



Intelligent Transport Systems Compendium of 2016 Diversity Award entries

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For contact details to find out more about any of these entries, please contact mailbox@its-uk.org.uk

MEDIA RELEASE Tuesday 5 July 2016

ITS continues to innovate, as Diversity Award is celebrated at upcoming World Congress

Call for nominations for the 2016 Award for Best Action for supporting Diversity in the ITS Workforce Award is now open

The Intelligent Transport Systems (ITS) industry is proud to celebrate diversity in the workforce, bringing the Diversity Award to a World Congress for the second successive year.

First introduced in 2015, this year's 2016 Award for Best Action for supporting Diversity in the ITS Workforce Award is open to any global organisation which welcomes employees from all backgrounds.

The Award is designed to better reflect the importance of diversity and will be presented during the 23rd World Congress on Intelligent Transport Systems, in Melbourne, 10-14 October 2016. The ITS industry is diverse by nature and this is reflected by the people who work in it, with contributions by men and women across a wide age range. It is a multicultural, inclusive and attracts people from different social and cultural backgrounds.

The Diversity Award has global support from ITS associations and was launched for the first time at last year's Congress as an initiative between ITS UK and colleagues from Australia, Austria, Canada, France, Italy, Singapore, Sweden and USA.

Project leader, Jennie Martin, Secretary General, ITS UK, says the ITS community has come together to highlight the importance of diversity in the workplace.

Diversity in the workforce is something all organisations should strive for and is definitely a key focus for us in ITS. We operate in such a fast moving industry that touches the daily lives of millions of people around the world. Therefore, it's important to recognise the diverse backgrounds, experiences and opinions of the people who make this a possibility, as well as inspire the next generation of ITS innovators.

Through this initiative, we want all employees, students and service providers to feel like a valuable and contributing member, no matter their gender, nationality, religion or age, Ms Martin said.

Susan Harris, Chief Executive Officer of ITS Australia said as host nation of the 2016 ITS World Congress in Melbourne, she is delighted to work in collaboration with ITS UK to support this exciting award.

Diversity in the workplace is an important issue and the ITS industry embraces equality. We are proud the World Congress will have a focus on diversity and the issues surrounding gender, race, disability, social background, education and ethnicity.

Was lucky enough to judge the first ever award in Bordeaux last year, along with my colleagues from the three ITS regions, the Americas, Asia-Pacific, Europe & Africa and the UK. ITS Australia is truly looking forward to welcoming the nominees and judging panel to this year's Congress, Ms Harris said.

International infrastructure engineering and environment business, Mouchel was awarded the accolade in 2015 following efforts to encourage its female staff to participate in ITS UK's women in ITS group.

The Award is open to any organisation or individual anywhere in the world. Nominations should be sent to diversity@its-uk.org.uk. For more details, visit itsworldcongress2016.com

Nominations close on Wednesday 31st August 2016.

-ENDS-

About ITS Australia

Intelligent Transport Systems Australia (ITS Australia) promotes the development and deployment of advanced technologies to deliver safer, more efficient and environmentally sustainable transport across all public and private modes . air, sea, road and rail. Established in 1992, ITS Australia advocates the application of communication, data processing and electronic technologies for in-vehicle, vehicle-to-vehicle, vehicle-to-infrastructure and mode-to-mode systems to increase transport safety and sustainability, reduce congestion, and improve the performance and

competitiveness of Australia's networks. ITS Australia is an independent not-for-profit incorporated membership organisation representing ITS suppliers, government authorities, academia and transport businesses and users. Affiliated with peak ITS organisations around the world, ITS Australia is a major international contributor to the development of the industry. Visit: <http://www.its-australia.com.au/>

ITS Australia will host the 23rd ITS World Congress in Melbourne from 10 to 14 October, 2016. In recognition of Melbourne's reputation as the world's most liveable city, the 2016 Congress theme will be "ITS . Enhancing Liveable Cities and Communities". The Congress will bring together 6,000 to 8,000 ITS professionals for a comprehensive program with hundreds of speakers, an exhibition, equipment demonstrations and technical tours. Australia organised the successful 2001 ITS World Congress in Sydney. Visit: <http://www.itsworldcongress2016.com/>

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TRANSURBAN

2016 Award for the Best Action for Supporting Diversity in the ITS Workforce Submission: From Policy to Outcomes at Transurban

"A diversity of skills, experience and opinion is essential to creating a strong organisational culture, and for that reason we continuously look for ways to promote gender equality and create a workplace where people are recognised on merit." ¹

Scott Charlton, CEO, Transurban Annual General Meeting, 12 October, 2015

Transurban is committed to promoting diversity and equality across its workforce. Our workforce is made up of individuals with diverse skills, values, backgrounds, experience and needs. We value this diversity and recognise the strength, opportunities and many other benefits that an inclusive and diverse workforce brings. The focus on diversity encompasses gender, cultural and flexible work. We are also expanding to have a broader inclusion focus to ensure that there is representation and engagement of LGBTI people, people with disabilities and from different age groups.

Another key focus is to improve the level of female representation in our business by attracting female talent to work within professional and managerial roles. This will benefit all parts of Transurban including ITS in the Technology business.

Internal policies and programs At Transurban we have developed practices, programs and initiatives to support and assist with improving diversity and equity at all levels of the business. We believe that these policies and programs help position Transurban as a preferred employer:

Gender Diversity:

- Gender Diversity in Recruitment policy introduced 2014, mandating a balance of gender representation in candidates taken to interview and a gender mix on the interview panel. This year, requirements regarding gender balance in candidates have been added into Service Level Agreements with our recruiting partners.
- Women in Leadership Program, fostering the talent of emerging female middle managers, with a strong focus on female engineers and as part of this program all participants receive mentoring from an ExCo member. One female ITS employee is participating in the current program.
- Annual Gender Pay Equity Review which has confirmed pay equity across Transurban.
- Specific focus on actively employing and developing female traffic modelers, resulting in the appointment or promotion of three females to the roles of Traffic Forecasting Manager, Senior Manager - Traffic Services and Manager - Regional Planning.

Cultural Diversity:

- An Annual Cultural Diversity Audit was conducted as part of the FY2016 Employee Opinion Survey. The aim is for Transurban to have a better understanding of the cultural backgrounds of our employees and how we can better support them in the workplace.
- The Cultural Diversity Program is focused on celebrating days of cultural significance across the business to increase awareness of different cultures in the workplace including Rosh Hashanah, Eid, Diwali, Vesak, Chinese New Year and US Independence Day.
- To raise awareness of Indigenous and Torres Strait Islander Peoples and their communities we developed the Reflect Reconciliation Action Plan. Activities have included Welcome to Country and Acknowledgement of Country ceremonies in each Australian region and were performed by elders from the local communities to coincide with National Reconciliation Week. The focus for FY2017 will be to develop the second phase of the RAP Program . the ~~innovate~~phase.

Flexible Working:

- Employees are able to balance work-life and personal-life commitments through a variety of options including Flexible Working Hours, Telecommuting and Working from Home, Job Sharing Arrangements and Part-time Employment Arrangements.
- The Phased Retirement Policy offers employees the ability to ease out of employment by reducing the number of hours worked for a specific period of time to formal retirement.

Other Employee policies:

- Group Parenting Leave Policy, which increased paid primary carer's leave from 14 weeks to 16 weeks, and in addition they may claim up to 10 'keeping in touch' days to remain connected while on leave.
- Introduction of a Domestic and Family Violence Support Policy in November 2015, in recognition that these issues impact gender equality in the workplace.

Recruitment programs and outcomes

Transurban has developed a focused approach to recruiting female talent into ITS:

- Engineering Leadership Scholarship at Monash University is an annual scholarship for female engineering students, resulting in work experience in the ITS team.
- Cameron Roberts Memorial Scholarship at Monash University launched in 2016, incorporating diversity criteria, awarded to a female ITS engineering student who will receive mentoring from Transurban engineers.
- FEET (Females Excelling in Engineering and Technology) program, providing 35 hours of work experience within the business for female students studying engineering or technology degree subjects, resulting in 38 students hosted since the 2015/16 summer program. Five FEET students have returned to Transurban to work.
- Transurban Graduate Program: Three out of four engineering graduates are female, and will complete a two-year rotation including specific ITS engineering experience.

Recognition

Transurban's commitment to ensuring gender diversity in our business has been formally recognised by government, industry and media awards and commentary including:

- Winner of the Most Ambitious Company in Gender Diversity award from Engineers Australia . this award identifies recognises and rewards companies that strive towards national engineering excellence in encouraging gender diversity.
- Winner of the Employer of Choice award of the Workplace Gender Equality Agency (WGEA) - the only employer in our industry to win this award.
- Recognition in the KMPG ASX Corporate Governance Council Principles and recommendations on Diversity report for our approach to diversity and transparent diversity reporting.

- Nomination of Transurban’s CEO, Scott Charlton, by The Australian newspaper as one of the top eight performers in corporate Australia in terms of the number of female direct reports.²

Outcomes of Transurban’s commitment to diversity

This summary reflects the diversity of Transurban’s workforce:

- As at 30 June 2016, 25% of Transurban’s Board, 44% of Transurban’s senior executives, 27% of senior managers and 33% of middle managers. In addition, 42% of all new appointments and 45% of all promotions were female.
- Within the Technology business unit there has been a headcount increase in female representation from 15.5% in July 2013 to 26.1% in July 2016.
- The Sustainability Report Age Grouping at July 2016 shows the age spectrum across Transurban, Technology and ITS amongst permanent employees:

	Transurban	Technology	ITS
<30 years	16.05%	7.96%	13.95%
30-50 years	66.96%	75.22%	62.79%
>50 years	17.00%	16.8%	23.26%

- As reported in the Cultural Diversity Audit, 25% of respondents were born in Australia, the next largest group were born in New Zealand (7%) followed by the UK, USA and the Philippines with other respondents being born in a variety of countries including Germany, India, Ukraine and Vietnam.
- Also drawn from the Cultural Diversity Audit, 68 languages other than English are spoken by our employees (both as a first and other language) including Hindi (9.0%), Spanish (8.0%), French (7.0%), Mandarin (5.0%), Tagalog and German (each 4.0%)

Conclusion

At Transurban we believe that the right leadership, policies and programs supports diversity in our workforce. Through this commitment, we are delivering real-world diversity outcomes that are benefiting Transurban, the Technology business and the ITS engineering teams.



L-R . Louise Anderson, Beth Liley . Transurban, and Susan Harris, CEO ITS Australia

Sources: (1) <http://www.theaustralian.com.au/business/ceo-survey-2015-australia-has-a-long-way-to-go-on-executivegender-diversity/news-story/dabc797e83b9fdeb83b2b2c1343b4cd3> (2) Source required (2) Address given at 2015 Transurban Annual General Meeting, 12 October 2015²; available at www.asx.com.au/asxpdf/20151012/pdf/43202lbsqcchty.pdf

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TRANSPORT FOR LONDON

Boosting the diversity of our Graduates

Transport for London is one of the capital's largest and most important organisations. Every day, 20 million journeys are made on our network. Running the transport network is a massive undertaking. It involves managing billions of pounds worth of infrastructure and assets, and thousands of motivated employees. Which is why our diversity and inclusive workplace culture is one of our greatest strengths. We're a 21st Century organisation at the heart of the most diverse city in the world. The diversity of our colleagues has to be an ongoing evolution (www.tfl.gov.uk)

Project name: Boosting the diversity of our graduates

To ensure we have a workforce that reflects and represents our city, we've made changes across our business. With the knowledge that certain groups of people are underrepresented in transport and engineering, we set ourselves the task of reviewing and then overhauling every part of our graduate programme, from attraction, to assessment and selection. We wanted to ensure that we not only attracted a diverse and talented graduate population, but our selection process was fair to all regardless of their background and the opportunities they'd had. In other words, less about past experience and more about potential.

Our first task was to overhaul our branding and messaging. Following extensive research, we devised the campaign 'Shape the future of London' Featuring diverse role models, this was rolled out across the most effective media channels . including social media and specialist events . whilst we also embraced new technology, such as audience matching, Google Analytics and mobile apps, to target particular groups. When it came to assessment, our research showed that certain tools favoured graduates from high socio-economic backgrounds. We introduced Situational Strength Tests to replace the more traditional competency based application form. We also adopted blind screening, thus avoiding any unconscious assessor bias. Our biggest challenge was transforming our existing assessment and selection processes into strengths-based ones . across 36 graduate programmes, involving over 100 senior stakeholders. To achieve this, we took a collaborative approach and involved senior graduate sponsors and graduates at every stage of the process . from briefing sessions, design workshops and seminars, to job analysis, design and piloting. We also used an evidence-based approach to get stakeholders on side.

Across the board we have seen an extraordinary surge in applications, with **16,800 applications to date** for our 2016 intake.

We've also seen impressive rises in the number of female applicants. Many of our programmes . particularly those with an engineering focus . used to be heavily male-dominated schemes. That's now no longer the case:

- In 2011, just 11% of applicants were of BAME. **It's now 23%.**
- As recently as 2013 female applications were as low as 20%. **It's now 43%.**
- The quality has also improved. **45%** of candidates attending assessment centres have been offered roles or entered a reserve talentpool. Of those **30% are female, 24% BAME, 4% disability** and **14% from low socio economic backgrounds.**

What's more, removing the traditional application form in favour of situational strengths tests has led to cost savings of around £69,000 in 2014/15 alone.

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TRANSPORT FOR LONDON

Supporting diversity

Transport for London's Lesbian, Gay, Bisexual and Trans (LGBT+) network OUTbound has embarked on an unparalleled community engagement initiative in London over the past three years.

Celebrating London's rich diversity, and the huge influence we have on London we set out to make LGBT+ Londoners and visitors proud that our transport system is inclusive and welcome.

In 2014 we introduced London's first mobile rainbow crossing which was used for that year's Pride in London celebrations. We also used it to support Stonewall's antihomophobia in sport 'Rainbow Laces' campaign by placing it outside Arsenal Tube station. Finally that year we put it in Trafalgar Square to celebrate full gay marriage equality on 10 December.

In February 2015 we launched our award winning #RidewithPride campaign by wrapping some of London's iconic vehicles in a rainbow. Starting with a bus in LGBT History Month, we followed that with a taxi to mark International Day Against Homophobia, Transphobia and Biphobia (IDAHOBIT) in May. Finally in June we wrapped a Docklands Light Railway train for that year's Pride in London. All the vehicles wraps were sponsored by other companies who we worked hand-in-hand with to develop the final integrated campaign.

This campaign was supported by a social media initiative that saw OUTbound's Twitter following become the second largest in Europe of any staff network (from zero to nearly 8k followers in 18-months). The campaign has also been copied or inspired in Brighton, Calgary, Toronto and Copenhagen, and we have provided advice to Metrolinx in Toronto on expanding this initiative.

This year we launched diversity pedestrian traffic signals around London's visitor hotspot Trafalgar Square for this year's Pride in London celebration. This saw 48 pedestrian traffic signals replaced with gender symbols and male/male, female/female and male/female holding hands designs. London is the only city in the world to feature gender symbols which enabled us to introduce a widely recognised transgender symbol. This has been received very warmly by this (often forgotten) community.

In addition to the above we have grown our network by 115 per cent 4 years, ran the UK's largest workforce HIV testing campaign for all employees and are one of the UK's highest profile networks. The network chair Martyn Loukes BEM also received a British Empire Medal from the Queen for this work in diversity.

These initiatives have been recognised around the world very positively, and highly likely to influence other transport providers further.

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ATKINS

ITS (UK) Diversity Award

Nominee: Dr Gareth Tilley (ITS Practice Manager)

Atkins is unique in its ability to not just shift the diversity conversation beyond gender, but challenges diversity amongst cultures. Atkins is committed to promoting diversity across the business and has successfully demonstrated its ability to deliver through the Atkins Diversity Plan, which complements the Equality Act 2010, and the Government's national equality and diversity schemes. Atkins Diversity Plan builds upon the principles of equal employment regardless of gender, age, ethnicity, religion, sexual orientation and disability,

thereby encouraging a demographic mix of employees. Evidence of Atkins successful practice of diversity is recognised nationally with Atkins ranked within The Timesq25 Best Big Companies, Top 50 Employers for Women and The Top 100 Graduate Employers.

Atkins Diversity Plan

A diverse workforce enhances its contribution to its products, services and clients, creating a more inclusive and supportive work environment, which encourages greater creativity and improved business results. Atkins Diversity Plan goes beyond conventional diversity protocols by seeking to consider social impacts, equality on different communities and groups in society through technical work and individual projects. Supporting industry-leading best practices, promoted by the Royal Academy of Engineering and Women in Science and Engineering, the Atkins Diversity Plan contains four key themes to reflect the life-cycle of an employee and is consistent with the Atkins UK Gender Balance Improvement Plan (GBIP):

- **Attraction and Recruitment** - Developing Employer Value Proposition frameworks to attract diversity and ensures that recruitment is all inclusive, minimising unconscious bias in recruitment decision making. This has included a 3% increase in non-white ethnicities since 2011, both across the transportation sector and amongst senior employees within transportation.
- **Development and Retention** - Providing opportunities for specific training and removing barriers to career development, such as supporting Women in Engineering initiatives (talent pipeline has experienced a 3% rise in women across transportation and amongst senior employees within transportation, since 2011) and Maternity Returner programmes (60% returners). Making Atkins a place where all employees can reach their potential.
- **Engagement, Education and Reward** . Engaging with schools and colleges, such as through STEM activities (5% STEM Activists within the UK), to attract interest in the Highways and Transportation sector from a diverse range of individuals. Also rewarding progress towards becoming more diverse and inclusive.
- **Communication and Inspiring** - Enabling transparency and promotion of diversity activities with senior sponsorship, with the visibility of role models within Atkins and Industry at large.

Dr Gareth Tilley: Contribution to Diversity

Dr Gareth Tilley has excelled in his ability to embrace and execute Atkins Diversity Plan within the ITS team. His ability to respect and value differing skills and experiences amongst individuals has been demonstrated in the following;

- **Building a diverse team** . A four-fold increase in the size of the ITS team within two years, including a mix of demographics, range of employee levels (from graduates to senior employees), nationalities, and gender (1/3 are now female employees. part of the GBIP and Governments Business Compact).
- **Recruiting from a wide background** - Including engineers, local authorities, geographers, mathematicians and apprentices, in addition to promoting/supporting STEM ambassadors. The success of this has been seen with Nathan Watt, a Geographer, who was recently awarded the ITS (UK) Young Person award.

- **Promoting courses that appreciate diversity** . Supporting women in engineering initiatives, Women's Professional Network and the Colleague Support scheme to support mothers returning to work and flexible working opportunities. Dr Gareth Tilley has also encouraged and promoted the attendance for Women's Development Programme and Women in ITS (WITS) events.
- **Performance metrics: Low staff turnover rate and high productivity rates** - Productivity far exceeds 80% and presents minimal staff turnover. It provides supporting evidence for good team morale and high satisfaction levels that promotes diversity.

Transport systems deliver public services which serve a diversity of needs. Therefore, it is recognised that it is essential that a diverse workforce, encompassing different backgrounds, experiences and people is behind the delivery of transport systems. Dr Gareth Tilley significant contribution towards promoting diversity within Atkins ITS workforce should be recognised and is thus recommended as a nominee for the ITS (UK) Diversity Award.

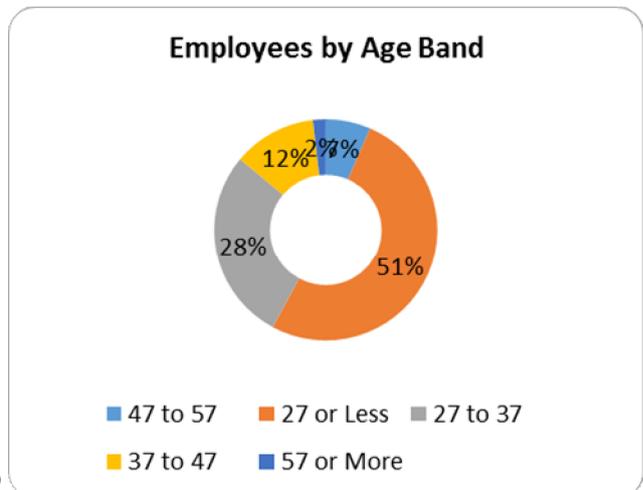
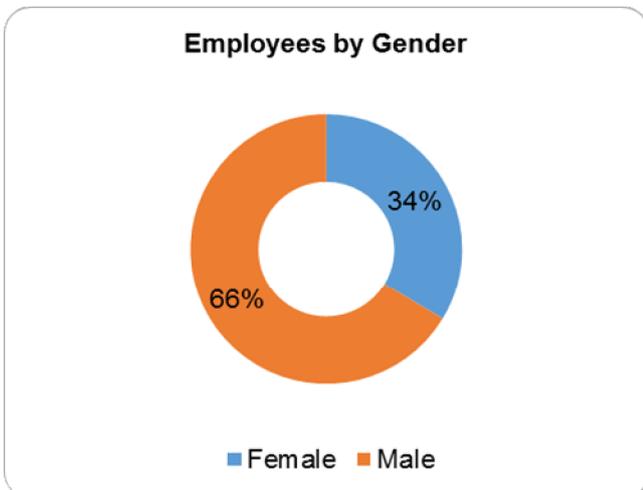
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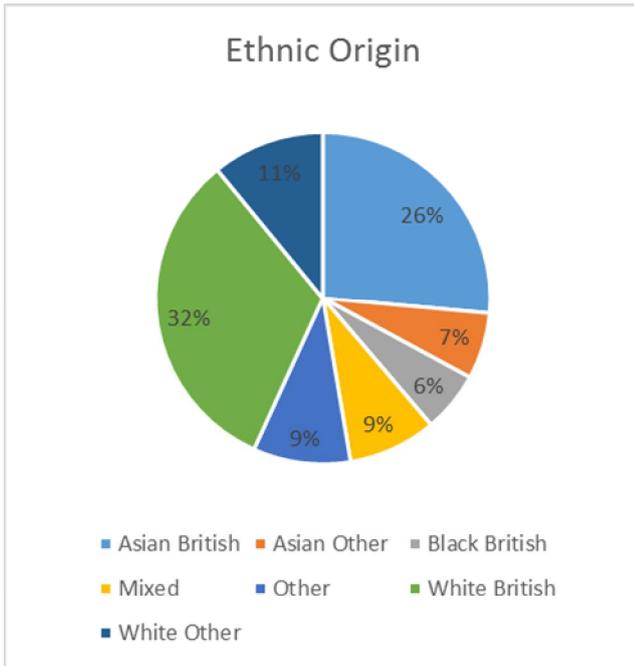
EMOVIS

We would like to nominate Charles Hewson and Emovis Operations Leeds for the 2016 Award for Best Action for Supporting Diversity in the ITS Workforce.

The evidences to back this nomination for this award are listed below:

- Proactively engaging with local charities and organisations to hire employees from all the cultural backgrounds and disabilities.
- Employ and support a group of 10 hearing impaired employees in the Image Review Department.
- Employ and support a partially blind employee and her guide dog.
- Support and encourage the celebration of all cultural backgrounds, including the implementation of two prayer rooms.
- Facilitate the incorporation in the workplace to women, single mothers, young workers, etc.
- Facilitate the integration of transgender employees





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ÖBB GROUP

As colourful as life is: diversity in the ÖBB Group

Diversity Management plays a vital role in the ÖBB mobility group with its more than 39,000 employees, diverse occupations . from manual shunting to highly complex financial management - and a mobility market of social diversity hardly to be surpassed; diversity management is very important within the group but also for market development. Set up in 2011, ÖBB Diversity Management makes use of the diversity of its employees for the benefit of all. Strategic diversity goals are defined by ÖBB Holding and are subject to regular control. The development of appropriate measures and their implementation, however, is carried out by corporate divisions.

Diversity strategy of the ÖBB Group

The internal diversity strategy focusses on equal opportunities (ÖBB equal opportunities policy 2011), continuous increase of percentage of women in the entire group (Diversity Charta 2020, strategy programme *Fokus 2020*) and sustainable HR management / generation management (strategy programme *Fokus 2020*). The diversity strategy regarding market development focusses on the development of diversity sensitive product innovations and on the implementation of accessibility in both infrastructure and mobility services.

Diversity programme and state of implementation: Basically all diversity categories are taken into consideration in the ÖBB Group. The examples stated in the following table will give an overview on measures regarding equal opportunities, accessibility and sexual orientation. Since 2015 one of the most important key issues has been the category on ethnicity / religion (see table below).

Category	KPI	Programme / measures
Equal opportunities	<p>Increase of percentage of women 2012 . 2015</p> <p>overall: 11.3 % . 11.8 % executives: 8.7 % . 10.8 % Supervisory Board: 10 % . 28.3 %</p> <p>Increase of percentage of female train drivers</p> <p>The number of female applicants has increased six fold since the start of the ÖBB programme FIT(2013); 51 female train drivers have since been signed up;</p>	<p>Places for women at the ÖBB academy, ÖBB-Netzwerkveranstaltungen für Frauen [ÖBB networking events for women], career workshops, compatibility (MINT kindergarten, paternity leave, Flying Nannies, etc.)</p> <p>FIT programme (in cooperation with AMS - Austrian Labour Market Service and ABZ - Arbeit Bildung Zukunft; a non-profit women's organisation devoted to the equality of men and women on the Austrian labour market) . to train unemployed women to become train drivers; FIT is supported by the Austrian Federal Ministry for Transport, innovation and Technology (BMVIT);</p>
Ethnicity / religion	<p>Juvenile asylees</p> <p>65 additional jobless, juvenile asylee apprentices since 2015</p> <p>Corporate culture</p> <p>Role of different traditions, cultures and religions and their impact on working together in one company was discussed in 2014/2015 in five big event cycles;</p>	<p>In 2015, ÖBB Group started to train juvenile asylees in a four-year apprenticeship programme focussing on the special needs of refugees: Flüchtlingsprojekt (Diversität als Chance) der ÖBB-Lehrwerkstätte [refugee project . diversity as an opportunity . by the ÖBB apprentice workshop]</p> <p>Since 2014/2015 awareness-raising measures: Interkulturelle Arbeitsmeetings und Veranstaltungen [intercultural working sessions and events]</p>
Accessibility / age	<p>Barrier-free mobility</p> <p>Postbus: 2011 . 2015: 54 % - 75.1 %</p> <p>Infrastructure: in 2015, barrier-free stations available for 75 % of all passengers; Objective</p>	<p>Contact persons for employees with disabilities, barrier-free mobility for ÖBB passengers (compare to Etappenplan [stage schedule]), stakeholder-dialogue (compare to Informationsveranstaltungen mit VertreterInnen von Menschen mit</p>

	until end of 2025: barrier-free stations available for 90 % of all passengers;	Behinderungen [information events with representatives of people with disabilities]
Sexual orientation	Regenbogenparade (Rainbow parade) 2012 . 2015 Participants: 40 . 120 people	Contact persons for problems regarding the issue of sexual orientation, ÖBB . (seit 2012) offizielle Teilnehmerin der Regenbogenparade [ÖBB . since 2012 official participant of the Rainbow Parade in Vienna]
Group-wide diversity projects	ÖBB Diversity Award 2015 . 2016 29 diversity concepts were submitted; 66.7 % of submitted winner concepts have been implemented; Remembrance work / corporate culture The ÖBB exhibition %the Suppressed Years+ was shown eight times between 2012 and 2015 in different museums and at different locations, e.g. in the European Parliament;	ÖBB Diversity Award : internal concept competition for the improvement of equal opportunities within the group Verdrängte Jahre [%The Suppressed Years+] : exhibition and ÖBB apprentice project for a revision of the company's history and its role in National Socialism.

Awards

- [DiversCity Preis für Großunternehmen \[DiversCity Award for large-scale companies\]](#): in 2014, ÖBB won the [WKW DiversCity Preis](#) award. The jury's opinion: [%ÖBB Group is a shining example for strategic diversity management.+](#)
- [*Auszeichnung mit sNESTOR GOLD BEWEGT%o Urkunde](#) certificate awarded for the action plan to obtain the NESTOR GOLD seal of quality ([%Procedure to obtain the seal of quality for age\(ing\)-appropriate organisations and enterprises+](#)) for the management centres.
- [*Staatspreis Mobilität 2015 - Nominierung als Vorzeigeprojekt für humanitäres Engagement \[National mobility award 2015 . nomination as role-model project for humanitarian commitment\]](#): ÖBB refugee project [%Diversität als Chance+\(Diversity as an opportunity\)](#). The ÖBB refugee project currently supports 50 unaccompanied minors (most of them between 15 and 17 years old, originally from Afghanistan or Syria) through special promotion programmes, intensive training courses in German and mathematics, vocational orientation courses and workshops closely related to practical experience, as well as through tutoring and mentoring during their apprenticeship.
[*Verleihung Anton-Benya-Preis](#) Anton Benya award given to ÖBB apprentices for their contribution to the exhibition project [sVerdrängte Jahre%b\[The Suppressed Years\]](#) on historical revision and documentation.

ITS (UK) YOUNG PROFESSIONALS INTEREST GROUP
AND CHAIR MARA-TAFADZWA MAKONI

23 August 2016

Mrs J Martin
ITS (UK)

by e-mail

Dear Jennie

I am writing to make what might be seen as an unusual nomination for the Melbourne Award for Best Action for Supporting Diversity in the ITS Workforce. I do this as an individual and not as a corporate body or similar organisation and I am not nominating a person so much as a group of them.

I nominate the ITS (UK) Young Professionals Interest Group and its energetic and charismatic Chair Ms Mara-Tafadzwa Makoni.

The detailed citation required is on page 2. I hope that my slight departures from the strict letter of the invitation . for example I offer no evidence on performance metrics . can be tolerated by the judges because if we cannot accept a little diversity in a project designed to identify diversity then we are surely in error somewhere !

Yours sincerely



ERIC SAMPSON

Ambassador Professor Eric Sampson CBE

THE CASE FOR MAKING THE AWARD TO THE ITS (UK) YOUNG PROFESSIONALS INTEREST GROUP (YPIG)

Transport is designed to change slowly. Some elements, for example bridges, have a planned life of a hundred years or more and an expected infrastructure service life of decades is common. Transport users are hugely diverse in age, physical dexterity, gender, race, economic circumstances, religion *etc.* but it is a sad fact that the workforce representing the supply side is not at all diverse. It is predominantly male, white, and middle-aged and even with the best intentions any changes to this paradigm have followed the usual transport model of being slow and infrequent.

YPIG was created as part of a wider focus on diversity, to contribute to solving the resourcing problem in a different way . instead of trying to encourage developments by a

top down approach YPIG works from the bottom up. It aims to push for training events and any opportunities which might contribute to developing a diverse set of skills, to highlight the need for collaboration and diverse mindsets, and to be a support group for young/younger professionals. YPIG **is** diversity in action

The YPIG process for enabling a more diverse transport workforce more generally is recognised as a longer-term one . the idea of assembling a group that firstly acknowledges and accepts diversity issues as strengths so that it is in a position to apply a measure of upward pressure for change; and second as the group's members become more senior they will train a new cadre who will work to the new philosophy without realising that there was once an old one.

YPIG has managed to break through the barrier of %can't let you do this as you haven't had any experience of doing it+by careful targeting of potentially influential seniors followed up by a sensitive lobbying campaign. YPIG has designed and organised successful meetings centred around themes like leadership coupled with the development of people management skills with a view to establishing Professional Development certification.

The Group has secured engagement as rapporteurs and session moderators at high level events such as the Bordeaux World and Glasgow European Congresses. Glasgow was a particular success as YPIG organised (and secured sponsorship for) a life raft debate+which proved to be an excellent example of practical exposure to diversity issues for not just the YPIG participants but the audience as well.

Mara-Tafadzwa Makoni, the Chair of the YPIG is an active member of Women in ITS (WITS) and has presented at several WITS interest group meetings. At the next meeting she will talk about diversity and her personal experience from an international perspective (she is Zimbabwean and has worked across three continents in 4 different sectors). Mara has also spoken twice at international conferences in South Africa about the importance of social inclusion in developing ITS solutions.

I commend the ITS(UK) Young Professionals Interest Group to the Award judges and urge them to give recognition to a team of busy people who have seen a problem needing resolution and have %got on and done something about it+! Their regular meetings attract 30+ delegates many self-supporting as they are still too junior in organisations to win funding.

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XEROX

Supporting Diversity in the ITS Workforce Award – Xerox Public Sector Transportation

For decades, Xerox Corporation has made it a priority to value employees from diverse backgrounds and cultures, including those of all religions, ethnicities, and genders. We believe that focusing on a vibrant and diverse workforce is not just a good idea, but a fundamental business imperative.

Our ITS services are provided through our Public Sector Transportation Group, which exemplifies the principle that nourishing diversity directly leads to business success. A flourishing business with a global footprint of more than 2200 employees in more than 20 countries- including Australia, Belgium, Canada, France, Germany, India, Mexico, Malaysia, Peru, Saudi Arabia, Singapore, Switzerland, UK and USA- our Transportation Group has achieved significant growth in electronic tolling, public transit, parking and public safety. To do so, we have not merely complied with the principles of managing and working in a diverse environment, but we've leveraged this principle to drive measurable success for our customers, the communities we serve, and the employees of our Public Sector Transportation Group.

Ways we promote the creation of an ITS workforce reflecting our clients and users worldwide include:

- *Attracting, hiring and nurturing diversity.* In our Transportation Solutions Group, **over thirty percent of our workforce is comprised of women.** More than **forty percent** of our employees are from diverse ethnic backgrounds. In a global marketplace, it is critical that our workforce reflect the residents and citizens that we serve. We focus on managing intake and succession planning at all levels.
- *Encouraging training, development, promotion, and retention of diverse employees.* Recruiting a diverse workforce is only the first step. We develop and promote these employees. Our Program Management Academy (PMA) is critical to enabling an innovative and operationally excellent workforce. **More than one-third of PMA participants are women.** Our retention of these employees is 10 points higher than the broader population. A program rewarding employees who pursue Six Sigma or Project Management Professional (PMP) certification programs has also seen excellent results with diverse employees. Nearly 50 percent of Black Belt certifications secured through this program were earned by women, and nearly a third by those of diverse background. PMP certifications were even more impressive: **64 percent to women and 55 percent diverse employees.**
- *Securing diversity at the highest levels of the organization.* We're proud that **45 percent of the senior team in Transportation** reporting to the Global Transportation Leader is female or of diverse background, including our COO, CTO, CIO, Platform Development Systems Integration and Strategy SVPs. In mid-to-high-level management roles, **21 percent** are occupied by women. Mid-level diverse candidate pipeline management is essential for effective succession planning; for today and the future.
- *Expanding and reflecting diversity in hiring worldwide.* Understanding the needs and requirements of customers from around the world requires leveraging local knowledge of the people and their culture. **More than 45 percent** of our Transportation employees reside outside the U.S. We hire locally, train both locally and stateside, and maintain research centers located in France, India, Canada and the U.S.

- *Developing capabilities in the global communities we serve.* We support not just our own business goals, but the needs of our client communities, by successfully partnering to improve the overall economic topography of these communities. **Our Supplier Diversity Program provides proven strategies and tracks performance metrics.** In the U.S., this includes working with woman-, minority-, people with disabilities, veterans-, and gay and lesbian-owned businesses, to provide services as subcontractors on transportation and government contracts. In Malaysia, we work with local businesses that not only supply us with services, but where we commit to provide skill development and knowledge transfer of advanced and innovative transportation technologies to their employees. Thus, the organization and community both benefit long after the contract has ended.

We are proud to embody the value of strength through diversity and to have grown the transportation business for the past several years. The business imperative of diversity is a clear path: the better you reflect your community, the more you understand their needs, and the better you can serve them. We believe that by embracing diversity, we are able to provide world class intelligent transportation systems globally with a workforce that mirrors the communities we serve.

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KAPSCH TRAFFICCOM AUSTRALIA

Supporting Diversity in the ITS Workforce

A snapshot from a Kapsch TrafficCom Australia project 2016:

One room.

Computers, mobile phones, desks.

Many cultures. Many beliefs. Many people. Global Expertise.

Kapsch TrafficCom Australia is a flourishing provider of Intelligent Transport Systems on a local market in a global environment. The global presence and diversity has been a pivotal success factor providing our organisation with the right competence and skills to meet our customers requirements. In fact, sourcing talent on a global market has been an integrated part of our development since day one. Diversity is a necessity for our continued development and it is in all ways an integrated part of our corporate environment and a vital business advantage.

47 employees with 18 nationalities from all continents are represented in our group of employees. A majority of them hold significant ITS experience from projects all over the world. Many of the team speak two or more languages and are born overseas. Lebanon, Argentina, Iran, Sweden, Austria, Poland, China. The list goes on. Zimbabwe, Colombia, Pakistan, the US and more. The range of diversity in any office in any of our locations is so significant that it is in every way an integrated part of what we are. Diversity is our culture.

Number	Nation	Percent
16	AUS	34%
1	Lebanon	2%
2	India	4%
7	Argentina	15%
1	Iran	2%
2	Colombia	4%
2	NZ	4%
1	Zimbabwe	2%
2	US	4%
1	Croatia	2%
1	Pakistan	2%
3	Sweden	6%
2	UK	4%
1	Poland	2%
1	Chile	2%
1	Taiwan	2%
1	China	2%
2	Austria	4%
47	TOTAL	
% WF overseas		66%

You may wonder what diversity like this implies on an organisation. At Kapsch TrafficCom Australia we are certain that our wide range of nationalities has not only contributed with globally sourced expertise but has also shaped our teams and management with strong values of tolerance, open-mindedness, task focus and collaboration. These values have opened up for the full range of diversity among our teams creating a corporate environment not only welcoming, but including all cultures, beliefs, ages, genders, sexual orientations and lifestyles. We are proud to be challenging limits within this area.



Our unity is the diversity. In 2014 we celebrated this by creating a Kapsch Cookbook as a gift to our employees and customers. All employees were welcomed to contribute with recipes representing their culture. The range of our diversity was featured in a remarkable way and this small token was not only an appreciated gift, but also a significant example on the value added that diversity brings to corporate life.

We are always looking to find the right person for the job. This is not a part of an action plan, but our talent sourcing strategy has proved that the right person can have any nationality, culture, belief, gender, age, sexual orientation or religion.

Many projects. Many customers. Many people. One company.