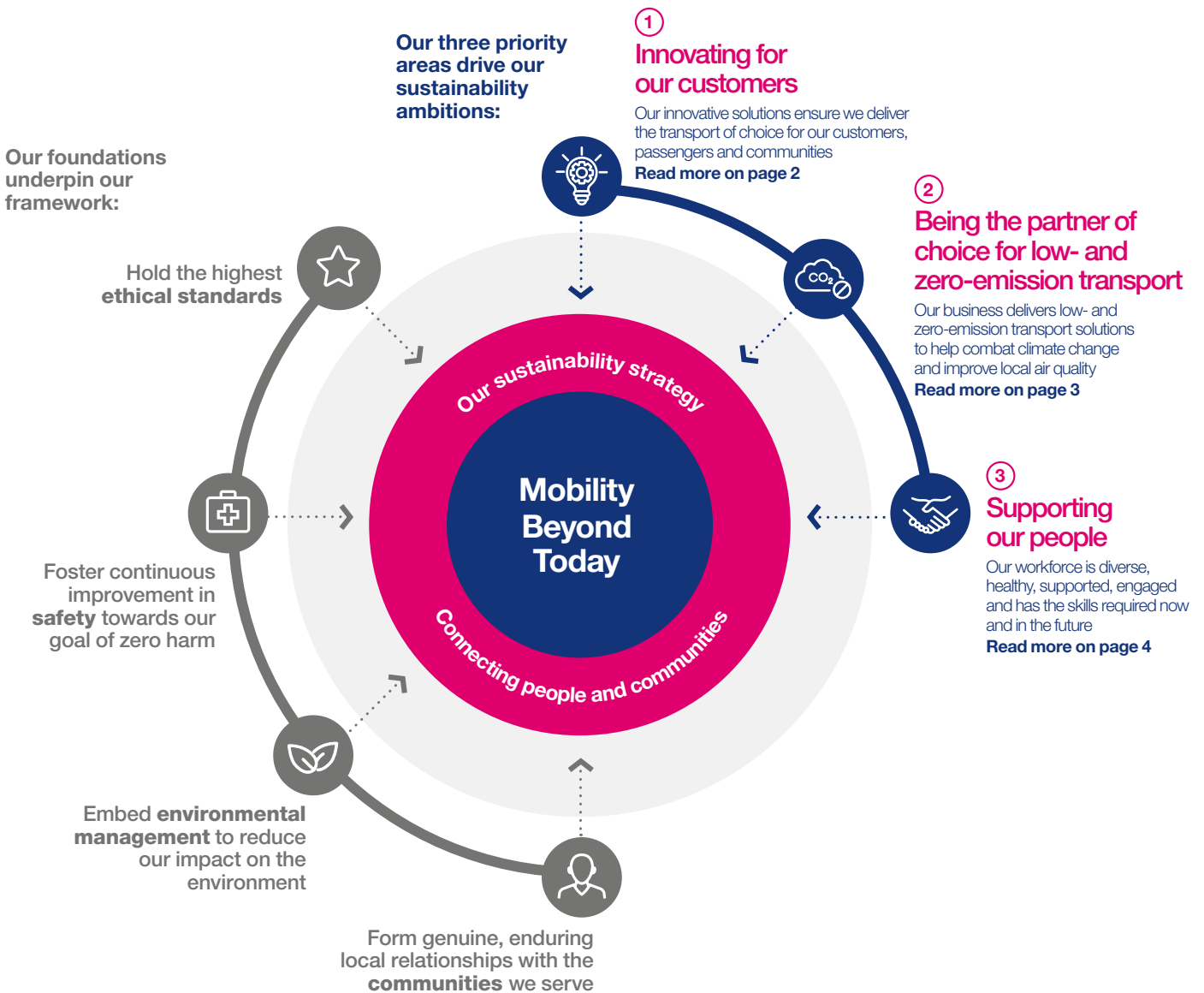


Mobility Beyond Today

Through Mobility Beyond Today, our ambition is to be the partner of choice for innovative and sustainable transport, accelerating the transition to a zero-carbon world.

Mobility Beyond Today is our Group-wide strategic framework for sustainability. Recognising that climate change is the greatest long-term challenge of our times, we have committed to accelerate the change in the transport sector through leadership in three priority areas: innovating for our customers, being the partner of choice for low- and zero-emission transport, and supporting our people.

We know we have a critical role in creating a connected, healthy, zero-carbon world, contributing to local prosperity and growth, reducing congestion on the roads, improving air quality and helping to lower carbon emissions.



Bringing our framework to life

On the following pages, we set out how we are embracing the challenge of decarbonisation in a way that drives and delivers value for our business, our people and our customers – now and in the future. The implementation of Mobility Beyond Today within each of our divisions reflects the different internal and external opportunities unique to each business, but each of FirstGroup’s approximately 100,000 employees has a role to play in making our commitments a reality. Read more about Mobility Beyond Today at www.firstgroupplc.com/responsibility

1 Innovating for our customers

For more information on sustainability go to www.firstgroupplc.com/responsibility

Our ambition is to be the partner of choice for innovative and sustainable transport solutions for our customers, partners and communities. We want more people than ever to join us in travelling on our bus and rail services, taking cars off the road, and that means providing services that have innovation, ease and convenience at their core.

Our aims



Making the shift

More people using bus and rail services, increasing ridership and taking private car journeys off the road



Innovation

Embracing new technologies and ways of working to deliver easy and convenient mobility solutions for our customers



Using our influence

Collaborating and partnering with stakeholders to shape the sustainable communities of the future

Our commitments

- 1 To provide easy and convenient mobility, encouraging the switch from private car journeys to our mobility solutions
- 2 To promote and proudly champion the social, environmental and economic benefits of the services we offer
- 3 To support accessibility and inclusion, and to integrate the needs of vulnerable people into our decision-making to deliver safe and inclusive mobility solutions and practices
- 4 To stimulate a culture of innovation, embracing new technologies and ways of working to deliver easy and convenient mobility solutions in a low-carbon economy
- 5 To scale up innovations rapidly to harness the opportunities of the low-carbon economy
- 6 To continue building collaborative relationships to support new research and development, access new technologies and accelerate the adoption of innovative approaches
- 7 To advocate for sustainable urban planning and transport infrastructure decisions to help reduce congestion, enhance customer experience and decrease journey times
- 8 To continue working with government, elected officials and policymakers, and our professional associations, to advocate for innovation and investment in sustainable mobility

Our commitments in action

- In **First Transit** we've been testing electric autonomous vehicles (AV) since 2017, with pilots in progress across the US, helping to tackle congestion, open up services to new customers, and reduce carbon emissions. Our leadership in the maintenance and operation of both AV and electric vehicles has been consolidated with recent contract wins in Houston and Colorado.
- In **First Student**, we're trialling new electric school buses in Chicago, Montreal, and Minnesota. We're evaluating all major manufacturers, including Lion Electric, Bluebird, and Thomas Built Bus. Using our market leadership, we're helping to accelerate the adoption of zero-emission technology in our industry.
- In **First Bus**, we continue to use our influence to advocate for innovation and investment in sustainable public transport, and are one of a leading group of bus

operators calling on the UK Government to outline a national strategy to encourage more people to use buses.

- We have also pledged to harness the opportunities of the low-carbon economy by committing to operate a **zero-emission fleet in First Bus by 2035**, and do not plan to purchase any new diesel buses after December 2022.
- We're already scaling up low-emission innovation in **First Bus**, working closely with key stakeholders and our supply chain to roll out 77 state-of-the-art biomethane buses and a new gas-filling station in Bristol this year, giving us a fleet with 84% lower life cycle carbon emissions compared to conventional Euro V diesel buses. The biogas that fuels these buses comes from waste food and is supplied by anaerobic digesters across the UK.



“We embrace a culture of innovation, investing in new technologies and ways of working. The investments we are making now in electric autonomous vehicles, MaaS, cleaner energy and digital customer channels will power the transition to the low-carbon economy of the future.”

Dave Lynch, Chief Information Officer, FirstGroup

② The partner of choice for low- and zero-emission transport

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We're taking action to combat climate change and improve local air quality by delivering low- and zero-emission mobility solutions for our customers. Our aim is to eliminate the carbon emissions associated with our operations. FirstGroup's total carbon emissions reduced by 10.8% between 2016 and 2020, thanks to cleaner fuels, more efficient fleets and significant decarbonisation of the electricity grid in the UK. During 2020/21, we will model science-based carbon trajectories to 2040, helping us identify how we can support the transition to a low-carbon economy. We also strive to improve local air quality in our communities through lower emissions of air pollutants such as nitrous oxides (NOx) and particulates (PMs).

Our aims



Zero-carbon

Eliminating the carbon emissions associated with our operations



Air quality

Improving local air quality in our towns and cities through cleaner fleets



Climate resilience

Incorporating climate adaptation measures to improve the resilience of our services

Our commitments

- 1 To be the partner of choice for our customers, passengers and communities for low- and zero-emission mobility solutions
- 2 To continue working with vehicle manufacturers, energy partners, our professional associations and others on the transition to low- and zero-emission mobility solutions
- 3 To enhance our knowledge of the short-, medium- and long-term risks and opportunities for our business in the transition to a low-carbon economy
- 4 To plan our transition in a way that means that we continue to drive growth, be cost efficient, build trust with our stakeholders and future proof our business
- 5 To embed our approach of eliminating carbon and air emissions from our operations into our divisional strategies and business plans
- 6 To address both air quality (e.g. NOx, PMs) and carbon emissions, ensuring we have a holistic and long-term plan
- 7 To model science-based carbon reduction trajectories to 2040 to help inform our transition plans
- 8 To understand the risks from the physical impacts of climate change in line with recognised climate change scenarios*, and build resilience where needed
- 9 To be transparent with our progress and publicly disclose decision-useful climate-related financial information*

* In alignment with Task Force on Climate-related Financial Disclosures (TCFD) recommendations. The TCFD is developing voluntary, consistent climate-related financial risk disclosures for use by companies in their public reporting.

Our commitments in action

- In **First Bus** we've been introducing electric, biogas and hydrogen buses across our services. In the UK, the city of York will be home to one of the biggest fleets of double-decker electric buses outside London. These zero-emission vehicles can carry 99 passengers each and have a range of over 150 miles – and will help us on our journey to a zero-emission First Bus fleet by 2035.
- In **First Transit** we have added more than 40 electric vehicles to our shuttle fleet for one of our university campus clients, with further vehicles planned to be added soon. Electric school buses in **First Student** are also becoming a reality, with our industry-leading trials underway in a number of school districts.
- In January 2020, **First Glasgow**, in partnership with SP Energy Networks, launched the first fully electric vehicles onto a commercial route in the city since the 1960s.
- The electrification of our **First Rail** routes has contributed to a 15% reduction in carbon emissions per passenger kilometre in the past three years, and progress is set to continue as the UK rail network is progressively electrified.
- We're also driving cross-industry research into the impact rail transport can have in reducing NOx emissions through our leadership of the rail industry's Air Quality Steering Group. In 2019, its research was focused on the contribution of rail to air quality in urban areas, and explored the potential benefit to Clean Air Zones when diesel trains are replaced with electric alternatives. This research has shown that our bi-mode trains (which can be powered either by electricity or diesel) in Great Western Railway produced on average 41% less NOx emissions compared with the diesel trains they replaced.



“ We are delighted to launch the city's first conversion of a commercial bus service to fully electric operation. We are thrilled to team up with SP Energy Networks to bring these state-of-the-art zero-emission vehicles to the city of Glasgow. ”

Andrew Jarvis, Managing Director, First Glasgow

③ Supporting our people

For more information on sustainability go to www.firstgroupplc.com/responsibility

Our 100,000 people are the core of our business. The changing nature of transport and mobility – particularly moving to new vehicle technologies – will require us to adapt the way we bid for, plan and operate our services, and how we maintain our vehicles. To deliver that change, we need a healthy, engaged, agile and diverse workforce with the skills and expertise for a low-carbon economy – ready to innovate and deliver mobility for the future.

Our aims



Diversity and inclusion

We value diversity and inclusion, and our workforce represents the communities we serve, increasing effective participation and equal opportunities



Skills for the future

Our people have the skills, expertise and knowledge to drive the transition to a sustainable future



Wellbeing

Our culture means that our employees are supported towards good mental and physical wellbeing

Our commitments

- 1 To develop and implement a plan to attract, recruit and retain a diverse workforce and foster a culture of inclusion
- 2 To increase the diversity of employees reaching management roles by investing in programmes to support the development of underrepresented groups
- 3 To provide employment opportunities for people from disadvantaged or underprivileged backgrounds to promote social mobility and economic development, while increasing workforce diversity
- 4 To build the necessary skills within our workforce to support the transition to a low-carbon economy
- 5 To promote and invest in STEM (science, technology, engineering and mathematics) education, increasing the number of young people with the skillsets needed by the transport sector of the future
- 6 To engage and empower employees to become ambassadors for the business and advocates of sustainable transport
- 7 To provide a proactive employee wellbeing plan with programmes for all, which promote and enable mental, physical and social wellbeing, including industry-specific needs
- 8 To pay our employees a competitive wage and encourage others within our sphere of influence to do the same

Our commitments in action

- We now have trained mental health first aiders across **First Bus** and our larger **First Rail** franchises, and all of our businesses offer employees access to free and confidential counselling. Mental health first aiders have been trained to recognise the signs that someone may be experiencing an issue, to offer initial support, and to direct them to appropriate help if required. In TransPennine Express, our 'Take 10 Together' campaign encourages employees to take ten minutes to initiate a conversation with a colleague if they seem to be feeling anxious or depressed.
- In **First Transit** and **First Student** we're investing in skills for the low-carbon economy to ensure our businesses can solve the engineering challenges of tomorrow head-on. In close partnership with our supply chain, we're developing the engineering skills and expertise to thrive in a zero-carbon world.
- In **First Rail**, TransPennine Express was ranked 26th in the Inclusive Top 50 Employers List in 2019 – a definitive list of UK-based organisations that promote diversity throughout every level of employment, while **FirstGroup** in North America made it onto the Forbes Best Employers for Diversity 2020 list. Great Western Railway is home to ASPECT, an LGBTQ+ network, to promote workplace equality and inclusion, with diversity networks also active within Avanti West Coast.
- Across **FirstGroup** in the UK, we have three development programmes aimed at empowering women – Step Up, Step Forward and the Women's Career Development Programme, aimed at women in non-management, junior management and senior management roles respectively.



Engineering and maintenance skills are going to be critical in a low-carbon economy, so we're working closely with our supply chain, including our vehicle manufacturers and others to ensure that we are fit for the future.



Todd Hawkins, Senior Vice President of Maintenance, FirstGroup America