# Safer working

We have a responsibility to provide a safe and supportive working environment. We know there is nothing more important to customers than us providing a safe way for them to travel. Our responsibilities around health and safety extend to our communities, including other road users.

KPIs

UK rail SPADs (per million miles)
0.80

| 16	17	18	19	20
0.69	0.85	0.63	0.76	0.80
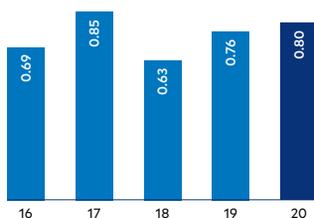
Description: Across the UK rail industry, train operating companies report signals passed at danger (SPADs). The majority of SPADs have little or no potential to cause harm.

Performance: The number of SPADs per million miles increased slightly in the year to 0.80 with the increase driven by GTR due to the significant expansion of the GTR network and the increased frequency of services. We have very tight controls around safety and high standards of driver training which minimise the likelihood of SPADs and investigate every SPAD that occurs on our services.

RIDDOR accidents
(per 100 employees)*
0.44

16	17	18	19	20
0.62	0.51	0.42	0.61	0.44

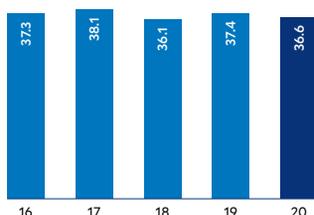* Excludes Singapore bus and international rail.
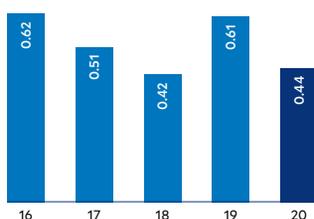
Description: RIDDOR (reporting of injuries, diseases and dangerous occurrences regulations) relates to a workplace incident that results in any absence from work for over seven days or any legally reportable incident to the Health and Safety Executive across our UK operations.

Performance: Following an increase in 2019, RIDDOR accidents fell to 0.44 reflecting our increased efforts to maintain the highest standards in health and safety, which included the provision of appropriate tools and training to colleagues. These efforts have been increased during the COVID-19 pandemic to ensure the safety of all our colleagues.

Bus accidents (per million miles)
36.6

16	17	18	19	20
37.3	38.1	36.1	37.4	36.6

Description: We monitor the number of bus accidents which result in a notification to a claims handler for every million miles we operate, including cases where we are not at fault.

Performance: We have introduced various innovative solution across our services increasing safety. We continue to invest in driver training and monitoring the performance of our drivers, resulting in a reduction in bus accidents per million miles compared with the prior year.

Nothing is more important to us than the health, wellbeing and safety of our colleagues, customers and those within our communities. We set ourselves high safety standards and invest in monitoring, incident prevention, training and colleague engagement. We have a culture of continual improvement and are always striving to reduce our exposure to safety risk, with the aim of eliminating all injuries and health concerns resulting from our operations. We take seriously our responsibility to promote health and wellbeing to colleagues across our business and in our communities. Our health, wellbeing and safety policies and procedures set out the rules and guidelines to which we adhere. View these policies on our website www.go-ahead.com.

Harnessing technology
We continue to explore new ways for technology to help secure the safety of colleagues and passengers alike.

Business analytics solution Power BI, an electronic maintenance system, is increasingly used across both our bus and rail businesses as part of our continuous improvement for safety management. The system is used to analyse engineering maintenance performance regarding parts and labour utilisation, enabling our colleagues to respond quickly and efficiencies to be delivered.

GTR is assisting passengers and colleagues by making decisions that are informed by technology. It recently worked with Network Rail to implement a new technology system to enhance communication between the control centre and its core London GTR stations. This helps them to be aware of potential safety hazards and/or events that could trigger disruption – from overcrowded platforms to inadequate lighting.