

## Our Performance

We have reviewed our approach to environmental performance measurement this year to focus on core key performance indicators ("KPIs") specific to each business and better aligned with our management system.

At the heart of our approach is a commitment to continuous year-on-year improvement, with a focus on moving annual averages. The KPIs for each of our divisions are listed below, along with details of our performance for the 12 months to 30 April 2007.

### UK BUS\*

PERFORMANCE MEASURE	DATA	
<b>Number of environmental enforcement notices/prosecutions</b>	1#	
<b>Emissions – number of Euro 0, 1, 2, 3, 4, 5 engines in the fleet and percentage of total fleet</b>		
Pre Euro engines	617	7.9% of total fleet
Euro 0	804	10.3% of total fleet
Euro 1	1,607	20.5% of total fleet
Euro 2	2,574	32.9% of total fleet
Euro 3	2,157	27.6% of total fleet
Euro 4	57	0.7% of total fleet
Hybrids (Euro 5 or above)	10	0.1% of total fleet
<b>Facility energy usage – electricity (kwh<sup>+</sup>)</b>	32,914,201	0.107 kwh per passenger mile
<b>Facility energy usage – gas (kwh<sup>+</sup>)</b>	47,395,241	0.154 kwh per passenger mile
<b>Water usage (cubic meters)</b>	499,743	0.002 cubic metres per passenger mile
<b>Engineering maintenance waste recycled~</b>		
Waste oil (litres)	1,030,576	
Oil filters (205 litre drums)	1,089	
Anti freeze waste (litres)	5,263	
Batteries (kg)	235,420	
Oil contaminated rags (205 litre drums)	88	
Waste thinners (litres)	1,545	
Waste paint (litres)	205	
Part cleaner solvent (litres)	115,103	
Plastic drums	275	

Steel drums	1,286	
Spent fluorescent tubes (drums)^	131	

## NOTES

Total passenger miles for UK Bus for 2006-07 were 308.3 million

*	excludes data from disposed London bus operation
+	gas and electricity data obtained from utility management company Inenco
#	Hull depot prosecuted under the duty of care for waste (Environmental Protection Act) for not controlling litter on 6 June 2006. Fine £3,000, plus costs of £650
^	collection data only recorded for 2006-07 due to changes in legislation
~	information based on data from Oakwood Environmental and SafetyKleene

## RAIL OPERATIONS

PERFORMANCE MEASURE	DATA	
<b>Number of environmental enforcement notices/prosecutions</b>		
South West Trains	0	
Virgin Trains	0	
Supertram	0	
<b>Direct emissions to the atmosphere (CO2kg)</b>		
South West Trains	7,910,000	0.003 kgs per passenger mile
Virgin Trains	70,600,000	0.02 kgs per passenger mile
Supertram	0	0
<b>Indirect emissions to the atmosphere (CO2kg)</b>		
South West Trains	216,000,000	0.071 kgs per passenger mile
Virgin Trains	Not measured	N/a
Supertram	6,260,000	4.13 kgs per passenger mile
<b>Facility energy usage – electricity (kwh)</b>		
South West Trains	34,197,000	0.01 kwh per passenger mile
Virgin Trains	12,505,728	0.003 kwh per passenger mile

Supertram	571,702	0.38 kwh per passenger mile
<b>Facility energy usage – gas (kwh)</b>		
South West Trains	10,921,000	0.004 kwh per passenger mile
Virgin Trains	7,429,677	0.002 kwh per passenger mile
Supertram	526,912	0.35 kwh per passenger mile
<b>Water usage (cubic metres)</b>		
South West Trains	285,000	
Virgin Trains	63,980	
Supertram	6,057	
<b>Collected waste recycled (%)</b>		
South West Trains	30%	
Virgin CrossCountry ■	60%	
Virgin West Coast ■	10%	
Supertram	1.2%	

## NOTES

Passenger miles for Rail operations in 2006-07 were as follows: South West Trains – 3,051.6 million; Virgin Trains (Virgin CrossCountry and Virgin West Coast) - 4,156.1 million; Supertram – 1.5 million.

- These are approximate figures and relate to recycling of on-board newspapers only. Additional recycling schemes take place at stations and offices on the Virgin CrossCountry and West Coast network

## NORTH AMERICA

### Coach USA

PERFORMANCE MEASURE	DATA
<b>Breaches or violations of Federal and State environmental obligations</b>	<ul style="list-style-type: none"> <li>One minor violation for late registration of a fuel tank (\$250 fine)</li> </ul>
<b>Reportable environmental incidents</b>	<ul style="list-style-type: none"> <li>Five reportable incidents resulting from fuel leaks due to accidents. No penalties.</li> </ul>
<b>Measures to reduce direct emissions</b>	<ul style="list-style-type: none"> <li>Replacement of 40 coaches and 13</li> </ul>

	<p>sightseeing double-decker vehicles with new vehicles equipped with cleaner engine technology.</p> <ul style="list-style-type: none"> <li>• All locations converted to ultra low-sulphur diesel in October 2006.</li> </ul>
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### Coach Canada

<b>PERFORMANCE MEASURE</b>	<b>DATA</b>
<b>Zero breaches or violations of Federal and Provincial environmental obligations</b>	<ul style="list-style-type: none"> <li>• No breaches or violations</li> </ul>
<b>Reportable environmental incidents</b>	<ul style="list-style-type: none"> <li>• One reportable incident at our Mississauga facility. Third party fueller overestimated remaining diesel in underground storage tank, resulting in 50 litres being spilled. The spill was contained and no fuel entered a watercourse.</li> </ul>
<b>Measures to reduce direct emissions</b>	<ul style="list-style-type: none"> <li>• As part of our compliance with engine emissions requirements under Ontario's "Drive Clean" programme, 200 vehicles were tested during the 12 months to 30 April 2007, resulting in a 93.5% pass rate on first test.</li> <li>• A total of 20 coaches were replaced with new vehicles, equipped with the latest engine technology.</li> <li>• All locations have converted to ultra-low sulphur diesel.</li> </ul>
<b>Reduce electricity and water consumption at each of our facilities</b>	<ul style="list-style-type: none"> <li>• We are in the process of implementing a system to accurately track and record consumption levels.</li> </ul>

Details of our performance for 2003-04, 2004-05 and 2005-06 are available [here](#).