

# Playing Our Part

Southeastern  
Sustainability Report 2020

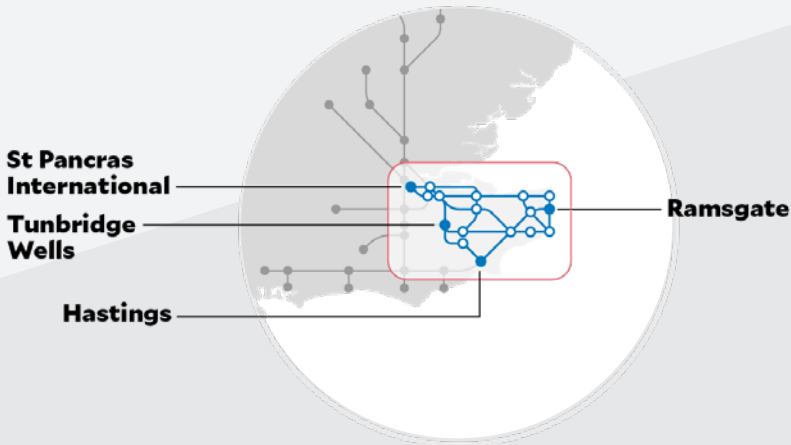


# southeastern

Southeastern has been running the train service between London and Kent and parts of East Sussex since 2006. We operate one of the busiest networks in the country, including the UK's first domestic high-speed service with Javelin trains.

Our 4,500 employees manage 164 stations and serve a total of 180 stations.

Southeastern is operated by Govia, a joint venture between leading transport operators Go-Ahead (65%) and Keolis (35%).



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## Find out more...

### Twitter:

@SE\_Railway

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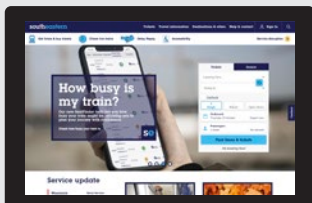
southeasternofficial

### Instagram:

se\_railway

### Website:

southeasternrailway.co.uk



## Our reporting structure

We are committed to operating our rail services in a way which is sustainable and puts us at the heart of the communities we serve.

This report is split into five sections:

### Stronger communities

To increase positive and proactive engagement with the communities we serve

→ Read more on page 4

### Happier customers

To provide a safe, reliable service to our customers

→ Read more on page 6

### Better teams

To constantly develop our people

→ Read more on page 9

### Cleaner environment

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

→ Read more on page 11

### Safer working

To provide safe working environments for our people and our customers

→ Read more on page 14

# Managing Director's message



## 2020 highlights

- Passenger satisfaction rose to its highest level in six years during the National Rail Passenger Surveys (NRPS) in 2020
- First UK train company to share train load data with passengers through our new 'SeatFinder' service to help social distancing
- Launched a 'Back to School Safety Guide' to help students travel on our trains with confidence
- Agreed £400,000 of new funding for five Community Rail Partnerships across Kent and East Sussex over the next two years
- Won 'Top Employer' at the Women in Rail Awards and were highly commended as a 'Great Place to Work' at the National Rail Awards
- Produced enough renewable energy from solar schemes from four of our engineering depot roofs to power 256 UK homes

“Welcome to our 2020 Sustainability Report. This has been a challenging year for all of us, and I pay tribute to each of our 4,500 colleagues who have been working to keep our services running safely for everyone.”

**David Statham**  
Managing Director

In normal times, we'd see around 640,000 weekday passenger journeys on our network – making us one of the busiest rail operators in the UK. But there's no doubt that the last few months have been anything but normal.

At Southeastern, we've been playing our part, alongside the rest of the railway industry, in a national effort to keep key workers moving during the coronavirus pandemic. Whether it's getting them to or from work, we're proud to be helping keep essential services up and running for everyone in south east London, Kent and East Sussex.

Since the onset of Covid-19, we developed our safer journey pledge by taking extra steps to keep our colleagues and customers safe at this exceptional time.

As I've been out on our network over the past months, I've seen a tremendous amount of dedication from our people – reacting to a national crisis and adapting to new ways of working, to keep our colleagues and passengers safe during challenging circumstances.

Our priority now is maintaining services as the country recovers. As lockdown measures are eased, we'll need to keep social distancing in place on our services to keep passengers and railway staff safe.



As we hope the pandemic begins to ease, we'll get back to focusing on improving services for passengers. I'm pleased to say our punctuality has increased by nearly 10% in the last two years, and customer satisfaction hit a six-year high, at 83%, in the most recent National Rail Passenger Survey by Transport Focus.

In March this year, we signed a new contract with the Department for Transport. This means we can continue to make improvements to the way we operate and play our essential role at the heart of communities we serve across.

We're committed to creating a working environment that values the diversity of our colleagues and encourages them to bring their whole self to work in a safe environment. We've done a great deal of work making structural changes, improving our policies, supporting colleague networks and prioritising female recruitment.

We joined forces with Network Rail to launch the first ever passenger service run entirely by women on International Women's Day and in September 2020, we were delighted

to have won 'Top Employer' at the Women in Rail Awards. We were also highly commended as a 'Great Place to Work' at the National Rail Awards.

I'd like to take this opportunity to thank everyone who has helped us keep our railway and services safe during this unprecedented period. The journey is by no means over, but if we carry on with the same determination as we have already, I know we will seize the opportunity to come back stronger.

Our latest sustainability report highlights some of our achievements over the past year and provides plenty of examples for how we are playing our part in the communities we serve. I hope you enjoy reading it.

# Stronger communities

**Our services play a vital part in the communities they connect. We provide access to London and the region for businesses, support tourism and provide employment for local people.**

Southeastern is proud to support the local communities across our network through partnerships, sponsorships and community outreach. We are consistently looking for new ways to extend our service beyond our stations and transform lives. Since 2018, the value of our community investment per employee has increased by over 40%.

## Community Rail Partnerships

Community Rail Partnerships exist to bring together partners in order to provide social, economic and environmental benefits to the communities served by rural and secondary rail services.

Following a bidding process in the first half of 2020, in which proposed schemes were asked to promote sustainable travel, bring together local communities and promote social wellbeing and economic development, we were pleased to announce new funding for five Community Rail Partnerships across Kent and East Sussex:

- Thanet
- White Cliffs (between Westenhanger and Sandwich)
- Sussex (between Tonbridge and Hastings)
- Kent (covering the Medway Valley and Sheerness and Maidstone East lines)
- Darent Valley (between Sevenoaks and Swanley)



## Key highlights

# 40%

increase in community investment since 2018

# 5

Community Rail Partnerships

# £400,000

new funding in 2020

A significantly expanded £400,000 funding pot has been made available over two years to help roll out community rail activity in these areas.

Community Rail Partnerships enrich the communities along the railway lines they adopt, helping to support tourism in the areas they serve, sprucing up stations with gardens and helping vulnerable groups volunteer and make a contribution to the local community.

We are delighted this funding will now ensure that the benefits of community rail go even further across our network. This work is increasingly important to help communities recover and build back better from COVID-19, and to ensure everyone can get around sustainably.



Community Rail Partnership supports planting spring flowers at a Southeastern station

## Rail to Refuge

During 2020, the 'Rail to Refuge' initiative first introduced by Southeastern was extended to offer people fleeing domestic abuse anywhere in Britain during the coronavirus lockdown the opportunity to apply for free train travel to refuge accommodation, through a partnership with Women's Aid.

Our commitment, alongside other rail companies, came at the time campaigners were reporting a rise in requests for help from victims of domestic abuse since coronavirus lockdown measures came into force.

The initiative was first proposed by one of our station managers, Darren O'Brien, in 2019 after he watched a TV documentary that moved him. People escaping domestic abuse are usually advised to seek refuge services at a considerable distance from their perpetrator, but for many, raising the cash to pay for a train ticket can be very difficult. This is especially

true for people experiencing economic abuse, who may have no access to cash.

The 'rail to refuge' scheme has helped a number of people escape domestic abuse and begin a new life, with their children, away from their abuser. It offers free train tickets for women or men, and their children, to travel to a recognised refuge. Survivors can access tickets through the member services of Women's Aid, Welsh Women's Aid, Scottish Women's Aid and Imkaan, once they have received an offer of a refuge place.

# Happier customers

**Our customers deserve a rail service that is continually improving to meet their expectation in terms of punctuality, reliability and overall experience. They also need up-to-date, accurate and clear information that helps them get to where they need to be, at a price they can afford.**

## Direct Award Contract

In March 2020, the Department for Transport (DfT) awarded a Direct Award Contract to Govia, a subsidiary of the Go-Ahead Group (65%) and Keolis (35%), to continue operating the Southeastern franchise. The new contract began in April 2020 and will run until October 2021, with the option for the DfT to extend until March 2022.

The new Direct Award Contract means we can continue making improvements to the way we operate and play our essential role at the heart of communities we serve across. We look forward to reconnecting our communities and

further improving capacity, performance and customer satisfaction.

We have developed plans for a range of customer experience improvements including exploring options to boost capacity in the short-term as additional rolling stock becomes available. We are also continuing our partnership with Network Rail to develop a longer-term capacity, rolling stock and punctuality strategy for our network beyond 2022.

With more space sometimes needed on our busier Metro routes through London, we are now working in partnership with South Western Railway (SWR) to transfer, as their new Avenra trains arrive, the fleet of 30 Class 707 trains that have been in operation since 2017. The Class 707 is a walkthrough design with wide doorways and plenty of internal space. They can hold up to 1,426 passengers over 10 carriages.

Demand for Southeastern Metro services has been rising in recent years and before the coronavirus pandemic, our older Networker trains could get crowded at peak time. Bringing in these new units will allow us to offer passengers more space in a reliable, modern and comfortable air-conditioned train.

## Improving Passenger Satisfaction

We are pleased to report that passenger satisfaction rose to its highest levels in six years during the National Rail Passenger Surveys (NRPS) in 2020, by Transport Focus.

Overall satisfaction among Southeastern passengers was 81%, which represented a 3% year-on-year increase and our highest result at this point in the year since 2013. Four out of five passengers were satisfied with our service, and we were delighted that satisfaction with the helpfulness of our staff on board had increased by 8%.

The Spring 2020 NRPS, which was completed before COVID-19 lockdown measures were introduced, saw our overall satisfaction score



Our new Direct Award Contract means we can continue serving communities and making improvements



improve to 83%, the fourth consecutive improvement. Passengers on our Highspeed service reported 91% overall satisfaction, making it one of the best performing train services in the UK.

Significant improvements have been recorded in every attribute related to the on-board experience, including cleanliness (+4%), provision of information (+4%) and the level of crowding (+3%). Satisfaction with on-board security has also significantly improved (+5%), and satisfaction with the attitude and helpfulness of staff on board and at stations has improved by 9% and 2% respectively.

The latest NRPS results came at a time when the whole country was focused on tackling COVID-19. We are committed to keeping our stations and trains as safe and clean as possible for passengers. We have introduced an enhanced cleaning regime, with daily disinfection of high touch points on trains and periodic deep cleaning with anti-viral products (see page 14 for more details).

In 2019, we introduced the improved 'Delay Repay 15' compensation scheme, and have invested £80m in improvements including refurbished stations, measures to improve train punctuality, upgraded passenger information systems, on-board environment, free WiFi and upgraded smart tickets.

In 2020, we launched the second phase of 'The Key' smart ticket, making it available for season ticket holders as well as a wide range of single and return fares. This has since been improved, allowing customers to buy, load and view their Key card on the move, via their phones, without having to visit a ticket vending machine.

We will continue to improve passengers' experience while travelling with us, and our new franchise contract includes measures to further boost capacity with modern, air-conditioned rolling stock, when the trains become available.



## Key highlights

**30**

new Class 707 trains being introduced

**83%**

overall passenger satisfaction

**£2.25m**

investment in Swanley station

### New Look Station for Swanley

In September 2020, we announced the people of Swanley are set to benefit from a much improved railway station, thanks to a £2.25 million funding package. The work will deliver a range of improvements, including a bigger booking hall with an attractive glass frontage, which will provide an impressive new gateway to the town.

New information screens will be installed, along with better lighting and more CCTV to make passengers feel safe and secure. To ease congestion and improve air quality, the station approach road will become one-way. Cycling and walking to the station will be encouraged.

Funding for the station upgrade has come from two grants. The first is £1.5m from the Kent County Council (KCC) Local Growth Fund, via the South East Local Enterprise Partnership (SELEP). The second is £750,000 from Sevenoaks District Council's (SDC) Community Infrastructure Levy.

The construction contract has been awarded to a local Kent based company, who will be working in partnership with Southeastern and Network Rail to deliver the project. The upgrade is scheduled for completion in May 2021.

The project will have significant economic and environmental benefits. As well as improving access to the station, it will help reduce congestion with work to encourage more pedestrians and cyclists, as well as enhancing the interchange with bus services. The modern station will be a fantastic new gateway to the town.

### Leading the Way on Refunds

During the Spring of 2020, Southeastern was one of the quickest train companies when it came to refunding customers following the announcement of lockdown measures in response to COVID-19, processing more than double the value of season ticket refunds than all but one other train operator in the first eight weeks of the outbreak.

We received more than 35,000 requests for season ticket refunds – amounting to a 700% increase for a pre-COVID four-week period. At the peak of claims, we responded to all of them within 16 working days, with an average response of just six days.

By June, this had fallen to an average response time of four working days, and is now currently at an average of half a working day. The industry's standard time-frame is within

28 days, and was extended to 56 days due to the Covid-19 outbreak. Additional time is needed to make a payment to the passenger – typically this is within 14 days and in some cases just three.

### Better Information on Facility Availability

During 2020, Southeastern has introduced improvements to help customers understand the availability of toilet facilities and lifts on their journey. We became the first train operator in the UK to automatically display information about the availability of toilets on-board services on customer information screens, in conjunction with passenger announcements.

This information is now also displayed on the Southeastern app and journey planner, allowing people to make an informed choice before boarding trains, in the event that some or all toilets are out of operation.

Customer Information Screens will also display information alerting passengers if lifts are out of order at any of the stations which a specific train service is scheduled to stop. This will be included in pre-departure passenger announcements, particularly benefiting passengers with accessibility needs.

### Tackling Seasonal Disruption

We improved passenger experience last autumn with a special focus on communicating the impact rain and cold weather has on the rail network.

We launched our 'Leaves on the Line' campaign, which kept customers informed of any changes due to leaves on the line in a humorous and helpful way. This saw animated updates on Twitter, ads in Time Out and the Evening Standard, and posters in stations across our operating areas.

Through engagement, we drove awareness and understanding of the problem of leaves on the line (+12%) and slippery rails (+11%) versus pre-campaign. Consequently, 61% of customers felt reassured that we were dealing appropriately with the issue of leaves on the line, and we saw a 3% upward shift in trustworthiness to 49%.



An illustration of the new look station for Swanley

# Better teams

**Our people are the most important part of our business and we are proud of their commitment. They are at the heart of every community we serve and endeavour to give our customers the best experience they can.**

At Southeastern, we aim to create a work environment that values the diversity of our colleagues and encourages them to bring their whole self to work in a safe environment.

## Celebrating Diversity

Our commitment to diversity starts at the top, making our business stronger, smarter and more sustainable. We have introduced sector leading diversity targets to support our goals and are working extensively to attract and develop women in all roles.

One of the ways in which we have been bringing this to life, is through our colleague network groups. We have facilitated colleague network groups such as Southeastern's LGBT+ and Mind the Gap mental health group, to drive positive change and action.

We have also been working on adjusting our HR policies to be fairer and more inclusive. This includes re-addressing parental leave, introducing a fertility policy and overhauling guidance on gender identity and domestic and workplace abuse.

To mark National Inclusion Week, we hosted a 'Week of Webinars to highlight the importance of inclusion and celebrate the great work our Diversity & Inclusion Team have been doing in this challenging year.

Southeastern is a member of Inclusive Employers, and raised awareness of the importance of connection throughout the

week. We continually work to make sure each of our 4,500 employees feel as though they belong, and they can bring their whole self to work – and the webinar series provided a platform for discussion and education on several topics central to this aim.



Our Women with Drive campaign aims to boost female driver applicants by 40%

## Women with Drive

We are currently running our 'Women with Drive' campaign, a joint initiative with Go-Ahead Group to boost the number of female applicants to train driver roles by 40% by 2021.

In March 2020, we joined forces with Network Rail to launch the first ever passenger service run entirely by women – on a banner day for the rail industry. Marking International Women's Day, a rush hour Southeastern service left London for Kent staffed by a female driver and conductor, while female Network Rail signallers staffed the route. It marked the first time a commuter service was operated exclusively by female rail staff from start to finish – from the depot to destination.

By marking the first ever passenger service run entirely by women, we hoped to demonstrate the diverse and interesting jobs available to women in our industry. We want to ensure our organisation is as diverse as the communities we serve and show we value the contributions that everyone can make to our business.

We were delighted to win 'Top Employer' at the September Women in Rail Awards. We will continue to work tirelessly to increase the proportion of women working at all levels in Southeastern, as well as developing the phenomenal talent that we already have.

### Developing Our People

During 2020, Southeastern invested over £2 million in training for employees, so that they could improve everyday services and help our passengers. We made an average training investment of £534 per employee, which is a 25% increase on the level invested in 2018.

Last year, we held 13,613 training days including 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.

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.

### Creating a Great Place to Work

Southeastern employs over 4,500 people. We are one team that spans gate line staff, train drivers, engineers all the way through to social media and marketing.

During the past year, we have continued to work hard in creating an environment that values the diversity of its colleagues and

encourages all of them to bring their whole self to work in a safe environment.

We are thrilled to be highly commended for the Great Place to Work category in the 2020 National Rail Awards, demonstrating that our commitment to the welfare of our employees and creation of an inclusive workforce is leading to measurably higher performance levels, higher customer satisfaction and better business results.

### Strengthening Support for Colleagues

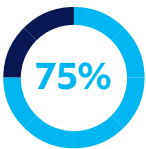
During 2020, we improved the support we offer our colleagues to manage their work-life balance, with a range of new policies to help those with different responsibilities and challenges. The new policies – which also cover maternity and paternity leave, gender identity and domestic abuse – are now live on our staff intranet.

From those experiencing, or close to someone experiencing, the menopause; to those going through fertility treatment, or with demanding caring responsibilities at home, personalised support is now available to make managing the load easier. Managers have been empowered to better engage with their colleagues, including directing those in need to outside help and advice.

We have also created initiatives such as menopause awareness training (and were the first train company to run sessions which were attended by 140 managers) and unconscious bias training for all people managers. This helps staff better understand what they themselves, colleagues and family members are going through.

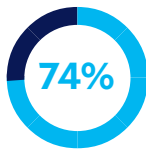
### 2019 colleague engagement highlights:

#### Individual differences



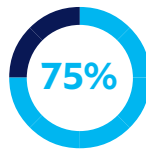
of employees think Southeastern respects individual differences

#### Proud to work at Southeastern



of employees are proud to work at Southeastern

#### Great place to work



of employees would recommend Southeastern as a great place to work

# Cleaner environment

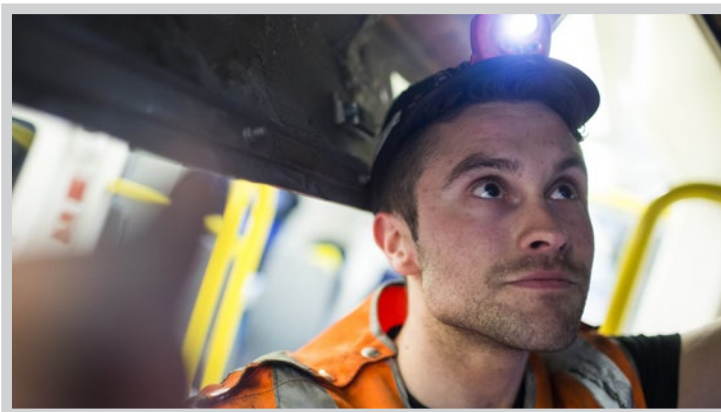
**We believe public transport, and particularly rail, has a vital role to play in creating a more sustainable society. Operating in a socially and environmentally responsible way is important to us.**

We work together with industry partners, contractors and suppliers to reduce our environmental impact and monitor performance. We are consistently 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 responsibly manage our energy and waste, and engage our employees to reduce the environmental impact of our activities. We hold certificates for ISO14001 in respect of our approach to environmental management and ISO50001 for energy management.

We have undertaken a number of environmentally focused projects to help us achieve these improvements, including:

- We support the recycling scheme at Victoria approximately 85% of on train waste is now being recycled. The remainder is no longer sent for landfill, but goes for 'waste to energy' disposal instead
- We have taking action to reduce the carbon intensity of the electricity we use on our sites and to power trains. Since July 2019, the electricity we buy from the national grid for our estate is sourced from renewable sources. The electricity used to power our Mainline and Metro trains supplied by Network Rail is backed by low carbon generation, sourced from nuclear power
- We have been improving the energy efficiency of our trains. For example, during the past year we introduced energy efficient LED lighting on our 375 and 395 fleet. We are looking to introduce energy metering on our 395 fleet, along with AC regeneration to reduce the power these trains draw from the electric rails



Engineers have fitted energy efficient lighting on our 375 and 395 train fleets

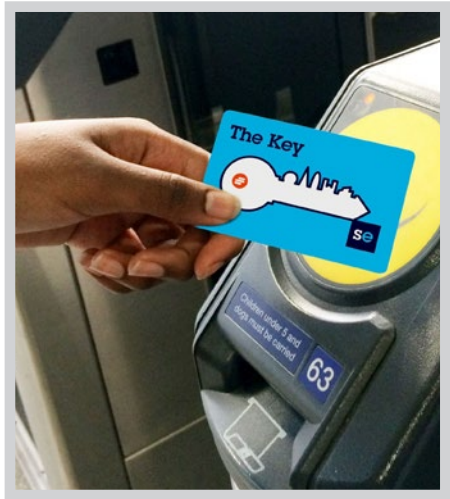
- We produced our own renewable energy from large solar schemes from four of our engineering depot roofs. During the year, the 2,888 panels produced 742,910 kWh of electricity – that is enough to power 256 UK homes
- Work has been underway at our Grove Park Depot to reduce the impact of waste water that comes from the site, by reducing the volume and level of pollution we discharge under consent into the drainage system
- We are looking for opportunities to reduce resources and minimise waste by introducing paperless systems. During the past year, our engineering team have introduced the IQ' Books' system, where engineers now enter maintenance records electronically rather than on paper. The growing popularity and adoption of our contactless smartcard 'The Key' is eliminating the need for paper tickets. Since its roll-out in 2017, 'The Key' has saved nearly 795,000 paper tickets from being printed

### Supporting Sustainable Transport Networks

There are 130,000 more cars on the road in Kent today than there were 20 years ago, and local growth is predicted to result in 250,000 extra journeys by 2026. We recognise that encouraging the use of cycling, in association with public transport, is vital to mitigate the impact of this growth on congestion and carbon emissions.

That is why we are committed to promoting cycling as a low emission option for travelling to and from stations across our network. Passengers can take their bikes on any of our off-peak services, which includes weekends and on Bank Holidays. A folding bike can be taken on any train and are available for hire from four of our stations.

Passengers can find information to help plan their specific cycle and rail journey with National Rail's PlusBike, a one-stop shop for information tailored to their journey from cycle facilities at stations, reservation details, cycle carriage rules and cycle hire.



Our contactless smartcard The Key eliminates the need for paper tickets

Working with partners, including the Department for Transport, Sustrans, Kent County Council and local authorities, we have enabled more than £3.4 million of investment over the past two years across the Southeastern network, to provide secure parking spaces and better facilities for cyclists.

For example, in the autumn of 2019, we opened new cycle facilities at Orpington station. The enhancement work created additional open access two-tier cycle parking in the station forecourt, while converting the existing cycle parking to a fully enclosed secure cycle hub. The cycle and pedestrian routes into the station were also improved as part of the project.

During the past year, a new hub for 276 bicycles was created at Tonbridge station. This scheme is intended to facilitate and encourage cycling as a preferred means of transport in the local area. It includes electric bike charging points, a repair stand, bike pump, real time customer information screen, CCTV and lighting, all accessed by a swipe card entry system.

The hub will also provide a retail facility, offering cycle hire and cycle maintenance.

As part of the project, Kent County Council and Tonbridge and Malling Borough Council, designed a new cycle route between Tonbridge and Tunbridge Wells Stations along the A26. They also redesigned the transport interchange in front of the station and improved walking and cycle access.

In addition to the developments completed at Orpington and Tonbridge, cycle facility improvement work has also been underway at our stations in Maidstone East, Canterbury, Folkestone and Kent House. These will open to passengers for the first time in October 2020.

As well as addressing concerns raised by passengers regarding security and availability of cycle parking, these projects will help support economic growth in the local area, reduce carbon emissions and promote active sustainable travel.



## Key highlights

# 742,910

## kWh

of solar powered electricity at depots

# 795,000

paper tickets avoided with The Key

# £3.4m

investment in cycle facilities



New cycle hubs have been opened in Tonbridge and Orpington in the past year

# Safer working

Everyone at Southeastern is committed to creating a safer railway. This means tackling crime and changing the ways we work to continually improve safety, ensuring our staff can focus on customers, helping with journey planning, assisting people on and off trains and preventing anti-social behaviour.

## Safer Travel Pledge

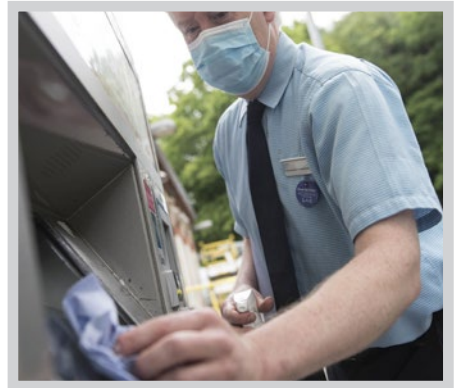
Since March 2020, the onset of the COVID-19 pandemic has had a major impact on the way people use our network. We have seen a major reduction in passenger numbers as people follow government guidelines, avoiding public transport and working from home.

Throughout the early stages of the lockdown, our staff worked hard to maintain services to transport essential frontline workers. Since June, we have started to see people slowly return to travelling by train for work and leisure, but under safety and social distancing guidelines.

The safety of our customers and staff is our priority. Southeastern's safer journey pledge means that we are taking extra steps to keep our customers safe at this exceptional time:

- More trains and extra carriages have been introduced to make extra room and help with social distancing
- New social distancing signs have been installed across our network so people know where to go, encouraging passengers to stay 2 metres apart where possible and avoiding pinch points
- Powerful fog cleaning is regularly carried out on trains, with stations also being cleaned more frequently throughout the day

- Toilets on trains and in stations are more regularly checked to enable passengers to wash their hands more regularly
- Vending machines have been installed across our network, offering face coverings and hand sanitiser, making it easier for passengers to buy what they need
- Hand sanitiser points have been introduced across all of our stations, helping passengers and staff protect themselves against the virus
- Extra staff have been introduced at key locations to help passengers on their way



We have been taking extra steps to keep customers safe during COVID-19

We're also encouraging passengers to travel safer by:

- Travelling at quieter times to help keep a safe distance wherever possible and avoid the busiest times
- Carry hand sanitiser and wash hands thoroughly before and after journeys
- Wear a face covering throughout journeys, but remember that hidden disabilities and medical conditions mean not everyone can
- Check for alerts before they travel and regularly check for alerts



In addition to staff advice, announcements and posters across our network, we have created a dedicated webpage and are providing daily advice on our social media channels to help our passengers find out more about our safer journey pledge and travelling during the pandemic.

We also ran a number of Pulse Surveys across 2020 that helped us understand how our workforce was feeling during the pandemic. These revealed that on average:

- 65% trusted the company leadership team to make decisions that protected them and their colleagues
- 71% believed that Southeastern cared about their health and wellbeing
- 68% believed the actions Southeastern has been taking during the COVID-19 pandemic were consistent with our values

### Introducing 'SeatFinder'

In September, we were the first train company in the UK to share train load data directly with passengers, so they could understand carriage capacity before boarding services and social distance more effectively.

Our new 'SeatFinder' service updates daily, using train loading information from the previous week. The technology predicts the number of passengers on-board by analysing weight. This means passengers planning journeys on any given week day, will see how busy that service was the last time it ran, so they can plan journeys with confidence.

By checking live departure boards on our website and at stations, passengers will see red, amber or green indicators showing the level of available capacity on trains. These carriage capacity indicators will be set according to standards, ensuring there is sufficient space for passengers to keep two meters or one meter apart whilst on-board.

The service has been rolled out on the Southeastern app and journey planner. This also includes data to highlight the type and status of on-board toilet facilities, bringing another new feature that is also industry leading.

### Back to School Safety Plan

With hundreds of schools across Kent and East Sussex reopening in September 2020, we launched a 'Back to School Safety Plan', a guide for parents and students.

All children aged 11 and over, who do not have exemption, are required to wear a face mask on public transport. We are committed to ensuring no child will be prevented from travelling for school, so have arranged for a stock of face masks to be available at stations in the event a child forgets to bring their own.

Thousands of students pass through our stations on any given school day. To control the flow of passengers, we have introduced extra staff at the busiest student stations, to guide passengers through one-way systems and promote social distancing.

We have collated all relevant safety information onto a dedicated webpage for passengers, parents and schools. Our network



Our Back to School Safety Plan launched in September 2020

provides a lifeline for students in accessing their education, and we take our responsibility for getting them there safely very seriously.

### Securing Safer Stations

We want customers to feel safe and secure when travelling with us. All of our trains are fitted with CCTV systems to deter crime and anti-social behaviour. Our on-board and station staff take part in training programmes, so that they can confidently and safely deal with a range of situations and circumstances.

Working in partnership with the British Transport Police, we are taking steps to prevent crime, deal with incidents and speak to our passengers about any issues. The number of crimes reported across our network over the past year reduced by 6% and surveys show that most of our passengers feel secure when using the stations.

The Spring 2020 NRPS highlighted satisfaction with on-board security on our trains had significantly improved by 5%. Over 100 of our stations have been inspected and certified as secure stations. This means we are meeting British Transport Police standards to cut crime and help passengers feel more confident at our stations.

### Supporting Mental Health Challenges

As an employer of more than 4,500 staff, we aim to foster a culture of openness to tackle the stigma around mental health and ensure our staff know support is always available.

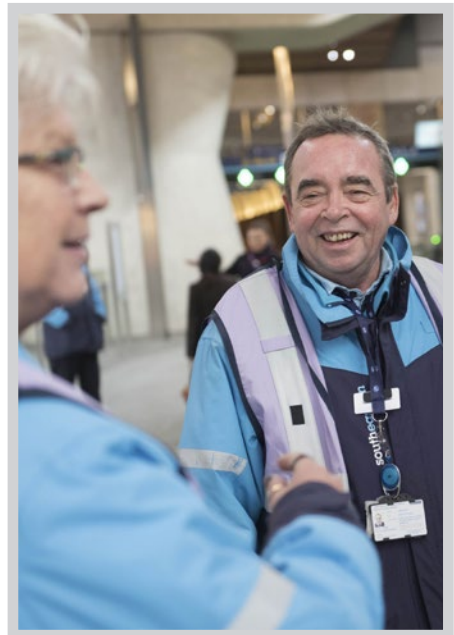
Southeastern signed the 'Mindful Employer Charter' in 2015 and the 'Time to Change' pledge in 2018. We continue to work every day to support the mental health of our employees and passengers.

We are proud to publicly pledge our commitment to 'Time To Change', a chance for us all to be more open about mental health. Sharing struggles, big or small, and listening to colleagues is all it takes. In February, our staff at Dartford Station ran a Health and Wellbeing Fair for staff and customers to encourage them to be more open about mental health.

Southeastern colleagues often face challenging incidents on our network. Over 1,000 colleagues have learned how to save lives by participating in a special Samaritans course introduced to our training programme nine years ago. The specially developed training gives railway workers the confidence to help people at crisis point.

We also have a Rail Care Team, with over 80 volunteers from all parts of our company able to offer invaluable support to staff and customers in the wake of disturbing incidents on our network. The network is alerted to an incident by staff at our control centre and will aim to be on the scene within 30 minutes, day or night.

They offer comfort and practical help, liaising with the Samaritans, helping with transport, speaking to witnesses and supporting those who might be in need. They will also follow-up incidents to ensure any additional emotional support is provided.



We are proud to pledge our commitment to 'Time To Change' and encourage our employees to be more open about mental health

# Key data: Southeastern

	2020	2019	2018
<b>Stronger communities</b>			
Community investment per employee (£)	<b>38.77</b>	26.78	27.60
Number of stakeholder events held	<b>85</b>	86	121
<b>Cleaner environment</b>			
Carbon emissions (CO2 e) per vehicle mile (kgs) location based	<b>0.95</b>	1.0	1.10
Carbon emissions (CO2 e) per vehicle mile (kgs) market based	<b>0.22</b>	0.24	0.23
<b>Happier customers</b>			
Customer satisfaction (%)	<b>83</b>	80	75
Rail punctuality PPM (%)	<b>90.6</b>	67	87.7
<b>Safer working</b>			
SPADs per million miles (excluding those in depots)	<b>0.30</b>	0.39	0.66
Passenger RIDDOR accidents per million journeys	<b>0.01</b>	0.04	0.06
RIDDOR accidents per 100 employees	<b>0.25</b>	0.3	0.6
% train units with CCTV	<b>100</b>	100	100
Number of reported crimes	<b>4,738</b>	5,044	4,119
Accessibility trains certified accessible (RVAR) (%)	<b>100</b>	94	71
<b>Better teams</b>			
Average number of employees	<b>4,461</b>	4,378	4,129
Employee engagement index (%)	<b>78</b>	74	75
Turnover rate (%)	<b>5.4</b>	5.8	6.7
Absenteeism rate (%)	<b>5.7</b>	10.2	8.8
Training spend per employee (£)	<b>534.49</b>	490.65	426.99
Female employees (%)	<b>20.2</b>	18.9	18.4
Black, Asian and minority ethnic (BAME) employees (%)	<b>10</b>	10	10

## Key

RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations at workplaces  
 DDA – Disability Discrimination Act



For information on the full Group data, please visit our corporate website: [go-ahead.com](http://go-ahead.com)

## More information

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

If you have any comments, views or ideas on how we might improve, or have any thoughts on other issues that we should address in this report, please write to:

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## Summary Verification Statement from Bureau Veritas UK Ltd

Bureau Veritas UK Ltd (Bureau Veritas) has provided verification for The Go-Ahead Group plc (Go-Ahead) over selected sustainability indicators contained within the Group's Annual Report. The information and data reviewed in this verification process covered the period 30 June 2019 to 27 June 2020.

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

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



Bureau Veritas UK Ltd  
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