



FirstGroup corporate responsibility data

Created June 2017

Covering 2016/17





- This document provides the corporate responsibility data for FirstGroup for the reporting year 2016/17. Unless otherwise specified, all data relates to 1 April 2016 – 31 March 2017



- It should be read alongside our Corporate Responsibility Reporting Guidelines www.firstgroupplc.com/2017_CR_Reporting_Guidelines which detail the scope, exclusions and coverage of each data point reported



- Independent limited assurance over selected data highlighted on this document with a Δ has been provided by Carbon Clear using the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition (the GHG Protocol). Carbon Clear has issued an unqualified opinion over the data highlighted on each page with a Δ and their full assurance opinion is available at www.firstgroupplc.com/2017_Assurance.



- The level of assurance provided for a limited assurance engagement is substantially lower than a reasonable assurance engagement. A summary of the work Carbon Clear performed is included within their assurance opinion.
- It is important to read the data in the context of Carbon Clear's full statement and FirstGroup's Corporate Responsibility Reporting Guidelines at www.firstgroupplc.com/2017_CR_Reporting_Guidelines

Environment Data – total carbon footprint



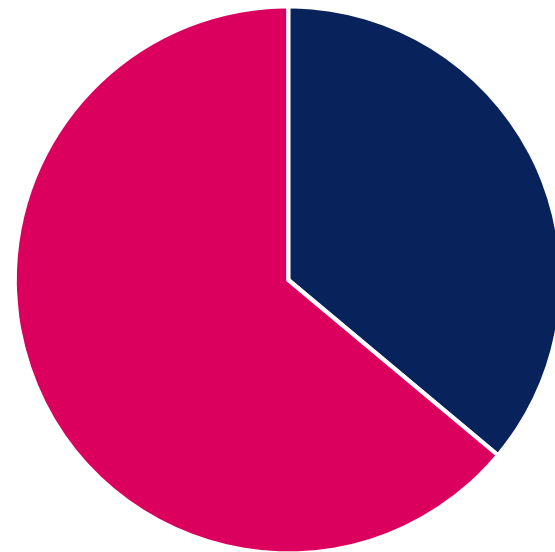
Carbon footprint in tonnes CO ₂ (e)	2016/17	2015/16	2014/15
Scope 1	2,338,164	2,324,947	2,354,832
Scope 2 (location based)	61,567	72,776	98,427
Scope 3	9,031	13,489	8,398
Outside of Scope	9,530	13,585	10,607
Total carbon footprint	2,418,292 Δ	2,424,797 Δ	2,472,264
Total tonnes per £1m revenue	428	462	485
Scope 2 (market based)	46,128	72,134	98,427

Link to Performance Indicators (in reporting guidelines) – PI 1 and 4
 Δ - Within Carbon Clear's limited assurance scope. Please see page 2

Environment Data – total carbon footprint



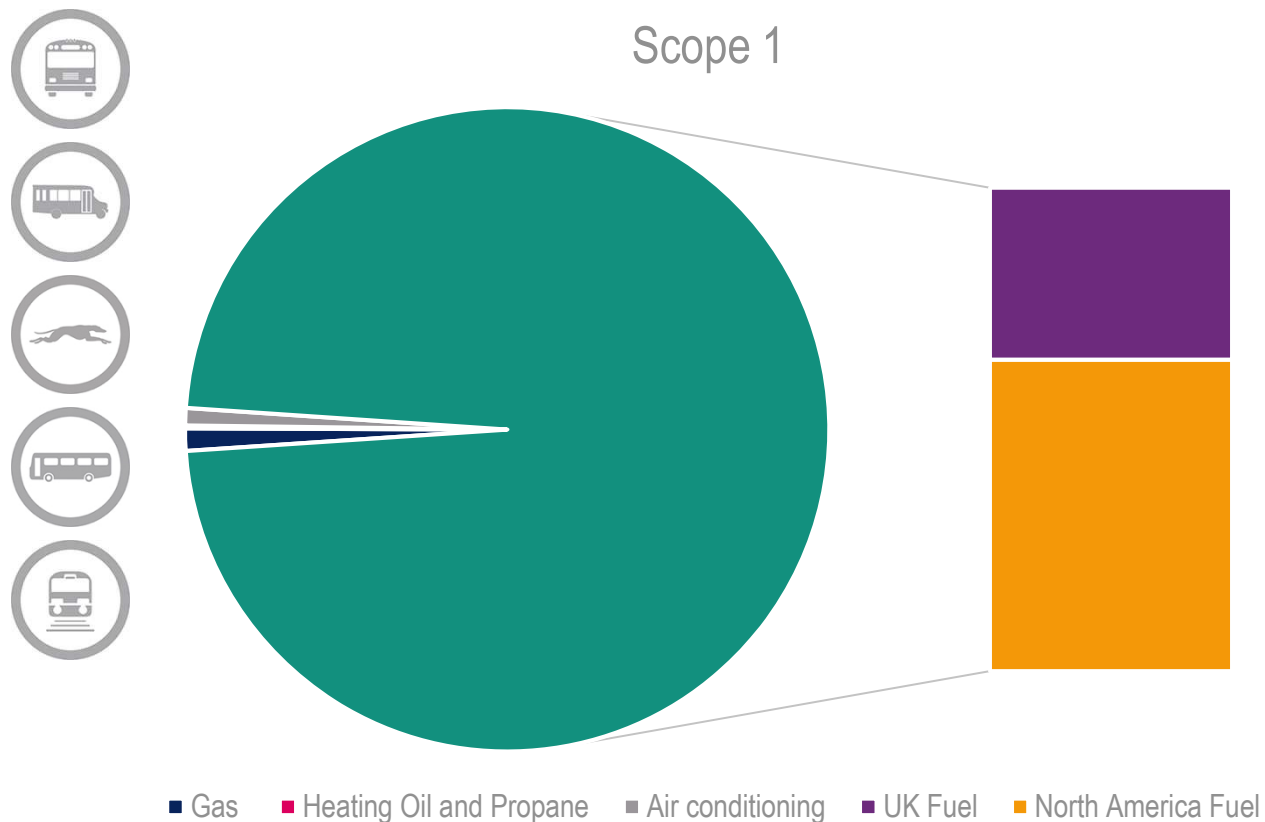
Total carbon footprint split by geography



■ UK (872,702) ■ North America (1,545,589)

[Link to Performance Indicators \(in reporting guidelines\) – PI 2 and 3](#)

Environment Data – Scope 1 breakdown



Source	Tonnes CO ₂ (e)
Gas	26,362
Heating Oil and Propane	3,180
Air conditioning	20,456
UK Fuel	814,292
North America Fuel	1,473,875

Over 97% of our total Scope 1 emissions come from direct fuel use for our bus and rail fleet.

[Link to Performance Indicators \(in reporting guidelines\) – PI 3](#)

Environment Data – Normalised Emissions



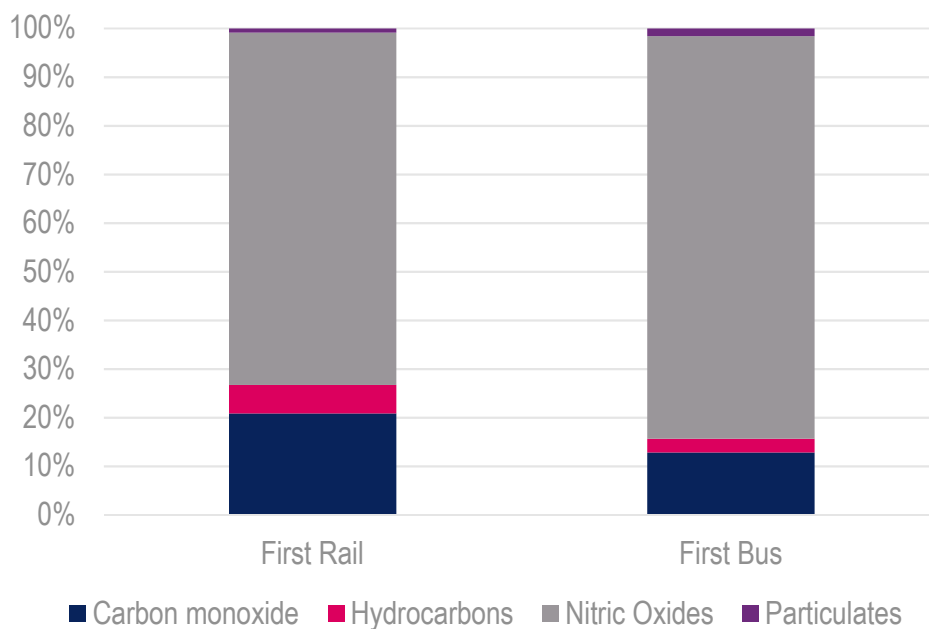
Business division	grams CO ₂ (e) per passenger km	kg CO ₂ (e) per vehicle km
First Bus	88.26	
First Rail	51.26	
First Student		0.810
First Transit		0.927
Greyhound	32.39	

[Link to Performance Indicators \(in reporting guidelines\) – PI 5 and 6](#)

Environment Data – Air Emissions



Air Emissions in the UK



	North America Air Emissions (tonnes - rounded)
Nitric Oxides	5,900
Particulates (2.5)	236

UK Air Emissions (tonnes - rounded)	Carbon monoxide	Hydrocarbons	Nitric Oxides	Particulates
First Rail	1,612	451	5,603	71
First Bus	266	59	1,721	29

[Link to Performance Indicators \(in reporting guidelines\) – PI 8, 9, 10](#)

Environment Data - Waste



	Recycled waste (tonnes)	Non-recycled waste (tonnes)	Total waste (tonnes)	Recycling rate
First Rail	1,994	3,029	5,023	60 % Δ
First Bus	2,748	1,576	4,325	64 % Δ
North America	4,296	13,663	17,959	24 %
Total FirstGroup	8,842	16,427	25,269	35 %

[Link to Performance Indicators \(in reporting guidelines\) – PI 11 and 12](#)

Customer Data - Satisfaction



Greyhound (Change in Net Promoter score)¹



2017 +22%



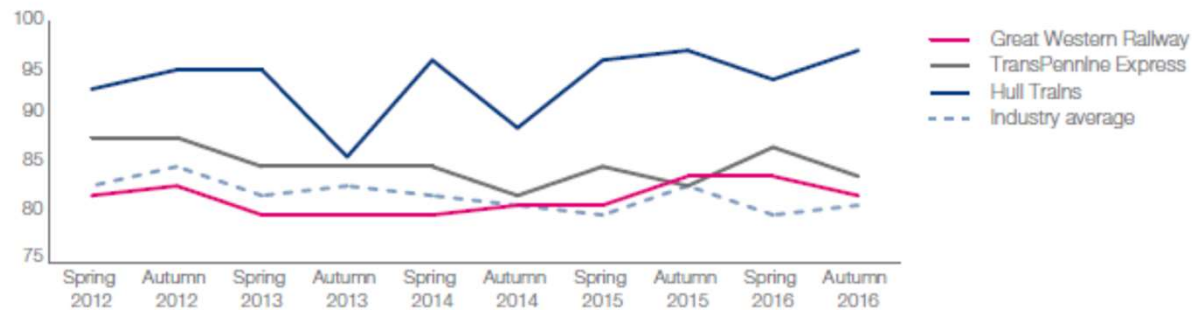
First Bus (% satisfied with their journey overall)



¹ Moved to NPS methodology in 2016; earlier data not comparable due to this change.



First Rail (% satisfied with their journey overall)



[Link to Performance Indicators \(in reporting guidelines\) – PI 14, 15, 16](#)

Customer Data - Satisfaction



Customer and passenger satisfaction

First Student

(Average rating out of ten)



First Transit

(Average rating out of ten)

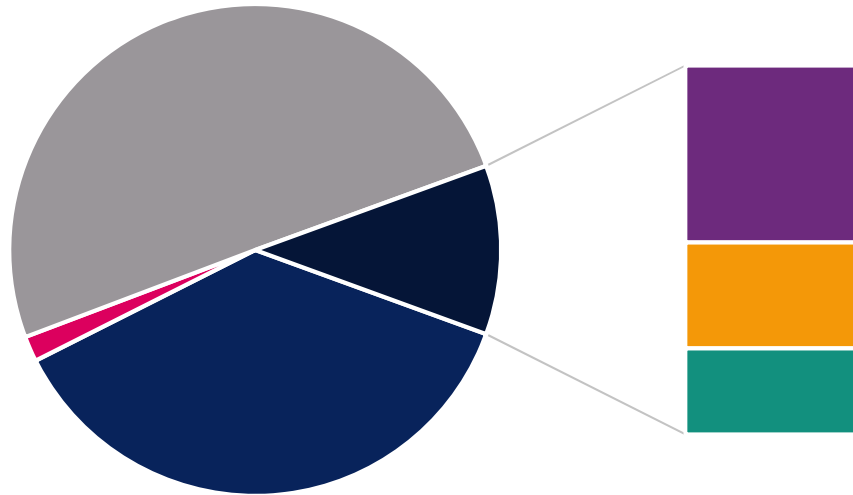


[Link to Performance Indicators \(in reporting guidelines\) – PI 19, 21, 22](#)

Community Data – Overall spend



Total community investment (£1.83m)



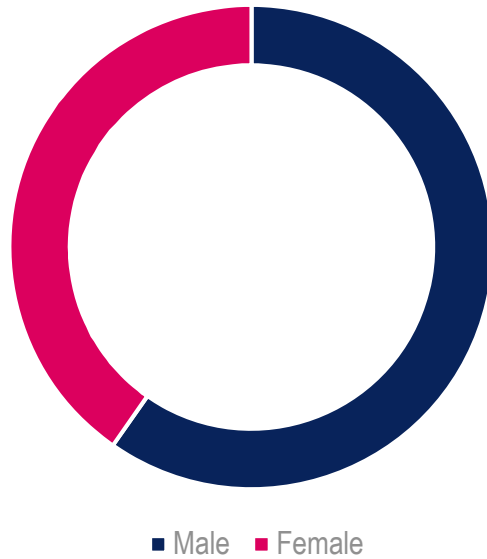
- Cash (£677,455)
- Time (£30,442)
- In Kind (£918,998)
- Leverage - Payroll Giving (£97,717)
- Leverage - Employee Fundraising (£58,466)
- Leverage - Other (e.g. Customers, Suppliers etc) (£47,496)

[Link to Performance Indicators \(in reporting guidelines\) – PI 23, 24, 25](#)

Our People Data – Employee Gender



Total FirstGroup employees



	Female	Male
Canada	4,714	6,226
UK	3,380	21,189
US	33,610	35,039
Total	41,704	62,454
%	40	60

The total workforce on 31st March 2017 was 104,205.

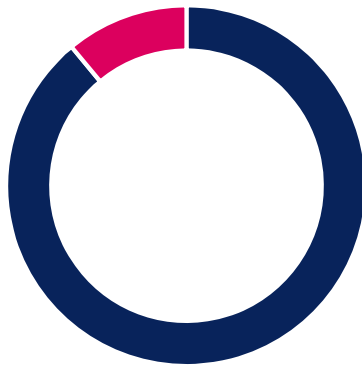
[Link to Performance Indicators \(in reporting guidelines\) – PI 33 and 34](#)

Data as at 31 March 2017

Our People Data – Board and Senior Managers

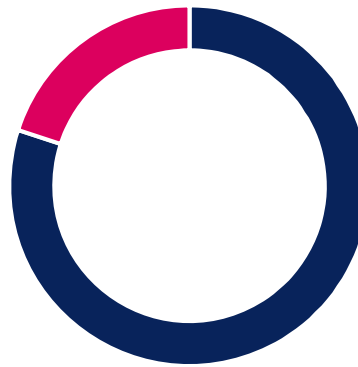


FirstGroup plc Board



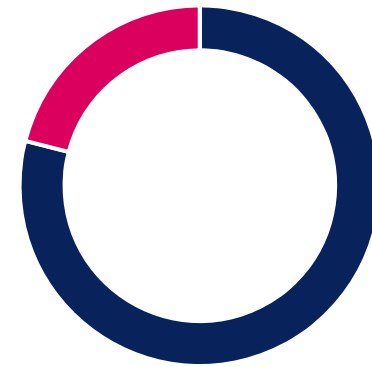
■ Male ■ Female

FirstGroup Executive Committee



■ Male ■ Female

FirstGroup Senior Managers



■ Male ■ Female

%	Board	Executive Committee	Senior Managers
Female	11	20	21
Male	89	80	79

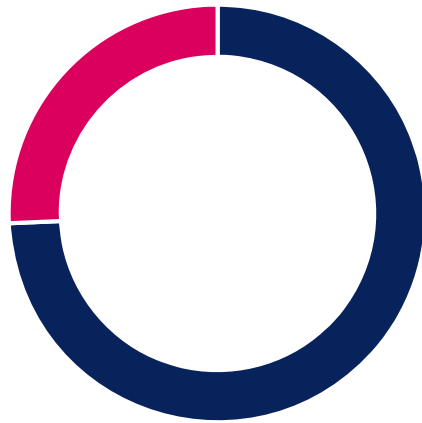
[Link to Performance Indicators \(in reporting guidelines\) – PI 36, 37 and 38](#)

Data as at 31 March 2017

Our People Data – Apprentices and Graduates

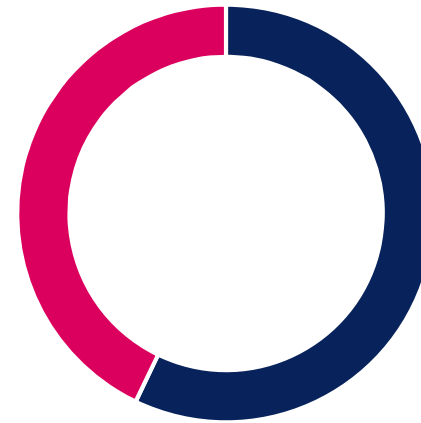


Apprentices



■ Male ■ Female

Graduates



■ Male ■ Female

	Apprentices	Graduates
Female	26 %	43 %
Male	74 %	57 %

[Link to Performance Indicators \(in reporting guidelines\) – PI 36 and 37](#)

Data covers September 2016 intake



If you have any comments or queries regarding our corporate responsibility data, please contact

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