

NORTHERN IRELAND TRANSPORT HOLDING COMPANY

Minutes of the Board Meeting held on 20 February 2019 at 8.30am, Boardroom, Wrights, 201 Galgorm Road, Ballymena

PRESENT:

- F Hewitt (Chairman)**
- C Conway (GCE)**
- T Depledge (AD, Senior Independent Director)**
- A Reavey (AR)**
- P Anderson (CFO)**
- P O'Neill (CBCO)**
- H McCartan (HM)**
- M Sweeney (MS)**

IN ATTENDANCE:

- G Milligan (GM, CCSHR Officer)**
- P Rooney (GC, General Counsel & Company Secretary)**

APOLOGIES:

- B Mitchell (BM)**

GROUP STATEMENT

The Directors of the Northern Ireland Transport Holding Company are also the Directors of all other companies within the Group. As such they are mindful of their responsibilities and statutory duties to each. These minutes record the business of the Group meeting at which matters, factors and decisions relating to individual companies were raised and addressed.

3613 WELCOME

The Chairman welcomed members to Board meeting.

3612 DECLARATION OF INTERESTS

No interests were declared in relation to the meeting.

3613 MINUTES & ACTION LIST

The minutes of the previous meeting were formally approved.

All actions arising from previous meeting were noted as completed.

3614 CHAIRMAN & BOARD BUSINESS

- (i) The Chairman reported on the official opening of Milewater Service Centre. He commented on how well employees had settled into the new location and on the excellent service of security company present at the Centre.

3615 SAFETY PERFORMANCE REPORT

The Board took the report as read.

AD commented on the excellent presentation of the safety report at the POC, which allowed for an enhanced understanding and associated assurance to the Board.

GM invited Members to join the SHE Safety Conference on 4 April.

3616 GCE REPORT

The Board took the report as read, and the Chairman invited GCE to speak on the following:

- (i) Financials: Revenue are above target YTD primarily due to increase in fare paying passengers.
- (ii) Passenger journeys: Continued to produce strong performance and of note was the positive impact of Glider on Metro journeys.
- (iii) Customer Service: Rail customer service punctuality reflected an improvement on last year. Metro and Ulsterbus punctuality was challenging in the period, particularly with congestion in Belfast city centre and road works (eg. A6 and NI Water works).
- (iv) Commercial Operations: Mobile app for purchasing online tickets for the Airport 300 service is proving very successful and helping deliver passenger growth year to date.
- (v) Major Capital Projects: Belfast Transport Hub, continue to await planning decision from DfI.
- (vi) PR and Communications Activity: The excellent work of the PR team was recognised by winning an Allianz Arts and Business Award 2019, for Cultural Branding. The Board extended their congratulations to the team.
- (vii) Service Development: Extension to the Urby service is currently being trialed in Dromore, Hillsborough and Sprucefield Park and Ride to Belfast.
- (viii) Contact Centre: The new Customer Service team are working well and were endorsed by the Consumer Counsel. The Board noted this as a very positive and encouraging result, and extended congratulations to the team involved. MS noted that the customer is tremendously important and the report reflected a marked improvement in this area.
- (ix) Legal & Governance: The Anti-Fraud, Theft and Bribery policy has been revised and updated and would be taken to BARC for approval.

The Chairman highlighted the improvements in performance across the Company and congratulated the Executive team on the encouraging report.

The Brexit report was taken as read by the Board.

3617 FINANCE REPORT

The Board took the paper as read. The CFO noting the following highlights.

- (i) Overview –Revenues across all operating companies were positive.

- (ii) Provisions - The Board reviewed the latest position on provisions and confirmed that the amounts provided represent a reasonable estimate of the probable funds outflow based on the information provided.

The POC reviewed proposed changes to the Company banking mandate (on 19 February 2019), as brought by the CFO, and recommend the adoption of such new arrangements to the Board.

APPROVAL: The Board approved the proposed changes and authorised the completion of any documentation required by the respective banks to give effect to these changes.

3618 DFI CORRESPONDENCE

The Board took the correspondence as read.

3619 AD HOC PAPERS

Ad Hoc papers were noted by the Board and in particular:

- (i) 2019/20 Budget and Outline Corporate Plan

The CFO sought the Board's approval of the 2019/20 Budget and Outline Corporate Plan.

APPROVAL: The Board confirmed approval of the 2019/20 Budget and Outline Corporate Plan.

Following approval by the Board, the CFO will present the proposed Budget and Plan to DfI.

3620 MAJOR PROJECTS KPI TRACKER

The Major Projects Tracker was noted by the Board.

3621 MINUTES OF COMMITTEE MEETINGS

The minutes of the Project Oversight Committee meeting held on 15 January 2019 and the GRPC report held on 20 February 2019 were noted.

3622 ANY OTHER BUSINESS

None

3623 DATE OF NEXT MEETING

20 March 2019

SIGNED: _____ DATE: _____
Chairman