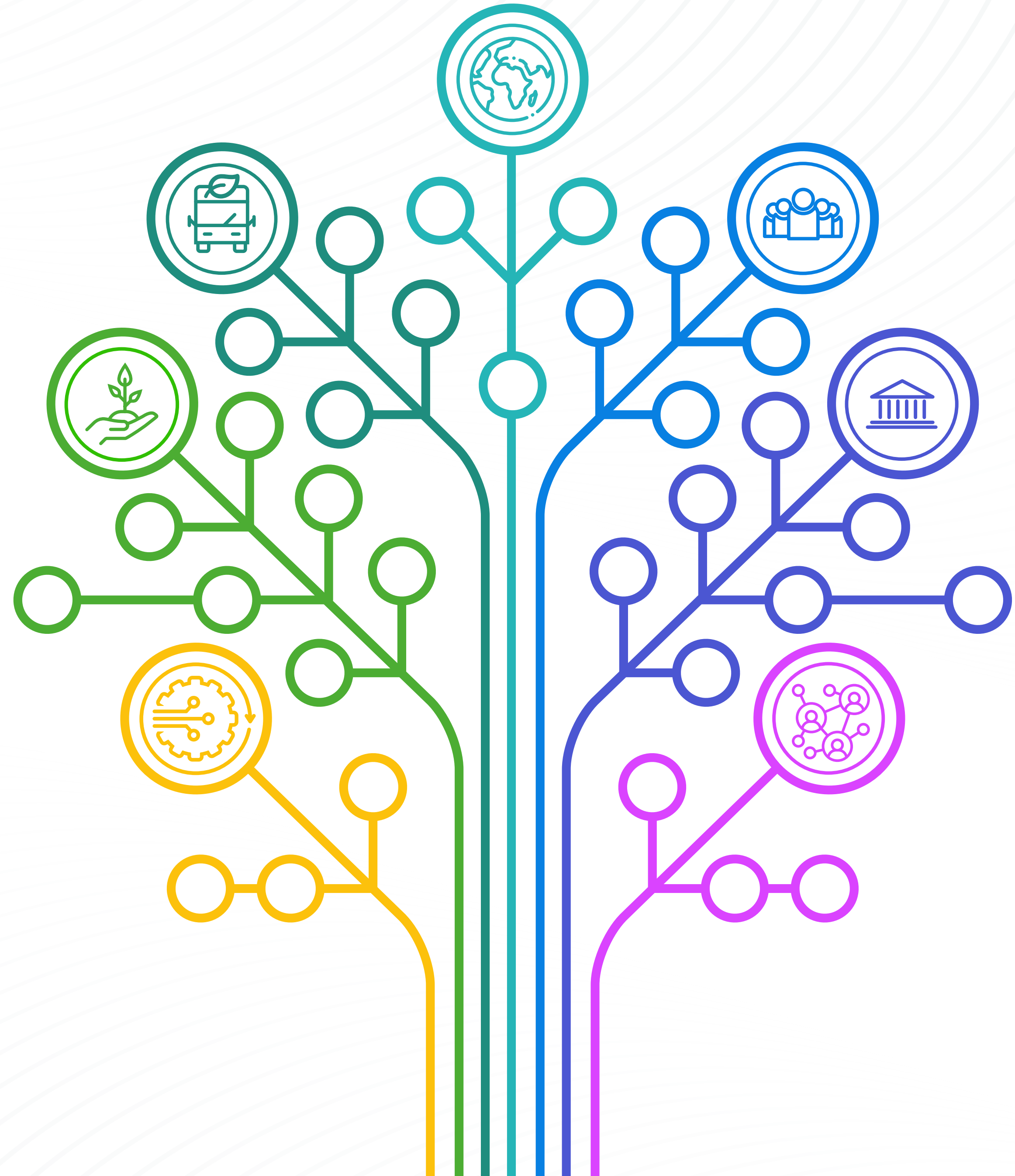




Bus Éireann
SUSTAINABILITY

Driving Change

**ANNUAL
SUSTAINABILITY
REPORT 2021**





Leadership and Commitment



As Ireland's national bus company, facilitating 90 million journeys a year, Bus Éireann can make a real and lasting positive impact by encouraging people to make sustainable travel choices, and by working together to reduce our carbon footprint and energy consumption.

In 2021, we embraced and positioned sustainability as a central part of everything we do at Bus Éireann and I am pleased to introduce our first sustainability report.

It has been a year of progress, putting in place structures and systems – and people – who will deliver on our new strategic pillar of being one of the most sustainable public transport companies in Europe. This includes being the first public transport operator in Ireland to have established a Board sustainability sub-committee. In June 2021, our Board agreed to add a fifth strategic objective, Environmental Sustainability, to the company's Destination 2023 vision.

Stephen Kent, CEO.

We have met and exceeded our annual target on some of our most important KPIs – emissions, waste, green procurement, safety, accessibility and gender balance. We are on track or ahead of target on 77% of KPIs.

A very tangible and visible expression of our action was the introduction of both the first low emission electric hybrid and zero emission hydrogen buses, funded by the National Transport Authority (NTA), which entered public service in 2021. This is transformational for our Garage teams, who began the journey to train and learn how to maintain new fleet propelled by high voltage power. We are very thankful for the continued support and commitment of the NTA to decarbonisation. This first year in our longer term plan heralds a new era for public transport, as these are already having a significant positive benefit on air quality, noise reduction and customer experience.

[CONTINUE READING...](#)



Leadership and Commitment



Bus Éireann also invested in 30 new Expressway coaches with the Euro VI cleaner engine standard which deliver lower emissions for our commercial coach fleet. Overall, 63% of Bus Éireann's service fleet is now at Euro VI cleaner engine standard. As vehicle manufacturers continue to innovate and transition to new fuel technologies, we will move with them. We are acutely aware of the urgency of climate action and driving forward as quickly as we can.

In 2021, Bus Éireann was also able to implement the largest enhancement of services in 15 years, adding an additional three million kilometres of connectivity including regional cities and rural towns and villages thanks to Government support through the NTA.

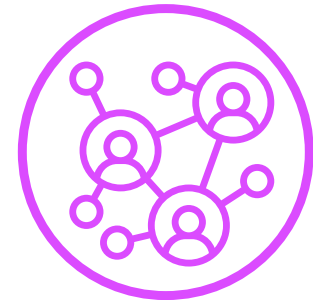
We believe passionately in the role of public transport in addressing many social and environmental challenges. The essence of what we do is to provide connectivity and the most environmentally friendly transport option, but we want our contribution to go above and beyond our central mission.

Stephen Kent, CEO.

New fleet and additional services are the most visible, important aspect of our sustainability agenda, this report details progress being made across the wide spectrum of necessary actions, for example halving our lighting energy consumption at our Cork depot. We know we have a long way to go, we are excited about the opportunities and we are in a hurry to get there.

We cannot do it alone, and we are grateful for the support of our employees and our many partners, detailed in this report. I will mention in particular here the steadfast and essential guidance and supports of Minister Eamon Ryan TD, the Department of Transport, the National Transport Authority, the Department of Education and our main shareholder, CIÉ. We look forward to working closely with all of our partners in the medium term to meet the targets set by the Government Climate Action Plan.

Stephen Kent
Chief Executive Officer



Vision, Mission and Purpose

At Bus Éireann our goal is 'to be the most customer-centred and sustainable transport company in Ireland, with services delivered by people who believe in Bus Éireann as a great place to work'.

Our mission has always been to offer a green and affordable alternative to private car use, whether for travelling to school or college, within cities and towns, in rural areas or intercity.

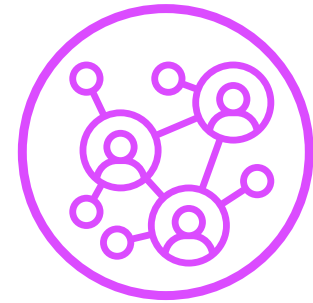
We value the delivery of sustainable and low emission public transport on urban, rural and regional routes nationally.

At the heart of our strategy is a desire to deliver our services in a way which benefits not only our customers and employees but also in a way which delivers a meaningful positive impact to our environment and society.

[CONTINUE READING...](#)

EVERYONE GAINS





Vision, Mission and Purpose

According to a socio-economic impact report carried out by KPMG, up to 12.6 million car journeys are avoided annually by passengers choosing to leave their car at home and instead travelling on Bus Éireann services. A further 21.5 million journeys are avoided from the provision of our school transport services. Put simply, according to their analysis, more emissions are avoided than Bus Éireann generates across its entire services*.

EVERYONE GAINS



*Based on scope 1 "direct" emissions.



Roadmap to 2030: Overview

Our sustainability strategy “Driving Change”, launched in May 2021, sets out the milestones on our path to becoming a greener and more efficient transport provider by 2030.

Our key target of 50% reduction in greenhouse gas emissions by 2030, by increasing our low emission fleet percentage by 50%, is aligned fully with the Government’s Climate Action Plan published in November 2021.

We aim to divert 50% of waste generated away from landfill and incineration through implementation of rigorous waste auditing and by embedding green criteria into 75% of our contracts by 2030.

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Minister Eamon Ryan TD with Stephen Kent and Stephanie Maher at the launch of the Bus Éireann Sustainability Strategy.

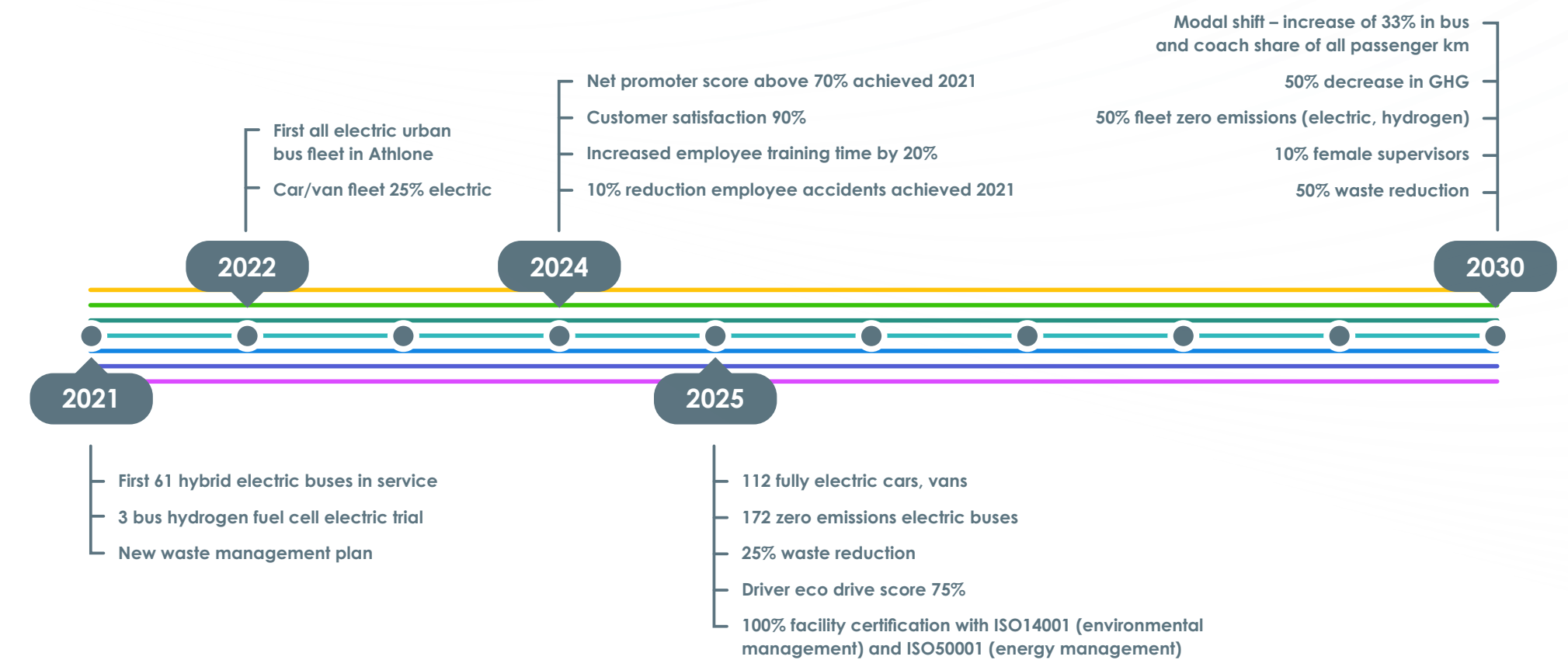
¹ Eurostat – Modal split of passenger transport 2018.



Roadmap to 2030: Overview

Growing our school transport service by 20% by 2030 is key to delivering on our sustainable transport objectives and reducing congestion on the national road network.

By increasing modal shift and making our services 100% accessible we hope to provide wider society with an authentic climate solution. Our roadmap below outlines key priorities within our strategy between 2021 and 2030.





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Fleet Efficiency

Working closely with the National Transport Authority, 2021 brought about significant progress under our climate action targets. The “first in Ireland” trialling of three hydrogen fuel cell battery electric buses on the Dublin to Ratoath route has produced positive results in terms of carbon emission savings and efficiency of operational use. The three double deck hydrogen fuel cell electric buses entered service in mid-July and by December the vehicles had collectively achieved over 40,000km of zero emission operation. That equates to a saving of around 34 tonnes weight of CO₂ being emitted into the environment from the exhaust.

Forty electric hybrid buses are now operational on Galway city routes with the potential to provide up to 280,000 emission free kilometres annually. An additional 21 hybrid buses were delivered in 2021 for Limerick urban services. Sixty three percent of our

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BUS ÉIREANN DELIVERED

150,000km EMISSION FREE





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service fleet are now at the Euro VI cleaner engine standard: an increase of 8% from 2020. The NTA has committed to no new diesel buses for urban fleets.

Our non-bus road fleet is also making the transition to cleaner emissions. Fourteen new electric company cars are in use in 2021, with an additional 25 to be delivered in 2022 – resulting in a third of the company car/van fleet being electric.

Over the coming decade we must ensure our depots are future proof and ready to transition to emission free fleet. In 2021 the design phase for the Athlone EV depot was developed and issued for tender to be constructed later this year. Phase II of our Limerick depot development received planning approval and planning of depot transition projects in Cork and Galway commenced.

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21%
IMPROVEMENT
IN ENERGY
PERFORMANCE



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Energy Efficiency

Optimising energy consumption across our property portfolio is an important aspect of meeting our climate action goals.

Key projects in 2021 delivered increased energy efficiency and substantial reductions in emissions. The replacement of older fleet with hybrid buses and modern diesel coaches improved our efficiency. Our buildings also contributed to improvements. In 2021, more than 20 individual energy efficiency projects were implemented across our sites which included boiler replacement projects, building retrofits and building fabric upgrades. Our new build Roxboro administration building in Limerick has been constructed to Nearly Zero Energy Building standard.

The Bus Éireann Energy Performance Indicator (EnPI) is a measure of the total energy used by the organisation per available seat kilometre. This improved by 22% in 2021 when compared with the baseline year of 2009.

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LED LIGHTS RESULTED

-14%
IN ENERGY CONSUMED
AT
**CAPWELL
CORK**



SAVING
20
TONNES OF
CARBON
EMISSIONS



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Bus Éireann generates a number of waste streams including commercial municipal waste, commercial recyclable waste, baled cardboard waste, organic biodegradable waste, electrical equipment waste and metal waste.

Overall, 623 tonnes of waste was collected by our contractor in 2021 with 85% of waste treated as waste to energy and 15% recycled. We recognise the need to significantly increase our recycling rates and intend to conduct a series of in-depth waste audits at our key sites. Our target is to increase the number of commercial recycle bins by at least 20% in 2022.

In 2021, Bus Éireann developed a company-wide waste management plan using a framework which allows us to rank our waste management decisions. The plan puts waste prevention and reuse of materials at the forefront of its agenda. Many activities within Bus Éireann follow a circular model advocated

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IN 2021



38% OF OUR CONTRACTS HAD
**GREEN CRITERIA INCLUDED
IN THE EVALUATION PROCESS.**



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in the Waste Action Plan for a Circular Economy 2020 including the reuse of heavy-duty packaging, office furniture and the redeployment of existing buses to suitable routes. Our tyre contractor, Bridgestone, is a member of the Repak End of Life Tyre scheme. Approximately 6,100 tyres from our activities were reused and recycled in 2021.

We work closely with our primary waste contractors to ensure that we will establish designated waste stations at our locations, conduct frequent waste auditing and seek to increase waste segregation on our sites across the organisation. Our waste volume decreased in 2021 by 8.7%, but our recycling rate remained at 15%. We recognise the challenges we face in this area, and our goal is to increase number of recycling bins on our sites by 20% over the next 24 months.

As our business advances towards a digital future, several digitalisation and automation projects across schools,

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engineering, procurement and finance departments are moving towards paperless processes and systems. This transformation has resulted in a downward trend in printing costs with year on year reduction recorded at 8% in 2021.

A green procurement policy was published by Bus Éireann in 2020 which is directly linked to the waste management plan, advocating for the purchasing of more sustainable products and services that will ultimately extend product lifespan and seek increased recyclability of materials purchased.

We are guided by the most recently published EPA guidelines "Green Public Procurement; Guidance for the Public Sector" and take into consideration each stage of the procurement process, from needs assessment and market engagement through to contract management.

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ENVIRONMENTALLY FRIENDLY UNIFORM





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CASE STUDY:

In 2021 Bus Éireann awarded Tailored Image a contract to design and provide new uniforms to our 1,700 drivers, supervisors and customer-facing employees. The components of the uniform are made from ethically sourced and recycled material. The polyester used in the new look is made from recycled plastic bottles and each uniform prevents 20 plastic bottles going to landfill. Our uniform contract also delivered on greener packaging compared to alternatives and swapped out many common components for more recyclable materials.



New uniform launch at Busáras, 2021.



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Connecting cities to regional towns and rural communities is a key part of our role. We currently have 5,000 bus stops across the country and our goal is to update this Infrastructure with travel information in collaboration with the National Transport Authority (NTA).

In terms of connectivity, we delivered exceptional performance across Ireland in 2021. Despite the COVID-19 pandemic, Bus Éireann provided the public with sustainable options to travel to essential services such as healthcare, third level institutions and primary and post primary schools. In 2021, three million additional kilometres of new services were added across our network, with new routes in rural regions in the west of Ireland in Achill, west Clare and west Kerry making a valuable contribution to sustainable tourism in these areas.

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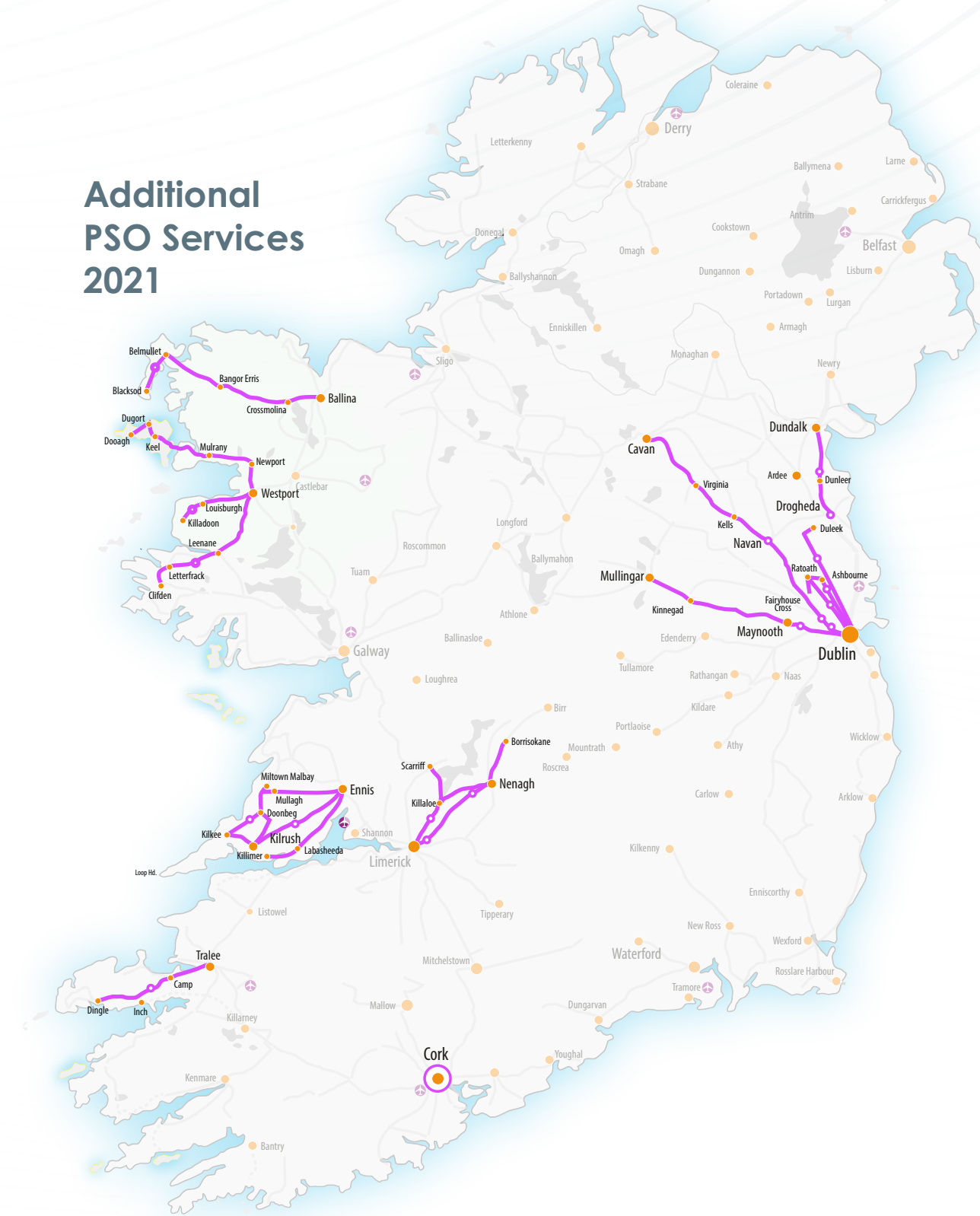
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Bus Éireann contributes significantly to local economies providing direct and indirect employment, reduces overall road congestion, and provides equality of access to services.

Fourteen community organisations were supported in 2021, including food banks, Meals On Wheels and cultural initiatives.

We were proud to support Grow Mental Health NGO in 2021 with the objective of marking World Mental Health Day on 10 October with “Stories of Hope and Recovery” installations at Busáras which then went on tour at Bus Éireann Stations nationwide. Grow’s brave members hope that by sharing their stories, others will be reminded that they are not alone. Bus Éireann employees participated in the Grow Easter Walk in 2021 and the organisation also facilitated mental health awareness training for more than 200 supervisors and people managers.

Additional PSO Services 2021



North East
Route 168 Dundalk to Drogheda
N1 & N2 Navan Town
D4 & D5 Drogheda Town

GDA
103 Dublin – Ashbourne – Ratoath
103X Dublin – Ashbourne – Duleek
105X Dublin – Ratoath – Fairyhouse Cross
109 Dublin – Dunshaughlin – Navan – Kells
109A Dublin Airport – Ashbourne – Navan – Kells
109X Dublin – Navan – Kells – Cavan
115 Dublin – Kilcock – Kinnegad – Mullingar
115C Kilcock – Mullingar – Enfield
NX Dublin – Navan

Limerick
303 Pineview – Killmallock Road
306 Sarsfield Gardens to Edward Street
323 Limerick – Nenagh
345 Limerick – Scariff

Cork
202 Apple – City Centre – Mahon Point Corridor
212 Kent Station – Mahon Point
208 Curraheen – City Centre – Ashmount Corridor
214/221 CUH – City Centre – Glanmire Corridor
220 Ballincollig – City Centre – Carragaline
225/226/226a – Cork Airport Corridor

Kerry
275 Tralee – Dingle

West Clare
333 Ennis – Miltown Malbay – Kilkee
336 Ennis – Kilrush – Kilkee – Doonbeg

Western
423 Clifden – Westport
446 Ballina – Blacksod
450 Dooagh – Westport – Louisburgh



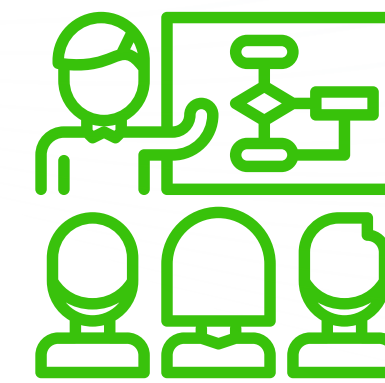
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Our employees play an important role in our journey to deliver a cleaner and greener transport service. In November 2021 we sought feedback from our employees on what they regarded as the priorities of our sustainability strategy. Our people felt that reducing carbon emissions, increasing the use of renewable energy, reducing water and delivering a transport service that was accessible for everyone should be our top sustainability priorities.

Changing to alternative fuel modes and electric powered vehicles means providing our employees with the right skills to ensure a smooth transition. In 2021 our engineering teams in Galway completed hybrid vehicle maintenance training, the first in Ireland to achieve this qualification from the Institute of the Motor Industry.

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950 HOURS

ON SUSTAINABILITY TRAINING



Galway engineering team completing hybrid training.



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Our procurement department received training on the recently published EPA Green Procurement guidelines and this training will roll out to our technical staff in the year ahead. Members of our facilities and sustainability teams took part in the Certified Water Stewardship programme undertaking modules in water mapping and water conservation. Extensive training was undertaken on energy management including Solar PV Accelerator Programme and Electrical Vehicle Charging Infrastructure.

Our commitment to deliver school transport services across communities nationally is an aspect of our business we take particular pride in, providing over 122,000 school students, including 16,000 Special Educational Needs students in 2021, with school transport. Bus Éireann is committed to working closely alongside the Department of Education in aligning our strategic sustainability goals with our school bus department in the coming years.

NUMBER OF STOPS WITHIN 2KM OF HIGHER EDUCATION AND NATIONAL PSO EXPRESSWAY AND ROUTES

ALL ROUTES 2021

Expressway
PSO

Higher Education Institutes Number of Stops within 2Km

- 0 – 4
- 4 – 14
- 14 – 55
- 55 – 78
- 78 – 215

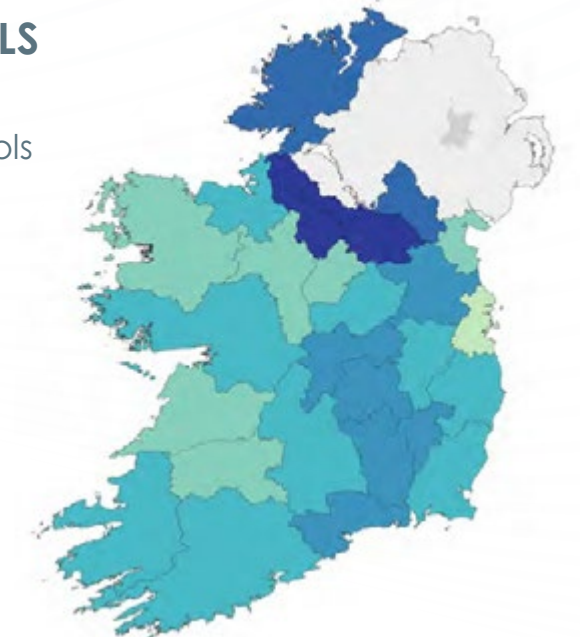


SCHOOL TRANSPORT SCHEME

PRIMARY SCHOOLS

Proportion of all schools with a Bus Éireann "schools service" (%)

- 81–89
- 70–81
- 63–70
- 55–63
- 44–85
- 34–44





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Gender

A number of senior management roles were appointed to women in Bus Éireann in 2021, and now the first female chairperson designate of the Bus Éireann Board has been appointed in 2022. We are happy to be members of the 30% club which is a business-led campaign to boost female representation at board and C-Suite level. 35% of our 50 most senior managers are female.

The Senior Leadership Team of eight, including the CEO, comprises three women or 37.5%. We have significantly increased the proportion of female new joiners to 19% in 2021 to date in comparison to 12% of new recruits in 2019.

Diversity & Inclusion

Diversity brings creativity, innovation and a wider range of skills to Bus Éireann, as well as more accurately reflecting our customers. We employ people from more than 40 different countries,

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1/5
IN 2021



NEW JOINERS
WERE FEMALE

2020 **↑ 12%**
NEW FEMALE

2021 **↑ 19%**



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comprising 14% of our total workforce. Bus Éireann is a signatory of the Diversity Charter Ireland. The Charter works together to promote the benefits of diversity, equality and inclusion seeking to build best practice in promoting diversity, equality and inclusion in their workplaces.

We marked Pride Month with support for local groups in Clare, Cork, Galway, and Limerick.

Bus Éireann partners with Technological University Dublin's Access to Apprenticeship programme, supporting young people aged between 16 and 24 years from disadvantaged backgrounds joining apprenticeship schemes, and in some cases gaining full-time employment with the company.

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1/5
IN 2021



NEW JOINERS
WERE FEMALE

2020 **↑ 12%**

NEW FEMALE

2021 **↑ 19%**



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Accessibility

Ensuring our buildings, and managed stations and stops are wheelchair accessible is essential in providing a fair and just transport service, and this is a key pillar in the new Customer Charter published in 2021.

During the year we delivered customer accessibility projects in Killarney, Rosslare, Tralee, Waterford, Tramore, Wexford, Ballina and Athlone, supported by the NTA. In October, members of our senior management team participated in the “Day in my Wheels” challenge, organised by Spinal Injuries Ireland, gaining insights into the customer experience. Disability awareness training is included in our ongoing training for drivers.

We continued with our journey to become JAM Card friendly. The JAM Card assists customers with hidden disabilities using the public transport system and makes their experience as stress-free as possible.



Minister for Disability, Anne Rabbitte TD with Bus Éireann Driver, Rhonda Byrne.



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Engaging with our employees and committing to a culture of listening is important in building trust and motivation within Bus Éireann.

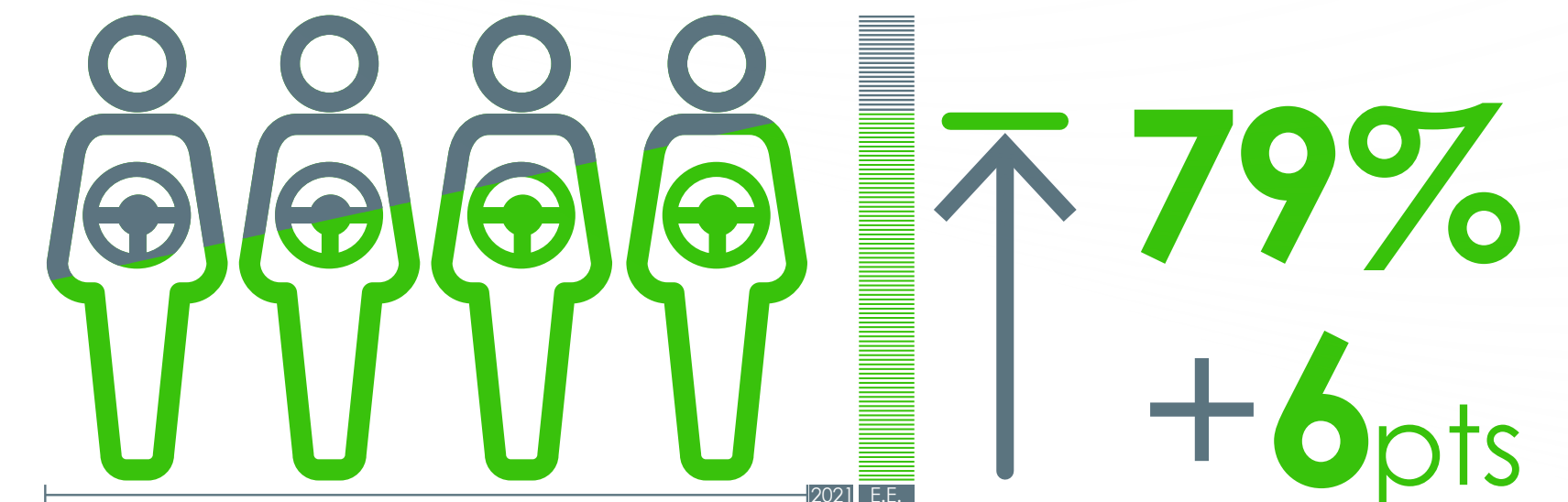
Almost 1,700 employees responded to our annual Have Your Say survey. We were encouraged that the percentage of employees believing that the company is open and honest in its communications with them, and shows care and concern for them almost doubled since 2019.

And considering our role in keeping Ireland connected, we were not surprised that 83% of people working in Bus Éireann feel their jobs are worthwhile and rewarding.

We ensure that our employees are given a voice and that the organisation can communicate effectively with our people through technology. Our BÉOnline internal communications platform ensures our employees are kept up to date through

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EMPLOYEE ENGAGEMENT 2021





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internal posts, videos, and news articles. A dedicated space for Sustainability was established this year which allows us to engage with our employees on all aspects of sustainability.

In 2021, thanks to sustained focus, the employee accident rate fell by 20%. Our safety council meetings, risk assessments and toolbox talks are integral to achieving this result.

In Bus Éireann we have a long-established employee educational programme which supports our employees in returning to third level education and developing their careers with us. We also recognise people as our most valuable asset through our annual Go the Extra Mile (GEM) awards which allows employees to nominate and appreciate colleagues who have gone out of their way for a customer, a colleague or for the business.

The ongoing modernisation of our depots in Limerick and Athlone will provide a safe, comfortable and energy efficient working environment for our staff. In 2021 we delivered 11 projects to improve the accessibility and welfare conditions of our buildings across our organisation.



Works commencing at Roxboro, Limerick.



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Partnerships play a vital role in our strategy through benchmarking, external validation and funding in order to meet mutual objectives and benefits to our environment and society.

National Transport Authority

We are working closely with the NTA on proposed services as part of the BusConnects Cork project which will oversee many environmental and social benefits including overall increase in bus services of 23%, increased peak hour capacity, increased evening and weekend services and 24 hour operations on key routes. The project aims to deliver a 16% increase in the number of residents located within 400m of a frequent bus service to the city centre along with new connections to schools, hospitals and other essential services and increased access to jobs and education Bus Éireann carries 16 million passengers in Cork city every year and looks forward to operating a greatly improved network.

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NTA Chief Executive Anne Graham launches Cork BusConnect with Training Inspector Denis McCarthy and Bus Éireann CEO, Stephen Kent.



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CIÉ Steering Group and Committees

We actively engage with CIÉ Holding company and subsidiary groups Dublin Bus and Iarnród Éireann on sustainability management through a formal steering group committee. The platform encourages the exchange of information and good practice relating to integral aspects of sustainable transport such as the circular economy, climate action and green procurement. The overall objective of the group is to develop transport networks and work together to set ourselves challenging sustainability goals and targets.

Clean Bus Platform Europe:

In 2021, Bus Éireann joined the Clean Bus Europe Platform, a European Commission initiative to support the deployment of clean bus technologies across Europe. The Platform brings together European cities, transport authorities and operators,

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together with relevant stakeholders, to boost and support the exchange of knowledge and expertise on clean bus deployment.

Business in the Community

In 2021 we became members of Business in the Community Ireland. This partnership has been invaluable in guidance, evaluation, feedback and support in respect of our sustainability strategy. Their baseline review provided us with insightful and valuable observation on our sustainability goals and actions and identified our strengths and weakness within our current strategy so that we can improve our performance in 2022.

Sustainable Energy Authority of Ireland

Our engagement with SEAI is a valuable partnership which demonstrates our commitment to energy management through achieving impactful energy reductions and maximising energy efficiency.

**BUSINESS
IN THE
COMMUNITY
IRELAND**



Partners

Some of our partners in 2021 include:



An Roinn Iompair
Department of Transport



An Roinn Oideachais
Department of Education



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Biodiversity

In partnership with Phibsborough Tidy Towns, we prepared for the installation of a pollinator friendly mini orchard and wildflower meadow with supporting habitat for solitary bees and small bird species such as robin, wren and sparrow at our Broadstone depot. Next year we hope to increase our own awareness of biodiversity through educational talks and creation of habitats on our managed lands.

Science Week

It was a privilege to host a Big Green Sofa event at our iconic Busáras in October 2021 as part of national Science Week. The event, hosted by Dr Niamh Shaw, centred on climate change, the circular economy and biodiversity. Éanna ní Lamhna, one of

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Launch of biodiversity area at Broadstone with Phibsboro Tidy Town and Climate Club Committee.



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Ireland's leading biologists, spoke on our connections and attitudes towards nature. Buses can play a role in monitoring declining insect populations, known as the "windshield phenomenon".

Electric Vehicle Summit 2021

The annual EV Summit provided a worthwhile platform to discuss ambition, innovation and policy around the implementation of low emission vehicles in public transport. Bus Éireann CEO Stephen Kent provided an update on the progression of Ireland's first hydrogen bus trial and spoke of our plans to trial more alternative fuels in the years ahead.

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Minister of State for the Department of Transport, Hildegard Naughton TD with the first hybrid buses deployed in Galway city.



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Collaborations and Initiatives >**

Awards

Our Galway depot was short listed as a finalist in the Sustainability Initiative Category. The introduction of a fully hybrid fleet to Galway city bus services has transformed how public transport in Galway city is operating. Bus Éireann is also shortlisted for “Green Public Sector Organisation of the Year” 2022 by the Green Awards which is a leading platform for sustainability intelligence, leadership and innovation in best green practice in Ireland. Bus Éireann was also shortlisted for the Green Impact Award by the Irish Logistics & Transport Awards as well as Employer of the Year, Customer Focus Achievement and Covid-19 Crisis Response Awards. The outcomes will be announced in 2022.





Governance and Reporting

At Bus Éireann, we align our goals with national, European and international policy on sustainability including the National Climate Action Plan 2021, the National Development Plan – Project 2040 and the Sustainable Development Goals.

The adoption of Task Force on Climate Related Disclosures (TCFD) and Global Reporting Initiative (GRI) principles allows us to evaluate our climate related risks and opportunities and help us to meet existing disclosure requirements.

We work with CIÉ and sister companies, Dublin Bus and Irish Rail towards achieving targets outlined in the national Climate Action Plan. Since 2020, we have disclosed our annual figures relating to carbon emissions through the Carbon Disclosure Project (CDP), achieving a B rating. We have reported on our energy consumption annually to the SEAI since 2009 as part of the Public Sector Monitoring and Reporting system.

Our reporting framework consists of 36 core KPIs which are based upon the global goals for Sustainable Development. There are key goals such as Climate Action, Cities and Communities, Consumption and Waste, Education, Decent, Safe Work, Equality and Partnerships for the goals that apply directly to our business.

Our sustainability KPIs are regularly measured, reviewed and are reported on a quarterly basis to the Board of Bus Éireann, through the Sustainability Committee.





Sustainability Key Performance Indicators

Our Key Performance Indicators are based upon the three pillars of sustainability: Environment, Economic and Social. We also ensure that our performance is linked to key goals and targets set out within the blueprint of the Sustainable Development Goals (SDG) and the Government's national Climate Action Plan.

SDG	OBJECTIVE	METRIC	2020	2021	2030 TARGET	
13	Climate action.	Total CO ₂ e emissions (thous tCO ₂ equiv)	72.24	72.6	39.9	
		Greenhouse gas emissions	Energy Performance Indicator improvement (MWh/mASK) (%)	20.3	20.7	50.0
	Energy	Depot readiness for EV (%)	0	0	100	
		Facility certification with ISO50001 (energy mgt) (%)	6	10	100	
	Fleet	Diesel only service bus fleet (%)	100	92.26	34	
		Hybrid electric service bus fleet (%)	0	7.4	6	
		Full battery electric service bus fleet (%)	0	0	60	
		Hydrogen fuel cell electric bus service fleet (%)	0	0.3		Comprising combined electric and hydrogen
		Full battery electric Car/Van fleet (%)	12	12	100	
Service fleet with low emission engines (≥ Euro VI) (%)		55	68	100		
12	Environment	Waste generated – non-hazardous (t)	689	623	392	
		Responsible consumption and production	Waste recycled (% of total non-haz waste)	7	15	70
		Facility certification with ISO14001 (environmental mgt) (%)	0	6	100	
		Procurement – sustainable contract value (%)	16	53	75	
		Water consumption m ³ (thous L)	50,569	48,719	45,500	

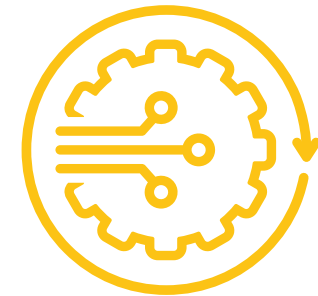
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SDG	OBJECTIVE	METRIC	2020	2021	2030 TARGET
5.8	People Decent, Safe Work and Equality	Employee accident rate per 100 employees	1.03	0.83	1.0
		Net promoter score (great place to work) (out of 100)	65	79	75
		Gender Balance – Appointed Board roles held by women (%)	29	33	50
		Gender Balance – Service Supervisor roles held by women (%)	2	2	10
		Women in senior management roles %	33	35	
		Sustainability Training Time (hours)	–	950	+20%
4.11	Sustainable cities and communities, education	Customer satisfaction (cx score) (%)	87	86	90
		Modal share – % total pass km using bus/coach	15	TBC	20
		School Transport Scheme pupils per school day (thous)	113	122	139
		Accessible bus stations (to standard) (%)	65	70	100
		Accessible service buses and coaches (%)	96	100	100
		Community social/environmental projects	4	14	
17	Partnerships	Funding in place to support sustainability measures (€m)***	1	12	
		Number of sustainability funding or mobility partnerships	1	4	10



Look to the Future 2022/23

Delivery of First Town EV Bus Service

We aim to deploy an exclusively electric bus service in Athlone in 2022. This will be Ireland's first public transport town service delivered exclusively by a zero emission electric fleet.

Electric Vehicle Ready Depots

We aim to deliver new EV bus charging depot in Athlone next year, followed by Limerick, Cork and Galway. Installation of hybrid chargers in Galway.

Alternative Fuels

As we enter an important period of transition away from fossil fuels, it is important that we research and trial alternative fuel types. We will further investigate the use of higher blends of biodiesel/HVO to fuel our diesel fleet and continue to trial hydrogen vehicles while seeking opportunities for sourcing green hydrogen.

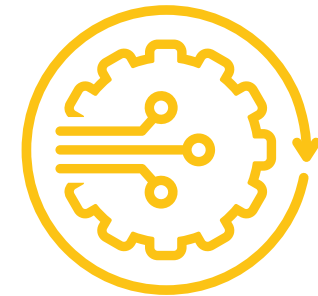
School Transport

We are participating in the current review of the School Transport Scheme being undertaken by the Department of Education which will focus on responding to the challenges of sustainable transport to and from schools.

Energy and Resource Efficiency

Building stock to be BER rated and work towards getting rating to B3 or better. Our focus remains on auditing and identifying hotspot usage areas for energy, waste and water consumption and producing short and long term action plans for reduction in line with our targets.

[CONTINUE READING...](#)



Look to the Future 2022/23

Scope 3 Emissions

Instigate and communicate a new policy on employee work related travel and develop a process for calculating this aspect of scope 3 emissions. We aim to issue detailed surveys to our suppliers to collect emissions data.

Training and Employee Engagement

Implement sustainability training programmes with the aim of communicating our strategy, goals and action to the wider organisation.

Green Procurement

Expand our supplier surveys under key contracts such as school bus contracting, catering, waste, office supplies and cleaning supplies in order to gain insight into supplier knowledge and understanding on the newly published GPP guidance.

Funding and Partnerships

We will continue to seek out opportunities to benchmark with businesses across public and transport sectors, and review opportunities for funding on sustainability initiatives.

Biodiversity

We will continue to seek opportunities to create and enhance habitats on our managed lands and collaborate with nature-based groups, champion our natural environment and deliver sustainable tourism.

Cities and Communities

We will play our part in delivering the NTA's 'BusConnects' plans in the regional cities and 'Connecting Ireland' outside of cities, to provide additional bus service frequency and improved reliability.



 **Bus Éireann**
SUSTAINABILITY

Driving Change