

Metroline

Approach to Sustainability ●



www.metroline.co.uk



● Introduction to Metroline Business from CEO, Sean O'Shea

As a leading Bus Operator in London, we recognise that we play a significant role in the transition to a cleaner transport system within London. Metroline's Approach to Sustainability looks to address environmental challenges and create positive impacts in our communities whilst demonstrating strong governance in our Business.

In the years prior to 2023, Metroline has had a strong record in trialling and implementing technologies that improve sustainability. This record saw zero emission buses operating from two electrified garages, the first double deck electric buses and largest fleet of hydrogen fuel cell buses in London.

In 2023 we electrified our Edgware Garage and commenced works at Willesden Junction to deliver further zero emission operations; with Cricklewood and Perivale set to follow in the near future. Our recent investment in electric vehicles during the year focussed on 3 key suppliers, BYD, Volvo and Wrightbus all demonstrating innovation and improvements in this fast evolving technology space. We were especially proud that the mayor of London launched London's 1000th Electric Vehicle at Edgware garage on a Metroline route.

We know that progressively increasing our fleet of electric vehicles will substantially improve on our impact on the environment. Metroline has completed our first Carbon Reduction Plan, which demonstrates the progress we have made since 2019 in reducing our emissions. The Plan sets out how we will reduce our emissions going forward and can be found on pages 10 to 15. During 2024, we have completed the Energy Savings Opportunities Scheme (ESOS) Phase 3 regulatory reporting, which gives us insights in our use of energy across our fleet and properties. We are currently formulating action plans to reduce our energy usage, and progress against these plans will be reported annually.

At Metroline, the approach to sustainability recognises the value and role that our people play in achieving our goals. Over the last year we have added benefits for our colleagues including WeCare App and improved Gym memberships - a continued commitment to support the physical and mental health of colleagues. We also partnered with Octopus to increase the take up of electric vehicles by our staff; an initiative which was well received and has a positive environmental impact.

The safety of colleagues and passengers is critical for our business. In 2023 we laid the foundation for attaining certification in two new International Standards covering Safety and the Environment. We have crystallised our commitment through establishing and appointing a Director of Safety, Health, Environment and Quality.

Together we deliver safe, reliable and sustainable transport to our communities.



Metroline's Sustainability Statement ●

Our bus network helps our customers travel to their places of work and education, connect with their friends and family and supports high streets and local communities. To ensure that we are delivering for our customers in a way that minimises our impact on the environment, Metroline has a sustainability approach covering the following three areas:

- *Enabling a climate-friendly and sustainable bus network where we operate*
- *Social responsibility to customers, employees, partners and communities*
- *Growing our business through innovation, ethical integrity and good governance*

As a public transport service provider, we are mindful that the delivery of our services has a direct impact on the environment. To this end, we are transitioning towards a zero-emission fleet and developing plans to reduce our carbon footprint across our operations.

From the wellbeing of our employees to the safety of our passengers, we are constantly looking for ways to foster social responsibility in the way we operate. We encourage employees to support projects and activities which serve our community and help protect the environment. We work with our suppliers and partners to ensure that social and ethical concerns are addressed in our business activities.

We are committed to supporting an ethical culture that encourages our employees, suppliers and partners to act with integrity in meeting the needs of our customers. The business looks to innovate to develop a more sustainable approach to performance which is overseen by a robust governance structure.




1. Aligning Sustainability Approach to UN Sustainable Development Goals

The UN Sustainable Development Goals (SDGs) represent a collective commitment to address the world's most pressing social, economic, and environmental issues. These 17 interlinked goals encapsulate a universal call to action, aiming to end poverty, protect the planet, and ensure prosperity for all by 2030. As an essential framework for sustainable development, the SDGs provide a clear and ambitious set of targets that guide governments, businesses, and individuals toward responsible and ethical practices.






By aligning our Approach to Sustainability with these global goals, we not only demonstrate our commitment to being a sustainable business, but also play a role in shaping a better world for current and future generations and enable scrutiny against an established framework.








Sustainability Area / Pillar	Key Focus Area	Sustainable Development Goals (SDG Targets)
<p>Enabling a climate friendly and sustainable bus network where we operate.</p>   	<p>Climate Change Adaptation:</p> <ul style="list-style-type: none"> Our fleet composition and transition plan. 	<p>SDG Target 13.2: Integrate climate change measures into national policies, strategies and planning.</p> <p>SDG Target 13.3: Improve education, awareness raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>
	<p>Emissions and Air Quality.</p>	
	<p>Energy and Fuels:</p> <ul style="list-style-type: none"> Energy and fuel use in our operations. 	<p>SDG Target 7.2: By 2030 increase substantially the share of renewable energy in the global energy mix.</p> <p>SDG Target 7a: By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil fuel technology, and promote investment in energy infrastructure and clean energy technology.</p>
<p>Resource Stewardship:</p> <ul style="list-style-type: none"> Water. Waste. 	<p>SDG Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse.</p> <p>SDG Target 12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p>SDG Target 15.5: Protect biodiversity and natural habitats.</p>	

Key Focus Area	FY2023 Performance	Future Performance Targets
Climate Change Adaptation.	<ul style="list-style-type: none"> ■ 55.4% of Metroline's bus fleet are cleaner energy (includes hybrid buses). ■ 10.4% of Metroline's support fleet are zero emission. 	<ul style="list-style-type: none"> ■ 100% of Metroline Bus Fleet to be zero emission by 2034. ■ 100% of Metroline support fleet to be zero emission by 2034.
Emissions and Air Quality.	<ul style="list-style-type: none"> ■ Produced Metroline's first Carbon Reduction Plan. ■ Reduced Scope 1 and Scope 2 GHG emissions by 25.5% in 2023 compared to the baseline year of 2019. ■ Trialled a scheme for certain staff groups with Octopus Energy providing electric vehicles via salary sacrifice. 	<ul style="list-style-type: none"> ■ 54.6% reduction in absolute Scope 1 and Scope 2 GHG emissions from our operations by 2032 from baseline year 2019. ■ Roll out environmental awareness training in the Business and encourage initiatives focusing on carbon reduction by employees by the end of 2025. ■ Develop and publish our 2050 Net Zero plan by the end of 2026.
Energy and Fuel use in our operations.	<ul style="list-style-type: none"> ■ Use of B20 fuel for buses cutting GHG emissions. ■ 99.5% of electricity procured was REGO backed. 	<ul style="list-style-type: none"> ■ Consider the use of solar PV in garage upgrades and refurbishments if viable. ■ Continue to procure REGO backed electricity for current contract through to 2027.
Resource Stewardship.	<ul style="list-style-type: none"> ■ 2023 saw 2,604m³ less water used compared to 2022 and improved our water intensity by 5%. ■ 2023 waste intensity ratio increased by 6% compared to 2022. 	<ul style="list-style-type: none"> ■ Decrease water intensity ratio by 2% year-on-year until 2030. ■ Decrease waste intensity ratio by 2% year-on-year until 2030. ■ Implement a system of certification for all Metroline locations equivalent to the Eco-Office standard in Singapore by 2050.

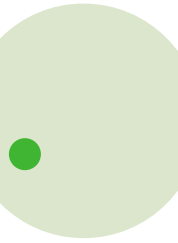
Sustainability Area	Key Focus Area	Sustainable Development Goals (SDG Targets)
Social responsibility to customers, employees, partners and communities.     	Health and Safety. <ul style="list-style-type: none"> Workplace safety and health. Public health and safety. 	SDG Target 3.6: By 2030, halve the number of global deaths and injuries from road traffic accidents.
	Our People <ul style="list-style-type: none"> Human and labour rights. Diversity and equal opportunity. Employee wellbeing. Training. 	SDG Target 4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship. SDG Target 5.5: Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision- making in political, economic, and public life. SDG Target 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value. SDG Target 8.7: Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms. SDG Target 8.8: Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.
	Our Patrons and Communities <ul style="list-style-type: none"> Accessibility. Service quality. Local impact and CSR. 	SDG Target 11.2: By 2030, provide access to safe, affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.

Key Focus Area	FY2023 Performance	Future Performance Targets
Workplace safety and health. Public health and safety.	<ul style="list-style-type: none"> ■ Zero cases of work related fatalities and work-related high consequence. ■ Lost time injury rate of 3.25. 	<ul style="list-style-type: none"> ■ Zero cases of work-related fatalities and work-related high consequence safety incidents annually. ■ Lost-time injury rates below comparable benchmark in the UK. ■ Gain certification for ISO45001.
Our People: <ul style="list-style-type: none"> ■ Human and labour rights ■ Diversity and equal opportunity. ■ Employee wellbeing. ■ Training. 	<ul style="list-style-type: none"> ■ Exceeded the 2023 target of an average 30 hours training per employee, with 32.2 hours being recorded. ■ Currently Metroline's workforce is 9.6% female. ■ Employee assistance programmes and gym memberships available to all employees, new wellbeing App WeCare introduced. 	<ul style="list-style-type: none"> ■ Achieve an average 35 training hours annually per employee by 2030. ■ Improve the gender balance of Metroline's workforce. ■ Ensure an equitable remuneration structure based on performance without gender bias. ■ Uphold diversity representation in the workplace in terms of gender, sexual orientation, race, ethnicity and age and foster a culture of inclusion for all. ■ Continue to roll out initiatives to help ensure employee physical and mental wellbeing.
Our Patrons and Communities.	<ul style="list-style-type: none"> ■ Our buses are 100% wheelchair accessible. ■ Received positive customer feedback in our public transport services. 	<ul style="list-style-type: none"> ■ Continuous improvements in mobility and accessibility for the communities. ■ To develop links with local charities / initiatives to further support our local communities. ■ Promote our people and the services we offer through externally recognised awards.

Sustainability Area	Key Focus Area	SDG Target
<p>Growing our business through innovation, ethical integrity and good governance.</p>   	Ethical Business and Operational Integrity.	SDG Target 16.5: Substantially reduce corruption and bribery in all their forms.
	Cybersecurity, Data Privacy and Innovation.	SDG Target 9.4: By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries acting in accordance with their respective capabilities.
	Supply Chain Management.	SDG Target 12.7: Promote public procurement practices that are sustainable, in accordance with national policies and priorities.

Key Focus Area	FY2023 Performance	Future Performance Targets
Ethical Business and Operational Integrity.	<ul style="list-style-type: none"> Roll out of anti-corruption training to employees. Zero cases of anti-competitive behaviour, bribery and corruption. 	<ul style="list-style-type: none"> Maintain high standards of transparency, accountability, ethics, and integrity across our operations. Maintain zero cases of non-compliance to anti-competitive behaviour, bribery and corruption. 100% of employees to undergo anti-corruption training by 2025 (except frontline drivers).
Cybersecurity and Data Privacy.	<ul style="list-style-type: none"> Zero significant cyber incidents. Zero breaches of customer or employee personal data. 	<ul style="list-style-type: none"> Maintain zero major cybersecurity breaches. Continuously solidify cybersecurity, data protection and privacy measures.
Innovation and Growth.	<ul style="list-style-type: none"> Trialling new AI tech to improve performance and energy efficiency on routes. 	<ul style="list-style-type: none"> Look to partner with technology providers to tackle environmental challenges whilst improving performance and delivery for customers.

Supply Chain Management.	<ul style="list-style-type: none"> ■ Zero supplier incidents of social or environmental impact. 	<ul style="list-style-type: none"> ■ Zero supplier incidents of social or environmental non-compliance occurring within Metroline's premises or operations.
	<ul style="list-style-type: none"> ■ Rollout of new Supplier Code of Conduct to key suppliers. 	<ul style="list-style-type: none"> ■ Code of Conduct unless they have the equivalent in place. ■ Screening of suppliers to mitigate potential ESG risks.



Carbon Reduction Plan

What does Net Zero mean in practice?

To achieve Net Zero, we will be aiming to reduce emissions in line with the latest science-based targets (SBTs). SBTs are greenhouse gas reduction goals set by organisations, they are defined as “science-based” when they align with the scale of reductions required to limit global temperature increases to 1.5°C compared to pre-industrial temperatures. To achieve Net Zero under this scenario, we will need to reduce our absolute emissions by 90% from our baseline year.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured. We have chosen to set our baseline year as 1 January 2019 – 31 December 2019, being the first year of reporting under the Streamlined Energy and Carbon Reporting (SECR) Framework of emissions. As Scope 3 was not measured in detail prior to this Carbon Reduction Plan, the current year will serve as the Baseline for measuring progress in reducing Scope 3.

Baseline Year (Scope 1 & 2 only): 2019

Additional details relating to the Baseline Emissions calculations:

As the baseline year only measured the emissions required for SECR reporting, only Scope 1 and 2 emissions data will be compared with the current reporting year's measurement.

Emissions	Total (tonnes CO2e)
Scope 1	107,270
Scope 2*	2,024
Scope 1 and 2 Emissions*	109,294

Current Emissions Reporting ●

Current Reporting Year: 2023	
Emissions	Total (tonnes CO2e)
Scope 1	79,053
Scope 2*(Location Method)	2,388
Scope 3 including:	49,601
<ul style="list-style-type: none"> ■ Purchased Goods and Services ■ Capital Goods ■ Fuel & Energy Related Activities ■ Transportation & Distribution ■ Operational Waste ■ Business Travel ■ Employee Commuting and Home Working 	<ul style="list-style-type: none"> 9,375 16,130 20,629 24 25 8 3,410
Total Emissions*	131,042

Our Carbon Reduction Targets

Metroline is committed to achieving Net Zero by 2050. To keep us on track, we have also set the following mid-term targets.

Our mid-term targets:

- Reduce scope 1 and 2 emissions by 54.6% to 49,619 tCO2e from our baseline reporting year of 2019 (109,294 tCO2e) by 2032; as agreed with the Science Based Targets Initiative (SBTi).
- This is a reduction of 39% from our current reporting year figure of 81,441 tCO2e for Scope 1 and 2 emissions.
- Review our current year Scope 3 emissions and work with our supplier base, employees and other stakeholders in order to reduce this by at least 30% by 2030.
- Develop Net Zero Plan by 2026.

Our long-term targets:

- Be running a fleet purely consisting of zero emission vehicles by 2034.
- Reduce our total emissions (Scope 1, 2 and 3) by at least 90% from our baseline years by 2050.

Completed Carbon Reduction Initiatives

The following emissions management measures and projects have been completed or implemented.

Activity	Completion Date	Category
Procured higher biofuel grades of diesel (up to B20 and B30, which have a larger percentage of low-carbon biofuel than regular B10 diesel) for our vehicles.	2016	Mobile Combustion
Switched all pre-Euro VI diesel buses to Euro VI. Although these Euro VI buses still use fossil fuels, they have significantly reduced emissions compared to our pre-Euro VI fleet.	2018	Mobile Combustion
Installed technology inside buses to reduce emissions. This includes driver assist equipment, and stop start technology (which automatically switches off power transmission when at a standstill).	2018	Mobile Combustion
Switched most lights at sites to LED (which is an ongoing process), and introduced heating controls at sites to reduce energy used to heat areas.	2019 onwards	Stationary Combustion Purchased Electricity
Devised a strategy for transition of entire fleet to EVs and Hydrogen powered by 2034, roll out in progress.	2019 onwards	Mobile Combustion Purchased Electricity
Installed hydrogen fuel storage at one of our depots to support hydrogen bus rollout.	2021	Mobile Combustion
Offering support to workforce for the following schemes which reduce emissions: <ul style="list-style-type: none"> ■ Cycle to work scheme ■ Electric vehicles can be leased by employees with favourable tariffs available through Octopus Energy ■ Car sharing scheme 	2022	Commuting
Completed our first Carbon Reduction Plan, which includes a detailed assessment of our Scope 3 emissions. We will continue to develop systems to monitor and report on our emissions and track our progress in reducing them.	2024	All

Future Carbon Reduction Plans ●

We are committing to action the following emissions management measures and projects to help us achieve our mid-term reduction targets for Scope 1 and Scope 2 emissions.

Reduction Plans - Scope 1 & Scope 2				
Activity No.	Activity	Target Date	Reduction Impact	Category
1	Continue to replace our remaining diesel / hybrid buses to ZEBs in line with our fleet electrification strategy. Look to implement technology to further optimise battery charging and performance for ZEBs.	2024 - 2034	High	Mobile Combustion Purchased Electricity
2	Formulate and implement an action plan in response to the recommendations made in the Energy Savings Opportunity Scheme (ESOS) Phase 3. Implementation of actions to be reported on annually.	2025	Medium	Purchased Electricity Stationary Combustion
3	Roll out environmental awareness training in the Business and encourage initiatives focusing on carbon reduction by employees.	2024/5	Medium / Low	All
4	Trialling CitySwift's AI platform to help optimise runtimes that will improve service performance and reduce emissions.	2024/5	Low	Mobile Combustion
5	Continue to switch support vehicles to electric when the opportunity arises, such as when vehicle lease agreements are renewed.	2024 onwards	Medium / Low	Mobile Combustion Purchased Electricity (EVs)
6	Consider low-cost options such as reducing the boiler temperature and adding heat & solar control reflective window sheets.	2024 onwards	Low	Stationary Combustion

7	Signed a three year contract to continue to use REGO backed renewable energy.	2024-7	Medium	Purchased Electricity
8	<p>Continue to implement energy efficiency measures to reduce the overall amount of electricity consumed at sites, and optimise operational procedures as below:</p> <ul style="list-style-type: none"> - Upgrading all lighting to LED with controls / sensors unless it is unsafe to do so. - Reviewing and renewing inefficient equipment and machinery coming to the end of useful life. - Potentially installing timers on sockets/equipment and machinery 	2024 onwards	Medium (Location based)	Purchased Electricity
9	<p>Explore if there are improvements that can increase insulation in heated areas, potentially with the use of thermal cameras to identify draughts and leaks.</p> <p>For sites with a combined indoor depot/workshop and office/break space, enforce a thermal separation between minimally heated depot/workshop area and the heated office/break area. This means insulation should be strengthened and automatic door closers installed between these areas.</p> <p>For heated high ceilinged areas over 5m in height, explore the feasibility of installing destratification fans, which save on heating by pushing warm air from the ceiling down to the floor.</p>	2025/6	Low-Medium	Stationary Combustion

Based upon the above completed and planned initiatives, we envisage that Scope 1 & 2 carbon emissions will decrease to the 49,619 tCO₂e target by 2032.

We also aim to implement the further initiatives over the next 5 years to further reduce our Scope 3 emissions.

Reduction Plans - Scope 3				
Activity No.	Activity	Target Date	Reduction Impact	Category
1	Achieve ISO14001 certification for Environmental Management.	2024	Low	All
2	Work with suppliers to understand their own emissions. Educate and encourage them to set their own carbon reductions targets in line with best practice.	2025 Onwards	High-Medium	Purchased Goods & Services Capital Goods
3	Continue to promote our sustainable commuting schemes EV salary sacrifice, car sharing and cycle to work to employees as well as encouraging staff to use free public transport in London provided by TFL to staff of Bus Operators.	2024 Onwards	Medium	Commuting
4	Reuse or repurpose waste being generated across the Business.	2024 Onwards	Low	Waste

Declaration and Sign Off

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

Signed on behalf of Metroline:

Name: Sean O'Shea

Position: CEO Metroline

Date: 23rd October 2024

1 <https://ghgprotocol.org/corporate-standard>

2 <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>



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