



The Go-Ahead Group Sustainability data

Go-Ahead London    Go North East    Go South Coast    Brighton & Hove    Oxford Bus Group    Plymouth CityBus    Go East Anglia    Bus Division Total    Southeastern Railway    GTR    London Midland Railway    Rail Division Total    Head Office    The Go-Ahead Group total

	Go-Ahead London	Go North East	Go South Coast	Brighton & Hove	Oxford Bus Group	Plymouth CityBus	Go East Anglia	Bus Division Total	Southeastern Railway	GTR	London Midland Railway	Rail Division Total	Head Office	The Go-Ahead Group total
<b>SOCIETY</b>														
<b>Safety</b>														
Bus accidents per million miles	71.0	16.0	68.0	12.0	13.0	21.0	60.0	37.3	n/a	n/a	n/a	n/a	n/a	37.3
Fleet with CCTV (%)	100%	100%	77.9%	99.3%	97.4%	77.6%	63.2%	93.3%	100%	83%	66%	83.0%	n/a	93.3%
Total train mileage+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	37,336,016	38,569,938	15,539,311	91,445,265	n/a	91,445,265
SPADS per million miles (excluding those in depots)+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.37	0.99	0.71	0.69	n/a	0.69
Passenger RIDDOR accidents per million passenger journeys	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.08	0.11	0.19	0.11	n/a	0.11
Number of reported crimes+	675	-	90	229	-	78	-	1,072	3,243	4,010	599	7,852	0	8,924
<b>Environment</b>														
Carbon emissions per passenger journey (kgs)	0.36	0.89	0.77	0.54	0.93	0.74	1.54	0.49	1.23	1.09	1.78	1.22	n/a	0.82
Water (m3)	108,107	47,936	26,248	21,053	13,632	6,310	13,701	210,739	239,394	318,126	138,998	696,518	n/a	907,257
Waste (%)	66.97%	59.33%	83.11%	65.46%	61.78%	82.67%	10.66%	66.96%	89.69%	82.85%	96.89%	87.93%	n/a	82.63%
<b>Community Investment</b>														
Cash contributions (£)	£19,672	£27,914	£1,075	£15,385	£13,229	£25,504	£2,186	£104,965	£12,120	£0	£74,918	£87,038	41,000	£233,003
Gifts in kind (£)	£4,885	£69,010	£1,728	£7,623	£12,371	£1,870	£0	£97,487	£3,495	£147,589	£40	£151,124	0	£248,611
Value of Employee time (£)	0	£546	£650	£5,121	£2,492	£380	£0	£9,189	0	34,476	0	£34,476	0	£43,665
Management time (£)	£0	£900	£400	£5,416	£8,384	£34,710	£0	£49,810	£65,843	£2,564	£53,180	£121,587	3,850	£175,247
Total (£m):	£24,557	£98,370	£3,853	£33,545	£36,476	£62,464	£2,186	£261,451	£81,458	£184,629	£128,138	£394,225	£44,850	£700,526
Community Spend per Employee	3.50	48.41	2.39	23.12	45.37	111.94	5.20	£18.83	19.44	26.85	53.35	£29.27	£266.96	£25.45
Individuals/beneficiaries directly reached (number)	4,345	0	16,242	118,660	2,000	7,380	-	148,627	3,666	6,420	53,187	63,273	1,024	212,924
Partners organisations/beneficiaries directly reached (number)	0	41	411	512	12	265	-	1,241	121	163	624	908	125	2,274
Stakeholder events (number)	29	168	275	524	268	463	-	1,727	131	248	63	442	267	2,436
Employee involvement (number)	0	22	437	389	20	64	4	936	27	126	64	217	n/a	1,153
<b>CUSTOMERS</b>														
Customer satisfaction (%)	-	89.0%	91.0%	90.0%	91.0%	84.0%	86.0%	88.5%	72.3%	74.0%	85.8%	77.4%	n/a	82.9%
Passenger journeys ('000)+	478,335	65,886	49,397	66,629	23,755	17,349	8,453	709,804	185,605	329,857	71,989	587,451	n/a	1,297,255
Change in passenger journeys (%)	(0.4)	(1.8)	3.6	2.5	2.5	9.1	16.6	0.36	0.6	16.6	10.0	10.2	n/a	4.6
Revenue+	487,602	101,583	89,622	89,871	51,486	25,262	17,886	863,312	861,066	1,210,692	426,204	2,497,962	n/a	3,361,274
Number of Buses*	2,290	653	745	431	268	245	261	4,893	n/a	n/a	n/a	n/a	n/a	4,893
Number of train units*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	373	575	172	1,120	n/a	1,120
Rail punctuality PPM (%)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	373	575	172	1,120	n/a	1,120
Avg number of services per day+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	86.2%	78.8%	88.5%	82.8%	n/a	82.8%
Number of secure cycle spaces at stations managed*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1,752	3,083	1,149	5,984	n/a	5,984
Deregulated / local bus punctuality (%)	79.2%	89.6%	83.3%	80.1%	84.3%	92.9%	92.7%	86.3%	4,168	12,317	2,760	19,245	n/a	19,245
Regulated / London excess bus waiting time (mins)+	1.22	n/a	n/a	n/a	n/a	n/a	n/a	1.22	n/a	n/a	n/a	n/a	n/a	1.22
Expenditure on new buses in financial year (£'000)+	34,365	12,270	3,315	3,553	4,958	8,136	4,480	71,077	n/a	n/a	n/a	n/a	n/a	71,077
Average age of bus fleet*	7.1	7.6	9.2	7.4	6.3	8.7	11.0	7.8	n/a	n/a	n/a	n/a	n/a	7.8
<b>Accessibility:</b>														
Bus fleet which is DDA compliant (%)*	100.3%	98.2%	84.8%	98.4%	100.0%	76.3%	59.4%	94.1%	n/a	n/a	n/a	n/a	n/a	94.1%
Trains certified accessible (RVAR) (%)*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	51%	55%	92%	59.6%	n/a	59.6%
Accessible managed stations (%)*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58%	59%	61%	59.2%	n/a	59.2%
<b>OUR PEOPLE</b>														
Average number of employees+	7,010	2,032	1,613	1,451	804	558	420	13,888	4,191	6,876	2,402	13,469	168	27,525
Approximate % of employees in a union	80.0%	73.2%	55.5%	66.0%	52.7%	69.9%	2.6%	70.4%	11%	8%	46%	15.5%	n/a	43%
RIDDOR accidents per 100 employees+	0.41	0.84	0.92	0.83	3.05	0.95	0.80	0.76	0.33	0.53	0.57	0.47	0.0	0.62
Number of physical assaults on staff+	158	3	10	13	3	6	-	193	103	139	131	373	n/a	566
Number of physical assaults on staff per passenger journeys+ (per million ppj's)%	0.33	0.05	0.20	0.20	0.13	0.35	0.00	0.27	0.6	0.4	1.8	0.6	n/a	0.4
Number of verbal assaults on staff +	289	-	-	17	9	5	-	320	215	157	383	755	n/a	1,075
Number of verbal assaults on staff per passenger journeys+(per million ppj's)%	0.60	0.00	0.00	0.26	0.38	0.29	0.00	0.45	1.2	0.5	5.3	1.3	n/a	0.8
Employee Engagement Index	46	44	46	35	46	66	49	47	70	40	66	59	n/a	53
Average length of service (months)	102	140	87	85	192	98	63	110	147	132	162	147	n/a	128
Employee turnover rate (%)	16.0%	12.2%	12.8%	15.5%	8.3%	10.5%	29.2%	14.8%	6.5%	9.2%	6.7%	7.9%	1.7%	11.3%
Absenteeism rate (%)	3.4%	3.8%	4.1%	3.3%	3.5%	3.6%	2.0%	3.50%	3.4%	4.6%	5.2%	4.3%	0.6%	3.9%
Number of staff training days+	48,793	6,194	6,633	4,282	385	1,660	335	68,282	16,225	18,922	3,757	38,904	493	107,679
Total spent on training (£)+	£7,715,511	£937,687	£498,640	£571,402	£42,354	£71,316	£30,516	£9,867,426	£2,174,038	£5,510,540	£547,597	£8,232,175	£271,693	£18,371,294
Training Spend per Employee	£1,100.64	£461.46	£309.14	£393.80	£52.68	£127.81	£72.66	£710.50	£518.74	£801.42	£227.98	£611.19	£1,617.22	£667.44
<b>Diversity</b>														
% of female employees	10.7%	8.8%	13.8%	11.5%	10.3%	12.9%	9.5%	10.9%	17.7%	16.7%	17.9%	17.2%	42.9%	14.2%
% of Asian, black and other ethnic group employees	51.8%	0%	2.0%	2.8%	17.8%	2.9%	1.7%	27.9%	10.1%	18.2%	17.9%	15.6%	n/a	21.7%

(+) Number For the reporting period  
 (\*) Number as at the reporting period end