





APPENDICES

COACHES GOALS, PROGRESS AND OBJECTIVES

 OPERATIONS		
GOALS SET FOR 2006	PROGRESS DURING 2006	GOALS SET FOR 2007
<ul style="list-style-type: none"> → Continued improvement in customer satisfaction scores 	<ul style="list-style-type: none"> → Customer satisfaction scores improved from 87.7 to 89.0 points 	<ul style="list-style-type: none"> → Continued focus on improving customer satisfaction
<ul style="list-style-type: none"> → Trial new methodology for tracking customer satisfaction using SMS text messaging 	<ul style="list-style-type: none"> → Successful trial undertaken with very positive customer response has led to network wide introduction being scheduled for May 2007 	<ul style="list-style-type: none"> → Commencement of the construction of the new Digbeth Birmingham coach station, scheduled for completion during 2009
<ul style="list-style-type: none"> → Enhance facilities for customers at Bournemouth, Golders Green and Milton Keynes 	<ul style="list-style-type: none"> → Facility upgrade completed at Bournemouth and other stations. Improvements ongoing at Milton Keynes and Golders Green 	<ul style="list-style-type: none"> → Completion of the network strategy review including targeting of commuter markets → Agree design for new coachway at Milton Keynes, scheduled to open 2008
 ENVIRONMENT		
GOALS SET FOR 2006	PROGRESS DURING 2006	GOALS SET FOR 2007
<ul style="list-style-type: none"> → Review options for improving fuel efficiency and reducing exhaust emissions of existing fleet and new vehicles 	<ul style="list-style-type: none"> → Undertaken work to identify measures to improve fuel efficiency and reduce exhaust emissions. Achieved highest standard in BAA's clean vehicles programme 	<ul style="list-style-type: none"> → Maintain current baseline fuel efficiency
<ul style="list-style-type: none"> → Reduce site energy use 	<ul style="list-style-type: none"> → Site energy use was similar to 2005 → Crawley coach depot achieved certification to ISO 14001 	<ul style="list-style-type: none"> → Incorporate environmental design into Digbeth Coach Station design
 SAFETY		
GOALS SET FOR 2006	PROGRESS DURING 2006	GOALS SET FOR 2007
<ul style="list-style-type: none"> → Roll-out and refinement of defensive driving programme and competence management system 	<ul style="list-style-type: none"> → Five defensive driving instructors trained. All new drivers undertook the defensive driving training as part of their induction 	<ul style="list-style-type: none"> → Deliver defensive driving courses to all poor performing and new drivers over the next two years
<ul style="list-style-type: none"> → Introduction of practical measures in reducing the effects of driver fatigue 	<ul style="list-style-type: none"> → Study undertaken to address driver fatigue. Initial study highlighted minimal risk however trial being extended to additional depots 	<ul style="list-style-type: none"> → Extension of driver fatigue trial and undertake further work with "AWAKE", a body affiliated to Loughborough University
<ul style="list-style-type: none"> → Assessment and training for driver evaluation 	<ul style="list-style-type: none"> → Distribution of driver guidance book on the causes, effects and methods to avoid fatigue → Assessments completed and driver pocket guide issued to all drivers 	<ul style="list-style-type: none"> → Deliver a training package to all driver trainers to enable fatigue reduction/lifestyle to be included as part of driver induction → On-going review of driver standards
<ul style="list-style-type: none"> → Roll-out of accident investigation training 	<ul style="list-style-type: none"> → Further discussion ongoing with Highways Agency to agree national standards for dealing with motorway incidents 	<ul style="list-style-type: none"> → Introduction of slip, trip and fall toolkit at four locations to evaluate the effectiveness of reducing customer and employee incidents
<ul style="list-style-type: none"> → Standards and guidance for the use of DDA accessible vehicles and wheelchair restraint systems 	<ul style="list-style-type: none"> → Training package launched for all operators and customer information distributed to assist with booking and loading process for wheelchair users → Additional training for drivers introduced to explain the transportation of customers in wheelchairs → Over 100 drivers participated in new courses with a further 100 courses planned for 2007 → Training integrated into standard health and safety training 	
 PEOPLE		
GOALS SET FOR 2006	PROGRESS DURING 2006	GOALS SET FOR 2007
<ul style="list-style-type: none"> → To achieve IIP accreditation by the end of 2006 	<ul style="list-style-type: none"> → IIP accreditation was put on hold as the Group repositions its use as a measure of employee engagement 	<ul style="list-style-type: none"> → Further improvement in employee satisfaction and engagement scores with targets set of 65 and 63 index points respectively
<ul style="list-style-type: none"> → To continue to develop our flexible working approach by offering additional benefits to suit the work life balance of our people 	<ul style="list-style-type: none"> → A series of new initiatives were introduced including Employee Assistance Programme, the Helping Hands interest free loan scheme, new childcare benefits, assisted bike purchase and a new benefits scheme → Achieved Tommy's accreditation and improved benefits for maternity over and above legal requirement → Achieved DDA two tick accreditation as an employer 	<ul style="list-style-type: none"> → Launch of first level leaders programme
<ul style="list-style-type: none"> → To continue to engage with our Partner Drivers 	<ul style="list-style-type: none"> → 95% of drivers joined the newly launched dedicated Drivers Club → Crawley depots achieved certification to ISO 14001 	