ESG data

	2020	2019	2018
Safety			
RIDDOR accidents per 100 employees[1]	**0.44**	0.61	0.42
Number of physical assaults on staff per passenger journeys (per million ppjs)	**0.9**	0.5	0.5
Bus accidents per million miles	**36.6**	37.4	36.1
Bus fleet with CCTV (%)	**97.6**	94.4	96.7
Train units with CCTV (%)	**95.7**	98.0	97.0
Total UK VOSA PSV bus test pass rate (%)	**93.4**	80.1	97.0
UK rail SPADS per million miles	**0.80**	0.76	0.63
UK train stations managed with secure station status (%)	**25.0**	25.0	24.0
Reported crimes	**12,309**	12,540	11,764
Accessibility			
UK bus fleet that is DDA compliant (%)	**94.6**	70.9	86.0
UK trains certified accessible (RVAR) (%)	**60.4**	56.8	54.6
UK trains certified accessible (PRM-TS) (%)	**69.3**	60.4	37.8
UK rail accessible managed train stations (%)	**42%**	58.5	58.5
Employees			
Employee engagement - bus (%)	**n/a[2]**	62	65
Employee engagement - UK rail (%)	**72**	69	67
Employees in a union (%)[3]	**43**	41	43
Staff training days per employee	**3.7**	4.00	4.45
Training spend per employee (£)	**589**	680	783
Turnover (%)	**9.40**	11.0	11.3
Absenteeism (%)	**3.5**	3.8	4.2
Diversity			
Female employees (%)	**15.3**	14.4	14.4
Women in senior management roles (%)	**20.0**	16.0	17.0
Female Board members (%)	**57.0**	50.0	29.0
Black, Asian and Minority Ethnic (BAME) employees (%)[1]	**21.0**	19.7	20.1
Customer satisfaction & reliability			
UK regional bus (%)	**91**	92	91
UK rail (%)	**83**	81	75
UK Rail punctuality PPM (%)	**80.6**	86.2	80.6
UK regional bus punctuality (%)	**77.0**	85.3	85.6
London excess bus waiting time (mins) (punctuality)	**0.83**	0.86	0.91
London excess bus waiting time (% increase/decrease)	**(3.4)**	(5.5)	(14.3)
Passenger journeys (to nearest 1m) [1]	**897**	1,241	1,227
UK regional bus LfL Passenger volume growth (% increase/(decrease)	**(24.7)**	3.3	(1.6)
UK rail LfL Passenger volume growth (% increase/(decrease)	**(21.8)**	6.3	1.9
Rail - average number of services per day	**5,351**	5,211	4,814
Fleet composition			
Total number of buses	**5,898**	5,797	5,083
Bus fleet with Euro IV (%)	**8.9**	14.3	14.6
Bus fleet with Euro V (%)	**21.2**	37.5	38.3
Bus fleet with Euro VI (%)	**40.5**	31.8	29.4
Fleet with hybrid (%)	**16.8**	18.8	19.6
Bus fleet with electric (%)	**3.1**	1.5	1.6
Bus fleet with gas (%)	**0.2**	0.2	0.3

ESG data

Average age of bus fleet (years)[4]	**7.6**	7.4	6.5
Number of train units	**1,022**	957	952
Number of electric train units	**1,002**	945	932
Number of diesel train units	**20**	20	20
Number of train carriages	**4,497**	4,459	4,405
Community and social investment[5]			
Total contributions (£)	**905,919**	966,239	700,749
Cash contributions (£)	**269,403**	296,782	240,483
Gifts in kind (£)	**355,100**	383,421	213,670
Value of employee time (£)	**187,467**	174,554	151,986
Management time (£)	**93,948**	111,482	94,610
Community spend per employee (£)	**30.00**	34.22	25.33
Individuals/beneficiaries directly reached	**710,388**	321,792	510,593
Partner organisations/beneficiaries directly reached	**16,893**	22,318	3,203
Stakeholder events	**236**	1,371	322
Employee involvement	**612**	531	578
Leverage – total spend on payroll giving (£)	**98,613**	101,362	103,733
Cleaner environment			
Carbon emissions per vehicle mile (kg)	**1.07**	1.15	1.28
Waste - landfill diversion rate (%)	**95.8**	95.6	97.2
Economic contribution			
Payments to suppliers (£)	**2460.9**	2436.3	2054.3
Employee costs inclusive of PAYE (£)	**1238.9**	1161.5	1119.3
National insurance costs (£)	**117.0**	111.2	105.1
Corporation tax payments to government (£)	**28.2**	32.5	28.7

[1] Excludes Singapore bus and international rail
[2] Bus survey now to be conducted every other year rather than annually
[3] Number of Employees union is based on employees who pay membership fees via payroll
[4] Excludes international bus
[5] Excludes international rail