



METROBUS

ENVIRONMENTAL & SOCIAL REPORT 2005



We're part of the
Go-Ahead
Group



Alan Eatwell

OUR RESPONSIBILITY

A message from the Managing Director

Welcome to this, our first corporate responsibility report.

More and more people want to know how well we are doing in serving our local communities. Questions we get asked include: Do our services run on time? How do our buses help in bringing prosperity and work to the area? How does running our services affect local air quality? This report is designed to answer these questions and many more, helping explain our place in the local community and measure our performance in meeting our responsibilities.

Our priority is to make the bus the preferred choice for travel, with attendant benefits for communities and the environment. Our Fastway service is a practical example of what we are trying to achieve. In partnership with local authorities and BAA, Fastway is offering travellers a priority service that is reliable, regular and comfortable, with a modern fleet designed to make it easy for people with pushchairs, prams, wheelchairs and mobility issues to access.

We are committed to improve on what we do. Our commercial success depends on the support of the communities in which we operate. This is why we have produced this report. Let us know if you have comments, views or ideas on how we can improve.

Alan Eatwell
Managing Director

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Who we are

Metrobus buses serve parts of Kent, Surrey, East and West Sussex and South East London. Our fleet of over 350 buses run local services in and around Crawley, Godstone and Orpington and throughout the surrounding area, as well as tendered services for Transport for London. We employ 1,171 people and served over 42 million passengers last year.

About The Go-Ahead Group plc

Metrobus has been part of The Go-Ahead Group plc since 1999. Go-Ahead is a major provider of transport services across the UK employing over 20,000 people and carrying around 700 million passengers. Its operations span bus, rail, parking and aviation support services.

Go-Ahead offers its operating companies freedom to develop and run their businesses: local people make local decisions on running local services.

Go-Ahead also provides a common framework for managing companies' impacts on society and the environment. This report describes our performance against that framework.

About this report

This report describes our performance in meeting our responsibilities as a business in the 12 months to 2nd July 2005. It is divided into four main sections, which describe the ways in which our business impacts on the world around us, and our responsibilities for managing these impacts:

Marketplace – how we run our services

Workplace – the issues that affect the people who work for us

Environment – our impact on the environment and how we manage and reduce it

Community – our role in the communities where we operate



Our company structure ensures that local people make local decisions about local services

To keep this report short, we have placed our full report containing a lot more information on the web www.go-ahead.com/corporateresponsibility

THE MARKETPLACE

Our responsibilities in the marketplace

We want people to travel by bus as our business success depends on our ability to attract more and more passengers. Since joining the Go-Ahead Group in 1999, we have successfully expanded from a fleet of 200 buses to one of 350. Increasing bus usage is good for business, but increasing the use of public transport is also our most important responsibility. Our buses are critical to the prosperity of the local community.

Last year, we consulted with our passengers, employees and other stakeholders to establish the factors that influence whether people travel by bus. This process helped to confirm that our most important marketplace issues are:

- Reliability, convenience and punctuality
- Accessibility for all
- Safety and security
- Affordability

We are therefore seeking to measure our performance against these key issues. It is not always possible to get things right. We welcome comments and additional feedback from passengers and use this to improve our services.

Our responsibility: to provide reliable, convenient and punctual services

Our ground-breaking Fastway service connecting Crawley and Gatwick airport is the first of its kind in the South East; it uses dedicated bus lanes and guideways to shorten journey times by allowing Fastway buses past traffic hot spots and eliminating illegal parking.

Since we launched Fastway in September 2003, the level of demand has allowed us to expand the service to operate 24 hours. It has been a great success with patronage figures 40% higher than originally forecast.

Metrobus has been confirmed as the operator of the extension of the Fastway service into Horley. Starting in August 2005, the new service will run 20 hours a day, 7 days a week.



Fastway uses bus lanes and guideways to boost reliability



“Over 42 million people travelled on our buses last year”

Our responsibility: ensuring accessibility for all, particularly people with disabilities

Traditionally, bus design was geared towards the able bodied. Climbing on or off a bus was difficult for some passengers. This is now changing. The introduction of low-floor buses fitted with ramps is a major step forward to improving access for all.

Over 80% of the Metrobus fleet is low-floor and we have made a commitment that all new buses entering our fleet will be low-floor and wheelchair accessible.

Our responsibility: ensuring the safety and security of passengers, employees and the general public

Health and safety performance targets for our managers are central to the way we prioritise the safety of passengers, staff and the general public: all managers are trained through courses run by IOSH (the professional body for safety and health practitioners).

We have also invested in CCTV equipment to deter and detect crime whilst enhancing personal safety and increasing confidence. Three-quarters of our buses are now equipped with CCTV systems.

While vehicle accidents are unfortunately inevitable, more than 50% were due to third party actions during the reported period. There were 49 physical assaults on staff this year, representing over 1 incident for every million passenger journeys. This represents an increase over 2004/5 and we are working to address this issue.



CCTV deters and detects crime

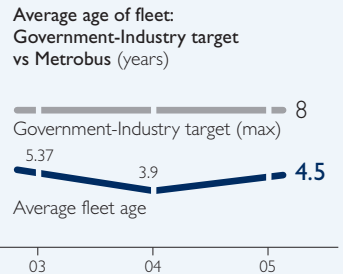
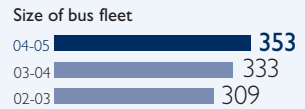
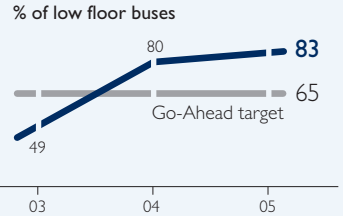
Our responsibility: affordability to ensure as many as possible can use our services

All young people under 15 are entitled to half-price travel on Metrobus services. Those aged 14 and 15 must produce ID such as the Citizenship Card to qualify for the discount. Discounted half price-travel is also available for young people aged 16 to 18 who are in full-time education.

We also operate a range of local authority-funded discount schemes benefiting older people and those with disabilities.

Passenger journeys **42.74m**

Vehicle kms travelled **31.33m**



VOSA PSV vehicle test pass rate

Metrobus **98.63%**

National average **84.13%**

Scheduled km operated buses **99.2%**

Industry target **99.5%**

THE WORKPLACE

Our responsibilities in the workplace

Our business success and ability to run our services depends on the 1,171 people we employ, over three-quarters of whom have direct contact with the passengers we serve.

Our responsibility is to provide a positive work environment. We are committed to being a good employer, treating people well regardless of gender, race, age, or where practical, disability. We invest in a range of employee benefits that help us recruit, retain and motivate our employees.

We offer driver training for recruits and refreshers for experienced staff



Our responsibility: developing skills

We invest in our people and provide opportunities to develop both their professional and personal skills. We offer driver training for those who are new to the company and refresher training for experienced staff. Our development of driving skills also includes a training day on health and safety issues.



Fastway provides staff with a reliable link between home and work

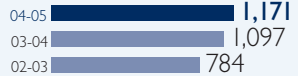
Our responsibility: accessibility of the workplace

The demands of shift work can make it difficult for our bus drivers to get to work. Metrobus has provided a comprehensive package of travel benefits to ease the journey to work for our employees:

- All Metrobus employees are offered free travel on most local bus providers and all local Go-Ahead bus operating companies.
- The introduction of the Fastway service in 2003 provided the majority of employees at Crawley depot with a link between home and work.
- At Orpington and Polhill, we operate a staff minibus scheme.
- Employees in London have free travel on London buses, Underground, Tramlink and the Docklands Light Railway.

“We invest in our people and provide opportunities to develop both their professional and personal skills.”

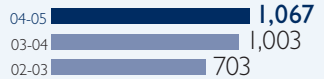
Number of employees



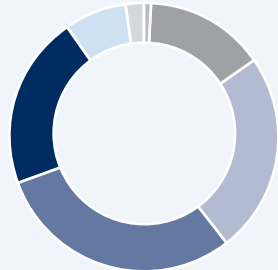
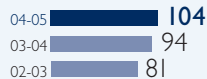
Diversity by ethnic group



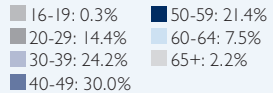
Diversity by gender (Male)



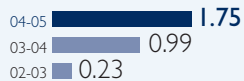
Diversity by gender (Female)



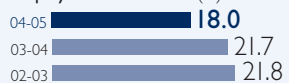
Diversity by age



Physical assaults on staff per million passenger journeys



Employee turnover rate (%)



THE ENVIRONMENT

Our responsibilities to the environment

Bus companies have a visible impact on the environment. Our buses are a source of greenhouse gases and local air pollutants, whilst depots and garages use energy for maintenance, heating and cooling.

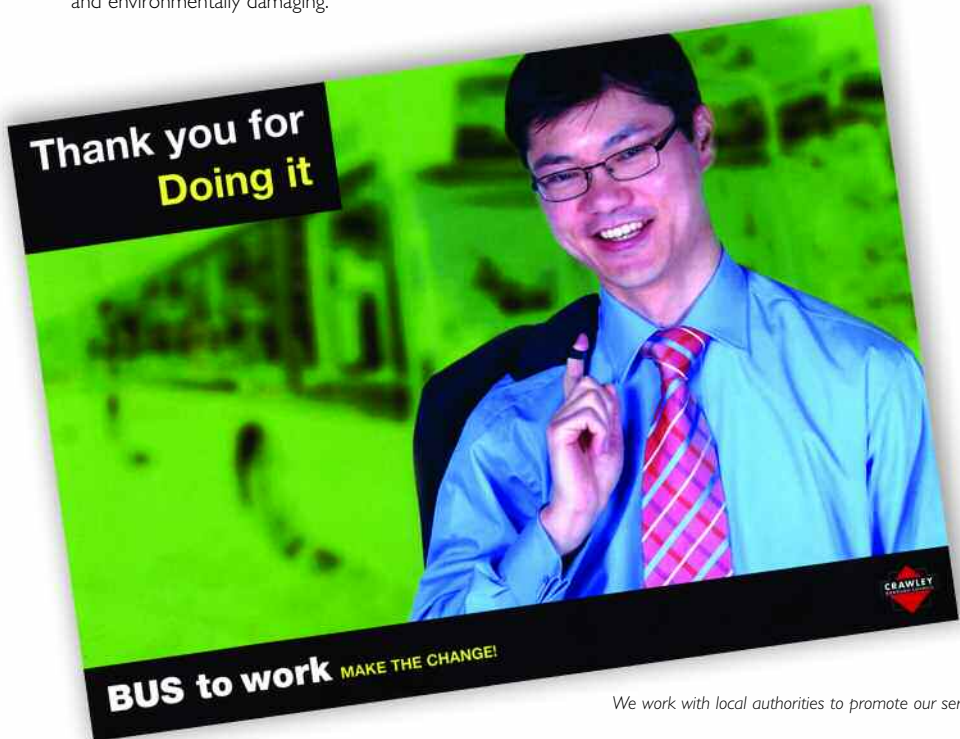
Our main responsibility is to minimise the environmental impact of our buses, particularly emissions and noise. We do this through good maintenance, investment in our fleet and the introduction of technology.

Our responsibility: reducing congestion

The explosion in travel by car over the last 50 years has had a clear impact on the communities we serve. On the roads of London, Crawley and Horley, congestion is a problem. This is both frustrating for travellers and environmentally damaging.

Public transport is part of the solution.

More passengers can travel in a bus than a car, bringing benefits for reduced environmental impact and congestion. We work closely with all the local authorities in the area to promote and improve the services we offer.



We work with local authorities to promote our services

“A key element of driver training looks at reducing emissions through driving techniques”

Our responsibility: managing emissions

We are investing in new vehicles with lower emission specifications. Over the last 12 months, the average age of our fleet stands at 4.5 years, substantially less than the Government-Industry target of 8 years. When we invest in new buses, we ensure that CRT traps are standard, further helping to reduce emissions. We are also retro-fitting our existing fleet with CRT traps. New buses, such as those on our Fastway services, also offer improved levels of comfort for passengers.

A key element of our driver training programme looks at steady driving and ensuring that engines are not idling unnecessarily, helping to reduce emissions further.



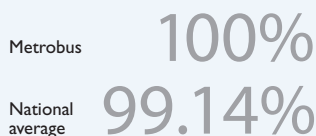
We are investing in new vehicles with lower emissions

Our responsibility: measuring our performance

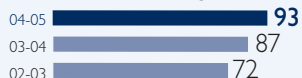
The Go-Ahead Group came top of the public transport companies that participated in the Business in the Community Corporate Responsibility Index 2004. The index criteria were made more challenging in 2004. We improved our score to 81%. In the Environment Index, we scored 85%.



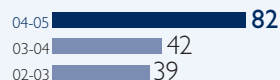
VOSA emissions pass rate



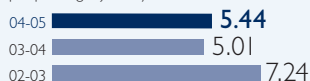
% of fleet with Euro II engines or above



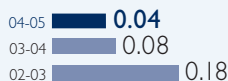
% of fleet with CRT



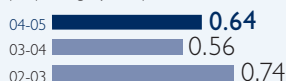
Air pollution NOx (g) per passenger journey



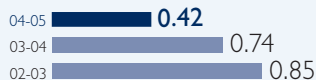
Air pollution PM (g) per passenger journey



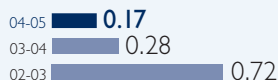
Air pollution CO² (kg) per passenger journey



Air pollution CO (g) per passenger journey



Air pollution HC (g) per passenger journey



THE COMMUNITY

Our responsibilities to the community

Bus companies are an integral part of the community as we provide essential services for the people that live in, work in, and visit the region. Running our services is the main way that we contribute towards improving the commercial and social wellbeing of the local area.

We look to contribute to the health of the local community through fundraising for charity, cash donations, and offers of free travel as prizes benefiting good causes.

Pride in Brighton & Hove

Brighton Pride is an event aimed at promoting equality and diversity, advancing education, and eliminating discrimination against the Lesbian, Gay, Bisexual and Transgender (LGBT) community. Around 80,000 people attend the free event in Preston Park each year; making it the biggest rally of its kind in Europe; responsive transport systems are essential for the success of such a large gathering.

Working with the local council and the police, Metrobus provided a special shuttle bus service running every 10 minutes between the Old Steine area of Brighton and Preston Park, for this year's event. The shuttle raised £2,300 for the Pride charity.

Employee volunteering

A Metrobus team participated in the London to Brighton Bike Ride. Sporting Metrobus T-shirts, the team of 13 raised money for the British Heart Foundation.



SUMMARY INDEPENDENT VERIFICATION AND AUDIT STATEMENT

The SMART Company was commissioned by the Go-Ahead Group plc to undertake an independent review of their Environmental and Social Report for the period July 2004 to June 2005. An Associate Director, who did not participate in the data gathering and report writing process, conducted the verification.

The verification was undertaken using the principles of the assurance standard AA1000: materiality completeness and responsiveness. This is the fourth consecutive year that SMART has provided assurance for Go Ahead and we have undertaken a rolling programme of audits, ensuring all operating companies have been audited at least once during this period.

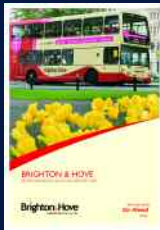
In 2005 a sample of three operating companies was visited as part of the verification process. Sample checks of the data sources were undertaken and interviews were conducted with members of the management team who had been responsible for data collection. We are therefore satisfied that this report is a reliable and accurate reflection of the performance of the company. A full verification report, containing a more detailed analysis together with recommendations for developing the processes for measuring, managing and reporting Go-Ahead plc's environmental and social impacts, can be found at www.go-ahead.com/corporateresponsibility.

Helen Rushton, Associate Director,
The SMART Company, September 2005

Go-Ahead

Metrobus is part of The Go-Ahead Group plc. Members of the group operate bus services (in the south of England, North East England and London) commuter train networks, aviation ground handling and parking services. Other companies within the group are:

- aviance
- Brighton & Hove Bus Company
- Go North East
- London Central & London General
- Meteor
- Oxford Bus Company
- Southern Railway
- Thameslink
- Wilts & Dorset



More information on how Metrobus manages its responsibilities can be found at www.go-ahead.com/corporateresponsibility

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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This report was put together by The Go-Ahead Group with help from The SMART Company, and designed and produced by Rare Corporate Design, London.



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CarbonNeutral[®] publication

In order to minimise the environmental impacts of our reports, Go Ahead is working with The CarbonNeutral Company to assess and 'offset' the greenhouse gas emissions created by the production and distribution of our annual and corporate responsibility reports. 16.64 tonnes of CO² will be balanced through native forestry Donkeywood, a UK Forestry project in Northumberland, making both these reports CarbonNeutral.

For more information about other projects from The CarbonNeutral Company go to www.carbonneutral.com or call 08701 99 99 88.