three years.

This has been facilitated through the high level of communications we maintain through high-profile attendance at key agricultural shows including Balmoral, Ballymena, Lurgan and Ballymoney, speaking directly to the local communities on rail safety messages. We also sponsored a competition at CAFRE agricultural college Greenmount, promoting rail safety among the next generation of farmers and farm families. Our annual safety calendar continues to be popular and provides an excellent platform to keep timely safety messages front of mind.



Launch of Anti-Bullying Week



Schools Rail Safety Arts Programme with Replay Theatre Company

Go Together



We engage with employees, stakeholders and communities to drive business success and support thriving communities.

Below: The "love" bus at Culture Night



Employee Engagement

We know that the success of Translink depends on our people and that they make the difference. Their skills, knowledge and behaviours all work towards providing the best possible service for our customers.

To ensure we support our people to deliver their best, we focus on providing a strong values-based culture that engages, supports and motivates people to truly live the Translink SPIRIT. Over the last year we have worked on developing our processes, strategies and communication to support our employee engagement. We have ensured that we don't forget the importance of work and working relationships for people, helping to engage the whole person; we have even started a Translink choir for all those who have a love of music, a variety of hiking and walking clubs for those interested in more physical activity, as well as an established golf society.

Your Translink, Your Voice

We continue to focus on listening to our employees helping to develop and improve our workplace. Following our last employee survey we have been working in conjunction with employees to develop action plans based on the feedback. A key focus is on ensuring employees are aware of actions and results linked to the survey responses, so they can see the impact of 'their voice'.

Leadership Framework

We continue to embed our leadership values within the organisation and are integrating these into performance management, encouraging all managers to set key people objectives. We recognise the link between engaged employees and leadership behaviours and so the core values are linked into all our people processes to support people and managers.



Internal Communications

How we communicate with all employees remains a key focus. Using technology, we are looking at new ways to be able to provide everyone with the information they want and need. This includes our intranet, an employee app and digital screens. We also understand the key role that managers have in this area and are working to help develop their skills.

Recognition

We understand the importance of recognition and have renewed our focus on recognising and celebrating the long service of our employees. Last year we were able to celebrate achieving over 35 years of service with almost 200 employees that have reached this milestone in the last few years. Moving forward we continue to look at ways of recognising all our employees who go above and beyond and truly show the Translink Spirit.

Learning & Development

A key focus for Translink is the development of our employees. Two ongoing programmes to support employees include our Pathways to Management Programme and Graduate Programme.

Our Pathways participants have spent the last 12 months undergoing regular and ongoing coaching and development in order to prepare them for an operations management placement which will be across all areas of the business and will provide valuable experience within Operations.

Our Graduates have also spent the past year participating in various developmental opportunities, as well as spending time in all the various departments spanning the breadth of the Company. They have now entered the second year of the programme and have been placed in Operations Management roles where they will put all the knowledge and experience they have gained during their first year into practice.

Diversity - Belfast Pride

Last year we supported Belfast Pride Festival. Taking a stand in the Pride Village at Custom House Square, employees promoted the organisation's drive to support diversity and equality for everyone while also promoting bus and train services as all-inclusive, serving the whole community. This event provided the opportunity to promote our workplaces as welcoming, ready to attract the best talent to join the Translink team.

Stakeholder Engagement

We aim to engage with our stakeholders in an effective, open, honest and transparent manner.

We work to encourage support for our vision to be your 'first choice for travel' in Northern Ireland by delivering an efficient, value for money public transport system which supports the economic, social and environmental well-being of Northern Ireland.

Much of the communications has focused on how our vision aligns with the draft Programme for Government by enabling many of the 12 outcomes focused on enhancing the economy, social inclusion, education, environment, tourism and health.

Over the last year we have met with a number of key decision makers through forums, one to one meetings, lobbying activities and through our industry associations and a programme of regional 'Meet the Manager' briefing session across NI.

Making Services Accessible

We continue to actively work with the Inclusive Mobility and Transport Advisory Committee (IMTAC) to 'design in' accessibility at the outset for all we do, making our services welcoming, integrated and accessible to all. A new 'Access to Glide' guide was developed in partnership with IMTAC setting out advice for disabled and older people to help them access the new Glider service in Belfast.



Accessibility briefing for Glider staff

Imtac were involved from the outset in the design of the Glider including advice on the design of halts, ticketing, staff training and the marketing of the service to ensure it was fully inclusive and accessible. We also visited a number of groups ahead of the

service launch to help groups understand how to use the new service.

We have also started to introduce changing places facilities at major stations.

Project Engagement

With a range of exciting investment projects underway we have also been active in a range of consultations and community engagement activities. Key highlights include:

Glider

Over 150 Glider engagement events were held in advance of Glider going live on 3rd September 2018, with upwards of 250,000 individuals engaged on a face-to-face basis across target audience groups via roadshow and stakeholder activity.

Events included information stands in major workplaces, shopping centres and other retail parks along the route. We also hosted successful 'Have a Go' days, encouraging the recruitment of female drivers.

The team visited school assemblies to talk to pupils and worked closely with community groups and associations in both east and west Belfast to raise awareness of Glider, including seminars on how to use the off-vehicle ticketing system.

A major programme of engagement was undertaken with local representatives and other stakeholders, including IMTAC and Volunteer Now. We also ran a competition for art students at Ulster University Belfast campus to design features of the Glider halts in the city centre.

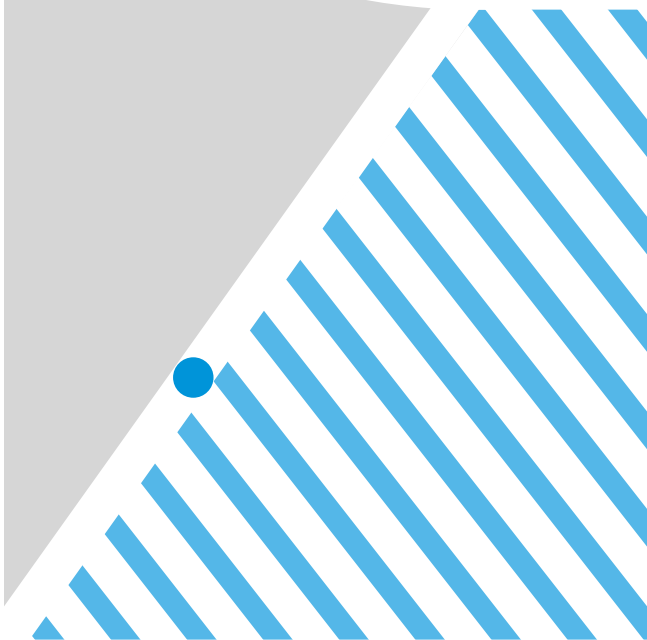
Key Glider Community Events

'Come Glide with Me'

As part of Eastside Arts Festival we delivered three sold-out special journeys along the Glider route celebrating the talent and taste of East and West Belfast by showcasing local music and drama performances as well as food and drink all on-board Glider.

Smartmovers Dance

In partnership with Young at Art we gave pupils in East and West Belfast the opportunity to create their very own 'Glider dance' that was then performed in Lanyon Place Train Station in front of an audience of passengers, staff and parents. The initiative also promoted the importance of adopting a healthy lifestyle from an early age.



Above (l-r): Employees celebrate at Belfast Pride Festival / Smartmovers Dance / Glider launch

'Incredible Big Show' at City Hall

Our sold-out outdoor Glider cinema held in City Hall grounds attracted an audience of 1,500 and featured feel-good movies to complement our 'Glider: Coming Soon' film premiere-themed advertising campaign.

Belfast Transport Hub

The Hub, which recently received planning approval, is a multi-million-pound investment, and a hugely important Northern Ireland Executive Flagship Project. It will be a key driver of economic growth and prosperity for both Belfast and Northern Ireland. Located on an 8-hectare site in Belfast city centre, the Hub will replace Great Victoria Street Train Station and Europa Bus Centre, acting as the main gateway to Belfast and creating a sense of arrival in a modern,

progressive city. The Hub will also provide bus and rail connections to all parts of Northern Ireland and beyond, including the cross-border Enterprise service.

There is an ongoing programme of engagement with local political leaders, community organisations, schools and businesses in the Sandy Row and Grosvenor Road areas which has included successful volunteering days at local primary schools painting classrooms and restoration of a nursery garden as well as supporting local construction engineering apprentices from the area.

Plans are in place for a Public Arts and Heritage strategy to reflect the vibrant history of the local areas.



Belfast Transport Hub- Artist's Impression

It is expected that the Hub will take approximately five years to complete, with over 400 jobs being created. This sits alongside commitments to Buy Social and a Construction Academy, which will provide job readiness by targeting local communities to provide information, training and ongoing support to new entrants and apprentices, maximising social and economic benefits for communities across Belfast.



Jobs announcement for Belfast Transport Hub

North West Multi Modal Transport Hub

Work is progressing well on the North-West Multi-Modal Transport Hub (NWMMTH), centred on the Grade-B listed former Waterside Train Station in Derry-Londonderry.

Phase 1 works, including the opening of the station building, will complete in late 2019, with Phase 2 works, including carpark and bus turning circle works, completing during 2020. We undertook a significant campaign of stakeholder engagement prior to the granting of planning approval, and have worked closely with local schools, training groups and other stakeholders throughout this project



North-West Multi Modal Transport Hub Development

including in the delivery of safety presentations, as well as facilitating site visits by local representatives and others – a key highlight is an arts project which will be coming to fruition in autumn 2019. Discussions are currently ongoing with Derry City and Strabane District Council in relation to use of the community space inside the facility.

Portrush Train Station

Community engagement for the new train station in Portrush has been extensive and included consultation and engagement on new welcoming gateway images to adorn the boundary wall of Portrush Station on Eglinton Street – these captured the essence of the Causeway Coast, focusing on seaside views and major events associated with the area. To mark the operational opening of the station in June 2019, a time capsule was placed within the station, with input from local groups including schools, Portrush Heritage Group, local businesses, Royal Portrush Golf Club and Causeway Coast and Glens Borough Council.

We have also facilitated visits for local schools and local stakeholders and working with the Portrush Heritage Group to support the annual 'Pirates off

Portrush' event and new tourism app to promote history and heritage of Portrush.

Lurgan Area Track Renewals (LATR)

Engagement work as part of the LATR project has been considerable. We have engaged with local representatives at all levels, and have also facilitated other significant community events including a cross community 'Easter Extravaganza' family fun day and sporting events with GAA and Lurgan Town FC's 'Towns Cup.' We also worked with local schools to facilitate an art competition and were a key sponsor of the Lurgan Agri Show. We have brought the Safety Bus to visit the local community and placed a significant piece of rail equipment, supplied by our contractor, on display as part of Bus and Train week. Further Eco Projects and an Arts scheme will be carried out over the summer months with the local community.

Community Engagement

Bus and train services are at the heart of local communities helping Northern Ireland thrive. We are committed to being a good neighbour and working with communities to make them stronger.

We recognize the value of supporting local communities and the strategic benefits for our business in terms of supporting business growth and ongoing success, building trust and enhancing corporate reputation.

We collaborate with a range of organisations through sponsorships, charity initiatives and also recognising employees through our internal Translink Staff Charity and Translink Community Partnership schemes.

In addition, we have continued to work closely with a range of Arts organisations, supporting over 10 arts initiatives last year helping to support public transport messaging in a creative and innovative way.

Key highlights over the last year include:

Bus and Train Week

Our award winning annual Bus and Train celebratory week continues to play an important role in raising awareness of the vital role public transport plays in the growth and prosperity of Northern Ireland, enabling a strong economy and supporting education, tourism, environmental responsibility and health and active travel while also building a more inclusive society.

Passengers, local businesses, schools, community groups, councils, elected representatives and employees got involved. Over the last three years over 600,000 additional journeys were made on Translink services as a result of the campaign, saving tonnes of CO₂ and taking thousands of cars off local roads, helping to ease congestion.

Key events in 2018 included our Roadshare stunt, Business Stakeholder event, Ulster in Bloom launch, Connections photography exhibition, Little Reporters competition and Cancer Focus NI in-station activity.



Launch of Little Reporters Competition in partnership

Roadshare Video

Over 100 volunteers, 90 cars, two buses, one Glider vehicle and 50 bicycles, gathered in Belfast City Centre to demonstrate the advantages of sustainable travel in a bid to combat congestion in towns and cities. Championed by Translink, The Department for Infrastructure, Belfast City Council and the Institution of Civil Engineers, a short 'Road Share' film and still images told an important story about how transport choices impact the health, wellbeing and overall prosperity of everyone in Northern Ireland.

'Road Share' succinctly illustrates and compares the typical space occupied in a city street by four common modes of transport - cars, buses, cycling and walking - transporting the equivalent number of people. This was an excellent partnership that has helped to inspire more people to think about sustainable ways to travel for a healthier and greener region.



Above (l-r): Making the Roadshare video/ Launching the Connections Project/ “Stuff a Bus” campaign launch

Connections

We partnered with Ulster University to deliver a photography project tasking students with capturing powerful and emotive pictures of Translink customers using our services and also offering a glimpse into their thoughts and feelings at the moment they were photographed. The images were showcased at a stylish exhibition in Victoria Square, Belfast.

‘Stuff a Bus’ Christmas Campaign

Our second annual Translink ‘Stuff a Bus’ appeal clearly demonstrated the generosity of the NI public. Delivered in partnership with U105 Radio and charities The Salvation Army and St Vincent de Paul, the campaign asked Translink customers, staff, U105 listeners and the wider public to help us stuff a double decker bus full of gifts for young people in need. We hit our target of over 15,000 gifts and contributed to gathering the charities’ overall Family Appeal total of 47,424 toys supporting a total of 11,856 children.

Ulster in Bloom

In 2018 Ulster in Bloom Celebrated 40 years of the competition and 20 years of Translink sponsorship.

The annual horticultural competition encourages cities, towns and villages right across Northern Ireland to look their best, boosting civic pride through plant and floral displays.

When the competition started 40 years ago it attracted 12 entries; now it regularly attracts over 150 entries each year across the local councils and Translink stations.

Sponsored by Translink and co-ordinated by the Northern Ireland Local Government Association the competition celebrates and rewards the skill, passion and dedication shown by local gardeners who make Northern Ireland a more attractive place to live in and visit.

Places are judged and marks allocated for the quality and extent of landscaping, planting, maintenance, innovation, features and absence of litter, environmental responsibility and community engagement.

IFA Translink Schools Gold Cup

In September 2018 we joined forces with IFA to launch the Translink Schools Gold Cup. The new competition involved eight post-primary schools in Northern Ireland who have been awarded the prestigious Gold Schools Quality Mark accreditation by the IFA Foundation, recognising school structures put in place to develop football.

The competition promotes exercise and healthier lifestyles. As the biggest provider of school transport in Northern Ireland, we're proud to be supporting home-grown talent and giving pupils the opportunity for some friendly competition, teamwork and a platform to showcase their football skills. Following the success of the Cup, plans are now in place to expand the 2019/2020 competition to include an additional 2 schools.

GAA Young Volunteer of the Month

Now in its third year, the GAA Volunteer Programme selects the local club volunteer who best represents the community spirit of the GAA. Clubs are encouraged to nominate young people aged 14-24 years for the accolade. Entries have come from all over Northern Ireland in support of volunteers who positively contribute to every aspect of community life - from coaching and mentoring, to fundraising and committee membership. Each season, the number and standard of entries continues to grow.

Supporting Community Led Festivals and Events

We have also supported a host of other festivals and local events helping local communities thrive as well as inspiring more people to choose the bus and train as the smarter way to travel.

These included:

- Culture Night in Belfast including late night transport
- Belfast City International Tennis Tournament
- Festival of Fools
- Young at Art and Belfast Children's Festival
- EastSide Arts
- Ulster in Bloom
- Féile An Phobail
- Castlerock Walkfest
- Whitehead Food and Folk Festival
- Belfast City Marathon and Half Marathon
- Eco Schools Sponsorship
- NIABF Sponsorship - Anti Bullying Week
- Ulsterbus Road Safety Cup
- Belfast Mela
- Festival of Flight, Newcastle
- Portrush Air Show
- Open House Festival
- Best of the West Awards
- NOIReland

Launch of NOIReland



Charity Support / Employee Fundraising

Over the last year Translink employees have raised around £100k for a range of worthy charities and causes including our charity partner Cancer Focus.

Translink Staff Charity

Translink Staff Charity saw employees contribute through a payroll Give As You Earn scheme. In addition, the Charity Committee also arranges a number of fundraising events during the year. The scheme primarily offers assistance to Northern Ireland based charities providing benefit within Northern Ireland.

Translink Community Partnership

The Translink Community Partnership encourages and rewards employees that volunteer in their local community. Employees apply for match funding to bolster their fundraising efforts.

Cancer Focus Charity Partner Initiatives

We continued to support our charity partner Cancer Focus Northern Ireland. Staff have given their time and support to raise £30,000 through creative initiatives right across NI. These included:

- Supporting Bus + Train Week
- Care in the Sun stand in various stations
- Runathon in Lanyon Place
- Health checks across the network giving information on being mindful of stress, skin care and being active especially in sedentary roles

- Magherafelt – run along the 212 Derry-Londonderry to Belfast Goldline route
- Shave of Thrones- colleague (and Game of Thrones extra) shaved off his massive beard for the charity
- Pink Month in October for Breast Cancer Awareness when staff took part in a special Pink run and 10 facilities arranged coffee mornings

Train Simulator Fundraiser

A fundraiser event was held for 10 Railway Preservation Society enthusiasts from across the UK and Ireland to give them a behind the scenes look at what it is like to be a train driver for the day. The key focus of the day was the opportunity to get into the driving seat of our state of the art train simulator guided by our expert training academy instructors. The day raised £500 and the event was enjoyed by all.

Partnership with W5 / Surestart

We partnered with Northern Ireland's Science and Discovery Centre W5 and Sure Start to provide free Glider travel for 100 families for a new initiative 'The Dragon from the Lagan' which aims to bring an interactive learning experience to a wider demographic of young children in the greater Belfast area. Sure Start supports parents with children aged under four years old, living in the 25 per cent most disadvantaged areas in Northern Ireland

As part of the initiative, an animated book has been produced by local author and illustrator Blair Bailie titled 'The Dragon from the Lagan Goes to W5' travels there by Glider. Families on the programme

Cancer Focus Runathon, Lanyon Place



participated in themed stay and play activities in Sure Starts supported by W5 and received their own copy of the book to take home. It is hoped that by demonstrating the easy connectivity from east to west of the city on the Glider, we can support access and ignite children's interest in science and encourage more children and families to choose to embark on their own personal journey of adventure and discovery in the future.

Institution of Civil Engineers (ICE) Super Heroes

We joined up with ICE in the Year of Infrastructure to take part in the national Invisible Superheroes campaign launched to tell the public how civil engineering has helped transform lives and shape the world.

This was a really fun way to raise the profile of those engineers behind some of our exciting construction and engineering projects that are helping to transform public transport to enable Northern Ireland to prosper and grow. Engineers got on board adopting a playful, creative comic book character to help inspire the next generation to consider engineering within the public transport sector as a rewarding career.



Invisible Superheroes campaign launch

Sporting and Concert Events

Events are a key economic driver and as such we have worked closely with event organisers to provide bus and train options which have ensured their successful delivery and helped build NI's reputation as a stand out location for great events. Highlights have included Belfast Vital, Culture Night, key football, rugby and GAA matches and Balmoral Show.



Translink supports the Balmoral Show

Translink Youth Initiatives

This year Translink Youth Forum had a membership of 14 young and active affiliates that have passionately worked together to use this platform to voice their opinions and feedback on their bus and train services. They played an instrumental role in coordinating the Translink Youth Summit and have taken part in a number of important consultations for Translink development projects, e.g. Glider, the Translink Brand and bus driver workshops.

We have recently migrated the yLink paper application process to an online platform. This development has been a huge improvement with an average increase of 6% of active cards each period and 14% increase in passenger journeys. Team Translink continue to visit local schools, universities and youth centres to provide informative and practical sessions on using public transport and promote the benefits of yLink.

Translink Youth Summit (TYS)

TYS18 hosted over 100 young people from across Northern Ireland to attend the annual Summit in Belfast Met, Titanic Quarter. Delivered in partnership with the Northern Ireland Youth Forum which provided a platform for constructive discussion and debate. This fun event featured engaging interactive workshops to understand young people's perceptions and experiences of public transport. The event is used to understand young people's needs and priorities on public transport. This year's Summit featured 3 workshop topics, RESPECT, Waste of Space and #Smartmovers.

Go Healthy



We understand the importance of employee physical and mental health and wellbeing. We want to ensure that we:

- Support employees at work through assistance with their own health and wellbeing
- Raise awareness of the benefits of physical exercise, early intervention and improved mental health

Below: Men's Shed Community Engagement Event



Translink Wellbeing Strategy

Translink's Wellbeing Strategy is of great strategic importance. We are committed to ensuring our employees are supported at work. The results from our latest employee survey highlighted that mental health is an area of interest for our people. Therefore, for the past year the wellbeing theme has centred on the topic of mental health and developing resilience.

Our Go Healthy Champions support the delivery of our wellbeing strategy. These trained champions are increasing in number and now cover the majority of our geographically diverse business. They are from non-managerial roles and aim to encourage participation in the wellbeing initiatives as well as promoting a positive wellbeing message.

Mental Health First Aid

Mental Health is just as important as physical health and to increase awareness and understanding of this wellbeing area we encourage our people to talk about their mental health. To support our wellbeing message, we have trained a group of Mental Health First Aiders to provide support to those who are experiencing mental health difficulties in the workplace and we intend to provide further training in this area.

Mental Health Awareness Training in the Workplace

Over the past year, with the support of Action Mental Health, Inspire and Employers for Disability NI, we have delivered mental health training for our managers and employees. The key focus of this training is on the importance of recognising early the signs and symptoms of poor mental health, developing effective coping strategies and accessing the appropriate support services available. This training also promotes our Employee Assistance Programme, delivered by Inspire Workplaces, which is freely available to all our employees who would like support.

We have also held mental health awareness days across the business, in particular World Suicide Prevention Day and Time to Talk Day, with the support of Inspire Workplaces. On these occasions, Inspire visited various depots and key stations to promote their service and challenge the stigma associated with mental ill health.

Monthly Poster Campaign

We have introduced a monthly poster campaign to raise awareness and create talkability around a range of key themes including stress at work, mental health and diet and mood.





Inspire Mental Health Awareness Information Session

Cancer Focus NI

Our employees have been hugely supportive of Cancer Focus NI our charity partner this year, with the delivery of many fun and challenging fundraising initiatives that support the positive wellbeing message of giving, to promote increased physical and mental wellbeing.

The organised events included healthy office breakfasts, coffee mornings, Run the 212 runathon and the Big Shop Showdown.

'Run the 212'

Organised by Magherafelt depot, the local Translink team ran 72.4 miles, the total distance of one of the most popular express routes, the 212, from Derry-Londonderry to Europa Bus Centre in Belfast. The team recognised the health and wellbeing benefits of physical activity, working together and giving to others.



Magherafelt Bus Drivers Static Run for Cancer Focus

Cancer Focus Big Shop Showdown

The Big Shop Showdown, in partnership with Business in the Community, involved a large scale fundraising effort across the business.

This included various bun sales, bucket collections, a successful pub quiz and raffle, culminating in a Team Translink Cancer Focus NI charity shop takeover. The shop theme for the day was 'The Greatest Showman' circus theme and the team went head to head with other businesses across the province to raise vital funds and build awareness for our charity partner. The efforts of everyone involved have seen a huge increase in the promotion of cancer awareness and the support services available to everyone.

Strabane Men's Sheds

Employees at Strabane Bus Station took the opportunity to make a waste area at the station into a health and well-being site with greenhouses, compost bins, bird boxes etc. The initiative has been very successful for employee engagement with local staff taking ownership and working to build their own planters and decking to enhance the area around the station.

Translink Hiking Club

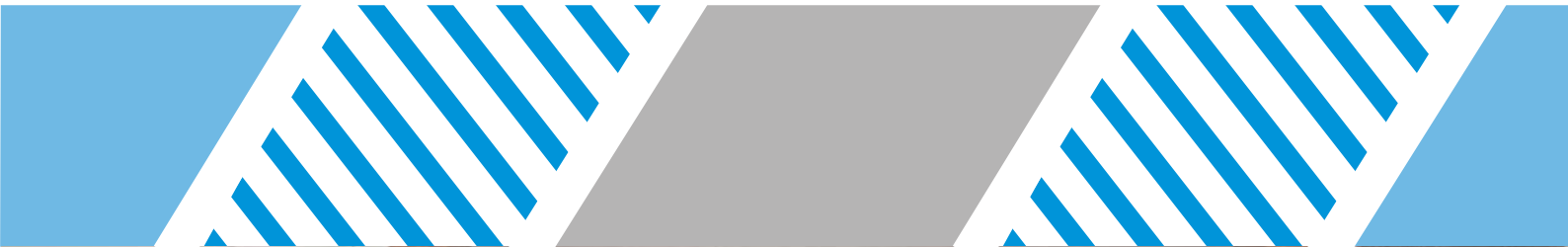
This is a new group organised by Milewater Service Centre Glider Drivers to help people get outdoors. They organise hikes and trips throughout the year, primarily in the Mourne Mountains for all ages and all abilities of walking.

Employee Health and Wellbeing Assessments

Action Cancer continue to deliver a suite of employee health checks at various locations across the business, month by month. To date 460 appointments were delivered in 14 locations, including the uptake of health promotion stands and cancer awareness sessions. They provide a consistent reminder of the importance of looking after our physical and mental health. As an outcome from the regular health check visits, we have also delivered further health promotion activities.



Translink Hiking Club organised by Milewater Service Centre Glider Drivers



Translink staff raised £12,836 in the Cancer Focus Big Shop Showdown



Go Eco



Outstanding environmental performance is central to being successful.

We want to ensure that we:

- Fulfil our commitments to prevent pollution and nuisance
- Protect biodiversity
- Improve air quality
- Reduce waste and carbon emissions

Below: Launch of Eco Schools- Celebrating 10 years of the partnership



Bus and rail services provide a sustainable transport solution as part of a shared mobility model for Northern Ireland and we operate and improve the business in a prudent way that minimises the negative impacts and maximises the benefits of public transport to the environment. Efficient urban public transport offers energy efficient and low carbon mobility.

In addition, it brings significant health benefits by facilitating more active lifestyles and fighting against climate change, cutting congestion and reducing air and noise pollution.

Environmental sustainability is imbedded into the day-to-day operation of our business via our Go Eco work-streams: Resource Efficiency; Energy and carbon reduction; and Biodiversity.

BITC Environmental Benchmarking Survey

The Survey is established as the leading tool in Northern Ireland to provide participants with proof of their green status. Now 20 years old, and with Translink one of 11 Northern Ireland companies participating since the outset, the Survey plays a key part in ensuring environmental issues are on the agenda in Board Rooms across Northern Ireland. In 2018 Translink once again achieved the top level Platinum status.

Fleet Strategy

We are committed to introducing innovative low emission technologies across our bus and rail fleet to improve air quality for a healthier and greener region. The UK Committee on Climate Change's new advice for Government is to reduce greenhouse gas emissions to zero by 2050. The UK Clean Air Strategy 2019 has also said that air pollution is the top environmental risk to human health in the UK.

As transport is one of the largest sources of emissions, we are leading by example and developing a strategy on low and zero emission vehicles, as well as encouraging more people to use public transport to reduce car dependency. We have exciting plans, and with the right funding, we aim to invest in Hybrid electric and Hydrogen technologies and to develop these technologies as part of our future fleet strategy. This could reduce vehicle emissions to <10% of current fleet and in some cases to zero emissions. In the short term our aim is that all vehicles in Belfast meet Euro 6 emission standards as a minimum by 2022 through fleet conversion. This is subject to appropriate funding.

The table below shows the Euro classification for our Belfast fleet (Metro and Glider) over the last 5 years towards our 100% Euro 6 target by 2022.

Euro Class	April 2014	April 2016	April 2019
1	0.00%	0.00%	0.00%
2	14.72%	6.39%	0.00%
3	47.17%	36.84%	24.75%
4	16.23%	14.66%	12.20%
5	21.89%	21.80%	19.66%
6	0.00%	20.30%	43.39%

Business & Biodiversity Charter

Translink has again been awarded Platinum Level in the Business & Biodiversity Charter by Business in the Community, in partnership with Ulster Wildlife, for its outstanding commitment to protecting and enhancing biodiversity. We have a significant property portfolio across Northern Ireland, including over 200 miles of railway track, which provides a unique green corridor for local, national and internationally important biodiversity.



Translink receiving their Platinum level Business & Biodiversity Charter from Business in the Community Northern Ireland

Launched in 2015, the Business and Biodiversity Charter initiative aims to inspire and encourage businesses throughout Northern Ireland to protect and enhance biodiversity. Having gained Platinum in the Charter when it was launched, 2018 marked Translink's first re-certification.

The Platinum award shows Translink as exemplary in our approach to biodiversity and it is great to be formally recognised for our efforts in this way. The organisation has made a solid commitment to protecting and enhancing biodiversity within our Corporate Responsibility Strategy and we have invested in a number of innovative initiatives to improve biodiversity and inspire our employees and passengers to protect the natural environment.



Launch of The Spirit of Translink Facility Awards

Wildlife Aware & Planning for Biodiversity

Translink have engaged with Ulster Wildlife for a series of Wildlife Aware & Planning for Biodiversity training sessions.

By undertaking the Wildlife Aware Course, we are equipping key staff:

- To better understand the different types of legislation pertaining to the protection of wildlife
- To learn how and why protection levels vary between species
- To understand how legislation protects certain types of habitat
- To identify what protected species and protected habitats are in their area of operations

The course is intended to help further develop a wildlife-aware workforce and thus helping to minimize and mitigate the impact of Translink operations on local wildlife and wild places.

Translink Grow Bus

With the valuable partnerships created developing the Commuter & Community Garden at our Yorkgate Station Translink have worked with Groundwork NI to take the Growing in the Community concept on the road with a "Grow-Bus". Focusing on children living in temporary accommodation the Grow-Bus travelled across Northern Ireland with a team of 9 trainee community gardeners teaching over 200

children about the benefits of growing fruit and vegetables, as well as letting them sample locally grown produce.

For many it was the first time they had tasted some of the foods or planted anything. Science experiments were also used to spark their interest in learning how food grows.

The project has really helped the local community to improve their surroundings, increased the confidence and skills of those involved and also ensured their facilities and station are as welcoming and safe as possible.

SPIRIT of Translink Facility Awards

The awards — in partnership with Keep Northern Ireland Beautiful — are judged across key criteria based on our Corporate Responsibility Strategy with facilities assessed on criteria relating to resource efficiency, energy and carbon, biodiversity, health and wellbeing activities. There is also a focus on employee and community engagement as well as employee culture, behaviour and leadership.

A total of 36 Translink bus and train stations and depots took part in the 2018 awards with 7 facilities achieving the top Platinum level including Foyle Street (Ulsterbus) and Newry Railway Station which both achieved 100%. This is the first time any locations have achieved 100% since the awards programme was introduced in 2007.



(L-r): Newry Bus Station became Platinum Awards Winners of the Spirit of Translink Facility Awards / Eco Schools Awards Event

Some examples of initiatives across the organisation include bug hotels and bird boxes at Foyle Street Bus Station; staff garden areas at Antrim Bus and Train Station, Newry Bus Centre, Newry Rail Station and Strabane Bus Station which not only created environmentally friendly spaces (Go Eco) but also created outdoor space for employees (Go Healthy). Staff at Botanic Station focussed on Go Healthy with walking routes displayed. SPIRIT noticeboards are also prominent at many locations e.g. showing planting at Great Victoria Street to local history at Ballymena Rail Station and railway history at Lisburn Rail Station.

Hollywood Butt it Out

We are delighted to be supporting Hollywood Resident's Association which has introduced an innovative on-the-go plastics recycling project in Hollywood through Live Here Love Here's Small Grants scheme and funded by Ards and North Down Borough Council's Community Recycling Fund.

Cigarette butts are the most common type of litter found around our facilities and once discarded they release numerous toxins into the environment especially when they enter water. By using eye-catching interactive ballot bins and dedicated cigarette bins smokers approaching Hollywood Station will have the opportunity to see their waste put to good use.

Cigarette butts are 100% recyclable, containing plastics which can be recovered and made into new products, from coffee mugs, spectacle frames and

wellington boots to industrial pallets and outdoor furniture.

Eco Schools

We continue to recognise school pupils right across Northern Ireland for their efforts to use more sustainable transport during the Translink Eco-Schools Travel Challenge. Over a two-week period, 28 local schools completed the Challenge with 3078 pupils monitoring their travel patterns and making an effort to walk, cycle, use the bus or train for the school run. There was a massive shift away from car use to sustainable travel with 32,992 sustainable journeys made. Every year the number of pupils taking part in this initiative continues to grow and 88% of pupil journeys during the challenge were made without a car.

New Cycle Shelters

Cyclists across Northern Ireland can now benefit from 38 new bike shelter/storage facilities following the completion of a Translink Cycle Shelter Programme.

Situated at both Translink NI Railways and Ulsterbus stations, the new facilities will cater for the surge in popularity of cycling across Northern Ireland for both Translink customers and staff. Translink has installed 10-bike parking shelters / 'cycle d's' at main locations that customers can use free of charge. In addition, secure parking compounds have been installed at Hollywood Train Station accommodating 30 bikes and at Lisburn Train Station for 20 bikes. Customers can

apply online via the Translink website for a Translink key fob to use these facilities.

Their arrival supports a key indicator in the draft Programme for Government (2016 - 2021) to increase the use of public transport and active travel which is crucial to improving physical and mental health as well as reducing environmental impact.

The cycle facilities offer the opportunity for people living locally to cycle to train and bus stations across Northern Ireland rather than drive these short distances, thus reducing traffic congestion and pollution. Multi-modal journeys are the future and we encourage more people to consider this as part of their commute or daily routine.

Binevenagh Area of Outstanding Natural Beauty

New information / interpretation panels have been unveiled at Castlerock and Bellarena by Translink and Causeway Coast and Glens Heritage Trust.

The panels are aimed at highlighting the amazing landscape qualities of Binevenagh Area of Outstanding Natural Beauty (AONB).

The information and interpretation panels which are situated near Bellarena Railway Halt and at Castlerock Train Station support the Go Eco; Go Together and Go Healthy elements of Translink's Corporate Responsibility Strategy.

The distinctive headland of Binevenagh with its dramatic cliffs marks the western limit of the Antrim basalt plateau, and a regular and spectacular backdrop within Game of Thrones. The panels highlight some of the historical wartime and maritime history of the area; the built and cultural heritage; the development of the railway; and local biodiversity. The map also highlights walking and cycling routes which can be accessed via the train, with covered cycle storage available at both Castlerock and Bellarena.

Translink are a Key Partner in the Binevenagh Landscape Partnership Scheme and the new signage is already beginning to help visitors explore this special landscape.

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.

Below: Award winning "Come Glide with Me" Initiative

