

# Moving you and the next generation

Govia Thameslink Railway  
Sustainability Report 2022



GTR



Govia Thameslink Railway (GTR) is the UK's largest train operating company which runs Thameslink, Great Northern, Southern and Gatwick Express services.

Between April 2021 and March 2022, we served 179 million passenger journeys across 4.7 billion passenger kilometres. This was achieved by the 7,400-strong GTR team and our wider partners in the railway family. GTR managed 235 stations in 2021/22.

Thameslink – cross-London services between Bedford/Peterborough/Cambridge and Brighton/Horsham/Littlehampton/East Grinstead, between Luton/St Albans and Sutton/Wimbledon/Rainham, in addition to services between London and Sevenoaks [thameslinkrailway.com](https://www.thameslinkrailway.com)

Great Northern – services between London and Welwyn, Hertford, Peterborough, Cambridge and King's Lynn [greatnorthernrail.com](https://www.greatnorthernrail.com)

Southern – services between London and the Sussex coast (Brighton/Worthing/Eastbourne/Bognor Regis/Hastings) and parts of Surrey, Kent and Hampshire (Ashford International/Southampton/Portsmouth) [southernrailway.com](https://www.southernrailway.com)

Gatwick Express – fast, non-stop direct services between Gatwick Airport and London Victoria [gatwickexpress.com](https://www.gatwickexpress.com)

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**Great Northern**

**GN**

GATWICK EXPRESS

**SOUTHERN**

**ThamesLink**

## Our reporting structure

We are committed to putting our customers and communities at the heart of everything we do.

This report is split into five sections:

### People

To constantly develop our people

→ [Read more on page 8](#)

### Safety

To provide safe working environments for our people and our customers

→ [Read more on page 12](#)

### Communities

To increase positive and proactive engagement with the communities we serve

→ [Read more on page 14](#)

### Customers

To provide a safe, reliable service to our customers

→ [Read more on page 19](#)

### Environmental impact

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

→ [Read more on page 24](#)

# Chief Executive Officer's foreword



“We will continue to pursue approaches laid out in this report to ensure our customers, communities, colleagues and the environment are at the heart of our decisions every day.”

I often read that one constant element in business – as in life – is change. This has certainly been true over the past three years, and I believe the best way to rise to this challenge is by anchoring decisions to purpose, as it gives us the bearing to navigate the decisions we take at every level of the organisation. At GTR, our purpose is simply to connect people, to help our communities thrive.

Some fundamental challenges have unfolded since 2019; new patterns of travel, industrial action and inflation are all testing the resilience of the rail sector but I think they also underline the necessity of rail services. Rail helps bring closer a greener, fairer and more prosperous society. It opens new corridors of opportunity for our customers, and grows high quality economic and social clusters. This in turn strengthens our communities and also stimulates investment in the skills and talent of tomorrow. As a public transport operator the heart of our ambition is to encourage people to choose our services, in support of Go-Ahead's goal to deliver the Next Billion Journeys.

A major focus in 2021/22 was making progress against the promise of our accessible travel policy, to make it easier for everyone to travel. We rolled out training to our staff, introduced our mobile assistance teams and in April 2022 slashed the time for those who wish to pre-book assistance, to just two hours. Our relaunched Try-a-Train programme guided people with additional needs with tailored content on how buy a ticket, move through a station and take the train. Of course, there is always more we can do so we hold ourselves accountable each time a customer does not get the support they need.

Following the lifting of Government restrictions in 2021, the whole industry worked hard to reassure customers and provide peace of mind to travel by train. We adapted timetables to the changing level of demand. We then launched 'It's Go Time' the first major revenue recovery campaign since the beginning of the pandemic, to get people back on board trains. We championed the great places we serve through our partnerships with local destination management organisations and businesses.



Students with autism and/or learning disabilities Try-a-Train with Thameslink

Rail is the greenest form of transport, and we continued to build on its green advantage in 2021/22. We supported the sector's 'we mean green' campaign to raise awareness of the benefits of rail transport. From a road-rail interchange point of view, we introduced charging points for electric vehicles, and improved the security of our cycle parking so people could extend their green travel from their front door to their destination.

Our partnerships opened new sources of renewable energy at Denmark Hill station and Streatham Hill depot, neatly marking a decade since the new solar-roofed Blackfriars station opened. Partnerships with community rail and station partners introduced new planting at many stations, a win-win for our customers, our partners and our wildlife.

Change is not always easy. It relies on individual, and shared, wells of adaptability, creativity and resilience. Our people, as well as helping

re-orient the business to changing requirements and patterns, also had to support their own families and loved ones sometimes through ill health. Teams supported each other to overcome those challenges, volunteered for shifts, stepped in to support each other and stepped up when passengers needed us most. I am pleased with the progress we have made, following COVID, to enrich the training opportunities open to colleagues.

Under the new National Rail Contract, we continue to look ahead towards the needs of our customers today, and those of tomorrow. We will continue to adapt, encourage growth, promote the many benefits of train travel and reduce reliance on government support.

And we will continue to pursue approaches laid out in this report to ensure our customers, communities, colleagues and the environment are at the heart of our decisions every day.

Patrick Verwer  
Chief Executive Officer

# Executive summary

Like many other organisations, Govia Thameslink Railway continues to recover from the impact of the global pandemic, a period that both challenged our operations and brought employees and communities together.

Through 2021/22, GTR's priorities were to: keep passengers and staff safe from COVID; restore passenger confidence as part of the Government's wider recovery agenda; build strong local partnerships to help our regions grow and prosper, and; make improvements right across GTR from removing barriers to accessibility, encouraging a more diverse workforce and supporting a greener future for rail.

This report primarily covers the period from 1 April 2021 to 31 March 2022. It has five sections: **People, Safety, Communities, Customers** and **Environmental Impact**.

Where relevant, it also describes more recent activities. In particular, we're currently in the process of expanding our use of measures of social value to support our assessment of sustainability activities. Some sections are complemented by financial estimates of social value from activities carried out in the six months from 1 April 2022. These values are generated by Network Rail and Rail Safety and Standards Board's Rail Social Value Tool.

At the heart of performance is attracting and retaining people with the right skills and behaviours to anticipate and meet the needs of customers, stakeholders, communities and each other.

Our 2021 annual employee survey highlighted that three in four employees felt comfortable voicing ideas and opinions. We were proud to see continued increases in female and BAME representation among colleagues.

Improvements to our Zero Harm app, and proactive internal engagement on safety and wellbeing strengthened the safety culture and processes in 2021/22. We expect this to make it easier to mitigate risks and drive continuous improvement. Accidents per employee fell again in 2021/22 but we work in an ever-changing and challenging environment. With the social impact of COVID likely to be long lasting, we redoubled initiatives with our industry colleagues to prevent suicide and address anti-social behaviour on the network. These pose risks to our community, customers and colleagues alike and the report details how we address them collaboratively with our partners.

Participation in the Government-led Kickstart programme, led to young people joining us for six months to gain valuable insights into our industry and the world of work, with some going as far as securing permanent roles with us. Similarly, the report describes other employability skills programmes, such as how innovative contracting led to improving our stations' gardens, and the success of bike upcycling and partnerships to recondition and distribute older IT equipment.

Community Rail Partnerships remain the cornerstone of many community activities. This includes encouraging people to use rail to explore and celebrate the history and heritage of the villages, towns and cities on our network.

The report explains how Community Rail Partnerships – such as Beds & Herts and Southeast CRP – encouraged people to explore their local histories through the Symbol Spot interactive trail and the Audioways guide respectively.

The Accessible Travel Policy was a key development in 2020/21 and this report looks at the developments and progress made. All colleagues were given new accessibility awareness training, informed and led by trainers with lived experience of disability. GTR deployed mobile assistance teams as part of a pilot at some unstaffed or partially unstaffed stations to swiftly help customers who need assistance. To complement the Department for Transport (DfT) and Network Rail's Access for All programme, we invested £600,000 to improve stations such as wheelchair-user-friendly customer information points and testing devices for induction loop systems.

Carbon emissions fell again this year. With 98% of our trains electric, this reflects largely the decarbonisation of the grid. We need to go further to deliver against Go-Ahead Group's ambition to be Net Zero by 2045. The community energy scheme at Streatham Hill Depot, inspired by feedback at our annual sustainability forum, points to one way forward. We continued our collaboration with Network Rail and DfT to review options for the decarbonisation of our two diesel lines along Uckfield and Marshlink. And we began our programmes to replace combustion-powered ancillary vehicles by 2025.



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# People

## At the centre of Govia Thameslink Railway's ambitions, you will always find our people.

We've continued our journey to create an organisation where our 7,400 colleagues feel able to be themselves, feel respected and be part of a company reflecting the many communities served on our network. To achieve this goal, we take an inclusive approach in all aspects of how we attract, recruit and develop colleagues so that it's in the DNA of our decision making.

### Recruitment

Contributing to our goal of creating an inclusive culture, the DfT has set the industry the goal of gender balance and that 30 percent of our employees have a black, Asian or minority ethnic background.

GTR actively recruits from a diverse community and channels for promotion, application, recruitment and progression cannot be one size fits all. So in 2019/20, we began to change how and where we promote roles, as well as more media activity, workshops and seminars. In 2021/22, we built on improvements like unconscious bias training, LinkedIn campaigns, and by advertising roles on Working Mums, Diversifying and BME Recruitment.

We aim to attract more women into a variety of operational roles by partnering with WORK180, a business which raises standards so more women can thrive in more workplaces. GTR was pleased to be endorsed by WORK180, and our participation is unique in the rail industry. To make GTR among the most desirable places for women to work, GTR learns from best practice from the WORK180 portal. This contributed to our action plan to achieve the National Equality Standard (see below).

### Trainee drivers

We have challenged ourselves to a 50/50 sex split on all trainee driver cohorts and by 2021/22 we reached 37%. 33% of our new train drivers in 2021 were women.

Several long-term initiatives to create an inclusive culture have influenced our success in increasing the recruitment of people with black, Asian and minority ethnic heritage. For instance, unconscious bias and disability awareness training for all staff was embedded in our business as part of our usual processes. We also saw the results from our first submission for the National Equality Standard. We achieved 24 of 25 required competencies in our first assessment in 2021. Working with EY we have subsequently rolled out a diversity and inclusion resource hub to make our policies transparent and easily available. Our aim was to become the first transport company to achieve the National Equality Standard which we achieved later in 2022.

### Training and education

Training maximises the investment in our people through developing a common culture, technical competence and innovation that together improve the customer experience.





Isobel Rowe completed her two-year apprenticeship in fifteen months

## Apprenticeships

**In 2021/22, 203 people started an apprenticeship with GTR. Demonstrating progress against our commitment to widening participation, 28% of our apprentices had a black, Asian or minority ethnic background, a three percentage point increase on the previous year. 34% of starters were women, up from 28% in 2020/21. In the same year, 87 people completed their apprenticeship with nearly three out of every four achieving a distinction.**

We're proud that our apprenticeship programmes offer a wide range of opportunities across our business including engineering, train driving, admin and customer services from level 2, an entry-level qualification, to 7, equivalent to a Masters degree.

The broad range of our apprenticeships attracts people of all ages but, with an ageing workforce and high levels of competition for talent, it's especially important for us to attract young people. We promoted the variety of careers paths at rail recruitment events online and in person, including the National Apprenticeship Show, Skills Expo and at careers fairs at schools.

We have focused on diversifying candidates for our engineering apprenticeship scheme for several years and this year saw a nine percentage point increase year-on-year of applications from candidates with a black, Asian or minority ethnic background.



## Flexible and online learning

We've continued to develop our training and education tools for colleagues. We've refreshed our Development Hub, our online learning portal, and it's now available to all employees. Topics such as interpersonal skills, leadership and IT skills, basic maths, English and wellbeing are available for everyone to complete at their own pace. In 2021/22, over half of employees used Development Hub to complete 13,000 unique items of training (excluding compliance training). We've focused on providing professional and personal development for new and existing managers and team leaders under the Learning Centre pages, a mix of Development Hub e-learning, face to face training and online resources. We will introduce it to all staff in Spring 2023.

**In addition, frontline staff, including station staff, drivers and engineering teams, completed just over 36,000 days of operational training in 2021/22, a three percent increase on training days in 2019/20. Monthly Brunch and Learn sessions continue to provide light touch training for colleagues as part of their workday. Topics included fitness, wellbeing and resilience.**

Training days and the frequency of access of Development Hub courses increased in 2021/22. According to our employee survey in 2021, five in six respondents felt that the company provided adequate or good opportunities for training.

## Spotlight on work experience

Reflecting COVID restrictions, we moved our work experience programme for fifteen- and sixteen-year-olds online in the summer of 2021. The online format meant we hosted more pupils and, by partnering Careers Enterprises in Luton and Crawley, with more pupils from schools in areas with higher levels of deprivation.



We returned to an in-person work experience format in the summer of 2022, delivering two sessions for schools in the Croydon and South London area. Sixteen students in Years ten and eleven attended the sessions with workshops taking place with our engineering, operational and customer service teams. We continued to recruit from areas of higher deprivation and one third of attendees were young women. We're aiming to increase this proportion, in line with our drive to attract more women to the rail industry.

Work experience students reported:

**"It was eye-opening and inspiring to see how the railway works behind the scenes and meet so many new people with different and interesting jobs.**

**This was really interesting and I learnt a lot about engineering and careers in engineering."**

**We trialled the use of the Rail Social Value Tool on work experience programmes between April and September 2022. It's estimated that it generated around £23,000 of social value.**

## Employee engagement

Our aim for an inclusive culture – where *Everyone's Welcome* – is being delivered within GTR's People Strategy. One strand, Making Diversity & Inclusion part of our DNA, sets out our three-year plan. It combines a variety of approaches that begin by helping attract people to the business and continue through recruitment, development, leadership and even after people leave GTR. For instance, celebrating and raising awareness of aspects of professional and home lives help demonstrate that 'We're With You' and create greater opportunity for dialogue and understanding. **This means people feel respected, can be their best selves at work and so improves our service for customers and communities.**

**To this end, our Women's, LGBTQ+ and Race Equality networks contributed to a calendar of events in 2021/22 to mark nationwide awareness campaigns.** These included Carers' Week, International Women in Engineering Day, LGBT History Month, Pride Month, Black History Month, Race Equality Week, Menopause Awareness Day, National Mentoring Day and Men's Health Awareness Month.

The LGBTQ+ Network played a central role in the event planning for Brighton Pride 2022, for which planning began in Summer of 2021. After a two-year hiatus, this annual event returned with a burst of colour and activity. Colleagues worked closely with the organisers and other agencies to ensure a successful weekend. We supported event organisers with extra train services, many colleagues volunteered, or 'stepped in', to support with crowd management and some even featured on a float in the famous beach front parade focused on 'Our people bring out our best colours.'

**"Pride is an important event for our city and with visitors coming in from across the UK and worldwide, we are really excited to be back with a full-scale Pride after a two-year break. We are heartened by the positive working partnership we have with Govia Thameslink Railway and the amazing enthusiasm of its LGBT+ network and all other colleagues."**

Paul Kemp  
Managing Director of Brighton & Hove Pride

## Step-In volunteers

Keeping our customers moving is one of our most important focus areas and is supported by our Step-In programme. During large events like Brighton Pride, industrial action or extended engineering works, we call on volunteers – usually in office-based roles – to provide additional support for our passengers. Our volunteers are supported with training covering customer service, accessibility awareness and general safety, led by our Step-In Manager.

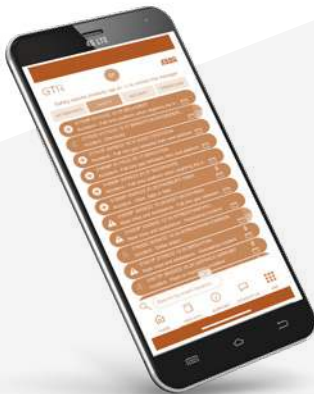


# Safety

We set our Zero Harm goal because the safety of staff, partners and passengers always comes first. Our culture, processes and training are just some of the ways in which we're working towards this goal. In this section we highlight progress we made within each of those pillars in 2021/22.

## Zero Harm app

In 2020 we launched GTR's Zero Harm app to make it easier to report, investigate and tackle health and safety risks or incidents. We launched version two in June 2021 and a third version in April 2022. The improvements included a better user interface, such as linking to GPS location, working faster, dedicated sections for security including antisocial behaviour and links to GTR's wellbeing support. It simplified the way managers track safety actions. Since the app was introduced, reporting increased by 140%. The number of daily reports increased a further 150% since the second version of the app. Increased reporting is a sign of a mature safety culture. (The rate of assaults leading to injury has remained static or fallen, but we see increased reporting now of physical, threatening and verbal assaults.)



## Fewer accidents

Current injury performance has returned to a similar level to the years pre- and post-COVID of 0.1 reportable accidents per 100 employees. Most accidents occur in engineering environments or on a train, with most of these occurring in the driver's cab. The remaining injuries were attributed to slip, trips and falls, carrying an object or contacting a stationary object.

In July 2021, we introduced travel safe officers – in many cases in collaboration with British Transport Police (BTP) presence – to help reduce antisocial behaviour. In the year to June 2022, they dealt with almost 19,000 incidents. The visibility of travel safe officers has reinforced our campaign to increasing reporting and the understanding that anti-social behaviour is unacceptable.

GTR renewed its collaborative approach with the BTP in January 2022. Together, we established new shared objectives and KPIs such as protecting vulnerable people, reducing staff assault and increasing confidence. This was underpinned by common governance from the tactical to strategic level.

## Promoting our Zero Harm goal and wellbeing

To emphasise the importance of the Zero Harm goal and the wellbeing support that is available to colleagues, GTR ran a Good to Know Roadshow throughout 2022. Visiting stations like Brighton and Finsbury Park with the Zero Harm Bus, it was a convenient opportunity for colleagues to: engage occupational health; get free On Track Health Checks; see demonstrations of the updated Zero Harm reporting app, and; seek advice on wider issues such as pensions and customer service improvements. This supports established training and practice such as Every Day Actions, which promotes six practical steps towards becoming an accident-free railway.

## Zero Harm Bus in the community

In May 2022, we hosted a session with Oxted school children with the Zero Harm Bus. Over 230 Year seven pupils enjoyed an interactive lesson presented by our Rail Enforcement Officers and BTP. Using the immersive technology onboard, the pupils learnt about the dangers of trespassing on the railway and keeping safe on the platform or at level crossings.

As part of the session, the pupils watched videos including content from the BTP's **You vs Train** campaign and hard-hitting messages from young people who live with the consequences of trespassing.

The initiative supported the decision-making and cooperation elements of the school's citizenship curriculum. In addition to learning about railway safety and trespassing, the visit also supported our drive to reduce anti-social behaviour.

**The Rail Social Value tool estimates a social value of £185,000 from this community roadshow.**



## Suicide prevention

We developed and implemented suicide prevention training for colleagues and partners across the network. Education and training can make a real difference. Almost 500 people completed the training (between July 2021 and March 2022) so more people could intervene to support people close to the point of attempting suicide.

Training was complemented by passenger-facing 'Days of Action', such as at Luton Airport Parkway, Bellingham and Elstree stations in the first three months of 2022. The safety team, revenue enforcement officers, BTP, the Samaritans and others attended stations to meet with passengers, discuss mental health and how to identify and support a vulnerable person.

A total of 385 of our colleagues were recognised in 2021/22 with lifesaver awards and badges. This celebrates their courage and creates the social proof, and confidence, for others to intervene. Each incident can be traumatic and can deeply affect the people involved. Our approach to support colleagues is differentiated according to need with a mix of services – e-learning, counselling, advice and signposting to clinical services – led by colleagues or independently.

Increasing safety also needs a focus on the details that deliver marginal gains. For instance, help point stickers directed people to call the BTP. By replacing them with stickers that direct people to call 999 we're capturing the benefits of a shorter, and more familiar, number for callers and a faster response from emergency services, because they can enlist both the BTP and the local force.

# Communities

The Corporate Social Responsibility (CSR) strategy for 2021/22 had five themes: young people; mental health; communities; homelessness; environment.

Each focus area also aimed to increase inclusion. So that every pound went further, projects typically cut across themes and this section of the report describes our key projects.

## Returning to the railways

Changes to reduce the spread of COVID made the station and train environment unfamiliar, even to the most frequent travellers. We were aware that this would be a more difficult barrier to some of those people with autism and related conditions. Partnering with local charity County Care at Horley station in June 2021, we held a session with a group of young people to lead them through the changes and answer any questions. This was supplemented by an easy-travel guide co-created with the charity.

We aimed to ensure that everyone could benefit from the opportunity to travel again to the fantastic destinations served by our network.

Aldingbourne Trust, which supports people with autism and learning disabilities, are funded to provide volunteers at 20 stations to maintain the gardening and planting as part of their supported activities to provide skills and opportunity. As lockdown lifted, we ran a station re-familiarisation programme so they could re-start with confidence. Following the session, everyone felt more comfortable with the rules and the majority planned to use the train that summer.

## Community and station partners

Community and station partners play a key role in bringing rail closer to local communities, delivering projects that support and bring local people together.



Roland Leask from The Aldingbourne Trust, along with members and volunteers. Wayne Thurston from Southern pictured front centre

2021/22 saw many station partners start to return to in-person activities following the challenges of the previous years. We welcomed new partners at Birkbeck, Berwick, Buxted, Bowes Park, Caterham, Earlswood, Gordon Hill, Horley, King's Lynn, Kingswood, Lingfield, Littlehampton, New Barnet, Palmers Green, Portslade, Purley, Redhill, Reigate, Rotherfield, Salfords, Shoreham, South Croydon, St Albans and West Worthing, and Worthing. As social distance restrictions receded, long term friends returned and highlights included celebrating the Platinum Jubilee, the creation of bee-friendly gardens and wildflower biodiversity sites at eleven stations.

## Travel with confidence

**Plan ahead**



**Be informed**  
Check train times before you travel at [www.southernrail.co.uk](http://www.southernrail.co.uk)



**Get your ticket online**  
Reduce close contact by only using our ticket offices if you have to

**Stay safe and considerate**



**Wash your hands**  
Before and after travelling



**Wear a face covering**  
Over your nose and mouth, unless you are exempt



**Keep your distance**  
Stay apart from other people by 2 metres if you can - about the length of holding your arms out to the side



**Priority seats**  
Keep priority seats and wheelchair spaces free if there are other seats available to you

**We are...**



**Increasing cleanliness**  
Cleaning stations and trains more frequently



**Providing hand sanitiser**  
Ready for you to use when you need it



**Providing information**  
Clear signs and announcements to help you find your way



**SOUTHERN**

**WE'RE WITH YOU**

Our quarterly newsletter, Partners' Platform, continued to update station partners of activities and events, insights and funding programmes. Guest contributors included Bee Friendly Trust, Cromwell Museum and AllAboarders.

### Your Station Your Community – programme

To attract new and support existing partners, we launched our bitesize webinar series in March 2022, facilitating sessions with expert speakers on issues that partners told us were important to them. The short sessions typically took place at lunchtime and discussed themes like biodiversity with Rewilding Britain (early April 2022), a guide to project funding from the Directory of Social Change (March), and how to plan a successful station partnership with Friends of Ally Pally (early April).

All webinars were recorded and hosted on YouTube as a free resource for station groups. Over half of the 59 attendees were new station partners. Over 90% said the sessions were informative and 85% said the sessions gave them a good understanding of the topic. This programme continued in 2022/23 including sessions on accessibility and expanding the resources available for station partners to use. It also informed our approach to the Your Station Your Community Improvement Fund, launched later in 2022.

We're proud of the station partners on our network and celebrate their achievements at the annual Community Rail Awards hosted by the Community Rail Network (CRN), with partners regularly shortlisted for entries.

### Outstanding Contribution to Community Rail

**Southeast Community Rail Partnership** won this award at the CRN Awards in 2021 awards for projects such as Go-Learn and Try-a-Train.



### Go-Learn

Giving young people the confidence to use rail safely and independently instils sustainable and safe travel habits early on. Southeast Community Rail Partnership's education officer, funded by GTR, visits primary and Special Educational Needs and Disability schools across Sussex and Kent to teach pupils about how to plan journeys, purchase tickets, and use rail services safely and confidently. It promotes sustainable transport, like active travel and public transport. Over 1,800 children received sessions between April 2021 and March 2022. The Rail Social Value Tool revealed that, for the period April to October 2022, the initiative generated over £10 million of social value.

Go-Learn can be followed up with a free Try-a-Train session. This supports the Department for Transport's Year six activity book as pupils can put into practice what they learn about tickets, stations and safe travel. We were the first rail company to introduce Try-a-Train, a long term programme that aims to help people with additional needs gain the confidence to travel by train, often independently. It provides tailored guidance on how buy a ticket, move through a station and take the train. In 2021/22, it returned to an in-person experience.

## Up-Cycling

Our bike upcycling and upskilling programme continues to go from strength to strength, celebrating its second anniversary in June 2022. While each partner's programmes vary, they have common features. Bikes abandoned at our station are brought back into working use, typically by people developing new technical and employability skills. They're then made available to the community, either free or as part of a charitable or social enterprise. The scheme has been expanded across our network from Southern to Thameslink and Great Northern. Nine local partners received deliveries of 546 bikes in 2021/22. We're now investigating how to increase the supply of bikes to expand the benefits of this initiative. **Between April and September 2022, the bike upcycling projects generated an estimated social value of £170,000.**



Open Your Art: artists from the Studio Upstairs mental health charity display their work at South Croydon station

## Studio upstairs – Croydon

GTR leveraged the Passenger Benefit Fund programme to both improve stations and support wellbeing. As we emerged from measures to control the spread of COVID, it was clear that increased isolation had tested many people's resilience. We worked with mental wellbeing charity Studio Upstairs to create artwork at South Croydon station.

Studio Upstairs commissioned its members to create 23 new artworks that would comfort, inspire and connect people passing through the station. The art trail Open Your Art is featured in waiting rooms and along platforms, subways and stairways. It highlights and encourages the personal and community support everyone can provide to help tackle mental health issues.

Whitney Desporte, one of the South Croydon station staff, worked with Studio Upstairs to come up with the design themes for the artwork. Whitney said:

“It's been a real privilege and pleasure to work with Studio Upstairs. Their artists are hugely talented and have made such a difference to the station for our customers and colleagues.

Now, more than ever, we all need to be good neighbours, to stay connected, and offer a helping hand. For those who need it most – passengers and railway colleagues – this powerful artwork is to show that we're with them.”



## Don't Tackle It Alone

As the immediate threat of the pandemic receded, we saw greater incidence of trespass among young people at our stations, including Stevenage. There was also underlying national evidence that COVID, and its impact, had increased the number of young people with poor mental health. GTR joined longstanding partners Stevenage Football Club and Stevenage Football Club Foundation to raise awareness of mental health and signpost support services. **Don't Tackle It Alone encouraged young people to get involved in sport and meet new friends. The campaign reached an estimated 850,000 people and was promoted by the local MP, newspapers, radio stations and TV.**

Don't Tackle It Alone also helped young people engage with the Kicks programme. The Kicks programme – funded by Premier League Kicks and Sport England – uses football to offer young people a support network and somewhere constructive to let off steam. So far, the scheme has managed to contribute towards halving anti-social behaviour in local communities, giving people a safe space to meet.

## Turing Trust

GTR partnered with the Turing Trust and NOAH Enterprise so communities benefit from 'e-waste'. GTR provided legacy tablets and mini desktop computers to the Turing Trust, a charity which reconditions old electronic equipment. Turing Trust in turn provided 80 tablets in October 2021 to NOAH Enterprise, a charity supporting homeless people in Luton learning new computing skills. The partnership with the Turing Trust continued into 2022 with Malawian schools also expected to benefit.

*"The tablets are enabling us to coach people through the digital world... and to empower and build self-esteem so that vulnerable people can live their own lives."*

Paul Prosser  
Head of Welfare Services at NOAH Enterprise



## Sector-based Work Academy

We partnered again with East Sussex College to deliver a Sector-based Work Academy Programme in summer 2021, with **two participants also securing roles with us**. We look forward to continuing this partnership, providing essential skills, and building confidence in young people.

## Green Teams

One of the areas customers prioritised for the Passenger Benefit Fund works was to green our stations and contribute to biodiversity.

**Groundwork London delivered eighteen such projects in the capital.** They created a 'Green Team' of local people, training towards horticultural and employability qualifications, to complete the programme. This delivered a win-win for customers, community and the environment.

## Helping upskill marginalised people

**Kickstart** – Investing in young people unlocks talent and strengthens our industry. The government’s Kickstart scheme enabled us to provide work placements to people under 25 years old who had become unemployed, particularly in the aftermath of the COVID pandemic. **Alongside local Jobcentre Plus teams, over 20 young people joined GTR on a 6-month paid placement which introduced them to marketing, engineering and customer service roles.** While Kickstart has concluded, it reinforced our commitment to create avenues for young people to find their way into the workplace.

“I left school without many qualifications and didn’t have a clue about what I really wanted to do... [After my placement,] I interviewed for the role of assistant engineer and was really pleased to accept a permanent role with Southern. I’m now looking forward to learning and developing even more so that I can continue to work my way up in the industry.”

Jamie Weston, Kickstart graduate and Assistant Service Engineer

## Encouraging leisure travel by championing our local communities

Our Community Rail Partnerships (CRPs) cover nine lines and, alongside over 100 adoption groups, they remain the cornerstone of many community activities.

Following COVID, some people were more reticent about travel and using the train. We aimed to restore some of that confidence by developing initiatives that encouraged customers to use rail for leisure travel. This included creating two trails that promoted local tourism – Symbol Spot and Audioways.

**Symbol Spot** – Beds-Herts CRP led on the development of Symbol Spot with Mini Map-makers aimed at family groups at eight stations between Bedford to St Albans. The interactive trail encourages families to learn more about the local area by travelling by train to each station, where children can collect eight plaque rubbings for their booklets to win a special coin and certificate. Each plaque has been uniquely designed to reflect the history and culture of the area. The trail involved local partners including Visit St Albans, St Albans Signal Box and Luton BID.

**Audioways** – On the south coast, GTR connected Southeast CRP with Audioways – a local organisation – to develop its QR code trail. By scanning the codes, residents and visitors unlocked a series of fifteen eclectic audio recording about the locations. The Audioways project involved collaborations with palaeontologists, archaeologists, historians and local residents who have shared their insights and personal stories. Tales of ghosts and wartime pig adoptions are just two of the stories unique to this trail. The trail is based around Lewes town centre and it continues to five railway stations – Lewes, Southease, Newhaven Town, Bishopstone and Seaford.



# Customers

## The knock-on effects of the COVID pandemic continued to be felt. Our services in 2021/22 had to match changing economic and social demand alongside specific pandemic regulation.

Organisations and their employees had to adapt quickly, many by adopting remote work and online meetings. By the end of 2021/22, most of these organisations had moved to a hybrid model. As such, at the end of March 2022 there were still 40% fewer people travelling in the morning peak compared to March 2019. However, off peak travel recovered faster as people raced to make up for lost time by exploring and sharing moments with friends and family in places they love.

### Retail

GTR expanded its digital ticketing options to improve contactless travel. Following the introduction of flexi season tickets in early summer 2021, we played a key role in piloting the sale of S-Tickets. S-Tickets are mobile season tickets that use barcodes to open automatic ticket barriers. We worked with the Trainline and other 3rd party suppliers to develop an efficient end-to-end experience for customers. Weekly and monthly S-Tickets are now being introduced.

By the end of June 2022, we had installed barcode readers on gate lines at 64% of gated stations. We're working towards all our gated stations having barcode readers by the end of May 2023.

More broadly, improvements to the website made the information and resources more accessible and engaging to better promote our services. Improvements to Delay Repay functionality made it easier than ever for customers. These changes were underpinned by diversity impact assessments so all customers were at the heart of any changes.

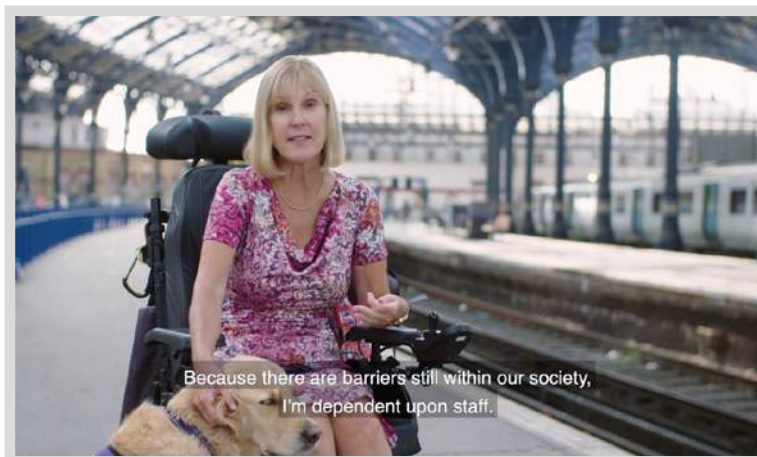
### Accessibility

The ambition of GTR's customer strategy is that people choose to travel with us and love it. Just as with GTR's inclusive approach to colleagues where Everyone's Welcome, the aim is that everyone is able to travel independently and with confidence. This extends beyond our stations and trains to the customer's whole journey, often taking in other rail and bus operators, and journeys to and from stations. With that scope it's impossible to do it alone.



It's how you act in that one small moment that will make the biggest difference.

Our accessibility awareness training was informed and led by trainers with lived experience of disability



Because there are barriers still within our society,  
I'm dependent upon staff.

GTR's Access Advisory Panel (AAP) – which meets every two months and represents a cross section of users with additional needs – plays a central role challenging GTR's performance, informing our priorities and proposing solutions. Such is the recognition of the group that Network Rail sought feedback from the AAP in September 2021 about the planned refurbishment life works at Clapham Junction station. Through this collaboration, Network Rail subsequently updated the content and design of website and station material as well as improvements to the customer plan.

### Accessible Travel Policy

In last year's report, we described how GTR developed and launched a new Accessible Travel Policy with input from the AAP, stakeholders, colleagues and the Office of Rail and Road. It's an important component of our commitment to a more accessible railway and sets out our pledges to make travelling by train easier for anyone needing support. In 2021/22, we have focused on delivering on these commitments.

### Accessibility training continues

GTR rolled out its enhanced accessibility training in 2021/22, firstly to customer-facing colleagues and many support teams benefitting. (All staff had completed it by the end of 2022). New joiners now receive our disability awareness training at the start of their employment, and all colleagues will receive a refresher course every two years. All our training has benefitted from the input of those with lived experience and focuses on awareness and practical training.

### Less time needed to book assistance

All customers are welcome to travel as and when they wish. For added confidence, we also offer bookings through the Passenger Assist industry system. We have reduced the notice customers are asked to give from six hours to two hours before travel in April 22, in-line with the new industry standard.

### New mobile assistance teams

These teams are being trialled at some unstaffed or partially-staffed stations to support customers who need assistance within 20 minutes of a phone call. This pilot is in addition to the existing assisted travel helpline.

As well as improving our accessibility training and travel processes, we're making our station infrastructure more accessible and welcoming for everyone.

The Department for Transport's Access for All programme funds major accessibility improvements at stations. We secured investment at 20 stations on our network, with the support of stakeholders and community partners. In 2021/22, completed schemes included Eridge, Crowborough and East Grinstead, with these stations now benefitting from new lifts granting platform access. Work is also underway at Catford and Finsbury Park for further improvements. Schemes are also due to commence at Biggleswade and Peckham Rye stations in 2023.

### Station improvements

In 2021/22 we invested £600,000 to deliver a package of improvements focused on improving facilities for our customers with disabilities. Enhancements ranged from customer information points accessible to wheelchair users to testing devices for induction loop systems. Other improvements include:

- New customer information points at Three Bridges and Caterham with wide, automated doors and counters at a convenient height for wheelchair users.
- A new waiting shelter at East Dulwich designed to ensure enough cover and turning space for people using wheelchairs.
- At Letchworth Garden City a once outmoded toilet is now spacious and accessible.
- Introduction of tactile maps at Brighton, Haywards Heath, Three Bridges and Stevenage.



Isaac Glasgow, from East London, has been one of the mobile assistance team based at Beckenham Hill station

- Stairways and ramps at Winchmore Hill, West Hampstead and New Barnet stations have been given visibility and safety improvements with new bright yellow handrails and step edgings.
- Staff at 70 stations now have new devices for regular testing of the induction loops that reduce background noise for people using hearing aids. Induction loops are installed not only at ticket office windows but in waiting areas, on platforms and at information points.

This programme followed the conclusion in June 2021 of the improvements delivered by the two-year long Station Improvement Programme. In total the programme delivered 895 improvements including 3,000 new seats, more than the Royal Festival Hall. This programme had also been designed around the needs of various communities, as expressed in 68 stakeholder meetings, 80 group submissions and 4,000 passenger survey responses.

## Infrastructure

**Major projects** – Punctuality is a key customer priority and Network Rail’s rolling programme of engineering works increase the reliability and resilience of the rail network. GTR’s network, of 1,268 kilometres, is amongst the most congested, urban and interconnected in the country.

In 2021/22, we continued to work with multiple industry partners to support the delivery of infrastructure projects across our network like the Midland and Brighton mainlines, the forthcoming Brent Cross West station, the Arun Valley Line, in South London, Gatwick Airport Station upgrades and at Hove. Across each of these programmes we also worked with councils, transport authorities, stakeholders and customers to forewarn them of temporary disruption and highlight alternative arrangements to help them complete essential journeys.



GTR Accessibility Lead Carl Martin visits the new Three Bridges customer information point with Accessibility Ambassador Steven Pejda



Brighton and other stations in Sussex have new tactile maps with raised symbols and lettering for people who are blind or partially sighted

There were two other major projects – the installation of the DART at Luton Airport Parkway station, and the £1 billion East Coast Digital Programme (ECDP) – that were active in 2021/22 and beyond. The Luton Direct Air Rail Transit (DART) will directly connect Luton Airport with Luton Airport Parkway station with a step-free link. The ECDP replaces and modernises the signalling systems on some of our Great Northern and Thameslink routes for a more reliable and flexible railway. Lineside signals will be replaced by in-cab signalling technology – the European Train Control System – on the Northern City Line, between Finsbury Park and Moorgate, and then on the East Coast Main Line South, between King’s Cross and Peterborough.

## The first and last mile

Rail is the greenest way to travel medium and long distances. The easier it's to travel, the more people use it and the more environmentally sustainable it becomes. Customers and stakeholders have told us that we need to make it easier to get to and from our stations. We have invested in upgrading facilities at our stations, including installing 179 electric vehicle (EV) charging points across 37 stations to encourage customers with electric cars. Our Station Improvement Programme created an additional 1,000 cycle spaces while a further 250 spaces have been replaced with more secure, better sheltered modern facilities. We've also received funding via the Department for Transport's cycle rail fund, managed by the sustainable transport charity Sustrans, to install cycle parking hubs at eleven stations including Bedford, Biggleswade, Harpenden, Bexhill and Three Oaks. Several local authorities have also contributed funding to these facilities.

## Increasing rail to air customers

As well as the DART, the Gatwick Airport station upgrade project is making progress including completing the refurbishment of two overbridges, the installation of eight new escalators, larger ticket machines area and a new special assistance point. One key objective for the upgrade is to increase the number of airport customers arriving by rail from 42% to 50% by 2040, by which point passenger numbers are projected to have increased by two thirds compared to 2019.

Gatwick Express services resumed in March 2022. Gatwick Airport projected, in August, that 33 million passengers would use the airport in 2022.



Keith Jipps of GTR (left) celebrates new EV charging points in Harpenden with Hitchin & Harpenden MP Bim Afolami (right)

# Environmental impact

In 2021, Go-Ahead Group launched its Climate Change Strategy and set a goal to become a net-zero business by 2045. GTR is fully committed to this and has developed an action plan detailing how we will support Go-Ahead in achieving its climate targets.

Rail has a significant role to play in supporting the challenge to mitigate the impact of climate change, more than anything else to encourage use of rail and public transport.

In addition, we've been focusing on reducing our carbon footprint and improving biodiversity while continuing to collaborate with our partners, supply chain and communities to expand our positive environmental impact. Our new National Rail Contract with the DfT focuses heavily on decarbonisation of our operations, reducing carbon emissions from ancillary vehicles and efficient waste management. Key deliverables in this contract link into achieving our Group strategy.

Alongside the work it already does with community groups ([see the community section](#)), We will work with local wildlife trusts to develop and implement biodiversity monitoring and improvement projects as part of an annual plan.

## Climate change adaptation

Climate change is already changing our environment and it reduces the reliability and punctuality of our services. We're undertaking joint programmes with Network Rail to consider how extreme weather impacts the infrastructure on which we run our services. We've applied learnings from the impact of overheating railways and electricity surges in 2020. We've also introduced train technology to monitor risks to operations caused by overhanging vegetation and track imperfections. We continue to work with Network Rail, our customers and stakeholders to manage lineside risk such as vegetation management and the supporting of infrastructure to reduce the risks of landslips. For example, we managed the impact of engineering works that secured the cliff face outside Hove station (Summer 2021) and the impact of works that stabilised embankments at various locations along the Brighton Mainline (February 2022).

In addition to participation in Network Rail's local joint adaptation group, GTR is a member of Go-Ahead Group's Climate Change Taskforce and leads on the Adaptation workstream. This will build resilience across the wider group by incorporating best practice learned from all areas of the transport system.



## Spotlight on sustainable Streatham Hill

We collaborated with community climate action group, Energy Garden, to deliver an innovative co-operative energy project. Energy Garden, who work with more than 50 community groups across the rail network, installed 526 solar panels on the roof of our Streatham Hill depot.

This is projected to save 884 tonnes of carbon and generate 4,165,000 kilowatt hours of electricity over a 20-year period. Approximately 42% of the electricity generated on the roof throughout the year will be used directly to power the daytime usage of the Streatham Depot. The energy not used will be sold by Energy Garden with profits re-invested into local education and environmental projects.



Streatham Hill depot is now a local source of renewable energy. Pictured (left to right): Jason Brooker (GTR), Agamemnon Otero (Energy Garden) and Keith Jipps (GTR)

The project was inspired by feedback provided at one of our annual Sustainability Forums, which encourage stakeholders to offer feedback and ideas for improving the environmental impact of the network. We're actively examining the scope for further such projects.

## Decarbonisation and air quality

Public transport is a vital part of the solution to reduce carbon and air pollution in the transport sector. Our decarbonisation strategy focuses on two pillars: the modal shift from private cars to public transport, and decarbonisation of our operations over the short, medium and long term. 98% of our train vehicles are already electric.

In 2021/22, we were particularly proud to contribute to infrastructure projects at Streatham Hill Depot and Denmark Hill that will make a long-term positive environmental, and social, impact.

## Denmark Hill

We worked with Network Rail on a £7.5 million package of improvements to Denmark Hill station that included a new station entrance, secure cycle parking and nine cutting-edge solar arrays. It's the first station in Europe to use photovoltaic film on its solar panels to produce more power than the building consumes, making the project carbon positive.

The new station upgrade received industry recognition and was 'Highly Commended' at the 2021 National Rail Awards in the categories of 'Infrastructure Project of the Year' and 'Sustainable Development of the Year'. It was Europe's first carbon-positive rail project.

The biggest area of our energy consumption is in powering our vehicles. We continued our collaboration with Network Rail and DfT to review options for the decarbonisation of our two diesel lines along Uckfield and Marshlink. GTR continually sought opportunities for incremental improvements to energy efficiency, such as incorporating LED lighting during the refit of Electrostar trains which continued through 2021/22.



We're progressing with the review to transition our ancillary vehicle fleet from diesel and petrol to hybrid or electricity. Our fleet of approximately 90 small vans and cars are used for general building maintenance and across station access in areas with limited rail services. Together, they accounted for less than 1% of total scope one and scope two emissions in 2021/22. In 2021/22, we instigated new programmes to more accurately monitor the efficiency of our ancillary vehicles which provides insight on their maintenance and use. We will replace combustion-powered ancillary vehicles by 2025.

We directly purchase non-traction energy, and this continues to be on a renewables tariff.

We're continuing to support the industry group led by DfT/RSSB to evaluate air quality at stations, with five operated by GTR (Bedford, Brighton, Eastbourne, Luton and Uckfield) included in a programme of testing and improvements plan between 2022 and 2030.

## Water

Water is a vital resource to our business and its availability is increasingly threatened by the impacts of climate change. We're focused on decreasing our consumption and contributing to Go-Ahead Group's target of reducing water consumption by 25% by 2025 against our performance in 2019/20.

GTR used just under 400,000 cubic metres of water in 2021/22, through operations, tenancies and 3rd party use. We're installing water data loggers to monitor consumption and provide data on potential water leaks. This will help us identify unusual consumption and ensure leaks are fixed faster which in turn drives resource and financial efficiency too.

## Waste

Reducing the amount of waste we produce and increasing recycling is a top environmental priority for us. Driven by Go-Ahead Group's target of achieving a 60% waste recycling rate by 2025 and 80% by 2035 against our performance in 2019/20. GTR continues to send less than 1% of waste to landfill, with now 38% recycled. Our next steps in hitting our 80% goal will be through re-contracting our waste services, more recycling facilities at stations and developing a behavioural change programme for our staff and customers.

We highlighted in last year's report the partnership with sustainability start up, The Green Block, which introduced a mobile segregation unit to Brighton station in September 2021.

As one of the largest stations we manage, Brighton generated 12% of the total waste we collect each year, so it was a perfect location to test the technology. The programme continues to operate and, between August 2021 and October 2022, it recycled 90.6% of waste, compared to 25% of waste in July 2021. This proof of concept is informing future tenders for waste managing services for our stations and depots to deliver 80% rate of recycling by 2025.

# Our Group strategy key deliverables



## Mitigation: water

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

### We are:

- In 2022/23, we are auditing the conditions of existing water meters and loggers, analysing volumes and consolidating billing

### Group target:

1. By 2025, reduce water use by 25%



## Mitigation: waste

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

### We are:

- By end of 2022, develop a plan for new waste contracts that will deliver 80% recycling rates by April 2025

### Group targets:

1. By 2025, increase waste recycling rate to 60%
2. Improve rail and bus waste management contracts
3. Behaviour change programmes for customers and colleagues
4. Reduce waste in supply chain and operational activities



## Mitigation: air quality

1. Prepare a report for DfT setting out the options to reduce emissions from diesel-powered rolling stock in the train fleet, including the use of alternative fuels, train reconfiguration and rolling stock modifications to install new technologies

### We are:

- By March 2023, developing proposals for reducing emissions from diesel fleet

### Group targets:

- By 2025, reduce:
1. Carbon monoxide (CO) by 17%
  2. Hydrocarbons (HC) by 49%
  3. Nitrogen oxides (NOx) by 63%
  4. Particulate matter (PM) by 55%



## Mitigation: decarbonisation

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

### We are:

- Decarbonisation roadmap by March 2023 including science-based targets for March 2024
- Plan for further viable renewable energy schemes at stations and depots by end of 2023 (with NR).
- Replace eight petrol/diesel engine ancillary vehicles with electric or hybrid by March 2023 and replace whole fleet by March 2025

### Group targets:

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



## Climate change adaptation

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

### We are:

- Quantified and updated climate change risk register and management approach by March 2023
- Collaboration with NR's joint adaptation group

### Group targets:

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

# Key indicators

People	2021/22	2020/21	2019/20	Trend
Average number of employees	7,382	7,567	7,220	Decrease
Average length of service in years	12	14.2	10.11	Decrease
Employee engagement index (%)	59%	No comparable data	No comparable data	–
Employee turnover rate (%)	7.8%	4.4%	5.6%	Increase
Female employees (%)	20%	19%	18%	Increase
Ethnic minorities employees (%)*	22%	21%	20%	Increase
Absenteeism rate (%)	7.1%	7.3%	6.6%	Decrease

\* Asian, Black, and mixed/multiple Ethnic Groups

Safety	2021/22	2020/21	2019/20	Trend
RIDDOR* accidents per 100 employees	0.1	0.5	0.3	Decrease
Number of reported crimes	5,159	2,552	5,361	Increase
SPaDs** per million miles (excluding depots)	2.07	0.87	1.2	Increase

\* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations at workplaces

\*\* Signals Passed at Danger

Communities	2021/22	2020/21	2019/20	Trend
Leverage – total spend on payroll giving (£)	33,747	31,456	26,078	Increase
Stakeholder events (number)	288	351	169	Decrease

Customers	2021/22	2020/21	2019/20	Trend
Customer satisfaction	n/a*	n/a*	81%	–
Punctuality PPM (%)	85.2	89.7	84.8	Decrease

\* Results from Transport Focus independent customer survey. Due to the impact of COVID-19, surveys continue to be paused

## Environmental impact decarbonisation and air quality

	2021/22	2020/21	2019/20	Trend
Total carbon emissions from all scope 1&2 sources (tonnes)	163,880	183,818	220,563	Decrease
Carbon emissions per vehicle mile (all energy) (kilograms)	0.55	0.60	0.64	Decrease
Average fleet diesel efficiency (miles per gallon)	4.90	6.40	5.33	Decrease
Rail EC4T efficiency (vehicle miles/kilowatt hour)	0.41	0.41	0.41	–

## Water

	2021/22	2020/21	2019/20	Trend
Amount of water consumed (cubic metres)	396,706	330,662	330,662	Increase
Confirmed water losses (cubic metres)	51,929	33,219	33,219	Increase

## Waste

	2021/22	2020/21	2019/20	Trend
Total waste generated (tonnes)	4,056	3,275	6,634	Increase
Recycling rate (%)	37.6%	35.8%	31%	Increase

## Climate Change Adaptation

	2021/22	2020/21	2019/20	Trend
Climate Change Adaptation risk register (Yes/No)*	Yes	Yes	Not applicable	–

\* Indicator reported from 2021 (no information for previous years)

## More information

You can find out more about GTR by visiting our websites:

[gatwickexpress.com](https://gatwickexpress.com)

[greatnorthernrail.com](https://greatnorthernrail.com)

[thameslinkrailway.com](https://thameslinkrailway.com)

[southernrailway.com](https://southernrailway.com)

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 email us on [community@trailway.com](mailto:community@trailway.com) or write to:

Corporate Social Responsibility Manager  
Govia Thameslink Railway  
Monument Place  
24 Monument Street  
London  
EC3R 8AJ

## Summary Verification Statement from Bureau Veritas UK Ltd

Bureau Veritas UK Limited (Bureau Veritas) has provided verification for The Go-Ahead Group plc (Go-Ahead) over selected sustainability indicators contained within the Group Sustainability Report. The information and data reviewed in this verification process covered the period 4th July 2021 to 2nd July 2022.

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

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



Bureau Veritas UK Ltd  
February 2023