Quality, Environmental, Occupational Health & Safety and Energy Policy

At Dublin Bus, we are committed to delivering safe, reliable, efficient, and sustainable public transport services to meet the needs of our customers and the expectations of our stakeholders. This Policy supports our strategic direction and reflects our commitments under ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System, and ISO 50001 Energy Management System standards.

Our Commitments:

Customer Focus and Quality Excellence

- We strive to understand and meet customer expectations while enhancing satisfaction through safe, reliable, timely and accessible services.
- We continually improve our services and processes to achieve excellence in quality performance.

Environmental Responsibility

- We are dedicated to protecting the environment by preventing pollution, reducing emissions, managing resources efficiently, and complying with all applicable environmental regulations.
- We promote sustainable transport, waste reduction, and the integration of low-emission technologies.

Energy Performance and Efficiency

- We commit to improving energy performance across all operations through efficient fleet management, energy-saving technologies, and responsible consumption.
- We ensure the availability of information and resources to achieve energy objectives and targets, and we integrate energy management into decision-making processes.
- We support the procurement of energy-efficient products and services that impact energy performance and support design activities that consider energy performance improvements.

Health, Safety and Wellbeing

- We prioritise the health, safety, and wellbeing of our employees, passengers, and the public by eliminating hazards and reducing risks.
- We engage and consult with workers at all levels to create a culture of safety, while complying with all legal and regulatory health and safety obligations.
- We are committed to providing safe and healthy working conditions, including well-being programmes for the prevention of work-related injury and ill health.

Our Approach:

- We maintain management systems that supports continual improvement and compliance with ISO 9001, ISO 14001, ISO 45001, and ISO 50001.
- We regularly review our objectives, targets, risks, and opportunities to ensure alignment with business goals.
- We ensure all employees are aware of this policy and are empowered and trained to support our commitments.
- We communicate openly with stakeholders and report transparently on our performance.
- We are committed to meeting all applicable legal, regulatory and other relevant requirements.

Billy Hann
Chief Executive Officer



Dublin Bus
June 1 2026

Bus Átha Cliath
Dublin Bus