



# Safety, Health, Environment and Crime Policy

Northern Trains is the largest train operating company in the North of England. Operating over 2,700 services a day with over 6,000 employees we play a vital role in connecting all the major cities and rural communities in the North of England, enabling 100m passenger journeys a year. We are transforming rail travel in the North. We are in the process of introducing refurbished and new trains that are providing more seats and an improved customer experience. We are also delivering better stations and faster and more frequent services to give our customers greater access to direct journeys between the major cities of the North.

This transformation and investment provides huge opportunities for us to continually improve our Safety, Health, Environment and Crime (SHEC) management systems and performance.

It is important that we inspire and involve all our stakeholders and continue to find new and innovative ways to improve our SHEC performance during this exciting time. As Managing Director of Northern I firmly believe that we must all be leaders of SHEC.

Our project management processes will ensure that, as we improve our services and assets, effective SHEC management continues to be central to all we do and, importantly, is built in as a matter of course.

We have set stretching but realistic targets for SHEC in how we measure our performance. These targets, with the strategies and plans that sit behind them, will help drive continual improvement and consistency across the whole business.

As Managing Director, I firmly believe we must all play our part in making Northern Trains a safe, healthy and environmentally sustainable place for our colleagues and customers and as such we will:

- Reduce the risk of accidents, assaults and work related ill health. Protect the environment, prevent pollution and seek opportunities to enhance the environment and intervene where necessary
- Adopt best practice and comply with all relevant legislation, regulations, approved codes of practice, Railway Group Standards, contractual committed obligations, and other commitments made to our stakeholders
- Provide everybody with the information, training and necessary resources to achieve our SHEC objectives

- Assess and use products and services that are environmentally sustainable, energy efficient and safe throughout their life cycle
- Work with our partners and key suppliers through collaborative working to ensure infrastructure projects and vehicle specifications are designed to maximise energy efficiency, eliminate or reduce risk, and improve overall SHEC performance
- Protect and where practicable enhance the local environment to promote biodiversity and healthy lifestyles at key locations on our network
- Identify and incorporate measures, using accurate data, to manage risk and make our employees and customers safe and secure when using our service
- Promote renewable energy and circular economy opportunities throughout the business
- Review this SHEC Policy and associated systems periodically to ensure that it is fit for purpose and continues to reflect our organisational goals
- Proactively support corporate social responsibility

We aim to:

- Reduce customer and employee accidents
- Reduce employee assaults
- Reduce the amount of days our employees are absent through sickness
- Reduce the amount of operational incidents
- Learn from successes and incidents
- Reduce our carbon footprint
- Improve our train fuel efficiency levels
- Reduce energy and water consumption from our infrastructure
- Achieve zero waste to landfill

I am personally, as is every one of my director team, committed to this Safety, Health, Environment and Crime Policy Statement. Each and every employee has a part to play in working safely and sustainably to deliver our plans, I endorse its contents on behalf of everyone at Northern Trains.

**Nick Donovan** Managing Director