

**Revised Equality scheme for the
Northern Ireland Transport Holding
Company**

EASY READ VERSION



The Northern Ireland Transport Holding Company is a designated body for the purposes of Section 75, but all references to NITHC in this report should be taken to include Translink which is a trading name used by any one or more of the following companies under the ultimate ownership of NITHC.

- ***Citybus Limited (which also trades as Metro)***
- ***Flexibus Limited***
- ***NIR Travel Limited***
- ***Northern Ireland Railways Company Limited***
- ***Ulsterbus Limited***
- ***Translink (NI) Limited***
- ***Travel NI Limited***

HOW YOU CAN GET A COPY OF THIS SCHEME IN ALTERNATIVE FORMAT

1. You can get a copy of this scheme in alternative formats:

- Paper copy
- Large Print
- Braille
- Audio CD/ MP3
- Computer Disk
- Minority Language

2. To get a copy of this scheme in any of the alternative formats above:

- Phone: 02890 243456 and speak with Catherine Burns.
- Text phone: 02890 387505 (Connects to the Translink Call Centre).
- E-mail: catherine.burns@translink.co.uk
- Download a copy from our website:
www.translink.co.uk/Corporate/Freedom-of-Information/How-we-make-decisions/NITHC-Reports-Information

ABOUT US

Our vision:

'We will provide integrated travel solutions that are attractive, sustainable and good value'.

Our Values:

Our values shape and define the culture of Translink. They underpin our corporate vision; they guide the development of strategies and the choices we make to deliver our objectives and relevant government policy:

Safety

Safety is paramount; high standards will be maintained for customers, employees and the general public.

People

Our people make the difference in the service our customers receive. We want to provide an environment to attract, retain and motivate the best.

Community

Our services enrich the economy, the environment and the life of communities in a sustainable fashion. We want to be a good neighbour.

Governance

Not only is this about control and accountability but identifying and achieving objectives

Our Objectives:

- *Continue to improve bus and rail services*
- *Make best use of all our assets*
- *Enhance the commercial aspects of our services*

What we do:

- *Provide public transport on Metro, Ulsterbus, Northern Ireland Railways and Enterprise services throughout Northern Ireland.*
- *Approve the strategic direction of the Translink operating companies.*
- *Ensure governance within the operating companies in terms of property.*
- *Manage the portfolio investment throughout the Group.*



Why do we have an Equality Scheme.

The Equality Commission for Northern Ireland oversee public authority commitment to equality laws and ask us to explain what we are doing in a report called an Equality Scheme.

Our Equality Scheme states that we will ensure that:

- *The Service we provide will be fair for everyone.*
- *We treat everyone who works for us equally.*
- *The transport services that we provide for our customers will be accessible.*



What we plan to do over the next 5 years

The services that we provide to our customers will be made available in different ways to suit everyone's different needs.

- *We will work with our staff, customers and different groups of people to ensure that our services do not affect them unfairly.*
- *We will ask our staff, customers and different groups of people what they think of our services and the information that we provide.*
- *We will train our staff so that they can look after the different needs and requirements of our customers so that everyone is treated fairly.*
- *We will make sure that we provide our information in different formats so that everyone can understand it.*



How we check our progress on Equality

- *We will report regularly to our senior management Board on what work our staff are doing to improve equality for customers.*
- *Through different channels we will ask our staff and customers what they think of our services and how we can improve them.*
- *We will provide an annual report on our progress on equality to the Equality Commission.*
- *We will communicate the work that we are undertaking to all organisations on our consultation list.*
- *We will keep the Equality Commission updated on all of our equality work.*
- *We will make all of our information accessible on our website www.translink.co.uk and in alternative formats.*



How to find out more about our Equality Scheme

If you would like to find out more information on our Equality Scheme you can contact us in one of the following ways:

Write to:

*Mrs Catherine Burns
Head of Corporate Services
Chamber of Commerce House
22 Great Victoria Street
Belfast
BT2 7LX*

Telephone: 02890 243456

Fax: 02890 333845

Text phone: 02890 387505 (Connects to the Translink Call Centre)

Email: catherine.burns@translink.co.uk

This easy read version has been developed by the NITHC Corporate Services Department.