

CalMac Ferries Limited/Company Number SC302282/31 March 2021

Pay and conditions:

A two year pay deal with our four recognised trade unions was negotiated in 2020/21.

Career development and training:

We have continued to invest heavily in the development of our staff, adapting much of our training offer to online during the pandemic.

Engagement in 2021

The 'Our People' project was set up to drive and measure activity across the areas of building trust, ensuring supportive management, developing a positive and inclusive culture, and driving a one team approach. More details are included within 'Our People and Staff Engagement' on page 2.

An 'Inclusive CalMac' group and a 'Wellbeing' group have been established, both involving colleagues from all areas of our business.

Modern technologies have enabled us to connect with colleagues remotely and allow them to become more involved and have their voices heard.

Local Communities

Key Issues

Contributing to the success of the communities that we serve, including providing opportunities for local employment and training, as well as supporting local projects to improve the wellbeing of our communities.

As a knock-on effect from the Covid-19 pandemic, our local communities reported to us an increase in the following social issues: mental health; loneliness; social isolation and poverty.

Engagement in 2021

We continue to reach out and be present in our communities, supporting events, working with learning and development partners through our apprenticeship programme and through career progression events.

Regular meetings with our local communities through local Ferry Committees take place to discuss route-specific issues. The CalMac Area Operation Managers liaise with each committee and report key findings back to management for escalation if required.

This is also the case for regional specific issues (dealt with via the Ferry Stakeholder Groups (FSGs)) and network wide strategic issues, which the management team engages with the Ferries Community Board. This is an independent board consisting of representatives from across our network, with the aim of having strategic community input into our decision-making process.

Our Corporate Social Responsibility Manager engages and consults with local third sector organisations and partners to shape CFL community investment programmes such as the CalMac Community Fund. In turn, this ensures our resources are directed toward local needs and return maximum value for our communities. In 2020, we made 60 awards to community groups tackling mental health, loneliness, social isolation, and poverty.

Environment

Key Issues

Carbon emissions:

Due to the impact of the Covid-19 pandemic, passenger numbers, sailings, business travel and the use of heating fuel and electricity in our ports and head office decreased. As a result, total carbon emissions have decreased 20% to 102,418 tCO₂e from 2019/20 levels and relative carbon footprint has increased by 18% to 0.1173 kg CO₂e passenger km.

Waste:

Procurement of new waste contracts and recycling stations across the network as well as a decrease in general waste due to the impact of the Covid-19 pandemic have had a positive impact on recycling rates and diversion of waste from landfill as we have seen total waste produced fall. Total waste produced decreased by 36% from 2019/20 levels and the proportion of our waste sent for recycling increased to 60%, a 16% increase from 2019/20 levels and that sent to landfill decreased to 37%.

Engagement in 2021

We carried out extensive engagement across the business to identify significant environmental aspects and propose actions to reduce environmental impact. The actions which align with the four core priorities of our Environmental Strategy form an Action Plan 2021-23 with progress tracked and reported quarterly to the Board.

We carried out extensive engagement across the business to identify and rank each department's significant environmental aspects and identify actions to reduce environmental impact. The actions which align with the four core priorities of our Environmental Strategy form an Action Plan 2021-23 with progress tracked and reported quarterly to the Board.

We engaged with Scottish Government on topics including the national litter strategy, restrictions on single-use plastics and the Deposit Return Scheme.

We supported national campaigns including Scotland's Climate Week, Recycle Week and the #ReuseBeatsSingleUse campaign through internal and external communications.