

Taking care of every journey

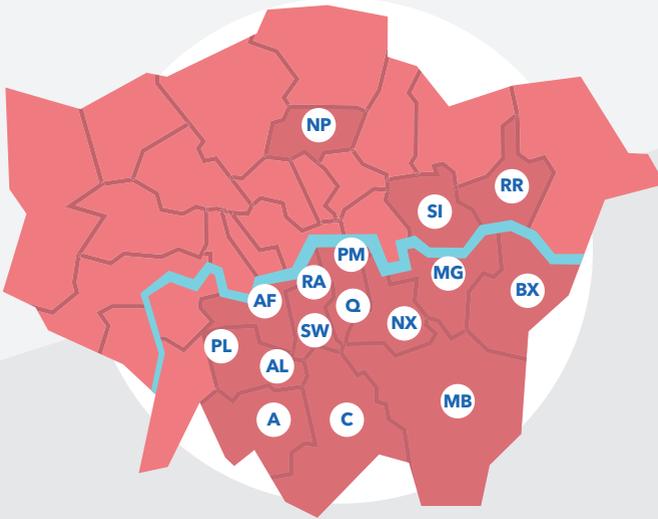
Go-Ahead London
Sustainability Report 2020



The majority of Go-Ahead London buses operate route contracts on behalf of Transport for London, with contracts being awarded for five or seven years via a rolling tendering programme.

We presently operate 197 routes across many boroughs of London. As the largest bus operator in the city, we currently run 24% of the market, including 25 school routes which have their own route number, and 32 night services (18 of which are 24- hour services). We also run a shuttle service between Luton Parkway Station and Luton Airport, and operate a small number of bus services on behalf of Surrey and Essex County Councils as well as a national construction company, Here East at Stratford and Roehampton University.

We also provide private hire services, not only on an individual basis for events such as weddings, but also for national events including the Hampton Court Flower Show and tennis at Wimbledon.



- | | | | |
|-----------------------|------------------------|-------------------------------|--------------------------|
| A Sutton | C Croydon | NP Northumberland Park | RA Waterloo |
| AF Putney | MB Orpington | PL Waterside Way | RR Riverside Road |
| AL Merton | MG Morden Wharf | PM Peckham | SI Silvertown |
| BX Bexleyheath | NX New Cross | Q Camberwell | SW Stockwell |

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Find out more...

Social media:

Twitter.com/Go_Ahead_London
LinkedIn.com/company/Go-Ahead-London

Website:

Goaheadlondon.com

Our key values

We are committed to operating our buses in a way which puts our services at the heart of the communities they serve. This report is split into five sections:

Happier customers

To be recognised for providing a safe, reliable service to customers on our routes.

[Read more on page \[05\]](#)

Stronger communities

To increase positive and proactive engagement with the communities we serve.

[Read more on page \[06\]](#)

Better teams

To constantly develop our people and the tools we provide to the business.

[Read more on page \[10\]](#)

Cleaner environment

To look at the way in which we can improve air quality in the city.

[Read more on page \[12\]](#)

Safer working

To provide safe working environments for our people and for our customers.

[Read more on page \[15\]](#)

Managing Director's message



2020 highlights

- 370 driver apprentices in the last financial year
- 11 electrified bus routes across London
- 96 new electric buses at Northumberland Park Garage
- £37 million investment in Northumberland Park Garage electrification
- Implemented driver defect reporting app across all 16 garages, which logs, in real-time, any vehicle-related faults
- Launched a colleague-related app, iGO
- Launched employee wellbeing system 'The Pod'
- Bid for international tenders in Australia and Singapore
- Hosted new transport commissioner for London (TfL) Andy Byford at Waterloo Garage

“Documents like this, Go-Ahead London’s 14th Sustainability Report, usually focus on a 12-month period of noteworthy achievements that showcase how, and why, we add value to the communities we serve and the people we employ. While this publication rightly repeats that format, I must immediately acknowledge the impact of Coronavirus on the capital’s public transport family.”

John Trayner
Managing Director

We are clearly living, and working, through a period of profound change, which has all too tragically affected the organisation I am honoured to lead. As we navigate our way through an evolving threat, the greatest legacy we can afford those we have lost is to do the right, and appropriate, thing. In practice, this means constantly challenging, and enhancing, an already comprehensive safety-first culture, to ensure that it remains fit for purpose, which is something everyone at Go-Ahead London is committed to.

I will also pay tribute at the start of my message to the 7,000 or so dedicated people who work for the company. They make Go-Ahead London a superb place to be and the service we deliver would not be possible without their tireless professionalism. Our capital is fortunate to have such talented individuals at its disposal and their commitment has been apparent throughout this pandemic. Despite the very real challenges that remain, I am firmly of the view that happier, and healthier, days lie ahead, not least because recent events have proved how resilient we ultimately are.

Despite Coronavirus, the last year has been another of continuous improvement,

underpinned by investment in our people, processes, buildings and equipment. The company's training academy at Camberwell successfully developed approximately 370 driver apprentices in the last financial year. I am pleased to report that the apprenticeship structure, uniquely managed in-house, is delivering better qualified personnel than ever before in my 45-year bus career. It largely achieves this through a tailored training programme of lifelong learning, with a relentless focus on service excellence. The available data shows those who have been through the scheme generally remain with the company, have fewer accidents and excel at user interaction. The Camberwell academy has designed and implemented a gold standard of bus driver training and it is to their credit that it is delivering such healthy results, just over a year since the programme was first introduced.

Our industry leading expertise in bus electrification was recognised in November last year when we secured an Energy Globe Award in Helsinki. This accolade, which has been described as the world's most prestigious environmental prize, saw Go-Ahead London beat numerous other entries for our pioneering work at Waterloo



The future: Electric and hybrid buses are shaping the future of London Transport

Garage, which was the UK's first full site conversion from diesel to electric in late 2016. Since then, we have electrified 11 other routes, the most recent of which have been at our Northumberland Park facility, which earlier this year benefitted from a £37 million investment in 96 electric buses and associated infrastructure equipment. Northumberland Park Garage is also home to another innovative first, with stored energy from electric bus batteries being sold back to the National Grid. Projects like this are gradually becoming mainstream and they bode well for meeting the Mayor of London's ambitious target of a zero-emission bus fleet by 2030.

We were delighted to host a visit by the new Transport Commissioner for London, Andy Byford, in July this year, just a few days after he took up the post. Mr Byford toured Waterloo Garage to see for himself some of the challenges faced when electrifying a space constrained site and he also discussed the many issues associated with Coronavirus.

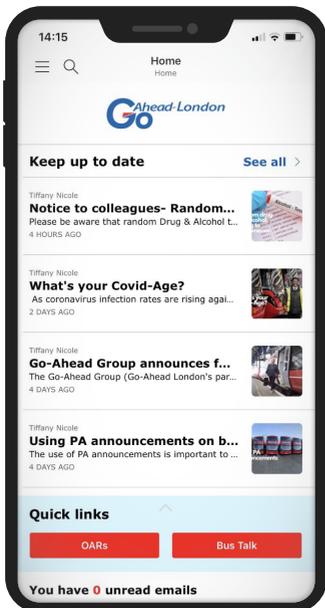
Elsewhere, Go-Ahead London expertise was again put to good use across the wider business in 2020, as colleagues were deployed on international bids in Australia and Singapore. It is heartening to know that we employ so many well-regarded industry experts, who add value to projects of this kind and learn new skills from the experience.

Sadly, the last year includes the horrendous events of 31 October 2019, when a car driver under the influence of drugs caused a fatal accident that resulted in the death of Orpington driver Kenneth Matcham. Mr Matcham was a hard-working and highly regarded member of the Go-Ahead London family and his untimely passing acts as a stark reminder of life's fragility. Mr Matcham is permanently honoured at his home garage via a memorial plaque and bench and I pay tribute

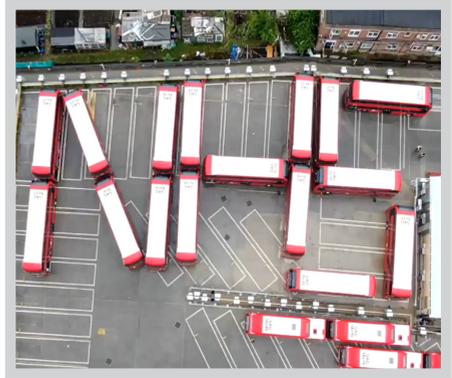
Managing Director's message continued

to his family and colleagues for their dignified response to his passing.

While reviewing the last year, it is important to showcase a selection of the less obvious initiatives we have delivered. These include a driver defect reporting app across all 16 garages, which logs, in real-time, any vehicle-related faults. This ensures speedy rectification and more accurate management analysis of negative trends, all without the need for paper. We have also invested in our employee portal and launched a related colleague app, named iGO. Both have been created based on feedback and are proving popular with colleagues as they provide timely and accurate 'one stop shop' information via a few intuitive clicks on a phone or tablet.



Keeping colleagues connected: iGO App launch



We're all in this together: Supporting key workers during the Coronavirus pandemic

London showcases the very best of public transport and although the last 12 months have, inevitably, been challenging, we must remain cautiously optimistic. We are currently in the business of protecting our people by providing a Covid-safe work environment, which in turn enables colleagues to serve the capital with a bus system we can all be proud of. Having started this message on a Coronavirus theme, I am compelled to end it on the same topic. Go-Ahead London will continue to face the threat with a resolute determination to protect its employees and communities, based on the very latest medical and government advice. Nothing is more important than safety and it will never be compromised. Until the better times I previously referred to return, we will remain vigilant, while working hard to mitigate the impact of this deadly disease.

The pages that follow provide additional information on the company, but if you are interested in finding out more, please contact me via mdcomms@galbuses.com and I will personally respond. In the meantime, thank you for taking the time to review Go-Ahead London's 2020 Sustainability Report.

Happier customers

Go-Ahead London's history is centered around the community of London. The recent pandemic completely transformed the customer experience of London buses, with many keeping away from TfL services working from home and preserving the seat allocation for key workers safely travelling from A to B.

Fears of contracting the virus on public transport due to the governments' messaging was challenging but TfL and Go-Ahead London did all it could to renew the trust back into the public with enhanced cleaning and limiting capacity on buses whilst still providing a consistent and reliable service.

Customer appreciation for the reliable service reflected this shift in public transport usage, with notable feedback for Go-Ahead London colleagues who went above and beyond to bring their smiling, happy faces amid the adversity.

Customers tweeted, tagged and emailed directly or through TfL to offer praise to our customer facing teams. Some even sent tokens of appreciation!



Happy customer: Samantha from Merton Garage presented with a bottle of champagne for helping a customer retrieve his lost phone

Customer feedback



← Tweet



So glad you had a positive experience @moshbuses it is wonderful feedback. Journeys are always a little bit easier with a friendly face 😊

@moshbuses · Sep 24

Not usually the one to do this, but praise to the @Go_Ahead_London driver who was driving SEN20 at around 3:20 today on route 386! Driver gave a wave and was really nice 🙌 love to always have drivers like this!



4:46 PM · Sep 24, 2020 · Twitter Web App

2 Retweets 18 Likes



← Tweet



Thank you for the feedback @loose_screw_ we're so glad you managed to get it back! We will feedback your comments to Samantha 😊

@loose_screw_ · Sep 12

@Go_Ahead_London Many thanks to 219 route driver Samantha for personally helping me locate my lost phone and driving me and my gf to pick it up from the depot. Best driver ever. Have sent a little gift to the depot to show our appreciation!

6:16 PM · Sep 14, 2020 · Twitter for iPhone

16 Likes



Connect with us on twitter:

@Go_Ahead_London

Stronger communities

In July, our colleagues at Orpington Garage were visited by the Mayor of Bromley, Councillor Hannah Gray, who wanted to give a special thanks to the teams at the garage for working during the pandemic.

On an especially hot day, the Mayor toured the garage to meet and greet colleagues, including the engineering team, the iBus controllers, the drivers and the administrator team, where she delivered a personal thank you to each and every one of them for their dedication to the people of Bromley during the pandemic, acknowledging the challenges that came with the crisis.

Led on the tour by Richard Harrington our Engineering Director, and Karen Taylor, Orpington's Assistant Operating Manager, Councillor Hannah Gray spoke to drivers about colleagues who were sadly lost, including Kenneth Matcham who lost his life in a fatal accident with a drunk driver, and Dave Newton, an iBus Controller, who passed away in the Spring from Coronavirus. The Mayor even welled up as colleagues shared endearing tributes.

Colleagues at Orpington relayed to the Mayor their family-oriented values, with many sharing tales of their long careers with the business and passion for the community for Bromley, where many colleagues proudly live.

Karen shared the importance of supporting colleague's mental wellbeing to the Councillor with a demonstration of the prize-winning employee feedback pod. The Mayor was very impressed, and promised continued support for the mental health campaign, recognising the value in the initiative.

The tour ended with the Mayor presenting a certificate of gratitude to the team at the garage and taking a socially distanced picture.



The Mayor of Bromley visits Orpington: Councillor Hannah Gray thanks colleagues

Thinking of others in need often brings people together.

In effort to help Cancer Research and the children of Great Ormond Street Hospital Katarzyna Bilinska, Accident Prevention Supervisor based at Merton Garage organised a charity cycle ride for colleagues to raise money and donations for those who needed extra support during the pandemic.

The event, which took place in August involved 30 colleagues from various garages, who cycled from each of the 16 garages across the city to collect donations such as toys, books and superhero pyjamas to bring a smile to the faces of the children at the hospital.

The day exceeded expectations and at the end each participant was presented with a medal for their efforts and recognising their success working together as one team- even with a little healthy competition between the drivers, managers, supervisors and union reps! Over £1,000 was raised through donations to be split between the charities.



Everyday Heroes: Two Go-Ahead London colleagues feature in Everyday Heroes exhibit

Go-Ahead London colleagues have kept their communities connected as the city closed its doors.

The word community epitomised our Go-Ahead family as we came together to serve the people of London when the city closed down due to Coronavirus. The company stayed focused and positive as we were recognised as key workers in the community supporting those who needed our services to get safely from A to B.

This was reflected in a recent exhibit around the Hayward Gallery and the Southbank Centre in Waterloo, London, which has come alive with 'Everyday Heroes', a free open-air exhibition celebrating key workers during the pandemic in a vivid series of art and poetry commissions.

The exhibition is made up of large-scale posters and dynamic digital displays for passers-by to delight in the featured artists' inventive approaches to image-making and poetry while reflecting on the everyday heroes

who have helped to hold society together during this time.

Two Go-Ahead London colleagues, Stephen Appiah and Natasha Lambert were photographed and feature in the exhibit as key workers on the frontline. Printed on a large scale, their portraits are featured on the Grade I listed building as well as in hotspots around London and the UK.

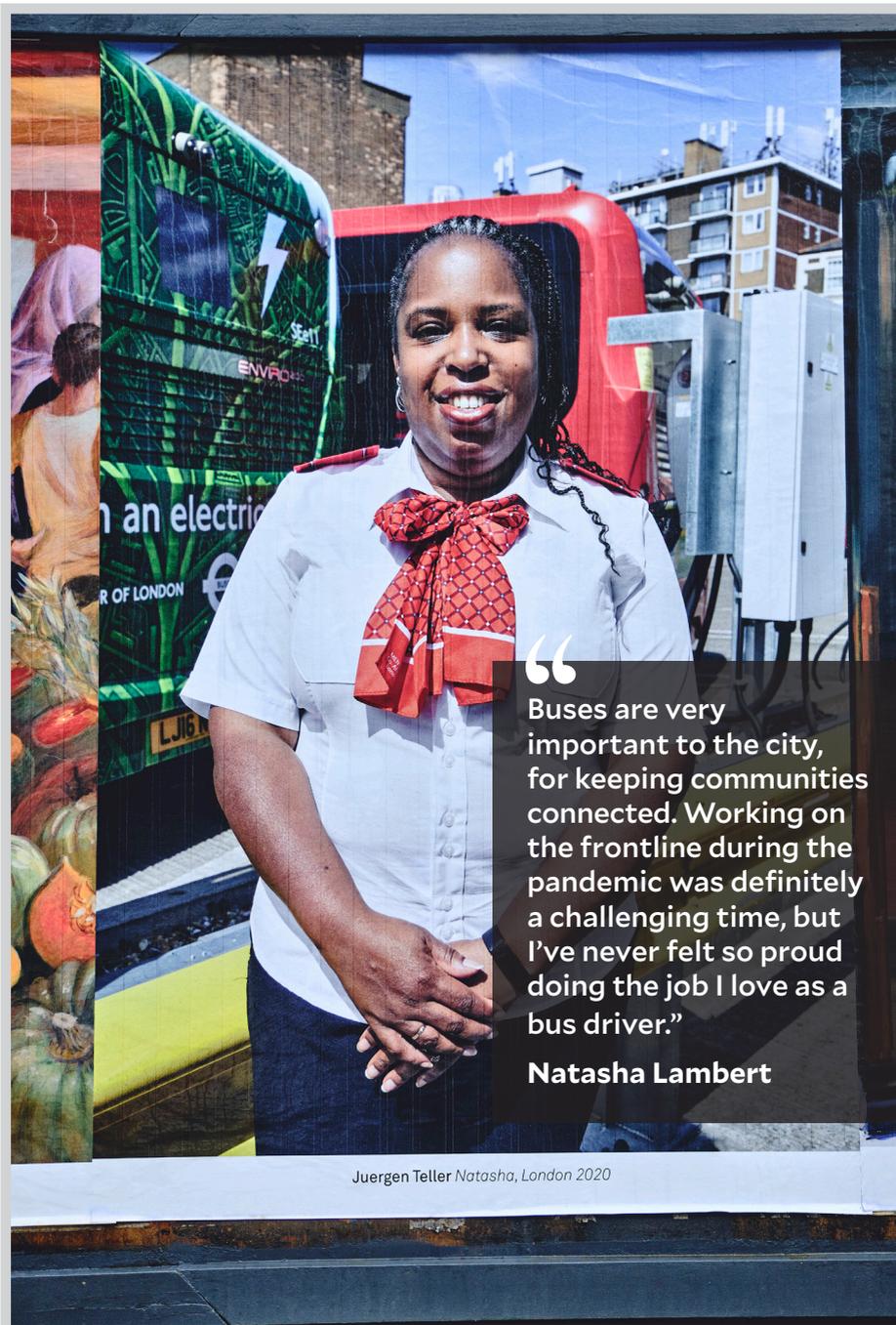
When getting his photograph taken, Stephen commented on his experience as a bus driver during the pandemic. Stephen said, "Working as a bus driver during the pandemic was one of the most challenging times of my life, but I was very proud to be able to participate in serving the nation in such difficult times. We're all in this together, and I'm glad to have been able to play a part."

When asked about her experience Natasha said "Buses are very important to the city for keeping communities connected. Working on the frontline during the pandemic was definitely a challenging time, but I've never felt so proud doing the job I love as a bus driver."

The team were very proud to see Go-Ahead London colleagues representing the industry for the city that means a lot to all of us.



Everyday Heroes: Natasha Lambert and Stephen Appiah photographed.



“

Buses are very important to the city, for keeping communities connected. Working on the frontline during the pandemic was definitely a challenging time, but I've never felt so proud doing the job I love as a bus driver.”

Natasha Lambert

Juergen Teller *Natasha, London 2020*

“

Working as a bus driver during the pandemic was one of the most challenging times of my life, but I was very proud to be able to participate in serving the nation in such difficult times. We're all in this together, and I'm glad to have been able to play a part.

Stephen Appiah



Better teams



The Pod: Out of 6,027 responses, 75% of colleagues feel great coming into work every day

Go-Ahead London relies on developing technology that adapts to the needs of the business for the benefit of our colleagues.

Employee wellbeing recognises our colleagues as individuals. Our people are Go-Ahead London. Putting facilities in place to support their wellbeing both in and out of the business enhances the overall employee experience, and helps to build a stronger, healthier workforce.

This year, Orpington Garage launched “The Pod”, a ViewPoint iPad platform that enables feedback capture on the spot. Colleagues are able to discreetly disclose their emotional state, enabling the management team to recognise “good days” and “bad days”, and provide effective support within 48 hours, ranging from a listening ear to raising an alarm for further support.

Since the launch in August 2019, The Pod has totalled 6,027 responses. On average, 75% of colleagues feel great every day. Those whose

feelings were “poor” identified if the issues were work related, and managers were able to address issues quickly to stop them from escalating.

Due to The Pod’s great success at Orpington, Go-Ahead London plans to roll The Pod out to all of the other garages, to help managers better support colleagues swiftly and effectively.

To improve employee engagement in a dynamic, accessible way, Go-Ahead London have recently rolled out a new employee engagement app, iGO to better communicate to all colleagues.

The new app comes with a range of benefits for colleagues that make our business updates and communication clearer, faster and easier to access.

Features include:

- **My location** - where colleagues will find their garage news and duty swaps.
- **Chat** - where colleagues can connect with each other.
- **Hub** - where colleagues can access rotas, duty cards and payslips.

The app will be followed up with a new employee portal where colleagues can stay up to date with both corporate and local news.

Since the roll-out at the beginning of September 2020, engagement across the whole business sits at 55.2%.

In line with the Company's values our dedicated colleagues work together with the company on the same goals, take personal responsibility for their contribution to the business.

The company currently employs over 6,000 drivers and over 1,000 in various engineering or operational roles. We remain the largest bus operator in London, employing a diverse range of people from many different backgrounds. We have the responsibility to ensure we have the best people for every role within the business. With our open-door policy in regards to our training, Go-Ahead London supports colleagues who are keen to develop and progress, with many promotional roles available within. Colleagues with keen ambition or strong ideas are provided with support and nurturing to ensure they receive the development they need to further their careers in transport.

The pandemic provided added challenges to the development of our people and the ability to train our new hires and driver trainees in a Covid-safe way. When the UK went into lockdown on 23rd March Go-Ahead London's Training Academy in Camberwell, South London, had 50 PCV holders and 90 apprentices in the middle of their training programme.

The Academy closed temporarily for four days to ensure the environment was safe for all, including socially distanced repositioning of the instructors' seat on the training buses, to provide a 2-meter distance between instructor and trainee. The rest of the training buses were modified over the proceeding weeks.

The Academy fully reopened on the 30th March on a phased basis bringing in a limited number of instructors to test PCV holders and support their onboarding.



Apprentices: Adapting our training programme during Coronavirus pandemic

All colleagues on the programme before the pandemic have received their full training course on time as the team adapted to the new way of working during a pandemic, including those who required GCSE level Maths and English.



Key highlights

1st

accredited apprenticeship training provider in transport

370

bus driver apprentices enrolled in 2019/20

80

apprentices qualified so far this year

Cleaner environment

A £20m project to create the UK's first all-electric bus garage won international acclaim after Go-Ahead London was awarded one of the world's most prestigious environmental accolades.

In November 2019, Judges at the Energy Globe world awards handed Go-Ahead London the prize for sustainable energy for the conversion of the Waterloo Bus Garage.

The landmark redevelopment, which completed in 2016, transformed the one-acre site from a diesel to fully electric operation and helped the company become Europe's leading operator of electric buses.

Waterloo Bus Garage has served the capital since 1951 when it provided a base for buses operating to and from the nearby Festival of Britain.

Now, a total of 43 recharging points power 46 buses, which are charged overnight using 'smart' units which calculate how much power is required based on the following day's mileage requirement.

Go-Ahead London Managing Director, John Trayner said: "Waterloo has blazed a trail across the world and in doing so the electric buses that operate from it have improved the air we all breathe."

"This prestigious accolade is a welcome recognition for our colleagues, suppliers, Transport for London and the Mayor for their commitment to environmentally friendly transport.



Globe Award: Go-Ahead London's Engineering Director Richard Harrington collecting award with Managing Director John Trayner.

"The good news is that Go-Ahead London continues to deliver even more projects like the Waterloo scheme now and in the future."

Created in 1999, the Energy Globe awards celebrate innovations in sustainability from around the world. Previous award presenters have included Mikhail Gorbachev and Kofi Annan.

Chosen from more than 2,000 entries, Go-Ahead London was one of three finalists for the award, which also included a solar energy plant in Chile and a project to encourage data centres to relocate to Sweden and support heat recovery for thermal energy.

After an eight-month period of infrastructure works at its Northumberland Park Garage, Go-Ahead London has recently announced the successful introduction of 96 additional BYD ADL Enviro400EV zero-emission electric buses (e-buses) to its fleet. We reliably achieved the milestone of 700,000 service miles since the progressive introduction in March, June and July this year.

From early 2021, Northumberland Park Garage, located in Tottenham, North London, will house 117 e-buses, all utilising overnight 'smart-charging' units, designed to meet the next day's mileage requirement. Drivers and engineers at the facility have also been upskilled as the garage transitions from diesel to electric.

The addition of 96 new e-buses brings the company's overall fleet of electric buses to 242 and the Northumberland Park site is currently Europe's largest overnight e-bus charging site.

All electricity used to power the buses is generated from fully renewable sources with zero CO₂ emissions. As the electric buses themselves are zero-emission, their use contributes to reducing local air pollution, tackling climate change and delivering a greener capital.

Go-Ahead London has already saved an estimated 7,000 tonnes of CO₂ since the introduction of its electric fleet in 2013 and is committed to transitioning its remaining 2,200 diesel buses to other power sources, in line with the Mayor's Transport Strategy. The company now runs electric buses from four garages on 14 routes across the capital.



Northumberland Park: Bird's eye view of largest overnight charging electric bus garage in Europe

In a first for a London bus garage, third party vehicles such as taxis will be able to access public charging points at the Northumberland Park location in the off-peak period, subject to a pre-booking. It is anticipated that this service will be available from early next year.

The garage also features Vehicle to Grid (V2G) technology, enabling energy stored in an electric vehicle's battery (28 double-deck buses in this instance) to be fed back into the electricity network. By recharging when demand is low and putting energy into the system when it is high, V2G helps manage the peaks and troughs, balance the network and make it more efficient.

John Trayner, Go-Ahead London's Managing Director, said: "Northumberland Park is the latest in a growing list of garages seamlessly making the change from diesel to electric. In doing so, the air that we breathe improves and an already efficient mode of public transport is further enhanced. The local team have worked very hard to deliver this project on time and to budget and it is heartening to receive positive passenger feedback."

Cleaner environment continued

Go-Ahead London Engineering Director, Richard Harrington added: “We are proud to once again be at the cutting edge of electric mobility. Since early 2018, when Route 153 converted to e-buses, Northumberland Park demonstrates what high-quality, sustainable and environmentally friendly public transport looks like. In partnership with the Mayor, Transport for London (TfL) and our industry suppliers, we will continue to deliver even more schemes like this.”

The use of e-buses at Northumberland Park translates into a weekly saving of 90 tonnes of CO₂, when compared to diesel. Crucially, all electricity used to charge the buses is generated from fully renewable sources such as hydro, solar and wind.

As the electric buses themselves are zero-emission, their use contributes to reducing local air pollution and tackling climate change, further establishing the company as London’s most experienced e-bus operator.



Key highlights

- Northumberland Park facility to make it the biggest overnight charging electric bus garage in Europe
- Landmark site in Northumberland Park is now home to 96 brand-new Build Your Dreams/Alexander Dennis Limited (BYD/ADL) electric buses introduced to the city, with a further 21 due by February 2021
- Charging facilities will, in time, be available for use by third parties during the day
- The introduction of Go-Ahead London’s electric bus fleet has prevented no less than 7,000 tons of CO₂ and harmful emissions being spread into the air that Londoners breathe



Ready to board:
BYD ADL
Enviro400EV Buses

Safer working



Face mask: Go-Ahead London invest in reusable face masks for all colleagues

To renew the trust in the public regarding safety on public transport, and to make our environments Covid-safe for all colleagues, Go-Ahead London invested in the safety within our services.

Working alongside TfL and the trade union, our Communications team regularly sent out updates to all colleagues to keep them informed and up-to-date on all government changes and safe working practices during the Coronavirus pandemic.

We effectively stepped the service down and back up in reaction to the demand for buses, with extensive new schedules introduced, temporarily decommissioning, then recommissioning the fleet.

Go-Ahead London prioritised safety for colleagues and customers during this time, and secured PPE for colleagues right from the start of the pandemic, including sealing up assault screens, and providing wipes, disinfectant,

and 1.1 million face masks for all colleagues, partnering with local companies and suppliers.

In an effort to reduce the environmental waste of disposable face masks, we have secured a reusable alternative in a variety of colours for all colleagues.

Made by a local company in New Cross called Masks For Extraordinary People, Go-Ahead London commissioned 13,000 face coverings made of breathable cotton, which can be washed on a normal cycle (after which they will require a gentle push to return shape) and are designed to last. The masks can also be ironed, and faulty masks can be replaced.

Go-Ahead London also upped the cleaning regime for buses to ensure all services were safe for customers and worked with TfL on appropriate signage for safer travel, including the implementation of School Service buses for the return to school in a Covid-safe way in September 2020.

We also collaborated with TfL to take part in their temperature testing trial, and supported TfL regarding the direction of a University College London report into CV-19 fatalities, of which we contributed data to.



School services: Go-Ahead London worked with TfL to provide safe transport for school children

Safer working continued

Go-Ahead London registered colleagues to the Coronavirus testing programme, keeping a tight management on colleagues who had taken ill and required quarantine to ensure services were not impacted.

We worked alongside TfL to ensure messaging was consistent, and respect was paid to the colleagues and their families who were affected by the pandemic. Go-Ahead London also collaborated with the Mayor's office to secure the Mayor a platform to write to the families of those who were sadly lost but never forgotten.

We continued to develop the efficiency of our bus fleet despite the drastic changes to transport and the city of London during the pandemic.

Safety is our number one priority for all colleagues and customers. We invest in the technology on our buses to enhance the safety of each journey. We installed "intelligent speed adaptation" on our buses which restricts acceleration when a driver enters a zone already at the speed limit of that zone.

We also installed CMS (Camera monitoring systems) instead of side mirrors to increase safety in blind spots on our buses on 130 vehicles.



Key highlights

1

temperature testing trial with TfL

58

buses put into circulation for school services

130

buses with camera monitoring systems (CMS)

46,000

reusable face coverings purchased for colleagues, including Go-Ahead London branded masks

£1,000,000

invested in personal protective equipment

1,100,000

disposable face masks purchased for colleagues since the start of the pandemic

Key data: Go-Ahead London

	2019/20	2018/19	2017/18
Stronger communities			
Community investment per employee (0.00p)	3.22	2.07	0.63
Stakeholder engagement score (%) /Stakeholder events	62.1	64	31
Happier customers			
London excess bus waiting time	0.83	0.86	0.91
Passenger volume growth (%) ¹	-19.1%	-2.8	0
Expenditure on new buses in financial year (£m)	49	2.6	42.3
Average age of bus fleet*	6.4	6.1	5.7
Safety			
Bus accidents per million miles	58.5	65	65
RIDDOR accidents per 100 employees	0.2	0.30	0.43
Fleet with CCTV (%)	100	100	100
Number of reported crimes	1,587	1,644	1,300
Accessibility			
Bus fleet which is DDA compliant (%)*	100	99.7	99.3
Better teams			
Average number of employees	7,172	6,974	7,122
Employee engagement (%)	62	62	66
Training spend per employee	1,145	1,170	1,100
Employee turnover rate (%)	12.5	14.0	15.6
Absenteeism rate (%) ¹	6.4	3.8	3.4
Diversity			
Female employees (%)	12.4	11.8	11.1
Black, Asian and Minority Ethnic employees (%)	49	50.2	50.8

Key

¹Impacted by Coronavirus

+ For the reporting period

* as at the reporting period end

RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations at workplaces

DDA – Disability Discrimination Act



For information on the full Group data, please visit our corporate website: go-ahead.com

More information

You can find out more about Go-Ahead London by visiting our website goaheadlondon.com and more information on how Go-Ahead London manages sustainability can be found by visiting: go-ahead.com/sustainability

If you have any comments, views or ideas on how we might improve, or have any thoughts on other issues that we should address in this report, please write to:

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Summary Verification Statement from Bureau Veritas UK Ltd

Bureau Veritas UK Ltd (Bureau Veritas) has provided verification for The Go-Ahead Group plc. (Go-Ahead) over selected sustainability indicators contained within the Group's Annual Report. The information and data reviewed in this verification process covered the period 30 June 2019 to 27 June 2020.

The full verification statement including Bureau Veritas' verification opinion, methodology, recommendations and a statement of independence and impartiality can be found on the Go-Ahead Group website:

www.go-ahead.com



Bureau Veritas UK Ltd
October 2020

Designed by:

designportfolio