ESG Performance Data 2022

	2021/22	2020/21	2019/20	2018/19
Safety				
UK RIDDOR per 100 employees	**0.45**	0.48	0.44	0.61
Bus accidents per million miles	**40.8**	32.4	36.6	37.4
Bus fleet with CCTV (%)	**95.8**	97.3	97.6	94.4
Train units with CCTV (%)	**98.1**	99	95.7	98
Total UK VOSA PSV bus test pass rate (%)	**98.7**	95.9	93.4	80.1
UK rail SPADS per million miles	**0.71**	0.66	0.80	0.76
UK train stations managed with secure station status (%)	**23.3**	24.0	25.0	25.0
Reported crimes	**7,870**	8,562	12,309	12,540
Lost Time Injury Rate (permanent employees) Bus[1]	**5.2**	n/a	n/a	n/a
Lost Time Injury Rate (permanent employees) Rail[1]	**3.3**	n/a	n/a	n/a
Passenger accessibility				
UK bus fleet that is DDA compliant (%)	**97.4**	97.6	94.6	70.9
UK trains certified accessible (RVAR) (%)	**63.0**	61.3	60.4	56.8
UK trains certified accessible (PRM-TSI) (%)	**77.0**	74.9	69.3	60.4
UK rail accessible managed train stations (%)[2]	**58.6**	n/a	n/a	n/a
Employees				
Employee engagement - UK bus (%)	**68**	71	n/a	62
Employee engagement - UK rail (%)	**73**	72	72	69
Employees in a union (%)	**41**	43	43	41
Staff training days per employee	**6**	5	3.7	4
Training spend per employee (£)	**911**	848	589	680
Average length of service in years/months[3]	**6y 3m**	6y 1m	6y 1m	6y 6m
Turnover (%)	**22**	15	9.4	11
Absenteeism (%)	**6.1**	5.8	3.5	3.8
Diversity				
Female employees (%)	**16.4**	15.3	15.3	14.4
Women in senior management roles (%)	**17.0**	19.6	20.0	16
Female Board members (%)	**50**	50	57.0	50
Ethnic minorities within our employees (%)	**24.1**	21.0	21.0	19.7

Customer satisfaction & reliability

UK Transport Focus customer satisfaction - regional bus (%)[4]	**n/a**	n/a	62	65
UK Transport Focus customer satisfaction - rail (%)[4]	**n/a**	72	69	67
UK Go-Ahead customer satisfaction - regional bus (%)	**87**	n/a	n/a	n/a
UK Go-Ahead customer satisfaction - rail (rating out of 10)	**6.7**	n/a	n/a	n/a
UK Rail trains arriving 'On Time' (%)	**85.2**	91.1	80.6	86.2
UK regional bus punctuality (%)	**81.0**	80.7	77.0	85.3
London excess bus waiting time (mins) (punctuality)	**0.79**	0.80	0.83	0.86

Fleet composition

Total number of buses	**6,063**	6,159	5,898	5,797
Bus fleet with Euro IV and under (%)	**9.8**	15.0	8.9	14.3
Bus fleet with Euro V (%)	**21.5**	25.5	21.2	37.5
Bus fleet with Euro VI (%)	**41.2**	37.5	40.5	31.8
Fleet with hybrid (%)	**22.4**	17.6	16.8	18.8
Bus fleet with electric (%)	**4.9**	4.2	3.1	1.5
Bus fleet with gas (%)	**0.2**	0.2	0.2	0.2
Average age of bus fleet (years)	**8.2**	7.9	7.6	7.4
Number of train units	**587**	997	1,022	957
Number of electric train units	**567**	977	1,002	945
Number of diesel train units	**20**	20	20	20

Community and social investment

Total contributions (£)	**1,771,694**	1,035,269	905,919	966,239
Cash donations (£)	**728,998**	315,720	269,403	296,782
Gifts in kind (£)[5]	**771,255**	n/a	n/a	n/a
Value of employee time (£)	**100,503**	9,153	187,467	174,554
Management time (£)	**170,938**	300,729	93,948	111,482
Community spend per employee (£)	**57.89**	33.58	30.00	34.22
Individuals/beneficiaries directly reached	**217,921**	71,525	710,388	321,792
Partner organisations/beneficiaries directly reached	**3,548**	2,970	16,893	22,318
Stakeholder events (number)	**1,345**	1,493	236	1,371
Employee involvement (number)	**1,197**	246	612	531
Leverage – total spend on payroll giving (£)	**88,673**	104,186	98,613	101,362

Environmental impact

Carbon emissions scope 1&2 (location-based) (tCO$_2$e)	**607,694**	682,787	752,521	765,175
Carbon emissions per vehicle mile (kgCO2e/vehicle mile)	**0.9779**	1.0045	1.0841	n/a
Waste - landfill diversion rate (%)	**96.1**	94.3	95.7	95.6
Recycling rate (%)	**46.0**	37.8	36.5	n/a

Total waste generated (t)	**10,934**	9,448	13,197	18,218
Amount of water consumed (m^3)	**761,479**	848,548	907,649	916,830

[1] KPI externally reported for the first time – historical data is not available..

[2] Due to a change in the definition of the KPI in 2022, previous are not disclosed.

[3] Data from previous years reviewed to increase accuracy.

[4] The Transport Focus surveys for both bus and rail have been suspended since the beginning of the pandemic.

[5] Due to changes in the data collection methodology in 2021/22 we are not comparing the most recent figure to previous years.

KPIs definition

Safety

- **UK RIDDOR per 100 employees:** Workplace incident that results in any absence from work for over seven days or any legally reportable incident to the Health and Safety Executive across our UK operations, as per the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- **Bus accidents per million miles:** Number of bus accidents registered per million miles.
- **Bus fleet with CCTV (%):** Percentage of revenue generating bus fleet fitted with operational CCTV.
- **Train units with CCTV (%):** Percentage of revenue generating rail fleet fitted with operational CCTV.
- **Total UK VOSA PSV bus test pass rate (%):** Percentage of vehicles to have passed the DVSA PSV vehicle test in the reporting period.
- **UK rail SPADS per million miles:** All Signals Passed at Danger (SPADs) as reported to the Office of Rail and Road (ORR) excluding those in depots.
- **UK train stations managed with secure station status (%):** Number of stations managed by Go-Ahead Group train operating companies that have secure station status according to the Secure Stations Scheme.
- **Reported crimes:** Number of crimes reported to the British Transport Police. Includes but not limited to burglary, criminal damage, drugs, fraud & forgery, robbery, sexual offences, and theft & handling, violence against the person.
- **Lost Time Injury Rate (permanent employees):** The number of reported accidents that resulted in an injury to an employee while on the job that prevents one from being able to perform their job for at least one day/shift, divided by number of man-hours worked in a year, multiplied by a million (1,000000).

Passenger accessibility

- **UK bus fleet that is DDA compliant (%):** Percentage of revenue generating vehicles accessible to disabled people, that meet the requirements of the Disability Discrimination Act.
- **UK trains certified accessible (RVAR) (%):** Percentage of revenue generating train units that are certified accessible under the Rail Vehicle Access Regulations (RVAR).
- **UK trains certified accessible (PRM-TSI) (%):** Percentage of revenue generating train units that are certified accessible under the Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI) at the end of the reporting period.
- **UK rail accessible managed train stations (%):** Percentage of stations managed by Go-Ahead Group train operating companies which are deemed accessible under the guidelines from the 'Office of Rail

and Road Accessible Travel Policy Guidance for Train and Station Operators July 2019. The KPI includes all stations within step-free access categories A, B1 and B2.

Employees

- **Employee engagement - UK bus (%):** Result of engagement surveys conducted within the UK bus division of the business.
- **Employee engagement - UK rail (%):** Result of engagement surveys conducted within the UK rail division of the business.
- **Employees in a union (%):** Percentage of employees in a union at the end of the reporting period
- **Staff training days per employee:** Total time (calculated in days) spent on training divided by the average total number of employees. Includes all types of training for all employees.
- **Training spend per employee (£):** Total financial investment on training divided by the average total number of employees. Includes development costs (e.g. salaries and benefits of personnel, equipment), direct and indirect implementation (e.g. training materials, IT costs, facilities, travel, equipment, instructors salary, overhead, general and administrative), lost productivity/ costs of backfilling positions during training, costs of driver training and training academy. Includes apprentices.
- **Average length of service in years/months:** The average length of service in years/ months (e.g. 7 years and 6 months) of average total number of employees during the reporting period.
- **Turnover (%):** Percentage of total leavers divided by total number of employees at the end of the reported period. Includes trainees/apprentices and excludes seasonal workers and Transfer of Undertakings (Protection of Employment) (TUPE) transfers.
- **Absenteeism (%):** Percentage of employees' absentee hours divided by total contracted hours. Includes long-term sickness, certified and uncertified sickness, jury service, as well as any unexplained absences across all categories of employee.

Diversity

- **Female employees (%):** Percentage of female employees regarding the total number of employees at the end of the reported period.
- **Women in senior management roles (%):** Percentage of female employees in senior management roles regarding total number of senior managers at the end of the reported period.
- **Female Board members (%):** Percentage of female members of Go-Ahead Board at the end of the reported period.
- **Ethnic minorities within our employees (%):** Percentage of employees that are Black, Asian, or part of any ethnic minority group at the end of the reporting period. This KPI excludes Singapore (not relevant for this metric) and its entire calculation includes only employee' numbers of operating companies that currently measure this indicator.

Customer satisfaction & reliability

- **UK Transport Focus customer satisfaction - regional bus (%):** Results of the Transport Focus survey for Go-Ahead UK regional bus. Transport Focus is an independent watchdog for transport users.
- **UK Transport Focus customer satisfaction - rail (%):** Results of the Transport Focus survey for Go-Ahead UK rail. Transport Focus is an independent watchdog for transport users.

- **UK Go-Ahead customer satisfaction - regional bus (%):** Overall customer satisfaction rate from the latest UK regional bus survey conducted by Go-Ahead within the period reported.
- **UK Go-Ahead customer satisfaction - rail (rate):** Overall customer satisfaction rate from the latest UK rail survey conducted by Go-Ahead within the period reported.
- **UK Rail trains arriving 'On Time' (%):** Percentage of recorded station stops where the train arrived less than one minute later than its advertised time, average across the financial year.
- **UK regional bus punctuality (%):** The percentage of journeys on time (i.e. up to 5 minutes late and 1 minute early). The number reported is the combined average for all regional bus operating companies figures for the financial year.
- **London excess bus waiting time (mins) (punctuality):** Average of excess waiting time passengers waited over and above what would have been expected if the service ran exactly as scheduled.

Fleet composition

- **Total number of buses:** Number of revenue generating vehicles at the end of the period.
- **Bus fleet with Euro IV and under (%):** Percentage of revenue generating vehicles with Euro 4, 3, 2 and 1 engines (in accordance with the European Emission Standards) at the end of the reporting period.
- **Bus fleet with Euro V (%):** Percentage of revenue generating vehicles with Euro 5 engines (in accordance with the European Emission Standards) at the end of the reporting period,
- **Bus fleet with Euro VI (%):** Percentage of revenue generating vehicles with Euro 6 engines (in accordance with the European Emission Standards) at the end of the reporting period.
- **Fleet with hybrid (%):** Percentage of revenue generating vehicles as at year end which have hybrid engines.
- **Bus fleet with electric (%):** Percentage of revenue generating vehicles that are fully electric at the end of the reporting period.
- **Bus fleet with gas (%):** Percentage of revenue generating vehicles as at year end which have gas engines.
- **Average age of bus fleet (years):** The average age, in years, of revenue generating vehicles at the end of the reporting period.
- **Number of train units:** Total number of revenue generating train units at the end of the reporting period. Note: A train unit is a fixed-formation multiple unit comprising a number of powered and trailer vehicles; between 2 and 6 carriages long). This KPI includes international operations.
- **Number of electric train units:** Number of revenue generating electric train units at the end of the reporting period. This KPI includes international operations.
- **Number of diesel train units:** Number of revenue generating diesel train units at the end of the reporting period. This KPI includes international operations.

Community and social investment

- **Total contributions (£):** Sum of cash contributions, gifts in kind, value of employee time, and management time.
- **Cash contributions (£):** Total (gross) monetary amount of money donated to charities/ community organisation/ projects, in the reporting period. Includes additional cash costs associated with a project, such as payments for materials used or paying third parties to provide assistance.

- **Gifts in kind (£):** Non-cash resources committed by operating companies to community activities (mainly but not limited to train/ bus ticket donations). For this KPI we use as a reference the donated product/ ticket retail value.
- **Value of employee time (£):** The total cash cost to the business of employees' time used on charitable or community pursuits (basically hour value of employee multiplied by hours dedicated to community investment) (e.g. volunteering).
- **Management time (£):** Total costs associated with having the community affairs function in place (as in the total cost for managing charitable or community investment by company staff in the reporting period).
- **Community spend per employee (£):** Total community spend in British Pounds divided by the average number of employees at the end of the reporting period.
- **Individuals/beneficiaries directly reached:** Total number of people directly reached by our community investment projects.
- **Partner organisations/beneficiaries directly reached:** Total number of organisations supported by our community investment projects.
- **Stakeholder events (number):** Number of stakeholder events that took place during the reporting period.
- **Employee involvement (number):** Number of employees actively involved in community related activities (e.g. volunteering, fundraising).
- **Leverage – total spend on payroll giving (£):** Additional resources invested in a community organisation or activity that come from sources other than the company, as a result of the company's actions (e.g. employees' payroll giving and other forms of cash contributions such as fund raising).

Environmental impact

- **Carbon emissions scope 1&2 (tCO$_2$e):** Absolute Greenhouse gas (GHG) emissions scope 1 & 2 in tonnes of CO$_2$ equivalent according to the definition of the GHG Protocol Corporate Accounting and Reporting Standard, and the UK Government's Environmental Reporting Guidance methodologies. We report all scope 1 & 2 emissions, and CO$_2$ relating to fugitive emissions from air-conditioning equipment in our premises and fleet, the consumption of ad blue (used in exhaust abatement technology installed on some of our latest diesel buses to reduce NOx emissions) and CO$_2$ emissions relating to fuel consumption by ancillary vehicles. Our materiality threshold for GHG emissions is 5 per cent. To ensure consistency, all scope 1 emissions (UK and overseas) are calculated by using the UK's Department for Business, Energy & Industrial Strategy (BEIS) CO$_2$e conversion factor for each energy source. We report our scope 2 emissions on both a 'location' and a 'market' basis in our annual report. The figure on this document relates to location basis as per our validated Science-Based Target and uses the national average carbon emission factors for mains electricity that take the whole mix of fuels used to generate electricity in each country we operate in into account. We define our organisational reporting boundary by applying the financial control approach.
- **Carbon emissions per vehicle mile (kg):** Absolute carbon emissions scope 1&2 (in kg) divided by the total revenue generating vehicle mileage.
- **Waste - landfill diversion rate (%):** Percentage of waste not sent to landfill. Includes all waste generated and all other methods of waste disposal (e.g. recycling, incineration).
- **Recycling rate (%):** Percentage of waste that recyclable and disposed to be recycled.

- **Total waste generated (t):** Total waste generated by Go-Ahead Group (bus and rail division).
- **Amount of water consumed (m³):** Total water consumed by Go-Ahead Group (bus and rail division).