

Always moving forward

Our CSR objectives and targets 2009/10

Safety

- Reduce all staff injury rate by 25%.
- Reduce Lost Time Injury rate by 25%.
- Reduce passenger injury rate by 25%.
- Reduce vehicle collision rate by 20%.
- Reduce Signals Passed at Danger (SPAD) rate by 25%.

Environment

- To work towards our 2012 carbon reduction targets of 8% in the UK Bus division and 10% in the UK Rail division on 2006 levels.
- Achieve a 3% reduction in energy usage in our rail depots and 2% reduction in energy usage in the UK Bus division.
- Implement Green Travel plans at one train company and 25% of our UK Bus companies.
- Increase non-hazardous waste recycling by a further 3% in North America and a further 5% in our UK Bus and Rail divisions.
- Introduce an energy efficiency programme at key properties in North America.
- Develop a consistent environmental audit programme in North America.

Our employees

- To continue to develop and implement robust communication and action plans drawn from staff surveys to ensure that people understand the value and goals of their company and how they can contribute to and influence them.
- To reduce driver turnover in Group bus operations.
- For all our UK Bus employees to have access to lifelong learning programmes by 2012.
- To review our key people policies across the Group and implement consistent frameworks for revised and new people policies.
- To develop programmes to build core management skills in areas such as communication, issue resolution and Injury Prevention.
- To continue to ensure that our recruitment is targeted to deliver a workforce that is reflective of the communities within which we operate.

Customers

- To deliver at least 99% of our scheduled services in the UK Bus division.
- To achieve an average punctuality of 95% in the UK Bus division.
- To achieve the following train company PPM performance:

First Capital Connect	91.7%
First Great Western	92.0%
First ScotRail	91.8%
First TransPennine Express	91.7%
- To achieve 95% on time performance in First Transit and 90% on time performance in Greyhound.

Community

- To undertake a review of our community activities across our UK operating companies to assess the value of these programmes and build on best practice.
- To extend the use of the London Benchmarking Group model to North America and refine the model in the UK.
- To develop our relationship with BITC to provide additional volunteering opportunities.

We want to hear from you

We always welcome feedback on our report. Feedback is an important part of our dialogue with stakeholders and helps us to gain a better understanding of the issues our stakeholders would like us to report on. Please do take the opportunity to provide us with your views by writing to us at the address below or e-mail us at **CSR@firstgroup.com**.

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