

MANAGING DIRECTOR'S ENVIRONMENTAL POLICY STATEMENT

Lumo aims to be a modern, innovative, and environmentally conscious company providing a sustainable and low impact travel alternative to budget airlines and long-distance coach travel. We will always listen to our customers and colleagues and do our best to reflect their environmental and social concerns with a particular focus on issues such as climate change, resource consumption and waste generation.

We are committed to fully understanding our environmental impacts and developing strategies to control these, so we can work to be as sustainable and energy efficient as possible. We will strive to maintain sustainable principles at the centre of our operations and in all levels of business and strategic decision making. With this in mind, we are developing an environmental management system to help implement these principles and tackle environmental issues on a daily basis. We will reach out to customers, the wider public and other stakeholders to help fully understand our environmental impacts and meet their needs and concerns where reasonably practicable to do so, whilst providing safe and accessible services.

We also acknowledge and commit to supporting the rail industry's role in decarbonising transport and helping meet the UK and Scottish government's Net Zero targets. Under our environmental policy and wider management system we aim to:

- Comply with all relevant environmental legislation and other compliance obligations through communication with stakeholders and understanding the wider context of our company, including relevant environmental performance information.
- Manage pollution related to our activities and implement measures to protect the environment from wider pressures such as climate change and excessive waste generation.
- Commit to continual improvement in environmental performance through strong leadership, implementation of sustainable strategies and setting of effective objectives.
- Reduce emissions and work towards FirstGroup's Net Zero targets through use of 100% electric trains along with a range of other energy efficiency measures on our services and in supporting facilities.
- Work with wider industry in investigating the potential for renewable energy sources in power generation for our trains.
- Implement a paperless environment using e-ticketing on our trains and printer less supporting facilities.
- Develop strategies to limit the reliance on single-use items on our services.
- Provide proper waste segregation and recycling facilities for customers on all our trains.
- Reduce resource consumption through strategies such as tailored uniforms and eliminating or reducing plastic and other packaging, whilst facilitating reuse of items by colleagues and customers where possible.
- Manage our activities to reduce waste generation, particularly to landfill, associated with our services as far as possible.
- Engage in a circular economy approach through collaboration with suppliers, aiming to prioritise low impact manufacturing methods, reusable materials/products; and minimise end of life impacts related to Lumo where possible.
- Keep up to date with new and emerging environmental technologies and practices.
- Support our colleagues in the use of low carbon modes of travel to work.
- Provide robust environmental awareness training and communications to all our colleagues and support their input to environmental decision making.
- Look to work with contractors and suppliers who share our ethos of sustainability and encourage environmentally sound practices.
- Collaborate with catering suppliers who adopt ethical and sustainable practices in food production, manufacturing, and processing to reduce food miles, packaging, and other concerns.
- Undertake data gathering to fully understand our carbon impact and other environmental issues and set effective environmental objectives and performance indicators.
- Provide information on environment performance to customers via a carbon calculator on our website, social media, and other innovative pathways to allow for an informed choice in their travel needs.
- Consider a lifecycle perspective in everything we do including raw materials and energy consumption, food procurement, attire, waste generation and decommissioning of rolling stock and other vehicles.



MARTIJN GILBERT, Managing Director, First Open Access Operations