

**SECTION 172(1) STATEMENT for each of  
London United Busways Limited (CRN: 02328561)  
London Sovereign Limited (CRN: 02467207)  
(the “Companies”)**

**For the year ended 31 December 2020**

The Directors of each of the Companies recognise their duty to promote the success of the Companies for the benefit of their respective members as a whole whilst having due regard to the matters set out in Section 172(1) of the Companies Act 2006:

- The likely consequences of any decision in the long term
- The interests of the Companies' employees
- The need to foster the Companies' business relationships with suppliers, customers and others
- The impact of the Companies' operations on the community and the environment
- The desirability of the Companies maintaining a reputation for high standards of business conduct
- The need to act fairly as between members of the Companies

In providing class leading passenger transport services each of the Company works closely with a range of stakeholders, without which the operating business would not succeed, including TfL, with whom we work in partnership in delivering passenger transport services within London. Meetings with a range of stakeholders are held regularly at all levels of the relevant Company's organisation with decisions taken with reference to their impact on relationships and sustainability.

#### *Customers*

As the Companies' principal customer, feedback from TfL and the metrics of the operating performance (as detailed in the Review of the business) helps inform our decisions and how we organise to provide an effective and efficient service.

#### *Passengers*

The passenger transport services that the Companies provide is a key requirement of the local communities without which residents would not be able to travel to their places of work or leisure as efficiently and cost effectively. Concessionary pass holders rely on the services we operate to provide a means of reliable transport that helps to support mobility and quality of life. The goal is to give everyone access to convenient transportation and a more pleasant city to live in.

## *Employees*

Each of the Companies recognizes the importance of our people in our business; the men and women who work for the Companies are at the heart of everything we do. That means offering our staff meaningful opportunities and bringing customers and passengers the solutions they trust us to provide. The skills, experience and knowledge that our employees bring to each of their roles and functions are critical to enable a safe and efficient service.

Treating one another with dignity, fairness and respect cultivates inclusion and the Companies are committed to fostering a diverse workforce and appreciates the uniqueness of each of our employees. Diversity drives innovation and creates a workplace where all employees can grow their careers, support their communities and lend to the success of the Companies.

The COVID-19 crisis represented the biggest challenge for the UK, London and the bus industry in recent times. The scale of this unprecedented event necessitated emergency and temporary measures to ensure that we could continue to serve London whilst operating in a sustainable manner, in co-operation with TfL and the trade union. Our top priority during this exceptional period was to protect and safeguard our workers and their families. We implemented enhanced daily cleaning on the buses, adopted the TfL-funded enhanced sick pay, provided personal protective equipment and advice on its use and balanced availability of drivers with a reduced service in a controlled manner. On inspection by HSE, we were commended for our approach to the crisis and acknowledged for implementing unique measures beyond the minimum standards to help protect and safeguard our workers.

The way the Companies deal with employee engagement is dealt with in the Directors Report under Employee Consultation.

More details about our strategies are available in the published audited accounts of the Companies available at Companies House.