

Taking care of every journey



Go South Coast
Sustainability Report 2021

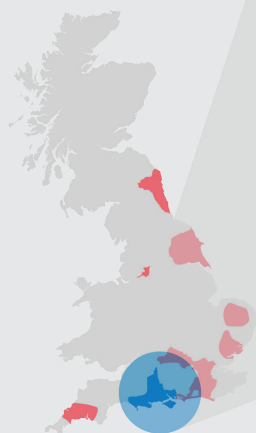
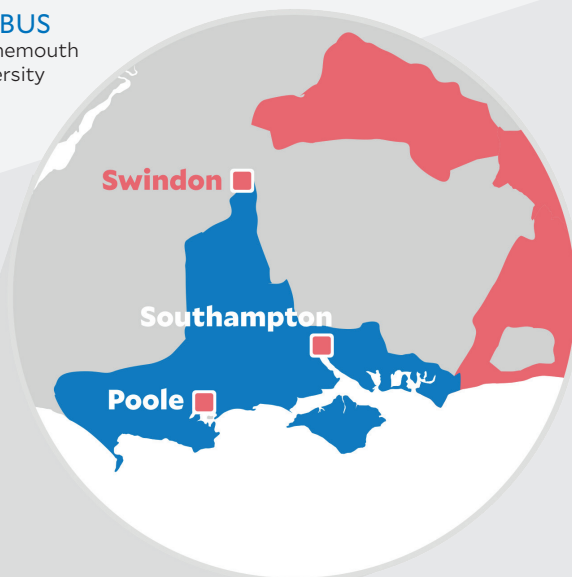


EXCELSIOR



Go South Coast operates a fleet of 824 buses across Dorset, Wiltshire, Hampshire and the Isle of Wight. With around 140 routes, our buses are locally branded giving them a local identity in the communities they serve.

Our brands include:



In this report

- 02 Managing Director's message
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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.

Stronger communities

To increase positive and proactive engagement with the communities we serve

[Read more on page 04](#)

Happier customers

To provide a safe, reliable service to our customers

[Read more on page 06](#)

Better teams

To constantly develop our people

[Read more on page 08](#)

Cleaner environment

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

[Read more on page 10](#)

Climate change strategy

Detailing how the Group as a whole is reducing our impact on the climate

[Read more on page 11](#)

Safer working

To provide safe working environments for our people and our customers

[Read more on page 15](#)

Key Data

Review the latest statistics for 2021

[Read more on page 16](#)



Find out more...

Twitter:

- @bluestarhq
- @damorycoaches
- @morebusco
- @myunibuses
- @salisburyreds
- @southernvectis
- @SwindonsBusCo
- @unilinkbus

Website:

gosouthcoast.co.uk

Managing Director's message



2021 highlights

- We continued to play our full part in society during and after the lockdowns. Almost all our routes continued to operate, although less frequently than normal. We ensured our buses continued to meet the needs of key workers.
- Working very closely with local authorities on the Government's Bus Back Better strategy.
- Our 3 electric buses in Salisbury are performing well. We are now working with local authority partners in Swindon and Southampton to secure grant funding, which could result in a total of 89 new zero emission buses across the two areas.

“Welcome to our 2021 sustainability report.”

Andrew Wickham
Managing Director

The COVID-19 pandemic continued to affect our operations throughout the year, as we reacted to various government restrictions and subsequent unlocking. Our colleagues continued to perform sterling work throughout the year, coping with various service changes. Tragically, one colleague – Mark Allen of Poole – lost his life to the virus, which he contracted outside of work. Although a number of our colleagues have contracted COVID-19, almost all have made a full recovery and are back at work. I pay tribute to the brilliant work everyone has done to keep our buses on the road.

We continued to play our full part in society during and after the lockdowns. Almost all our routes continued to operate, although less frequently than normal. We ensured our buses continued to meet the needs of key workers. This included altering timings and introducing additional journeys at various locations across our area. We have modified our buses, premises and working practices to make them as safe as possible. As restrictions have eased, almost all our services are back-to-normal, with us running over 98% of the pre-COVID timetable.

We continue to work with local partners, including education establishments, local authorities and charities across our area on a vast number of issues. This has included working very closely with local authorities on the Government's Bus Back Better strategy, which we hope will give a greater role for the bus going forward. Buses offer an instant solution to reducing carbon and particulate emissions, relieving traffic congestion and improving connectivity to work, education and healthcare. We look forward to increasing these benefits by implementing a variety of improvements across our area.



Our 3 electric buses in Salisbury are performing well. We are now working with local authority partners in Swindon and Southampton to secure grant funding, which could result in a total of 89 new zero emission buses across the two areas. These will directly or indirectly replace our older, less efficient models, and are a significant step in our ambition to move to a zero-emission fleet by 2035.

This year we launched Go South Coast's climate strategy which you can read in full on page 11. It sets out the practical steps we will take to ensure we reach Group targets of reducing our carbon footprint by 75% by 2035 and achieving Net Zero Carbon by 2045.

Our support for our local communities continued throughout the year, and whilst the current situation dictates how we currently do this, our commitment to the communities we serve will continue going forward.



Electric buses Park & Ride Salisbury

Key highlights

1,731
colleagues

over 98%
of our pre-COVID timetable running

33.2%
vehicles with Euro VI or above



Bluestar Bargate promotional event



morebus Poole Town Centre promotional event

Stronger communities



Throughout the last financial year, we have launched and responded to many local initiatives.

Buses are a lifeline to many, and public transport is not only critical to the functioning of society, it has also been fundamental in supporting communities through the COVID-19 crisis. At Go South Coast we have worked hard, online and face to face, to reassure our customers that our buses are safe.

We work closely with the communities we serve, to provide them with a reliable and essential service during lockdowns and beyond. With the relaxation of COVID rules, we have been able to reinstate some of our previously regular activities, such as the community fund and holding events, which have helped us to reconnect with our partnerships and communities across the network.

In partnership with the New Forest National Park Authority, we operate a very popular open top bus tour, which ran for an extended season in 2021, from May to September. Our three 'hop-on, hop-off' bus routes have played an integral part in lowering the numbers of cars on the roads, thus helping to reduce congestion, in the New Forest area.



In collaboration with the Purbeck Community Rail Partnership, we have upgraded a bus shelter at a key transport hub in Purbeck. This has improved the aesthetic of the area and received great feedback from the local community and the partnership.



Purbeck Community Rail Partnership new bus shelter

We were delighted to be able to reinstate our Community Fund this year, after pausing it at the height of the pandemic. Some of the fantastic causes we have been able to help so far in 2021 include:

- Vectis Radio received funding to accelerate plans to adapt the facilities it offers to local young people. The Newport based studio provides training for students with learning difficulties, giving them the chance improve their confidence by learning 'The 4Ps' - presenting, producing, promoting and podcasting.
- Autism Wessex runs residential and supported living services across Dorset, helping adults with autism to achieve their potential, on their terms. We provided Autism Wessex with help to purchase items for an adult that they support, who was moving into new accommodation on their own.
- Residents in Godshill on the Isle of Wight are set to benefit from a new sensory park, thanks to the efforts of volunteers, and an extra boost from the Southern Vectis Community Fund. Situated next to the village hall and Godshill inclusive play park, the new resource is expected to be used by people of all ages from across the community.

- Bradbury House, a Salisbury based provider of respite care for adults with learning disabilities, has benefitted from a Salisbury Reds Community Fund donation. Our donation will be used to create an environment and activities that provide enrichment to a number of local people. Bradbury House is also currently creating their own allotment garden and IT suite, so will make good use of these extra funds.
- Swindon Down's Syndrome Group, a parent-led charity supporting people with Down's Syndrome, received a donation towards a new kit for their football team. Joanna Messenger, from Swindon Down's Syndrome Group, said:

"This is a wonderful gesture from Swindon's Bus Company. Our players will wear their shirts with pride, and I'm sure they will have added confidence when they play. They are already loving their football, and it's great to have support from such a well-known brand."

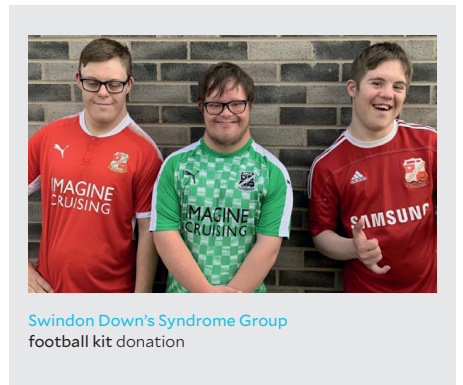
We saw the relaxing of COVID restrictions as a great opportunity to get out and about and start to connect with our customers again. We ran meet and greet events for morebus, Bluestar, Swindon's Bus Company and Salisbury Reds, during which we would help people download the new app and demonstrate some of its features, such as favourites or the journey planner. We distributed branded giveaways and everyone, who downloaded the app on the day, received a complimentary Dayrider ticket - both of which proved very popular, and all the events generated a lot of positive feedback.

Morebus was delighted to reinstate its partnership with Bournemouth Town Pastors, who receive free travel on our buses at the weekend. They are Christian volunteers, who go out onto the streets, listening, talking and providing practical support to those in need. Our drivers also find them a massive support on late night buses.

We have good working relationships with the Business Improvement Districts (BIDs) in our localities.

Salisbury's Business Improvement District (BID) helps to promote Salisbury Reds services. We joined their initiative to add vinyls to prominent long-standing empty shop windows, to improve the image of the business community in Salisbury and attract potential investors. This year they also launched a new website, called Experience Salisbury, which includes pages dedicated to our Park & Ride service.

We work closely with Poole BID, supporting their 'Marvellous Markets' events and our Head of Marketing, Nikki Honer, is on the committee.



Swindon Down's Syndrome Group football kit donation



Happier customers

The events of 2020 and 2021 have challenged our industry in ways that we haven't seen before. A well-informed customer is usually a happier customer. We have responded quickly to changing government advice and communicated any updates through all of our communications channels to our customers.

Throughout the various lockdowns, we kept our services running and closely monitored demand during these times, adapting our services when necessary, such as running extra school buses to relieve the pressure on our standard routes. As frontline workers ourselves, we have been very proud to do our bit to keep people moving.

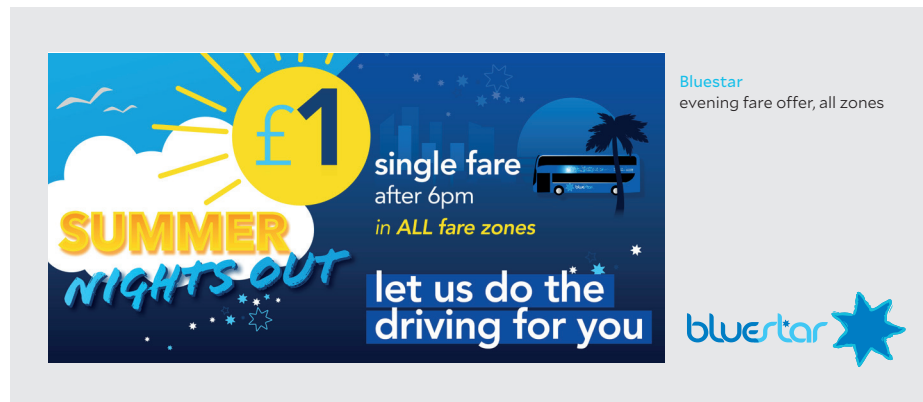
Our website, app and social media channels have been an essential part of our comms toolkit - updating Coronavirus information, when situations changed. Our 'busy bus checker' which allowed people to see how busy the next bus is in the app or on the website,

was a real benefit to people during times of social distancing and for those anxious about returning to public transport.

Our customer service team worked throughout the pandemic, always on hand to answer queries and we received a lot of positive feedback from customers thankful for our efforts. One of the team won an Employee of the Year Award for his commitment to providing excellent customer service during 2020.

In May, we launched new apps for all of the brands, replacing the generic 'clickit2ride' app. We worked with local company Passenger, who developed our website, to provide a seamless experience for our customers. The app has a whole host of new functions and has proved very successful, with over 137,000 downloads and an average score across all our brands of 4.6 or higher.

In Southampton, once restrictions had lifted and hospitality venues could once again open, we launched a £1 evening fare on our Bluestar buses. Any journey, made after 6pm in all zones in Southampton, would be £1. This has proved very popular, so much so, that we have continued the offer throughout the winter.



Bluestar evening fare offer, all zones

£1 single fare after 6pm in ALL fare zones

SUMMER NIGHTS OUT

let us do the driving for you

bluestar

New Forest TOUR

PURBECK Breezer Breezer 31

In August, we were able to set up discount codes in the new app and offered customers an end of summer flash sale. We offered money off our New Forest Tour routes, group Dayriders, Breezer tickets and Dayriders for an end of summer promotion. This also enabled us to offer discounts for promotions on notable days, such as Car Free Day, of which new and existing customers could take advantage.

Navigating some of our ticket prices, to make sure they are getting the right ticket, can be a challenge for some of our customers. Our 'Tap On, Tap Off' ticketing system automatically calculates the best daily fare for customers and has gone live at Bluestar, Swindon's Bus Company and Southern Vectis. It has been very well received by both customers and drivers alike. This has reduced the time for boarding and made getting around easier for many of our customers. Each launch was supported by a multi-channel campaign, including roadside, and we have created leaflets, for customers and for drivers, to answer any queries regarding the new system.



Due to the complexities and uncertainty around travelling abroad, we were expecting a busy summer season in terms of UK tourism. This summer we started a new Breezer route, which linked up local campsites with some of the key tourist attractions in the area. Breezer route 31 offered links to Monkey World, the Tank Museum, Lulworth Cove and Durdle Door, which was very well received by visitors and local businesses in the area.



HOW BUSY IS MY BUS? the busy bus checker

SEE HOW BUSY YOUR BUS IS ALLOWING YOU TO MAKE THE DECISION TO TRAVEL OR TO WAIT UNTIL THE NEXT SERVICE COMES ALONG

TRY IT NOW Find our easy-to-use guide at morebus.co.uk/busy-bus



your journey made easier

download the app today!

GET IT ON the App Store GET IT ON Google Play



tickets are about to get easier

tap on tap off coming soon

NEW

Reviews

Melva Williams

★★★★★ 2 weeks ago

Used P15 bus service today...Very reliable service, with a bus to Salisbury town centre every 15 minutes... Takes the stress out of sitting in traffic and trying to find a parking space in town...plus less fuel emissions.

Cody

★★★★★ 2 weeks ago

Excellent service, friendly drivers and a clean bus experience. Probably the best in the country. (Southern Vectis)

John Deakin

★★★★★ 18 weeks ago

Always an excellent service on Bluestar buses. Would never travel in any other way in Southampton.

Better teams

Go South Coast Colleagues have been adaptable, committed and kept vital services running throughout the pandemic for our customers.

As covered in our safer working section, we have worked with our colleagues to make sure they feel safe, as restrictions have changed. One example of this is allowing all seats to be back in use on our buses, apart from those behind the driver to keep our driving colleagues safe. Communicating effectively with our colleagues was essential during the pandemic. We ensured that colleagues were kept up to date and informed, offering support and reassurance through all of our available communication channels.

One of the biggest success stories of the year was the introduction of 'Blink', which has transformed the way we all communicate within the organisation. This app and bespoke intranet, is designed to keep all of our colleagues in the know and fully engaged. It is an information hub, combined with a messaging tool and a place to store, sort, and access essential documents. It enables colleagues to raise questions and receive quick responses. It is a good platform for sharing any issues or problems, as well as good news stories, such as Employee of the Month Awards or charity fundraising.

Over a 90-day period from July to October, we have seen a fantastic engagement rate of 99% of colleagues using Blink. We are averaging around 900 users a day. It has improved communication within the organisation, giving colleagues direct access to managers. It has also proved to be a useful channel for reporting any health and safety concerns, which can then be dealt with immediately. We will continue to use Blink over the next year and work with the developers, to make it as effective as possible for our colleagues and use this new technology to its fullest potential.

Despite the pandemic and as restrictions relaxed, Salisbury Reds have organised 3 football matches against Stagecoach, as well as arranging a summer party with bouncy castles, candy floss machine, cake stall, bungee run and an all-day bar and disco!

One of our popular employee benefits is access to the Hapi app, which offers savings on shopping and health and wellbeing tips and advice, including the Employee Assistance Programme. 91% of colleagues have accessed the Hapi app, making over £10k of savings in 2020 - and we are on track to beat this in 2021! We promote this benefits platform in Blink to our colleagues periodically.

One recent success story within Go South Coast is that of 18 year old apprentice, Charlie. Charlie began his Auto Electrical Bus and

Coach NVQ with morebus in October 2018 and hasn't looked back since. This year, he won a well-deserved silver accolade for Apprentice of the Year from BH Stars Awards. The BH Stars awards are entered by more than 300 businesses across Bournemouth, Christchurch, Poole and surrounding areas.

To recognise the dedication and commitment of our colleagues throughout the pandemic within the organisation, we were lucky enough to be able to organise a Go South Coast awards ceremony this year, held on the 9 October 2021. This event usually takes place in February but due to COVID had to be postponed. Although a slightly paired down evening, over 120 colleagues came together to celebrate excellence at Go South Coast. Employee of the Year Awards were given out for all brands and we also raised over £1,100 for our charities of the year.

We have continued to reward outstanding customer service and going above and beyond with our Employee of the Month (or quarter) across the brands and have received some fantastic nominations highlighting some extraordinary acts of kindness, bravery and quick thinking. We will celebrate all those that have been awarded employee of the month at our awards ceremony in February 2022.

Key highlights

72

colleagues awarded employee of the month and quarter

900

users per day active on the blink app

£10k

of savings with the hapi app in 2020



Charlie: Apprentice of the Year, BH Stars Awards



Night with the Stars: Damory, Employee of the Year David Coles

ARE YOU MAKING THE MOST OF HAPI?

hapi

download the app to get the best experience

blink

VOTED more hero

Daniel Riggs

outstanding customer service June 2021

Cleaner environment



2021 saw the launch of Go-Ahead's climate change strategy and our commitment to the Group's overarching target is to become a net zero carbon business by 2045.

Go South Coast plans to achieve a decarbonised bus fleet by 2035, helping to meet our 75% emissions reduction target by 2035. Swindon's Bus Company has been working with Swindon Borough Council on a bid for the Department for Transport's Zero Emission Bus Regional Areas (ZEBRA) scheme, which could see 57 new electric buses arrive in the town.

We are also working with Southampton City Council and University of Southampton on a ZEBRA scheme to bring 32 new electric buses to Unilink services in Southampton.

Regarding energy consumption, Go South Coast also contributed to the communications audit for ISO 50001, sharing examples of how we have worked with colleagues to spread messages and share information regarding energy saving and the environment.

With the introduction of our 'Tap-On, Tap-Off' initiatives and the new apps, we are hoping that this will significantly reduce paper ticket purchases. We are reducing our plastic passes, known as 'theKey'. We have stopped actively promoting theKey and have seen the numbers of plastic cards issued reduce, as we encourage our customers to make the move to the app, making buying tickets simpler for them and reducing waste at the same time.

We are committed to encouraging more people to use more sustainable ways of transport across the area, as we begin to return to normal, post pandemic. This year, to celebrate Car Free Day, we had a Car Free Week and offered half price travel for customers new to our mobile app during the week of 18 to 25 September. The app also

enables customers to see how much CO₂ they have saved on each journey, when travelling by bus.

Here at Go South Coast, we welcome any initiative designed to reduce the harmful effects exhaust emissions have on the environment. Our fleets are one of the newest and cleanest, compared to other operators. Over recent years, we have introduced a large number of brand new buses to operate our services across the area. Many of these use the very latest Euro 6 engine, releasing fewer emissions than the average new diesel car.

Our £1 summer fare in Southampton was introduced as a great offer for our customers, but also as a way to help reduce unnecessary car journeys and congestion in Southampton town centre. Reducing city centre traffic is part of Southampton City Council's Greener City Plan 2030 and will help improve the air quality for the residents of Southampton.

As previously mentioned, our New Forest Tour, which ran from May to September in 2021, helps to remove traffic and congestion around this area of natural beauty. Levels of car users in the area can be problematic for residents and our bus routes offer an alternative, as well as a more scenic way to visit the main attractions of the New Forest.

Over the busy summer of 2021, we ran two new Park and Ride schemes in Bournemouth and Poole. Lack of parking and the sheer volume of visitors on busy days made visiting the coast a logistical nightmare. On behalf of BCP Council, we operated one Bournemouth service from Kings Park in Bournemouth to Boscombe Pier, running every 15 minutes, and another from the Civic Centre in Poole to Sandbanks – a very popular tourist destination over the summer months.

Our climate change strategy

In July 2021 we launched our first Go-Ahead Group Climate Change Strategy detailing how the Group as a whole is reducing our impact on the climate and also how we are managing the impact of climate change on our operations. As a public transport company we have an exciting opportunity to help the transport sector decarbonise; a full bus can take an estimated 75 cars off the road and so modal shift is critical to decarbonise the transport sector.

Our Group Climate Change Strategy addresses 5 priority areas:

- 1 **Climate change adaptation:** identify how climate change is affecting us and plan how we are managing those impacts and opportunities.
- 2 **Decarbonisation:** of our premises, and bus fleet. Our Group target is to reduce our carbon footprint by 75% by 2035 and achieve Net Zero Carbon by 2045.
- 3 **Air quality,** from our fleet but also cleaning air via our innovations such as air filtering bus. We have a series of ambitious reduction targets for carbon monoxide (17%), hydrocarbons (49%), nitrogen oxide (63%) and particulate matter (50%) by 2025.
- 4 **Water,** including our use, leaks and sourcing. As a Group we are aiming to reduce water use by 25% by 2025.
- 5 **Waste,** including recycling and waste to landfill. As a Group we are aiming to increase recycling rates to 60% by 2025, increasing recycling and reducing overall waste.



Here at Go South Coast, our strategy highlights include:

- 1 **Climate change adaption:** identify future and existing risks using a flag system to track impacts/costs and opportunities.
- 2 **Decarbonisation:** of our bus fleet, ancillary fleet and sites as well as our buildings. Our aim is to make the transition of our bus and ancillary fleet to zero-emission vehicles, reduce energy consumption in our premises, and focus on fuel efficiency.
- 3 **Air Quality:** improvements will be achieved by continuing with innovations like our air filtering buses, procurement of zero emission buses and improvements in driver training.
- 4 **Water:** identify water efficiencies by improving measuring and monitoring of consumption through initiatives, such as leak reporting.
- 5 **Waste:** work closely with our suppliers to avoid waste from packaging, and improve data collection to understand more about our waste sources and how to improve recycling rates.



Our Bluestar brand in Southampton with the UK's first air filtering bus

Our climate change strategy



Climate change adaption

1. Identify risks and vulnerabilities
2. Quantify costs and source funding
3. Identify risks to properties
4. Work with suppliers to identify and reduce exposure and vulnerabilities
5. Develop business cases for adaptation measures
6. Work with partners

Group targets:

1. Risk assessment, mitigation plan, and measures embedded by 2023
2. Identify mitigation activities for critical suppliers by 2022
3. Identify local extreme weather predictions, develop premise safeguarding plan, assess high-risk areas, and embed actions and reviews by 2022

We are:

1. Developing a local climate change risk register.
2. Studying financial costs of climate change.
3. Conducting property and route risk assessments, and establishing mitigation plans by 2022.



Decarbonisation:

1. Bus fleet decarbonisation
2. Rail fleet decarbonisation
3. Ancillary fleet decarbonisation
4. Decarbonisation of properties
5. Develop net/carbon zero commitment

Group targets:

1. Net zero business by 2045
2. Zero-emission bus fleet in the UK by 2035
3. Non-diesel rail fleet by 2035
Non-diesel rail fleet by 2035
4. By 2035 reduce carbon emissions by 75%

We are:

1. Acquiring 92 zero emission buses by 2022.
2. Committed to having a 50% zero emission fleet by 2029.
3. Installing LED Lighting in 100% of owned properties.

Our climate change strategy /continued



Air quality

1. Improve bus fleet by procuring electric vehicles
2. Purchase new buses at the latest emissions standards
3. Remove older lower emissions standards vehicles from the fleet
4. Work on bus priority solutions with local authorities

Group targets:

By 2025, reduce:

1. Carbon monoxide (CO) by 17%
2. Hydrocarbons (HC) by 49%
3. Nitrogen oxides (NOx) by 63%
4. Particulate matter (PM) by 55%

We are:

1. Working with local authorities to access funding for zero emission vehicles.
2. Operating air filter and solar panel buses
3. Continuously assessing air quality reports.



Water

1. Address leaks better
2. Reduce third party use of our water
3. Reduce water use
4. Improve water sourcing

Group target:

1. By 2025, reduce water use by 25%

We are:

1. Recruiting depot Water Champions
2. Monitoring and reporting water consumption regularly
3. Optimising vehicle wash programmes.



Waste

1. Improve rail and bus waste management contracts
2. Increase recycling rates
3. Behaviour change programmes for customers and colleagues
4. Reduce waste in supply chain and operational activities

Group target:

1. By 2025, increase waste recycling rate to 60%

We are:

1. Working with our waste management supplier to improve our waste data reporting.
2. Working with suppliers to review their packaging practices.
3. Raising recycling awareness amongst our colleagues.

Summary

We are committed to reaching Government targets and by working closely with suppliers and embracing new technologies, as well as constantly measuring and adapting, we hope to be able to meet all targets within the Go-Ahead climate change strategy.

Adaptation

Climate change is already upon us. Here at Go South Coast, we have already experienced hotter summers, impacting on our drivers and passengers; and wetter winters, affecting road flooding and accelerated vegetation growth which has increased bus strike incidences.

- 1 We have started to develop our risk register, top strategic and operations risks by identifying climate-related impacts and costs so we can embed these to our reporting practices.
- 2 To continuously track impacts, we are leveraging our existing incidence report process to flag weather-related events.
- 3 We will work closely with strategic suppliers to ensure they have contingency plans in place.

Decarbonisation

As a bus company, our biggest carbon impact is from our bus fleet.

- 1 Transition: our fleet to EV/hydrogen over the next 15 years.
- 2 Pursue government funding: and work closely with our local authorities to maximise opportunities such as the ZEBRA scheme, where we are currently bidding for 89 zero emission buses for delivery by 2022.
- 3 Develop: a fuel efficiency plan by improving driver training and monitoring. Eliminating our least fuel efficient vehicles from the fleet, on the back of new deliveries.
- 4 Install LED: lighting in 100% of operating premises and develop a plant replacement plan by 2022.

- 5 Introduce: energy surveys and solar panels at our sites.
- 6 Ancillary fleet: transition all vehicles to Electric by 2035

Air quality

Our main impacts to air quality are air pollutants: CO, HC NOx and PMs.

- 1 Replace: replace our current diesel fleet with ZEB (zero emission vehicles) vehicles by 2035.
- 2 Continue to: innovate with projects such as the air filtering bus and solar panel fitted buses and monitor their impact.
- 3 We will work with: Group to assess and produce improvement plans to our locations.

Water

We use 33,128 m³ water in 2020/21, mainly from washing vehicles and plant as well as toilet facilities on our premises.

- 1 We are optimising vehicle wash programmes to coincide with the weather.
- 2 We have reverted to manual water readings to identify leaks faster.

Our anticipated water saving to 2025 is 20%.

Waste

We produced 392 tonnes of waste in 2020/21, of which 76% is diverted from landfill. Our current recycling rate is 57%.

Our main projects are to:

- 1 Work with our waste management suppliers to obtain regular reporting in more detail so we can improve our waste practices.
- 2 Work with Group and our suppliers and challenge them to reduce packaging, especially avoiding single use plastic and insisting on packaging return schemes;
- 3 Actively reduce paper use with a behaviour change campaign to our colleagues and investments in technology.

Safer working

Safety remains one of our top priorities.

As a business we have had to learn how to work safely in the ever-changing environment created by the COVID-19 pandemic. We introduced many new processes and refined these, in light of changing legislation, to keep the public travelling safely on our vehicles, as well as keeping our colleagues safe while doing their job. Our colleagues and customers have embraced these changes, which has allowed us to introduce new practices and new technology, some of which will stay in place after the pandemic has gone, for everyone's benefit and to improve the overall customer experience.

Our drivers

- Bus drivers have been issued with anti-bacterial/anti-viral wipes, to ensure that their cab area and ticket machines are kept clean.
- Bus drivers have all been issued with their own supply of face coverings and a hand sanitiser.
- Cab areas have been fitted with a COVID-19 protection screen.
- Driver rest room facilities at depots have been increased in size, to allow for social distancing.
- Upon their return, all drivers furloughed through the pandemic underwent a return-to-work induction and driver training, to ensure they meet the required standard of driving, are fully aware of the precautions to take and the additional measures put in place for their safety.
- Although the national lockdown has been lifted, we are still actively encouraging our colleagues to continue with the cab cleaning and the use face coverings and hand sanitiser.

Our vehicles

- Additional daytime cleaning has been introduced, focusing on the high usage touch points, including hand poles, seat grab rails, bells and ticket machine. The cleaning regime on our

vehicles has been intensified, with a deep clean carried out every evening on return to the depot.

- We are regularly testing the cleanliness of our vehicles, using a machine that can test for bacteria build up on surfaces.
- To keep our customers and drivers safe, we have fitted High Efficiency Particulate Air (HEPA) filters to the vehicle air system, which will capture air borne particulates, before they enter the saloon of the vehicle.
- Vehicle maintenance remains compliant with our O Licence and any bus that has been parked up due the pandemic has undergone a full safety inspection before returning into service.
- Capacity during the lockdown period was reduced to less than 50% to allow for social distancing. Since the lifting of the lockdown restrictions, the vehicles have returned to almost full capacity.
- Onboard signage has been added, asking customers to leave windows open, to assist with ventilation and air flow on the vehicles.
- Hand sanitiser units have been fitted to buses for use by customers.
- Audio announcements have been updated, reminding customers of the new procedures on board.

Communities

- Social distancing measures put in place during the pandemic, including signage informing customers where to sit on the vehicles and where to queue, have been removed. Customers are still reminded, via our audio announcements, to be mindful of social distancing and to wear a face covering, if they can.
- Issued press releases to local media and stakeholders continue to give information about our services.
- We continue to monitor travelling passenger levels very closely.

New technology

- We continue to promote the use of the 'busy bus checker' in the app and on the websites. This enables our customers to check in advance how busy a particular journey is, which allows them to make a choice about boarding the next bus, or not, and helps with their journey planning.

Key data: Go South Coast

	2021	2020	2019
Better teams			
Average number of employees	1731	1,883	1,803
Average length of service in years	7.7	7.3	7.4
Employee engagement - UK bus (%)	73	n/a	67
Employee turnover (%)	16.8	9.1	11.4
Absenteeism (%)	4.2	4.0	4.5
Training spend per employee (£)	397	394	515
Female employees (%)	16.1	15.1	16.2
Ethnic minorities (%)	5.4	4.2	4.7
Happier customers			
UK customer satisfaction - regional bus (%)*	n/a	92.4	91.4
UK regional bus punctuality (%)	86.4	84.9	83.5
Stronger communities			
Total contributions (£)	3154	4516	n/a
Community spend per employee (£)	1.82	2.45	6.81
Individuals/beneficiaries directly reached	1461	4587	517
Partner organisations/beneficiaries directly reached	198	197	126
Stakeholder events (number)	123	127	76
Safer working			
Bus accidents per million miles	49	54	55
RIDDOR accidents per 100 employees	0.5	0.43	0.78
Number of reported crimes	50	32	111
Bus fleet which is DDA compliant (%)	90.8	92.5	99.1
Total UK Driver and Vehicle Standards Agency (DVSA) public service vehicles (PSV) bus test pass rate (%)	98.3	98.5	98.6
Cleaner environment			
CO ₂ total from all scope 1&2 sources (tonnes)	34501	37194	41906
Carbon emissions per vehicle mile (all energy) (kg)	1.46	1.49	1.53
Total waste generated (tonnage)	392.2	396.5	766.2
Waste - landfill diversion rate (%)	76.2	95.2	69.4
Recycling rate (%)	57.3	64.9	n/a
Amount of water consumed (m ³)	33128	32939	36000
Water leaks identified (volume)	2095	n/a	n/a
% of bus fleet that is zero or low carbon emission+	41.2%	32.8%	31.8%
Average fleet diesel efficiency (MPG)	8.22	8.01	7.92
Average fleet electric efficiency (kWh/mile)	1.56	2.2	0
Adaptation: yearly target completion: 2020/21 risk register & mitigation plans for top risks (Y/N)	Y	n/a	n/a

Note: For our Climate Change strategy, new metrics have been introduced and reporting on these will start from 2020-21 which is why there are some indicators in 2019/20 without data. Air quality is also a key focus of our strategy but this is reported in Group annual ESG reporting. Further verified energy & environmental data can be found in the annual Group ESG report.

*Results from Transport Focus independent customer survey. Due to the impact of COVID-19, surveys were paused for this year +Electric & hydrogen powered busses and Euro VI diesel busses.

We're part of The
Go-Ahead
Group

More information

You can find out more about Go South Coast by visiting our website gosouthcoast.co.uk and more information on how Go-Ahead Group manages sustainability can be found by visiting: go-ahead.com/sustainability

If you have any comments, views or ideas on how we might improve, or have any thoughts on other issues that we should address in this report, please write to Managing Director, Andrew Wickham, at the following address:

Go South Coast
Towngate House
2-8 Parkstone Road
Poole
BH15 2PR

Summary Verification Statement from Bureau Veritas UK Ltd

Bureau Veritas UK Limited (Bureau Veritas) has provided verification for The Go-Ahead Group plc (Go-Ahead) over selected sustainability indicators contained within the Group Sustainability Report. The information and data reviewed in this verification process covered the period 28th June 2020 to 3rd July 2021.

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

www.go-ahead.com



Bureau Veritas UK Ltd
November 2021