

SUSTAINABLE DEVELOPMENT REPORT

2015

PREFACE

G4 - 1

Merely a few years after the official opening of the solar tunnel, the first wind-powered train came into service in Belgium this year as a result of successful cooperation between ENGIE Electrabel, Infrabel, the city of Sint-Truiden and IBE (Brussels inter-municipal electricity authority).

This feat of technology has allowed sustainable mobility to break new and very important ground. This project underscores the part that rail can play in combating climate change, and also demonstrates Infrabel's commitment to innovation.

We are proud to implement projects such as these which help us reduce our environmental footprint, and to offer even more sustainable alternative transport methods which fulfil the wider aims of sustainable development.

All the work we do to support sustainable development, in the field of renewable energies or in other areas, naturally only represents one piece of the jigsaw. Much still remains to be done by governments, citizens, and the world of business so that new partnerships and other creative projects can be undertaken which we can all benefit from.

As for us, we will make every effort to fulfil our commitments in the area of social responsibility while continuing to develop a high-quality rail service that meets our safety and punctuality standards.



LucALLEmand
MANAGING DIRECTOR INFRABEL

TABLE OF CONTENTS

CONTENTS OF THE REPORT	3
GLOBAL REPORTING INITIATIVE (GRI)	3
OUR VISION OF SUSTAINABLE DEVELOPMENT	4
ACTIONS TO SUPPORT OUR VISION	4
WE ALLOW OUR CSR STRATEGY TO EVOLVE	4
OUR APPROACH IS ONE OF INTEGRITY AND ETHICS	5
WE FAVOUR THE PRECAUTIONARY PRINCIPLE	5
WE TALK TO OUR STAKEHOLDERS	7
WE SHARE INFORMATION ON OUR CSR ACTIVITIES	8
INTERNAL PEOPLE	9
STAFF SAFETY	9
FEELGOOD@INFRABEL	9
PROMOTING DIVERSITY	10
BUSINESS DISCOVERY DAYS	11
EXTERNAL PEOPLE	13
LOCAL RESIDENTS	13
CURBING NOISE POLLUTION	14
RAISING AWARENESS OF RAIL SAFETY	15
CRISIS COMMUNICATION	17
PLANET	20
ENERGY CONSUMPTION	20
THE FIRST TRAIN TO RUN ON WIND POWER	21
ISO 14001 CERTIFICATIONS	22
ECO-MOBILITY	23
PROSPERITY	25
SOCIO-PROFESSIONAL INTEGRATION	25
BERT COMPETITION	25
RESPONSIBLE PURCHASING	27
COLLABORATIVE PROJECTS	29
INITIATIVES PROMOTING BIODIVERSITY	29
TRAIN TO PARIS	30
TRAIN WORLD	32
COMMUNITY WORK	34
TOY AND WARM CLOTHES COLLECTION	34
INFRABEL GIVES BLOOD	35
VOLUNTEERING AND SKILLS-BASED SPONSORSHIP	36
THANK YOU	38
ABOUT INFRABEL	41
CONTACT	43
ANNEXES	44
GRI TABLE - GENERAL STANDARD DISCLOSURES	44
ENGAGEMENT LETTER COP21	46
THE RAILWAY CLIMATE RESPONSIBILITY PLEDGE	48

CONTENTS OF THE REPORT

This sustainable development report covers the period from 1 January 2015 to 31 December 2015. It concerns the activities of Infrabel in Belgium, but not the activities of its subsidiaries. This is the fourth sustainable development report from Infrabel (published annually).

This qualitative 2015 report gives a non-exhaustive overview of the social responsibility projects carried out by Infrabel in order to support sustainable development.

In contrast to the previous version of the sustainable development report published in May 2014, the contents of this report will not be structured according to the company's five strategic priorities, but will instead focus entirely on that of being "In tune with society" (i.e. our corporate social responsibility or CSR policy).

This policy evidently takes the company's strategic priorities into account; however, in order to avoid duplication, more detailed information on the other strategic priorities can be found on our website in the documents and reports listed below:

- [Annual consolidated accounts 2015](#)
- [Annual report and statutory accounts 2015](#)
- [Annual safety report 2015](#)
- [Corporate governance report 2015](#)
- [Facts & figures 2015](#)
- [Monthly punctuality reports for 2015](#)

GLOBAL REPORTING INITIATIVE (GRI)

This sustainable development report draws on and contains information from the GRI Sustainability Reporting Guidelines ("core" version); however, it has not undergone an external verification.

In addition to the progress monitoring table in the appendix, we will also use the following logo to refer to the GRI indicators throughout the document:

G4 - XX

Enjoy the reading

G4 - 17
G4 - 18
G4 - 28
G4 - 29
G4 - 30

G4 - 32
G4 - 33

OUR VISION OF SUSTAINABLE DEVELOPMENT

G4 - 1

Infrabel aims to support sustainable development and future generations by developing a safe, high-quality rail network, by helping to define more sustainable mobility with other modes of transport, by limiting the inconvenience of its activities and by informing and empowering its staff around the various aspects of sustainable development.

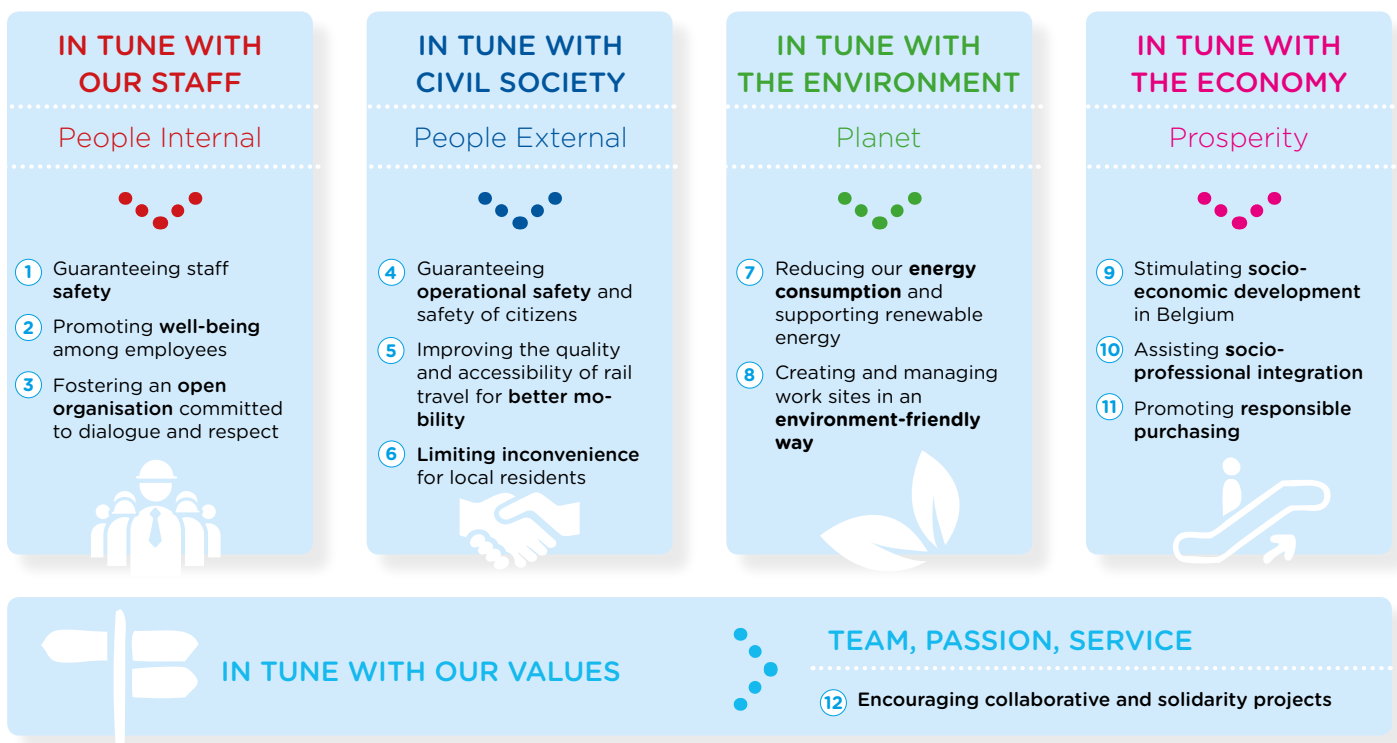
ACTIONS TO SUPPORT OUR VISION

G4 - 1

WE ALLOW OUR CSR STRATEGY TO EVOLVE

Infrabel's corporate social responsibility (CSR) is an inherent part of the company's strategy. It is founded upon:

- The three pillars of sustainable development: People, Planet, and Prosperity
- The company's other four priorities: safety, punctuality, capacity and finance
- The expectations of our stakeholders
- Infrabel's values



The pragmatic approach that Infrabel is taking towards CSR allows for change and is becoming more professional every year:

- The number of pilot projects is rising
- We are expanding our network of CSR ambassadors
- Awareness-raising activities are generating a large amount of feedback

In order to give Infrabel's CSR activities the visibility they deserve, an official CSR-brochure was published in September 2015. It can be consulted [here](#) or on request by sending an e-mail to csr@infrabel.be.

OUR APPROACH IS ONE OF INTEGRITY AND ETHICS

G4 - 56

Infrabel adopts an active policy with regard to ethics and integrity within the company. To this end, Infrabel has a code of conduct covering the main ethical principles that apply within the company. Each member of staff has received a copy of this document (in French or Dutch), and each new employee receives a copy at their “Welcome Day” (introduction session for new employees).

Various initiatives have also been put in place to ensure that this code of conduct is followed:

- Training for team leaders.
- Quizzes organised for on-site staff.
- Compliance officer (who acts in the area of conflicts of interest relating to public contracts, for example).
- Persons of trust (for example, with regard to psychosocial care).
- Awareness posters, etc.

Infrabel has also established a [code of conduct for its suppliers and businesses](#), paying particular attention to safety, human rights and working conditions, the environment, confidentiality, and the fight against corruption.

WE FAVOUR THE PRECAUTIONARY PRINCIPLE

G4 - 14

Safety is and remains Infrabel’s top priority. Within the scope of its company policy, Infrabel aims to maintain a sustainable production tool which meets the expectations of its customers and respects the wellbeing of its staff, while protecting the financial stability of the company and the environment.

In accordance with the precautionary principle, Infrabel implements a rigorous risk-analysis framework. One example of Infrabel’s actions in this context is a new environmental risk analysis exercise which began in 2015 and will continue during 2016. The objective is to use this risk analysis alongside the legal requirements and expectations of stakeholders to update our environmental policy plan.

“ Safety is Infrabel’s
number one priority.



WE TALK TO OUR STAKEHOLDERS

Infrabel has identified eight broad categories of stakeholders with whom it engages in dialogue either on a regular or more occasional basis.

G4 - 18
G4 - 24
G4 - 25
G4 - 26
G4 - 27



As an illustration, in 2015, Infrabel:

- Organised 6 round table discussions with transport user groups.
- Set up 18 information sessions for local residents.
- Participated in various working groups on safety alongside the rail companies:
 - On suicide prevention (2 meetings)
 - On signal overrun (6 meetings)
 - On change desk (3 meetings)

These discussions have shown that our stakeholders consider safety, punctuality and finances as a priority. With this in mind, Infrabel continues to develop projects that aim to improve safety and punctuality, and continues to communicate largely on these topics.

WE SHARE INFORMATION ON OUR CSR ACTIVITIES

We regard our sustainable development report not only as a communication tool but also as a lever for change that guides the gradual development of our CSR policy, as well as the objectives we set and the follow-up indicators we implement.

Since safety, punctuality and our finances are already covered in separate, in-depth reports, we will not repeat this information in the sustainable development report. Instead, we will bring the focus onto the other facets of our approach to CSR.

The themes covered in our 2015 report are structured according to our CSR strategy, i.e. they reflect the sustainable development pillars, the addition of an axis for “collaboration and community”, our strategic priorities, our values, and the expectations of our stakeholders.

G4 - 18
 G4 - 19
 G4 - 20
 G4 - 21
 G4 - 24
 G4 - 27

The pillars	Themes for 2015	Categories of stakeholder(s) concerned	Availability of information for year 2015
Internal People	Safety and wellbeing Diversity at work Business discovery days	Employees Subsidiaries	Sustainable development report
External People	Safety Punctuality Local residents Noise pollution Crisis management	Direct customers Indirect customers Public authorities Employees Local communities Business partners Mobility partners Subsidiaries	Annual safety report Monthly punctuality reports Sustainable development report
Planet	Environmental management system (ISO 14001) Energy consumption Renewable energy Eco-mobility	Direct customers Indirect customers Public authorities Employees Local communities Business partners Mobility partners Subsidiaries	Sustainable development report
Prosperity	Socio-professional integration Responsible purchasing BERT competition	Business partners Employees Local communities Subsidiaries	Sustainable development report
Collaboration	Biodiversity Train to Paris Train World	Employees Local communities Business partners Direct customers Subsidiaries	Sustainable development report
Community Work	Toy and warm clothes collection Blood donation Volunteering/skills-based sponsorship	Local communities Employees Subsidiaries	Sustainable development report



INTERNAL PEOPLE

STAFF SAFETY

Safety is Infrabel's number one priority.

Although we regularly mention the TBL1+ and ETCS safety systems, safety at level crossings and along the railway tracks, we also attach great importance to the **safety** of our entire **workforce**. We therefore do all we can to ensure their safety and wellbeing.

Work-related accident figures are published monthly and made available to all our staff. They are also on the agenda of all prevention and protection committees.

FEELGOOD@INFRABEL

Workers are at the heart of our company. It is therefore important that everyone feels comfortable at work.

Infrabel strives every day to ensure its employees feel happy in a safe and healthy working environment.

This is why we introduced a new **psychosocial wellbeing policy** in 2015 with the aim of combating problems such as stress, burn out, sexual or psychological harassment, and verbal or physical violence. We communicate regularly with our staff in various ways in order to inform them and raise their awareness of psychosocial wellbeing. Among the priority projects that began in 2015, we can note the efforts made to meet and support employees who encounter problems at work (appointing more persons of trust, providing details of persons of contact, etc.), the creation of an absenteeism policy, and also services to assist those who have experienced traumatic events.

Our long-term goal is to make this policy, which aims at reducing factors causing stress for our staff, a **reality in the workplace**. We would like all our employees to be able to express their talents and skills in the best possible way, within a suitable working environment, in order to meet the company's objectives.

We also promote and support our **80 persons of trust**, 10 more than in 2014, who are there to listen to all members of staff on a daily basis. We offer them basic training, as well as an annual refresher.



PROMOTING DIVERSITY

Promoting diversity means finding out how our differences enrich us...

In 2015, Infrabel took part in an **intercompany survey** carried out by the Université Libre de Bruxelles (ULB) **on discrimination experienced by the LGBT** (lesbian, gay, bisexual and transgender) community **in their workplaces**. In total, 27 members of our staff who belong to this target group took part, covering all categories of age, length of service and skills levels.

The main findings for our company are as follows:

- Our employees do not feel that they are discriminated against within the company, whether they have “come out” or not.
- A diversity policy exists at Infrabel, but this policy tends to remain theoretical. We have seen few concrete examples so far.

Infrabel plans to launch a working group on diversity in the workplace during the course of 2016.

BUSINESS DISCOVERY DAYS

On Sunday 4 October 2015, close to **11,000 rail enthusiasts and interested members of the public** came to the 12 Infrabel sites which opened their doors as part of the Business Discovery Day.

For the 6th consecutive year, they were able to discover the secrets of railway network and traffic management through some extraordinary railway installations:

- Signal cabins (regional traffic management) at Antwerp (Berchem), Bruges, Brussels (Midi/Zuid), Liège and Mons.
- Logistics Centres for Infrastructure (LCI – maintenance and modernisation of the railway network) at Arlon, Bruges, Hasselt, Mons, Muizen and Ronet.
- ROC (Railway Operations Centre – traffic coordination centres).

By taking part in specially organised guided tours and particular demonstrations or climbing aboard locomotives, the visitors gained a better understanding of how complex our various professions are. The theme running through the day's events was once again that of **safety**, which is our company's number one priority. Younger children learnt about railway safety through specially organised activities.



*“ We cannot say it often enough, but our employees are our greatest ambassadors! Infrabel makes sure that their safety and wellbeing are guaranteed. As part of the 2016 objectives for the **“Internal People”** pillar, we will launch a working group on the theme of diversity, in particular. ”*

EDITH JONKERS

TEAM LEADER INTERPERSONAL RELATIONS MANAGEMENT





EXTERNAL PEOPLE

LOCAL RESIDENTS

Created in 2006, the Local Residents Information Unit aims to inform residents about rail projects and works that could affect them (engineering works, noise, etc.). In 2015, the Local Residents Information Unit organised, among others, **18 information sessions**, drafted **452 information leaflets** and handled **6,034 questions, complaints and requests**.

This same team also designed new **mobile information panels at level crossings** during 2015. The aim of these panels is to inform road users when a level crossing is closed for renewal or maintenance works. These panels allow Infrabel to reach a wider public while preserving the environment, since fewer leaflets are posted.

CURBING NOISE POLLUTION

Rail traffic or infrastructure works sites in densely populated urban areas may cause noise pollution. In order to lessen the impact on the quality of life of local residents, Infrabel develops technical measures, follows updates to legal requirements and raises awareness among its staff and businesses.

Following conclusive tests completed on its network, Infrabel decided in 2015 to systematically install **insulating plates** (sections of rubber inserted between the rail and the sleepers) on all of its upgraded lines from 2017.

In 2015, we also made an active contribution to preparing **noise action plans in Flanders**, as well as to the **noise mapping of Wallonia** (the noise maps identify areas where action plans are to be put in place to reduce noise pollution).

And since 2015, Infrabel has also been installing **monitoring stations** across its entire network in order to verify the noise emitted by its rolling stock.



RAISING AWARENESS OF RAIL SAFETY

Trespassers are often reckless individuals who decide to walk on or along the tracks to take a shortcut, save time or because they find walking on the tracks exciting. Unfortunately, most of these people do not realise that what they are doing can significantly delay trains and that they are breaking the law, as well as putting their life at risk.

In 2015, we registered **4 deaths** and **3 seriously injured**.

In order to make the general public aware of this problem, Infrabel launched an **“Impact” publicity campaign** in October 2015. A film shows a train which carries out an emergency stop in order to avoid running over two dummies placed on the tracks. Since it is impossible for a train driver to brake quickly, the speed and force of trains are too often misjudged. On average, a train takes 451m to come to a standstill.

This hard-hitting video was viewed on social networks by more than **1,500,000 people**.

Another striking statistic is that over half of those who trespass on railway lines are under 20 years of age. This is why in 2015, Infrabel also launched a **competition** aimed at **students**, with a view to developing a campaign specifically targeting young people. They were asked to design an original poster showing the dangers of trespassing on the tracks, in order to raise awareness.

A panel of professionals selected the eight most original posters from more than a hundred entries. The winners were then able to see their work reproduced on **Boomerang cards** distributed in more than 500 cafés, restaurants, museums and cinemas across Belgium. The two winning posters were also displayed in the autumn of 2015 during a **poster campaign in Belgium’s largest railway stations**.

Safety on the Belgian rail network is undoubtedly **Infrabel’s number one priority**. Our objective is to be in the top three European railway infrastructure managers for rail safety.

All figures for 2015 are available in our [2015 annual safety report](#).

JE LEVEN IS GEEN SPEL

Spoorlopen is dodelijk

TON DERNIER SELFIE

INFR/ABEL

GAME OVER

♥ VIE RESTANTE : 0

INFR/ABEL

VOUS N'AVEZ QU'UNE VIE
NE LA PERDEZ PAS !

DENK NIET
DAT HIJ
JE ZAL
ONTWIKKEN

INFR/ABEL

IL NE SUFFIT QUE
D'UNE SECONDE...
Ta vie vaut un détour

ABEL

De dunne lijn
tussen leven
of dood

INFR/ABEL

J'aurai 5 min d'avance :) # raccourci

INFR/ABEL

INFR/ABEL

TA VIE
VAUT UN
DÉTOUR

Ceci n'est pas un passage zébré.



CRISIS COMMUNICATION

In a crisis situation, communication is vital. It is important to operate effectively and to keep in close contact with the various parties involved. For this reason, it is crucial that everyone understands the risks inherent to the railways and is aware of the safety measures and procedures to be applied in an emergency.

In such circumstances, Infrabel's "Crisis Communication" team is called into action.

In order to assist, inform and raise awareness among external parties such as the emergency services, provinces and managers of emergency plans in the best way possible, this team organises regular **information sessions** and takes part in **crisis response exercises** (for example, when new railway infrastructure enters service).

Also in 2015, we undertook several roadshows on the subject of **hazardous materials**. The aim of these was to reach external parties such as mayors, officials responsible for emergency action plans, the emergency services and other stakeholders and to make them familiar with the safety measures in place for the transportation of hazardous materials by rail, as well as all safety procedures implemented in the event of an incident. Subjects like responsibilities, legal directives, the existing internal procedures and the relevant links in the transport chain, etc were discussed

In 2015, we organised:

- 7 crisis response exercises
- 31 training and information sessions

During these roadshows, Infrabel also announced the publication of its secure information platform **Emergency@Infrabel** in 2016. This platform will provide the emergency and crisis planning services with continuous access to useful information enabling them to gain a better understanding of the main risks inherent to the railways and to make sure that any intervention can take place in optimal safety conditions.



*“ Dialogue with our stakeholders is an essential aspect of our company strategy, and therefore of our action in the area of social responsibility. The main subjects raised during these discussions are safety and punctuality. For example, we organise awareness campaigns to ensure we all understand the issue of rail safety. As part of the 2016 objectives for the **“External People”** pillar, we will increase the action we take to raise awareness of rail safety. ”*

Benoît Gilson
DIRECTOR CORPORATE & PUBLIC AFFAIRS





PLANET

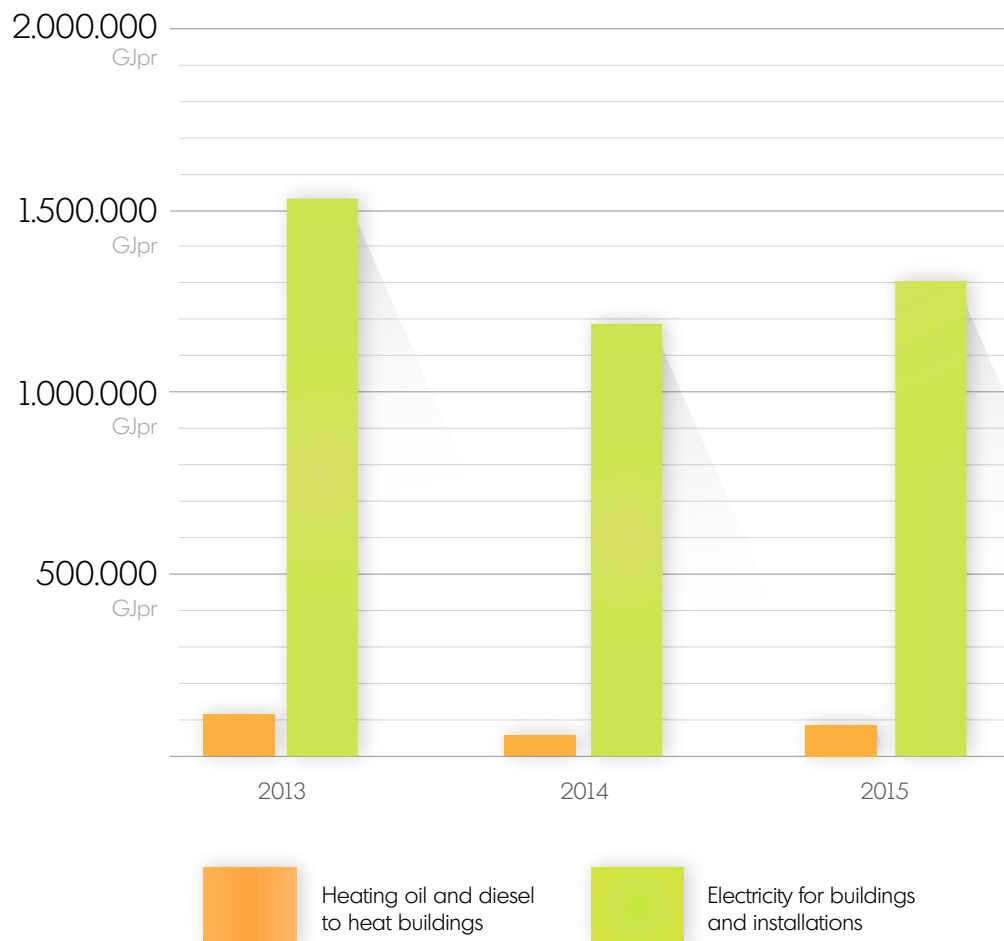
ENERGY CONSUMPTION

Infrabel is particularly attentive to its use of energy and encourages energy production from renewable sources where possible, such as by installing solar panels on certain buildings.

In 2015, our energy consumption was as follows:

- Heating oil and diesel oil used to heat buildings: 87,548 GJpr
- Electricity for buildings and installations: 1,306,588 GJpr

ENERGY CONSUMPTION (2013 - 2015)



THE FIRST TRAIN TO RUN ON WIND POWER

Infrabel also aims to promote the production and use of renewable sources of energy for railways. In this context, the first “sail” train ran on wind power on 24 October 2015 following the activation of the first seven wind turbines in the Greensky park. This wind farm, one of the largest in Belgium, is located alongside the high-speed Leuven-Liège railway line and the E40 motorway. Thanks to its connection to the rail network by way of our Avenas high voltage station, **around 170 trains are partially supplied with green energy** on the high-speed line 2, line 36 (Leuven-Liège) and line 21 (Landen-Hasselt).

Annual production is estimated to be **nearly 35,000 MWh of electricity** with **an annual reduction in CO₂ of 15,000 tonnes**.



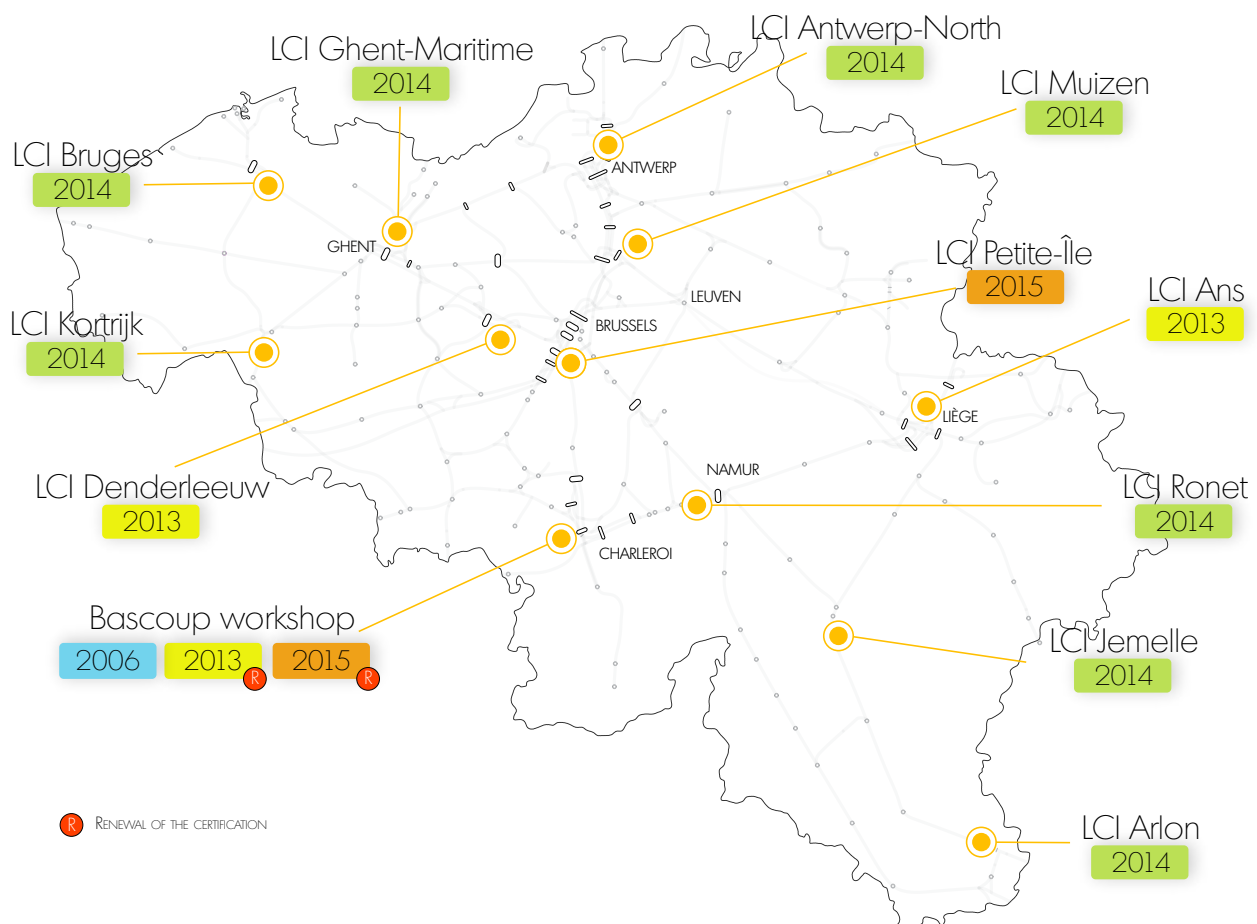
ISO 14001 CERTIFICATIONS

At the end of 2014, Infrabel had 11 Logistics Centres for Infrastructure (LCIs) certified ISO 14001, at Ans, Ronet, Arlon, Jemelle, Antwerp-North, Hasselt, Muizen, Denderleeuw, Ghent-Maritime, Bruges, and Courtrai. In March 2015, the **LCI at Petite-Île** was added to the list.

Follow-up audits were also conducted on sites already certified, with positive results confirming that the impact on the environment continues to be monitored at the sites and that their staff demonstrate a strong concern for the environment. Our employees are developing an innate concern for the environment and are willing to make more efforts.

In 2015, **the Bascoup workshop** also had its certification renewed for the second time.

CERTIFICATIONS ISO 14001



Aside from the ISO 14001 certification of its sites, Infrabel is promoting the issue of **waste reduction** among all of its staff.

As part of the European Week for Waste Reduction in 2015 (which took place in November), Infrabel organised a **quiz** for a section of its staff, for the fourth year in a row. Each year, the quiz is aimed at a specific target group in order to raise awareness among all different professions involved. In 2015, the quiz was designed for staff working in the signal cabins and administrative divisions of the Traffic Management and Services department. Above all, this initiative allows us to raise awareness among staff who are not – for the moment – ISO 14001 certified.

For the first time, this year's quiz was available in **electronic format**. The reaction was very positive and numerous proposals were made to improve waste collection in our workplace.

ECO-MOBILITY

Infrabel is ensuring eco-mobility solutions are put into place for their commuting employees.

Following the “Eco-mobility” working group set up in 2014 in connection with the “Federal Mobility Survey” (which studied commuter journeys), a unit **specifically dedicated to mobility** was created in 2015 with the aim of encouraging and facilitating sustainable transport means (bicycle, car sharing, electric cars, Blue-bikes, etc.) for all members of staff.

This “Mobility” unit produced a **mobility action plan** designed to boost the use of more sustainable modes of transport. This plan contains eight measures including, notably, the promotion of public transport, the inclusion of the “eco-score” as a factor when purchasing or leasing vehicles, the appointment of a mobility coordinator, and communication initiatives during periods of severe pollution. The unit ensures measures taken are coordinated.

One of the first initiatives created by Infrabel involved participation in the **“Bike Experience”**.

In May 2015, Infrabel responded to the initiative of cycling associations in Brussels who wanted to encourage those in the city (residents and/or workers) to cycle to their workplaces under the guidance of a coach. The objective was to tackle road congestion in Brussels and the negative impact on the environment.

In total, 16 employees (8 coaches and 8 cyclists) from Brussels represented Infrabel and took up the challenge of cycling to work.

*“ The environment concerns us all. Every year, considerable progress is made towards protecting the environment. This is thanks to the enthusiasm and professionalism of colleagues who make efforts every day to reduce the impact we have on the environment. As part of our 2016 objectives for the **“Planet”** pillar, we will assess and update our environmental policy plan.”*

PASCALE HEYLEN
Manager Environment





PROSPERITY

SOCIO-PROFESSIONAL INTEGRATION

As one of the largest employers in Belgium, Infrabel wants to be a facilitator for socio-professional integration.

During the 2014-15 school year, Infrabel hosted **84 student interns** (of whom 40 were Dutch-speaking and 44 French-speaking). Offers for internships were mainly directed towards the various **technical professions experiencing skills shortages** (electro-mechanical technician, structural and civil engineering technician, industrial and civil engineer, etc.).

These internships provided a better understanding of our company among young people and gave these students the opportunity to acquire some initial professional experience.

BERT COMPETITION

In 2015, Infrabel and HR Rail set a new challenge for students in the third phase of secondary technical education (aged 16-17; electro-mechanical programme).



For the fourth BERT competition (Belgian Railways Competition for Technicians), the students were asked to devise an innovative solution that would help prevent the snapping of overhead catenary lines by overloaded lorries at level crossings. The **Sint Paulus Mol Technical Institute** beat 14 other institutes to win the first prize, and their project might help our teams develop solutions.

All students focused on the Infrabel project throughout their academic year, during which they benefited from the professional supervision of our engineers and technicians.

The ultimate aim of this competition is to encourage students to choose one of the many **technical professions within the rail sector**. Six candidates have subsequently been recruited by Infrabel since the competition was launched.

RESPONSIBLE PURCHASING

By purchasing goods and services that are environmental-ly, ethically and socially responsible, companies can promote production and consumption methods which are healthier and more sustainable for the planet.

As a **state-owned company**, Infrabel has a responsibility to set the right example. Therefore, we consider responsible purchasing as a sustainable development priority, and we want to develop a purchasing policy that aims to **reduce our environmental footprint** and **integrate values of social responsibility**.

In view of the specific nature of **public contracts**, Infrabel created a **tailor-made training programme** in 2014 (comprising a theoretical part with practical questions and a practical part involving the analysis of specific examples) so that staff in its purchasing department could acquaint themselves with aspects of responsible public contracts. The purpose of the training was to help them integrate corporate social responsibility clauses into purchasing procedures wherever possible, in accordance with the public contracts regulations.

The training was initially intended exclusively for its purchasing staff, but it aims to be extended to other Infrabel departments in 2016 so that the different levels of the internal purchasing chain are also taken into account (internal customers, legal service, senior officials, and so on).

NUMBER OF PEOPLE TRAINED IN SUSTAINABLE PURCHASING

2014
 22

2015
 37

“ As a state-owned company, Infrabel must definitely lead by example when it comes to sustainable public contracts. Infrabel is already implementing concrete measures on its works contract sites in order to take environmental and social concerns into account. ”

“ Awareness-raising and training are an important step in this direction, and make it possible to collect all the excellent ideas for improvements from colleagues from all regional workplaces where the works are carried out. As part of the 2016 objectives for the «Prosperity» pillar, we will increase the number of people taking part in the sustainable purchasing training specifically created for Infrabel, with a view to gathering feedback from as many of those concerned as possible.”

NICOLAS COPPIN
Manager Works Contracting



COLLABORATIVE PROJECTS

INITIATIVES PROMOTING BIODIVERSITY

Infrabel successfully undertakes numerous sustainable environment management projects in partnership with a range of associations, including planting apple and pear trees above the Soumagne tunnel and keeping bees at the Ronet LCI, and the environmentally-friendly management of embankments.

On 22 May 2015, the date of the **International Day for Biological Diversity**, Infrabel called on its employees to put forward ideas designed to enhance biodiversity within the company.

There were many good ideas, which included the production of environmentally-friendly roofs, planting different varieties of mellifluous flowers, measures to protect reptiles, installing apiaries, and using alternative methods to cut the grass embankments (particularly by grazing sheep), etc.

All proposals were carefully examined by a panel according to a list of criteria. One of the most important criteria was the feasibility of the project within the rail sector.

In practice, the ideas generated will lead to **partnerships with the Royal Institute for Natural Sciences** and the associations **Natuurpunt** and **Natagora**, which will begin in 2016. The initial objective of these various partnerships will be to develop a more ecological method of managing the embankments alongside our railway lines, as well as improving conditions for flora and fauna in these areas.



TRAIN TO PARIS

The International Union of Railways (UIC) created the campaign entitled “Train to Paris” in connection with the 21st Conference of the Parties to the United Nations Framework Convention on Climate Change 2015 (COP21). The goal of this initiative was to transport the COP21 participants by train. To achieve this, a synchronised network of trains was made available to participants, governments’ delegations, NGOs, decision makers and journalists to bring them to Paris from across Europe and Asia.



In Belgium, a consortium was created to establish a local version of the “Train to Paris” initiative. Thalys, Infrabel, the SNCB, the WWF and the CER (Community of European Railway and Infrastructure Companies) as well as The Shift (Belgian network for sustainable development) set about establishing cooperation between the private and public sectors.



Luc Lallemand
CEO OF INFRABEL

Then, on 28 November 2015, almost 200 people came to the French capital for COP21 or other associated events, travelling from Brussels-Midi station on a Thalys train specially chartered for the occasion.

Luc Lallemand, CEO of Infrabel, and Jo Cornu, CEO of the SNCB, were also on board of the train to go to the conference organised by the International Union of Railways. They took part in order to reiterate the commitment made by Infrabel and the SNCB to combat climate change, in particular by implementing policies designed to reduce energy consumption and CO₂ emissions and by stimulating the modal shift.

Furthermore, Infrabel organised two activities to raise awareness of the importance of dealing with global warming: an on-line competition on sustainable mobility open to the general public, and a rap session on climate change for eleven and twelve year olds from two schools situated close to Infrabel's headquarters (Sainte-Marie and De Balder schools). The rap classes were given by two professionals: Akro (Starflam) and Quinte (ABN). They were a fun way for the children to assimilate the importance of the climate change dilemma and understand why more sustainable mobility is needed, and they allowed pupils to have their say on the subject.



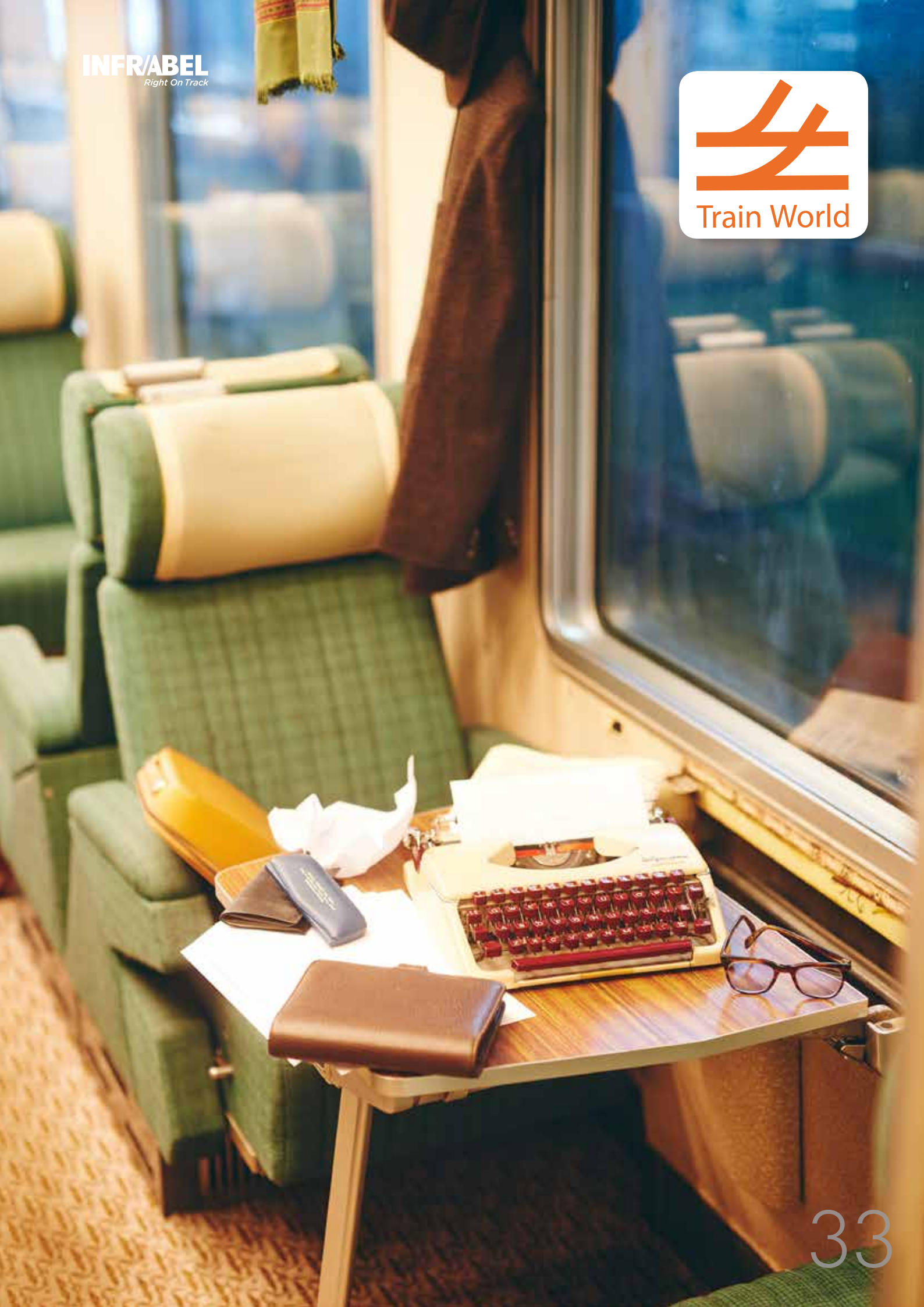
TRAIN WORLD

On 25 September 2015, the new rail museum, “Train World”, opened its doors to the public after its inauguration in the presence of King Philippe.

This brand new museum is located in Schaerbeek and houses the **finest pieces of equipment from the Belgian railways**, including steam trains, royal trains and other historical items, in a unique setting spanning 8,000 square metres. As Infrabel is a railway infrastructure manager, it also contributed to the creation of the museum by providing **items of railway infrastructure and signalling**.

Through this museum, the Belgian railways have gifted a collection of cultural and historical importance to Belgium which retraces the most important moments in the history of rail transport.

Expoduo and François Schuiten, who is passionate about rail history and lives in Schaerbeek, were tasked with designing the interior.





COMMUNITY WORK



TOY AND WARM CLOTHES COLLECTION

For 3 years now, Infrabel has organised a toy and warm clothes collection at the end of the year. In 2015, a total of **12 sites participated** (in Brussels, Ghent, Bruges, Denderleeuw and Liège), collecting 136 boxes! This is a wonderful initiative that grows a little more each year... When the project first began, only Brussels took part.

With a view to developing synergies with the **local voluntary sector**, non-profit organisations receiving the donations were always situated in the vicinity of the collection sites.

Toys and clothes collected in Brussels were distributed by the Saint-Gilles public centre for social action to the non-profit organisations “CEMôme” (after-school service for children from two and a half years old), the “Restos du coeur” (restaurant initiative to feed those in need), street educators and the group “l’Îlot” (emergency shelter for homeless people).

In Liège, the collection was distributed according to the needs of the various sites of the Liège centre for social action.

In and around Ghent, the non-profit association KRAS Ghent (association of 500 volunteers across 14 sites taking action against poverty) received the donations.

In Bruges and Courtrai, donations were distributed by the local French and Flemish public centres for social action.

And finally, in Denderleeuw, the collection organised by Infrabel was donated to Samenlevingsopbouw (district development and anti-poverty projects specifically encouraging the participation of local residents).

This initiative is organised alongside Be.face (www.beface.be).





INFRABEL GIVES BLOOD

For the very first time in 2015, Infrabel organised **two blood donor sessions**: the first in January and the second in September.

In total, **94 people** were willing to donate their blood to benefit others (50 donations in January, and 44 in September).

A donation takes around 30 minutes and can save up to 3 lives. With 94 bags of blood, we were able to collect around **47 litres** (approx. 500ml per donor).

The aim of the initiative is to encourage our staff to carry out an important act on behalf of their community. Indeed, 70% of people need blood once during their lifetime, yet only 3% of people actually give blood.

Infrabel hopes to be able to extend this initiative to other sites in Belgium in the future.

The initiative is organised in partnership with the Belgian Red Cross (www.donneurdesang.be).



VOLUNTEERING AND SKILLS-BASED SPONSORSHIP

In 2015, Infrabel also became involved in two pilot projects for skills-based sponsorship. One of these was to assist the non-profit group “Take Off” to develop its external communication plan (www.takeoff-asbl.be).

This project was carried out together with ToolBox (www.toolbox.be).

Several colleagues also became involved in corporate volunteering to help the “Ligue Braille”, lending their voice for the recording of audio books for blind and partially-sighted people (www.liguebraille.be).

These types of activities are an opportunity for staff who wish to find out more about the voluntary sector to understand the role a public enterprise can play in increasing solidarity, and to realise that there are also people in need very close to home.

"It's very motivating to see that more and more colleagues are taking part in community projects at Infrabel on top of their daily workload. This positive take-up shows that our staff see a sense in helping to build a "better world", of course by contributing to mobility in our country, but also through practical actions for the benefit of local communities that we want to see more of in 2016."

AURÉLIE TRAUBE
MANAGER GENERAL ADVISORY



THANK YOU

"It would not be quite right to say that everything began in 2012. However, that was the point when we decided to structure our CSR policy by doing the following: launching the CSR platform, designating CSR ambassadors, monitoring norms and guidelines considered to be standards (ISO 26000, GRI, etc.), producing the first sustainable development report, and so on. You might ask whether Infrabel did CSR before all of this? The answer is "Of course it did!" Infrabel's social responsibility began a long time before I arrived and will continue long after I leave! This is because it has amazing people who have been setting up wonderful social projects for several decades already. Some of them have been named as CSR ambassadors, whereas others prefer to keep a low profile. The most important thing is that the situation is moving forward, and that colleagues who give their time to play a part do so on a voluntary basis and are happy with the results, even the smallest and least visible. I'd like to thank everyone who makes a contribution to a better world. "

CORINE ATHAS
CSR Advisor



“ According to legend, there was once a huge forest fire. All the terrified animals stood aghast as they helplessly watched the disaster unfold. Only the little hummingbird stirred and went to find a few drops of water with his beak to throw on the fire. After a while, the armadillo, annoyed by the bird's pitiful efforts, said: “Hummingbird! What's the matter with you? You'll never put out the fire with these few drops of water!” But the hummingbird replied: “I know, but I'm doing what I can”. ”

“ This tale from the farmer and philosopher Pierre Rabhi for me illustrates Infrabel's CSR strategy and inspires me in my role as CSR ambassador. The philosophy of creating change step by step... All the small steps made by everyone at Infrabel will take us a long way. ”

JULIEN LEMAIRE
HR Advisor & CSR Ambassador

“ There is an increased awareness of corporate social responsibility within the company and among employees. In the beginning, it was perhaps a somewhat abstract subject area that only a few people explored and studied. Now it’s much clearer that many aspects of corporate social responsibility are present in the performance of our day-to-day work, though they may not be specifically labelled as ‘CSR’. For example, the initiatives for increasing safety awareness among everybody who works for or with Infrabel represent a tangible implementation of the ‘people’ pillar. The first CSR brochure, which was published in September 2015, is an important achievement in this respect. It emphasises the link to business practice and places value on the diversity of the initiatives. This allows all employees and stakeholders to understand how their own activities fit into the picture. And that’s exactly what’s needed to continue our progress with CSR and to further integrate it into our everyday work. ”

HELGA COLPAERT
Senior adviser for
Traffic Management & Services
and CSR Ambassador





ABOUT INFRABEL

Infrabel is a limited company under public law which operates solely in Belgium, with its registered office at Place Marcel Broodthaers Plein 2, 1060 Brussels, Belgium. As the Belgian railway infrastructure manager, Infrabel has two main customers: the railway companies who transport passengers and freight in Belgium, and those companies that have their own connection to the network.

G4 - 3
G4 - 4
G4 - 5
G4 - 6
G4 - 7
G4 - 8
G4 - 9

The following reports and documents are also available online:

- [Annual consolidated accounts 2015](#)
- [Annual report and statutory accounts 2015](#)
- [Annual safety report 2015](#)
- [Corporate governance report 2015](#)
- [Facts & figures 2015](#)
- [Monthly punctuality reports for 2015](#)

At the end of 2015, Infrabel had 11,303 employees and 4 main subsidiaries: HR Rail, TUC RAIL, CCB and Ixilio.

For more detailed information on Infrabel products and services, please visit the Infrabel corporate website (www.infrabel.be).

Compliance with charters, principles and other initiatives to support sustainable development:

- On 30 October 2012, Infrabel signed its [Safety Quality Environment Statement](#).
- On 7 September 2015, Infrabel signed a [letter stating its commitment to making efforts to limit climate change](#).
- On 5 October 2015, Infrabel signed the [Railway Climate Responsibility Pledge](#).

G4 - 15

Membership of associations and national or international organisations

In its efforts to shoulder social responsibilities, Infrabel is an active member of:

- The Shift (Belgian network for sustainable development...)
- Be.face (development of community projects)
- The International Union of Railways (working groups on sustainable development, COP21, safety, sustainable purchasing, etc.)

G4 - 16



CONTACT

G4 - 31

Do you have questions about the content of this sustainable development report or Infrabel's CSR strategy?

Contact Corine Athas, CSR Advisor:

- corine.athas@infrabel.be
- csr@infrabel.be

ANNEXES

GRI TABLE - GENERAL STANDARD DISCLOSURES

G4 - 32
G4 - 33

This sustainable development report draws on and contains information from the GRI Sustainability Reporting Guidelines ("core" version); however, it has not undergone an external verification.

STRATEGY AND ANALYSIS		page
	Preface	1
G4-1	Our vision of sustainable development	4
	Action we are taking to support our vision	4
ORGANIZATIONAL PROFILE		
G4-3	About Infrabel	41
G4-4	About Infrabel	41
G4-5	About Infrabel	41
G4-6	About Infrabel	41
G4-7	About Infrabel	41
G4-8	About Infrabel http://www.infrabel.be/en/about/our-company	41
G4-9	About Infrabel Corporate governance report 2015 Annual consolidated accounts 2015 Annual report and statutory accounts 2015	41
G4-10	Corporate governance report 2015 (data partially available)	
G4-11	Complete data unavailable at present	
G4-12	Complete data unavailable at present	
G4-13	Not applicable	
G4-14	We favour the precautionary principle	5
G4-15	Compliance with charters, principles and other initiatives to support sustainable development	42
G4-16	Membership of associations and national or international organisations	42
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	Contents of the report	3
G4-18	Contents of the report We talk to our stakeholders We share information on our CSR strategy	3 7 8
G4-19	We share information on our CSR activities	
G4-20	We share information on our CSR activities	8
G4-21	We share information on our CSR activities	8
G4-22	Not applicable	
G4-23	Not applicable	

STAKEHOLDER ENGAGEMENT		page
G4-24	We talk to our stakeholders We share information on our CSR activities	7 8
G4-25	We talk to our stakeholders (data partially available)	7
G4-26	We talk to our stakeholders (data partially available)	7
G4-27	We talk to our stakeholders We share information on our CSR activities	7 8
REPORT PROFILE		
G4-28	Contents of the report	3
G4-19	Contents of the report	3
G4-30	Contents of the report	3
G4-31	Contact	43
G4-32	Global Reporting Initiative GRI Table	3 44
G4-33	Global Reporting Initiative GRI Table	3 44
GOVERNANCE		
G4-34	Corporate governance report	
ETHICS AND INTEGRITY		
G4-56	Our approach is one of integrity and ethics	5

ENGAGEMENT LETTER COP21

Message from Belgian stakeholders in support of the COP 21

The Shift in alliance with the UN Global Compact Network Belgium (UNGCNB), Belgian CEO's and
NGO's

Climate change is one of the biggest global challenges for the 21st century. Our response to it will not only shape the way we will live and do business now and in the coming decades, but will also offer numerous opportunities for socio-economic progress. Combatting climate change will contribute to protect our world's biodiversity and the human race.

The United Nations Climate Change Conference of the Parties 21 (COP21), to be held in Paris in December 2015, aims to deliver a new climate change agreement that will put the world on track to a low-carbon, sustainable future while keeping the rise in global temperature to under 2 degrees Celsius by 2100.

We believe we have a responsibility to actively engage in global efforts to reduce greenhouse gas (GHG) emissions, and to help lead the global transition to a low-carbon, climate-resilient economy. Hence, the private sector wants to deliver climate solutions and innovations in our practices, operations and policies.

We urge the Belgian delegation to promote an ambitious climate deal at COP21. We extend an open offer to the Belgian authorities to meet and co-design tangible actions as well as help the outreach to the rest of the world's leaders and businesses to support an ambitious climate agreement.

Our vision supporting a climate deal and our commitments are the following:

- We are taking voluntary actions to reduce environmental and carbon footprints, setting targets to reduce our own GHG gas emissions and/or energy consumption while also collaborating in supply chains and at sectorial levels.
- We agree on the need for inspirational and meaningful global action and aligned messaging. We will act as ambassadors for climate action, focusing on solutions and economic opportunities. We will help raising public awareness.

- We will actively manage climate risks and incorporate them in decision making — not least to realize growth opportunities. We will take steps to implement effective strategies to strengthen not only our companies' but also societal resilience.

Therefore, we support the Belgian delegate to obtain a legally-binding global climate agreement respecting the following principles:

- The Paris agreement needs to send a clear signal to decision-makers and investors at all levels that our global economy have to accelerate the transition to a low-carbon economy powered by renewable energy.
- As recently stated by the G7, we propose to target the upper end of the latest IPCC recommendation of 40 to 70 % of GHG reductions by 2050 compared to 2010¹. The agreement in Paris should contain this science based, long term goal. Europe must align with this engagement, holding its leader position in combatting climate change. Therefore, in the frame of a successful agreement in Paris, the EU should strengthen its emission reduction targets for 2030 and 2050.
- The agreement in Paris should also lay a foundation for the integration of carbon pricing systems in all major emitting countries, which would be coordinated with a phasing-out of all existing carbon subsidies.
- Belgium should contribute each year to the Green Climate Fund in line with the Copenhagen agreement.

Hastening the shift to a low-carbon economy in an economically sustainable manner will generate growth and jobs in both the developing and the developed world. It lowers our dependence on fossil fuels hence reduces our dependence on energy import. Delaying action is not an option: it will be costly and will damage socio-economic progress. We call on the Belgian delegation to align on global measures, to be consistent in policy-making and to develop helpful innovation frameworks.

A comprehensive, inclusive and ambitious climate agreement in Paris on mitigation, adaptation and finance — in combination with a strong set of clear political engagements from the world's leaders — is key to accelerating this transition. This opportunity should not be missed.

Name of the signatory: Luc Lallemand

Name of the organization: INFRABEL

Date: 09/09/2015

Signature: [Signature]

¹ And as stated in the IPCC AR5



THE RAILWAY CLIMATE RESPONSIBILITY PLEDGE

On the low carbon track

The worldwide railway community is aware that a shift towards sustainable transport is essential to achieve the internationally agreed goal of limiting climate change to a rise in average global temperature of no more than 2 degrees Celsius.

The rail sector is the most emissions efficient transport mode, but as a major transport mode we acknowledge our responsibility and that further improvement is needed. This pledge sets out ambitious but achievable goals for the sectors contribution towards the solution to climate change.

As a member of the worldwide community of railway operators and infrastructure managers, I commit to take a leading role in the actions to prevent climate change, by reducing my company's carbon footprint and supporting a shift towards a more sustainable balance of transport modes.

In order to achieve this, I pledge to:

1. *reduce my company's specific energy consumption and CO₂ emission, and through this contribute to the UIC "Low Carbon Rail Transport Challenge" and its global 2030/2050 targets, presented in 2014 at the UN Climate Summit;*
2. *stimulate modal shift to rail in national and international markets, by working in partnership with key stakeholders;*
3. *actively communicate climate friendly initiatives undertaken by my company during the year 2016 and beyond, in order to raise awareness, acceptance and recognition of the role of sustainable transport as a part of the solution to climate change;*
4. *report data on my company's specific energy consumption and CO₂ emissions to UIC on a regular basis, in order to promote and demonstrate the continuous improvement of railway sector at international level.*

Brussels, October 5th 2015

Luc Lallemand, CEO Infrabel



The background of the entire page is a close-up photograph of several overlapping green leaves. The leaves are in various shades of green, from light lime to a deeper forest green. The veins of the leaves are clearly visible, creating a complex, organic pattern across the entire surface.

INFRABEL
Right On Track

Infrabel

A public limited company under Belgian law
Place Marcel Broodthaers, 2
1060 Brussels

Published by
Benoît Gilson

Project Coordination & Editorial Content
Corine Athas

Design
Robert Baum

Photography
Benjamin Brolet

August 2016