

Strengthening Our Contribution

Southeastern
Sustainability Report 2019

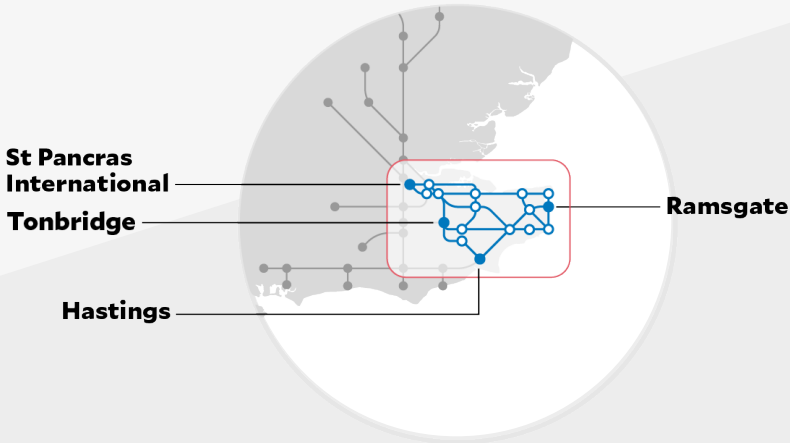


southeastern

Southeastern operates the train services between London, Kent and parts of East Sussex. This is one of the busiest and most complex networks in the country, and includes the UK's only domestic high speed service.

Every week, our 4,350 employees help 1.75 million passengers get to where they need to go by train. We manage 164 stations and serve a total of 180 stations.

During peak hours, we help around 260,000 passengers travel on our network and last year we ran an average of 1,786 daily metro, mainline and high speed passenger services into and out of major London terminals, which is more than any other rail operating company in the UK.



In this report

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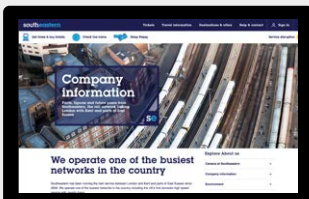
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→ southeasternrailway.co.uk



Our reporting structure

We are committed to operating our rail services in a way which helps to put our services at the heart of the communities they serve. This report is split into six sections:

Financial Contribution

To work together with suppliers to jointly deliver the best possible service.

→ [Read more on page 4](#)

Smarter technology

Adapting and implementing new technology to improve our business.

→ [Read more on page 5](#)

Stronger communities

Supporting activities and events that help build stronger communities.

→ [Read more on page 6](#)

Happier customers

Empowering colleagues and making improvements to increase satisfaction.

→ [Read more on page 8](#)

Better teams

Enhancing skills, capabilities and culture to improve our performance.

→ [Read more on page 10](#)

Cleaner environment

Reducing our impact and enhancing the sustainability of our operations.

→ [Read more on page 12](#)

A Message from David Statham



2019 highlights

- 4 out of every 5 passengers (80%) now rate themselves as very or fairly satisfied with their journey.
- Punctuality improved by nearly 10% in the last two years.
- Highly commended in the National Rail Awards' Passenger Operator of the Year category
- Set up colleague network groups - Women in Rail Empowerment, sOUTheastern (LGBT+) and Mind the Gap (mental health)
- Celebrated 10 years of Highspeed service, carrying over 100 million passengers
- Rolled out new information and entertainment service Southeastern Motion
- £70m of step-free access work completed since Access for All scheme began in 2006
- Largest solar photovoltaic deployment on rail network outside London, reducing carbon emissions by 5,000 tonnes

“ I have been very proud to serve as Managing Director of Southeastern for the past five years. Over that time, we have made significant progress and it is clear what our passengers expect from us both today and into the future. ”

David Statham
Managing Director

We operate 164 stations and our trains serve 180 stations across London, Kent and East Sussex. We see around 640,000 weekday passenger journeys on our network – making us one of the busiest rail operators in the UK.

Earlier this year, the Department for Transport confirmed a further extension to our franchise until 1st April 2020. This follows a significant year-on-year improvement in our levels of passenger satisfaction, according to the Transport Focus National Rail Passenger Survey in June 2019.

I am delighted that we have made sustained significant improvement, which reflects the daily hard work of all 4,350 of us at Southeastern. We have delivered more than £80 million of improvements for passengers since we began a new Direct Award contract in 2014.

Our punctuality has improved by nearly 10% in the last two years. We have introduced free Wi-Fi on our trains and boosted capacity on board with 5,000 extra seats. Over this next extension period, our focus remains squarely on our passengers, delivering more improvements and continuing to improve the punctuality and reliability of our services.

We have put a lot of emphasis this year on our work to promote diversity and inclusion within our business. For example, we worked with GTR and Network Rail to invite 220 colleagues

from across our three companies to the first ever Rail Diversity and Inclusion conference in July. We have also set up colleague network groups such as WIRE (Women in Rail Empowerment), sOUTheastern (LGBT+) and 'Mind the Gap' (mental health) to support everyone working at Southeastern.

2019 saw us celebrate the 10th anniversary of our Highspeed service. We are very proud to be operating Britain's first and only domestic high speed railway service. Working alongside our partners, HS1 and Hitachi, we have seen ten years of progress, ten years of growing prosperity, ten years of time-saving connections and ten years of life-changing opportunities.

We have carried 100 million passengers since 2009 and the number continues to rise year on year as demand increases. Highspeed is a huge part of all our lives – from the people who have made the past 10 years a speedy success,

to the valued passengers who use the service every day and the vibrant communities it has helped shape.

One person who knows the value of high speed better than most is Orpington's very own World Champion sprinter Dina Asher-Smith. Last year, we named one of our Javelin trains after her, paying homage to not only Dina's speed, but her experiences of being a regular Southeastern passenger.

Anyone who works in rail will tell you that it is not possible to stand still. You have to be constantly looking ahead, striving for improvements and investing in the future. Our latest sustainability report highlights some of our achievements over the past year and provides plenty of examples for how we are strengthening our contribution to the communities which we serve. I hope you enjoy reading it.

David Statham
Managing Director



Left: World champion Dina Asher-Smith next to the Highspeed train bearing her name

Financial Contribution

The UK economy relies on rail. It brings benefits to individuals, communities and the nation as a whole. Economically, rail connects workers to jobs and enables trade.

Southeastern employs over 4,350 people, mostly in Kent, East Sussex and London, and also helps to support our local communities. Socially, rail provides access to employment and education and unites friends and families.

Supporting the Regional and National Economy

In 2019, the company made a direct contribution to the UK economy through £60.3m it paid in income taxes and £10.3m in Corporation Tax.

Southeastern also returned £16.2m to the government in profit share which was above contractual levels. We also indirectly support the economy by providing thousands of people with the means to travel to work, shops and other services every day.

High Speed Prosperity

The changes to journey times enabled by our Highspeed service have transformed the opportunities available to people living in Kent. High speed infrastructure has delivered an estimated £1 billion boost to the Kent visitor economy and supported around 72,000 jobs.

Businesses in Kent have also benefited from the service, with tourists and leisure passengers now accounting for up to 30% of all journeys made. Visit Kent tourism accounted for 100,000 passengers in 2010, and seven years on there were 890,000 tourists in Kent and East Sussex. Destinations such as Margate, Folkestone and the Medway



Key highlights

4,350

employees working across our network

£16.2m

profit share return to government

£81.65

distributed by every Highspeed

towns are continuing to grow. Visit Kent data suggests that for every Highspeed leisure journey made to Kent, £81.65 is distributed throughout the regional economy.

Ethical Procurement

Go-Ahead's ethical procurement plan guides our supply chain procurement and management processes. As a buyer of goods and services, we have a responsibility for the supply chains from which these goods and services come into the organisation. We take into account ethical as well as commercial and technical factors when considering which suppliers to partner with.

Southeastern encourages its suppliers to adhere to similar high standards of corporate responsibility and to have in place appropriate safeguards against bribery, corruption and facilitation payments. In particular, we expect our suppliers to be committed to high standards of health and safety and to demonstrate a respect for the environment.

Smarter Technology

During 2019, we have made further progress in adapting and implementing new technology to improve both our passenger experience and the way we operate our business.

Upgrading The Key

In January, we announced an upgrade of The Key, the smart ticket now available for season tickets as well as a wide range of single and return fares. Tickets on The Key can now be bought and picked up from Southeastern ticket offices in place of the old-style paper tickets which can wear out easily in ticket gates. Tickets can also be bought online, and redeemed by tapping in and out of ticket gates.

The Key can be managed online through customers' individual accounts, so replaced more easily if lost. Each smart ticket is registered to an individual, it means that a new one can be sent quickly to a customer's home address.

Smarter ticketing on National Rail, including The Key, and barcode ticketing has become available for use on trains not just throughout the South East but across England during 2019.

Rolling Out Motion

During 2019, we undertook the full roll-out of Southeastern Motion – our new information and entertainment service on all of our trains. The free service heralded the first ever partnership by a UK transport network operator with Amazon Prime Video and Rakuten Kobo.

Motion features a range of content to keep passengers informed and entertained. In the morning, they can prepare for the day ahead with an update on the news headlines or



Above: Colleagues launch the second phase of The Key at Sittingbourne station in December 2018

wind down on the way home with a favourite TV show. From eBooks to magazines, news feeds, podcasts and TV shows, the service is accessed via our free on-board Wi-Fi. It is just one of the ways in which Southeastern continues to invest in its service to provide better journeys for passengers.

Improving Passenger Information

Feedback from passengers tells us that one of their biggest priorities is timely and reliable information – particularly when things go wrong.

We published our latest 'Passenger Information During Disruption' (PIDD) delivery plan in Spring 2019. This outlined a number of ways in which we are seeking to give passengers fast, honest, accurate information during disruption and delays.

For example, during 2019 we introduced a series of Live Departure Boards across our network that allow passengers to see upcoming departures (and arrivals) for any station on our network. This includes the platform number together with the latest status of the train, including details of delays or cancellations and the reasons for these.

Community Rail Partnerships

Our services play a vital part in many of the communities we connect. We provide access to London and the region for businesses, support tourism and provide employment for local people. We are proud to support local communities across our network through connections, partnerships and outreach.

In 2019, Southeastern completed a major refurbishment of Battle Station. As well as preserving the fabric of an iconic, historic building, this restoration work will enhance the experience of the more than 500,000 passengers who use the station every year and is part of our ongoing programme of investing in improved facilities. The new cycle parking spaces are sheltered, well-lit and monitored by CCTV. In addition, an adjacent real-time customer information screen provides improved information for cyclists arriving at the station.

Highspeed Connections

Over the past ten years, we have been proud to run the UK's only domestic high speed rail service. For our Ashford passengers this has meant cutting journey times into London from 83 minutes to 37 minutes – something unimaginable for passengers when the first line opened in 1842.

Our network provides important support to local businesses, allowing them to grow and progress. Visit Kent data suggests that for every Highspeed leisure journey made to Kent, £81.65 is distributed throughout the regional economy.

Demand for Highspeed has outstripped the increase in passenger numbers on the rest of our network, growing more than 11% year-on-year over the past decade. When our first Highspeed service

was introduced in 2009, we understood the radical change this would bring to communities.

The line has attracted investment in the Ebbsfleet Garden City where 15,000 new homes are planned, as well as increasing footfall in Ashford's Designer Outlet. The local area around Stratford International station has been transformed. Improvements to connectivity have enabled more housing to be built and businesses to start up, not to mention the popularity of Westfield shopping centre, bringing vital regeneration to this part of East London.

In Partnership for Britain's Prosperity

As well as providing an important link for commuters, the railway in South East London and Kent supports the thriving freight, leisure, business and tourism markets in the region. We are working hard to drive unprecedented improvements that will connect communities and spread growth.

Since 2017, we have been working with Network Rail, HS1 and Arriva Rail to set out how 'In Partnership for Britain's Prosperity' - the national plan to secure a stronger growth, improve journeys, boost local communities and create more rewarding jobs - delivers for South East London and Kent today, over the next year and in the future.

Through this, we have made four commitments with our partners:

1. **Economy** - Securing £9.2bn extra economic benefit for South East London and Kent
2. **Customer** - Increase customer satisfaction by creating better journeys
3. **Community** - Boosting our communities through localised decision making and investment
4. **People** - Creating more jobs, attracting diverse talent and providing rewarding careers

Kent Community Rail Partnership

The Kent Community Rail Partnership (Kent CRP) exists to bring together widely varied partners in order to provide social, economic and environmental benefits to the communities served by rural and secondary rail services. The partnership covers the Swale Line Sheerness-on-sea to Sittingbourne, and the Medway Valley Line Tonbridge to Strood via Maidstone West.

We have supported this important initiative for many years. In June 2015 we pledged a further £120,000 for the three year period up to June 2018 – providing a 60% increase in funding.

In September 2019, the new Darent Valley Line community rail partnership launched to promote the wider use of train services to benefit social inclusion, economic development, community wellbeing and enabling access by sustainable transport to visitor attractions and communities along the lines that they cover.

The Darent Valley line offers an opportunity to encourage rail travel to the surrounding villages, special landscapes and visitor attractions by train. The project followed the refurbishment of Bat & Ball Station, undertaken by Southeastern in partnership with the Friends of Bat & Ball Station, Sevenoaks Town Council and Govia Thameslink Railway (GTR).

Community Events

Last year, we were involved with more than 80 community-led projects, helping to organise teams and provide funding or volunteer work.

Our community initiatives have included local gardening schemes at stations, community noticeboards, rail safety talks for schools and book clubs to raise money for local charities. Our staff are committed to helping those in need across our network. For example, last year colleagues at Hastings bought extra food during their daily shop to donate to charity 'Warming Up The Homeless' located opposite their station.

For the first time in 2019, we proudly supported Pride Canterbury in June. Passengers travelling to the event were joined by many Southeastern employees taking part in the celebrations, promoting and celebrating diversity and inclusion within the workplace. We decorated stations at Canterbury East and Canterbury West. The specially-liveried Southeastern #trainbow train helped carry passengers to LGBT+ Pride events across London and Kent throughout the summer.

As part of our ongoing support for the London Marathon, we introduced additional services in 2019 to increase the frequency and capacity to help runners and spectators enjoy better journeys to this key fundraising event on the capital's calendar.

Supporting the Arts

Southeastern continues to offer support wherever possible to the arts in local communities. In September 2019, our employees supported a project by Oscar-winning director Arnold Schwartzman that was placed in Margate Station. The station artwork included a visual interpretation of poet T.S. Elliot's work and celebrated the artist's childhood in Margate.

We also supported Oscar Murillo, one of the artists shortlisted for the Turner Prize 2019. As part of his entry, Murillo created 20 life-size papier-mâché effigies which were transported to the Turner Contemporary gallery in Margate on one of our Highspeed services.

Over the year, we have continued to support the local community at Herne Hill with the 'colour by numbers' project to help freshen up the local area. The mural was created by 2,300 children and residents from across South East London, setting a new Guinness World Record for creating the biggest colouring-in mural. It was installed at the station in June 2019, celebrating the best of Herne Hill's people, landmarks and history.

Happier customers

Our customers need up-to-date, accurate and well presented information. They want a network of services that go where they need to at a price they can afford.

Passenger Satisfaction

In June 2019, Southeastern recorded a significant year-on-year improvement in passengers' overall satisfaction with its train service, according to the results of a survey by independent passenger watchdog Transport Focus.

Overall satisfaction among passengers increased by 5% since Spring 2018 and 4 out of every 5 passengers (80%) now rate themselves as very or fairly satisfied with their journey. We were one of only three train operators in Britain to show a significant year-on-year improvement in the Spring 2019 National Rail Passenger Survey.

The survey results also show that passengers' satisfaction with the punctuality of our trains has increased by 8% over the past year,

reflecting a near 10% improvement in train punctuality since 2017. This improvement has been delivered through close partnership working with Network Rail.

Station Improvements

We have also invested in improvements to our stations such as the refurbishment of Battle railway station. As well as preserving the fabric of an iconic, historic building, this restoration enhanced the experience of the more than 500,000 passengers who use the station every year. The improvements included installing new sheltered cycle parking spaces and increasing CCTV to make sure passengers feel safe.

Delay Repay

We continue to work with Network Rail to ensure delays are down to the lowest levels year on year. Whilst it is difficult to eliminate all causes of delay completely, we are committed to minimising the disruption and impact on our customers.

In June, we announced an improved compensation scheme would be introduced as part of a suite of passenger-focused improvements to be rolled out by the autumn. 'Delay Repay 15' means passengers delayed by 15 minutes or more will receive money back to compensate them for the inconvenience, where previously compensation applies for delays over 30 minutes. Small changes like this go a long way to making customer journeys easier and therefore improving their overall experience with us.

Step Free Access

Work continues on making stations step-free using funding from the Department for Transport. Our passengers and stakeholders nominated local stations to be included in this scheme and the £300 million made available



Above: Twenty-two stations in the Southeastern area have been shortlisted for an Access for All grant, including Battle (Source: Rye & Battle Observer)



Key highlights

5%

increase in overall passenger satisfaction

£70m

of step-free access work completed

20,000

passengers using Assisted Travel Service

by the department will be going towards improving locations across the country.

The funding aims to make travel easier for passengers with reduced mobility, as well as people with children and pushchairs, heavy luggage or shopping.

Across the railway in South East London and Kent, brand new accessibility schemes have been announced for Catford and Herne Bay, with previously-announced schemes set to be completed at Chatham, Hither Green, Peckham Rye, Petts Wood and St Mary Cray.

Work at Plumstead, Shortlands and Canterbury East stations will be completed later in 2019, in addition to the 45 stations in Kent, Sussex and south London which have already had £70m of step-free access work completed since the Access for All scheme began in 2006.

Assisted Travel Service

We operate an Assisted Travel Service across our network for passengers who need some help with their journeys. By booking ahead, passengers can arrange for wheelchair assistance, ramps on trains or platforms, someone to help as a guide if they are blind or visually impaired, help climbing stairs or getting on and off the train.

This year, around 20,000 passengers booked ahead for assistance while they were travelling with us and we assisted a further 80,000 passengers who had not booked. To help them travel on our network, we have made improvements such as installing replacement lifts at Faversham station, provide allocated priority seats on all our trains and ensure our staff are trained in specialised assistance.

Passenger Welfare

In July 2019, Southeastern partnered with the University of Kent to offer passengers a free health check to raise awareness of staying well whilst travelling in the hotter summer months.

Passengers were offered tests for their blood glucose levels, blood pressure and core temperature, as well as a questionnaire about their fluid intake. The aim was to create awareness regarding the importance of adequate nutrition and hydration when travelling especially during the warmer months.

In 2018, Southeastern services were delayed by the equivalent of four days due to passengers becoming ill on trains. We want the best for our passengers and this includes making sure that they stay fit and healthy when travelling in warmer weather. We encourage them to travel with water to drink on their journey and if a passenger does feel ill, either not to board the train or wait until they reach a station to seek assistance from our staff who are on hand to help.

Better teams

Our people are the most important part of our business and we continue to be proud of their commitment to passengers and the company itself. They are at the heart of every community we serve and endeavour to deliver the best service they possibly can every moment of the day and give our customers the best experience they can.

Investing in training

We regularly deliver training to employees so that they can further help our passengers. In 2019, we ran 48 competency based courses and 18 management development courses. For example, our on-board managers were given training in assisting visually impaired passengers during their journey. This allowed them to be fully equipped to help all customers as well as creating smoother and more pleasant journeys for everyone who travels with us.

We invested over £2 million on training and 13,613 training days were carried out in 2019. We also run our apprenticeship scheme which supports predominantly young people each year, the majority of whom continue into employment with us. In total, we have 86 apprentices spread across Engineering, Passenger Services and Train Services.

Workplace Diversity and Inclusion

We are committed to creating a work environment that values the diversity of its colleagues and encourages all employees to bring their whole self to work in a safe environment.



Awards

Southeastern was shortlisted for two major transport industry awards this year; the National Rail Awards and the National Transport Awards.

National Rail Awards

We were Highly Commended for the Passenger Operator of the Year award at the National Rail Awards 2019. This reflects our improvement in passenger experience and operating performance which was our best ever performance in 2018, bucking the national trend. Judges also commented on the investment we put in to our people, with more women applying for rain driver roles, and our punctuality rates, which exceed any other large commuter train operators.

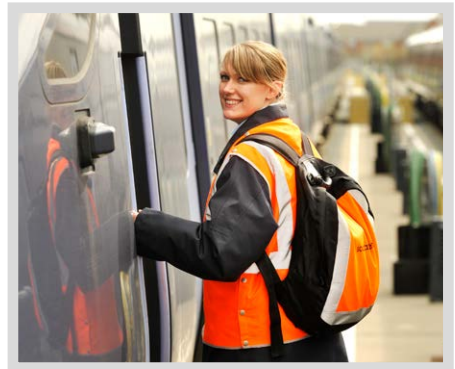
National Transport Awards

We have also been shortlisted for the National Transport Awards in the Rail Operator category based on our passenger satisfaction and performance data.

One of the ways in which we have been bringing this to life is through our colleague network groups. We have facilitated the set-up of colleague network groups such as WIRE (Women in Rail Empowerment), sOUTheastern (LGBT+) and Mind the Gap (mental health group). These groups are open to everyone working at Southeastern and aim

to drive positive change and positive action with Southeastern.

In addition, Southeastern signed its 'Time to Change' pledge on World Mental Health Day in 2018 to help end the stigma of mental health discrimination. This involved launching an action plan at Charing Cross Station, with a pop-up event on the concourse and train livery to support it. The action plan includes encouraging colleagues to share experiences and enable honest conversations, and was supported with an internal film to colleagues called 'This is Me'. This film involved interviews with Southeastern staff who volunteered to talk about their mental health experiences.



Above: Southeastern has set a target to increase the number of women entering our train driver academy

Gender Equality

Our 2019 mean gender pay gap was 20.9%, of which 11.5% can be attributed to the large number of male train drivers in the upper and upper middle pay quartiles. Although proportionally more women than men receive a bonus, our mean bonus gap in 2019 was £256.40 in favour of men. This is linked to some roles, with a proportionally higher number of women undertaking them, receiving smaller commission payments.

We have set a target to increase the proportion of women in our UK rail workforce to reach 21% by 2021. In occupations where traditionally there have been more men, we have introduced initiatives to improve balance and changed our recruitment to attract more women. We have introduced a target to increase women entering our train driver academy and are participating in a cross industry mentoring initiative with Women in Rail to support the development of women.

All employees



Senior Management



Gender Pay Gap



Median pay for men is **20.9%** higher than that of women, compared to the national average of **8.6%**.

Cleaner environment

We believe public transport, and particularly rail, has a vital role to play in creating a more sustainable society. Operating in a socially and environmentally responsible way is important to us.

Reducing our impact

Southeastern works together with industry partners, contractors and suppliers to reduce our environmental impact and monitor our performance. We are always looking for ways to improve how we work and go beyond simple compliance with regulation. Our two main focus areas are energy consumption, associated with powering our trains and operating stations, and waste management.

We aim to:

- Reduce our electricity and gas consumption
- Increase the proportion of waste diverted from landfill
- Engage our employees to reduce the environmental impact of our activities

Recent environmental statistics - 1 April 2019 - 22 June 2019

Environmental measure	Data
Carbon emissions per passenger journey (kgCO ₂ ppj)	0.99
Site electric (kWh)	5,429,946
Site gas (kWh*)	1,784,567
Site solar (kWh)	311,240
Train electricity fuel efficiency (vehicle miles p/kWh)	0.25
Waste recycled	24.1%
Waste subject to other recovery (e.g. Incineration)	70.8%
Waste landfilled	5.1%
Complaints in respect of noise**	16
Incidents reported, included any enforcement action	0

*Subject to change following final billing.

*(Location based)

** Noise nuisance to neighbours, including train horns sounded in depots and yards.

Year end data is reported by the Go-Ahead Group.

In our Direct Award Contract with the Department for Transport, we had a commitment to install renewable energy systems to help reduce electricity consumption and decarbonise our operations. We also have an Environmental Management System that helps us to make continuous improvement in environmental and energy matters.



Left: Huw Merriman, MP for Bexhill and Battle, inspects the newly refurbished cycle facilities at Battle station.

Through innovation, we drive continual environmental and energy improvements. For example, we use technology to generate energy when many of our trains brake and return it as electricity to the rail system. We have also upgraded our lighting at a number of stations and depots to a new energy efficient LED system, reducing energy use. We monitor our water consumption with meters and work proactively to fix leaks.

Renewable Energy

In 2019, Southeastern embarked on a partnership with Frankham Consultancy Group and KH Engineering Services to deliver one of the largest solar photovoltaic (PV) deployment on the rail network.

This £2.2 million project involved the addition of solar PV arrays to train berthing, cleaning and maintenance facilities located on our network at the Grove Park (South London), Gillingham, Ramsgate (Kent) and West Marina (East Sussex) Light Maintenance Depots (LMDs). In total just under 3,000 panels were installed.

Installation of the four arrays was completed by early 2019 and they are already generating large amounts of emission free electricity and delivering carbon reductions. The largest array at Ramsgate LMD (1367 panels) is expected to generate at least 300 MWh of clean electricity each year - equivalent to the energy used by around 80 average houses.

Over the anticipated 25-year lifetime of the PV arrays this project is expected to deliver significant carbon savings in excess of 5,000 tonnes and at least £2million in energy savings.

Investing in Cycle Facilities

The opportunity to use a sustainable transport mode to get to and from the station is very important to our passengers, who not only want to be reassured that their bike has a space available, but that it will be safe and secure while they undertake their journeys, and that other facilities will be on hand to maintain and repair their bike when they need it.

In 2019, we made significant investment to improve cycle facilities at a number of our stations. For example, passengers using Maidstone East will benefit from improved cycle parking facilities, as part of a £330,000 project to encourage rail commuters to incorporate cycling into their journey.

We were awarded £150,000 in match funding for this improvement scheme by the Department for Transport to install a new cycle hub and make improvements to bicycle parking at the station. Additional funding was also provided by Kent County Council.

The funding was been allocated as part of the Government's £40 million Cycle Rail Programme, which aims to help rail commuters to make cycling a seamless part of their journeys.

Similarly, rail passengers using Canterbury West station will benefit from improved cycle parking facilities. As part of the scheme, 96 existing spaces will be removed and replaced entirely with a secure hub with two-tier racks for 196 spaces – doubling the amount of capacity and massively improving cycle security. The facility will include a cycle repair stand, pump, and extra lighting, constantly monitored by CCTV.

Of the £104,000 which is being spent on Canterbury West, £74,000 has come from the Department for Transport, while £30,000 has been provided by Canterbury City Council.

Key data: Southeastern

	2018/19	2017/18	2016/17
Stronger communities			
Community investment per employee (£)	26.78	27.60	25.96
Stakeholder events (number)	86	121	125
Cleaner environment			
Carbon emissions (CO ₂ e) per passenger journey (kg)**	-0.882	0.99	0.97
Happier customers			
Customer satisfaction (latest Transport Focus score) (%)	80	75	81
Rail punctuality PPM (%) ⁺	67.0	87.7	87.6
Safety			
SPADs per million miles (excluding those in depots) ⁺	0.860	0.66	0.60
Passenger RIDDOR accidents per million journeys	0.044⁺⁺	0.056	0.05
% train units with CCTV	100	100	100
Number of reported crimes ⁺	5,044	4,119	3,883
Accessibility			
Trains certified accessible (RVAR) (%)	94	71	57
Better teams			
Average number of employees ⁺	4.378	4,139	4,351
RIDDOR accidents per 100 employees ⁺	0.320	0.6	0.23
Employee engagement index (%)	95	75	74
Employee turnover rate (%) ⁺	5.8	5.7	7.2
Absenteeism rate (%) ⁺	10.17	8.81	8.93
Training spend per employee (£)	490.65	426.99	689.92
Diversity			
Female employees (%)	18.94	18.4	18.3
Asian, black and other ethnic group employees (%)	10.30	10.4	10.1
% of female senior management (%)	25.49%	-	-
Finance			
Passenger journeys (millions)	181.1	177.7	179
Passenger volume growth (%)	3.0	-1.1	-3.6

Key

⁺ For the reporting period

^{*} as at the reporting period end

^{**} Now excludes passenger accidents that occurred at a Network Rail or Highspeed managed station.

^{**} The traction energy portion of the carbon emissions includes Lineloss, Regen and is not adjusted for Washup.

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





More information

You can find out more about Southeastern by visiting our website southeasternrailway.co.uk and more information on how Southeastern manages sustainability can be found by visiting go-ahead/sustainability.

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:

Press Office
Southeastern Railway
4 More London Riverside
London
SE1 2AU

press.office@southeasternrailway.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 July 2018 to 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



Bureau Veritas UK Ltd
August 2019

Designed by:

designportfolio