

# Corporate Social Responsibility Policy

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### Chief Executive Statement And Summary



“Freightliner is the market leader and officially the most reliable rail freight operator in the UK. Since 2005 we have expanded operations to Poland and Australia .

Our success is based on setting new standards of customer service in terms of reliability, flexibility and innovation.

Our continued growth and expanded activity in all areas of the business only puts more importance on the impact of our operations in the environment and on our local communities.”



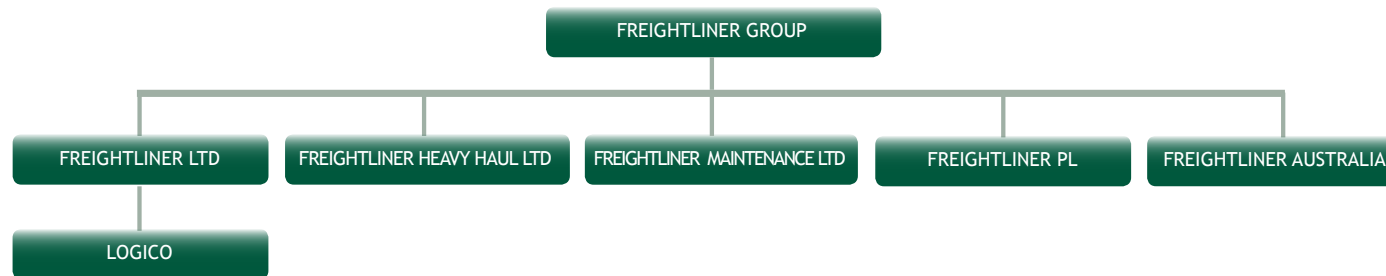
“we enable our customers to reach their CSR targets ”

#### Summary

Freightliner Group has an Environmental Policy which is briefed to all staff when they join the company and each employee receives an employee handbook at their induction which explains the key company policies. It is also available on the Internet for the general public. The statement sets out the Freightliner policy for its commitment to environmental protection.

Freightliner’s core business of moving freight by rail is more environmentally friendly than moving freight by road, thus we enable our customers to reach their CSR targets and in turn make them more friendly to the environment. Calculations show that in any average month Freightliner in the UK replaces over **50,000** lorry journeys and saves thousands of tonnes of CO2, thus contributing on behalf of our customers to reducing the threat to global warming.

## Who We Are And Where We Operate



Freightliner Group Ltd is the parent company of Freightliner Limited, (the UK intermodal container business), Freightliner Heavy Haul Limited, (the UK bulk haulage business) Freightliner Maintenance Limited, (a separate entity in the UK dedicated to the repair and maintenance of traction and rolling stock), Freightliner Poland, and Freightliner Australia.

Formally part of British Rail, Freightliner was formed from a management buy out in 1996 during privatisation. Since privatisation the group has:

- | Increased turnover by 180%
- | Increased the number of its employees by 50% to over 2200
- | Increased the volume of containers moved by rail by over 50%; containers that otherwise would have been conveyed by road, adding to congestion and pollution.
- | Successfully branched out into the movement of bulk freight by rail. The company was the first rail freight operator to bring competition into the bulk market place, breaking the monopoly of the incumbent operator.

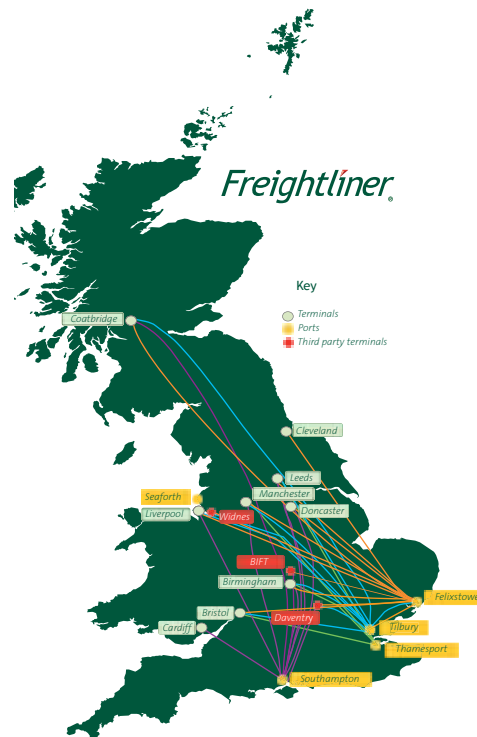


### Who We Are And Where We Operate (cont'd)

Freightliner Group's five operating subsidiaries are:

**Freightliner Limited** is the UK's largest haulier and inland terminal operator for the movement of deep-sea maritime containers handling over 81% of all rail borne containers that enter the country. Freightliner operates from the five key deep-sea ports with more than 100 daily services to and from 14 destinations – 9 of which are strategically placed in land terminals which Freightliner own and operate. Freightliner Ltd provides its customers with a complete port to door delivery through its fleet of over 300 road vehicles providing its customers with the complete logistics package.

**Logico** a subdivision of Freightliner Ltd offers specialist bespoke solutions to freight forwarders providing regular rail service space on all of Freightliner Ltd services without the need to make a long-term commitment.



**Freightliner Heavy Haul Limited** offers innovative and bespoke rail solutions for the movement of bulk freight. Running over 1200 trains a week, FHH operate nationwide in the aggregates, cement, coal, infrastructure, specialist minerals, scrap, steel, waste sectors, and also offers a wide range of services to the rail industry.

Freightliner Heavy Haul is continually setting new standards of reliability, flexibility and customer service in its current markets by providing innovative solutions, while expanding its portfolio by branching out into new markets.

**Freightliner Maintenance Limited** offers a nationwide service operated by an elite team, bringing a fresh approach to the repair and maintenance of traction and rolling stock as well as infrastructure and maintenance solutions. FML is the UK in-house provider as well as servicing third party customers.



### Who We Are And Where We Operate (cont'd)

**Freightliner Australia Pty Ltd** provides intermodal services from several regional sites in New South Wales to Port Botany, as well as a number of infrastructure related projects for Rail Infrastructure Managers. They also provide in house coal haulage services which are now operating a growing fleet between the Hunter Valley Coal mines and the export port of Newcastle.

Freightliner Australia comply with different safety and environmental standards to that of the EU. In this policy any reference to meeting EU regulations does not apply to Freightliner Australia operations. Australia has a different

regulatory framework and has a number of policies that meet legislative requirements across a number of jurisdictions and Australian and international standards.

**Freightliner PL Sp. z o.o.** operates bulk haulage solutions across Poland and cross border to Germany and Ukraine. Freightliner has heavily invested in rolling stock in Poland, operating the most modern fleet in the country. Since haulage operations started in 2007, Freightliner Poland has moved over 500m tonnes of freight and is setting new standards of reliability, flexibility and customer service within the Polish rail freight sector.

#### AWARDS AND INDUSTRY RECOGNITION

Freightliner has won IFW Rail Freight Operator of the Year for Seven consecutive years 2005 to 2011 and 10 times in total. IFW awards are voted for by our customers and industry partners

In 2012 Freightliner Ltd was named as the UK's Most Reliable Rail Freight operator measured on MMA figures provided by Network rail.

Freightliner has won the NYK Environmental award in 2011 and 2009.

Freightliner has also won three awards for our state of the art low emission PowerHaul locomotives in 2011. RFG

Technial developement award, IFW Technological Innovation award , NRA Freight achievement of the year.

Freightliner has won Coal Haulier of the year three times 2011, 2010, 2008.

Freightliner has also Received the HSBC Train Operator of the Year Award in 2007 – the first non-passenger company to do so.

The above awards are just a selection of the 30+ awards Freightliner Group has received since privatisation.



## Environment - Rail Freight Industry

Rail freight has a key role to play in the low carbon UK economy as rail produces 70% less carbon dioxide emissions than the equivalent road journey. The recent Logistics Growth Review has recognized the importance of efficient transport to the success of UK businesses. The Secretary of State for Transport states the importance of the rail freight sector as a driver of economic growth and generator of valuable benefits for society. The statement recognises the growth achieved by the rail freight sector so far and supports further growth in the transfer of freight from road to rail which will enable the rail freight sector to make an even stronger contribution to the country's economic recovery.

### ABOUT UK FREIGHT:

Rail transports over 100m tonnes of goods worth around £30bn every year

The British economy is boosted annually from £870m by the rail freight industry,

which also further indirectly supports an economic output of £5.9bn, over six times its direct turnover.

The freight sector is supporting employment 14 times the number employed directly in the industry (4.7k compared to 66.6k)

In total the UK freight sector contributes £299m in profits and wages to the UK economy

Rail freight generates £185k worth of output per employee almost double the national average (£89k)

The societal benefits from a shift from road to rail equate to £376m (2007/8) and up to £903m if it grows by 140% (2031). This would be a lot higher if the loss of revenue from vehicle excise duty was not taken into account

Rail freight demand is predicted to grow by 30% over the next decade and up to 140% over 30 years

### ABOUT AUSTRALIAN RAIL FREIGHT:

Australia has a different regulatory framework to that of the EU, including Poland and Australia. Freightliner Australia has a number of policies that meet legislative requirements across a number of jurisdictions and Australian and international standards

### In Australia:

Rail is the most cost effective mode of transport for inter-capital containerised freight movements.

Rail is considerably more energy efficient than road transport; therefore, reducing Australia's dependence on oil imports.

Rail is a smarter economic choice for freight haulage for Australia. One freight train from Melbourne to Sydney replaces 150 semi-trailers, saving 45,000 litres of fuel on every journey.

Rail can assist in relieving road congestion in metropolitan areas.

Rail is up to 9 times safer than road freight.

Source The Australasian Railway Association (ARA) freight.



## Environment - Rail Freight Industry (cont'd)

### *Freightliner and UK rail freight industry working together to move more high cube containers by rail*

The completion of gauge clearance enhancement in 2011 on the West Coast Mainline between Southampton and Nuneaton means that more high cube containers can now travel on the UK's rail network. The completion of the multi-million pound rail upgrade will provide a £374m boost for the UK economy and help to keep down the cost of everyday goods in shops across Britain.

It is estimated that the upgrade would also remove up to 50,000 container lorries a year from the roads, reducing carbon emissions and easing traffic jams and helping reduce the billions of pounds road congestion costs the economy annually. The anticipated growth in freight traffic over the next 30 years would mean an extra 1.5 million lorry journeys on Britain's roads

each year.

Since the scheme has started Freightliner now has two additional daily services with increased hi-cube capacity to our customers, providing them with a reliable, efficient and environmentally friendly alternative to road.

Evidence suggests that the poor reliability and congestion on the road network has a negative impact on productivity. This costs the economy £7-8bn every year, and the figure is estimated to rise to at least £24bn by 2025. For example, between 1997 and 2009 road traffic in Hampshire increased by 13% to 9,414 million vehicle miles every year.



## Environment - Investments

### Locomotives

#### PowerHaul

In November 2009 Freightliner took delivery of the first of 30 state of the art locomotives called PowerHaul. In the last year, Freightliner has taken delivery of 10 more increasing our PowerHaul fleet size to 19.

**The PowerHaul locomotives have greater fuel efficiency, higher haulage and higher acceleration capabilities than any current diesel locomotive in the UK, enabling Freightliner to uniquely:**

- reduce CO2 emissions
- increase port capacity
- increase network utilisation
- improve reliability

The PowerHaul locomotives enables longer, heavier trains to be carried on existing paths – already delivering 25% more intermodal capacity, and its greater traction allows new paths and routes to be used to cut journey times and route mileages. By utilising

our new PowerHaul locomotives Freightliner is able to reduce each container's carbon footprint by decreasing road congestion, removing over 120 lorries from the UK's roads for each return trip.

The PowerHaul engine meets European Union stage IIIa emissions for traction engines. However, the engine is well below the band and produces less NOx, hydrocarbons, and particulates than its competitors. Based on the current fleets and power generation, the PowerHaul locomotive emits less carbon per gross-tonne mile moved than electric locomotives - making it greener all round, and in excess of 10 times better than its road equivalent.

The PowerHaul's built in auxiliary power unit, which reduces CO2 emissions also helps to wayside noise when working in possessions or when stabled ready for service, contributing to Freightliner's efforts to reduce the noise impact our locomotives have on the surrounding environment.

These new locos complement our existing fleet of class 66 locomotives, and since Freightliner's trial of the new model Tier II engines, all class 66 locomotives entering the UK are a lower emission version which comply with EU stage III Exhaust Emissions regulations.





## Environment - Investments (cont'd)

### Cranes

In August 2012 we installed the largest and most efficient rail terminal cranes in the UK at our Southampton Maritime Terminal. The crane investment complements other broader schemes and developments which have transformed the rail service offering from the Port of Southampton, including gauge clearance for the larger 9'6" containers from for transit to the Midlands, North West and Scotland. Hi-cube movements' have increased by 76 per cent from Southampton Maritime since commencement.



**reliability & reducing environmental impact with new IT system**

In April 2009 Freightliner installed two new rail head gantry cranes at our Manchester Terminal. This follows a similar installation at our Birmingham terminal in 2008. The cranes can accommodate up to 35 per cent more lifts than the industry standard providing the potential for faster operations and therefore maximizing efficiency. This has made Freightliner and rail container transport a more appealing option than road which could contribute to more containers being moved by rail than road.

Freightliner have invested in a new I.T system called Spinnaker which connects directly to major UK port systems creating smooth information flow and dispensing with data duplication. Spinnaker has helped Freightliner reduce paper usage when processing orders and taking booking.

Along-side Spinnaker, Freightliner has also introduced an EDI system to streamline communications with our customers and eliminate the usage of paper.

Over 72% of our customers have taken advantage to book electronically with us. Information from EDI allows us to now invoice our customers also. End of year forecasts for EDI booking are for up to 80% . If this is achieved more than one million sheets of paper can be saved each year.

### Low emission road fleet

Freightliner uses our in house road services for end user delivery. Our new fleet of 120 road vehicles meet Euro 5 emission standards - demonstrating Freightliner's commitment to lower each containers' carbon footprint through the supply chain. ( introduced in April 2011 completion of delivery May 2012)



### Handling Equipment

Freightliner has invested in new Hyster handling equipment, which has the quietest engines currently available, reducing operational noise significantly.

### Shortliner moving more containers per train

In April 2012 Freightliner confirmed an order had been placed for a fleet of twin platform 'Shortliner' wagons

to meet the demand of the evolving deep sea container market towards 40ft containers.

The 40ft deck length, two platform wagons are designed to maximise the amount of 40ft containers that can be hauled on one service minimising under-utilised 20ft space. Through combining the 30 wagon haulage abilities of PowerHaul with services using Shortliner wagons we have now launched our ground-breaking 'Shortliner' services. Freightliner is able to increase the number of 40ft containers hauled per train by over 42 per cent on a Shortliner service in comparison to a standard Class 66 service hauling 24 wagons, whilst still fulfilling the available 20ft market customer demand.

### Environment - Policy

#### Environmental Policies

Since becoming a private company Freightliner have always realised the importance of their environmental impact so has put specific policies in place to not only educate employees but try to support behaviour change and limit the impact we have in local communities.

As part of our ongoing commitment to the environment Freightliner has employed an Environmental Manager, (early 2009) to review and monitor environmental performance and to implement policy in line with our responsibilities.

Below is a copy of our latest Group policy.

This statement sets out the Freightliner policy for its commitment to environmental protection. It applies to all Freightliner locations and functions therein, and embraces our employees, contractors, visitors, neighbouring industries and businesses.

Freightliner Managers will ensure that we comply with all relevant environmental legislation, in order to reduce the risk of pollution by our activities, of land, air or water.

In particular we shall:

- Ensure that we will comply with all relevant Environmental legislation.
- Measure compliance with above regulations by continuous monitoring and audit.
- Ensure that the findings of any external environmental audit are completed in timely fashion, at a cost which is not excessive to the risk.
- Commit to continual improvement in environmental performance.

- Provide appropriate resources such as equipment, training for all employees and contractors, sufficient to meet the policy.
- Communicate the policy to all employees via Intranet, internal information bulletins, notice boards and via the company's external website to other stakeholders.
- Review and update the policy as necessary to reflect changes in legislation.
- Ensure that emergency plans which are in place, effectively deal with any hazardous goods situation, in order that the risk of impact on the environment is minimized.
- Aim to prevent soil and water pollution by identifying possible risk areas and implementing action plans to control spillage.
- Control emissions into the air by minimizing the release of ozone depleting substances and vehicle emissions.
- Maintain the level of noise to as low as is reasonably practicable, in order to minimize noise nuisance.

- Maintain good housekeeping practices by ensuring the work environment is kept clear of debris and waste.
  - Encourage waste recycling wherever possible, for paper, metal, oil, scrap etc.
  - Conserve energy and other consumable resources.
  - Ensure that materials procured are derived from natural sustainable sources wherever possible.
  - Ensure that any new buildings are designed and constructed with consideration to environmental matters, with regard to materials, energy conservation and ergonomics etc.
- Environmental impact will form part of the group environmental manager and local managers' and environmental checks and the Freightliner Group internal audit process. Findings will be used to make improvements and any best practice examples will be shared across Freightliner.

## Environment - Best practice

### Working Practices

Due to the nature of work undertaken by Freightliner Group, the complete elimination of pollution and noise nuisance is unfeasible. Therefore each of our Health and Safety Policies, Working Practices, Personnel and Safety Directives and Engineering Management Instructions each make reference to the most environmentally and socially responsible way of operating where possible.

### Environmental Auditing

Following the outline of the environmental guideline we have set ourselves and in order to maintain awareness of our commitment to the environment, a number of performance indicators have been factored into regular site audits in order to measure our efforts in maintaining an environmentally operation. The auditing of Freightliner sites, with a focus on environmental aspects, is carried out annually. Every site is monitored continually by means of tailor made environmental monitoring and audit schemes for

each site specifically. In addition to our own auditing, we have in recent years enlisted external consultancy from an environmental agency to further monitor the factors we measure in our site audits.

### Carbon Footprints

Government statistics show that transporting freight by rail is more environmentally friendly than moving the equivalent tonnage by road. Various figures are available that state rail is anything between 4 and 10 times better than road in terms of the harmful emissions. Delve deeper into these statistics and they are based on different assumptions.

Therefore we have lead the commissioning of a study to investigate the real facts. In collaboration with industry partners we will use data extracted from specific flows and routes, covering domestic freight, deep sea intermodal traffic and bulk freight, against the equivalent road journeys.

### Projects

Several of the points in the Group

environment policy have been taken further, and staff are encouraged, via communications such as the internal magazine to make suggestions towards initiatives that could be adopted and developed. Some projects involve employee education into changing habits as well as introducing new procedures.

### Road Fleet

As part of it's complete logistics offering, Freightliner Ltd also has its own fleet of 120 tractor units and 192 trailers, and in total operates around 300 vehicles. (Please see page 9). While the Group's rail operations contribute to the environment by taking container journeys off the road, the first and last stages of the distribution chain is perforce road reliant. Therefore, in addition to the above policy, Freightliner have produced a policy with which our suppliers must comply, specifically for our road operations.

By May 2012 all of Freightliner's road fleet will meet Euro 5 emissions standards.

All vehicles are cleaned using biodegradable detergents, which don't need to go through inceptors to disintegrate.

These procedures set out Freightliner Road Services proposals for the efficient use of road transport.

They require the business to:

- implement whole-life costing for vehicle purchases;
- maintain a regular preventative maintenance programme;
- ensure service providers adopt an environmentally friendly policy for disposal of old parts and oils;
- increase driver awareness of the importance of fuel costs and techniques for fuel-efficient driving, and associated environmental benefits;
- collect accurate data on vehicle mileage and fuel costs;
- set performance targets for vehicles.

### Environment - Initiatives

#### Fuel Usage

All Freightliner employees are issued a series of briefings throughout each year to include them in the introduction of schemes, and calling for further suggestions. Part of this process is issuing fuel bulletins which include ideas and best practice on saving fuel consumption and reducing our emissions.

All our fixed fuel points for locomotive fuelling are fully compliant with the Oil Storage Regulations and we have on track drip trays/fuelling aprons for sufficient spill catchment



#### Initiatives that are active throughout Freightliner:

- Reduction of oil consumption; by not filling our locos up to the maximum level for oil we have been able to reduce the oil consumption on all class 66 locos.
- Noise pollution and further carbon emission savings - Freightliner has been developing trial modifications to introduce Auxiliary Power Units (APUs) which are in our PowerHaul locomotive into the class 66 fleet. The APU reduces class 66 carbon emissions and help us to lower our noise pollution through long periods of stabling.
- Additional speed-restriction signs (10 MPH) have been erected in plain sight for the lorries entering and exiting some of our terminals to ensure a noise reduction from lorries.
- All of Freightliner's locations are encouraged to participate in recycling products. This includes but is not

limited to; paper, plastic, scrap printer/toner cartridges, metal.

- At our maintenance facilities we have an approved waste management contractor, so that our waste products are dealt with in the following ways;
  1. Oil is 100% recycled and reused for industrial heating,
  2. Brake blocks and scrap steel is 100% recycled and melted down for new materials.
  3. All wooden materials and pallets can be reused if not they are recycle by shredding and used to create sawdust for horticulture and agriculture.
  4. General Waste is sorted and all recyclable materials are removed before the remaining is sent to landfill.

On all sites the discharging of waste water to sewer or an open watercourse the effluent is monitored quarterly and all interceptors or oil / water separators are subject to a strict maintenance regime. The sites have the required Consent to Discharge from the local sewage / water company or the Environment Agency.

- Freightliner is under the threshold of 6000 megawatts and therefore doesn't have to take part in the Carbon Reduction Commitment other than disclosing information of our carbon emissions to the Environment Agency.
- Currently new research is being carried out to explore all options to stay under this threshold and keep our emissions as low as practically possible in a growing business.

## Environment - Initiatives

- *Recycling projects*

All Freightliner locations participate in recycling schemes to ensure waste is separated and disposed of accordingly.

- *Electronic communications and printed materials from recycled sources*

All printed resources are made from recycled paper, this includes printed documentation such as the internal magazine and brochures. Employees and suppliers are also encouraged to only print if they really need to and electronic communications are encouraged. Paper Christmas cards have been replaced with an electronic version so save thousands of printed materials.

All stationary materials ordered are recyclable and paper purchased is from sustainable resources. All printer cartridges are sent off for recycling.

Items of merchandise used as corporate gifts and for sale on our

store are, where possible, all either made from recyclable materials or from sustainable resources.

- *Carbon Reduction*

Staff are encouraged to turn off lights and computers when leaving the workplace (when safe to do so) which will not only reduce greenhouse gases but will also cut down our energy consumption.

- *Information Technology*

Freightliner has completed rollout of the recent procurement of new energy efficient computers for all sites, consisting of new TFT flat screen monitors which are proven to waste less energy.

All of Freightliner's PC and Monitors are Energy Star qualified and TCO certified.

Energy Star® is a voluntary energy efficiency program sponsored by the

U.S. Environmental Protection Agency. The U.S. Environmental Protection Agency's ENERGY STAR® program has recently been adopted by Australia, the European Union, Japan and Korea. TCO is a Swedish eco-label for visual displays including criteria regarding electromagnetic fields, visual ergonomics, energy consumption, recyclable design and take-back programs.

All old computers are disposed of safely and environmentally compliant as per European regulations. We have also introduced teleconferencing facilities at Leeds, London and Southampton to minimise the need for corporate travel.

# Employee Wellbeing And Investment

Freightliner Group Ltd aim to become an employer of choice to attract and retain the right people to achieve its visions and goals. Employee policies are focused towards ensuring an environment to do this whilst taking into account the specific requirements of the businesses in which we operate.

## Summary of Policies

Freightliner is committed to equal opportunities and opposes any form of unlawful or unfair, direct or indirect discrimination or harassment to its employees or job applicants, on racial, sexual grounds or on the grounds of disability, religious belief, age, or for any other unjust reason. It is Freightliner policy that no employee should fear discrimination or harassment from fellow employees at work. All employees are therefore required to treat all of their colleagues with due respect and consideration.

### FREIGHTLINER GROUP CHIEF EXECUTIVE HEALTH AND SAFETY POLICY STATEMENT

“ I accept and endorse without reservation my responsibility to ensure that the necessary steps are taken to protect the health and safety of all Freightliner staff and any other person(s) who may be affected by our undertakings.

My aim is that safety will be the responsibility of everyone at all times and my objectives are to ensure that systems are put in place and maintained to enable us to meet the required standards for health, safety, welfare, security and environmental issues and to continue to build an organisation which proactively manages the disciplines of safety and loss control.

Nominated senior managers will continue to develop suitable standards and procedures by which our safety management system can be further developed.

Suggestions for improvement to safety performance continue to be welcomed from

all areas of the business.

Those staff who have to stop work on bona fide grounds of health and safety will be supported by the Freightliner Group Standard 'Procedure for Stopping Work in High Safety Risk Situations'.

Managers will specifically ensure that:

- this Safety Policy is briefed and made available to all staff;
- risk assessment techniques are used as a means to identify hazards and control the risks;
- training needs are identified and met;
- accidents, incidents and near misses are thoroughly investigated in order to identify root causes;
- a programme of cross functional safety audits is conducted and any corrective actions closed out;
- unsafe acts or conditions are identified and corrected immediately;

- safety information data and trends on accident and incidents, occupational health issues, near misses, property damage and other significant events are analysed and lessons learned disseminated;
- a structure of safety meetings with staff and safety representatives is maintained;
- a safety library is maintained for use by all;
- work equipment is maintained in accordance with legislation and standards and is fit for purpose;
- set safety objectives and monitor results to ensure that safety performance is maintained and progressively improved.

Adequate funds and resources will be made available for safety and environment, and priority issues will be forwarded to the Freightliner Group Executive and Freightliner Group Board for review and endorsement.”

### Employee Wellbeing And Investment - cont'd

#### Safety

Our long-term objective continues to be to secure improvements in safety for everybody within Freightliner. Our safety plan sets out and commits us to eliminating risk of death or injury in our operations through removing unsafe acts and conditions.

We must continue to secure improvements in safety through ensuring that we always encourage people to work and act in a safe manner and not be afraid to report any unsafe act or work environment. Personal safety and that of colleagues working with us must be the prime consideration when carrying out our jobs, especially when undertaking work at the front line of our business.

#### Quality

Freightliner promotes a philosophy of continual improvement in service provision. We also demand that our staff do things the “right way” and do not sacrifice the need to fulfil our customers’ demands by compromising the safety of our operations.

We work closely with our customers and believe that tailoring our operations to meet their requirements is the way to retain long-term partnerships with them.

#### Flexible Benefits

Sickness issues are addressed and management are trained on ‘managing for attendance’ policies and occupational health and counselling is available if necessary.

Freightliner, Freightliner Heavy Haul and Freightliner Ltd still offer a final salary pension scheme to new entrants, and is committed to keeping the scheme running. Employees are also given the choice to opt for a personal pension scheme instead.

#### Training and career development

Several initiatives have been set up over the last few years, the most notable one being offering employees the chance to train to become a train driver. Costing over £100,000 per applicant, Freightliner has since run 4

successful schemes over recent years.

Freightliner also has four engineering apprentices. Two based in Southampton and two in Manchester. The duration of the scheme is three and a half years during which time they work towards an Advanced Modern Apprenticeship in Rail Engineering.

An “Apprentice Framework” is followed that consists of a National Vocational Qualification at NVQ level 3, key skills and City and Guilds technical certificate in Production Engineering. It is aimed at producing skilled and committed employees qualified in both electrical and mechanical disciplines making a valuable contribution to Freightliner engineering function.

Freightliner has 3 technical trainers who train staff in engineering, plant and railway operations. This ensures staff are competent to undertake safety related duties. In addition 150 in-house and external training places have been provided in management

related competencies.

Freightliner is a member of the Institution of Railway Operators seen as the organisation of choice for those seeking to develop their career within the rail sector. Membership of the IRO also opens the door to a wealth of professional expertise, networking opportunities and access to a programme of courses, tailored specifically to the needs of the industry. Freightliner supports their employees that wish to develop their skills within the rail industry through this membership.

#### Training and career development Freightliner Australia

All eligible Australian rail safety workers are enrolled in a Certificate IV Transport and Logistics (Rail Operations) to gain a nationally recognised qualification, consistent with the Australian Quality Training Framework. Driver Trainers are currently on a ratio of 1:10 rail safety workers.

### Community and Charities

As part of our social responsibilities, Freightliner believes in giving something back to the communities and environment in which we operate. The community consists of employees, suppliers, distributors, non-profit and public sector partners and members of the general public.

#### Charities -

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**Port of Felixstowe community fund**  
Freightliner has become a founding member of a new charity, the Felixstowe Port Community Fund, which was created in 2008 to help charities in the Suffolk area. The fund provides a mechanism through

which companies in and around Felixstowe Docks can better support local charities and build a mutually supportive relationship with the local community. The Port Community Fund, which is managed by the Suffolk Foundation, provides a focal point for fund raising and, through a joint approach, has had great success in raising more funds for good causes than was possible from companies acting alone.

Our employee-nominated charity donations scheme, now going into its fourth year, invites Freightliner employees to nominate causes worthy of a donation of £1,000. Some of the employee-nominated charities which received donations over the last four years are:

#### Cystic Fibrosis Trust

The CF trust is the UK's only national charity dedicated to all aspects of Cystic Fibrosis. The trust researches to

treat and cure CF and aims to ensure clinical care and support for people with Cystic Fibrosis and their families. Robert Neep, Maersk Activity Manager, for Freightliner Limited whose son Edward suffers from cystic fibrosis, nominated the charity.

#### Help for Heroes

Help for Heroes is a charity formed to help those who have been wounded in Britain's current conflicts. They help to provide, among many other things, financial support and rehabilitation to members of the Navy, Army and Royal Air Force. Help for Heroes was nominated by Manchester based Gavin Denton, and the coincided with a Help for Heroes golf day at Bolton's Dunscair golf club.

#### Crookstone Adventure Trust

The Crookstone Adventure Trust is a charitable organisation set up to provide accommodation as a base for outward-bound activities

in the Peak District. Their aim is to help young people under the age of 25. Crookstone was nominated by Freightliner Heavy Haul Ltd train driver Hugh O'Mara; who has been helping to raise money through relay races across the British canal network for 18 years missing only one race due to injury.

#### Claire House Children's Hospice

Claire House opened its doors to children in December 1998 providing a service for children aged 0 - 23 years with life threatening or life limiting conditions and their families from Merseyside, Cheshire, North Wales and the Isle of Man. In 2006 Claire house opened a teenage extension, which provides the facilities for young people and now provide care for over 200 families. The hospice was nominated by Amanda Hemingway, Train Planner for Freightliner Heavy Haul Ltd based in Crewe.



### Community and Charities - cont'd

**Redcar and Cleveland Mind**  
 Redcar and Cleveland Mind are a mental health voluntary organization affiliated to Mind (National Association for Mental Health). The organization began in Redcar in the late 1980s in response to an expressed need for a service for people with mental health problems managed by, and for, local people. Affiliation to National Mind and charity registration in 1991 enabled the charity to work within a network of support and shared values. The charity received the £1,000 donation as a result of being nominated by John Wheatley of Freightliner Heavy Haul Limited; to coincide with a sponsored walk he took part in for Redcar and Cleveland Mind.

**The Emmie Dixon Home**  
 The Emmie Dixon Home is a residential care home providing a permanent home for twelve residents

with physical or learning disabilities. The charity aims to assist residents to take their place in society and to become physically, socially and economically independent as possible whilst providing full time care. John James White, General Manger & Infrastructure Contracts Manager, Freightliner Heavy Haul Limited, nominated the charity after some of the vital funding needed for the home to stay open was not granted.

**Men In Lycra**  
 Freightliner sponsors the Men in Lycra campaign in aid of the Niemann-Pick Research Foundation (NPRF). A team of four men will be cycling from Land's End to John O'Groats starting on a 880 mile, nine day journey. Niemann-Pick Disease (NPD) is a crippling degenerative disease also known as childhood Alzheimer's. The condition causes progressive neurological problems leading to dementia.

Physically it affects eye movement, swallowing, speech, balance, muscle control and cognitive functions. The event was set up by David French from Beaconsfield, who son William was diagnosed with the ultra rare genetic Niemann-Pick Disease type C when he was just 6 months old. William is one of only 80 sufferers in the UK and 500 worldwide

**Little Treasures**  
 Little Treasures Children's Trust was set up two years ago to offer help and support to improve the lives of sick children and their families. The trust raises funds for children in many different circumstances from paying travel fees to and from hospital to helping terminally ill children live their dream. Wayne Dewberry, a Mobile Shunter for Freightliner Heavy Haul nominated the charity after Little Treasures provided his grandson Aiden with vital support after he contracted the condition encephalitis as a baby.



### Community and Charities - cont'd

As part of our charitable donations, we have also sponsored various employees and others cycling, swimming, mountain climbing and running the marathon in support of charities: Help the Heroes, Naomi House, St Cuthbert's Hospice, ABP Pedal the Ports for Motor Neurone Disease, MACS and Ecuadorean charity Camino Especial.

#### GAYE

Freightliner gives employees the chance to join the GAYE – give as you earn scheme. Inviting representatives from charities to local depots, offices and terminals to sign up to payroll giving. This is then arranged by the Payroll department in Southampton.

All used stamps are collected from old envelopes and sent off to guide dogs for blind.

#### Awareness

Part of Freightliner's campaign is to raise awareness of our mission to transport more freight by rail, this has recently involved sending representatives to speak to local MP's in the areas in which we operate to educate them on the benefits of Rail Freight. Freightliner is also a member of several organisations including Rail Freight Group, Freight on Rail, European Rail Freight Association and Freight Transport Association.

The Compliance & HR Director in Freightliner Australia is an active participant in the Australian Rail Industry Safety Standards Board Code of Practice Development Groups for SPAD Awareness and for Incident Investigation.

#### Community schemes

Freightliner supports the Motorcycle Action Group's 'Diesel Spills Kill – Don't Overfill' safety campaign. All of Freightliner road vehicles are now

sporting the 'Diesel Spills Kill' stickers, both on the cab and above the fuel filler cap. The Motorcycle Action Group (MAG) has identified diesel spills – the result of HGVs overfilling and/or the cap not being on tightly – as a particular source of danger for motorcyclists. Freightliner's road drivers undertake refresher training every six months, and undergo regular assessments, with an emphasis



on both reducing accidents and protecting the environment.

Freightliner is also a member of the Communication in Action Team for the Railway Benefit Fund. Members of rail industry communications teams

meet bimonthly to discuss how the charity can raise its profile and more donations.

In Southampton, we are members of the Southampton and Fareham Chamber of Commerce and sit on their Transport and Planning committee meetings.

We are also part the Transport for South Hampshire Strategies Group who are formulating recommendations to government about the priorities for the region and the unsolved issues faced by Freight as part of the community.

Freightliner regularly takes part in emergency services exercises to prepare both ourselves and the emergency services for future situations that may arise. Our most recent in July 2011 our Southampton Maritime terminal took part in Hazmat incident training for the Hampshire Police. The Hazmat team were set up after the 9/11 attack to

## Community and Charities

provide the emergency services with the equipment and planning to deal with a chemical terrorist incident.

### Rail Enthusiasm

Freightliner realise that the Rail industry has a very unique following from members of the public interested in the industry. With a Freightliner Store to enable the public to purchase memorabilia and also auction old nameplates removed from decommissioned locomotives. The money raised from this is then put back into our employee chosen charity scheme.

### Safety

The environment doesn't just consist of infrastructure and air pollution but also the people in it, Freightliner have been proud to be involved in a safety campaign 'TrackOff' which highlights the dangers of the railways to young people. As part of this campaign to

raise awareness of the dangers of the railways we named one of our locomotives 'Sophie' with a trackoff plaque, after a young girl lost her life when she strayed onto the railway line near her home in Staines. Hoping that this small gesture will help not only to honour Sophie's memory but also to prevent it from happening again.

### CONCLUSION:

Freightliner's core business contributes to the environment by taking thousands of lorry journeys of the road each year, saving many thousands of tonnes of carbon and other particulates being released into our atmosphere. We are constantly striving to increase the amount of freight transported by rail, this growth will allow Freightliner to contribute

to government's targets to reduce UK carbon emissions. However we recognise that we must work in order to reduce the emissions both from our transport activities and in everything else we do.

**“our mission to transport more freight by rail”**

**“contribute to government's targets to reduce UK carbon emissions”**

