

Introduction

FirstGroup plc is the leading transport operator in the UK and North America. We transport some 2.5 billion people on our trains and buses each year. Our commitment is to provide safe, reliable, customer focused, innovative and sustainable transport services.

We provide local communities with essential transport connections and support their economic development. We play a vital role in providing people with access to jobs and services. Our services also help improve local air quality, reduce congestion and help cut the carbon emissions that arise from transport which contribute to climate change.

Corporate Social Responsibility (CSR) underpins everything we do. We have a responsibility to our customers and the local community to provide safe, reliable and accessible transport solutions that meet local needs. Employing approximately 136,000 people worldwide, we aim to provide a safe working environment, encourage our employees to reach their full potential and reward them for their contribution to our business success. Our services generate lower environmental impacts per passenger kilometre than travel by private car or planes but we must also reduce our own environmental impacts.

By managing and improving performance in relation to these areas we will develop our services to better meet our customers' needs and attract more people to use them. By doing this we can contribute to providing more inclusive transport solutions with lower environmental impact. Monitoring and improving our performance in relation to these areas lies at the core of our CSR programme.

However, CSR extends beyond the operation of our business. Society faces major challenges in reducing the negative impacts of travel. With the right partnerships and supporting policy, public transport could significantly increase its contribution to impact reduction. We are committed to building strong partnerships with national and local government, our customers and business partners in order to achieve this.

Our management framework

Our CSR programme is managed by a Steering Group which is chaired by the Group Commercial Director and reports directly to the Company's Executive Management Board and plc Board. The Group Commercial Director is the Executive Management and plc Board member responsible for CSR. The Steering Group also includes the Chief Executive, Director-Bus UK, Ireland and Germany and the heads of each operating division. Assessment of CSR risks is fully integrated into our risk and controls assessment processes and our internal audit function reviews its results. Details of our main risks can be found in the Corporate Governance section of our Annual Report which can be found at www.firstgroup.com/corporate/investors.

Scope

This is our CSR report for the 12 months to 31 March 2009. It covers all our operations in the UK and North America. Some of our metrics are Group-wide while others are specific to parts of the business. The scope of the data presented is indicated in the accompanying text. Our joint ventures with DSB in Denmark and Sweden and operations in Germany are not included in the scope of this report. Our mainland European operations represent significantly less than 1% of our Group revenue.

Additional information regarding our CSR performance can be found at www.firstgroup.com/corporate/csr. Throughout this report we signpost where more detailed information can be found on our website.

Our CSR Policy can be found at www.firstgroup.com/corporate/csr/csr_policy. Further details of our CSR management framework can be found at www.firstgroup.com/corporate/csr/our_management_framework.php.



Our overall BITC score this year was 87% which places us in the silver performance band.



First is a FTSE4Good constituent company. The FTSE4Good Index Series measures the performance of companies that meet globally recognised corporate responsibility standards.



We have pledged to reduce our carbon emissions through The Prince's May Day Network.