By Appointment to His Majesty The King

# Corporate Social Responsibility Policy 2026

Westway Coach Services Ltd believes that being a responsible business means looking beyond the journeys we operate. We want to make a useful contribution to our employees, local communities, the environment and the people who may become part of our industry in the future.

Our approach to Corporate Social Responsibility (CSR) is deliberately practical. We want the work we do to be visible, local and useful, rather than simply a collection of policy statements. This policy sets out the areas we are already working on and the direction we want to develop over the coming years.

## What this policy covers

- Future talent, careers, apprenticeships and life skills.
- Community wellbeing, volunteering and local partnerships.
- Environmental responsibility and practical improvements in the areas where we operate.
- Supporting local organisations, schools, colleges and community groups.
- Responsible use of Westway vehicles, people and expertise for community benefit.
- Measuring activity honestly and building a long-term CSR programme.

**Our CSR programme is organised around three main areas:**

| CSR area | What it means for Westway | Examples |
|---|---|---|
| **Future Talent** | Helping people understand careers, build useful skills and see routes into transport and business. | Career talks, school and college projects, apprenticeships, depot visits and Westway Academy activity. |
| **Community Wellbeing** | Using our time, transport and local relationships to support people and community organisations. | Volunteering, food-bank support, local sport, care-home or senior initiatives and community transport. |
| **Environmental Responsibility** | Reducing our own impact while helping to improve the local environment around us. | Cleaner vehicles, recycling, litter picking, green spaces, biodiversity and efficient driving. |

## Linked working document

*This policy is supported by the internal "CSR and Community Initiatives Working Document". That document records ideas being explored for the future and the thinking behind them. Not every idea in the working document is a formal commitment; it is used as a development plan so that Westway can test what is practical, useful and sustainable before introducing new initiatives.*

Westway

By Appointment to His Majesty The King

## (A) Purpose and scope

This policy applies across Westway Coach Services Ltd and provides a framework for the social, community and environmental activity we choose to support. It covers employees, training, community engagement, charitable and voluntary activity, education, local partnerships and environmental improvement.

It sits alongside our Sustainability and Responsibilities Policy, Environmental Policy, Environmental Management System and Westway Values Framework. In particular, our CSR work supports the values "We Put People First" and "We Build a Better Future".

## (B) How we approach CSR

When deciding where to focus our time and resources, we will aim for activity that is:

- Local - connected to the communities in which we work and operate.
- Visible - something people can genuinely take part in or benefit from.
- Practical - using Westway's people, vehicles, skills and experience where these can add value.
- People-focused - supporting skills, wellbeing, opportunity or stronger local connections.
- Long-term - building relationships and programmes rather than relying only on one-off gestures.
- Responsible - safe, properly planned, affordable and consistent with our legal and operational responsibilities.

*We will not describe an idea as an achieved outcome until it has actually been delivered and we have evidence to support it. Where an initiative is still being considered or piloted, we will describe it as such.*

## (C) Future Talent

Westway employs people in a wide range of driving, operational, workshop, compliance, finance, customer-service and management roles. We want to make these careers more visible and give young people and career changers a better understanding of the opportunities within passenger transport.

The Westway Academy already provides a platform for learning and development within the business. Our wider CSR programme will build on this by creating opportunities to share experience outside the company as well.

### Areas we are looking to develop

- Driver Story sessions, where drivers can talk honestly about their career journey, responsibility, professionalism and useful life skills.
- A possible "Future Routes Programme" linking schools, colleges, apprenticeships, careers and life-skills activity.
- School or college projects based on real transport challenges, such as planning an efficient route or solving an operational problem.
- Depot visits and structured work-experience or apprenticeship opportunities where suitable places are available.
- Recognition or prize schemes that reward effort, improvement, professionalism and positive attitude.

*These ideas are taken from Westway's CSR and Community Initiatives Working Document and will be developed in stages rather than introduced all at once.*

## (D) Community wellbeing

Our vehicles are part of the communities we serve every day. We therefore want our community work to be based on useful local relationships and activities that help people connect, participate and feel supported.

Areas of activity include, or may develop to include:

- Local volunteering and litter-picking activity.
- Food-bank collections or practical support for local community organisations.
- Support for local sport, health and wellbeing initiatives where Westway can contribute in a meaningful way.
- Working with care homes or organisations supporting older people, including possible outings or transport initiatives that help reduce isolation.
- Using a suitable coach as a mobile community, careers or learning space for selected projects.
- Supporting schools and community groups with transport or project activity where there is a clear community benefit.

*Any programme involving children, vulnerable people or community transport will be subject to appropriate safeguarding, insurance, driver-hours, accessibility and operational checks before it is agreed.*

## (E) Environmental responsibility

Environmental responsibility is a major part of Westway's wider sustainability programme and also forms one of the three pillars of our CSR activity. The aim is to combine improvements within our own operation with practical action in the local environment.

This includes:

- Continued investment in cleaner and electric vehicles and more efficient journey planning.
- Fuel, idling and driving-efficiency monitoring supported by Samsara telematics and driver coaching.
- Recycling and improved management of tyres, oils, parts, packaging and other operational waste.
- Biodiversity and green-space improvements at our depot.
- Litter picking and possible expansion into a "Clean Routes" initiative covering local roads, school routes, bus stops or riverside areas.
- Exploring ways of recognising and encouraging efficient driving through measurable performance information.
- Offering lower-emission transport options to customers where the fleet and itinerary make this practical.

*Environmental claims made through CSR activity will be supported by the records and controls within Westway's Environmental Management System.*

## (F) Local economy and responsible partnerships

Westway also contributes to the local economy through employment and the goods and services we purchase. Where quality, safety, value and operational requirements can be met, we will consider local suppliers and partnerships.

One of the future actions identified in our working document is to understand this contribution more clearly by mapping appropriate local expenditure and recording the time our employees contribute to school, training and community activity. This will help us measure our impact rather than relying only on general statements.

## (G) How initiatives are chosen and managed

Before committing Westway time, vehicles or funding to a new CSR activity, we will consider:

- The purpose of the activity and who is expected to benefit.
- Whether it fits one of our CSR pillars and Westway Values.
- Safety, safeguarding, accessibility, insurance and other legal requirements.
- The time, vehicle availability and financial cost involved.
- Whether a local charity, school, college, club or community partner is better placed to help deliver it.
- What evidence can be retained to show what was actually achieved.
- Whether the activity is capable of becoming a useful longer-term relationship.

Significant commitments, sponsorships or use of company resources will require approval from the appropriate senior manager.

## (I) Measuring our activity

We will keep proportionate records of CSR activity so that progress can be reviewed. Depending on the initiative, this may include:

- Employee volunteering hours and number of colleagues involved.
- Schools, colleges, charities or community organisations supported.
- People participating in careers, training or community events.
- Apprenticeship, work-experience or development opportunities provided.
- Transport, staff time or other in-kind support contributed.
- Environmental outcomes such as litter collected, trees or habitats supported, recycling or efficiency improvements.
- Local expenditure or supplier information where reliable data is available.
- Feedback from participants and partner organisations.

*Where reliable measurement is not yet available, we will establish a simple baseline before making claims about improvement.*

## (J) Future CSR programme

The working document contains a wider range of ideas than we would expect to deliver at one time. The following areas provide a practical starting point for development over 2026-2028. They are development priorities rather than promises that every activity will be introduced.

| Area | Next step | How we will evidence progress |
|---|---|---|
| **Future Routes / careers** | Pilot a small number of driver or office career sessions with a school or college partner. | Attendance, feedback, staff time and presentation material. |

| Area | Next step | How we will evidence progress |
|---|---|---|
| **Community wellbeing** | Identify one or two local organisations where transport, volunteering or practical support would make a useful difference. | Partner feedback, participation and support provided. |
| **Clean Routes** | Build on litter-picking and green-space work through a repeatable local environmental activity. | Dates, employee hours, photographs and measurable outcomes. |
| **Local economic impact** | Begin identifying relevant local supplier spend and community contribution. | Supplier/spend review and employee-time records. |
| **Mobile community space** | Assess whether a suitable coach can be used safely for a careers, learning or community event. | Feasibility review and pilot evidence if progressed. |

## (K) Supporting documents

### Supporting documents

- Westway Sustainability and Responsibilities Policy 2026.
- Westway Environmental Policy and Environmental Management System.
- Westway Values Framework.
- Westway Academy overview and training records.
- CSR and Community Initiatives Working Document - the internal development plan containing proposed future ideas and programme notes.
- Volunteering, biodiversity, staff development and community activity evidence.

This policy will be reviewed at least once a year. The accompanying CSR and Community Initiatives Working Document can be updated more frequently as ideas are tested, partnerships develop and new opportunities arise. An initiative may be added, changed or removed where it is no longer practical, safe, useful or aligned with Westway's priorities.