

Taking care of every journey

*Go-Ahead Ireland
Sustainability Report 2021*



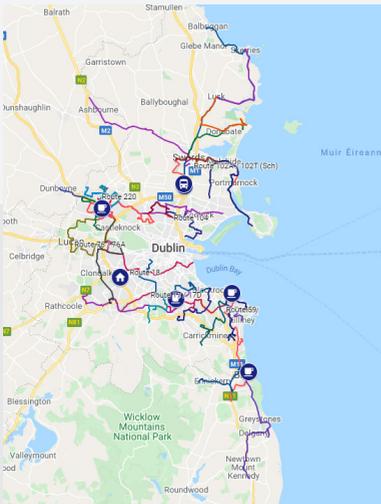
About Us

Go-Ahead Ireland, part of the Go-Ahead Group, commenced operation under contract to the National Transport Authority on 9th September 2018, launching a new Public Service Obligation (PSO) route in Dublin, the 175 operating between Citywest and UCD.

Go-Ahead Ireland now operates 25 Outer Dublin Metropolitan Area (ODMA) routes from Ballymount bus depot. Our services cover many areas across Co. Dublin and Co. Wicklow, going as far as Balbriggan in the north and Newtown Mount Kennedy in the south.

In January 2020, Go-Ahead Ireland launched five Dublin Commuter Metropolitan Area (DCOM) routes from a new Naas depot.

With a fleet of over 200 buses and a team of over 600 colleagues, Go-Ahead Ireland continue to be progressive, agile and collaborative with the community at the heart of all they do.



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Find out more...

Social media:

[Twitter.com/GoAheadIreland](https://twitter.com/GoAheadIreland)

[LinkedIn.com/company/go-aheadireland](https://www.linkedin.com/company/go-aheadireland)

Website:

goaheadireland.ie

We are committed to operating our buses in a way which puts our services at the heart of the communities they serve.

Our Reporting Structure

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 7](#)

Cleaner Environment

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

→ [Read more on page 10](#)

Safer Working

To provide safe working environments for our colleagues and customers

→ [Read more on page 16](#)

Managing Director's Message



2021 highlights

- Five new buses
- Launch of app for colleagues
- Updates to Freeway management system
- Launch of Dublin GAA partnership
- Entered into partnerships with NCBI, AsIAm and Trinity Centre for People with Intellectual Disabilities
- Successful celebration of International Women's Day
- Achieved four ISO certifications
- Innovative work measures to continue working from home
- Improved IT equipment and network

"Our sustainability report highlights and showcases the achievements of colleagues and the business across the last year. The last year has been a challenging time for all of us living in Ireland and the support from our colleagues, communities and the NTA during this time has been tremendous."

Andrew Edwards
Managing Director

The past year has brought many emotions to us all, where another year of lockdowns and changes were not what any of us expected. The pandemic has not changed our desire to ensure that we serve the community and continue to deliver safe, reliable and punctual journeys each time.

We cannot ignore that we have been in many tiers of lockdown and at one point we had a 25% capacity limit on the vehicles. These challenges have presented many different scenarios and as a business we have had to react accordingly to these as and when they were presented to us.

Colleagues across Go-Ahead Ireland have continued to work tirelessly to ensure that we have kept the network we operate on behalf of the National Transport Authority moving and getting other key workers and children to where they need to be. Our 600-plus strong team have not stopped, and I can not thank them enough for their ongoing commitment.

Operating in our third year as Go-Ahead Ireland, by now it should be business as usual, but understanding the new "norm" is still a challenge. Traffic trends and customer habits have changed since the pre-pandemic world and colleagues across the business are

analysing these changes to be able to plan and react to these new norms as we see them.

We are a business that is continually trying to improve, whether that is our on the road performance, or our business processes. This year we were delighted to have continued to meet the National Transport Authority's targets as well as achieving four ISO accreditations, which have supported our processes and set out targets for continual improvements in quality, environment, safety and energy.

Community has always been our focus in Go-Ahead Ireland. In 2021 we stamped our commitment to delivering for the community outside of the bus services we operate, by partnering with Dublin GAA to sponsor the Leagues and Championships for the male and female codes over the next three seasons. Dublin GAA aligns with many of our values and with so many of our routes serving GAA communities, we feel this was a perfect fit for working closer with the communities we serve.

We are delighted to be providing more support to the communities we serve through our partnerships with the NCBI (National Council for the Blind of Ireland who work with blind and

vision impaired people), AsIAm (who work with people who are autistic) and Familibase (a community based organisation in Ballyfermot).

The sustainability report is also the launch of our climate action plan. We believe public transport is an integral part of the solution to climate change. We aim to be net carbon zero by 2045, with the first electric buses due to arrive in our fleet in 2025 and a fully electric fleet by 2032. The effects of climate change are already being seen across Ireland and we must do all we can to preserve our planet for the future.

BusConnects is also well underway: Bus Connects is the National Transport Authority's programme to enhance bus services in Irish cities. Phase 1 went live in June 2021 and Phase 2 launched on 28th November with the C Spine. As part of Phase 2, our route 239 was replaced by the L51 and L52. Phase 3 will launch in 2022 and we have a dedicated team working on BusConnects to ensure a seamless transition of services.

We are committed to being a fair and responsible employer. We believe in supporting our colleagues and giving them the opportunity to grow their career with Go-Ahead Ireland. We offer fair and competitive terms and benefits for colleagues and continue to push for a diverse and inclusive culture. Some benefits include a GP visit scheme and an Employee Assistance Programme (EAP), both of which are available for all colleagues to use.

The following pages outline in greater detail all that we have been doing over the last 12 months and I hope you enjoy reviewing the Go-Ahead Ireland Sustainability Report.



The future: Driver colleague Anthony McGrath assisting the Department of Transport with the trial for the hydrogen fuel cell electric double deck

Stronger Communities



In the community: Go-Ahead Ireland colleagues at the launch of our partnership with Dublin GAA.

A cornerstone of our philosophy is that we are an international company run by local teams, which means that our colleagues are already strongly connected to the communities they serve. However, we know this isn't enough on its own. We believe in engaging with the communities we serve and embedding ourselves within them to support and enrich them.

In June 2021, we were delighted to announce a three-year title sponsorship with Dublin GAA, which sees us sponsor all of Dublin GAA's league titles. This is a great partnership for us because Dublin GAA share so many of our values: they are community focused and aim to improve the well-being of the communities they are in. We are delighted that Dublin GAA are on board with us for the next three years and are excited for what we have planned with them.

The GAA is an amateur sports organisation in Ireland, founded in 1884, focused on promoting Irish sports and pastimes. It is community based and volunteer led, which is the reason it worked for us.

Pride 2021

For Pride 2021, Transport for Ireland (TFI) were a Gold Sponsor of Dublin Pride Parade. As part of this sponsorship, we designed a rainbow livery and applied it to a bus, which we then supplied to use in the parade. We were delighted to be involved with Pride 2021 and to have our Pride bus continue in service across the city: the Pride bus will continue in service in its new livery for the rest of the year, proudly serving our communities.

Sponsorship Committee

We have recently established a Sponsorship Committee, which is run by colleagues, for colleagues. We started the Sponsorship Committee to formalise the internal requests for sponsorship from colleagues and ensure that we are supporting our colleagues' work-life balance.

The committee takes applications for funds four times a year and it decides on how to allocate the funds at its disposal. The committee provides funding for all kinds of ventures, from clubs started by colleagues to one-off outings.



Pride 2021: We were delighted to participate in Pride 2021 through TFI's sponsorship of Dublin Pride.

Stronger Communities continued

Working with the Community

During 2021, something we wanted to focus on was building relationships and engaging with the members of the communities we serve. We explored how we could best give back to the communities we serve and we committed to partnerships that would let us support these communities, as well as support their cause. More details about these partnerships are below.

Trinity Centre for People with Intellectual Disabilities

Trinity Centre for People with Intellectual Disabilities aims to promote the inclusion of people with intellectual disabilities in education and society. We have partnered with them to offer opportunities for students at the college to trial office-based roles and partake in work experience at Go-Ahead Ireland, which will support their development, skills and understanding when applying for roles in the future.

National Council for the Blind of Ireland (NCBI)

The NCBI is Ireland's national sight loss agency and works with children and adults to transform the lives of those who are blind. We are supporting the NCBI Wayfinder Campus which is being created to support visually impaired people on using transport.

We are supporting the partnership through funding towards resources and donating a bus to go in the wayfinding centre. The partnership will also see NCBI support our accessibility requirements for our businesses and website.



Familibase: Councilor Daithí Doolan and Brendan Cummins from Familibase visiting Ballymount Depot.

Familibase in Ballyfermot

We are developing a partnership with Familibase to offer opportunities in the future to members of the centre with the potential for jobs and work experience. Familibase is a centre for children, young people and families and is based in Ballymount, an area we serve with several routes. We will also be increasing our engagement with the community in Ballyfermot as part of this partnership.



NCBI Partnership: We are excited to be working more closely with NCBI.

Happier Customers

We are constantly looking for ways that we can improve our customers' experience while they are on board. One of the ways we have done this is by becoming a JAM certified organisation. JAM stands for "Just a Minute" and the JAM card easily and discretely lets the customer tell the Driver that they need "just a minute".

It lets the Driver know that the customer may have difficulty communicating and the Driver can use their JAM training to better assist the customer. All Drivers who have had JAM training also wear a small pin in the shape of a jam jar on their lanyard, which is the JAM logo, to let customers know they have JAM training.

Customer Engagement

In the last 12 months we have increased our engagement on our social media channels to help keep in touch with our customers throughout the pandemic. We created an Instagram account to highlight what we do day-to-day, increased the competitions on our social media channels and focused on sharing the colleagues who make Go-Ahead Ireland run.

Passenger Safety

We have also worked closely with the NTA to monitor passenger levels and monitor demand to ensure that we can keep customers safe. Timetables were changed several times throughout the year to balance demand and customer safety. We also took several other steps to ensure customer and colleague safety, which are outlined in the Safer Working section.

AsIAm Autism Charity

AsIAm are Ireland's national Autism charity. They help empower people with Autism to reach their full potential. We are working with AsIAm to deliver training to colleagues on assisting customers. AsIAm are also assisting with the development of our diversity and inclusion strategy.

Customer feedback



Community spirit: a photograph taken by one of our Drivers on his route when driving during lockdown.



Instagram: Our new Instagram account to connect with customers

Connect with us on Twitter:

@GoAheadIreland

Better Teams

Developing our colleagues is an important part of our culture of being an international business that is run by local people. We trust and empower our colleagues to deliver in their roles and ensure that they have the tools to do their jobs to the best of their ability as well as offering opportunities for promotions through learning and development.



Developing colleagues: William Cullen, above.

Examples of Colleague Development in Go-Ahead Ireland

William Cullen joined Go-Ahead Ireland in 2019 as a Driver after working for other transport companies in various roles. Willie applied for a vacancy in our Naas depot as an Assistant Operations Manager and was promoted. He was then promoted to Operations Manager for Naas and recently was promoted again to Regional Operations Manager to oversee the Naas and Ballymount operations teams.

Adriana Constantin joined Go-Ahead Ireland in 2018 as a Driver for the ODMA network. Adriana stepped in to a Supervisor role soon after this and in 2020 became an Assistant Operations Manager, overseeing 385 drivers in the Ballymount depot.

Darren Maguire started as a Driver in November 2019. Shortly after this, he joined the control room team in Naas and has been there as a Controller ever since.

We also support our colleagues by providing the training needed to carry out their tasks and make decisions. We have recently created a dedicated Training Manager role to help identify and develop training across Go-Ahead Ireland to provide more opportunities for colleagues.

Health and Wellbeing

The health and wellbeing of colleagues is incredibly important. Colleagues receive two free GP visits per year for them or their family. We work closely with Laya Healthcare to offer a confidential service for any colleague who may require help, from counselling to financial advice and legal services. This confidential support line is communicated through internal channels and is open for all colleagues to use.



Developing colleagues: Adriana Constantin, above.

Better Teams continued

We offered several mental health workshops and online exercise classes were well received by colleagues during 2021.

Getting Active

Getting active has been a big theme during lockdown and we offered yoga workout classes during the day for colleagues to participate in.

We also want to stay more connected with our colleagues and use technology to ensure that we can do this. One of the ways we do this is through our colleague app, GAI Hub. The app allows Driver colleagues to stay up to date on news within the business, and also see their work schedule, request overtime or report an incident.

Diversity and Inclusion

In addition to growing local talent, we believe diversity is one of the keys to our success. The bus industry has traditionally been a male dominated environment and we are striving to change that. Accross the business, 11% of colleagues are female, with women making up



International Women's Day 2021: For International Women's Day 2021, we sent all our female colleagues a hamper and a note outlining our commitment to diversity and inclusion.

40% of the senior leadership team and 38% of the management team. We celebrated International Women's day in 2021 by sending out a hamper to all of the women in Go-Ahead Ireland to thank them for their contributions. We also held some online events where female colleagues were invited.

Depot Events

COVID-19 has made face to face interactions a challenge in 2021 and we have followed Government guidance throughout the pandemic to prevent the spread of the virus. When it was safe to bring people together, we put on events for colleagues, such as food for Christmas, mini chocolate eggs at Easter and a pizza truck for colleagues to grab a slice during their break.



Colleagues going above and beyond: Driver colleague Marek Kovacs, pictured above, demonstrated key Go-Ahead Ireland values when he made an extra effort to reunite a passenger with their wallet.

Better Teams continued

Dublin GAA

The commencement of our partnership with Dublin GAA has raised the profile of the business and supports our aspiration to further support the communities we serve. It has also been an exciting time for colleagues and an opportunity for them to engage in the partnership as well. Whether it was drivers Paul, Declan and Ramona who skilfully (and carefully) put buses on Parnell Park and met Dublin heroes Jake Malone, Niamh Collins, James McCarthy and Hannah Hegarty for the launch of the partnership, or the many colleagues who have won opportunities to partake in the partnership, it has offered many opportunities to be involved.

ISO Certifications

ISO certifications are a set of internationally recognised standards that standardise processes such as quality management and energy management. Achieving ISO certification is a quick way to let the public know that our processes and procedures in these areas meet an internationally recognised standard.

We have now been certified for ISO 9001 (quality management), ISO 14001 (environmental standards), ISO 45001 (occupational health and safety) and ISO 50001 (energy management)

Achieving ISO certification has several benefits. Firstly, it lets the public know the standards we operate to quickly. It also helps achieve greater consistency in our services, increases our efficiency and allows us to constantly improve our services, processes and systems.



Dublin GAA: Our partnership with Dublin GAA has raised our profile in the communities we serve.



Key statistics

623

Number of colleagues in Go-Ahead Ireland

201

Number of buses in our fleet

ISO 9001, 14001, 45001, 50001

ISO standards that we achieved certification for in 2021.

40%

Proportion of women in senior leadership

Cleaner Environment

In July 2021, The Go-Ahead Group launched a Climate Change Strategy, which sets out the goals for the group until 2045. The strategy aims to cut emissions by 75% by 2035 and to become fully carbon neutral by 2045.

It also contains an action plan to reduce waste and improve water and energy use. The strategy has been validated by the Science Based Targets Initiative and the timetable set out is in keeping with the Paris Climate Agreement to limit global warming to 1.5 degrees.

As part of The Go-Ahead Group publishing a group climate strategy, we are publishing our own climate strategy that is personalised to Irish climate targets and Go-Ahead Ireland's situation.

The Go-Ahead Ireland Climate Change Strategy sets out how we are reducing our impact on the environment and preparing our business for the impacts that climate change is causing. It is crucial that we all do what is needed to ensure that we preserve our planet for future generations.

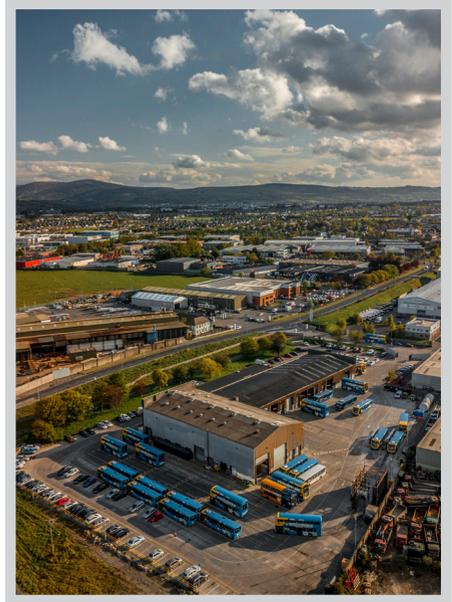
The effects of climate change are already being seen across Ireland, from extreme temperatures to more frequent flooding events. Our vision as a company is to connect people to places and in order to keep doing this, we must act now.

We are committed to delivering a carbon net zero business by 2045. 98.8% of energy we currently consume is through diesel fuel burnt from the fleet.

Our priority is to decarbonize the fleet primarily through electrification. We will also increase our recycling rates through sustainable supply chain and waste management.

There are five main workstreams in our climate strategy which will help us achieve our goals. Please see them below.

We firmly believe public transport is an integral part of the solution to climate change in Ireland



Cleaner environment: Go-Ahead Ireland's Ballymount depot, where we will be putting several improvements in place to support our ambition to become a net zero business.

and will continue to deliver high-quality services in partnership with key stakeholders such as the NTA through electrification of buses and depots.

Our Climate Change Strategy

In July 2021, The Go-Ahead Group launched the first Group Climate Change Strategy, dealing with how the Group as a whole is reducing our impact on the environment and how we are managing the impact of climate change on our operations.

As a public transport company, we have an exciting opportunity to help the transport sector decarbonise. A full bus takes an estimated 75 cars off the road and so modal shift is critical to decarbonise the transport sector.

→ [See The Go-Ahead Group's Climate Change Strategy here.](#)

Our Group Climate Change Strategy addresses 5 priority areas.

- 1** Climate change adaptation: identify how climate change is affecting us and plan how we are managing those impacts and opportunities.
- 2** Decarbonisation: of our premises, ancillary and bus fleet. Our Group target is to reduce our carbon footprint by 75% by 2035 and achieve Net Zero Carbon by 2045.
- 3** Air quality: from our fleet but also cleaning air via our innovations such as air filtering buses. We have a series of ambitious reduction targets for carbon monoxide (17%), hydrocarbons (49%), nitrogen oxide (63%) and particulate matter (50%) by 2025.
- 4** Water: including our use, leaks and sourcing. As a Group we are aiming to reduce water use by 25% by 2025.
- 5** Waste: including recycling and waste to landfill. As a Group we are aiming to increase recycling rates to 60% by 2025.

Here at Go-Ahead Ireland, our strategy focuses on decarbonising our fleet and increasing our recycling rates through sustainable supply chain and waste management. Some highlights from our strategy include:

- 1** Climate change adaptation: develop risk register, identify and manage climate related risk from suppliers and managing high risk locations.
- 2** Decarbonisation: reduce carbon dioxide emissions through decarbonising our fleet, premises and ancillary fleet.
- 3** Air quality: reduce the burning of fossil fuels through decarbonisation of fleet and improved analysis of driving styles through telematics system.
- 4** Water: improve the monitoring of water usage and reduce consumption.
- 5** Waste: reduce the amount of waste generated and improve awareness and education around waste disposal.



Public transport: As a public transport company, we are committed to providing a green option for customers.

Our Climate Change Strategy



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:

1. Developing risk register
2. Reviewing risks in our operating areas
3. Planing to manage climate related risks from suppliers

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



Mitigation:

Decarbonisation

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

We are:

1. Decarbonising fleet by 2035
2. Reducing energy consumption

Group targets:

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



Mitigation:

Air quality

1. Improve bus fleet by procuring electric vehicles
2. Remove older lower emissions standard vehicles from the fleet
3. Work on bus priority solutions with local authorities

We are:

1. Fitting telematics on fleet
2. Aiming for zero emissions fleet by 2035

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:

Water

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

We are:

1. Installing water metres in both depots
2. Monitoring for leaks

Group target:

1. By 2025, reduce water use by 25%



Mitigation:

Waste

1. Improve 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:

1. Reducing procured waste
2. Making sorting waste easier for colleagues

Group target:

1. By 2025, increase waste recycling rate to 60%

Summary

Climate change is a complex issue and it will take a comprehensive and multi-faceted approach to ensure that we reduce its effects on our environment and society. We are already seeing the effects of climate change in Ireland.

If we act now, we can substantially decrease our carbon emission and reduce the effect of climate change aiming to protect the planet for future generations.



Adaptation

Climate change is already upon us. Here at Go-Ahead Ireland, we are already experiencing the effects of climate change, from extreme temperatures to more frequent flooding events, both of which impact on our passengers and our colleagues. We have started to develop our adaption risk register, with our top strategic and operations risks being flood damage to vehicles and environmental changes, such as flooding that will impact where our routes operate.

To continue tracking impacts, we are leveraging our existing incident report process to flag weather-related events. We will revise this data on a three-month basis to improve our risk and opportunities register. This will help us to quantify those risks and then understand how we need to adapt.

To manage climate change related risk from critical suppliers, we will utilise local suppliers where possible and ensure that all suppliers have Go-Ahead Ireland supply contracts. We will also have mitigation/contingency activities in place for these suppliers.

As part of our climate change risk register, we know that Dublin city centre is at significant risk from rising sea levels, particularly as it is a coastal city. Many of the routes we operate could be underwater by 2030, according to research done on rising sea levels. We will work with the NTA and local councils to adapt where

necessary and mitigate the impacts of climate change on our operation.



Decarbonisation

As a bus company, our biggest carbon impact is from our bus fleet. The NTA procure all vehicles for us and we will begin to receive our first electric buses in 2025. We expect that by 2032 our fleet will be zero tail-pipe emissions. We have recently been granted planning permission to extend our Ballymount depot, including adding 45 electric parking bays. We expect to start work in Ballymount later in 2022.

As part of the BusConnects programme, we will be receiving more diesel vehicles, so our emissions won't start to decrease until 2025. We will start to see rapid progress from 2026 onwards with the removal of diesel vehicles from our fleet.

We will also be focusing on how we can lower our emissions in our two main depots, Ballymount and Naas. We aim to reduce both energy and gas consumption, as well as explore solar power to supply energy to our sites and evaluate the effectiveness of a heat pump to provide heat to our sites.



Ballymount workshop: Our workshop in Ballymount, where we will be installing electric charging points for buses.

Water

As part of our climate strategy, we have installed water meters in our depots in Ballymount and Naas to monitor our water usage. The main usage of water on both sites is the bus washes. The water meter will allow us to set a baseline for water consumption and help us set targets to reduce our water usage. We are also exploring other methods of conserving water, such as rainwater harvesting, water saving cisterns and taps and will monitor our water infrastructure to repair any leaks in a timely manner.

Air Quality

In line with our decarbonisation plans, we will begin to add electric buses to our fleet from 2025 onwards until the fleet is 100% electric in 2032. We will also be introducing a telematics system to help Driver colleagues better understand their driving style and learn to drive in a way that reduces idle time and fuel consumption.

Waste

In 2020, we generated 10,473.5 kilos of waste, and we recycled 48% of this. The majority of our waste comes from items we purchase (such as the packaging on replacement parts) and contaminated waste, such as oils and coolants, from the maintenance of our fleet.

From our assessment for our climate strategy, we can see the majority of our waste is procured through ordering or vehicle parts. Smaller amounts of litter come from our vehicles.

We plan to make suppliers responsible for the waste they send us through procurement



Technology based operations: The parts ordering system for our Ballymount workshop.

contracts, as well as putting recycling bins on buses and cleaning carts to encourage segregation of waste on board and collected from bus cleaning. We are also arranging to have a packaging compactor for cardboard and plastic to reduce the volume of waste collections.

By Q1 2022, we will have identified key local suppliers to work with and have shared information on reductions made in our waste production. By Q1 2023, we will have implemented a revised supply chain charter with our local suppliers.

Safer Working



Timetables: Throughout the pandemic, timetables were changed several times to best suit the traffic level at the time.

The COVID-19 pandemic has brought huge changes to the way we work in Go-Ahead Ireland. Firstly, we increased our communications with colleagues to ensure that they were all kept up to date as the situation evolved. In addition to regular communication with colleagues, we developed a dedicated weekly COVID-19 update, which kept colleagues informed of any news or changes related to COVID-19.

We put a COVID-19 committee together with representatives from across the business to help manage our response to COVID-19 and deal with problems that emerged. The COVID committee also included several volunteer representatives who were a designated point of contact for colleagues.

Colleague safety was at the front of our mind with every step we took. We installed screens

on our DCOM fleet to help keep Drivers safe and cut down on transmission.

We made the decision to leave the screen up on the cab doors on all of the ODMA fleet and covered the holes in the screen to help cut down on transmission. We increased the frequency and intensity of cleaning on our buses and in the workshops and office spaces.

We procured PPE for all colleagues, such as masks (disposable and reusable), hand sanitiser, cleaning wipes and disposable gloves. This was handed out to colleagues by the Supervisors and their Line Managers as they needed it. We implemented social distancing measures in the workshops and office spaces, as well as protocols for when colleagues needed to break social distancing when work duties required it.

In addition, we took several measures to protect customers while they were on board. In the last quarter of 2020, we started a hand sanitiser trial on board a selection of buses in collaboration with the NTA. The hand sanitiser is a no-drip, foam-based solution which is ideal for high traffic areas. The dispensers are located at the front of the bus so customers getting on to the bus can easily sanitise their hands before sitting



Hand sanitiser: Go-Ahead Ireland Facilities colleagues testing the on-board hand sanitiser dispensers.

Safer Working continued

down. The trial was successful and the units were installed across the entire fleet.

We worked with the NTA to introduce a number of measures to ensure the comfort and safety of customers while onboard.

Since October 2021, all buses have been fitted with hopper window blocks to ensure that windows can remain open at approximately 30%. This allows for consistent airflow and ensure adequate ventilation on board, without impacting the warmth or comfort of passenger journeys.

Apart from COVID-19, we also have a Health and Safety Committee comprised of senior management and colleagues from all areas of the business that looks proactively at health and safety issues across the business. The committee is a forum for all kinds of health and safety topics to be brought up in a constructive environment which is focused on finding solutions.

ISO Certifications

With safety at the heart of everything we do, we were delighted to achieve ISO standards 9001 and 45001 for quality and safety respectively.

With a comprehensive Integrated Management System (IMS) in place, colleagues across the business have access to a framework of documents and procedures to ensure we maintain the highest safety standards in everything we do.

Conforming to ISO standards ensures that our business looks for continuous improvements in all things we do. The risk team have been working through a six-phase project for improving safety for our Drivers, customers and other road users.

As well as this, a learning group consisting of colleagues from many departments across the



Pandemic Safety Measures

Guidance on where to sit and stand on the vehicles

Window stickers reminding customers to keep them open

The wearing of a face-covering on services

Enhanced daily cleaning of vehicles

Hand sanitizer is available on-board buses as customers board

Customers were encouraged to use Leap Cards instead of cash where possible

Fitting new PEPA-F HVAC filters across the entire fleet to capture airborne particles

business meets once a month to review incidents of note. From the outcomes of the review, they implement measures to ensure incidents do not happen again.



Ballymount depot: An aerial view of Ballymount depot at night.

Key Data: Go-Ahead Ireland

	2021	2020
Stronger Communities		
Total contributions (€)	124,734	4,311
Community spend per colleague (€)	205.16	7.42
Happier Customers		
Bus punctuality	72.9	59.5
Safer Working		
Bus accidents per million miles	2	41
RIDDOR+ accidents per 100 employees	1.6	1.51
Better Teams		
Average number of colleagues	608	581
Training spend per colleague (€)	172.18	99.49
Turnover rate (%)	13.3	20.3
Absenteeism rate (%)	3.3*	2.1*
Female employees (%)	10.9	9.5
Cleaner Environment		
CO ₂ total from all scope 1 & 2 sources (tonnes)	13707	11958
Carbon emissions per vehicle mile (all energy) (kg)	1.44	1.46
Total waste generated (tonnage)	72.4	92.2
Waste - landfill diversion rate (%)	78.06	64.7
Recycling rate (%)	78.1	56.7
Water use (m ³)	N/A**	N/A
Water leaks identified (volume)	N/A**	N/A
% of buses that is zero or low emissions	88.6%***	93.3%***
Average fleet diesel efficiency (MPG)	8.42	8.11
Adaption: yearly target completion. 2020/2021 risk register and mitigation plans for top risks (Y/N)	Y	N/A

*impacted by COVID-19

**A water meter was installed in both depots in 2021 as part of the GAI Climate Strategy

***The fleet is owned by the NTA and the first electric buses are due in 2025. This also includes electric & hydrogen powered buses and Euro VI diesel buses.

Key

+RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations at workplaces



For information on the full Group data, please visit our corporate website: go-ahead.com

More Information

You can find out more about Go-Ahead Ireland by visiting our website goaheadireland.ie and more information on how Go-Ahead Group manages sustainability can be found by visiting: 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 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 28th June 2020 to 3rd July 2021.

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:

www.go-ahead.com

