

# **FirstGroup Corporate Responsibility Data**

June 2018

Financial Year 2017 - 2018



## This data is summarised within FirstGroup's Annual Report and Accounts 2018



The data provided within this report represents the FirstGroup financial year of:

**1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018**



The data within this report is re-baselined to include South Western Railway (SWR) franchise incorporated on 20<sup>th</sup> August 2017. This is standard procedure and allows data prior to SWR's inclusion to be comparable. As a result, data within this report for financial years 2016/2017 and 2015/2016 may not match that previously reported.



Please note the following documents contain further information related to the data in this document:



- **Reporting Guidelines:** This details what information has been included and excluded, calculation methodologies and further information on the re-baselining procedure.
- **Independent Assurance Report:** The data provided is assured by an independent third party ([Carbon Clear Ltd](#)) and their assurance statement details their assessment method and comments relating to the quality of this data.

# Total Carbon Footprint

Our total carbon footprint has reduced by 2% in comparison with 2016-17. This reflects reduced use of fossil road and rail fuels in favour of electricity use for traction, our procurement of 100% renewable energy in our UK buildings and progressive de-carbonisation of electricity generation.

Carbon Footprint - t CO <sub>2</sub> (e)	2017/2018	2016/2017	2015/2016
Scope 1	2,308,915	2,377,452	2,364,235
Scope 2 <sup>a</sup>	276,973	270,988	267,241
Scope 3	9,339	10,668	15,126
Out of Scope	10,065	9,530	13,585
<b>Total</b>	<b>2,605,293</b>	<b>2,668,639</b>	<b>2,660,187</b>
Scope 2 <sup>b</sup>	46,683	46,128	72,134
<b>Total</b>	<b>2,375,003</b>	<b>2,443,779</b>	<b>2,465,080</b>

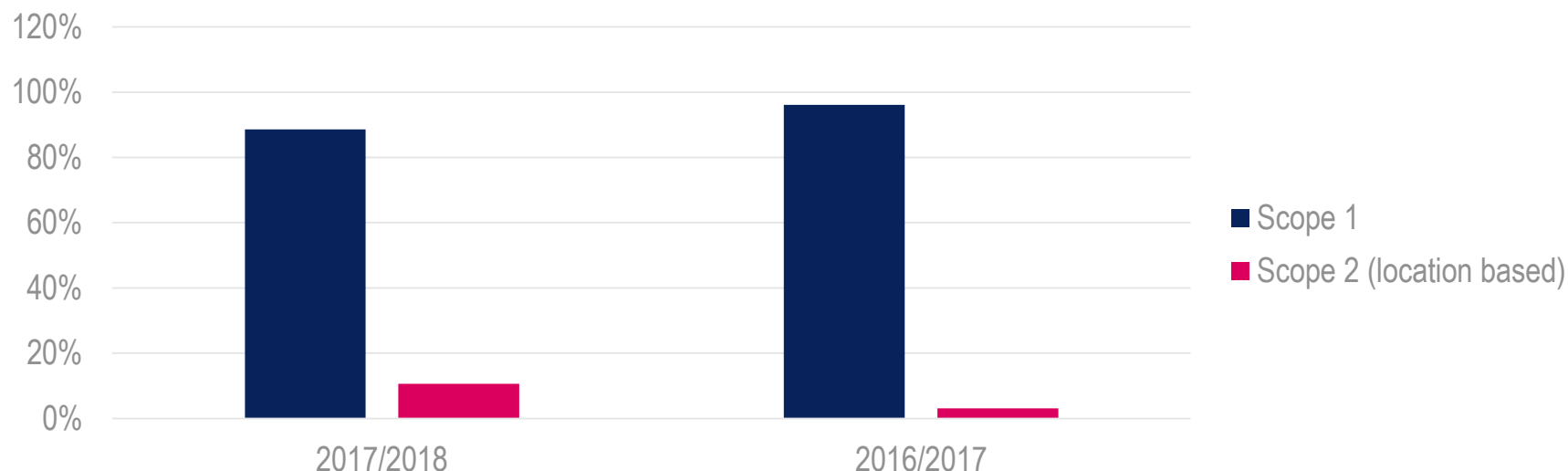
Taking into account a market-based approach to emissions calculation, our total carbon footprint has reduced by 3% compared to the prior financial year.

<sup>a</sup> **Location Based** – this is calculated using a standard emission factor published by DEFRA (2017)

<sup>b</sup> **Market Based** – this is calculated using actual emissions which is lower than the DEFRA reported average (e.g. the purchase of low carbon renewable electricity)

# Carbon emissions per £ Million Revenue

Scope 2 carbon emissions have increased from 3% in 2016/2017 to 11% total carbon footprint in 2017/2018. This change reflects our greater proportion of electric traction in our business.



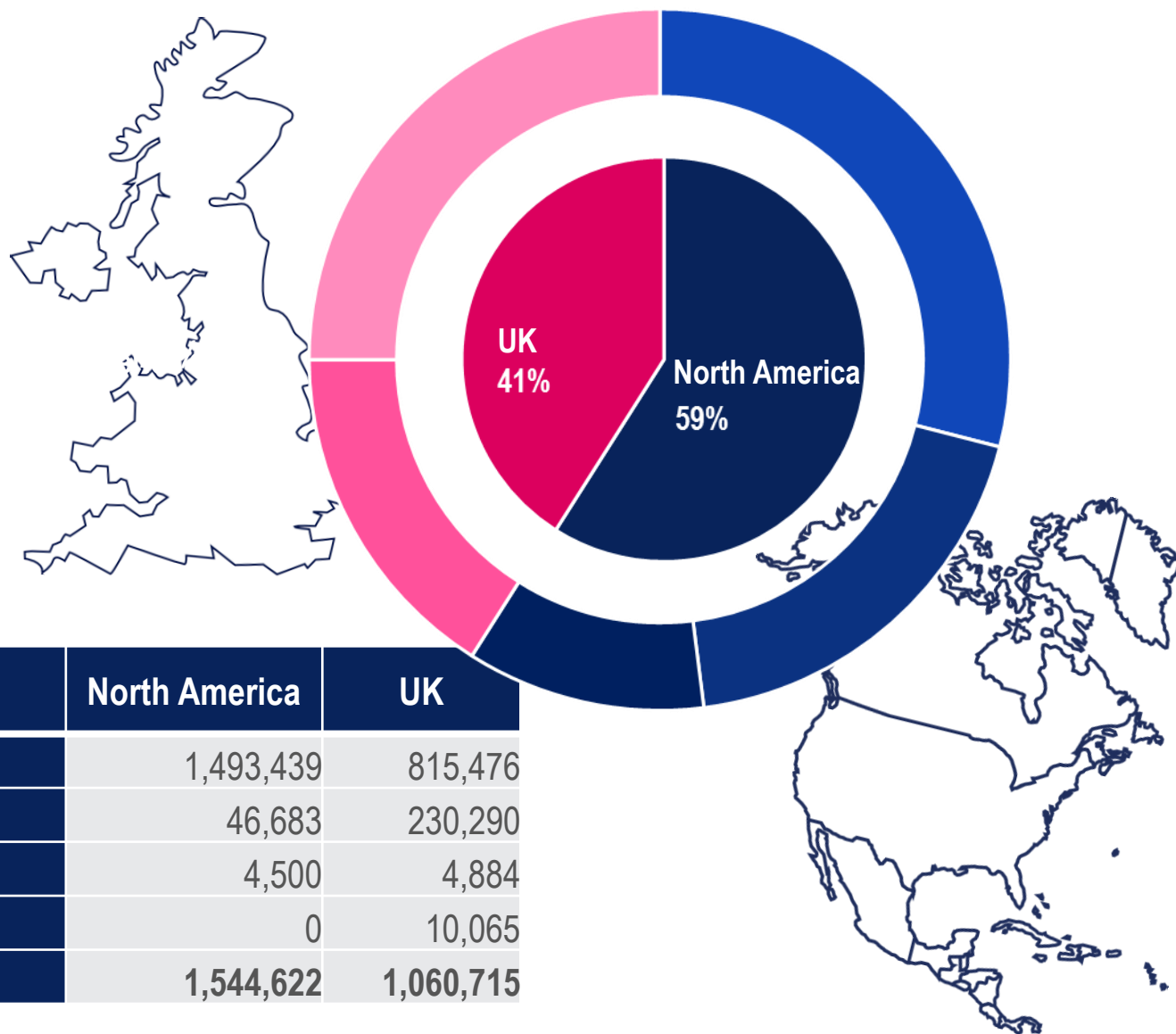
Total carbon emissions by revenue (£ million) in 2017-18 have reduced by 4% in comparison with 2016-17 and are 6% lower than those in 2015/16

Carbon Footprint - t CO <sub>2</sub> (e)	2017/2018	2016/2017	2015/2016
Carbon Footprint - t CO <sub>2</sub> (e)	2,605,293	2,668,639	2,660,187
t CO <sub>2</sub> (e) per £mill Revenue <sup>a</sup>	384.81	399.80 <sup>a</sup>	426.33 <sup>a</sup>

<sup>a</sup> **Re-Baselining** – The figures from prior reporting years will not match these due to the requirement to re-baseline data

# Carbon Footprint by Geography/Division

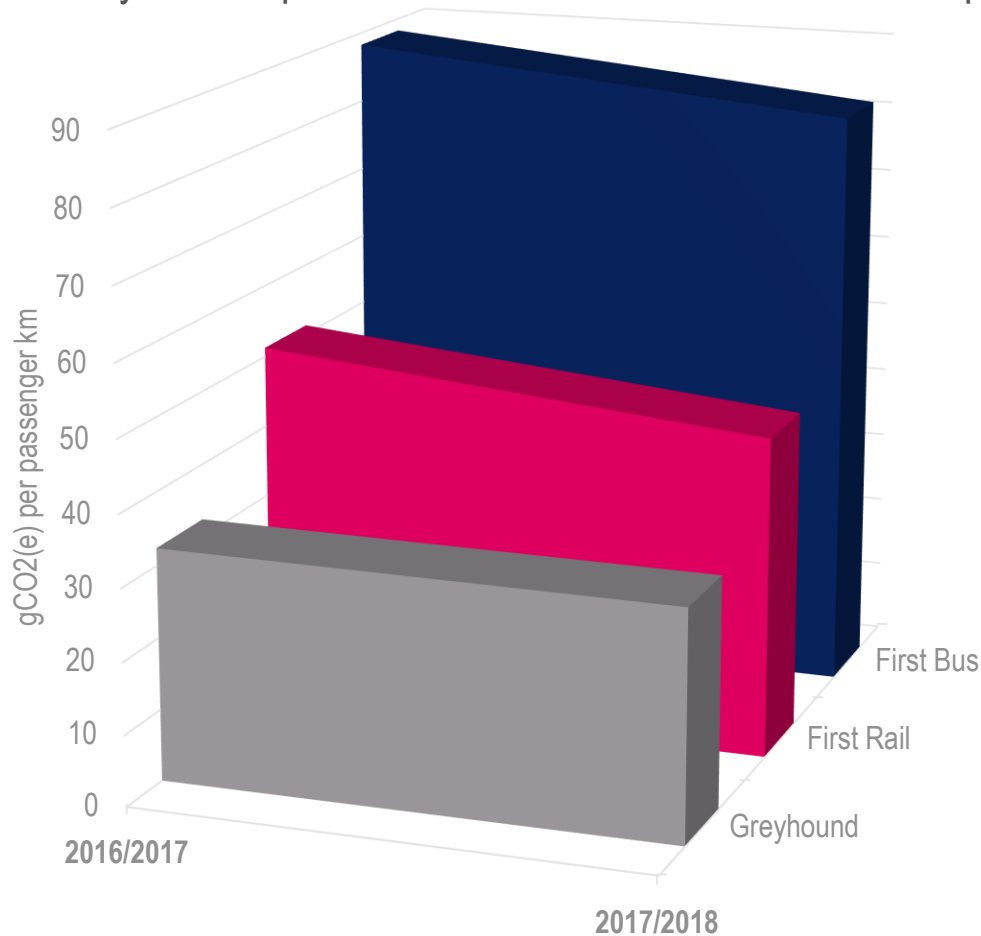
- First Student
- First Transit
- Greyhound
- First Bus
- First Rail



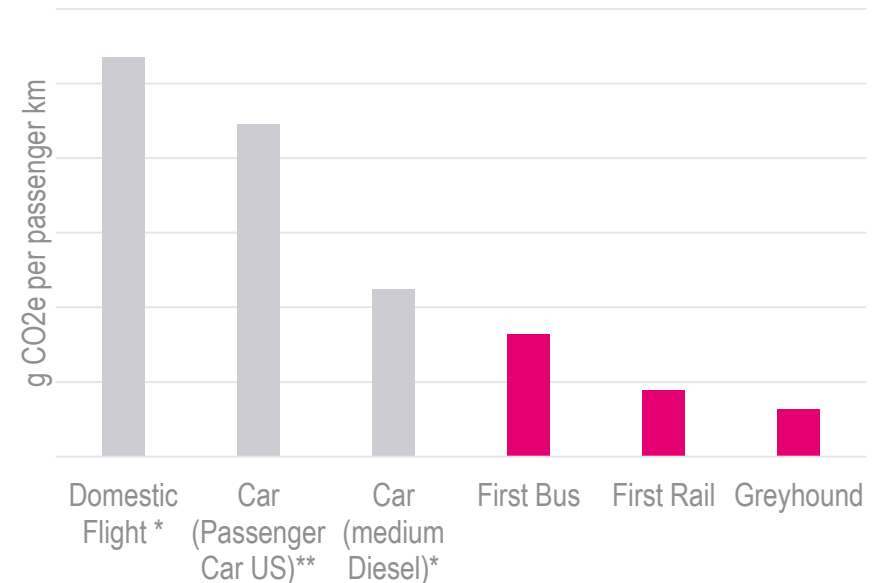
Carbon Footprint - t CO <sub>2</sub> (e)	North America	UK
Scope 1	1,493,439	815,476
Scope 2 <sup>a</sup>	46,683	230,290
Scope 3	4,500	4,884
Out of Scope	0	10,065
<b>Total</b>	<b>1,544,622</b>	<b>1,060,715</b>

# Carbon Emissions Per Passenger km

The carbon footprint per passenger km has reduced within First Bus, First Rail and Greyhound from the prior financial year. Compared to other UK and US forms of transport, First Rail, First Bus and Greyhound operations remain more carbon efficient per passenger km.



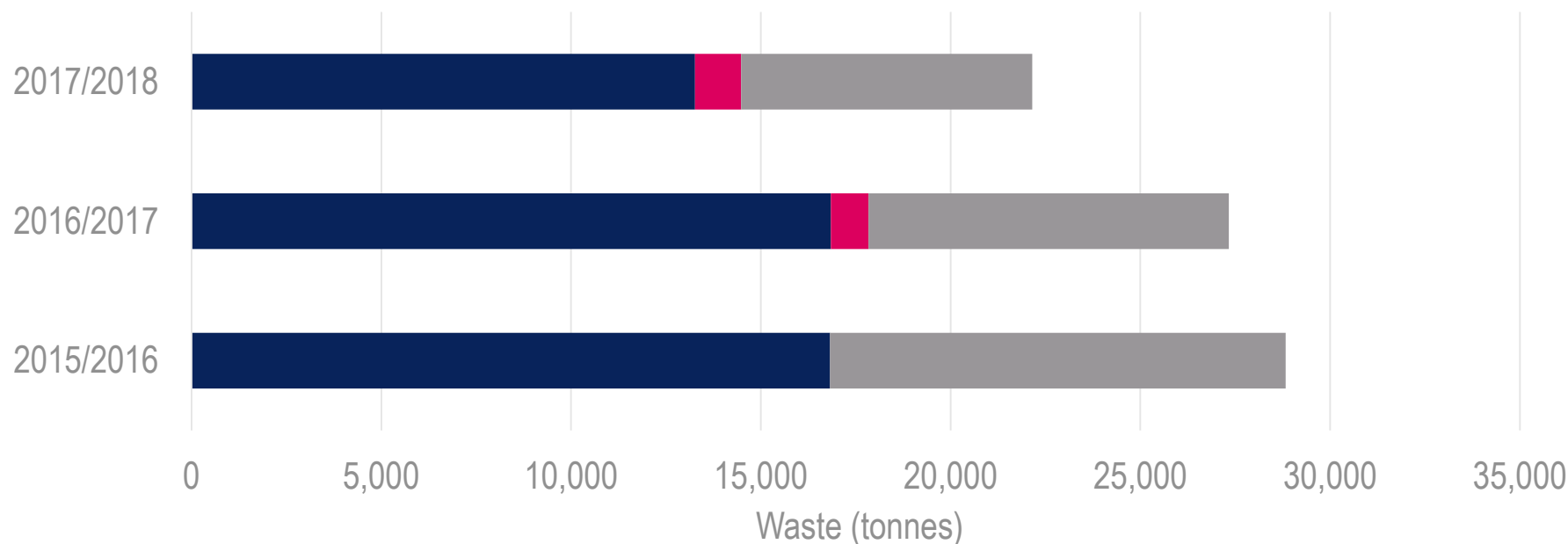
<b>g CO<sub>2</sub>(e) per passenger km</b>	<b>2017/2018</b>	<b>2016/2017</b>
<b>First Bus</b>	81.8	88.3
<b>First Rail</b>	44.8	51.3
<b>Greyhound</b>	32.1	32.4



# Waste Management

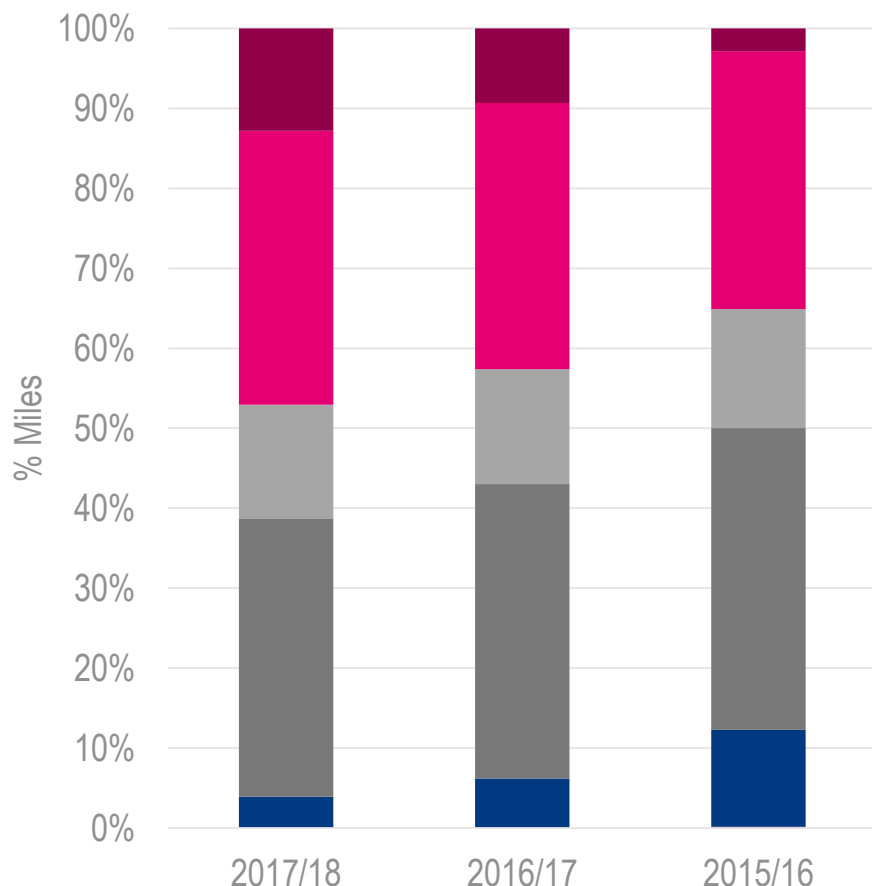
We have reduced the overall volume of waste we produce (metric tonnes) over the past three financial years and have reduced the volume of waste we landfill by 3%

■ Landfilled ■ Recovered/Diverted ■ Recycled



Percentage (%) Total Waste	2017/2018	2016/2017
Recycled	35%	35%
Recovered/Diverted	5%	2%
Landfilled	60%	63%

■ EURO I ■ EURO II ■ EURO III  
■ EURO IV ■ EURO V ■ EURO VI



First Bus continues to reduce its impact on air quality by investing in fleet with lower air emissions.

In 2017-18, we invested £37 Million in low-emission buses. This has enabled us to increase the proportion of miles travelled by the cleanest (Euro VI) buses by 10%, at the expense of a 10% mileage reduction in our older fleet (EURO IV and older).

In 2018-19 we will invest a further £46 Million on cleaner fleets.

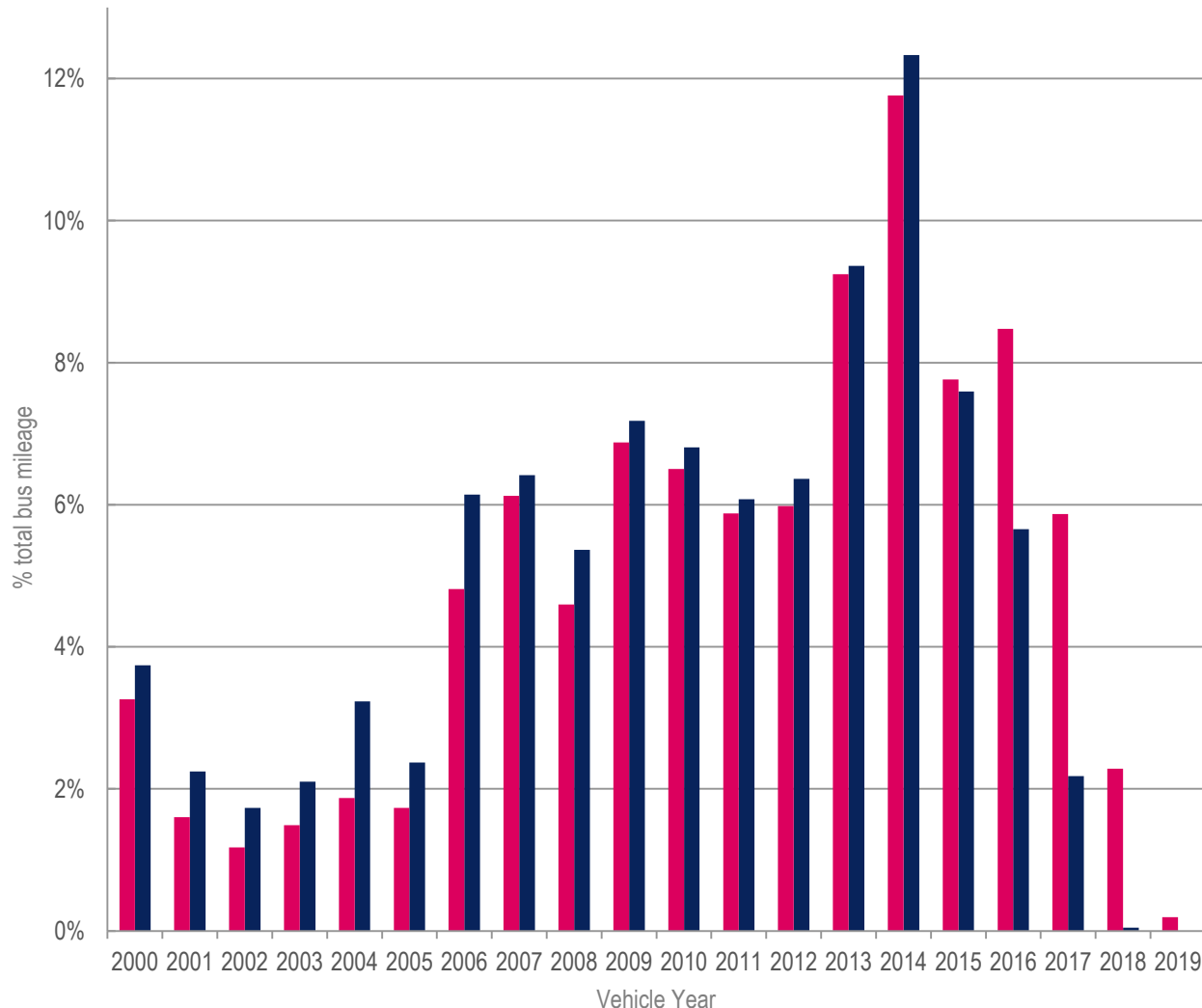
\*A Euro VI bus has 83% less air pollutant\* emissions than a Euro II bus.

This relates to the reported EURO emissions standards for Trucks and Buses – Carbon Monoxide (CO), Hydrocarbons (HC), Nitrogen Oxides (NOx) and Particulate Matter (PM) totalled in g/kWh (12.25 g/kWh Euro II and 2.04 g/kWh for Euro VI)



# US Air Emissions: % miles driven by model year **First**

■ 2016 ■ 2017



Our North American operations have achieved a 28% reduction in mileage by vehicles which pre-date 2007 - the year in which the EPA emissions standards became markedly more stringent with respect to NOx and PMs

First Student emissions of PMs and NOx have fallen by 22% and 17.5% respectively between 2016/17 and 2017/18.

This decrease results largely from our replacement of older fleet with new, lower-emission alternatives.

# Water Consumption

Water consumption within First Bus is partly estimated and thus not publicly reported. The figures below represent 87% the total reported revenue for this financial year:

**First Rail (UK) – 707,278m<sup>3</sup>**

**North America (Student, Transit and Greyhound) – 802,880m<sup>3</sup>**

## Environmental Compliance – North America

Aspect	Performance in 2017-18
Total monetary value of significant fines (>\$10,000)	0
Total monetary value of fines <\$10,000	8180
Total number of non-monetary sanctions (e.g. abatement notices, notices of violation, exceedance of consented discharge, waste violations)	77
Cases brought through dispute resolution mechanisms	0



## Greyhound on-time performance<sup>1</sup> (%)



Greyhound’s on-time performance reduced this year, partly as a result of poorer fleet reliability as well as delays due to adverse weather. To mitigate this, we are introducing new vehicles, improving our fleet maintenance regime and also continue to roll out automatic GPS tracking, which now covers our Canadian network as well as the US. This enables us to analyse route and driver data to improve performance.

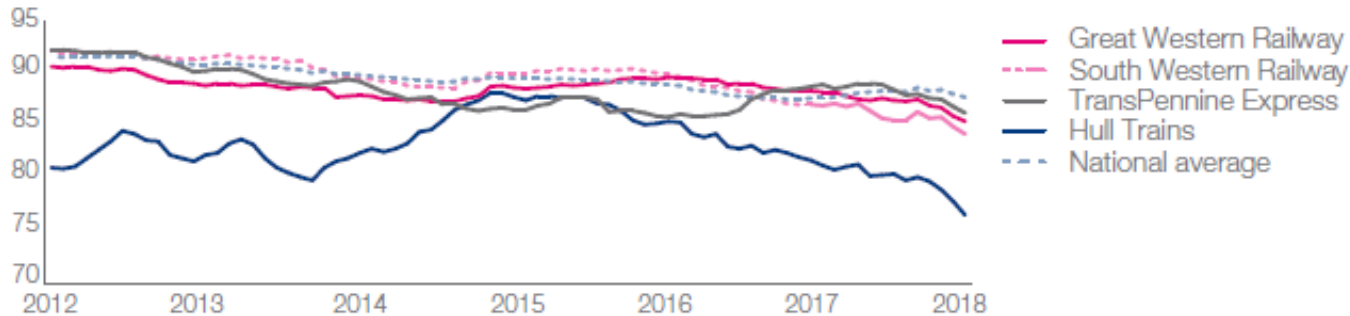
## First Bus punctuality (%)



Our First Bus punctuality measures percentage of services no more than one minute early or five minutes late. We continue to work with all local authorities to resolve or mitigate such issues, using our increased access to GPS data to pinpoint problem areas for authorities. In addition our networks saw disruption from adverse weather, particularly in Spring 2018.



**First Rail Public Performance Measure (PPM)**  
(% moving annual average)



The national average score of rail punctuality and reliability (PPM) was flat year-on-year with a number of TOCs affected by substantial infrastructure upgrades on their networks as well as disruption from winter weather. First Rail TOCs have been similarly affected with significant upgrade work taking place across the GWR network at Waterloo station on the SWR network and in the Greater Manchester area on the TPE network.



## Employee lost time injury rate (per 1,000 employees per year)



Our lost time injury rate has gone up by 1% with increases in our road divisions offset by reductions in First Rail. Total employee injuries went down by 4%, showing that our focus on ensuring employees follow safe systems of work, and tackling unsafe behaviours at source, is working. This remains an area of ongoing focus for our teams.

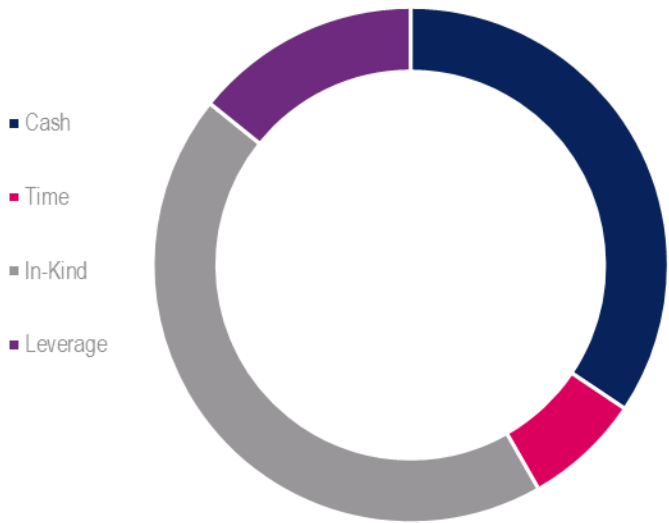
## Passenger injury rate (per million miles)



Passenger injuries per million miles have gone up by 4%, primarily driven by increases in Greyhound, First Transit and First Bus. There have been significant reductions in First Rail and First Student. There are proactive ongoing initiatives within each of the divisions, implementing preventative measures to reduce injuries on or around our vehicles, trains and stations. This safety focus remains at the forefront of all our businesses' operational strategies.



FirstGroup Community Investment, 2017-18



Cash	£1,418,000
Time	£302,631
In-Kind	£1,815,000
Leverage	£586,000

This year we contributed £4.12m to the communities we serve across the UK and North America. This was measured by using the method of the London Benchmarking Group (LBG) model which tracks cash contributions made directly by the Group, time (employee volunteering), in-kind support (such as travel tickets, advertising space) and leverage (including contributions from other sources such as employees, customers and suppliers).

The large increase from last year's total community investment figure is due primarily to increased data collection across the Group and more established processes in place to measure the positive contributions we're making. We also made a significantly higher contribution to our charity partner in 2018 – around £1m in total.

## Diversity snapshot at 31 March 2018



● Female  
● Male



### Total employees



### Senior managers<sup>1</sup>



### Board Directors



<sup>1</sup> Using the Companies' Act definition of 'any employee who has responsibility for planning, directing or controlling the activities of the Company or a strategically significant part of the Company'.

During the year, the overall proportion of women reduced slightly from 40.1% in 2017 to 38.9% in 2018; this was due to a headcount reduction in our largest division, First Student, which is majority female. However, the proportion of women in senior management has increased from 20.6% to 22.3%, another rise from 17.3% in 2014.

We have also been strengthening the pipeline of women building their experience for the most senior roles: although the proportion of female managers remains at 35% of all management roles across the Group, 50% of succession candidates for the most senior roles are female compared with 28% in 2016.

In our First Student division, more than 28,000 women are employed across a variety of driving, supervisory and management roles, and 47% of managers are female.



## Your Voice employee engagement score (%)

FirstGroup  
**60% to 88%**



External benchmark  
UK 64%  
North America 68%



We carried out a number of Your Voice employee engagement surveys during 2017/18 and will complete surveys for the remainder of the Group later in 2018.

Our First Rail businesses once again scored well, with employee engagement scores between 60-88% compared with an external UK benchmark norm of 64%.

The First Bus score of 61% represents a 4% improvement on their 2015 survey.

Engagement scores in our North American divisions ranged from 69-74%, against an external benchmark norm of 68%.