Environmental Performance Report 2025

FirstGroup plc Annex to the
Annual Report and Accounts 2025

Welcome

Who we are
A leading private sector provider of public transport.

What we do
We deliver value by providing vital transport services that connect people and communities, that are key to achieving wider social, economic and environmental goals.

How we do it
We provide easy and convenient mobility, improving quality of life by connecting people and communities.

Our services

First Bus
First Bus
Aircoach
First Travel Solutions
Delivering Better Experiences

First Rail – open access operators and additional services
Hull Trains
lumo
First
First Customer Contact Ltd
MISTRAL DATA
evo rail
IFS Cloud
First Tram

First Rail – Department for Transport-contracted train operating companies (DfT TOCs)
AVANTI WEST COAST
WEST COAST PARTNERSHIP DEVELOPMENT
GWR

For FirstGroup, the climate emergency means stepping up to the challenge of decarbonisation, and the key role we can play in achieving lower carbon emissions from public transport and more carbon-efficient use of transport modes.

The transition to a sustainable economy is intrinsically connected to our growth and commercial success. We know we have a critical role in creating a connected, healthy, net zero carbon world, contributing to local prosperity and growth, reducing congestion on the roads, improving air quality, and helping to lower carbon emissions.

This report outlines our environmental strategy and performance for the financial year 2025 (FY 2025), detailing our progress across our networks, vehicles, facilities and value chain.

> “Leading in environmental and social sustainability is one of the four pillars in our business strategy, outlining our commitment to sustainability and the recognition of our role in addressing climate change.”

Graham Sutherland
Chief Executive Officer

Message from our Chief Executive Officer

Leading in environmental and social sustainability is one of the four pillars in our business strategy, outlining our commitment to sustainability and the recognition of our role in addressing climate change. As a leading private sector provider of public transport, we have a responsibility to reduce our environmental impact and contribute to the global effort to limit temperature rise. Over the past year, we have made significant strides in reducing our carbon footprint, investing in low and zero emission vehicles, improving the sustainability of our facilities, driving modal shift, and embedding environmental considerations across our value chain. Our commitment to sustainability is not just about meeting targets – it is about driving real change and ensuring that public transport remains a key part of the transition to a low-carbon economy.

Driving down carbon emissions
Reducing our carbon footprint remains at the heart of our environmental strategy. In 2025, we published our first Climate Transition Plan, setting out our approach to reducing greenhouse gas (GHG) emissions, managing climate-related risks, and contributing to an economy-wide transition through modal shift. During FY 2025, we continued to make progress on our three Group science-based targets (SBTs). We have seen a 26% decrease in our Scope 1 and 2 location-based emissions since our baseline year in FY 2020. We are also making progress towards our Scope 3 targets, achieving a 4% decrease in fuel and energy-related activities (FERA) emissions this year compared with our baseline year in FY 2020, and actively engaging suppliers so that 50% by emissions (covering purchased goods and services and capital goods) now have targets aligned with a science-based approach.

Accelerating the shift to low and zero emission vehicles
We are cutting emissions through the continued transition to a lower emission fleet. In FY 2025, we invested £88m to decarbonisation, which included vehicle and depot upgrades. In First Bus, we now have 1,115 zero emission buses in service, making up 20.5% of our commercial bus fleet. We also partnered with external providers to convert diesel buses into zero emission electric vehicles.

In First Rail, Avanti is undertaking a £350m fleet replacement of Voyager diesel trains with bi-mode alternatives, capable of switching between electric and diesel power. In our open access rail operators, we continue to expand capacity with fleet upgrades and promote modal shift with new routes. These investments are critical in shaping a more sustainable transport network and ensuring that passengers have access to lower emission travel options.

Driving modal shift
Modal shift is crucial for reducing congestion, lowering emissions, and improving air quality. By encouraging people to switch from private cars and air travel to bus, coach and rail, we can significantly reduce the carbon footprint of the transport sector. This year, we continued our efforts to make bus and rail travel more affordable, accessible, digitised and reliable, investing in customer experience improvements and expanding our open access rail portfolio to offer more convenient, lower-carbon travel options.

Graham Sutherland
Chief Executive Officer

Our highlights and third-party recognition

2025 snapshot and report contents

Carbon and energy

Read more on pages 5-7

26%
reduction in Scope 1 and 2 location-based GHG emissions from FY 2020

TPT
aligned Climate Transition Plan launched

149
carbon intensity per £m revenue

In this section

Low and zero emission transport

Read more on pages 8-10

20.5%
of commercial bus fleet are zero emission

£350m
worth of Avanti electric and bi-mode trains introduced

1,115
zero emission buses in operation

In this section

Our facilities

Read more on pages 11-13

97%
of operations (by revenue) covered by ISO 14001 Environmental Management System (EMS)

3
net zero bus depots in York, Leicester and Norwich

10
fully electrified bus depots outside of London

In this section

Value chain and wider impact

Read more on pages 14-15

50%
of suppliers by emissions covering purchased goods and services have science-based targets

1,080
suppliers onboarded to supplier management platform

Up to
95%
GHG emissions avoidance from using Hull Trains or Lumo services

In this section

Third party recognition

CLEAN200 2024

Included in the Clean200, the top publicly listed companies by clean revenue

FTSE4Good

Ranked as the top performing bus and rail operator in our sector in the FTSE4Good Index

SUSTAINALYTICS

Included in the 2025 ESG Top-Rated Companies List for Sustainalytics with a 'Low Risk' rating

S&P Global

Included in the 2024 S&P Sustainability Yearbook once again with a score of 59

UN GLOBAL COMPACT

Proud member of UN Global Compact Network UK

Corporate ESG Performance — Prime — RATED BY ISS ESG

'Prime' status on the ISS ESG Index and ranked in the top decile in our sector

MSCI

'AAA' ranking on MSCI ESG index

Re-awarded the Green Economy Mark on the London Stock Exchange

CDP — DRIVING SUSTAINABLE ECONOMIES

CDP Supporter and maintained our rating of B

Our approach

FirstGroup is a focused and resilient business that has a key role in the decarbonisation of the economy.

By connecting people and communities through the delivery of vital public transport services to a wide range of stakeholders, we can help achieve broader social, economic and environmental goals through the promotion of modal shift.

Disclosure frameworks and standards

We align our environmental approach to international standards and frameworks. We were the first public transport operator in the UK to officially support the Taskforce on Climate-related Financial Disclosures (TCFD) framework. We are now in our fifth year of TCFD reporting and our TCFD report can be found in our Annual Report and Accounts 2025, from page 45 onwards.

This year we published our first Group-wide Climate Transition Plan, in line with the Transition Plan Taskforce (TPT) framework. This plan sets out the steps we are taking to deliver on our decarbonisation ambitions and build resilience into our overall business strategy.

We also support various other industry frameworks and standards, including the United Nations Global Compact (UNGC), Sustainability Accounting Standards Board (SASB) and CDP.

Our Strategic framework

Leading in environmental and social sustainability is one of our four business strategic pillars, ensuring that sustainability is embedded throughout the Group.

Deliver day in, day out

Deliver a consistently safe and reliable customer experience

Drive modal shift

Drive a step change from car and air travel to bus and train

Lead in environmental and social sustainability

Deliver our decarbonisation commitments and support prosperity, growth and green jobs in the communities we serve

Diversify our portfolio

Invest to grow and diversify our portfolio and ensure our business is resilient

Our Sustainability framework

'Mobility Beyond Today' is our Group-wide strategic framework for sustainability informed by our materiality assessment.

We are committed to the transparent disclosure of our full sustainability performance and report progress each year. A full progress report can be found in our Annual Report and Accounts 2025 from page 31. This report provides more detail on our environmental focus areas, covering our ambitious decarbonisation goals, biodiversity initiatives, the promotion of modal shift, air quality and key environmental metrics such as carbon, energy, waste and water.

Explore our reporting ecosystem

Annual Report 2025
Climate Transition Plan 2025
Gender and Ethnicity Pay Gap Report 2025

Carbon and energy

FirstGroup became the first public transport operator in the UK to support the TCFD, and we have set three near-term science-based targets covering Scope 1, 2 and 3 emissions. These have been validated by the Science Based Targets initiative (SBTi). As a Group, we are also committed to reaching net zero emissions by 2050.

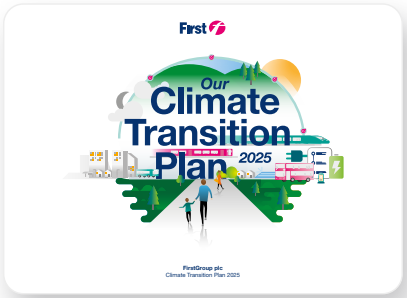
Our First Bus division, open access rail companies and DfT TOCs are all included within the scope of these Group SBTs. First Bus is also committed to operating a zero emission commercial bus fleet by 2035. South Western Railway (SWR) and West Coast Partnership (Avanti) have also set their own SBTs, which have been validated by SBTi. Great Western Railway (GWR) is working to set its own targets that are aligned to the science-based approach. Full details of our climate ambitions and targets can be found on page 8 of our Climate Transition Plan.

Climate Transition Plan

In 2025, we published our first Climate Transition Plan – a comprehensive strategy for achieving our climate transition goals.

It details our approach to reducing GHG emissions, managing climate-related risks, and contributing to an economy-wide transition through modal shift and encouraging more people to switch to lower-impact forms of transportation. It also covers our targets, actions and dependencies across all of FirstGroup's operations to ensure broad coverage and transparency in our climate transition efforts.

Read our Climate Transition Plan



Delivering on our science-based targets (SBTs)

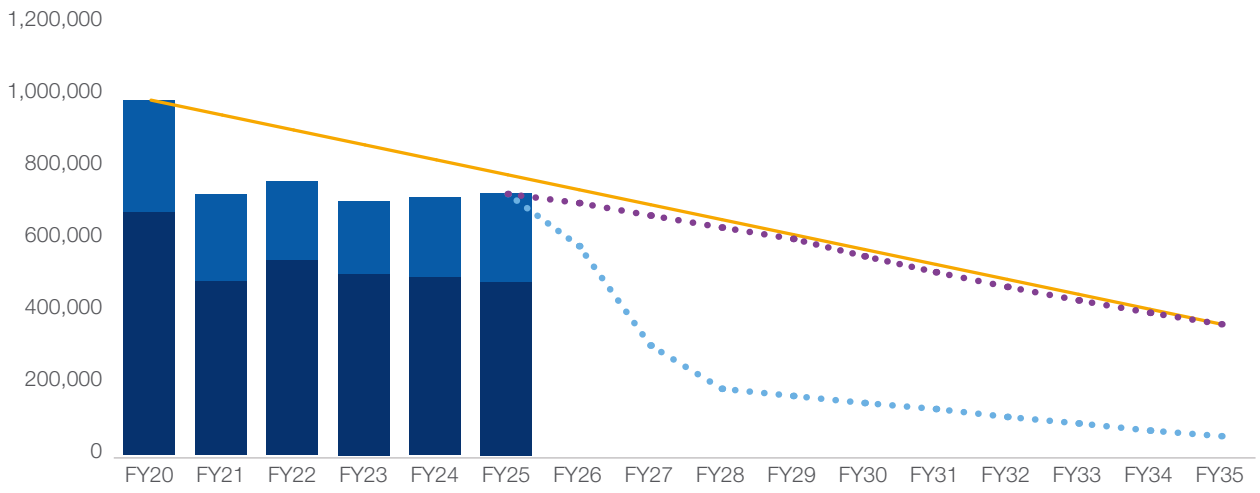
During FY 2025, we continued to make progress on our three Group SBTs. We have seen a 26% decrease in our Scope 1 and 2 emissions since our baseline year in FY 2020, despite a slight increase of 1% compared with FY 2024. This is due to increased rail traction electricity consumption, driven by higher mileage in First Rail. Our future decarbonisation pathway will change as the DfT TOCs return to public ownership when the contracts expire. Please read more on page 11 of our Climate Transition Plan.

We achieved a 4% decrease in FERA emissions this year compared with our baseline year in FY 2020. Our FERA emissions increased by 6% compared with FY 2024, primarily due to disproportionately large line loss reported by Network Rail for one of our train operating companies. We are actively engaging suppliers so that 50% by emissions now have targets aligned with a science-based approach. Full details of our supplier engagement and performance against our Scope 3 targets can be found on pages 6 and 15 and on page 44 of our Annual Report and Accounts 2025.

26%
Decrease in our Scope 1 and 2 location-based emissions since our baseline year in FY 2020

4%
Decrease in FERA emissions this year compared with our baseline year in FY 2020

SBTi progress and trajectories



Science-based targets update

FirstGroup performance on science-based targets

SBT	Progress against our base year	Comments
63% reduction in Scope 1 and 2 emissions (tCO_2e) by FY 2035	2020 Baseline **957,407 tCO_2** — 2035 target — 26% — 63% — We are here Total for 2025: **704,655 tCO_2**	We have seen a 26% decrease in our Scope 1 and 2 emissions since our baseline year in FY 2020
20% reduction in absolute Scope 3 emissions (tCO_2e) from fuel and energy related activities (FERA) by FY 2028	2020 Baseline **217,066 tCO_2** — 2028 target — 4% — 20% — We are here Total for 2025: **208,186 tCO_2**	We achieved a 4% decrease in FERA emissions this year compared with our baseline year in FY 2020
75% of suppliers with SBTs by emissions, covering purchased goods and services and capital goods by FY 2028	2020 Baseline — We are here — 2028 target — 50% — 75%	50% of our supplier with SBTs by emissions

Changes to SBTs

The Government recently passed legislation that brings the National Rail Contracts into public ownership as they expire. The first rail contract to be nationalised under this legislation was SWR in May 2025. The Government has announced that it intends to transfer all remaining contracts, including GWR and Avanti, into public ownership in this parliamentary term, but exact dates are yet to be announced. The significance of these changes can be seen on the chart on the previous page, but further details can be found on page 11 of our Climate Transition Plan.

The SBTi has clear guidance about re-baselining existing targets and the thresholds that need to be met for this to be triggered. Any business change that results in 5% or greater change in emissions in a given year requires recalculation of emissions in the base year and all intervening years. Under these revised scenarios in our First Rail division, the divestments will far surpass the SBTi 5% threshold stated previously. We have recently announced a number of additions to our portfolio, which will also be incorporated into our Scope 1–3 emissions from next year. As such, we will need to re-baseline and publicly restate our science-based targets in FY 2026.

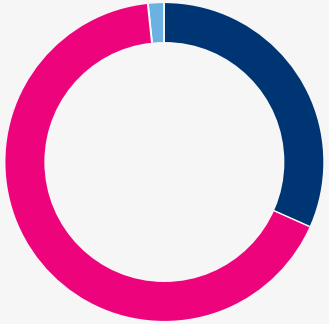
FY 2025 Scope 1 and 2 location-based emissions by division (tCO_2e)

FirstGroup's Scope 1 and Scope 2 location-based carbon emissions were slightly more than 1% higher in FY 2025 than in FY 2024.

The carbon intensity ratio of 149 tCO_2e per million revenue (159 in FY 2024) has improved due to strong revenue performance and ongoing decarbonisation efforts across the Group.

First Rail carbon emissions increased by 3% in the past year, mainly due to an increase in rail traction electricity consumption, driven by higher mileage.

First Bus carbon emissions fell more than 2% year-on-year, predominantly because of our continuing transition to zero emission vehicles.



Total (tCO_2e)	**704,655**
First Bus	223,513
DfT TOCs	470,995
Open access, First London Cableway and First Group corporate offices	10,147

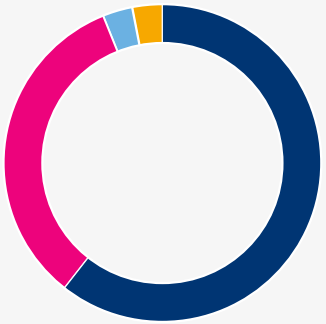
Energy

FirstGroup continues to focus on energy efficiency and monitors the impact of energy-saving initiatives. The underlying energy use which affects our carbon footprint has increased more than 2% since last year.

This year the proportion of renewable energy we used was 6%, impacted by the relative use of electric versus diesel vehicles in our fleet.

For a more detailed analysis and understanding of our Group energy performance relating to vehicles, please see page 8 and, for energy management in our facilities, page 12.

FY 2025 total energy consumption (MWh)



Total (MWh)	**3,135,502**
Non-renewable fuels	1,887,354
Non-renewable electricity	1,045,617
Renewable fuels	95,060
Renewable electricity	107,471

Carbon emissions

As FirstGroup is a major provider of public transport, we use significant volumes of fuel and electricity to power our extensive road and rail fleet. As a result, our Scope 1 and 2 location-based emissions contribute to 40% of our total emissions footprint.

We will reduce these emissions by investing in low and zero emission vehicles, as well as utilising renewable energy and implementing energy efficiency initiatives in our depots, stations and office buildings.

We have also worked with an external provider to complete a full Scope 3 emissions assessment. Within our Scope 3 emissions, the most significant categories are purchased goods and services, capital goods and fuel and energy-related activities, where most of our reduction efforts are focused. For some Scope 3 categories in this assessment, we have relied upon a spend-based approach using Watershed's Comprehensive Environmental Data Archive (CEDA) method to calculate emissions that reflect the global nature our supply chain. The increase in Scope 3 emissions compared to FY 2024 was driven by the use of more up-to-date and accurate spend-based emissions factors. We will work towards gathering actual emissions data from external partners in our value chain over time. Our Sustainable Procurement Working Group is currently developing a more targeted approach to gathering emissions data from suppliers and implementing carbon reductions in our value chain.

Read our Climate Transition Plan

Definitions

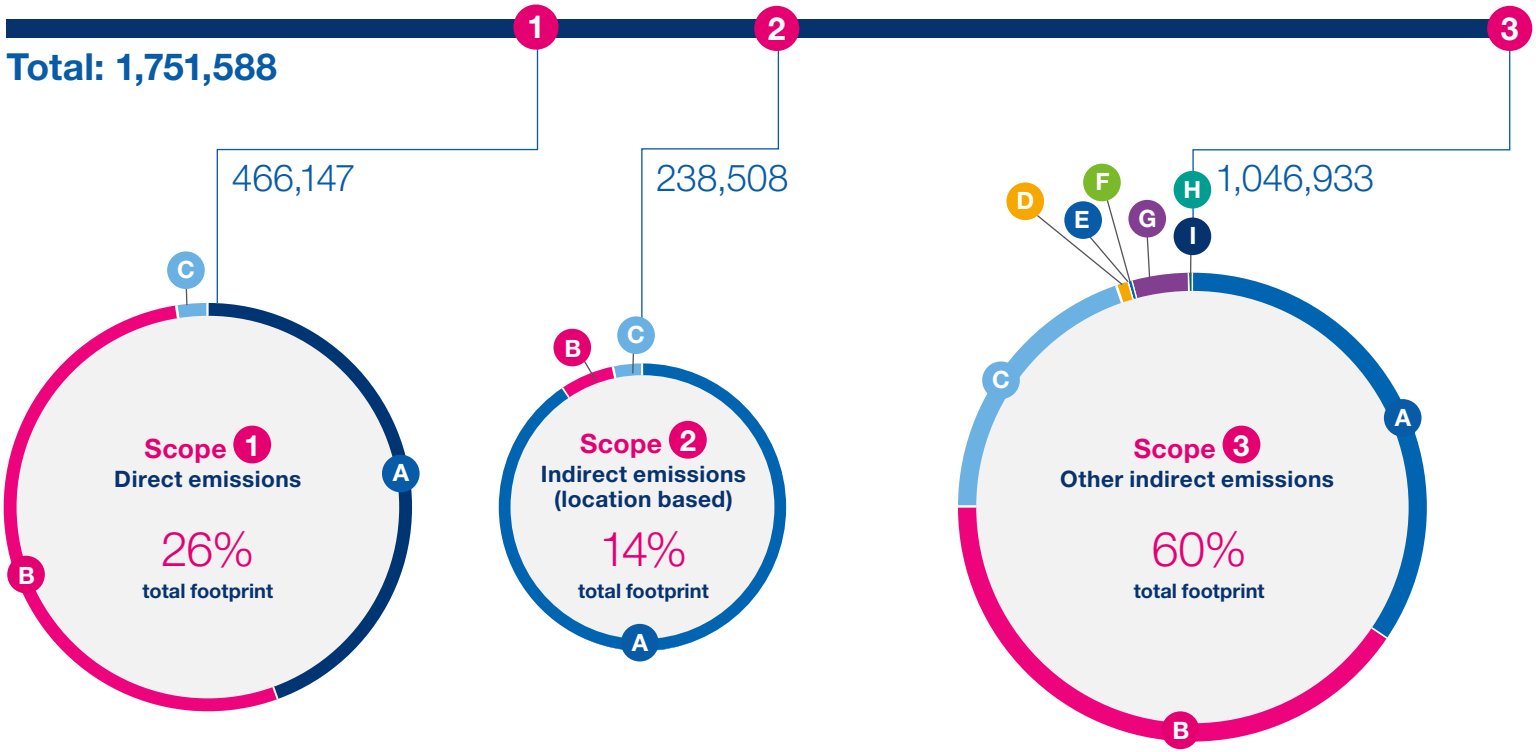
Scope 1 emissions: Direct emissions from owned or controlled sources.

Scope 2 emissions: Indirect emissions from the generation of purchased energy.

Scope 3 emissions: All other indirect emissions that occur in a company's value chain.

All emissions scopes in FY 2025 (tCO_2e)

Total: 1,751,588



A	Road vehicle fuel	207,338
B	Rail vehicle fuel	247,926
C	Heating fuel and other	10,883

A	Rail vehicle electricity	216,118
B	Facilities electricity	14,821
C	Road vehicle electricity	7,569

A further breakdown of our location- and market-based Scope 2 emissions can be found in our Annual Report.

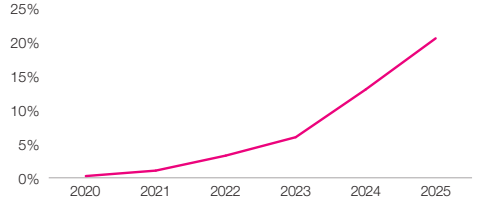
A	Purchased goods and services	362,794
B	Capital goods	423,024
C	Fuel- and energy-related activities	208,186
D	Upstream transportation and distribution limited to First Travel Solutions	8,084
E	Waste generated in operations	248
F	Business travel	1,440
G	Employee commuting	40,860
H	Use of sold products	1,962
I	End-of-life treatment of sold products	335

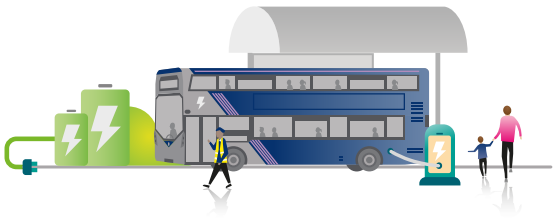
Low and zero emission transport

Public transport plays a critical role in reducing the overall emissions generated by the transport sector, as trains and buses produce substantially lower carbon emissions per passenger kilometre than cars or planes.

Therefore, we are focused on helping more people make the shift to buses and trains, leading to fewer car journeys and helping the UK meet its net-zero goals. We continue to work with vehicle manufacturers, energy providers, local authorities and others not only to transition to low and zero emission fleets, but also to deliver innovative, easy and convenient mobility solutions for our customers.

Zero emission buses as a proportion of our bus fleet





First Bus

As part of First Bus's commitment to achieving a fully zero emission commercial bus fleet by 2035, significant investment has been made across the UK to expand the number of electric buses in operation and modernise supporting infrastructure.

Growing our zero emission fleet

At the end of FY 2025, we now have 1,115 zero emission vehicles, making up 20.5% of our commercial bus fleet. We are also upgrading our depots with new power connections and electric charging infrastructure, achieving three verified net-zero depots and ten electrified depots outside of London. In FY 2025, we announced the following major upgrades:

London: First Bus acquired RATP London, a principal bus operator, with a 12% market share, around 90 TfL route contracts, ten depots and fleet of over 1,000 buses, of which a third are fully electric.

Bristol and Bath: A £70m investment in a further 160 electric buses, growing the local zero emission local fleet to over 250 vehicles.

Taunton and Minehead: A £14.7m investment will deliver 26 electric buses from spring 2025.

Portsmouth, Fareham and Gosport: A £28.6m investment has introduced 62 new electric buses, which will make 42% of the fleet electric when operational in summer 2025.

Bramley: An £11.2m investment brings the total investment at the depot to over £40m, delivering 79 electric buses – accounting for half of the local fleet.

York: 12 repowered electric buses have been introduced at the depot.

Aberdeen: A £12.7m investment will introduce 36 electric buses, including 24 new and 12 repowered vehicles.

Case study

Repowering diesel buses

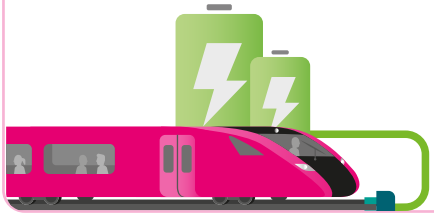
In a UK first, First Bus has partnered with NewPower to convert diesel buses into zero emission electric vehicles. Not only does this process cost less than half the price of buying a new electric bus, but it also produces significantly less carbon than building one from scratch. The 32 repowered buses operate across Portsmouth, Norwich, Bramley, Leicester and Aberdeen, and reduce tailpipe emissions by approximately 2,100 tonnes of CO_2 a year.

Case study

14 new open access trains

In FY 2025, FirstGroup entered into a contract with Angel Trains and Hitachi Rail for the lease of 14 new five-car electric, battery-electric or bi-mode trains manufactured domestically by Hitachi in County Durham. The order to manufacture 70 new rail cars will serve the growing open access fleet to increase the number of cars on existing Hull Trains and Lumo services and to expand the portfolio with the new London to Carmarthen route.

70
new rail cars to be manufactured



First Rail

We are growing our services by upgrading rolling stock, expanding capacity, enhancing timetables and applying for new and complementary routes to encourage modal shift.

Fleet upgrades and increased capacity

Avanti: Completed a £117m upgrade of its Pendolino fleet, adding 2,000 extra seats, and introduced the new £350m bi-mode Evero fleet to replace Voyager diesel trains.

Hull Trains: Added 4,500 more seats and increased ten-car services.

SWR: Introduced a new Arterio 90 fleet and refurbished Class 458/4 trains to improve suburban network capacity and reliability.

Enhancing timetables

Avanti: Enhanced the London to Birmingham timetable in 2024, with more seats and services.

Hull Trains: Launched an improved Sunday service and applied for an eighth daily return.

Lumo: Applied for a sixth daily London to Newcastle return service. Applied to the Office for Rail and Road (ORR) to extend services to and from Glasgow.

New and complementary routes

GWR: Restored direct services between Bristol and Oxford for the first time in 20 years.

Hull Trains: Applied for a new daily London to Sheffield service with the ORR that aims to benefit 350,000 people and shift demand from car to rail.

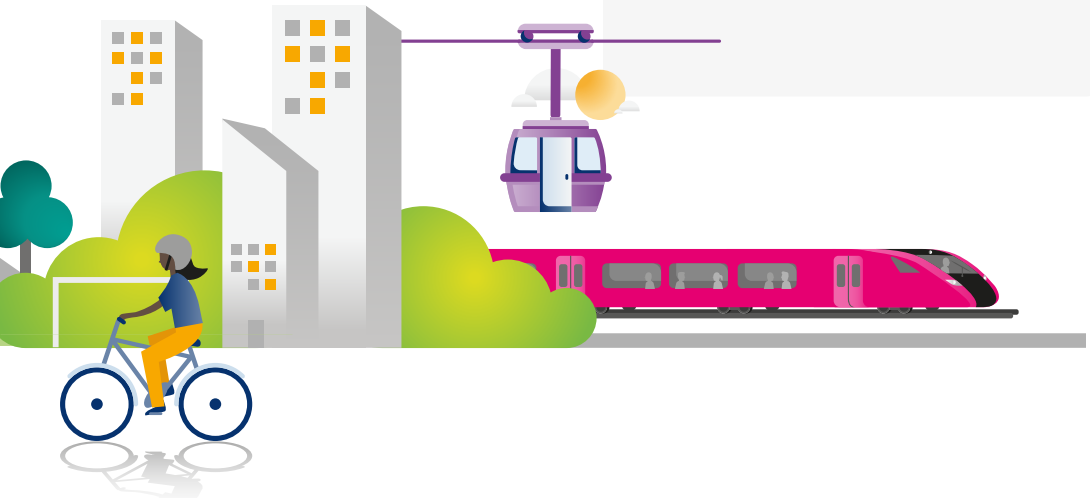
Lumo: Applied to the ORR to restore the Rochdale to London rail link. Acquired Grand Union Trains WCML and GWML Holdings, securing access for London to Stirling and London to Carmarthen services.

Air quality and noise

Air quality

We recognise that air quality profoundly impacts the health and wellbeing of our communities. FirstGroup play a critical role by helping more people to use rail and bus services, thereby contributing to the decrease in the number of car journeys and reducing congestion on our roads.

Our commitment to cleaner air involves several strategic initiatives. Decarbonisation of our fleet and transitioning from diesel vehicles to zero emission electric and hydrogen vehicles helps to eliminate the emission of particulate matter, nitrogen oxide and carbon dioxide.



First Rail

Partnering across the network

We chair the Rail Safety and Standards Board's Air Quality Working Group and contribute towards the first-ever air quality monitoring network, spanning 105 train stations across England and Wales.

Our rail businesses have installed diffusion tubes and other monitoring equipment at various stations. These tools allow us to track levels of nitrogen oxide, nitrogen dioxide and particulate matter accurately. By analysing this data, we develop targeted air quality improvement plans where necessary.

Onboard air quality

We also aim to ensure high air quality for our passengers when they are travelling on board. A majority of our trains are equipped with air ventilation systems ensuring a continuing supply of fresh air throughout the whole journey. Should this fail, our frontline and onboard staff will do everything they can to move customers to an alternative coach. Our train operating companies provide performance data for onboard air quality on their websites.

First Bus

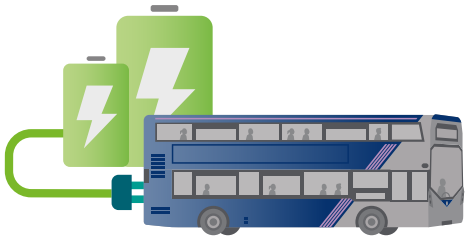
Air quality monitoring

Using our in-house capabilities, we have been mapping recorded air quality levels in fixed locations where our bus services operate, particularly in areas with poorer air quality (e.g. exceeding 40µg/m³ annual mean limit value for NO_2). This has helped to highlight the importance of public transport in those areas for the reduction of emissions and congestion, whilst identifying where the provision of zero emission buses might be prioritised to help further address poor air quality in specific locations.

Noise

Whilst noise is not a significant issue across most of our operations, it can have an impact on our customers, our colleagues and our communities.

We work in consultation with various stakeholders across our networks to monitor, manage and reduce noise pollution. Across our divisions, bespoke noise reduction strategies have been introduced to take a proportional approach to managing noise impacts.



These strategies include:

- publishing internal noise policies where applicable
- monitoring implementation of idling policies
- reviewing governance around noise management
- defining budgets for noise management
- maintaining policies and practices for noise-related complaints
- regularly monitoring noise and identifying high risk areas, such as dense urban areas, and finding appropriate mitigations

When procuring and introducing new vehicles, we consider their noise impacts and seek to ensure that they are compliant with noise reduction specifications. An example of this can be seen with the introduction of class 805 and 807 trains at Avanti from 2023 which are fully compliant and significantly reduce noise.

Q&A: Great Western Railway battery train trial

As part of the UK's commitment to achieving a net-zero rail network by 2050, GWR has launched an innovative battery train trial on the Greenford branch line.

This Q&A explores the economic, environmental and operational benefits of battery-electric trains and their potential for wider adoption across the UK rail network.

Q What are the key objectives of the GWR battery train trial?

A The GWR battery train trial has three main aims. First, it is testing whether the innovative Fast Charge technology performs reliably in all operational conditions. Second, the trial is assessing an energy usage model for battery trains using real-world data, which can then confidently predict performance on other routes. Third, GWR is gaining operational experience of running a battery-powered train under disruptions, such as delays or equipment faults. This provides valuable insights to inform wider rollout.

Q How does the Fast Charge system work, and why is it a better alternative to traditional electrification?

A The Fast Charge system consists of two standard 20-foot shipping containers at the trackside, each housing batteries that trickle-charge from the grid. When a train arrives at West Ealing, it lowers its charging shoes, which make contact with short charge rails safely installed between the tracks. After automatic safety checks, the train charges in just 3–4 minutes – during the scheduled driver turnaround time. Unlike full route electrification, this system avoids costly overhead line infrastructure and offers a safe, modular solution well suited to lower-traffic branch lines.

Q Where might this technology be deployed if the trial is successful?

A The trial's success could unlock potential across the UK's branch lines, particularly the 2,000 miles where traditional electrification is not viable. It is train-agnostic and ideal for areas that can benefit from trackside energy storage and integration with renewables or off-peak grid energy.

Q What are the environmental benefits of battery-electric trains over diesel?

A Battery-electric trains reduce carbon emissions by around 80% compared with diesel, even when accounting for grid electricity emissions – which continue to decline as the UK grid decarbonises. The lifecycle emissions of a battery train are similar to traditional electric rail and significantly lower than hydrogen-powered alternatives. UK and European trials show that hydrogen is less sustainable due to limited green supply and high lifecycle emissions.

Q What infrastructure changes are needed to scale this across the UK?

A Minimal infrastructure upgrades are required. The trackside containers were installed overnight, and the charge rails took just one day to set up. Battery trains can be deployed widely with only modest additional electrification, aligning with GWR's Green Railway for Growth strategy and broader net-zero ambitions.

Q What are the next steps for the trial?

A The trial completed its first year in March 2025, with key test milestones achieved. Driver training is underway for future passenger service, and Network Rail product approval is nearing completion. A comprehensive report is being published in May 2025, following interim findings already shared with the DfT.

Q How does this trial support FirstGroup and national decarbonisation goals?

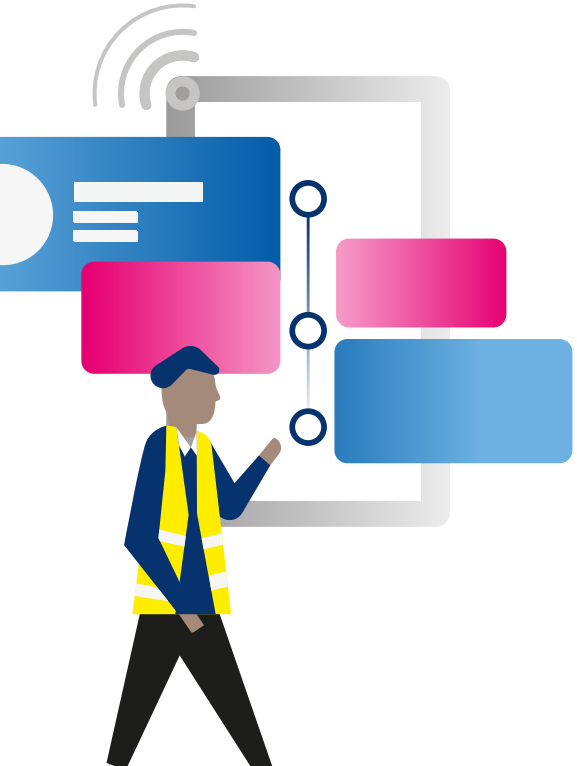
A This pioneering trial positions FirstGroup and GWR at the forefront of battery train innovation. It provides a scalable, low-carbon solution for regional rail, directly supporting the Government's target for a net-zero railway and showcasing sustainable transport leadership.

"The Fast Charge trial is an exciting opportunity to demonstrate what can be done with battery traction, providing learning and confidence to the industry."

Julian Fletcher
Technology Development Manager (Fast Charge Battery Train Trial)
Great Western Railway

Our facilities

Our Group Environment Policy governs our approach to the environment and is applicable to all FirstGroup operations. In addition, our various divisions also have their own environmental policies that are bespoke to their operations, and we also include environmental commitments in our Code of Ethics and Supplier Code of Conduct.



Environmental management systems

We have implemented a robust EMS that guides our actions from the early planning stages to ongoing monitoring across a wide range of environmental matters including biodiversity, energy, carbon, water, waste, circular economy, supply chain and community engagement.

We operate in accordance with BS EN ISO 14001 environmental management systems across 97% of our Group operations by revenue. This internationally recognised standard ensures that we systematically address environmental concerns and continuously improve our practices. FirstGroup recognises that each division has unique needs. Therefore, we adopt a localised approach to developing and implementing EMS. This flexibility allows our business divisions to tailor EMS processes to their specific requirements.

We once again had 0 environmental violations, £0 of fines or penalties and £0 of environmental liability accrued in FY 2025.

97%

of our Group operations by revenue are in accordance with BS EN ISO 14001

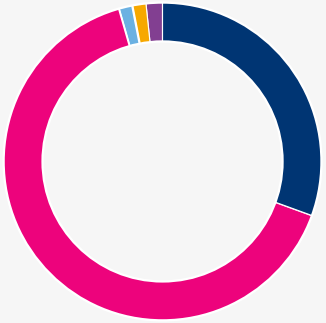
0

environmental violations in FY 2025

Operational emissions

Our facilities emissions

In FY 2025, we produced more than 31k tonnes of location-based CO_2 emissions from the operation of our facilities, which in total account for less than 3.4% of our total all scopes emissions. Of the 31k tCO_2e emissions produced, electricity (excluding vehicle charge) and fuels for heating accounted for a combined 98% of emissions. Refrigerants for cooling, water supply and treatment, and waste disposal make up the remaining balance.



Property fuel (heating)	35%
Property electricity (lighting etc.)	63%
Water	1%
Refrigerants	<1%
Waste	<1%

Case study

Three net zero emission depots at First Bus

First Bus has achieved a significant milestone this year by having verified net-zero status at three depots in York, Leicester and Norwich, and fully electrifying its commercial bus fleets in these locations. This was accomplished by reducing Scope 1 and 2 emissions by over 90% at these depots compared with FY 2020, with residual emissions offset through Verified Carbon Standard projects. Key steps included replacing gas heating with electric systems, installing solar panels, and purchasing 100% renewable electricity.

Energy management

FirstGroup is committed to reducing energy consumption and improving efficiency across our bus and rail operations through energy management systems, targeted infrastructure upgrades, and increased usage of renewable energy.

Energy management is embedded within our EMS, with 77% of the business (by revenue) formally certified to ISO 50001. Across our networks, we conduct regular energy audits to identify efficiency opportunities and drive progress towards our science-based targets. Energy use is monitored through smart meters and periodic energy audits, with performance data and project updates reported to senior management on a monthly basis. Employees across the business also receive training to identify ways to save energy as part of their roles.

First Bus

First Bus continues to purchase renewable electricity and implement energy efficiency measures across its depots.

We continue to procure the electricity we need from renewable sources. Currently, the majority of our owned facilities and all our electric buses are powered by Renewable Energy Guarantees of Origin (REGO) backed electricity.

Over 80% of depots have now completed low-energy lighting installations, with the remainder set to follow in the coming years. Other measures include upgrades to bus wash systems, air compressors and building control systems. The continued expansion of direct current (DC) fast charging infrastructure also plays a crucial role in First Bus's transition to a low-carbon fleet. By the end of FY 2025, ten depots had been fitted with fast charging systems, including fully electric depots in York, Leicester and Norwich.

First Rail

Across First Rail, sub-metering and smart energy systems are providing greater visibility into energy consumption, enabling more efficient use at stations and depots.

Avanti and GWR have now installed Building Management Systems (BMS) at all their stations, allowing for precise control of lighting, heating, ventilation and air conditioning (HVAC). SWR is continuing to roll out BMS to 59 sites that represent 80% of overall energy usage, delivering significant energy savings. Across the network, BMS has reduced gas and electricity usage by up to 30% annually.

In line with our SBTs, any new stations or depots will be built to align with planned energy reduction trajectories. Additional metering is also being introduced at depots to monitor previously unknown energy loads, and surveys have been initiated to inform future BMS developments, ensuring that further efficiency measures can be effectively targeted.

Upgrading lighting systems across our networks has been a key focus area for usage. Across our networks, LED lighting, sensors and efficiency improvements are being installed in front-of-house and back-of-house areas and depots, resulting in significant savings.

Waste management

In FY 2025, the Group generated 8% more waste than in FY 2024, with recycled waste accounting for nearly 77%.

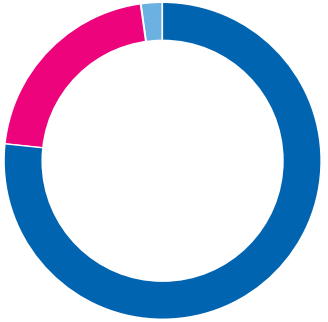
In First Rail, our divisions have set comprehensive waste management targets, policies and practices that are bespoke to their operations, such as GWR's target for 75% of waste to be recycled by 2026.

Across our networks at stations, depots, offices and onboard, we train staff on waste management practices tailored to their job roles. Across our networks, we have waste managers to monitor waste, manage audits, engage stakeholders and implement reduction and circular economy projects. We also have waste segregation officers who improve recycling rates and prevent unnecessary landfill.

We have many customer-focused waste reduction initiatives. Avanti uses smart temperature monitoring systems to reduce food waste. SWR have installed charitable ape$_2$o water fountains at nine stations which, when used, not only reduce single-use bottles across the 40,000 uses by customers so far but also donate to conservation charities to remove plastic from our waters.

First Bus works actively with its supply chain to reduce waste and increase diversion from landfill by identifying take-back opportunities and reducing packaging.

FirstGroup Waste



Recycled	77%
Recovery (energy from waste)	21%
Composted/anaerobic digestion and reuse	2%
Landfilled	0%

Case study

Avanti boosts recycling rates with waste segregation officers

Avanti West Coast has significantly improved recycling rates at its stations by introducing waste segregation officers, preventing nearly 500 tonnes of recyclables from going to waste in one year. This initiative involves sorting materials such as metal, paper, glass and plastic at four stations with plans to introduce it at more locations. As a result, recycling rates increased from 20% to nearly 60%. This effort supports Avanti's goal to reduce, reuse or recycle 60% of waste at its managed stations by March 2025.

Water management

At FirstGroup, we use water for vehicle washing and cleaning, sanitation and drinking water supply usage. Whilst our networks operate in the UK and Ireland, typically in areas of limited water stress, we acknowledge that water is an important resource and have put in place various measures to reduce our usage.

We have water management programmes in place across our networks to raise awareness, train employees, conduct assessments, reduce our usage and optimise the use of rainwater where possible. Certain parts of our business have set water reduction targets, such as Avanti, which aims to reduce consumption by at least 20% by 2026.

Total water consumption (m^3)

Total water consumption per £ revenue ($£/m^3$)

Our actions

We are taking various actions to reduce our usage and impact, including:

Smart water meters installed at many depots and stations, enabling accurate monitoring, leak detection and reduction measures.

Rainwater harvesting at stations and depots to reduce water withdrawals.

First Rail

First Rail is reducing water use in carriage washers, using recycled grey water for toilet flushing onboard trains, increasing water refill points and engaging customers in water conservation awareness.

First Bus

First Bus has upgraded drainage systems at UK bus depots to improve water management.

Target of 20%
reduction in water consumption by 2026 (Avanti)

Culture and engagement

Throughout our business, we have sustainability, community and decarbonisation teams that are responsible for environmental and social sustainability. Within those teams are dedicated individuals who are trained to own and manage our environmental management systems, environmental reporting, and carbon reduction and other environmental projects.

These teams utilise their expertise to work with wider stakeholders throughout the business to implement operational improvements and changes and will report environmental performance to senior management.

Case study

Scottish Business Climate Coalition (SBCC)

FirstGroup worked with other major Scottish businesses to set up the SBCC in the run up to COP26 in Glasgow, including the Climate Action Hub, which provides SMEs with tools and knowledge to achieve net zero. To date, over 400 businesses have benefited from the Hub, leading to the SBCC winning the Net Zero Heroes award at the CeeD awards 2025.

Green Champions

Working alongside our sustainability and decarbonisation teams are networks of volunteer Green Champions who work with local teams to find new and innovative ways to improve efficiencies and reduce environmental impact. For example, in Avanti the efforts of Green Champions have led to reduced energy consumption and increased recycling rates across the network.

SWR has Carbon Champions across its sites to engage colleagues with environmental initiatives by publishing monthly league tables with prizes.

Awareness and campaigns

Across the business, we regularly host events, campaigns and trainings to share best practice and learnings with employees, suppliers and customers. Avanti hosts an annual Sustainability Month to engage employees and customers with workshops, displays and challenges. First Bus encourages colleagues at its sites to reduce energy use and publishes monthly league tables to show how each depot is performing. This helps motivate colleagues to continuously save energy and cost.

Environmental training

As part of our EMS in each division, we have developed a comprehensive environmental training programmes that is designed to be role-specific, ensuring that each member of our team understands the environmental impact of their work and how they can contribute to our collective environmental goals.

Our training modules are regularly updated to reflect the latest environmental regulations and best practices. We also encourage our employees to seek out additional learning opportunities to further their understanding and expertise in environmental matters.

Value chain and wider impact

Our environmental responsibility goes beyond our own footprint. By engaging across our value chain, we aim to reduce emissions, support resource efficiency and contribute to a just transition.

Through collaboration with suppliers, partners and communities, we're helping to shape a more sustainable and resilient transport system.

Modal shift

For FirstGroup, the most important thing we can do to contribute to an economy-wide climate transition is drive modal shift. Modal shift refers to the transition from one mode of transportation to another, for example from private cars or airlines to more sustainable options like public transport, cycling or walking. We are committed to driving modal shift across our divisions and it is a pillar within our business strategy.

Our recently published Climate Transition Plan also sets out in more detail the specific actions we are taking to drive modal shift in our bus and rail divisions.

First Bus

First Bus is focused on driving modal shift by repositioning its core customer proposition away from car usage. It is undertaking various actions to promote the bus as an affordable, digitalised, accessible and reliable transport option. First Bus is also increasing its share of the market for business-to-business bus services.

First Rail

Our open access operators, Hull Trains and Lumo, are adding new rail routes or journey types that may not have existed previously. Both operators have seen significant growth in passenger numbers in FY 2025, demonstrating the potential for rail to replace car and air journeys. Emissions avoidance studies carried out at Hull Trains and Lumo, independently verified by Arup, found that passengers can save up to 95% of emissions by opting for rail transport over personal car or air travel.

Our DfT TOCs, Avanti and GWR are focused on offering affordable and flexible ticketing, accessibility improvements and integrated onward travel plans to make services more attractive and sustainable to customers.

Further information can also be found in our Annual Report and Accounts on page 37.

Annual Report and Accounts 2025

Further information can also be found in our Climate Transition Plan on pages 17, 31-32, 40-42 and 48.

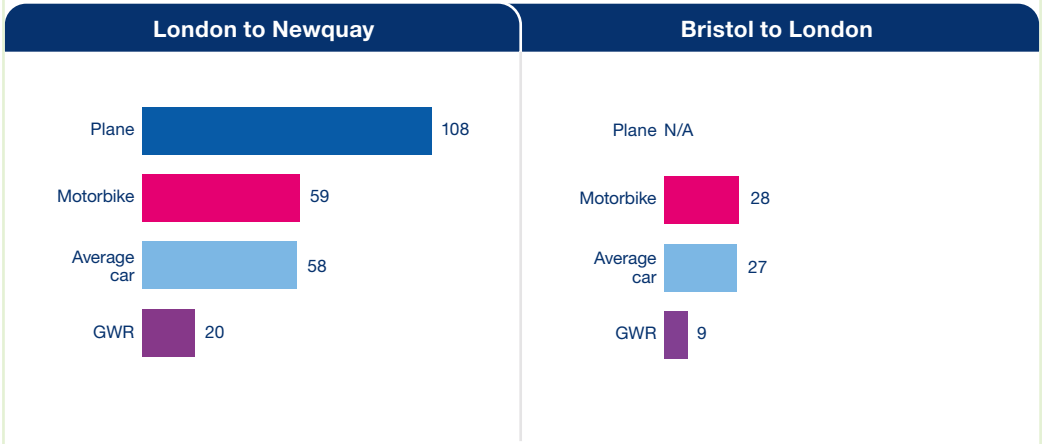
Climate Transition Plan

Case study

GWR avoided emissions

The UK Government conducts an annual review of their Transport and Environment statistics that includes a journey emission comparison of different routes. The latest 2023 study found that passengers travelling from London to Newquay, a journey of around 257 miles, by train can save 72% in CO_2 compared to by plane and 65% compared with by diesel or petrol car. Passengers travelling from Bristol to London, a shorter journey of approximately 118 miles, by train can save 68% in CO_2 compared with by diesel or petrol car.

Combined direct and indirect emissions for a passenger travelling on specific routes ($kgCO_2e$)



Full results of the study are available at:
https://www.gov.uk/government/statistics/transport-and-environment-statistics-2023/transport-and-environment-statistics-2023
Full data at: https://maps.dft.gov.uk/journey-emission-comparisons-interactive-dashboard/index.html

Sustainable supply chain

FirstGroup works with over 4,500 suppliers, spending £3.2 billion annually on goods and services. Sustainability is embedded in our procurement approach through policies, risk assessments and supplier engagement.

Our Supplier Code of Conduct aligns with our Code of Ethics, setting clear expectations on environmental responsibility, emissions reduction and ethical business practices.

We have a robust supplier onboarding process in place to assess a supplier's suitability, financial stability and risk. Critical suppliers are invited to join our supplier assurance platform, where additional information is collected based on their risk level.

This year we have onboarded many of our existing suppliers to the platform, allowing greater transparency. Overall, we have 1,077 registered suppliers (representing 23% of all suppliers in FY 2025), 700 of which are at a membership level providing detailed assurance information, 300 of which are low-risk suppliers onboarded at a lower assurance level. This allows for assessments of ESG criteria including carbon, energy management, waste, water and more.

Our supplier assurance platform also allows suppliers to be audited for ESG criteria. The platform provides audit documentation, outcomes and any non-conformances. Audit results are shared not only within the Group but also with other companies on the platform (where appropriate), enabling transparency and collective action.

Supplier engagement

As a part of our SBTs, we committed that 75% of our suppliers by emissions covering purchased goods and services and capital goods will have science-based targets by FY 2028. We actively engage with our critical suppliers not only to understand their emissions targets and strategy but also to improve our own Scope 3 carbon emissions reporting and investigate any collaboration opportunities. This year, 50% of our suppliers by emissions covering purchased goods and services and capital goods have science-based targets.

Further details on our approach to sustainable procurement can be found in the Annual Report and Accounts 2025 on page 44.

Annual Report and Accounts 2025

Biodiversity

FirstGroup is committed to reducing our impact on the environment, including for biodiversity and deforestation. We are committed to working with our divisions and other industry partners to protect, monitor and enhance biodiversity across our networks.

Certain divisions have set biodiversity goals. For example, SWR has made a commitment to become biodiversity net positive by 2030, where biodiversity is fully considered in business decisions. It has outlined roadmaps and improvement plans that will encourage nature in stations and depots, integrate biodiversity into project planning and empower colleagues, customers and communities to care for their local environment. These plans analyse the locations of protected or key biodiversity areas adjacent to our sites, the as well as the risks, and potential management plans to mitigate these risks. We work in partnership with third party stakeholders and infrastructure providers across our networks to protect and enhance biodiversity, for example through the creation of wildlife corridors with Network Rail.

We aim to engage our customers and local communities with biodiversity and nature through awareness raising, campaigns and events. In First Rail, the Community Rail Network (CRN), an umbrella body of community groups, partnerships and station adopters, works closely with our TOCs and industry partners to enhance stations and promote wildlife with community gardens.

Further details of our community and charity activities can be found in our Annual Report on page 41.

Annual Report and Accounts 2025

Case study

Hull Trains partners with Yorkshire Wildlife Trust

Hull Trains has partnered with Yorkshire Wildlife Trust to support biodiversity and environmental education along its route. As the company's charity of the year, the Trust's logo will be displayed on a Paragon fleet train, and a joint programme of conservation activities will include a local beach clean and school outreach on biodiversity challenges.

Methodology

A. Reporting year and time horizons

FirstGroup's financial year is for the 52 weeks to 29 March 2025, incorporating the First Rail reporting year, which ends on 31 March 2025.

FirstGroup uses a fixed 'base year' (FY 2020) and the prior reporting year (FY 2024) to benchmark trends and change over time. In each report, we provide five years of continuous data, where available. Where possible, new metrics are reported with at least one prior year for comparison.

B. Methodology and boundary

Our carbon and energy reporting is prepared in accordance with the following standards and guidelines:

- Greenhouse Gas Protocol (GHG Protocol) for Corporate Accounting and Reporting Standard
- UK Government Streamlined Energy and Carbon Reporting (SECR) Guidelines

For our zero emission buses target, we define zero emission buses according to the UK Government Zero Emission Bus (ZEB) Accreditation Scheme and exclude coaches, training buses and end-of-life vehicles from the total bus fleet owned or leased by the Group in the UK and the Republic of Ireland. Our total bus fleet numbers include the newly acquired First Bus London (previously RATP Dev Transit London).

FirstGroup uses an operational control boundary covering 100% of its business activities, with an estimation threshold of 5% and exclusion threshold of 2%. For FY 2025, our reporting boundary includes First London Cableway, which we commenced operations in June 2024 (our only acquisition during the first half of the financial year). We are in the process of collecting and consolidating energy and carbon data for entities acquired during the second half of the financial year. As per our internal reporting guidance, this data will be included in the next year's reporting, with historical data updated in line with our re-baselining and restatement threshold.

To ensure our boundary remains relevant and complete, annual reviews are undertaken to identify and indicate the scale and the significance of any change. We conduct:

- legal entity reviews to ensure we continue to report a clear scope and coverage regarding revenue and activity
- new or renewed materiality assessments for our operating subsidiaries that were previously excluded and fell below the 2% emissions exclusion threshold

C. Environmental metrics

This report contains key metrics relating to carbon, energy, waste, water and environmental management.

D. Emissions sources

Our GHG inventory is reported in four categories or 'scopes', listing our direct and indirect emissions in accordance with the GHG Protocol.

- Scope 1: Direct emissions from road and rail vehicle fuel, heating fuel and fugitive refrigerant gas emissions
- Scope 2: Indirect emissions from the generation of electricity purchased for buildings and to power electric road or rail vehicles
- Scope 3: Other indirect emissions that occur in the value chain
- Out of Scope: Relating to the combustion of biofuels

The term 'carbon emissions' in this report refers to GHG emissions as required for a GHG inventory. This includes carbon dioxide alongside six other greenhouse gases calculated in mass of carbon equivalent (CO_2e).

E. Energy conversion factors

We report underlying energy use for Scope 1 and 2. Some liquid and gaseous fuels were converted from a volume (e.g. litres) or weight (e.g. kilograms) into kilowatt hours (kWh) of energy at a gross calorific value. We used UK Government GHG Reporting: Conversion Factors 2024 from Department for Energy Security and Net Zero to calculate such conversions in this report.

F. Emissions factor selection

Our primary sources for calculating carbon emissions are: UK Government GHG Reporting: Conversion Factors 2024 from the Department for Energy Security and Net Zero.

Market-based emissions factors for electricity purchased are provided directly from energy suppliers, with evidence such as an assurance certification or renewable backed certifications (e.g. REGO). When unavailable, we use the UK fuel residual mix.

Bespoke emissions factors are used in First Travel Solutions (FTS) to calculate the footprint of the vehicles it procures for transport contracts, including rail replacement. The emissions factors are provided from a software system that provides a specific emission factor per kilometre using licence plate information. For vehicles whose number plates do not return a value, average emissions factors from the Department for Energy Security and Net Zero are applied.

G. Data methodologies and processes

FirstGroup ensures all divisions align their reporting processes for consistent and comparable data in accordance with best practice. The following methodologies are detailed to provide transparency where complex calculation or reporting systems exist.

Traction electricity categorisation

Traction electricity (EC4T) is provided to trains via a third rail or overhead line distribution system owned and operated by Network Rail. When on-train metering is installed, traction consumption is based on actual metered usage. Otherwise, Network Rail models consumption based on estimations. After the reporting cycle, Network Rail sends us the charge for unbilled energy used on the system, known as washup, and this is included in our Scope 2 emissions. In the current financial year, we are accounting for washups from the previous financial year, as the data is received after publication.

Trains can also generate energy from braking and are able to provide this back into overhead line distribution systems or use it to reduce train energy demand. This energy is known as regenerative braking. The energy recovered from regenerative braking has been deducted from total energy use. As per our operating agreements, First Rail is billed for a proportional amount of line loss on these distribution systems in addition to the energy metered into the train. This reflects the losses of transporting the electricity through the distribution system. Emissions associated with line loss are included in Scope 3 emissions.

Carbon and energy intensities

Carbon emissions (Scope 1, Scope 2 location-based, Scope 3 limited to emissions from business travel, waste disposal, water supply and treatment, upstream transportation and distribution limited to FTS emissions, and Out of scope) are normalised against revenue to derive tonnes of carbon by £m revenue. The underlying energy use comprising these emissions is normalised against revenue in the same way.

Methodology continued

Carbon emissions relating only to passenger vehicle fuels and electricity (Scope 1, Scope 2 and Out of scope) are normalised by vehicle kilometre (vkm) or passenger kilometre (pkm).

Due to its relatively low carbon impact and unique operational nature, First London Cableway was excluded from both pkm and vkm metrics.

Passenger kilometres

First Bus – calculated using total passenger journeys multiplied by the average journey length for a non-London metropolitan bus (National Travel Survey Average Bus Journey length – NTS0303 (2023)).

First Rail – calculated using the Office for Rail and Road (ORR) statistical methodology for passenger kilometres. This information is provided from a national rail system called LENNON.

Fuel used – biodiesel content

The FAME (Fatty Acid Methyl Ester) percentage for fuel used in our train fleet is based on data provided by our fuel suppliers. Where such data is unavailable, the Renewable Transport Fuel Obligation (RTFO) statistics for 2024 are used as a source.

Supplier engagement target

To calculate the supplier engagement target, we identify all our suppliers covering Scope 3 category 1 – purchased goods and services – and category 2 – capital goods. We use a spend-based methodology approach to determine their emissions. The top 75% of suppliers by emissions are then reviewed to understand whether or not they have targets in place aligned with the science-based approach. The results of this process allow us to understand what percentage of our suppliers have a science-based target and inform our progress towards our supplier engagement target.

H. Accounting for estimation, error and structural change

Estimation threshold

FirstGroup operates a 5% estimation threshold, meaning we seek to report at least 95% of emissions each year using actual data.

Exclusion threshold

We allow up to 2% of our emissions to be excluded from our reporting each year.

Restatement threshold

To ensure our materiality thresholds have been met, we apply actual data where it becomes available in the subsequent reporting year and validate our prior year's reported data to ensure the total variance has not affected our total carbon footprint by more than 2%. Where a material change is identified (over 2%), the prior year's data is restated.

Re-baselining

Re-baselining occurs where new acquisitions, divestment, reorganisation or similar business changes give rise to an absolute change of 5% total carbon in the reporting year. Re-baselining calculations are undertaken in accordance with Appendix E of the GHG Protocol Corporate Accounting and Reporting Standards.

Independent assurance

FirstGroup plc has engaged Grant Thornton UK LLP to provide independent limited assurance in accordance with International Standards on Assurance Engagements 3000 (Revised), "Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 (Revised)"), and in accordance with International Standard on Assurance Engagements 3410 – "Assurance Engagements on Greenhouse Gas Statements" ("ISAE 3410"), issued by the International Auditing and Assurance Standards Board (IAASB).

All assured metrics are highlighted with a † symbol in the Data table on pages 18–19.

Grant Thornton UK LLP issued an unqualified assurance report over the selected metrics and their full report can be found here:

www.firstgroupplc.com/sustainability/reporting-centre/2025.aspx

Carbon emissions – Total all scope (Location) (tCO_2e)[1]	922,721
Carbon emissions – Total all scope (Market) (tCO_2e)[1]	817,528
Group Combined – Total Scope 1 and Scope 2 location-based emissions and selected Scope 3 emissions[2] plus Out of Scope emissions[3] intensity ratio (tCO_2e per £m revenue)	149
First Bus Road transportation – Carbon emissions per vehicle distance (Scope 1 and Scope 2 location-based and Out of Scope emissions[3] per vehicle km) (gCO_2e/vkm)	869
First Rail Rail transportation – Carbon emissions per vehicle distance (Scope 1 and Scope 2 location-based and Out of Scope emissions[3] per vehicle km) (gCO_2e/vkm)	578
First Bus Road transportation – Carbon emissions per passenger kilometre (Scope 1 and Scope 2 location-based and Out of Scope emissions[3] based per passenger km) (gCO_2e/pkm)	73
First Rail Rail transportation – Carbon emissions per passenger kilometre (Scope 1 and Scope 2 location-based and Out of Scope emissions[3] per passenger km) (gCO_2e/pkm)	26
Renewable energy use (mWh)	202,531
Total energy consumption (mWh)	3,135,502
Zero emission bus fleet	20.5%

1 This includes the aggregated total of Scope 1, Scope 2 and selected Scope 3 (limited to emissions from Business travel, Waste disposal, Water supply, Water treatment, Fuel- and energy- related activities, and Upstream transportation and distribution amounts limited to First Travel Solutions emissions).
2 This includes the aggregated total of Scope 1, Scope 2 location-based and selected Scope 3 (limited to emissions from Business travel, Waste disposal, Water supply, Water treatment, and Upstream transportation and distribution amounts limited to First Travel Solutions emissions).
3 Out of scope relates to the emissions associated with the combustion of biofuels.

Data table

	2020	2021	2022	2023	2024	2025
Carbon emissions by Scope (tCO_2e)						
Total Scope 1 emissions	653,779	467,773	524,683	487,362	478,705	**466,147**
Scope 2 location-based	303,628	236,592	214,967	197,272	216,508	**238,508**
Scope 2 market-based	1,680	156	26	252	290	**133,315**
Total Scope 1 and Scope 2 location-based	957,407	704,365	739,650	684,633	695,213	**704,655**
Total Scope 1 and Scope 2 market-based	655,459	467,929	524,709	487,613	478,995	**599,462**
Total Scope 1 and Scope 2 location-based emissions (tCO_2e) by business division						
First Bus	339,400	234,523	261,571	244,215	229,233	**223,513**
First Rail	616,628	469,657	477,987	440,197	465,733	**480,980**
FirstGroup – other	1,379	186	93	222	206	**162**
Limited Scope 3 emissions (tCO_2e) calculated using actual source data from suppliers						
Scope 3 (limited to emissions from business travel, waste disposal, water supply and treatment and upstream transportation and distribution limited to FTS emissions)	12,257	2,684	3,227	8,724	9,764	**9,880**
Scope 3 Fuel- and energy-related activities	217,066	228,549	216,738	186,421	196,753	**208,186**
Total all scopes[1] (tCO_2e)						
Total all scopes (Location)	1,186,730	935,598	959,615	879,779	901,730	**922,721**†
Total all scopes (Market)	884,782	699,162	744,673	682,758	685,513	**817,528**†
Out of scope[3]	22,636	23,819	28,496	32,513	34,895	**33,834**
Total Scope 1 & Scope 2 location-based emissions, Scope 3 limited and Out of scope intensity ratio (tCO_2e per £m revenue)[2]						
Group combined	265	185	185	169	159	**149**†
First Bus	427	361	362	298	250	**243**
First Rail	217	148	143	133	131	**123**
Carbon emissions per vehicle distance (Scope 1 and Scope 2 location-based and Out of scope per vehicle km (gCO_2e/vkm)						
First Bus Road transportation	1,045	964	1,122	1,103	897	**869**†
First Rail Rail transportation	936	668	627	602	595	**578**†
Carbon emissions per passenger kilometre (Scope 1 and Scope 2 location-based and Out of scope per passenger km (gCO_2e/pkm)						
First Bus	81	179	103	81	70	**73**†
First Rail	44	141	44	30	27	**26**†

1 This includes the aggregated total of Scope 1, Scope 2 and selected Scope 3 (limited to emissions from Business travel, Waste disposal, Water supply, Water treatment, Fuel- and energy- related activities, and Upstream transportation and distribution amounts limited to First Travel Solutions emissions).
2 This includes the aggregated total of Scope 1, Scope 2 location-based and selected Scope 3 (limited to emissions from Business travel, Waste disposal, Water supply, Water treatment, and Upstream transportation and distribution amounts limited to First Travel Solutions emissions).
3 Out of scope relates to the emissions associated with the combustion of biofuels.

Data table continued

	2020	2021	2022	2023	2024	2025
Total energy consumption and renewable energy use (MWh)						
Non-renewable fuels	2,372,224	1,892,061	2,120,721	1,985,875	1,910,253	**1,887,354**
Non-renewable electricity	769,324	876,769	946,583	943,546	957,370	**1,045,617**
Renewable fuels	551,716	59,107	64,582	87,320	104,589	**95,060**
Renewable electricity	71,225	235,347	228,447	76,579	88,564	**107,471**
Total non-renewable energy	2,768,830	3,102,498	3,067,303	2,929,421	2,867,623	**2,932,971**
Total renewable energy	622,941	294,454	293,029	163,899	193,153	**202,531**†
Total energy consumption	3,764,489	3,063,284	3,360,332	3,093,320	3,060,776	**3,135,502**†
Percentage of energy from renewable sources	17%	10%	9%	5%	6%	**6%**
Energy intensity per £m revenue						
Group combined	1,005	777	807	712	656	**623**
First Bus	NR	1,452	1,431	1,161	982	**949**
First Rail	NR	566	587	517	554	**534**
Supplier engagement target (% suppliers by emissions covering purchased and capital goods with an SBT in place)	NR	NR	NR	NR	45%	**50%**
Zero emission bus fleet	0.3%	1.1%	3.3%	6.0%	13.0%	**20.5%**†
Total water use by business division (m^3)						
First Bus	346,677	234,658	330,843	256,479	206,011	**209,410**
First Rail	405,062	443,405	459,543	396,475	454,492	**495,201**
Total water consumption	751,739	678,063	790,387	652,954	660,503	**705,424**
Total tonnes of waste by disposal route						
Recycled	7,114	17,088	12,429	13,571	13,040	**13,870**
Recovery (energy from waste)	3,439	2,460	2,536	3,411	3,384	**3,882**
Composted/anaerobic digestion	1,680	149	208	205	357	**379**
Landfill	11,531	81	3	23	1	**0**
Total tonnes	23,765	19,779	15,177	17,210	16,782	**18,131**

Glossary

Set out below is a guide to commonly used financial, industry and Group related terms in the Annual Report and Accounts. These are not precise definitions and are included to provide readers with a guide to the general meaning of the terms.

Avanti
Avanti West Coast, a train operating company

BMS
Building Management Systems

CO_2
Carbon dioxide

CO_2e
GHG emissions as carbon dioxide (CO_2) equivalent (e)

CDP
An international non-profit organisation that helps companies and cities disclose their environmental impact

CEDA
Comprehensive Environmental Data Archive method to calculate emissions

DC
Direct current

DfT
Department for Transport (UK Government)

EC4T
Electricity to power trains or 'traction electricity for trains'

EMS
Environmental Management System

ESG
Environmental, social and governance

EV
Electric vehicle

FAME
Fatty Acid Methyl Este – biodiesel content

FERA
Fuel and energy-related activities

FTS
First Travel Solutions

GHG
Greenhouse gas

Group
FirstGroup plc and its subsidiaries

GWR
Great Western Railway, a train operating company

HVAC
heating, ventilation and air conditioning

Local authority
Local government organisations in the UK, including unitary, metropolitan, district and county councils

Network Rail
Owner and operator of Britain's rail infrastructure, a UK public sector company that operates as a regulated monopoly

ORR
Office of Rail and Road

pkm
Distance travelled by passengers (p) in kilometres (km)

REGO
Renewable Energy Guarantees of Origin

RSSB
Rail Safety and Standards Board

RTFO
Renewable Transport Fuel Obligation

SASB
Sustainability Accounting Standards Board

SBCC
Scottish Business Climate Coalition

SBTi
Science Based Targets initiative

SBTs
Science-based targets

SECR
Streamlined Energy and Carbon Reporting

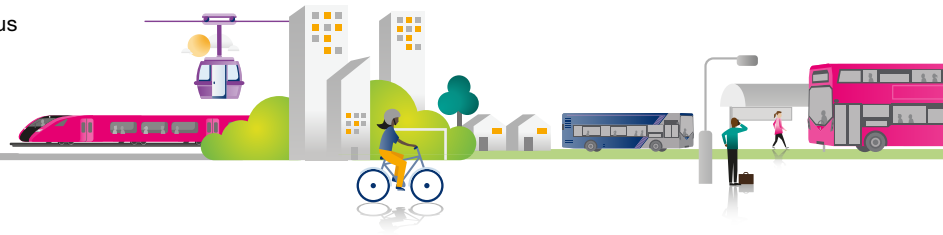
TCFD
Taskforce on Climate-related Financial Disclosures

TPT
Transition Plan Taskforce

UNCG
United Nations Global Compact

vkm
Distance travelled by vehicles (v) in kilometres (km)

ZEB
Zero Emission Bus

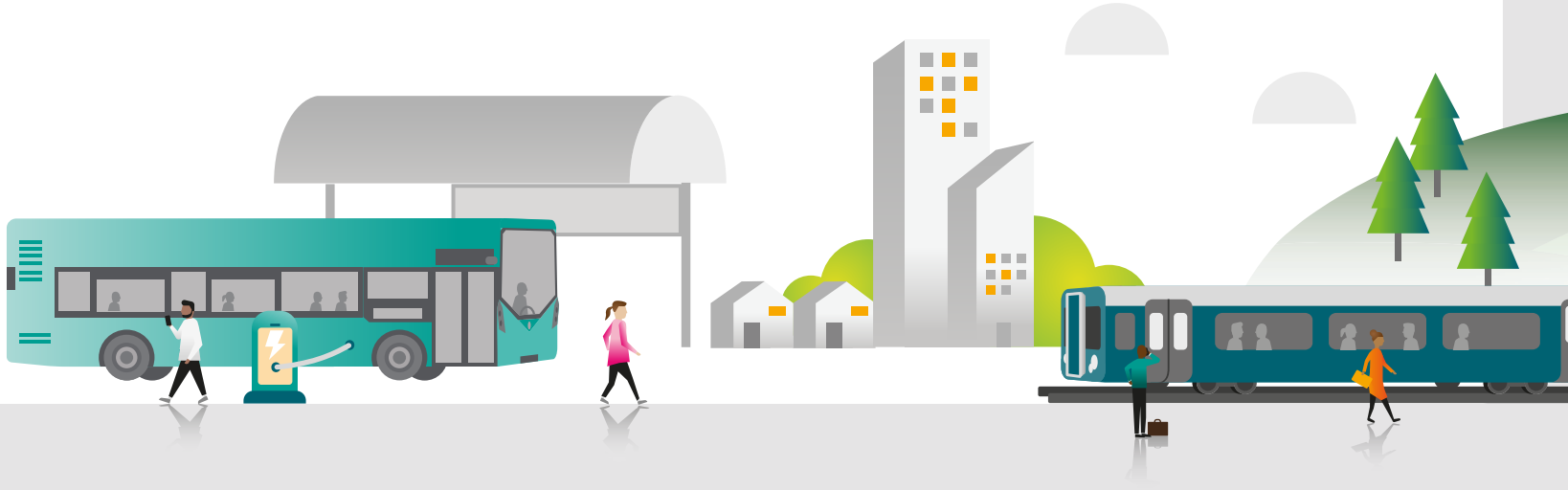


Cautionary note on forward-looking statement

This Report includes forward looking statements with respect to the business, strategy and plans of FirstGroup, its emissions reductions targets, strategy and actions and other climate related matters and its current goals, assumptions and expectations relating to its future financial condition, performance and results. Generally, words such as 'may', 'could', 'will', 'expect', 'intend', 'estimate', 'anticipate', 'aim', 'outlook', 'believe', 'plan', 'seek', 'continue', 'potential', 'reasonably possible' or similar expressions are intended to identify forward-looking statements.

By their nature, forward looking statements involve known and unknown risks, assumptions, uncertainties and other factors which may cause actual results, performance or achievements of FirstGroup to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. In addition, ESG methodologies, metrics, targets, reporting standards and other principles are subject to rapid change and development and further development could impact the information included in this Report. Climate change risk also presents other uncertainties, due, amongst other things, to changing projections relating to technological development and global and regional laws, regulations and policies.

Forward-looking statements are not guarantees of future performance, and shareholders are cautioned not to place undue reliance on them. Forward-looking statements speak only as of the date they are made and except as required by the UK Listing Rules and applicable law, FirstGroup does not undertake any obligation to update or change any forward-looking statements to reflect events occurring after the date of this report. Nothing in this report is intended as a profit forecast or estimate for any period, nor does this report contain any investment, accounting, legal, regulatory or tax advice, nor is it a recommendation or invitation to enter into any transaction. You are advised to exercise your own independent judgement (with the advice of your professional advisers as necessary) with respect to the risks and consequences of any matter contained herein and Accounts. Nothing in this Report is intended as a profit forecast or estimate for any period.



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