

Anti-racism action plan

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TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES



Foreword

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Transport for Wales (TfW) should represent the communities we serve. When it comes to racial diversity, we're currently falling far short of where we should be. If TfW is to be representative of the communities we serve, we need to increase the proportion of our workforce who are from racially marginalised backgrounds. We need to recruit and retain more people from racially marginalised backgrounds.

To improve, we've met with and learnt from other public sector organisations, community groups, academics and colleagues. Their honest feedback has been invaluable. I thank them for it. We hope this plan shows we are learning from others and that we are taking feedback seriously as well as demonstrating our intent to make tangible and effective changes.

The Welsh Government has set out an ambition for Wales to be anti-racist by 2030. In 2023, I signed the Zero Racism Wales pledge on behalf of TfW. Our Anti-racism action plan is the next step in our commitment to ensure a zero-tolerance approach to racism in our organisation.

Access to transport and the ability to travel has always been a barometer of racial equality. At TfW, we do not want to be passive bystanders. Rather, we should always challenge discrimination and encourage diversity.

Our plan

Our plan highlights the background and rationale for change. Our actions are guided by six ways in which racism impacts on the lives of people from racially marginalised backgrounds. These are experience of:

- racism in everyday life
- racism when experiencing service delivery
- racism in being part of the workforce
- racism in gaining jobs and opportunities
- lacking visible role models in positions of power are lacking
- racism as a refugee or asylum seeker.

We need to consider the systems and processes in our organisation from an anti-racism standpoint. Our processes should be reviewed to better understand what barriers they may raise.

To enable us to be an inclusive employer of choice, we believe in equality for all. This is key to the attraction and retention of our employees and developing their careers. We should reflect the diversity of the Welsh population and the communities we serve.





What we've done so far

We've put on events and training. Working with Diversify World and Race Council Cymru, we've hosted interactive workshops on being an inclusive anti-racist organisation for our colleagues, Board and the Executive Leadership Team. With Diversify World, we've created mandatory anti-racism training for all employees to build awareness, empathy and understanding of different cultures, experiences, and racial issues.

We appointed and trained 15 Fairness, Inclusion and Respect (FIR) Ambassadors. Our FIR Ambassadors are in place to address workplace culture challenges and act as role models in our offices, sites, or projects. They will communicate with our customers, stakeholders, and supply chain to positively impact the workplace culture.

We have signed the Zero Racism Wales pledge with Race Council Cymru. By signing this pledge, we have committed to take a stand against racism and promote a more inclusive and equal workplace and society that gives every individual in Wales the right to feel safe, valued and included.

We participated in a Diversity and Inclusion leadership programme pilot with Network Rail, West Midlands Trains and Scot Rail called 'Activate your potential'. The programme was designed to support employees from racially marginalised backgrounds in accelerating their career progression and eight colleagues enrolled on the programme from various areas and levels within the organisation. One of the aims of this scheme was for the rail industry to come together and explore how we can better support and remove barriers to progression that we know colleagues from racially marginalised backgrounds are facing.

We promoted the 'My Name Is' campaign throughout TfW. This is a movement for organisations to standardise phonetic spellings in email signatures and was launched by Race Equality Matters, a charity whose mission is to remove barriers and provide solutions to tackle race inequality

Future plans

Education and awareness

- Develop an internal site with a range of educational resources, articles, and podcasts to help employees educate themselves on racial injustice, implicit bias, and historical realities.
- Establish an Anti-Racism Panel of colleagues and external community experts who can support us with our action plan and evaluate our progress.

Inclusive policies and procedures

- Establish a strong, unequivocal anti-racism policy, explicitly stating our commitment to eradicating racist behaviours and attitudes within the organisation.
- Clearly outline the consequences of disregarding this policy, including disciplinary actions and will ensure the relevant individuals are trained to define and respond to racist incidents.
- Encourage internal reporting of incidents of racism and other reportable issues via the new confidential reporting email.
- Review performance evaluation processes to ensure transparency, fairness, and the absence of racial bias.
- Aim to provide spaces within colleague areas where colleagues can exercise their faith or cultural practices.





Colleague Support Networks

- Build on and expand the work of our Colleague Support Networks that focus on promoting racial equality
- Ensure we are providing a safe space for underrepresented racial minorities to share experiences and ideas.
- Dedicating resources and time for colleagues to attend monthly Colleague Support Networks meetings. Members of Colleague Support Networks will be released from their day job for two hours per month to focus on EDI work.

Community engagement and partnership

- Sign up for the Governors for Schools programme and provide support for colleagues from underrepresented groups to have opportunities to volunteer in the programme.
- Work with our trade union partners on their diversity agenda.
- Work with community organisations to ensure the needs of people from racially marginalised backgrounds are considered when developing transport service strategies.
- Commit to working with Race Equality Matters in their Trailblazer programme which spotlights forward-thinking organisations that are implementing impactful solutions to drive race equality.



Recruitment and opportunities

- Provide career options to all through advertising, outreach initiatives and spotlighting role models to target underrepresented groups.
- Build relationships with multicultural organisations such as Diverse Cymru, Oasis and the Muslim Council of Wales.
- Work with schools to get a higher uptake of apprenticeship opportunities from racially marginalised communities by being proactive with outreach and community engagement.
- Provide mandatory Hiring Manager training to ensure individuals involved in recruitment are aware and act on their bias.
- Review our Pathways Programmes to ensure they continue to provide support to underrepresented communities.
- Identify any retention issues of colleagues from racially marginalised communities by ensuring a robust exit interview process is in place to enable us to analyse trends.
- Develop a suite of activities designed to build employability skills for young people from underrepresented backgrounds.
- Increase the diversity of our senior colleagues including membership of our Board.



Communications

- Develop an anti-racist internal communication plan using approved language and conveying our commitment to being anti-racist.
- Create a clear external communications plan explaining our zero-tolerance approach to racism from our customers.
- Produce a programme of events which will celebrate the lived experience of our colleagues.
- Continue to show diverse representation in marketing and outreach by ensuring that materials, campaigns, and external communications reflect the diversity of Wales.
- Understand how best to communicate with all our colleagues including front-line colleagues to see how we can best deliver communications that everyone will be engaged with.

Ongoing evaluation

- Collect and analyse demographic data from our workforce to identify any disparities or areas requiring improvement.
- Conduct biannual surveys, focus groups and interviews to assess employee experiences and perceptions of racial inclusion and equity.
- Create an EDI dashboard to monitor how to monitor the diversity of TfW's workforce and look at areas where additional improvement is needed.





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