

FirstGroup corporate responsibility reporting guidelines

June 2015

2015 Corporate Responsibility Report

The FirstGroup plc 2015 Corporate Responsibility Report (“the Report”) is published annually, either as a standalone summary document (as was the case in the [years up to 2014](#)) or as part of our website (at www.firstgroupplc.com/responsibility), as in 2015. In line with the trend for integrated reporting, we also highlight our corporate responsibility priorities and performance within our [Annual Report and Accounts](#).

The Report covers our progress and plans for our most material sustainability (social, economic and environmental) issues. We use a number of techniques to understand and assess our key sustainability risks and opportunities, including horizon scanning, stakeholder engagement, expert insight and guidance. We prioritise and document issues for reporting purposes using our in-house materiality analysis, which is reviewed at least annually.

The Report is reviewed and approved by our Executive Management Board¹, which is comprised of Executive Directors and senior management.

Assurance

In 2015 we engaged KPMG LLP to undertake a limited assurance engagement, reporting to FirstGroup only, using the International Standard on Assurance Engagements (ISAE) 3410: ‘Assurance engagements on greenhouse gas statements’ and ISAE 3000: ‘Assurance engagements other than audits or reviews of historical financial information’ over the selected corporate responsibility performance data that have been marked within our website with a Δ symbol.

KPMG LLP has provided an unqualified opinion in relation to the selected corporate responsibility performance data and their full assurance opinion is available on our website (at www.firstgroupplc.com/crassurance).

The level of assurance provided for a limited assurance engagement is substantially lower than a reasonable assurance engagement. In order to reach their opinion, KPMG LLP performed a range of procedures which included interviews with senior managers, examination of reporting systems and documentation, as well as selected data testing at a divisional site and Group level in both the UK and North America. A summary of the work they performed is included within their assurance opinion.


¹ The Executive Management Board meets regularly (normally monthly) to review current issues, including corporate responsibility, and to consider the Group’s operational and financial performance.

Non-financial performance data, greenhouse gas quantification in particular, is subject to more inherent limitations than financial information. It is important to read the selected corporate responsibility performance data contained within the Report in the context of KPMG LLP's full limited assurance opinion and the reporting criteria that has been applied, which is set out in this corporate responsibility reporting guidelines document.

Performance data

The following table summarises the reporting boundaries, scope and exclusions relating to the performance data shown in the Report.

All data in the Report relates to the financial year from 1 April 2014 to 31 March 2015, unless otherwise stated, and to the Group and its operating divisions across the UK and North America. As stated above, certain selected information of the Corporate Responsibility report has been subject to [independent limited assurance](#) by KPMG LLP.

 Providing solutions for a congested world			
Performance indicator (PI)		Definition	Boundaries, scope and exclusions
1	FirstGroup carbon footprint in tonnes of CO₂(e) Furthermore, Scope 1 and 2 data has been independently verified by Carbon Credentials Energy Services Ltd in accordance with ISO 14064-3:2006.	The annual organisational carbon footprint of FirstGroup plc (in tonnes of carbon dioxide equivalent).	<p>The methodology used to calculate our CO₂(e) emissions is the operational control approach on reporting boundaries as defined by the World Resources Institute/World Business Council for Sustainable Development (WRI/WBCSD) Greenhouse Gas Protocol (GHG): A Corporate Accounting and Reporting Standard, Revised Edition. We have calculated our scope 2 emissions using 'location based' factors. Our materiality threshold is set at 5%.</p> <p>We have reported all material emission sources using the following emission factors:</p> <ul style="list-style-type: none"> • DEFRA/DECC UK Government conversion factors for GHG Company Reporting 2014 • World Resources Institute (2008) GHG Protocol tool for Mobile Combustion, Version 2.3 • World Resources Institute (2008) GHG Protocol tool for stationary combustion, Version 4.0.

			<p>Please note, scope 2 emissions from electricity consumption in North America were calculated using CO₂ and not CO₂(e) due to limited conversion factors being available.</p> <p>Scope:</p> <ul style="list-style-type: none"> • Scope 1 – direct emissions from fuel usage by our vehicles, both owned and leased, fugitive refrigerant gases*, and from heating oil, propane and gas used in our buildings. Excludes: fuel usage from First Rail Support (as this could lead to double-counting where FirstGroup buses are used), rail non-fleet vehicles, and gas use in buildings where bills are not paid directly. • Scope 2 – indirect emissions from electricity used in our buildings and to power our electric rail fleet. Excludes: rail non-fleet vehicles, and electricity use in buildings where bills are not paid directly. • Scope 3 – other indirect emissions from First Rail Support, and business travel by air. We used conversion factors that exclude Radiative Forcing factors. • Out of scope – emissions from burning biofuels in our vehicles from our UK Bus division, reported in line with DEFRA reporting guidelines. <p>* This year we have quantified and reported fugitive refrigerant emissions from air conditioning systems within our North American vehicle fleets and from buildings in UK Bus. We are taking steps to report fugitive emissions from UK Rail next year.</p> <p>Reporting period: The reporting period is defined as 1 April to 31 March, in line with the Company's financial year. However, emissions from energy consumption within buildings in our North American operations are reported by calendar year due to availability of consumption data.</p> <p>The Company's baseline year is 2010/11. The same baseline year is also used in FirstGroup's climate change strategy, which contains the Group's carbon reduction strategy and targets for 2015/16.</p> <p>Adjustments:</p>
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			Our carbon emissions have been recalculated (back to our baseline year) to reflect that we no longer operate the First Capital Connect rail franchise (as of 14 September 2014) in line with our Base Year Recalculation Policy. Revenue figures have also been recalculated to reflect this change for the purposes of reporting our normalised carbon footprint (tonnes of CO ₂ (e) per £1m revenue).
2	Total 2014/15 FirstGroup carbon footprint in tonnes of CO₂(e) by division	The 2014/15 organisational carbon footprint of FirstGroup plc (in tonnes of carbon dioxide equivalent), broken down by division.	See comments for PI 1 above. UK Bus data as reported here includes out of scope emissions from burning biofuels, as well as UK-based employee business travel (air), and emissions from certain Group buildings.
3	Total 2014/15 FirstGroup carbon footprint in tonnes of CO₂(e) by source	The 2014/15 organisational carbon footprint of FirstGroup plc (in tonnes of carbon dioxide equivalent), broken down by source.	See comments for PI 1 above. Sources: <ul style="list-style-type: none"> • Fuel powered road vehicles (including out of scope biofuels in UK Bus - see note in PI 1 above) • Property – gas usage • Property – electricity usage • Fuel used for heating • Fugitive refrigerant gases (see note in PI 1 above) • Electricity for trains • Employee business travel (air) • First Rail Support services.
4	Tonnes of CO₂(e) per £1m of revenue* * Scope 1 and 2 data has been independently verified by Carbon	The 2014/15 organisational carbon footprint of FirstGroup plc (in tonnes of carbon	See comments for PI 1 above. Reported FirstGroup revenue* (£m): <ul style="list-style-type: none"> • 2014/15: 6,050.7

	Credentials Energy Services Ltd in accordance with ISO 14064-3:2006.	dioxide equivalent), normalised by £1m of revenue, and adjusted to remove the First Capital Connect rail franchise.	<ul style="list-style-type: none"> • 2013/14: 6,416.7 • 2012/13: 6,678.7 • 2011/12: 6,900.9 • 2010/11: 6,717.4 <p>*As stated in PI 1, our carbon emissions have been recalculated (back to our baseline year) to reflect that we no longer operate the First Capital Connect rail franchise (as of 14 September 2014) in line with our Base Year Recalculation Policy. For the purposes of our normalised carbon footprint (tonnes of CO₂(e) per £1m revenue), revenue figures have also been recalculated to reflect this change. The adjusted revenue figures are between 4 and 10 percent lower than those shown here (which are the unadjusted, publically reported revenue figures for the Group).</p>
5	Average grams of CO₂(e) per passenger kilometre	The annual amount of direct greenhouse gas emissions (in tonnes of carbon dioxide equivalent) from fuel usage by our vehicles within UK Bus, UK Rail and Greyhound, normalised by passenger kilometre.	<p>See comments for PI 1 above.</p> <p>Scope:</p> <ul style="list-style-type: none"> • UK Bus • UK Rail • Greyhound. <p>Passenger kilometres are calculated by multiplying the number of passenger trips by the average length of their trips, giving the total number of passenger kilometres travelled. The number of passengers are captured through the sale of journey tickets.</p> <p>Almost 94% of the carbon emissions in our organisational carbon footprint come from powering our road and rail fleets. Reduction targets were set for each division in our 2011 climate change strategy, and were updated in 2014 to align with our longer term business forecasts and to reflect changes such as UK Rail franchise renewal dates. The targets, against a 2010/11 baseline, were:</p> <ul style="list-style-type: none"> • UK Bus: 7% reduction by March 2016 • UK Rail (average)*: 7.4% reduction by March 2015 • First Great Western: 8% reduction by September 2015 • First TransPennine Express: 10.9% reduction by March 2015

			<ul style="list-style-type: none"> • First ScotRail**: 3% reduction by March 2015 (excluding electric fleet) • First Hull Trains: 0.2% reduction by December 2016 • Greyhound: 7.5% reduction by March 2016. <p>We do not currently set energy reduction targets for our electric rail vehicle fleet as energy used by our electric trains in the majority of cases is not metered but only estimated. However, we are leading the industry by installing meters to record electricity used in selected vehicles.</p> <p>*The UK Rail average target included the First Capital Connect franchise, which we no longer operate (as of 14 September 2014)</p> <p>**From April 2015, we no longer operate the First ScotRail franchise.</p>
6	Average grams of CO₂(e) per vehicle kilometre	The annual amount of direct greenhouse gas emissions (in tonnes of carbon dioxide equivalent) from fuel usage by our vehicles within First Student and First Transit, normalised by vehicle kilometre.	<p>See comments for PI 1 above.</p> <p>Scope:</p> <ul style="list-style-type: none"> • First Student • First Transit. <p>Vehicle mileage is calculated by either pre-measured scheduled journey lengths or by actual mileage recorded from vehicles.</p> <p>Almost 94% of the carbon emissions in our organisational carbon footprint come from powering our road and rail fleets. Reduction targets were set for each division in our 2011 climate change strategy, and were updated in 2014 to align with our longer term business forecasts and to reflect other changes. The targets, against a 2010/11 baseline, were:</p> <ul style="list-style-type: none"> • First Student: 3% reduction by March 2016 • First Transit: to maintain the 2010/11 baseline (all vehicles operated by First Transit are reported, irrespective of whether they are owned or not. Roadside fuel and fuel used by maintenance vehicles is also included in the reported figures).

7	Energy usage (kWh) in UK and North American properties	The annual amount of energy consumption (in kilowatt-hours) from our properties within the UK and North America.	<p>Around 6% of the carbon emissions in our organisational carbon footprint come from energy use in our properties such as stations, offices and depots. We set reduction targets for our UK properties, and for our top 100 properties (by consumption) in North America.</p> <p>Scope and exclusions: Includes gas and electricity consumption in those buildings where we pay energy bills directly. In the UK this includes around 1,001 metered supplies and excludes around 248 sites where energy is paid for by third parties including Network Rail or a landlord, or where consumption is unmetered. In North America this excludes locations where energy bills are paid through a service charge or where the contracting government entity pays for all real estate costs (approximately 5% of all of our North American properties).</p> <p>Reporting period: The reporting period is defined as 1 April to 31 March, in line with the Company's financial year. However, emissions from energy consumption within buildings in our North American operations are reported by calendar year due to availability of consumption data.</p>
8	Significant air emissions from UK Bus fleet (tonnes)	The annual amount of significant air emissions generated by our UK Bus fleet.	<p>Reporting period: Data is for calendar years.</p> <p>Scope:</p> <ul style="list-style-type: none"> • Carbon monoxide • Particulates • Hydrocarbons • Mono-nitrogen oxides (NOx), i.e. nitric oxide and nitrogen dioxide. <p>Source of conversion factors: UK Informative Inventory Report (1980 to 2011) DEFRA, March 2013, conversion factors are applied to our UK Bus fleet total mileage to calculate the total amount of air emissions.</p>

			We have not adjusted our historic data following the sale of our London bus operations this year. The reported data therefore reflects actual absolute volume of emissions for each reporting year.
9	Significant air emissions from UK Rail fleet (tonnes)	The annual amount of significant air emissions generated by our UK Rail fleet.	<p>Reporting period: Data is for calendar years.</p> <p>Scope:</p> <ul style="list-style-type: none"> • Carbon monoxide • Particulates • Hydrocarbons • Mono-nitrogen oxides (NOx), i.e. nitric oxide and nitrogen dioxide. <p>Source of conversion factors: InterFleet Technology, 14 April 2005. Conversion factors are applied to our UK Rail fleet total mileage to calculate the total amount of air emissions.</p> <p>Exclusions: Data does not include indirect emissions from electric energy used by our electric trains.</p>
10	Significant air emissions from North American fleets (tonnes)	The annual amount of significant air emissions generated by our North American vehicle fleets.	<p>Scope:</p> <ul style="list-style-type: none"> • Particulates • Mono-nitrogen oxides (NOx), i.e. nitric oxide and nitrogen dioxide. <p>Source of conversion factors:</p> <ul style="list-style-type: none"> • NOx and particulate matter (PM) estimates calculated using EPA's SmartWay Truck Carrier Partner 2.0.14 Tool • NOx and PM estimates based on Fleet Characteristics and Miles only for Vehicle Classes 2 - 8. <p>The conversion factors contained in the above are applied to our total mileage for each vehicle class. These are defined by the weight of each vehicle in line with the above EPA reporting model.</p>

			<p>From 2010/11 financial year onwards, the EPA developed a new MOVES model which is incorporated into the SmartWay Truck Carrier Partner Tool to replace MOBILE6, which contained different emission factors for NOx and PM in earlier years.</p> <p>Exclusions in 2013/14:</p> <ul style="list-style-type: none"> For First Transit - vehicle data with fuel types 0 - "Does not apply", 7 - "electric," and 9 - "other" were not used; vehicle classes 1 and 0 were excluded; and 45 gasoline vehicles used in Canada were not included. For Greyhound - all vehicles were considered vehicle class 8A, and vehicles with less than 100 miles travelled were not included.
11	Waste generation (tonnes)	The annual amount of waste generated within our UK Bus, UK Rail and North American divisions.	<p>Reporting period: Data is from April to March financial year for UK divisions and calendar years in North America.</p> <p>Scope: UK waste is all non-hazardous waste only. Data for North America includes a small proportion of hazardous waste that is recycled. The reported data up to and including 2013/14 is based on estimated weights (for UK divisions) or volumes (in North American divisions), using standard conversion factors applied for the different types of bins.</p> <p>However for 2014/15 we are now able to report waste based on actual weights removed from our sites, which gives us a more accurate baseline to monitor improvements in future.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> In the UK, any confidential waste and sanitary waste. This is handled by a central contractor, PHS, and represents a minimal amount. All UK Rail train operating companies discharge obligations under duty of care for some tenants where they use our waste facilities. Under such circumstances, any waste generated is reported as part of our waste data. Waste figures at sites that we do not operate ourselves are excluded. These include the 18 major railway stations run by Network Rail where we generate a

			<p>certain amount of waste. The only exception to this is First ScotRail who collate these waste figures from the two Network Rail managed stations in Scotland.</p> <ul style="list-style-type: none"> • Data for waste generated at First Great Western's Truro station is not currently being collected as it is managed outside of our central waste contract. • In North America, any location where waste removal is paid for as part of a service charge or where the government entity pays for all real estate costs (approximately 5% of all of our North American properties) is excluded. • Scrap metal is excluded in North America. <p>Annual waste arising targets are set for some UK operating companies, and jointly for the three divisions in North America.</p>
12	Waste recycling rates (%)	The proportion of waste generated within our UK Bus, UK Rail and North American divisions that is recycled (on site).	<p>See comments for PI 11 above.</p> <p>Annual recycling targets are set for UK Bus, UK Rail, and jointly for the three divisions in North America.</p>
13	Water usage (m³)	The annual amount of water used within our UK Bus, UK Rail and North American divisions.	<p>Reporting period: Data is from April to March financial year for UK divisions and calendar years in North America.</p> <p>Scope and exclusions:</p> <ul style="list-style-type: none"> • UK Rail data includes water used in rail depots and excludes any water used at stations and offices • A large number of sites in our North American operations manage vehicle washing through third party contractors, and consumption data is not collected.




Keeping people moving


Performance indicator (PI)		Definition	Boundaries, scope and exclusions
14	UK Bus punctuality (% of services classed as 'on time')	The proportion of UK Bus services that are classed as 'on time'.	<p>UK Bus punctuality is the percentage of buses operating 'on time' (no more than one minute early or five minutes late at their starting point).</p> <p>This KPI is based on a mixture of data from the following sources (and varies by route/operating company):</p> <ul style="list-style-type: none"> • Automatic Vehicle Location (AVL) • Start Time Adherence (STA) - where the driver presses a button on the vehicle's ticket machine when leaving the starting point • Manual sampling recorded through observations. <p>Frequency: Measured in UK Bus periods (12 per financial year) per operating company, but reported as annual average for the whole UK Bus division.</p>
15	UK Rail punctuality (Public Performance Measure score expressed as a moving annual average)	The proportion of UK Rail services that are classed as punctual.	<p>The rail industry's Public Performance Measure reflects punctuality and reliability. Trains are deemed punctual if they arrive at their destination, having made all timetabled stops, within five minutes of scheduled time for London and South East and regional services (i.e. commuter services), and ten minutes for long distance trains.</p> <p>Non-franchised operators (including Hull Trains) are recorded as on time if they arrive at their final destination within ten minutes of the planned timetable.</p> <p>PPM is therefore the percentage of trains 'on time' compared to the total number of trains planned.</p> <p>Frequency: The annual average is calculated over the 365 days to 31 March by franchise.</p>

			Data source: All performance data are supplied by Network Rail.
16	Greyhound punctuality (% of services classed as 'on time')	The proportion of Greyhound services that are classed as 'on time'.	<p>The proportion of 'regularly scheduled' Greyhound services that are classed as 'on time'.</p> <p>To be classed as 'on time', each Greyhound or Greyhound Express bus must be within 15 minutes of its scheduled departure time when leaving its originating point.</p> <p>Data does not include BoltBus or Valley Transit services.</p> <p>Frequency: Collected in 12 periods, but shown in the Report as an annual average figure for the financial year by brand.</p>
17	First Transit punctuality (% of services classed as 'on time')	The proportion of First Transit services that are classed as 'on time'.	<p>The definition of an 'on time' service in First Transit varies depending on the individual contact.</p> <p>Data covers our mixture of fixed route, paratransit and shuttle services.</p> <p>Data source: a mixture of manual readings and automated vehicle tracking data.</p> <p>Frequency: Collected in 12 periods, but shown in the Report as an annual average figure for the financial year.</p>
18	UK Bus passenger satisfaction (% very or fairly satisfied)	The proportion of surveyed UK Bus passengers that are satisfied with various aspects of our service, and in particular with their overall journey.	<p>Source: Transport Focus Bus Passenger Survey. The independent passenger watchdog, Transport Focus, consults more than 47,000 passengers to produce the annual Bus Passenger Survey which compares and benchmarks passengers' evaluations of the bus services they use. The survey covers services in England (outside London), and Scotland. The most recent survey was carried out in autumn 2014.</p> <p>Data is reported for :</p> <ul style="list-style-type: none"> • Overall satisfaction with the journey • Satisfaction with punctuality

			<ul style="list-style-type: none"> • Satisfaction with value for money • Satisfaction with on-bus journey time. <p>Exclusions: 2013/14 data does not include the results from the survey of First Glasgow in order to maintain year on year comparability.</p>
19	UK Rail passenger satisfaction (% satisfied or good with their journey overall)	The proportion of surveyed UK Rail passengers that are satisfied with their overall journey.	<p>Source: Transport Focus National Rail Passenger Survey. The independent passenger watchdog, Transport Focus, collects passenger opinions of train services twice each year from a representative sample of passenger journeys and provides a network-wide picture of customers' satisfaction with rail travel. The latest surveys were completed in spring and autumn of 2014.</p>
20	Greyhound passenger satisfaction (% of passengers who would recommend our services)	The proportion of surveyed Greyhound passengers who would recommend our services to others.	<p>Source: Greyhound customer surveys. This year we surveyed more than 21,000 customers about their journey with us.</p> <p>Exclusions: 2011/12 data only covers the period from September 2011 to March 2012.</p>
21	First Student customer satisfaction (average rating out of ten)	The average rating out of ten given by surveyed First Student customers for their overall satisfaction with our services.	<p>Source: First Student customer surveys. Once a year (in January) we survey all contract school bus customers with over 2 buses.</p>
22	First Transit customer satisfaction (average rating out of ten)	The average rating out of ten given by surveyed First Transit customers for their overall	<p>Source: First Transit customer surveys.</p> <p>Excludes customers from First Vehicle Services, which provides fleet maintenance and ancillary support services for public sector customers. This is excluded in order to</p>


		satisfaction with our services.	maintain year on year comparability, as data from this group is not available before 2013/14.
 Helping our communities to prosper			
Performance indicator (PI)		Definition	Boundaries, scope and exclusions
23	Total FirstGroup community investment (£) measured using the LBG criteria	The total annual value of our community and charitable donations, gifts in kind, donated time, and third party leveraged funds, covering Group and all divisions across the UK and North America.	<p>Scope: The total value of our community investment (£) within the reporting year. This is made up of a combination of cash, time and gifts in kind (PI 24), and leverage (PI 25).</p> <p>Methodology: The LBG model <i>“LBG’s measurement framework ensures a robust and credible approach to measuring the real value and impact of corporate community investment to both business and society. At its heart it is a simple input/output model that can be applied at a pace that works for individual companies. It allows a company to consistently assess its community activities in terms of the resources committed (the inputs) and the results achieved (the outputs and the impacts).”</i></p>
24	Total FirstGroup community investment (£) excluding leverage, by division	The total annual value of our community and charitable donations, gifts in kind, donated time, broken down by division.	<p>See comments for PI 23 above.</p> <p>Scope: The total value of our community investment (£) within the reporting year (excluding leverage). This covers:</p> <ul style="list-style-type: none"> Cash: contributions made directly by the Company (such as donations and matched funding)

			<ul style="list-style-type: none"> • Time: which includes employee volunteering, school visits and volunteered driver time for community events. The value of time contributions is calculated on the basis of an average cost per hour • Gifts in kind: which includes donated travel tickets, advertising space and vehicle hire. The value of these gifts is calculated at cost to the business. <p>Exclusions:</p> <ul style="list-style-type: none"> • Cash: excludes any donations made by employees (which is included within leverage) • Time: excludes any employee time volunteered outside of normal working hours • Leverage (such as employee payroll giving and donations from third parties such as customers and suppliers) is excluded from this PI as it is shown separately in PI 25. <p>Methodology: The LBG model</p>
25	Total community investment leverage (£), by source	The total annual value of our community and charitable leveraged funds raised, broken down by source.	<p>See comments for PI 23 above.</p> <p>Scope: Leverage, such as contributions from employees, customers and suppliers. This covers:</p> <ul style="list-style-type: none"> • Payroll giving • Employee fundraising • Other: including external sources such as customers and suppliers. <p>Exclusions: All community investment other than leverage.</p> <p>Methodology: The LBG model</p>

26	Total value of our Macmillan Cancer Support partnership (£) since July 2012 against £1m target	The value of our Charity of Choice partnership with Macmillan Cancer Support since it was launched in July 2012 against a £1m target for March 2015.	<p>Scope:</p> <p>The value of our Charity of Choice partnership with Macmillan Cancer Support since it was launched in July 2012, covering:</p> <ul style="list-style-type: none"> • Corporate donations • Gifts in-kind (at commercial value): such as advertising space on our buses • Employee fundraising.
<div>  Dedicated to safety </div>			
Performance indicator (PI)		Definition	Boundaries, scope and exclusions
27	Employee injury rate (per 1,000 employees)	The number of employee injuries reported, expressed in terms of per thousand employees per year.	<p>Scope:</p> <p>An employee is a person who has a current contract of employment (verbal or written) and is 'on duty' at the time of the incident (excludes contractors).</p> <p>An injury is an incident which results in visual evidence of injury, or where a person states that they have been injured.</p> <p>Calculation:</p> <p>Number of incidents in the last 12 periods / (average number of employees in the last 12 periods / 1,000) / number of weeks in the last 12 periods * number of weeks in the year.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • Injuries as a result of assault, shock and trauma • Employee Injuries are recorded in line with Group wide safety definitions and any exclusions mentioned therein.

28	Lost Time Injury rate (per 1,000 employees)	The number of employee injuries which resulted in time lost from work of one day or more, expressed in terms of per thousand employees per year.	<p>Scope: The number of employee injuries (see definition in PI 27) which have resulted in one or more days lost from work.</p> <p>Calculation: Number of incidents in the last 12 periods / (average number of employees in the last 12 periods / 1,000) / number of weeks in the last 12 periods * number of weeks in the year.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • Injuries as a result of assault, shock and trauma • Lost Time Injuries are recorded in line with Group wide safety definitions and any exclusions mentioned therein.
29	Passenger injury rate (per million miles)	The number of passengers injured, expressed in terms of per million miles travelled by our fleets.	<p>Scope: A passenger is a person who is not a member of staff on duty but who has or is intending to travel on a service regardless of whether a valid ticket is held or not.</p> <p>An injury is an incident which results in visual evidence of injury, or where a person states that they have been injured.</p> <p>Calculation: Number of incidents in the last 12 periods / (number of miles travelled by our fleets in the last 12 periods / 1,000,000).</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • Passenger Injuries are recorded in line with Group wide safety definitions and any exclusions mentioned therein.
30	Signals Passed at Danger (SPAD) rate (per million rail miles)	The number of Category A SPADs in the reporting year within UK Rail expressed in terms	<p>Scope: Any signal passed at danger without authority when a stop aspect or indicator (and any associated preceding indicators) was displayed correctly. This is standard for all FirstGroup train operating companies.</p>

		of per million rail miles.	<p>Calculation: Number of incidents in the last 12 periods / (number of rail miles travelled in the last 12 periods / 1,000,000).</p> <p>Exclusions: SPADs are recorded in line with Group wide safety definitions and any exclusions mentioned therein.</p>
31	Vehicle collision rate (per million miles)	The number of vehicle collisions, expressed in terms of per million miles.	<p>Scope: Any FirstGroup vehicle contact with another vehicle, a bicycle, a motorcycle, a stationary object, a pedestrian and large animals.</p> <p>Calculation: Number of incidents in the last 12 periods / (number of miles travelled in the last 12 periods / 1,000,000)</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • UK Rail • Vehicle Collisions are recorded in line with Group wide safety definitions and any exclusions mentioned therein.
32	Incidents of sleeping children in FirstGroup (per million miles)	The number of incidents of children left unattended on a FirstGroup bus (First Student and First Transit) expressed in terms of per million miles.	<p>Scope: Any time a child/passenger is unintentionally left unattended on a vehicle providing school transportation for any period of time. The trigger for classifying the event is the driver or attendant stepping completely off the bus leaving no FirstGroup employee or school district person on board to watch over the children.</p> <p>Calculation: Number of incidents in the last 12 periods / (number of miles travelled in the last 12 periods / 1,000,000)</p> <p>Exclusions:</p>

			Sleeping children are recorded in line with Group wide safety definitions and any exclusions mentioned therein.
 Valuing our people			
Performance indicator (PI)		Definition	Boundaries, scope and exclusions
33	Employee Gender - Total for FirstGroup	The number of persons of each sex who were active employees of FirstGroup plc at 31 March of each reporting year.	<p>Scope:</p> <p>Active employees (working for FirstGroup and drawing a pay check) at 31 March of each reporting year.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • Data for UK Bus and Group functions was collected in April 2012 and February 2013 rather than at 31 March for those reporting years • Inactive employees, such as those who have retired, are on maternity leave or are signed off due to injury etc.
34	Employee Gender - Total for FirstGroup by geography	The number of persons of each sex who were active employees of FirstGroup plc at 31 March of each reporting year, broken down by geography.	<p>Scope:</p> <p>Active employees (working for FirstGroup and drawing a pay check) at 31 March of each reporting year, broken down by geography:</p> <ul style="list-style-type: none"> • UK and Ireland • USA • Canada. <p>Exclusions:</p> <ul style="list-style-type: none"> • 2011 reporting year data excludes Greyhound Canada, and UK and Ireland, as data was not available. • Data for UK Bus and Group functions was collected in April 2012 and February 2013 rather than at 31 March for those reporting years

			<ul style="list-style-type: none"> • Inactive employees, such as those who have retired, are on maternity leave or are signed off due to injury etc.
35	Employee Gender - Total for FirstGroup by division	The number of persons of each sex who were active employees of FirstGroup plc at 31 March of each reporting year, broken down by division or operating company.	<p>Scope:</p> <p>Active employees (working for FirstGroup and drawing a pay check) at 31 March of each reporting year, broken down by division or operating company:</p> <ul style="list-style-type: none"> • UK Bus* • UK Rail (total) • Each individual UK Rail train operating company • Greyhound • First Student • First Transit • Group functions. <p>*UK Bus data includes Aircoach and First Northern Ireland Ltd.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • 2011 reporting year data excludes First Hull Trains, UK Bus, Greyhound and Group functions data as it was not available. • Data for UK Bus and Group functions was collected in April 2012 and February 2013 rather than at 31 March for those reporting years • Inactive employees, such as those who have retired, are on maternity leave or are signed off due to injury etc.
36	Employee Gender - FirstGroup plc Board	The number of persons of each sex who were Directors of FirstGroup plc at 31 March of each reporting year.	<p>Scope:</p> <p>FirstGroup plc Directors at 31 March of each reporting year.</p>

37	Employee Gender – Senior Managers	The number of persons of each sex who were Senior Managers of FirstGroup plc at 31 March of each reporting year.	<p>Scope: Senior Managers at 31 March 2014 and 31 March 2015.</p> <p>Senior Managers are defined in the Companies Act 2006 as “any employee who has responsibility for planning, directing or controlling the activities of the company, or a strategically significant part of the company”. The proxy for this is our top 283 employees (2014/14: 342), who were members of our Be First leadership programme at 31 March of each reporting year.</p>
38	Employee Gender - Employee Directors	The number of persons of each sex who were Employee Directors of FirstGroup plc at 31 March of each reporting year.	<p>Scope: Employee Directors at 31 March 2014 and 31 March 2015.</p> <p>Employee Directors are voted for by employees to represent them and are on many of the Group’s UK divisional boards, and the FirstGroup plc Board.</p>
39	Employee Gender - Apprenticeship programme	The number of persons of each sex participating in the FirstGroup Apprenticeship programme in each reporting year.	<p>Scope: Persons commencing a FirstGroup Apprenticeship programme within each reporting year (September 2012, 2013 and 2014).</p> <p>*Engineering, customer service, and operations programmes **Engineering, customer service, operations, control, and management programmes.</p>
40	Employee Gender - Graduate programme	The number of persons of each sex participating in the FirstGroup Graduate programme in each reporting year.	<p>Scope: Persons commencing a FirstGroup Graduate programme* within each reporting year (September 2012, 2013 and 2014).</p> <p>*Engineering, operations, and commercial programmes.</p>

