



# Connecting communities safely

Brighton & Hove Bus Company Sustainability Report 2020



**Brighton & Hove operates 289 buses across a network of 73 routes with 2,000 bus stops, serving the urban area of Brighton and Hove and connecting the city to Crowborough, Eastbourne, Lewes and Tunbridge Wells.**

Metrobus operates 147 buses across 50 routes through Sussex, Surrey and Kent. Our Spirit of Sussex brand provides bespoke coach, bus, minibus and school bus services as well as wedding and group hire.

Between us, our passengers made more than 52 million passenger journeys during the year. Across Brighton & Hove, our customers make more journeys per head of the population (172 per year\*) than anywhere in the UK outside of London.

\* DFT Annual Bus Statistics 2018-19



## In this report

- 02 Managing Director's message
- 04 Happier customers
- 07 Stronger communities
- 10 Better teams
- 14 Cleaner environment
- 18 Safer working
- 21 Key data

## Find out more...

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→ buses.co.uk  
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## Our reporting structure

We are committed to operating our buses in a way which helps to put our services at the heart of the communities they serve.

This report is split into five sections:

### Happier customers

To provide a safe, reliable service to our customers

→ [Read more on page 04](#)

### Stronger communities

To increase positive and proactive engagement with the communities we serve

→ [Read more on page 07](#)

### Better teams

To constantly develop our people

→ [Read more on page 10](#)

### Cleaner environment

To look at the way in which we can reduce our impact on the environment

→ [Read more on page 14](#)

### Safer working

To provide safe working environments for our people and our customers

→ [Read more on page 18](#)

# Managing Director's message



## 2020 highlights

- 54 extended range electric buses running zero emissions in the city centre by December 2020
- Invested almost £10m in ultra-low and zero emissions buses
- Partnership funding secured for 20 hydrogen fuel cell, electric buses
- Colleague Support Network launched
- Introduced an employee engagement app, Blink
- Metrobus Community Support Grant developed
- Runner up for the 'Top City Operator' at the UK Bus Awards 2020
- Attended multiple community events & held depot fundraising events throughout the year

“Welcome to our 2020 sustainability report.”

**Martin Harris**  
Managing Director

The impact of the pandemic has not changed our desire to give customers the freedom to safely connect with the people and places they value most; nor has it changed our ambition to improve the lives of our colleagues, customers and communities and be more than just a bus company.

But we haven't ignored the need for brilliant basics for our passengers, who again rated us highly in the Transport Focus 2019 survey, with over 89% satisfied. Delivering on the fundamentals our customers expect: a safe, reliable, punctual, value for money bus service, moved into sharper focus as the pandemic progressed, making cleaning top priority across our depots and buses.

After the pandemic hit, we quickly rebuilt services to 80% of the previous year's mileage, then up to 90%. This was only possible by working with local partners and councils and with the huge effort and flexibility of our wonderful 1,554 strong team, who swung into action enacting government requirements around face coverings and social distancing to keep customers and colleagues safe.

Being a fair and responsible employer is also fundamental to our business model. We offer fair, competitive terms and benefits and continue to push for a more diverse, inclusive internal culture.



The health and air quality concerns highlighted by COVID-19 only underline the crucial role of public transport and a National Bus Strategy, which was due to be unveiled before the pandemic hit. People still need public transport and climate change will outlast the virus.

We made major progress this year on air quality and carbon reduction as another 24 zero-in-the-zone low emissions buses arrived, while exciting opportunities to move into hydrogen drew closer.

We are 'partnership junkies' and this ethos has kept us close to our business and public sector partners, our communities and our customers, during what has been the most testing of times. This collaboration will serve us well as we negotiate further bumps on the road ahead.

I hope you enjoy reading our report. This year has been quite a ride.

# Happier customers

Our overriding mission has always been to give our customers the freedom to safely connect with the people and places they care about most and help them live their lives to the full. We have continued this mission, despite the pandemic.

Customer numbers and service levels were heavily impacted from March 2020, but we quickly rebuilt services to 80% of the previous year's mileage by June and ran extra morning journeys for key workers. By September, we were running 90% of our usual services, albeit at 50% of the usual seating capacity, to stick to government guidelines on social distancing.



Changing timetables

## Building travel confidence

We have been busy building the public's confidence to return to buses, while delivering the fundamentals our customers want: a clean, safe, reliable, punctual, value for money bus service.

Our 'Time to Change' campaign launched in September, outlining why people should feel confident travelling with us, the accessibility of our fleet and the affordable fares.

It has always been important to provide passengers with accurate, clear, accessible information but this has become critical during the pandemic. We've maintained a constant



## Key highlights

# 87%

customer satisfaction on Brighton & Hove

# 91%

customer satisfaction on Metrobus Tap-on/tap-off payment method introduced, automatically charging customers the best value fare

flow of information on service changes, face coverings, social distancing and bus capacity with weekly e-newsletters, social media updates, bus stops, safety videos and onboard announcements and signs. Our travel shops reopened in May, giving face-to-face advice. Colleagues have raced into action, updating every bus stop on the network twice over, which is more than 4,000 bus stops across five counties.

Passengers can use online journey planning tools to find the fastest way to reach their destination, gauge how busy the next bus is and decide when to travel.



There is real-time information at major bus stops and on board audio-visual announcements. The 'When2Travel' app is being introduced to show how busy each bus usually is at that time of day and helping customers plan journeys.

### **Improving customers' travelling experience**

We are constantly striving to make journeys better for our passengers, listening to them and anticipating their needs.

When NHS staff raised concerns about passenger levels on Royal Sussex County Hospital services, we put on extra buses during the morning peak to better match key worker shifts. We did the same for NHS staff at Princess Royal Hospital, Haywards Heath and East Surrey Hospital, Redhill.

We care about passengers' experiences on our fleet. Buses are cleaned up to five times a day with hospital grade products and our cleaning team has more than quadrupled. Bus superhubs are planned in Crawley to dramatically improve passengers' waiting experience with larger shelters, enriched digital information, WiFi, USB charging points, green roofs and solar panels.

We've worked with WiFi traffic specialist RebelRoam this year making WiFi on the bus faster and quicker.

### **Convenient, flexible and affordable ticketing**

In 2019, we introduced tap-on/tap-off making bus travel more convenient for passengers and cutting journey times. Nearly 20% of customers now use contactless to pay for their bus journeys on boarding, with only 6% paying by cash.

The pandemic has accelerated our journey to cashless, as passengers have been encouraged to use contactless, the app or key cards to pay for their journeys.

Our wide range of community ticket deals has been in place for many years, including discounts for families, students, carers and disabled people, to keep buses affordable for everyone. We work with East Sussex Credit Union offering substantial discounts on annual passes for adults, children and apprentices, with the option of a credit union loan to pay for these.

As work and travel patterns change, we will offer more flexible tickets, which could benefit part-time commuters and passengers regularly travelling one day a week. We are exploring cashless payments, similar to London's Oyster card, which customers without bank accounts could use.



Welcome aboard

## Happier customers continued

### School children and students

Transporting children and students to and from school, college and university is a core part of our business and we take it very seriously. This year, we laid on an extra 29 dedicated school buses, with funding support from the Department for Education and local authorities.

The 2020 'Back to School' campaign focused on increasing travel confidence for parents and children and communication around social distancing, bus capacities, face coverings and tickets.

We listened to our passengers and monitored services, moving swiftly to match capacity with demand where needed, which has included providing schoolchildren only buses and additional journeys.

As universities moved freshers' fairs online, we set up virtual stalls at Brighton and Sussex Universities encouraging people to sign up for our app and student fares. In September, we increased daytime services on our university route 25 and reintroduced the express route 25X.



Our younger passengers



# Stronger communities

Good, inclusive transport links are the glue that strengthens communities together. They improve opportunities through access to work, education and healthcare and keep people connected socially. By listening and working with our local communities, we can keep pushing the boundaries of what is possible beyond purely moving people from A to B.

We belong to the communities we serve and we are proud to work hard alongside them all year, attending community events, giving grants, donating tickets, running campaigns, wrapping buses and fundraising in our depots.

Our Accessibility and Communities Team ordinarily attend numerous community events talking to people about bus travel, accessibility and our community tickets deals. Events include St Catherine's Hospice Dragon Boat Race, Disability Pride, International Women's Day, Black History Month, Brighton Pride and the Ageing Well Festival.

In February, we teamed up with youth creative writing charity Little Green Pig to feature children's poetry on the TV screens of the first batch of our new extended-range electric buses. Children wrote about their experiences of bus travel and the theme 'Live & Breathe' – our environmental campaign. Metrobus featured children's poetry on 20 buses and took part in WORDfest Crawley.

Last year we directly helped 142 local organisations under the Brighton & Hove



Poetry on the bus



Metrobus sponsored St Catherine's Heart Trail

Community Support Grant (CSG) program – some of them more than once – and launched the Metrobus CSG program in September 2019. As well as grants, we give away hundreds of tickets each year to groups so people can attend events like cultural festivals, training and job fairs.

We are involved with a large number of campaigns, working with local councils, the police and community groups on everything from active travel to city clean ups and public safety. We have run an 'Anti-Hate Crime Campaign' on our buses since October 2018, highlighting hate crime and encouraging people to report it. We are also one of the founding members of the Brighton & Hove Upstanders Network, helping to make our communities inclusive spaces.

In autumn, we will launch a campaign coinciding with the arrival of 24 extended range electric buses in Brighton. This pairs our 'Live & Breathe' environmental messaging with 'Above & Beyond', a celebration of community champions who have gone above and beyond to serve their communities. Some will be nominated by community groups and others

## Stronger communities continued



Brighton Housing Trust Bus

by the public, and short biographies and images of them will appear on the new buses.

Our Santa Bus did about as many miles as Santa's sleigh on Christmas Eve last year. More than 150 colleagues put in around 850 hours' of volunteering over 20 nights. The bus has raised more than £250,000 over the past 16 years. Last year it raised money for Martlets and ten other charities. The bus also carries children to Christmas parties and visits schools providing specialist education, and hospices.

Every year we highlight the excellent work of local charities on the outside of our buses. In 2019, we helped Brighton & Hove Housing Trust mark 50 years of working with homeless people with a bus designed by their clients. We have a long-standing relationship with BHT, supporting the First Base Day Centre and offering internships to clients in our depots.



Crawley Wasps Bus

We sponsored Crawley Wasps Ladies Football Team pre-match training kit and matches, and did two full bus rears for them. Other buses are dedicated to Chestnut Tree Hospice, the Royal British Legion's West Sussex Poppy Appeal and the Martin Fisher Foundation, sharing information about HIV transmission, testing and treatment.

### Putting accessibility at the heart of our services

Everybody should be able to use the bus and we will continue to break down barriers to make this happen. Every bus is wheelchair and buggy accessible, has dementia-friendly floors and audio-visual next stop announcements.

Brighton & Hove and Metrobus have worked in partnership with Alzheimer's Society, Guide Dogs, Possibility People and many other charities and organisations for some

time. They have helped us implement schemes such as Safe Haven, for people needing help who are unsure of their surroundings or confused. Three of our buildings are Safe Havens.

Colleagues receive MyGuide and disability awareness training so they can better support disabled people when they travel. All our drivers are Dementia Friends and can provide support for people living with dementia. The Grace Eyre Foundation runs its Travel Buddy Scheme on our buses, helping people with learning disabilities build their confidence.

We have an award-winning free Helping Hand card, developed with disabled passengers, which lets drivers know if the holder needs extra help. During the height of the pandemic, we produced thousands of new, free face covering exemption cards for those passengers unable to wear face coverings.

If a wheelchair user cannot board a bus for any reason, we will provide a free, accessible taxi under our Taxi Guarantee Scheme. We were the first UK bus company to have an Accessibility and Communities Manager, who was also awarded an MBE last year for her work on accessible travel.

We have applied for the highest level of accreditation under the new Department for Transport's Inclusive Transport Leaders Scheme (ITLS), the Level 3 Inclusive Transport Leader. This scheme recognises the transport companies who are leading the way in accessibility in England.

### Community support pages

Coronavirus has changed the way we all live and the way bus companies operate. With face-to-face contact reduced and events cancelled, these unprecedented times have called for new ways for our community team to keep reaching out to the communities we serve.

From the start of lockdown, we launched our community support pages on our website, providing a broad range of information and links to help local people. This includes NHS, local council services, bus and train travel, kids' activities, mental health and anxiety support, keep fit, services for disabled people and domestic violence support services. The team regularly updates these pages and has received many positive messages from the community.



Accessible buses

## Better teams



Our buses are cleaned up to five times a day

Our people have always been our greatest strength and they have proved this repeatedly over the past year. Colleagues have shown incredible flexibility, dedication and team spirit during the pandemic, looking after one another and our customers. They have pulled together to keep our buses going, taking keyworkers to their jobs and people to the shops for essentials, during the toughest times we have lived through.

### Supporting our colleagues

Our Colleague Support Network (CSN) was launched in March, after 16 colleagues completed a Mental Health First Aiders course. They deal sensitively and confidentially with colleagues' mental health concerns and signpost them to other services. We encourage people to talk openly, without judgement, so that our colleagues can bring their whole selves to work. The CSN has already helped more than 100 people.

Colleagues can also access our employee assistance programmes for help on health and personal issues, caring responsibilities, work, retirement and money.

More than 90% of our colleagues have signed up to the HAPI app, which gives people discounts on groceries, entertainment, childcare, gym membership and more, as well as providing information on pensions, pay slips, travel benefits, company shares and access to online training.



Blue and White Day

### Communicating with our colleagues

Communicating with colleagues has always been paramount and it has been crucial during the pandemic, with many colleagues furloughed or working from home. We have stepped up our already close collaboration with Unite the Union, navigating the furlough scheme, embracing working from home where possible by supporting our colleagues with laptops and virtual meetings.

When colleagues returned to work, each depot made health and safety videos demonstrating the new one-way systems, social distancing, office capacities and hand sanitising stations, helping to reassure people that we are a risk-assessed, COVID-safe workplace.

We introduced employee engagement app Blink in 2019 and 90% of our colleagues are now users. Blink has come into its own during the pandemic with constant updates, weekly videos from senior managers and keeping colleagues connected. Our in-house publication is now digital. 'Infolink on Blink', which gives colleagues real-time updates, stories and videos from a range of people, teams and departments, as well as being a conduit for recognition, including our quarterly

STAR Awards, safe driving winners, and compliments from the public.

### Fundraising and social events

Our depots and travel shops are famous for their charity fundraisers, whether it is cycling to Paris, a zip wire challenge, fancy dress or a pool competition. Colleagues have continued to hold socially distanced events, bringing people together and supporting charities and community groups during the crisis. Our aim is to help the communities we serve grow stronger and bring colleagues together.



Fancy dress day for Mind/Grassroots

Metrobus and Whitehawk depots held a fancy dress day in June raising money for Mind and Grassroots. Lewes Road depot fundraised for Childhood Cancer Awareness Month in September and Whitehawk depot fundraised for the Alzheimer's Society in October.

Colleagues thanked NHS and other key workers during the weekly clap, keeping

## Better teams continued

morale high. Our control room colleagues joined ambulance workers and Lewes Road spelt 'NHS' in buses and Metrobus arranged their buses in a heart. Both depots sang We'll Meet Again for the final 'Clap for our Cares' in July, also paying tribute to Dame Vera Lynn, who had sadly passed away.

We have depot sports and social committees, an annual Family Fun Day and an annual awards dinner, which recognises colleagues' long service and achievements.

There are colleague forums where drivers, union reps and senior colleagues act on any issues raised and progress actions arising from



Metrobus thank keyworkers

our regular Colleague Engagement Survey. These will all be reinstated once it is safe to do so.

### Diversity and inclusion

We have a long history of taking a stand against prejudice and inequality. Since the eighties, we have championed LGBTQ+ matters and our bus services have become a leading light nationally on accessibility and inclusivity. We still have a leadership role to play to address equality and inclusion

for our colleagues and our

customers. We cannot separate our business from the communities we serve, we want to reflect our communities and work with them.



Clap for keyworkers



Trim shop team

Diversity and equality in our workforce is something we continue to strive for, whether that is around ethnicity, gender, disability, sexuality or age. This is reflected in our ‘People Like You’ recruitment campaign, our ‘Dignity and Respect’ campaign with Unite and our Diversity and Inclusion Forum.

Nevertheless, we recognise that we still have a long way to go and work to do. By the end of 2021, we will overhaul every aspect of the business, revisiting the recommendations of the 2017 independent report, Race in the Workplace. This includes further examining our recruitment process, promoting Hate Crime Awareness Week, encouraging colleagues to speak up about equality, creating an internal BAME network, producing a guide to discussing race in the

workplace and more widespread unconscious bias work.

We are a Department of Work and Pensions’ certified Disability Confident Employer, helping to recruit and retain disabled people and those with health conditions, and we are committed to progressing to Level 3 and becoming a Disability Confident Leader in 2021.



Driving Instructor Rebecca Kite, left, is the Vice Chair of Go-Ahead’s Women in Bus Network. Operations Manager, Kirstie Bull won the customer/passenger award at the 2020 Everywoman in Transport and Logistics Awards, and Head of Marketing & Communications, Vicky Doyle was a finalist.

We have conducted anti-bullying and harassment training and updated our policy on this and equal opportunities. There’s a Basic

Principles document for drivers, with practical advice on supporting disabled passengers to travel by bus.

# Cleaner environment

A resilient public transport network plays a pivotal role in tackling climate change, improving air quality and plays a vital role in achieving the Government's target of net zero emissions by 2050. It is also the most accessible and affordable solution and leads to better health outcomes, along with walking and cycling.

The UK's COVID-19 lockdown has shown that great strides can be made in a short time to improve air quality and reduce pollution, congestion and noise when traffic levels drop dramatically. However, gains are being lost as traffic returns to pre-pandemic levels and car dependence surges. The biggest mistake we can make is to return to private vehicles and swap one health crisis for another.

## Investing in ultra-low and zero emissions buses

As a bus company, we recognise that we have an important part to play to help fight climate change and improve air quality for the people and communities we serve. We already replace millions of air-polluting trips by car and we are committed to aggressively decarbonising our fleet and exploring cleaner, renewable alternatives to fossil fuels.

In the last two years, we have invested around £20 million on 54 extended range electric buses, which travel at zero emissions every time they enter a sensitive area, and we are extending this area outside Brighton & Hove's Ultra Low Emission Zone (ULEV). In autumn, 24 of these buses will go on to Route 1, one of our most popular routes.

We are also investing in hydrogen fuel cell electric (FCEV) buses, which do not generate any tailpipe CO<sub>2</sub> unlike fossil fuels. They are particularly exciting, given that purely electric buses do not suit some of the routes we serve, many of which are hilly and involve long hours of operation. FCEV buses can reach a 270-mile range or more with zero emissions.

## Public transport is the solution for poor air quality and congestion:

- **Surface transport accounts for 70% of the UK's total greenhouse gas emissions from transport. Compared to this, just 3% comes from buses and coaches**
- **A full double decker bus can take up to 75 cars off the road**
- **Air pollution linked to road traffic causes 40,000 early deaths a year. Diesel cars and vans produce more than two thirds of NOx emissions from transport**
- **2020 air quality data saw asthma attacks in children almost disappear when air pollution fell during lockdown**





## Our 54 Enviro400 Extended Range electric buses

=

A massive

**244,000**

zero-emissions miles in Brighton and Hove's Ultra Low Emission Zone or

**3,845**

trips every week benefitting

**3,000,000**

journeys per year

\*All data taken from one accounting year 30 June 2019 until 27 June 2020

## Cleaner environment continued

The second generation of hydrogen buses offers an even brighter outlook, with additional tanks that can meet the demanding mileage and long hours of operation on routes such as Fastway 10/20, which routinely cover up to 370 miles in 24 hours. They are also better on fuel efficiency. These smaller batteries are under the floor, further improving accessibility for disabled passengers.

We have secured funding from our partners for 20 of these buses, including £4.36m from the government's Ultra Low Emissions Bus Scheme and £2.9m from the EU Joint Initiative for Hydrogen Vehicles across Europe (JIVE). JIVE aims to drive down the cost of FCEVs, which could be on a par with diesel buses within five years, making them even more attractive. We are also working with local councils to share the cost of refuelling infrastructure, so councils can replace their own heavy fleets at the same time.

These buses are likely to make their debut in the final quarter of 2021 on Metrobus' high frequency Fastway services between Gatwick Airport, Manor Royal Business District, Crawley and Horley, making them the first commercially operated hydrogen bus fleet in Europe.



Bus priority measures

Generation 1 Hydrogen bus trials, Crawley

### It's not just about buying buses

Spending millions on ultra-low and zero emissions buses is pointless if buses are stuck in traffic because of congestion and unfavourable road layouts. Longer journeys can increase fuel use and dwell times, leading to increased emissions. They also make the bus less attractive for customers, potentially pushing people back into their cars.

We collaborate constantly with local councils, pushing for measures to improve our customers' journeys, including new bus lanes, road layout changes and camera enforcement in bus lanes.

We speak up for our passengers on many forums, including Brighton & Hove City Council's (BHCC) Quality Bus Partnership, Brighton & Hove Economic Partnership, Transport for the South East and the Coast2Capital Local Enterprise Partnership, and regularly meet organisations like Crawley's Manor Royal Business District, Gatwick Diamond Business and Gatwick Airport.

### Change from the inside

We introduced contactless, followed by tap-on/tap-off in 2019, to help further reduce

journey and dwell times and make customers' journeys more convenient. Now, only around 6% of customers pay with cash and we are keen to progress inclusively to completely cashless arrangements.

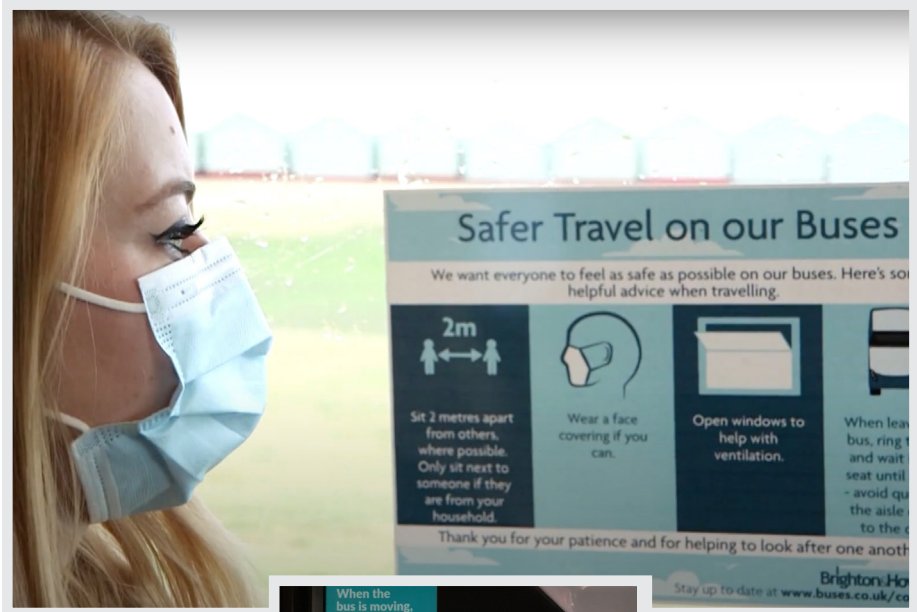
Our drivers are trained to avoid harsh braking, acceleration, over revving and engine idling, creating a smoother ride for passengers while also cutting down on fuel, reducing our fleet's carbon footprint. This means better air quality for everybody as it cuts NOx emissions formed during fuel combustion.

We currently hold ISO 50001, an international accreditation for excellence in energy management, after cutting carbon emissions by 30% in three years, and nearly 70% over the past ten years.



Tap-on/tap-off

# Safer working



Keeping passengers informed on safety

Continuously improving our high safety standards has always been fundamental to how we run our bus services and nothing has been more important than protecting the health and well-being of our colleagues and customers during the crisis. We are grateful that there have been only three confirmed cases of COVID-19 amongst our 1,200 drivers, with all of them making a full recovery.

Hand sanitiser dispensers are now standard on every bus. Cleaning teams more than quadrupled and buses are now cleaned up to five times a day using hospital grade products proven to kill the virus. Cleaners jump on our buses at key locations, wiping down frequent



Hand sanitisers on every bus

touch points, like hand rails and stop buttons. Our drivers take great pride in doing their own cleaning inside and outside the cab at changeover, before they take a bus into service. Back at the depot, buses are deep cleaned and run through the bus wash.

On board announcements and safety messaging reiterate social distancing, wearing face coverings and exemptions, as well as revised bus capacities. We've blocked off seats nearest the driver and seats facing one another at the back of the bus. Our Bus Supervisor Team has been boarding buses educating people about the importance of face coverings and handing them out, as well as giving out free Helping Hand cards for those exempt

from wearing them. Evidence suggests there is a 90% compliance rate among passengers able to wear a face covering. Our Basic Principles Guide for Drivers gives colleagues detailed guidance on supporting disabled passengers when they travel.

Another important strand of these efforts has been acting to minimise contact between drivers and passengers by encouraging passengers to use contactless, key cards or mobile ticketing apps to pay for their journey. Our industry-leading tap-on/tap off contactless is now available on every bus. Tickets work across Brighton & Hove and Metrobus.

We run a number of regular external safety campaigns, such as 'Be Bright Be Seen' as it gets darker, and joint campaigns with local councils, East Sussex Fire & Rescue and the police to educate cyclists on blind spots in a bus mirror and about the benefits of high visibility clothing.

### Internal safety campaigns

Our safety-focused culture is particularly strong internally. Our 'Bee ALERT' campaign kicked off in December 2019, bringing five key health and safety messages home to everyone to: avoid taking risks, look out for each other, expect the unexpected, report anything unsafe, and take responsibility for safety. The campaign aims to reduce accidents and near misses and encourage colleagues to report positive interventions. We've promoted the campaign on high viz vests, posters, colleague passes and Blink. Safety intervention videos showing common high-risk situations are next.

We continuously run safety campaigns and a recognition and rewards system for safe driving. We have a Driving Standards Officer, a Health & Safety Team and we work in partnership with Unite on health and safety.



Cycling safety campaign



Transporting our passengers safely



# Key data: Brighton & Hove Bus Company

|                                                    | 2020 | 2019 | 2018   |
|----------------------------------------------------|------|------|--------|
| <b>Stronger communities</b>                        |      |      |        |
| Community Spend per Employee (£)                   | 106  | 85   | 108    |
| Number of stakeholder events held                  | 112  | 167  | 25     |
| <b>Cleaner environment</b>                         |      |      |        |
| Carbon emission per vehicle mile (kg)              | 1.61 | 1.69 | 1.73   |
| Average age of bus fleet*                          | 8.3  | 8.1  | 7.1    |
| <b>Safer Working</b>                               |      |      |        |
| Bus accidents per million miles                    | 9    | 10   | 9      |
| Fleet with CCTV (%)+                               | 100  | 100  | 100    |
| Number of reported crimes                          | 158  | 137  | 175    |
| Bus fleet which is DDA compliant (%)*              | 100  | 100  | 100    |
| RIDDOR accidents per 100 employee                  | 0.3  | 0.7  | 0.26   |
| <b>Happier customers</b>                           |      |      |        |
| Customer satisfaction (%)                          | 89   | 91.5 | 91     |
| Punctuality (%)+                                   | 85   | 83   | 85     |
| <b>Better teams</b>                                |      |      |        |
| Average number of employees+                       | 1554 | 1513 | 1519   |
| Employee turnover rate (%)+                        | 11.7 | 16.3 | 14.4   |
| Absenteeism rate (%)+                              | 4.26 | 3.3  | 3.1    |
| Training Spend per Employee (£)                    | 445  | 790  | 707.20 |
| % of female employees                              | 12.2 | 11.6 | 11.3   |
| % of Asian, black and other ethnic group employees | 3.6  | 3.5  | 3.6    |

## Key

+ For the reporting period, second half of the year is an estimate

\* as at the reporting period end

RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations at workplaces

DDA – Disability Discrimination Act



For information on the full Group data, please visit our corporate website: [go-ahead.com](http://go-ahead.com)

## More information

Find out more about Brighton & Hove Buses at [buses.co.uk](http://buses.co.uk) and Metrobus at [metrobus.co.uk](http://metrobus.co.uk)

If you would like to speak directly with the company's Managing Director Martin Harris, please write to him at the following address:

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For copies of this report or inquiries, please email Communications Manager Marie Sansom: [marie.sansom@buses.co.uk](mailto:marie.sansom@buses.co.uk)

## Summary Verification Statement from Bureau Veritas UK Ltd

Bureau Veritas UK Ltd (Bureau Veritas) has provided verification for The Go-Ahead Group plc (Go-Ahead) over selected sustainability indicators contained within the Group's Annual Report. The information and data reviewed in this verification process covered the period 30 June 2019 to 27 June 2020.

The full verification statement including Bureau Veritas' verification opinion, methodology, recommendations and a statement of independence and impartiality can be found on the Go-Ahead Group website:

[www.go-ahead.com](http://www.go-ahead.com)



Bureau Veritas UK Ltd  
October 2020

Designed by:

**design**portfolio