

# Taking care of every journey

Govia Thameslink Railway  
Sustainability Report 2019





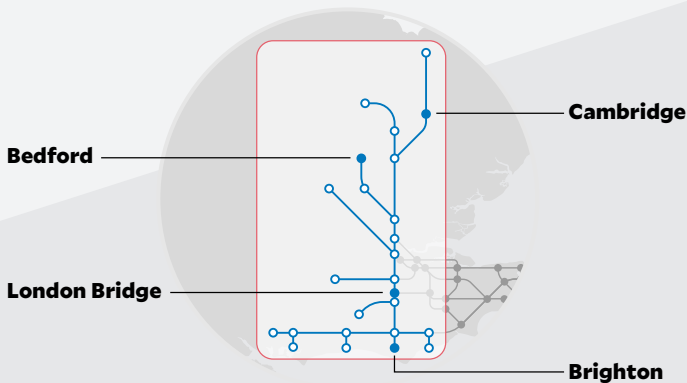
**Govia Thameslink Railway (GTR) operates Thameslink, Great Northern, Southern and Gatwick Express services. The franchise was established to modernise the network and make it easier to use, improving the reliability of services and providing more capacity into and beyond London.**

Nearly one in five of all UK rail passengers are carried on a GTR service, with 3,600 services now running each day, making up more passenger journeys than any other rail franchise. Passenger numbers have continued to rise with over 22 million more journeys made with GTR in 2018/19 compared to the previous year, that's a total of 341 million passenger journeys in 2018/19.

With so many people using our trains every day to get to work, school or see friends, we understand the importance of rail to passengers, communities, our staff and the economy. Therefore, GTR's commitment is to strengthen our contribution to the economy, increase customer satisfaction, boost local communities through local decision making, and give our employees and communities the opportunity of more jobs and a rewarding career in rail.

## 341 million

passengers on GTR's network in 2018/19



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## Find out more...

### Twitter:

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### Website:

www.thameslinkrailway.com  
www.greatnorthernrail.com  
www.gatwickexpress.com  
www.southernrailway.com



## Our reporting structure

We are committed to putting our customers and communities at the heart of everything we do. This report is split into four sections:

### Investing in passenger experience

To create better value for money for our customers.

→☰ Read more on page 5

### Putting customers first

To deliver a better service and a better experience for our customers.

→☰ Read more on page 6

### Stronger workforce, stronger communities

To support our people and the communities we serve.

→☰ Read more on page 8

### Cleaner environment

To focus on energy, waste, and resource efficiencies across our network.

→☰ Read more on page 15

# Chief Executive Officer's message



**Patrick Verwer**, Chief Executive Officer,  
Govia Thameslink Railway

**“New trains, more punctual services, better information and more helpful staff have seen levels of customer satisfaction improve.”**

**Patrick Verwer**,  
Chief Executive Officer  
Govia Thameslink Railway

When I look back to where we were last summer, I can see the enormous progress we've made. At GTR, we understand the importance of a punctual and reliable rail network to ensure parents can get home to their children, friends can enjoy days out in London or elsewhere with improved connectivity, and jobs can be created because employers and employees can rely on us to get them to work and back home again.

We share Go Ahead's purpose to take care of journeys that enhance the lives and wellbeing of our communities, being part of the local communities in which we operate, providing an inclusive and accessible service to our customers, and holding strong relationships with partners and stakeholders.

Since starting in my position as CEO at GTR, the Executive Team has been restructured to simplify decision making with a smaller, five-person team. This includes two new Managing Directors accountable for delivering excellent customer service, which has empowered staff on the front-line so that those closest to customers can serve them best.

We have prioritised running a punctual and reliable service across the network that consistently achieves 75% On-Time performance. The hard work of my colleagues is paying off, with GTR recently being reported by the Office of Rail and Road as the most punctual of the large and complex UK operators for May, June and July.

New trains, more punctual services, better information and more helpful staff have seen levels of customer satisfaction improve. Passengers on Southern are now happier with the service than they have been at any time in the past seven years, and Thameslink and Great Northern have bounced back significantly after the disruption caused by the spring 2018 timetable change. Punctuality and reliability on Thameslink are good, with almost nine in ten trains arriving on time, and now the brand has its second highest passenger satisfaction rate since the start of the franchise.

Over the next year of the franchise, the focus of the business will continue to be on improving customer satisfaction.



We're making the most of technology and innovation to ensure passenger journeys are the best they can be, from expanding the use of contactless payments to completing the rollout of new state-of-the-art Siemens Class 717 trains on Great Northern, marking the final phase of our £2bn train modernisation programme, and turning one of the UK's oldest fleets into one of the newest. Our customers will see the benefits of this more and more in the year ahead.

We are aligned to Go Ahead's commitment to be an employer of choice, inclusive and diverse, with a focus on learning and development. Our Get into Railways programme, in partnership with The Prince's Trust, recently celebrated its fifth year having delivered £1.6m in social value by providing valuable training and work experience to over 180 young people struggling to get into work. Over 70% of course participants stayed with us and progressed into permanent roles.

We now have 154 female drivers, including those in training, and have an apprenticeship scheme with over 230 apprentices on programme.

We've been busy building strong local partnerships to help drive business and tourists to the communities we serve, as well as developing our new Corporate Social Responsibility strategy with consultation from our employees. Putting internal democracy into action, we asked our people to vote on our chosen corporate charities for the year – with Mind, For Jimmy and Noah being selected.

It's been a really exciting year, but we know there is more we need to do, particularly on reliability for our Great Northern customers, reducing cancellations, providing the right information to our customers when they need it, and achieving our new 'Zero Harm' ambitions of halving the number of safety incidents on our network by 2021.

I'd like to thank colleagues for their hard work and dedication, our passengers for their custom and for taking the time to let us know what they think of our service, and our partners for working alongside us to reach our shared goals.

**Patrick Verwer**  
Chief Executive Officer,  
Govia Thameslink Railway

# 2019 highlights

Transforming journeys, lives and communities	
Currently the most punctual of the large and complex operators in UK rail <sup>1</sup>	Generated over £1.6m <sup>2</sup> in social value over the past five years by helping young people into employment
Completed a five-year £2bn programme to transform passenger journeys with more than 1,500 new carriages, turning one of the UK's oldest fleets into one of the most modern	126 young people from The Prince's Trust 'Get into Railways' programme employed across GTR. 14% of GTR London Bridge station staff recruited through the programme
22 million more journeys made with GTR in 2018/19 compared to the previous year	Delivered the "One Step Ahead" customer service training programme to over 3,000 customer facing employees
Completed roll out of Class 700 trains on Thameslink and Great Northern mainline routes	238 apprentices currently on programme with 40 engineering apprentices employed across our depots in 2019
81% of GTR passengers are satisfied or very satisfied, a 6% increase on 2018	154 female drivers (including trainee drivers)
Southern's passenger satisfaction at the highest level for seven years, with a 12% increase to 81%	18,000 children educated in railway safety
Passenger satisfaction at 89% on Gatwick Express, the highest in seven years	95 station partnerships make local stations more welcoming and vibrant
Thameslink and Great Northern passenger satisfaction returned to pre-May timetable levels, with 83% and 77% respectively	Nine community lines supported

Winner of the Customer Excellence Award at the 2019 National Rail Awards for the **Three Bridges to Brighton blockade**

Winners of the **Advancing Social Mobility in the Workplace award** at the 2019 Employers' Network for Equality and Inclusion

1 'On Time' statistics released by the Office of Rail and Road for May, June and July 2019: <http://bit.ly/2kuwhDB>

2 Verified by Social Value Portal

# Investing in passenger experience



**Nus Ghani, MP,**  
**Transport Minister,**  
(2nd left)  
announcing  
successful Access  
for All funding at  
Cricklewood.

We've seen a number of long-term projects come to fruition under the National Stations Improvement Programme, such as doubling the size of Elstree & Borehamwood to ease overcrowding, and the refurbishment of Eastbourne station.

The major redevelopment of St Albans City broke ground over summer 2019. Once completed in late 2020 the £5.7m project will see customers benefit from enhanced retail provision, a new station entrance from Ridgemont Road, new station toilets and more secure cycle parking facilities.

We continue to work with Network Rail to jointly deliver schemes that make our services accessible to everyone. Work is already underway on step-free schemes at Crawley, Coulsdon South, Selhurst, Carsharlton, Finsbury Park, Alexandra Palace and Palmers Green thanks to funding from the Department for Transport (DfT), and now more funding has been secured for a further 11 stations.

We have again invested £650,000 in smaller accessibility improvements such as an accessible toilet at Carsharlton, and a feasibility study for future step-free access at Flitwick. We also took the opportunity to carry out improvements at stations during the Balcombe and Lewes Blockades over 2019.

The future sustainability of Gatwick Airport railway station will be secured through a £150m transformation project delivered between 2020 and 2023, meaning this important station can welcome even more passengers in line with the growth of the airport. Through bigger platforms, extra concourse space, new lifts, staircases and escalators, we'll cut platform overcrowding and delays across the whole of the south east.

The Passenger Benefit Fund, a fund of £15m, was set aside last year to spend on tangible passenger benefits at stations following the timetable service disruption in May. This represented a huge three-month engagement exercise developed in discussion with Transport Focus and London TravelWatch, and approved by the DfT. We received over 4,200 responses via the external website survey, 340 from staff, and over 80 group submissions from councils and rail user groups putting forward ideas and preferences on how to spend the fund on individual stations, and on pots shared by larger communities. A final review is underway with the DfT and stakeholders will be updated in October 2019 on passenger priorities. We will programme manage and hope to move to implementation by the end of 2019.

# Putting customers first

The last 12 months have seen a focus on delivering brilliant basics, on-time services and a better experience for our passengers:

- Focus on **punctuality & reliability**  
→ Read more on page 7
- **Providing relevant, timely and accurate information** to enhance customer experience  
→ Read more on page 7
- **Investment in station infrastructure**  
→ Read more on page 5
- **Staff engagement** – a focus on supporting and empowering our teams to provide great customer service  
→ Read more on page 8



## Awards

Winner of the Customer Excellence Award at the 2019 National Rail Awards for the

## Three Bridges to Brighton blockade

### Happier customers

Improved reliability, better connections and investment at stations has started to have a positive impact on our customers. We have seen improvement in the perceptions of our customers with the Spring 2019 National Rail Passenger Survey showing a significant increase in passenger satisfaction, particularly on Southern, where overall satisfaction levels are at the highest for seven years.

- **81% of Southern** passengers said they were satisfied or very satisfied, a 12-percentage-point increase on the previous survey, while the proportion of passengers saying they were happy with punctuality rose 19 percentage points to 74%.
- Passenger satisfaction on **Gatwick Express** is two percentage points higher, at **89%**, which is the highest in seven years.
- **Thameslink**, which had fallen to 77% in the autumn 2018 survey following the timetable difficulties in May last year, has recorded its second highest-ever overall satisfaction figure of **83%**.
- **Great Northern** has returned to last year's pre-May levels, up nine percentage points on the previous survey, with **77%** (broadly similar to the same period 12 months ago).



## Rolling out more trains

It's been a busy 12 months introducing new services for our passengers and improving their overall journey experience. We now operate 3,600 services a day.

- Introduced an extra 200 services each weekday on Thameslink and Great Northern
- In May, we doubled the frequency of the new Cambridge-Brighton cross-London service so that two trains an hour are now running in each direction throughout the day
- Doubled the number of weekend trains from Rainham via Dartford and Greenwich

The introduction of the Class 700 fleet concluded this year, completing the cascade of trains on the Thameslink and Great Northern mainline routes. This has significantly increased the number of trains operating with a much-improved train environment, more comprehensive on-board information, and greater overall space at peak times.

We've also completed the rollout of 21 Class 717 trains, completely replacing the 40-year-old Class 313 fleet operating on the Great Northern metro routes – early indications are that the fleet is proving more efficient than the trains they are replacing, and they are decades ahead in terms of safety and reliability. Key features include air conditioning, Wi-Fi, faster boarding and more space on carriages.

We aim to run services on time but where customers arrive at their destination 15 minutes or more late, they are entitled to compensation through the Delay Repay scheme. To simplify this process for our customers, we have launched Auto Delay Repay which automatically generates a claim for customers when they use a Key Smartcard.

Following customer feedback, we have set up a new partnership with both Samaritans and Railway Children, giving our customers the option to donate their compensation to either cause. We have chosen to partner with these organisations as they support mental health and young people, two key focus areas for us.

## Improving access to information

With the introduction of the new Class 717 trains, passengers are benefitting from the latest passenger information systems, including live updates from Transport for London, information about seat availability and toilet access. This £240 million investment has created a step change in passenger experience. We have also improved how far in advance we inform customers about engineering works, with changes in train times now showing in journey planners 10-12 weeks ahead.

A complete replacement of life-expired Customer Information Screens (CIS) across Southern has taken place, including the Catford Loop and Wimbledon Loop stations. Gatwick Airport Station received 86 new and enhanced CISs across the whole station, designed to support future improvements. Ten additional screens have been installed across Great Northern and Thameslink with more on the way showing comprehensive information about upcoming trains including length, delays, and where the train is currently.

Focused on Customer Excellence and Strong partnerships, the Three Bridges to Brighton blockade, delivered jointly with Network Rail, received a Customer Service Excellence award at the 2019 National Rail Awards. The project delivered effective communications with customers and local stakeholders in the lead up, during and after the nine-day blockade, ensuring they were well informed.

# Stronger workforce, stronger communities

Looking after our people and passengers and keeping them safe is our number one priority and we aspire to having health and safety at the forefront of the minds of all our employees.

Because our people are critical to the successful delivery of everything we do, we make sure we bring the best people we can find into GTR and we create the employment conditions and environment where they can do their job well.

2019 has seen a renewed focus on issues that are important to both our people and the communities we serve. We are focused on championing and improving mental health, providing opportunities for young people through education and upskilling, and supporting partners that work with the homeless.

## Keeping people safe

We are serious about the safety, health and wellbeing of our employees and our customers. Making sure everyone gets home safely every day is at the heart of everything we do. Alongside

delivering an on-time service, excellent customer service, timely information and effective disruption handling, safety is an essential part of our commitment to 'doing the basics brilliantly' for our customers. Our goal is to halve all incidents by 2021.

To achieve this, we have launched our Zero Harm Strategy – three caring pillars and six 'Everyday Actions' – to managers across GTR so they ensure everyone plays a part in helping us achieve Zero Harm. As part of this, we're encouraging Health and Safety conversations as part of meeting agendas, introducing new recognition platforms for those who handle safety situations effectively, and using internal communications to make safety part of our corporate culture.

## Keeping people healthy

A healthy body and mind is the key to our teams bringing their best selves to work and ultimately providing the best service possible. We have introduced new programmes promoting positive mental health – such as mental health first aiders and resilience training – as well as promoting better physical health through awareness days, Health on Track employee events, Slimming World vouchers and other discounted health services through our benefits scheme.

We will continue to increase the number of Wellbeing Champions across our network and promote our Trauma Risk Management programme supporting colleagues who have experienced traumatic incidents while at work.

## Developing our people

We are focused on personal development and broadening career opportunities for our staff. We have invested over £9m during this franchise in the training and development of our people including:

**ZERO HARM**  
**EVERYDAY ACTIONS**

- WORK SAFELY**  
and recognise good practice
- ENGAGE**  
in Zero Harm conversations
- CHALLENGE**  
unsafe behaviours
- ASSESS**  
potential risks
- REPORT**  
all incidents and near misses
- ENSURE**  
we are fit for work

We can all make a difference. Share your ideas and join the Zero Harm conversation on Yammer using #zeroharm

GTR

- Delivery of a comprehensive 'One Step Ahead' customer service training programme to around 3000 customer facing employees.
- Working towards 40% of our customer facing staff achieving at least a BTEC Level 2 Award in Customer Service (or equivalent).
- Accreditation of a minimum of 30 managers each year to the Institute of Leadership and Management.
- 238 apprentices currently on programme with new apprentices starting each month.
- Training of 50 managers in Continuous Improvement methodologies to act as local improvement champions.
- Introduction of a comprehensive Leadership Development programme for all people and specialist leaders.

### **A diverse and inclusive workforce**

We are working to create a more diverse and inclusive workforce by changing internal workplace practices to ensure more women and young people join, and crucially, stay within the rail industry. Our attraction strategy



**Katrina:** engineering apprentice.



## **Awards**

Winners of the

## **Advancing Social Mobility in the Workplace award**

at the Employers' Network for Equality and Inclusion in 2019

is multi-dimensional and appeals to a cross section of our community and young people. We are committed to widening our workforce profile, increasing diversity and changing the demographic of the workforce by ensuring we reach out to all potential talent and skills in the labour market.

We now have 154 female drivers (including trainees) and in 2019 we established the Women's Network Group which focuses on reviewing and improving workplace practices with a gender lens.

Supported by female and male advocates from across the business, the WNG's work has started on a number of core projects including the development of a new careers site with diversity at its core – an outreach programme with schools and colleges, a dedicated portal for career progression and support as well as creating a more open environment to discuss some of the barriers that women face in the workplace.

We work in partnership with specialist organisations to reach niche parts of the labour market. The Prince's Trust is one such organisation who provides a connection and opportunity to young people from disadvantaged backgrounds, challenging early lives or simply those that are struggling to find work.

# Stronger workforce, stronger communities continued

## Get into Railways programme with The Prince's Trust

The Get Into Railways programme was designed in partnership with The Trust to offer skills-based training, qualifications and work opportunities across the transport sector for young people aged 18-25 who have struggled to get into work. By offering mentoring and a role in one of GTR's teams, the programme has helped young people build transferable skills by working closely with our experienced colleagues who coach and support them through their journey.

The programme delivers a mixture of practical training and experience that enables those involved to learn skills to help improve their chances of getting a job. The young people attend this programme over a four-week period and are given a further six months support after the course has finished to help them into employment or further training.

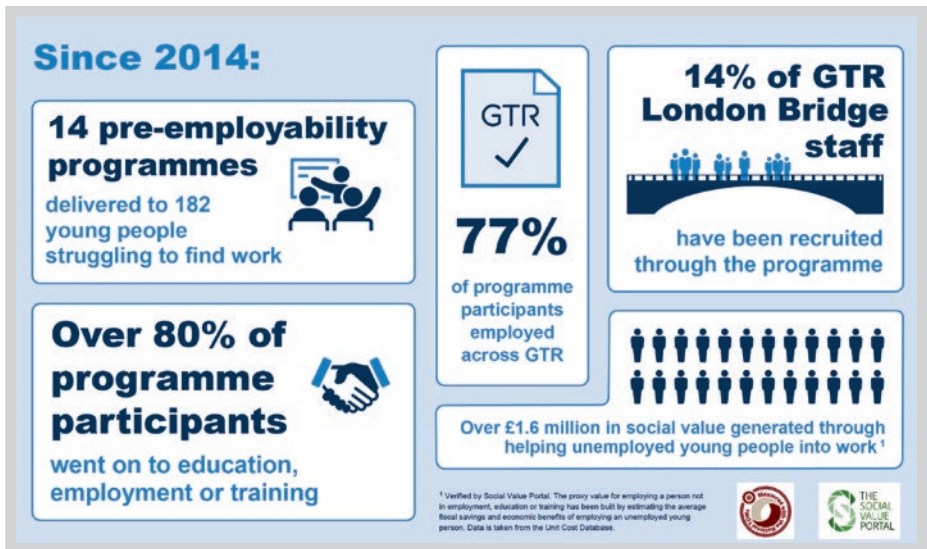
Each programme welcomes 11-14 candidates, and during this time they gain essential customer service experience, CV writing support, training and ultimately attain a certificate in first-aid, they achieve an accreditation in conflict awareness, interview skills training and the possibility of full-time employment following their placement.

The support, dedication and commitment to helping young people overcome challenges, start out and consequently thrive in the transport sector has had an outstanding impact.

We will continue to work with The Prince's Trust to help at least 70 more young people through the programme over the next two years.

**“We look forward to providing more young people with the chance to join our GTR family.”**

**Paula Hilliard**  
Employee Engagement Specialist, GTR





## Spotlight on... Najla Almutairi, Station Assistant at London Victoria

Najla Almutairi, 27, lives in Park Royal, London, and is a Station Assistant on the platform at London Victoria. Najla is a Young Ambassador for The Prince's Trust and hopes to inspire other young people to overcome challenges.

Najla said: "I moved to the UK at the age of 16 with my mother who at the time was offered a scholarship to study a PhD. I completed my secondary school education and college, and after that I studied for my degree in architecture.

"During my studies, my mother developed a spine condition and I became her carer. It was a life-changing and heartbreaking moment to see the strongest person in my life becoming weaker day by day. I kept going and managed to complete my studies, as well as holding down a weekend job and looking after my younger siblings. After graduating I spent a year and a half working part-time doing all sorts of local jobs.

"I often thought about the future and what I wanted to become, and I must admit I had a fear of working for a large organisation. I was also worried about who would look after my mother and I would often postpone my plans, telling myself 'when things get better, I will start my career'. Then eventually I came to terms with the situation and realised nothing will change unless I do.

"I really wanted to start a sustainable job - a career to be in a better position to support myself and my family. I didn't know where to start and didn't even have a CV.

"I got in touch with The Prince's Trust and they offered me different options from setting up my own business, to studying or training for a job. I then started the Get into Railways programme.

"I entered the February 2018 intake, spending two weeks in a classroom and two weeks on a placement at a station. Following on from this, I was offered the role as a Station Assistant (platform) which commenced in May 2018. My mentor really supported me through my transition period and through difficult times.

"I enjoy every day working on the railway. I love being part of our team and assisting passengers. My ambition is to progress into a management role and develop further leadership skills to inspire and support more young people."

**"My ambition is to progress into a management role and develop further leadership skills to inspire and support more young people."**

**Najla Almutairi**  
Station Assistant at London Victoria



# Stronger workforce, stronger communities continued

## Developing skills and confidence

Not only do we focus our efforts on improving employability of people of work age, but we are also committed to helping develop the skills and confidence of children and adults within local communities.

We recognise that children are the workforce of the future and we want to help raise their confidence and aspirations so they are able to see and act upon the opportunities in their lives. We have continued our support for Luton Town Football Academy and Stevenage Football Club Academy by providing opportunities for players from disadvantaged backgrounds to continue their further education studies while attending training.

We continue to partner with Sussex CRP to deliver our award-winning education

programme, Go-Learn. Over 8,000 children participated in a session between 2018/2019. We expanded the scheme to involve more schools with disabled pupils, supplementing our successful Try the Train programme. This encourages people with disabilities or access needs who wish to build their confidence to safely use the train and lead a more independent life.

In July 2019 we delivered our first environment education sessions to a local school in Littlehampton. Year 6 pupils got to get their hands dirty making BBQ briquettes from newspapers (pictured) in a session focused on 'reduce recycle reuse'. Others sessions included how to be plastic free, a debate hosted by Patrick Verwer – our CEO and offering rides on a BIFFA recycling truck.



Luton Town Football Club Academy benefits from support from GTR.

## Connecting with our communities

We continue to support and grow our station partners and extend our support for community rail partnerships to ensure that the positive impacts of these partnerships continue to benefit those that use or live near our network. We understand how our stations play a role in reaching out and bringing communities together, break down social barriers, provide a place to share mutual hobbies and lead active, healthy lifestyles; all of these are key deliverables under the new Community Rail Strategy published by the Department for Transport in late 2018.

## Community rail goes from strength to strength

In June we formally launched our newest member, Bedford to St Albans City community Rail Partnership (CRP), with a special D-Day themed celebration.



**Mayor for Brighton** (2nd left) celebrating a new wildlife art mural brightening Falmer station.



**Royal British Legion's veterans** joined us to celebrate our newest Community Rail Partnership.

We were joined by the Royal British Legion and local community representatives who were treated to a special performance by The Femmes, a 1940s girl group, and afternoon tea.

Meldreth, Shepreth and Foxton CRP relaunched over the summer and were joined by local gardening volunteers and local MP Heidi Allen. Our long established Southern based Sussex CRP recently voted to formally name the route between Brighton and Littlehampton the Sussex Coast Line.

The fantastic work achieved by our station partners increases year on year and during the last 12 months we were pleased to see new groups join us across our network, including St Albans, Denmark Hill, Bognor Regis and Horsham. Projects include a history panel celebrating 150 years of the railway, art murals and bee-friendly gardens, all involving different local groups uniting for a common purpose. Three of our station partners have been recognised for their efforts during shortlisting for the Association of Community Rail Partnership Awards.

# Stronger workforce, stronger communities continued

November 2018 we marked the centenary of the end of World War One, working jointly with Sussex CRP and partnering with the Royal British Legion and 'Therebutnotthere' campaign. We were proud to place silhouette art installations at over 20 stations across our network. This initiative was embraced by local communities, resulting in many holding remembrance services at stations, involving local schools in education projects and one of our colleagues undertaking a history project tracking the history of local railmen who served during the conflict. Several new station partners signed up as a result of being involved. The efforts were recognised in the shortlisting for this year's ACORP community rail awards.



Award winning World War 1 silhouette at Lewes station.

## Charity partnerships

2019 has seen a renewed focus on issues that are important to both our people and the communities we serve. These focus areas are on championing and improving mental health, providing opportunities for young people through education and upskilling, and supporting partners that work with the homeless. Our teams love to get involved and fundraise for charities, many taking part in bike rides, fun walks and hosting cake sales throughout the year.

In August we announced our three new corporate charity partners, nominated and voted for by our teams, one for each of our key focus areas:

**Young people** – For Jimmy

**Mental Health** – Mind

**Homelessness** – Noah enterprise



# Cleaner environment

Both Go Ahead and GTR are committed to delivering a more sustainable way to operate by embracing initiatives to tackle energy and water consumption, manage resources more efficiently and reduce waste to ensure we lower our impact on the environment.

## Involving our staff

Our Area Champions for the Environment make a positive impact on our environmental performance and help to increase recycling, decrease energy and water use whilst engaging their colleagues and teams to act in more sustainable ways. We have over 100 Champions across the network. They act as the eyes and ears of the company and implement projects at a local level to tackle environmental issues such as promoting recycling and encouraging paperless working where appropriate.

We look to build on the success of the ACE programme to date. 25% of our Champions have so far been trained in Level 2 Environmental Sustainability, accredited by the British Safety Council, and we aim to have all Champions trained where they wish to do so as part of their professional development.



## Highlight

**25%**

of our Area Champions for the Environment trained in Level 2 Environmental Sustainability, accredited by the British Safety Council

## The 3Rs Workshop for Littlehampton School Children

Three Area Champions for the Environment (ACEs) supported a workshop with 30 children from a Littlehampton school that focused on all 3 Rs in the waste hierarchy; Reduce, Reuse and Recycle. Sessions were run with the children on how to reduce their waste and recycle more at home. The children discovered the value of reusing waste; turning newspapers into BBQ bricks. GTR CEO Patrick Verwer attended after receiving a letter by school children, to debate wider sustainability issues; a topic front of mind with the children following subjects they had learned at school.



CEO Patrick Verwer and Littlehampton school children.

# Cleaner environment continued

## Emissions and energy

Across our infrastructure portfolio, energy management is a key priority to ensure we make significant savings in energy and operating costs where possible. Focus for this year has been on environmental monitoring and measuring for non-traction, providing site managers with a detailed understanding of consumption data which allow for trends on high consuming sites to be identified.

Actual consumption has shown a year-on-year improvement with Southern and Thameslink/ Great Northern seeing a 2% and 4% reduction in electricity respectively. By focusing on lighting, new lighting controls have been implemented and all stations have upgraded to LED bulbs, which are up to 80% more efficient than conventional lights.

We take our responsibility to reduce greenhouse gas emissions seriously and through the wider Go-Ahead Group contract in July 2019, GTR moved to a green tariff so all of our non-traction electricity is supplied by renewable energy. This is a saving of around 1,000 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e).

Similarly, GTR currently have over 50 Electric vehicle charging points across the network which were funded through the OLEV grant scheme for electric vehicle charging infrastructure in the UK. Throughout 2018 and 2019, we have invested in renewing this infrastructure to ensure vehicle charging points are future proof and fully available to our customers, helping to address the challenges of moving towards zero emissions vehicles, which has been identified as a priority in the Department for Transport's 'Road to Zero' strategy.



### Highlight

All of our stations have had platform lighting upgraded to LEDs. These lights are up to

**80% more efficient**  
than conventional lights



### Highlight

## Recently completed

a project to renew and upgrade our existing network of 50 Electric Vehicle Charging Points across GTR



### Highlight

**Achieved 99%**  
diversion from landfill

## Resource Efficiencies

Fuelled by a growing population that continues to consume materials and resources at an alarming rate, we recognise we have a role to play in optimising our own use of resources and helping our customers make sustainable choices. We aim to improve efficiencies and reduce material use and wastage where possible.

### Waste and materials

Waste generated has shown a significant reduction since 2017/18, decreasing by over 34%. Elimination is the top tier of the waste hierarchy and whilst recycling is incredibly important to us the preferred method of

managing our waste is not to produce it in the first place. Waste to landfill has been reduced by 78% as an increased volume of waste is converted into energy at Energy Recovery Facilities or sent to Anaerobic Digestion.

Recycling has seen a 9.7% decrease over the last year which is reflective of our challenge around segregation on stations due to security limitations of allowing additional bin rings and the zero-contamination allowance of our Dry Mixed Recycling waste streams. We are looking to have a bin trial of different recycling waste streams at a station with low recycling rates.

	2017/18	2018/19	Variance	
Waste Generated (Tonnes)	10,776	7,112	-3,664	-34%
Waste to Landfill (Tonnes)	383	85	-298	-77.8%
Waste Recycled (Tonnes)	2,462	2,223	-239	-9.7%



## Spotlight on... Refill

It has been estimated by Refill that if 1 in 10 people in Britain refilled a water bottle rather than buying a single use plastic bottle just once a week, around 340 million plastic bottles would be saved each year. With 33 retailers across Govia Thameslink Railway stations committing to the Refill campaign to offer free tap water for passengers, we are encouraging people to carry reusable water bottles and fill up on the go.

Reducing plastic waste is an important issue requiring action on a personal and national level and GTR's Area Champions for the Environment got involved to encourage retailers to sign up. As part of the campaign, these retailers are listed on the Refill app so members of the public can find free drinking water.

# Cleaner environment continued



## Spotlight on... Area Champion for the Environment Marc Edwards

After becoming an ACE and moving to Stevenage as Station Manager Marc Edwards, a self-confessed recycling fanatic, has worked hard to help increase recycling rates at the station.



### **Q. How do you fit the environment and being an ACE into your role?**

"It is not just an add-on to be done on a certain day but something I make part of my daily conversations with staff, so that it becomes part of the norm. We have a joke and chat about bins and recycling; they know it is important to me and that I will challenge them so they get behind it."

### **Q. How did you go about recycling here?**

"I started with the easier bit of getting each office and messroom to have segregated bins for staff, at first some of the staff were a bit resistant but we talked it through and now they are doing it. As are the tenants, I have explained it is isn't hard and we do it at home so...people tend to get on board with it."

### **Q. What's important to you about recycling and being an ACE?**

"I have two kids at home and I make them recycle and teach them about why the environment is important. They have a mini allotment and grow veg in old toilet roll tubes. I pride myself on only putting out half a black bin every two weeks. I wish it was less, we recycle everything we can at home and I test it, if you can't stretch it you can't recycle it!! I really believe it is the right thing to do."

### **Q. What would you say is the most important part of being an ACE?**

"Engagement, you have to explain to people why it is important and how they can help, breaking down the myths about it. Sharing the good news is also so important and if its recycling then getting tenants on board too, as they have lots of flat packing of cardboard boxes they can do."

### **Q. So what's next for you as an ACE?**

"Making sure that people know this isn't a fad, it's not a fashion thing but a normal day to day part of what we do. And making sure everyone is doing it all the time. We are about to have lots of change here too, so we need to manage through that. I am also changing a lot of our paper-based systems to paperless and supporting staff who find that tricky."

## Water use

Water has been targeted at a 2% reduction year-on-year and in 2018/19 this was exceeded by 16.8% on Southern and met on Thameslink and Great Northern. As an organisation, GTR uses very little water and reasons for these savings can be attributed to large scale leaks which were identified at Welwyn, Gatwick, Hove, Luton, South Bermondsey and Three Bridges. These six leaks alone were seeing 196m<sup>3</sup> of wastage per day.

To increase water savings for 2019/20 a GTR-wide project has been launched to install water data loggers on each of our supplies. This will allow for early warning notice of water leaks. Water data loggers have now been installed in most of the Southern Stations and part of Thameslink and Great Northern. To date 80 have been completed with a further 51 in hand.



## Highlight

First annual audit of our fully integrated ISO14001:2015 and ISO 50001:2011 system, ensuring energy management is integrated into our efforts to reduce environmental impacts

# Key data: Govia Thameslink Railway

	2018/19	2017/18	2016/17
<b>Stronger communities</b>			
Community investment per employee (£)	57.11	39.1	41.37
Stakeholder events	239	173	118
<b>Cleaner environment</b>			
Traction carbon emissions (T)	223,486	250,608	283,912
Non-traction carbon emissions (T)	17,885	22,267	24,320
Waste recycled (%)	31%	23%	46%
<b>Happier customers</b>			
Customer satisfaction (%) latest transport focus survey 19	78	75	82
Rail punctuality PPM	87.2	80.8	75.7
Passenger volume growth (%)	7.6	2.2	-4.4
<b>Safety</b>			
SPADs per million miles	1.11	0.88	1.43
RIDDOR accidents per 100 employees	0.11	1.12	0.1
<b>Better teams</b>			
Number of employees	7,220	7,071	7,074
Employee engagement (%)	64	57	40
Training spend per employee	754	113	1,026
<b>Diversity</b>			
Female employees (%)	17.0	17.7	17.1
Black, Asian and minority ethnic (BAME) employees (%)	18.3	18.7	18.1

## Key

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

You can find out more about Go-Ahead London by visiting our website [goaheadlondon.com](http://goaheadlondon.com) and more information on how Go-Ahead London manages sustainability can be found by visiting: [go-ahead.com/sustainability](http://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:

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## 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 1 July 2018 to 29 June 2019.

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

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

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Bureau Veritas UK Ltd  
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