



Equality and Diversity Annual Report 2022-2023

Plain Text Version

1. Purpose

Our vision for the future of Nexus is to create a diverse and inclusive workplace culture that provides accessible and safe public transport services. This forms part of our key themes set out within our Corporate Business Plan so that Nexus can strive towards its mission of *making public transport great for our environment, economy, and communities*. This report establishes how Nexus is fulfilling its responsibilities as a public body to comply with Equality laws and standards, and also provides an opportunity to demonstrate how vital Diversity and Inclusion are to Nexus as an organisation. This Equality and Diversity Annual Report for 2022/23 identifies key Nexus activities, schemes, initiatives, strategies, and achievements that are allowing us to continuously build on our

equalities obligations to becoming more diverse and inclusive. The report outlines the positive outcomes that our various achievements and schemes have had on both customers and colleagues. In addition, the last section of this report offers detailed workforce profile data and recruitment statistics, including gender pay gap information.

2. Introduction

Public Sector service providers are required by the Equality Act (2010) to publish equality information, review their efforts to fulfil the Public Sector Equality Duty, and set out specific and measurable equality objectives against which to demonstrate progress.

This report summarises what Nexus has done over the past year to maintain and improve equality, diversity, and inclusion – for our customers, our colleagues, and for the wider society in which we operate. It meets our statutory responsibilities under the Equality Act and provides up to date information on developments to improve diversity and inclusion across our organisation, and across the products and services that we are responsible for.

This report covers the following areas:

- Progress in embedding aims of the Diversity and Inclusion Strategy and People and Culture Strategy across our organisation.
- Progress in embedding equalities policies across our workforce.

- How Nexus delivers safe, reliable, and accessible public transport.
- Accessibility improvements made in the past 12 months.
- Next steps on how we will improve our services and practices in the future.
- How we continue to engage and consult with people on identifying their transport needs.
- Development of contemporary workplace policies that aim to generate a more inclusive workplace.

The transport sector is still in a period of recovery following the Covid-19 pandemic. Whilst demand for travel has increased on the previous two years, there is still great financial strain on public operators as they strive to attract patronage. This includes Nexus as well as our partner travel operators within Tyne and Wear. Across 2022/23, Nexus have continued to provide essential travel links whilst taking steps to maximise the safety of our customers. #

2.1 Modern Slavery

The Modern Slavery Act 2015 includes provisions extending existing support for victims of human trafficking to victims of slavery, servitude, and forced and compulsory labour.

Section 54 of the Modern Slavery Act 2015 requires organisations with an annual commercial turnover of at least £36 million to publish a modern slavery statement for each financial year. The statement details the steps the organisation has taken, if any, to ensure slavery and human trafficking is not taking place within its own business and supply chains. As a large employer, Nexus falls within the scope of the Modern Slavery Act.

Nexus is committed to working responsibly and sustainably in ways that serve the long-term interests of our customers, colleagues, suppliers, and the communities we serve and society more widely. We engage with local people and produce goods and services in a sustainable and ethical manner in compliance with our values, public sector policy, and procurement law.

Nexus will therefore not engage in nor condone or tolerate any act of modern slavery and human trafficking.

Our Modern Slavery Policy reflects our commitment to act ethically and with integrity in our business relationships and to respect human rights, including the rights of children. We expect all who work for and with us to adhere to our zero-tolerance approach towards slavery and human trafficking. These principles have been embedded within our Human Resources, Procurement, and Supply Chain management policies and practices.

Our commitments are published annually in Nexus' Slavery and Human Trafficking Statement. The statement is updated every year and published on the Nexus website within our Diversity and Inclusion section.

2.2 Public Sector Equality Duty

The Public Sector Equality Duty (or the Equality Duty) forms part of the Equality Act (2010). Since 2011, public sector employers and service providers have published data and information in accordance with the act. The single Equality Duty replaced previous singular duties on race, disability, and gender – and

was developed instead as one single duty in order to harmonise and extend it across a wider array of protected characteristics as identified within the Equality Act. The protected characteristics that are identified by the Equality Act are;

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Those that are subject to the Equality Duty must have regard to the following across all areas of activity:

- Eliminate unlawful discrimination, harassment, victimisation, and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic, and those who do not.
- Foster good relations between people who share a protected characteristic, and those who do not.

These are often referred to as the three aims of the general Equality Duty. The Equality Act explains that having due regard for advancing equality involves the following:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The Public Sector Equality Duty applies to all public authorities listed in Schedule 19 of the Equality Act 2010 (including local authorities, schools, health bodies, police, transport authorities, passenger transport executives, and government departments).

2.3 Specific Duties

The Public Sector Equality Duty is supported by specific duties. Their purpose is to help public authorities meet the general duty. The specific duties in England apply to all public authorities listed in Schedule 1 and Schedule 2 of the specific duties' regulations. Under the updated specific duties contained in the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017, public authorities are now required to undertake three key measures:

1. Public Equality Information

This is to publish information annually, to demonstrate compliance with the general Equality Duty. This report is the fulfilment of that requirement.

2. Prepare and Publish Equality Objectives

This requires a public authority to prepare and publish one or more equality objectives that can help to meet the general Equality Duty. These objectives must be reviewed or updated at least every four years. The current objectives align with aims from the Nexus Diversity and Inclusion Strategy 2022 and have been reviewed and approved by the Nexus Senior Leadership Team in 2023 as part of the consultation on this report.

3. Publish Gender Pay Gap Information

An additional requirement from the Public Sector Equality Duty is for public authorities, including Passenger Transport Executives such as Nexus, to calculate and publish annual 'snapshot' information as at 31 March (see definition at Schedule 1(1), relating to pay specifically including the following (Schedule 1 2(1)):

- (a) The difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees;
- (b) The difference between median hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees;
- (c) The difference between the mean bonus pay paid to male relevant employees and that paid to female relevant employees;
- (d) The difference between the median bonus pay paid to male relevant employees and that paid to female relevant employees;
- (e) The proportions of male and female relevant employees who were paid bonus pay; and

- (f) The proportions of male and female full-pay relevant employees in the lower, lower middle, upper middle, and upper quartile pay bands.

Nexus anticipates that reporting on disability and ethnicity pay gaps is likely to be introduced in the future. Nexus will respond to these requirements if officially published. This report will contain snapshot data on the makeup of our workforce, including the percentage of the workforce who are disabled or from an ethnic minority – as well as data from those who apply for positions within Nexus and declare this information as part of the application process.

2.4 Nexus Equality Objectives

Nexus is required by law to publish equality information and to prepare and publish one or more equality objectives, under the requirements of the Equality Act 2010 (Specific Duties) regulations. Nexus publishes equality information as part of this annual report and has two published equality objectives:

The first is specific to Nexus as an employer of over 1000 people:

- 1. Nexus will encourage an inclusive workplace culture with a diverse workforce that is representative of the communities we serve.**

The second is specific to Nexus as a service provider and transport operator:

- 2. Nexus will ensure that our public transport and the services we provide are accessible, safe, and inclusive for all customers.**

These equality objectives are embedded in our corporate objectives as part of our Corporate Business Plan and service delivery arrangements – which are approved by the Senior Leadership Team. Progress towards achieving these is constant and is guided and driven by aims set out in our Diversity and Inclusion Strategy 2022. Progress achieved on aims and objectives is monitored and reviewed through corporate performance reporting processes, analysis of data, direct consultation with colleagues and customers, and feedback from key stakeholders.

3. Our Customers

Nexus is proud to promote and provide transport for the people of Tyne and Wear. Over 2022-23 and beyond, Nexus works to continuously identify and recognise the needs and wishes of our customers including delivering suitable and accessible services to vulnerable, at risk, and marginalised groups in society, some of whom rely on public transport on a daily basis. Nexus seeks to ensure that our staff are regularly trained in dealing with customers who may have extra needs or accessibility issues, as well as other groups. We will continue to engage with stakeholders, partner organisations, community groups, and others to conduct in depth consultation and collaboration in order to ensure that the services we provide are effective and fully inclusive. Nexus recognised the impact that positive action work with customers can help us to remove barriers to accessing our services.

3.1 Youth Liaison

Over the past year, Nexus Youth Liaison has been involved in a number of community and school related projects focussed on public transport and the railway including on, Metro Flow, the new Metro Train Fleet, and the Northumberland Line Scheme. Our Youth Liaison Officer arranges events in schools across Tyne and Wear to deliver sessions with the aim of promoting safe, responsible, and respectable behaviour amongst students and young people when travelling on public transport, with a particular focus on Metro. An interactive approach to awareness includes quizzes, games, and role play activities. Students from Year 6 and above are ready to be independent travellers, so presentations by Youth Liaison are focussed on Metro Inductions, Safety Works, the dangers of the railway, and platform safety. These sessions also cover where young people can get help and seek advice regarding public transport, as well as information on what to do in an emergency, personal safety, awareness of potential dangers and hazards, and the importance of being responsible passengers.

Nexus remains committed to reducing acts of Anti-Social Behaviour committed on public transport – and education amongst young people in Tyne and Wear on the dangers and impacts ASB causes is a key part of this aim. This year's RAP (Reducing Accidents at Play), held annually in South Tyneside, was focussed on Anti-Social Behaviour and the dangers surrounding a working compound as part of the Metro Flow Project. The session allowed young people to gain insight into the various dangers and risks associated with a major railway line closure, as well as the responsibility that all passengers have when using Metro and the importance of reducing crime on public transport.

Nexus Youth Liaison have also developed Anti-Social Behaviour card trials to encourage open and inclusive discussion on ASB on public transport amongst young people, and the consequences that ASB has on individuals and operators. These cards have most recently been trialled amongst Year 7 pupils which has seen a positive response of significant discussion making. The pack of 50 cards covers definitions of ASB and the consequences associated with ASB action. Cards include information on throwing stones, unruly behaviour, damage to lifts and escalators, verbally abusive language, damage to ticket machines, and destruction of fire safety equipment. Use of ASB cards and discussions associated with them engages with young people on how choosing to commit an act of anti-social behaviour is likely to have negative repercussions on their own future as well as family members, their friends, and other customers on board public transport. Sessions also discuss the impact of peer pressure on committing acts of anti-social behaviour.

Nexus has continued to work actively with Restorative Justice and Youth Offending teams across all five local authorities within Tyne and Wear in response to crime and acts of vandalism committed on Metro or at Metro Stations by young people. Nexus Youth Liaison is involved directly in working with young offenders in doing reparation work at Metro Stations as well as undertaking one to one sessions where there is discussion on understanding the impacts of crime from the victim's perspective or staff member's perspective. Nexus is proud of its continued demonstrable success with such schemes where there is a much lower likelihood that the young offender will go onto re-offend.

3.2 Stakeholder Engagement

Nexus employs a team of Stakeholder Relations Officers (SROs) who play a vital role in engaging with a wide range of stakeholders and community groups across Tyne and Wear. Many of these groups include individuals with protected characteristics of which Nexus is proud to work with to foster good relationships in order to understand needs and concerns when using public transport. Our SROs work alongside Project Management teams to manage relations and expectations with lineside neighbours, businesses, and other community groups. Community consultation is carried out to minimise any negative impact of projects. Consultation exercises also provide an opportunity to promote the use of public transport, increase ridership, and identify opportunities to improve public transport for all people. Our stakeholder engagement encourages all generations to consider public transport as a sustainable travel choice that has economic and environmental benefits to themselves and the wider North East region. SROs work closely with partner agencies within the region, such as Northumbria Police and the Local Authorities to tackle crime and anti-social behaviour on public transport. This also provides an opportunity to discuss the impact and perception of crime with community groups and members of the public, by answering queries and cancelling any misconceptions about crime or anti-social behaviour that people may have.

SROs regularly represent Nexus at meetings with elected representatives and councillors across Tyne and Wear, to ensure that they are kept informed and consulted on transport schemes and activities within Nexus. This also allows Nexus to work proactively with other public bodies in the region to help resolve any neighbourhood disputes or enquiries. In addition, Nexus also works

regularly with a range of local charities and community groups to promote partnership schemes and public transport, that contributes to our Corporate Social Responsibility. Across these relations and consultations, Nexus representatives seek to meet our Equalities obligations, and to promote and further our commitment to Diversity and Inclusion.

Cost of Living

Nexus is aware of the financial impact that the current cost of living crisis is having on people across Tyne and Wear, especially those on lower household incomes, and how this may impact upon their daily travel choices. Stakeholder Relations have assisted across the past year with an increase in guidance on travel planning, guidance on different transport modes, and information about Pop cards and other ticketing – particularly in relation to the matching of the UK Government bus ticket £2/£4 flat fare scheme on the Tyne and Wear Metro between January to March 2023, and the cost savings between Pop Card and standard paper tickets. This to ensure that customers are getting the best value for money according to their travel patterns and needs. Nexus keeps all of our stakeholders informed as regularly as possible on current travel information, consultations, and attends wider Local Authority involvement where able.

Metro Community Takeover

As part of the recovery from the Covid-19 pandemic and related lockdowns, Nexus has been able to embark on a number of community arts schemes that promote partnership, inclusion, and sustainable travel via our Metro Community Takeover project, in partnership with Arts Council England. The ‘Song for Metro’ scheme saw Nexus work alongside community groups, schools, disability groups, and outreach groups in 2022 with the intention of

showcasing a song about the Tyne and Wear Metro to a number of community groups and schools in 2023. The Metro Inspectors Comic Book in 2022 was another new arts project commissioned by Nexus that directly involved an artist portraying comic book stories involving 'the Checkies' that have been published and distributed to communities across Tyne and Wear.

In addition, over the past year Nexus has continued some of its 40th Anniversary celebrations of the Tyne and Wear Metro, including commissioning and designing a piece of artwork with a number of community groups in South Tyneside. The artwork has since been shown in a number of Metro stations at Hebburn, Chichester, and Bede. This scheme in particular involved the inclusion of a number of diverse community groups as well as young people from a number of schools across South Tyneside. Elsewhere, Nexus have embarked on some direct entertainment engagement initiatives including working with the Curious Arts project, a locally based organisation that champions LGBTQ+ art across the North East. Taking place at Central Station in March 2022, local drag artists were involved with showcasing customer stories about travelling on Metro creating a large canvas of commutes and adventures.

Public Transport Engagement

Nexus SROs have continued to engage with customers throughout 2022/23 regarding new public transport schemes and infrastructure works, as well as worked collaboratively with local employers to promote sustainable transport amongst their respective employees.

In 2022, Nexus worked with Cobalt Business Park travel management to organise an event in which to talk to all major businesses on Cobalt Park about sustainable transport. This provided an opportunity to provide all employees at the site with information on Pop Cards and ticketing as well as general public transport information on local bus services and Metro. Nexus has also been working proactively with HM Revenue and Customs in preparation for their new site in Newcastle City Centre. This has seen Nexus staff visit a number of HMRC sites to discuss accessibility on public transport, bus services and Metro in Newcastle, as well as sharing information on ticketing and pricing.

Nexus SROs have continued to consult on a number of necessary infrastructure and transport works that have occurred across Tyne and Wear within the past 12 months. This has included public outreach across communities in South Tyneside in preparation for Metro Flow line closure – which involved discussing alternative travel options. SROs have also engaged with residents and businesses in North Tyneside regarding the Tanners Bank Bridge replacement in order to mitigate any further effects on daily operations within the area. As part of this outreach and consultation, Nexus were able to donate the bridge name plate to the Stephenson Railway Museum to enable part of the history of the bridge to be retained and celebrated locally. Across 2023, Nexus SROs will also continue necessary public consultation with regards to the Northumberland Line scheme. This also includes Nexus staff attending a number of steering groups, including importantly a working group on delivering social value to the local area as part of the wider scheme.

3.4 Metro Customer Service Engagement

Metro Customer Service teams have continued to provide help and support to all customers across the Metro network as public transport rebuilds patronage following on from the Covid-19 pandemic. Customer Service teams are split between roving support teams in blue jackets that provide a mobile presence across Metro and stations when it is required most, whilst concourse teams in berry jackets work at stations to offer advice with Gatelines and ticket machines as well as provide general information and assistance about travel. Having a dual approach to Metro Customer Service continues to receive positive feedback with continuously high scores on their knowledge and professionalism.

Customer Service teams are all trained in disability awareness and can provide assistance across the network. Customer Service Advisors are able to provide prebooked assistance at any station across the network (with a minimum of 4 hours' notice). Customers are able to prebook assistance to provide them with the reassurance that someone will be able to assist them with their journey, including help getting on and off Metro.

3.3 NHS Vaccination Hub

Throughout the beginning of 2022, Haymarket Metro Station hosted an NHS Covid-19 Vaccination Service Centre. The drop-in centre welcomed all walk ins from Metro and Bus passengers that offered first, second, and booster doses of the Pfizer vaccine for over 16s. The empty space at Haymarket provided a strategic opportunity to encourage public transport passengers to

drop in and get a vaccine as they started or ended their journey in Newcastle City Centre. Nexus was delighted to play a part in supporting the NHS and encouraging people across the North East to get vaccinated against Covid-19. Our cleaning contractors, Churchill, played a vital role in ensuring that the space was clean and safe to get the clinic up and running.

3.5 Safety and Security

Security Team

In 2022, Nexus introduced a dedicated Security Team working on Metro to tackle rising incidents of anti-social behaviour (ASB) on public transport. Four new teams of dedicated Security Officers were deployed onto the network to be on duty at specific times and locations that are monitored as hotspots for ASB. Security staff primarily work late shifts between 3pm and 12am, and work proactively alongside our Customer Service teams, Metro Control Centre, and Metro Police Unit. The Security Team, delivered on behalf of Nexus by STM Security, demonstrate the commitment of Nexus to tackling ASB and crime on public transport. In addition to reducing ASB, Security Officers are also deployed to help prevent ticketless travel, damage to property, and graffiti – as well as provide reassurance to all customers who use Metro across the network. Our new Security Teams have already seen proven successful results and have increased the visibility of staff resource on Metro, including introducing more flexibility for Customer Service colleagues that have more time to dedicate themselves to assisting customers.

Body Worn Video

Everyone travelling on public transport or colleagues working as part of a transport network have the right to be free from violence or harassment, and Nexus support this fully. The introduction of body worn cameras to frontline staff, most notably our Customer Service and Security Teams, has ensured a safer approach towards reducing criminal activity across the Metro network. Nexus is proactively working with Northumbria Police and the British Transport Police to reduce incidents on our network, and body worn video can help act as a deterrent to crime as well as increases the likelihood that offenders will be prosecuted. Nexus is committed to ensuring that all assaults, whether verbal or physical, on public transport should be reported. Body-worn video is allowing us to target resource to areas where we can avoid escalation. Nexus has recently partnered with other rail operators from across the UK to promote the benefits of front-line employees wearing body worn video as part of a campaign for the Rail Delivery Group. Research has shown that wearing body worn video can reduce the likelihood of an assault by up to 50%.

Working in Partnership

Nexus actively works alongside a number of partners across the North East in working together to reduce crime and ASB on public transport. Nexus Safety and Security staff chair working groups and forums on quarterly basis that consist of Nexus staff, the Metro Police Unit, Security Team, and the British Transport Police. In addition, Nexus work proactively with Northumbria Police and our Local Authority partners on a number of annual schemes designed to tackle and reduce instances of crime and ASB on public transport, including participation in police operations across the Metro network.

Across 2022-23, Nexus has also partnered with the office of the Police and Crime Commissioner Kim McGuinness in efforts towards making public transport safer for women and girls. Kim McGuinness has highlighted a number of successful bids to the UK Home Office within the past year that have focussed on making public spaces and transport safer and more inclusive for women, girls, and marginalised groups, as well as helping to tackle underreporting of incidents and addressing behavioural change. These projects include the Safer Transport Northumbria App, Operation Cloak that provides reassurance in keeping people safe during night time economy activity, and Social Action days.

3.6 Hate Crime Charter

A hate crime is defined as when someone commits a crime against another individual because of their race, disability, religion, sexual orientation, or gender identity. A hate crime can involve physical violence, offensive language, verbal abuse, intimidation, harassment, bullying, as well as damage to property. Awareness of hate crimes committed on public transport and the need to focus attention on reducing incidents of hate crimes made against customers or staff is of paramount importance to Nexus. Following the Covid-19 pandemic, Nexus has seen an increase in the number of reported crimes on board public transport. This is likely due to a reduction of people travelling throughout the pandemic but also can be attributed to doubts that allegations may be taken seriously. Nexus is committed to our public transport being for everyone and to meet the needs of everyone, therefore it is important that everyone feels safe when using it.

Nexus works proactively with a multi-agency approach to address hate crime on public transport, including discussions and partnership with Northumbria Police, the Local Authorities, community groups, and the office of the Police and Crime Commissioner. A number of initiatives have been introduced including the use of Hate Crime Champions that allows both customers and colleagues to raise concerns and issues to designated individuals.

Along with other transport operators in the North East region, Nexus are signatories of a Hate Crime Charter that defines the responsibilities of transport providers to raise awareness of hate crimes on public transport and to work towards making it clearer and easier for victims who feel they may have been a victim of a hate crime to declare it and that concerns will be addressed. The Hate Crime Charter for Tyne and Wear is included within the Appendix section of this report. Nexus, alongside its partner organisations, seeks to raise the importance of preventing hate crime on public transport, and uses the Hate Crime Charter as a benchmark for future initiatives.

3.7 Northern Pride

Nexus was proud to be a part of Northern Pride which saw Newcastle as its host city in 2022. Our Managing Director, Martin Kearney, attended the official launch on behalf of Nexus and spoke about the importance of the event encouraging all to get involved. Nexus wants all customers and colleagues to feel welcome and respected to be themselves when working with us or using our public transport – and Pride was a key event in which to celebrate this with other organisations and individuals from the LGBTQ+ community and beyond. Some colleagues and the Human Resources Team ran a stall at the Pride celebrations talking to people about employment opportunities and the

benefits of working for Nexus, as well as our commitments to Diversity and Inclusion. Meanwhile, another group of Nexus colleagues, joined by family and friends, took part in the Pride March through Newcastle City Centre on Saturday 23rd July. In 2023, Nexus HR team and a Nexus Researcher are partaking in Allyship training with Northern Pride to learn skills on raising awareness and increase understanding of intersectionality within the LGBTQ+ community.

3.8 Bus Services

Nexus spends around £12.7 million annually securing bus services across Tyne and Wear that are not viewed as being profitable by commercial operators. Commercial bus companies operate approximately 85% of services in Tyne and Wear, whilst Nexus funds the remaining 15% of services.

Nexus funds bus services for several reasons:

- Where areas are not served by commercial operators, leaving communities without access to public transport.
- When commercial bus operators decide not to operate services at a particular time of day or week, for example evenings and Sundays.
- Where there is an individual social need, such as getting people to work or school, or the need to provide accessibility to local facilities such as health centres.

Secured bus services help to increase accessibility and create more inclusive public transport. Buses often provide essential links for remote areas of Tyne

and Wear and ensure that as many people as possible have the opportunity to travel sustainably to places of need such as shops and health centres.

Nexus continues to work with transport operators as patronage recovers following the Covid-19 pandemic. As funding challenges grow due to high levels of inflation, Nexus is required to make increasingly tougher decisions on what services are secured following withdrawals of services by commercial bus operators. These decisions will be made on the basis of ensuring as many people as possible are able to make essential journeys, as we strive to create a more equal society. All of our contract specifications for secured bus services call for the use of fully accessible vehicles with all the relevant interior and exterior specifications.

3.9 Ticketing

Nexus has continued to manage and run a number of ticketing schemes that make it more accessible for those with certain characteristics and extra needs to use public transport on a regular basis.

Companion Card

Eligible English National Concessionary Travel Scheme (ENCTS) pass holders who need help to travel on public transport can apply for a Companion Card. The card is for ENCTS cardholders who would find it difficult to use public transport without the help of a companion. A Companion Card allows a companion to travel with the holder, free of charge at the same times of day that the ENCTS card is valid. Companion Cards are valid on local buses across the North East region, as well as on Tyne and Wear Metro (in conjunction with a Metro Gold Card). Nexus funds the Companion Card scheme at its own

discretion, paid for via the levy funding Nexus receives from the local authorities in Tyne and Wear.

TaxiCard

Nexus continues to provide a door-to-door TaxiCard scheme for customers who have difficulty in using buses and Metros to make essential journeys. Those eligible receive a card pre-loaded with £225 annually in financial credits to be used towards taxi fares with approved operators contracted to Nexus to provide the service. Nexus oversees over 3000 TaxiCard scheme members that are entitled to receive subsidised taxi travel on production of a valid membership card. To qualify for TaxiCard, applicants must be in receipt of or meet the following criteria:

- Higher Rate Mobility Component of Disability Living Allowance
- Registered Severely Visually Impaired or Blind
- Higher Rate Attendance Allowance
- Personal Independent Payment (PIP): the decision letter must show that the applicant has scored a minimum of 8 points in the Mobility section

Group Travel

Group Travel and Shoppers' Services provide a Nexus run useful service for the elderly and disabled, that increases their social inclusion. These services have developed to meet the wishes of the individuals to travel as part of a group to retail outlets, social clubs, and training establishments, the assurance of safe and accessible transport. These services provide the necessary transport tailored to these needs. The Group Travel scheme is operated with accessible vehicles, supported by fully trained employees with proven track records in this

mode of transport delivery. As part of the recovery from the Covid-19 pandemic, Nexus has seen a sharp uplift in the number of people being able to make use of this service again.

Bridge Card

Nexus manages Bridge Card, which is a way for those who may have certain difficulties using public transport due to age, disability, illness, or lack of confidence, to indicate to transport staff that they may need additional support. Cardholders can show the card across transport modes, and it will be recognised that extra help or assistance may be required. Staff are able to help cardholders check timetables, give information, operate accessible equipment, and give time to find a seat before the vehicle moves off.

Ticket to Work

The Nexus Ticket to Work scheme is managed by Nexus and delivered in partnership with Department for Work and Pensions in Tyne and Wear. It provides support for jobseekers and those returning to employment or training with free travel until new employment is found. This travel is valid on modes across the North East region. Nexus provides Pop Pay as You Go smart cards pre-loaded with credit to cover the cost of travelling to work opportunities, training, or new employment as part of the scheme. Recovery from the pandemic has recently seen an uptake in this scheme again as face-to-face job interviews and training return to workplaces across the North East. In 2023, Nexus has also expanded this scheme in coordination with charities and other organisations, including SmartWorks UK, a non-profit organisation that dresses and coaches' women referred from mental health charities, the prison service, homeless shelters, and women's refuges to be best dressed and

empowered to be the best version of themselves in gaining new employment opportunities.

Young People

In 2022, Nexus joined in partnership with Newcastle City Council, Gateshead Council, bus operators, and NHS North East and North Cumbria Integrated Care Board to launch a pilot scheme providing free transport to young people across Newcastle and Gateshead who have recently left local authority care. The scheme provides more than 300 young people aged 18 to 25 with a Pop Card for an annual Network One season ticket providing a year's free travel across all local public transport within Tyne and Wear. Providing free transport is a major contribution to tackling poverty amongst young people who are new to living independently. Many care-experienced young people have raised the impact of travel costs as detrimental to their wellbeing, employment opportunities, and social mobility. Nexus and its partners in the scheme intend to regularly survey the young people who are in receipt of the Pop Cards to see how the free travel helps support them into education, training, and employment, as well as allowing them to maintain friendships and build social contacts. If the pilot scheme proves successful across 2022-23, there is the potential for it to be extended out to over 1000 young people across the North East region.

3.10 Accessible Information

Nexus continues to champion and provide accessible information about public transport within Tyne and Wear and beyond.

Bus Timetabling

Information provided at all bus stops in Tyne and Wear is positioned and displayed in an accessible format and is available on the Nexus website. All bus timetables are produced in PDF format and URL format and hosted on the Nexus website. These can be downloaded to a mobile device or printed off by passengers. The information is set in 10pt. type. Nexus will also supply large print versions of timetables on request. Bus schedules are also displayed on large screens and head of stand screens, as well as on the online Journey Planner and Travel Map.

Pop App

In 2023, Nexus have rebranded the former Metro app and launched a new Pop App that combines Metro travel information with ticketing. The new Pop App allows customers to track Metros in real time and plan journeys – as well as inform them of real time updates to Metro services or changes. Android users will also be able to purchase digital One Week Metro Season Tickets directly on the app for travel use.

3.11 Metro Accessibility

Nexus owns and operates the Tyne and Wear Metro, the light rail network that serves communities across Gateshead, Newcastle, North Tyneside, South Tyneside, and Sunderland. Nexus operates 60 stations for 18 hours a day for 7 days a week.

Nexus has embarked on a number of exciting projects across 2022-23 that will change Metro operations for the better – including the opening of a new Metro Depot in preparation for the new fleet of trains due to enter passenger

service in 2023-2024, as well as the completion of Metro Flow scheme in South Tyneside that will allow for increased frequency of the network from 2024. These schemes mark important benchmarks in ensuring that Metro continues to be an accessible mode of transport for the future.

New Train Fleet

The new fleet of Metro trains is a £362 million investment that were designed in consultation with over 23,000 customers across a variety of platforms including social media, Metro website, webinars, and face to face workshops that included VR technology. As a result of these consultations, two main design changes were incorporated into Metro carriages which were double poles at the in the door entrances and horizontal handrail in the wheelchair spaces. The new fleet of Metro trains will offer a number of benefits for customers in terms of accessibility:

- Fully compliant with Rail Vehicle Accessibility Regulations (RVAR)
- Single train – walk right through
- Air conditioning onboard with heated floors in winter months
- Mobile phone charging points throughout the train
- External destination screens
- Four wheelchair spaces per train – in addition spaces for bikes/prams/luggage
- Retractable step at each door – eliminate gap between train and platform edge
- Information screens throughout the train carriage
- 15 times more reliable than the current fleet
- Digital CCTV cameras on board each train

At present, Nexus is aware that not all Metro stations on the network meet the RVAR requirements with regard to the step and gap distance between trains and platform edge – this is known as the Platform Train Interface (PTI). This PTI gap is an issue for wheelchair users and for People with Reduced Mobility (PRM) to negotiate the step gap distance. With the advent of the new Metro fleet, it is expected that the non-compliance will be eliminated from the network as new trains will have an automatic level sliding step so that there is no gap between all platforms and trains. This means Metro will be more accessible for wheelchair users, older people, and PRM who will be able to board more easily. Additionally, the new linear layout of seating on trains will also benefit customers with disabilities and additional needs with accessible and comfortable seating near Metro doors.

Nexus continues to maintain a number of accessible tools that PRM and disabled customers can rely upon including:

- Help points at Metro stations.
- Requests met for staff assistance.
- Travel assistance with train operators at Sunderland and Newcastle stations.
- Detailed online access guides for each Metro station.
- Accessibility audits undertaken in house on a regular basis to ensure compliance.

Station Access

As part of the Metro: All Change programme, Nexus has invested £85 million in station modernisation over the past 10-15 years, with a considerable amount of this investment in access improvements. This included installing new lifts, escalators, tactile surfaces, double handrails, new edging to steps, and increasing the variety of seating. Nexus has made physical station access improvements that have included:

- Installation of new dual height handrails to both sides of staircases
- Installation of dual height handrails to ramp and paint in contrasting colours
- Improving way finding signage
- Replacement of old perch seats with a variety of newer seating
- Improved lighting levels to ramps, stairs, and platforms
- Continuation of the handrail, post mounted, at the lower end of ramps
- Completion of installation of platform edge tactile strips
- Continuation of installation of tactile strips on steps
- Enhancing fencing to increase the safety of passengers
- Improved CCTV to assist with safety and security

Awareness and Engagement

Mobility and physical disabilities cover a wide range of conditions that affect people in a variety of different ways within their daily lives. The number of people in Tyne and Wear who are living with a disability or life limiting illness is higher than the rest of the UK. Nexus has recently launched an engagement series with colleagues and community groups on mobility and physical disabilities. This awareness covers removing barriers within physical

infrastructure, as well as at all other levels including information, support, use of technology, as well as education and understanding about different needs to allow individuals to access services independently. Students and teachers from Percy Hedley School visited Nexus in February 2023. Percy Hedley School offers a safe environment for children and young people with various disabilities and difficulties, including cerebral palsy and autism. The school group shared information and experiences on using public transport and discussed on how we can work collaboratively to overcome barriers to accessing transport services.

3.11 Customer Research

Throughout 2022-23, Nexus continues to engage with customers on all modes of public transport. The Nexus Research Team have continued to adapt to shifts in travel patterns to help understand changing customer needs and behaviours across seven days a week. In addition, the Research and Insight team continue to engage with both regular public transport users and non-users through a range of research activity including the Nexus Insight Panel and online surveys. Nexus intends to expand the range of existing research channels in 2023. The surveys undertaken as part of the Insight Panel cover a wide range of subjects, of which the results are published on the Nexus website. Over the course of 2022-23, Nexus have also continued to undertake the regular Metro survey, as well as Metro and Bus Satisfaction surveys with travelling customers. Data gathered amongst those from certain protected characteristics groups is published as part of this report within the Data and Insight section. Nexus, in collaboration with Transport North East, also run the North East Travel Survey, which is now run on an annual basis.

3.12 Autism Awareness

In 2023, Nexus colleagues have begun collaboration with the National Autistic Society on a project to tackle loneliness funded by the Department for Transport. Schemes and training from the National Autistic Society aim to raise awareness of different kinds of autism within society and to drive positive change for autistic people. Nexus is keen to broaden its awareness of customers who may have autism and to recognise increased barriers or extra help required when using public transport. Nexus customer facing colleagues have undertaken transport specific Autism Awareness training and have collaborated with local autism groups, schools and colleges, and National Autistic Society branches to gain feedback on transport services, as well as to raise awareness of the project. Within the next 12 months, Nexus intends to broaden this engagement and training further that will excel our ambition of application for the Autism Friendly Award.

4. Our Colleagues

We want Nexus to be a fully inclusive employer, where our colleagues feel happy, productive, welcome, and can be their whole selves at work. Nexus strives to have a workforce that is made up of people who are representative of the communities we serve, and to provide opportunities for people to progress and excel in their individual careers. As part of the aims of our *Diversity and Inclusion Strategy*, Nexus wants to work proactively to eliminate the impact of unconscious biases within the workplace, raise awareness of the importance of inclusion, and educate on barriers and issues that can prohibit diversity. Our strategy also seeks to consider groups and issues that are prevalent in a workforce that are currently not covered by legislation, including for example, carers, menopause, and people from disadvantaged socio-economic backgrounds.

4.1 People and Culture

Between 2021-2022 Nexus created its People and Culture Directorate that now incorporates the Human Resources, Learning and Development, and Corporate Planning. In 2022, Nexus published a *People and Culture Strategy* that has generated a bold step towards ensuring Nexus meets its desires to be an employer of choice with focus on how we recruit new employees, encourage, and promote personal development at work, and advertise ourselves as an employer. The *People and Culture Strategy* reflects the aims of our *Diversity and Inclusion Strategy* in proactively taking steps to improve the diversity of our workforce, so that we better represent the people and communities we serve. Nexus has liaised with colleagues across our

organisation during the development of the *People and Culture Strategy* and *Diversity and Inclusion Strategy* to ensure that a wide range of voices have been heard and fed back – and to gain insight on where to target policy best effectively. Focus Groups were used as a primary data collection tool so that colleagues were able to give their thoughts and views voluntarily, in a safe environment, and without fear of repercussion.

As part of the aims of the *People and Culture Strategy*, Nexus has introduced Corporate Induction sessions for new employees hosted by members of the Senior Leadership Team and the Chief Operating Officer to welcome them to the organisation. This gave new employees the opportunity to learn about the key priorities of the organisation, meet members of the Senior Leadership Team, and meet each other. It also has given members of the SLT the opportunity to meet new starters face to face.

4.2 Inclusive Leadership

Also, as part of the outcomes of the *People and Culture Strategy*, Nexus has begun conducting SLT Connect sessions across all of our organisation's different sites. This is an opportunity for all employees to meet with members of the Senior Leadership Team on a regular basis to ask questions and gain insight into any current items on the corporate agenda. It has also been an opportunity for colleagues across the organisation to connect with others in an inclusive working environment. Promoting inclusive leadership is a key aim of the *Diversity and Inclusion Strategy*, that enables Senior Leadership and Heads of Service colleagues to champion diversity across the organisation from facilitating inclusive events to amplifying equalities campaigns.

4.3 Women in Transport

Nexus is aware that the transport sector remains a male dominated area of employment across the UK, and we are proactively taking steps to improve the gender balance of our workforce to that we become more representative of the society we serve. For example, in 2022/23 the Human Resources team have attended a number of Girls schools across Tyne and Wear in order to promote apprenticeships and careers in transport. Recruitment fayres with Reed in Partnership and SmartWorks have also demonstrated our drive to reach out to young women to actively demonstrate career opportunities across Nexus. Active participation in the Women in Transport programme is helping to address the issue of gender imbalance in the transport sector and for us to learn about best practice and discuss diversity with other partner transport operators and stakeholders. Women in Transport is a non-profit organisation that empowers women to maximise their potential in careers across the transport sector. Membership provides exclusive access to varied events programmes including professional development, networking, and annual mentoring.

On 8th March 2023, Nexus celebrated International Women's Day with a #BreakTheBias campaign that involved people right across our organisation to pledge their support for challenging inequalities in the workplace and recognising the important role that women play in careers across Nexus, the transport sector, and wider society. Nexus also launched a promotional video, in coordination with South Tyneside Council and the North Tyneside Learning Trust, showcasing and discussing the importance of women in transport, encouraging inclusion across workplaces, and in establishing steps for the future. We were also delighted to share ahead of International Women's Day

that progress has been made on reducing our Gender Pay Gap – seeing a reduction of 3.44% on last year. This is great news for Nexus and all employees, and we will continue to set out positive steps to reduce this further.

Also this year, our People and Culture Director, Rachel Redshaw, has been invited to join the 2023 Northern Power Women – Power List. The Power List recognises the trailblazers who challenge the norm. Rachel has been recognised for her personal efforts to create a more diverse and inclusive workplace culture at Nexus and beyond, and for inspiring people from across communities in the North East, including more women, to choose a career in engineering and transport. Fifty individuals were chosen by a panel of judges from more than 1500 nominations from across the North of England.

4.4 Apprenticeships

Nexus remains committed to our successful apprenticeship scheme, mentoring young people from a range of different background where they gain valuable work experience, make contributions towards society, and develop skills towards a successful career. Apprentices are assigned to a team and given broad exposure to the workplace, with hands on maintenance, finding solutions to old and new problems, and responding to incidents.

Nexus received 234 applications for Apprenticeships in 2022/23. Of the 234 applications received, 7% (18 applicants) were female, 7% (16 applicants) identified to be from an ethnic minority, and 8% (19 applicants) declared they were disabled. This data is displayed visually on the following page in pie chart form.

Sex (%)



■ Male ■ Female

Disability (%)



■ Disabled ■ Non Disabled

Ethnicity (%)



■ White ■ Minority Ethnic

4.5 Personal Development Training

Recently, the Learning and Development team have launched Pathway Hub, which is a new online resource toolkit available to all Nexus employees that can be accessed on all Nexus owned devices, anywhere, at any time. Pathway Hub provides over 2500 leadership and management courses, with specific courses relating to; leadership and strategy, managing teams, personal skills, and projects and operational courses. This toolkit is provided alongside the Nexus Know How platform that provides a range of e-learning courses available to all employees, as well as Microsoft Via Learning that is available to employees for training resources with content relating to data analytics as well as general training for Microsoft programmes such Teams and SharePoint. The range of training resources available to employees demonstrates a key aim of the *People and Culture Strategy* to broaden the opportunity for colleagues to develop their careers and roles at Nexus – and generates a more inclusive working environment in which people of all skills and abilities are able to excel at work.

4.6 Engagement and Education

The *Diversity and Inclusion Strategy* and *People and Culture Strategy* have both recognised the importance of education and engagement with colleagues across the organisation on a regular basis – with particular with a focus on awareness of issues surrounding diversity and inclusion. Across 2022/23, Nexus have embarked on championing a number of D&I campaigns that have directly involved employees including Newcastle and Sunderland Pride events, International Women’s Day, fundraising work with charities and local disability groups. Internal awareness campaigns undertaken across 2022-23 have also

allowed colleagues to be more aware of diversity related issues and celebrations that are part of the lived experience of fellow colleagues as well as people in the communities we serve on a daily basis. Generating awareness and educating each other is a main focus of our Diversity and Inclusion commitments – and in 2022/23 Nexus have launched campaigns with new forms of direct engagement including on International Carers Week, Race Equality Week, Black History Month, LGBTQ+ History Month, National Inclusion Week, Ramadan, and Diwali, amongst others.

For International Carers Week in February, Nexus began internal communication to empathise the commitment of people who are carers for others and the role they play in society. In addition, internal communications also sought to raise awareness of employees who may be carers within our own organisation alongside their work in our workplace. These campaigns were developed to be informative of the benefits and support that carers at Nexus are entitled to and that Nexus as an employer provides, and to give some insight into the protections and employment policies that reflect and help people who are carers.

4.7 Trans Equality

In 2022-23, Nexus have developed a new Trans Equality Policy that reflects our organisational commitments on being an inclusive employer. Our Trans Equality Policy represents work done on broadening the commitment of Nexus to ensure that our transgender colleagues or transgender applicants are treated with dignity and respect, and that those identifying as other genders different to their sex are not disadvantaged in the workplace. This policy, and other contemporary workplace policies, have embraced a collaborative

approach in consulting employees who are from minority groups as well as colleagues from recognised trade unions in achieving effective policies that are beneficial and representative of all employees. Our Trans Equality Policy reaffirms the benefits to Nexus when colleagues can be themselves at work. Moreover, it has committed Nexus to further securing and harnessing an inclusive working environment in which diverse characteristics are welcomed and supported.

4.8 Menopause

In 2022-23, Nexus has published a Menopause Policy to ensure that employees who are experiencing symptoms of the menopause have the relevant support, are treated with respect, and are not at a disadvantage in the workplace. Employees should feel that the menopause is not a taboo issue, people should have the ability to talk about it openly without fear of embarrassment or repercussion. However, the policy also recognises that there is no obligation for employees to disclose that they may be experiencing menopause to their employee or to anyone at work, but if they choose to, they should be empowered and supported to do so. In addition to our workplace policy, Nexus have also championed education of menopause and issues surrounding it via open dialogue with colleagues and awareness campaigns. This has also included Menopause Workplace Masterclass sessions available for all employees at the Nexus Learning Centre.

4.9 Agile Working

Nexus is committed to facilitating flexible working arrangements that meet the needs of our organisation and support employees across an agile working

environment. In consultation with our recognised trade unions across 2022, Nexus has developed an Agile Working Policy that has been published on the staff intranet with a Toolkit to assist managers that line manage an agile team. Our new Agile Working Policy recognises the great benefits to Nexus and our employees of in person interaction at places of work, whilst also allowing a more inclusive approach to work allowing employees to choose to work in a hybrid fashion creating a more effective work-life balance. As a result, Nexus now expects those in office-based roles, to whom the Agile Working Policy applies, to spend on average 60% of their working hours at their workplace.

4.10 Better Health at Work Award

The health and wellbeing of all colleagues is vitally important to Nexus and is also an integral part of the North East Public Health Strategy. Nexus is partnered with all of the North East Local Authorities and more than 400 other regional employers participating in the Better Health at Work Award scheme that is managed by Northern TUC, with endorsement from Public Health England. Employees benefit from the scheme with increased access to health information that generates and raises awareness that could save lives and avoid health conditions worsening to be detrimental to quality of life. As an employer, Nexus benefits from improved employee morale, lower levels of absenteeism, and increased productivity as a result of positive physical and mental health amongst employees.

Nexus has consistently achieved Maintaining Excellence and Ambassador Status across 2022/23 with the Better Health at Work Award and are already looking to continue this status next year. In order to achieve this, Nexus have

developed a specific action plan that sets out activities and events that will be promoted over the course of the coming year.

5. Data & Insight

We want Nexus to be a fully inclusive employer, where our colleagues feel happy, productive, welcome, and can be their whole selves at work. Nexus strives to have a workforce that is made up of people who are representative of the communities we serve, and to provide opportunities for people to progress and excel in their individual careers. As part of the aims of our *Diversity and Inclusion Strategy*, Nexus wants to work proactively to eliminate the impact of unconscious biases within the workplace, raise awareness of the importance of inclusion, and educate on barriers and issues that can prohibit diversity. Our strategy also seeks to consider groups and issues that are prevalent in a workforce that are currently not covered by legislation, including for example, carers, menopause, and people from disadvantaged socio-economic backgrounds.

5.1 Why do we collect data?

The Public Sector Equality Duties legally obliges us to publish our workforce and pay data. Analysis of this data allows us to examine where underrepresentation is occurring within our organisation and shows us how to determine where positive action can be taken going forward. At present, we currently analyse our employment and recruitment data regarding race, disability, gender, and age. Nexus employees can declare their religion/belief

and sexual orientation voluntarily as part of their employment profile. As part of the aims of the *Diversity and Inclusion Strategy*, Nexus aims to improve positive engagement with staff in order to broaden data collection of voluntary characteristic data, as well as general feedback relating to D&I.

The data shared within this report relates to the 2022/23 financial year. This means that the following data figures are taken from the period April 2022 to March 2023. Our workforce profile data is reflective and representative of our staff body as of our March 2023 establishment.

5.2 Research

270 of the 1334 members of the Nexus Insight Panel are self-declared disabled (20% of total members). 81 of the 1334 members of the Nexus Insight Panel are declared non-white (6% of total members). Across 2022/23, customer research has shown that 79% of customers who identified as having a disability felt that Metro services met their needs. 82% of Metro customers who identified as having a disability felt satisfied with the helpfulness of staff. 82% of Metro customers who identified as having a disability felt satisfied with the value of money of services, this is compared to 59% of customers who are non-disabled.

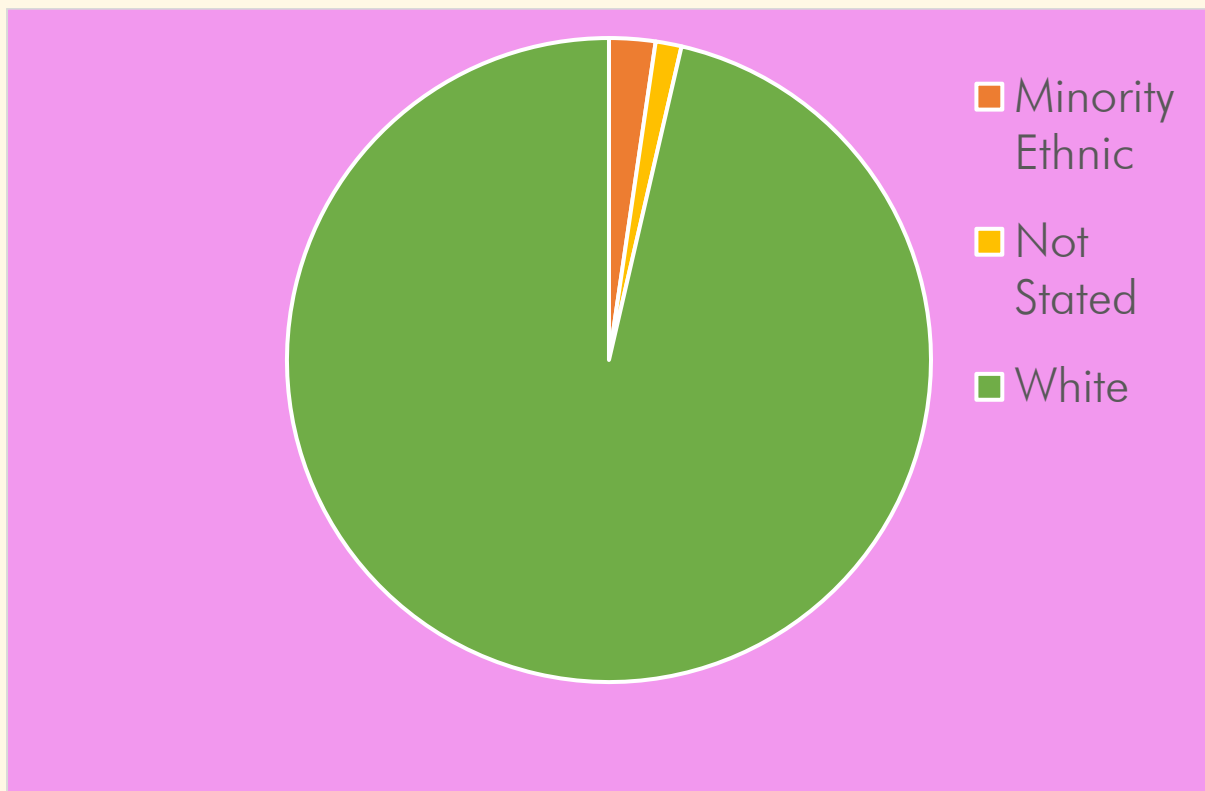
5.3 Employee Profile

The following data is a snapshot of our current workforce across Nexus, as of our March 2023 establishment. Nexus relies on all staff members to personally declare their Ethnicity, Disability status, and Sex at the time of joining the organisation. Age is determined from Date of Birth registered when joining as

a new employee. All staff members are able to personally declare their Religion/Belief and Sexual Orientation after they join the organisation as part of their employee profile, but it is not collected as part of the recruitment process.

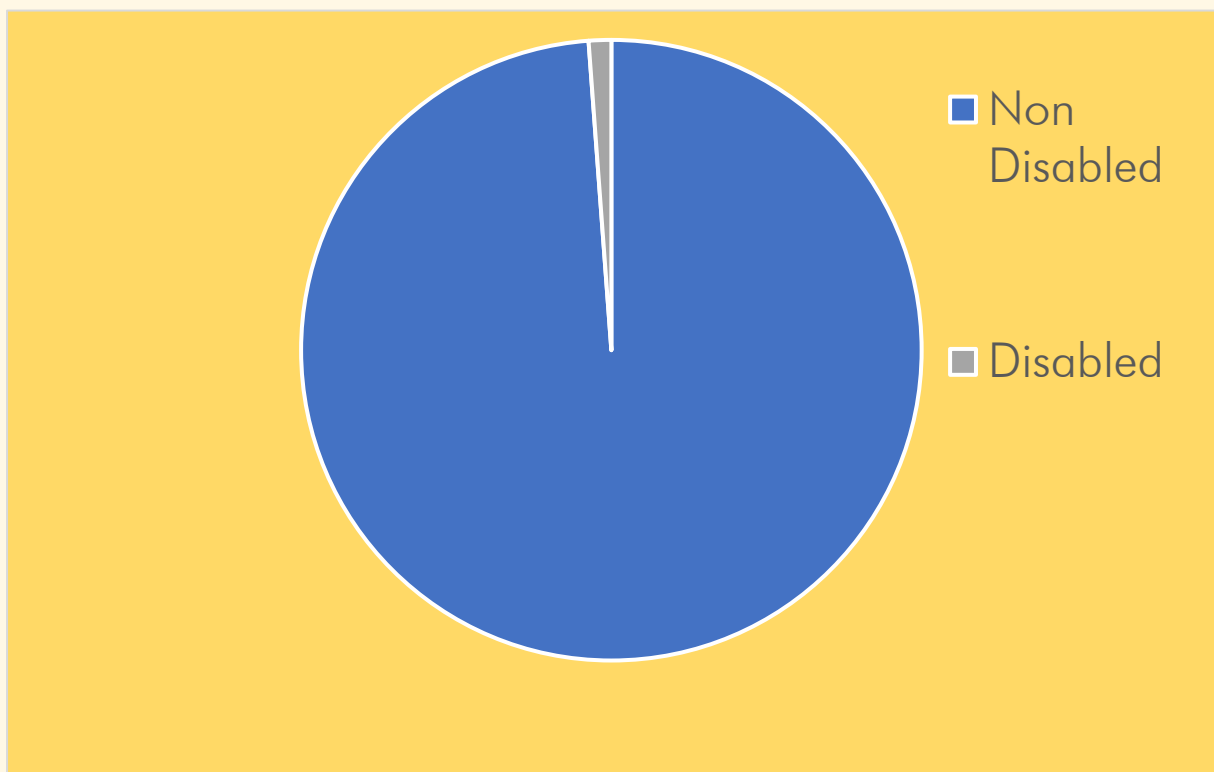
Ethnicity

At Nexus, people from Non-White minority backgrounds make up 3% of the total workforce in contrast to 96% of the workforce who are from White backgrounds. Our Non-White minority is slightly lower than the average for Tyne and Wear at 9% of the total population (2021 UK Census). 90.5% of the population in Tyne and Wear are White (2021 UK Census). Just under 1% of the total workforce did not declare their ethnicity.



Disability

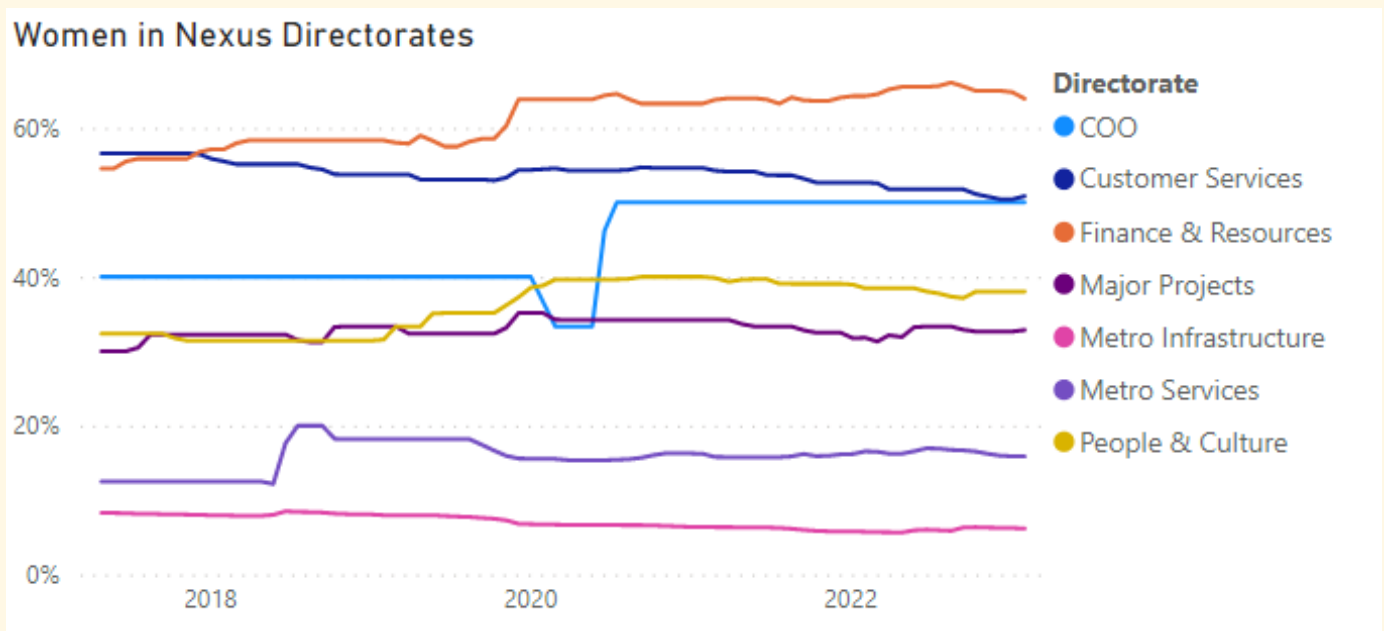
At Nexus, 2% of the total workforce have a declared disability. This is significantly lower than the wider North East total population at 21.2% (2021 UK Census). However, it should be noted that the wider Census data includes disabilities across all age groups including disabilities that may limit an individual's ability to be in employment.



Sex

Nexus currently has a ratio of 3 male members of staff to every 1 female member of staff. Almost three quarters of the workforce is made up by men. Workforce data shows that more females make up the lowest paid and lower middle quarter of jobs at Nexus than the upper middle quarter and highest paid jobs at Nexus, when compared with male members of staff. Yet Nexus has improved on this within recent years, with 2 new female directors appointed to the Senior Leadership Team. Of the total workforce at Nexus, female

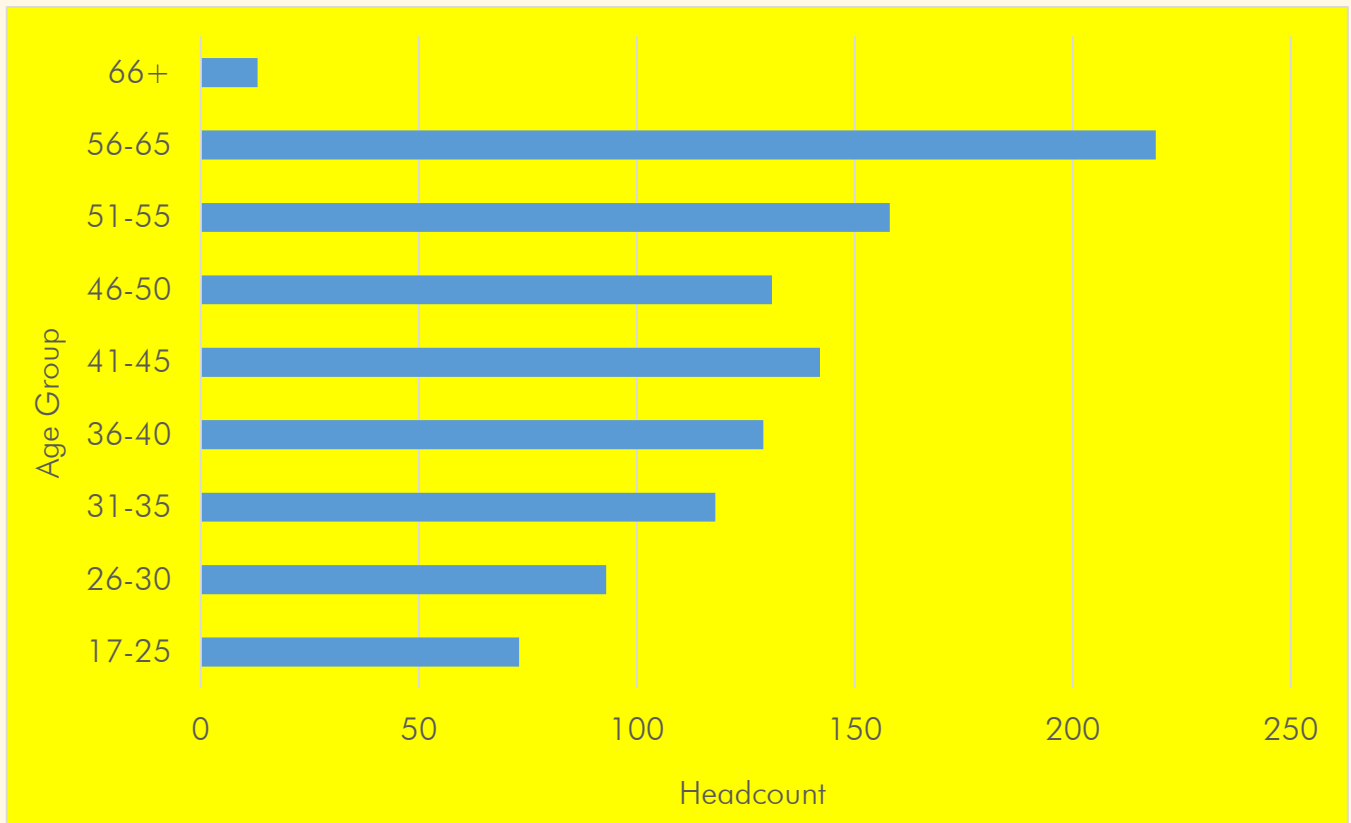
employees make up 22%. Workplace data shows us that the proportion of women within the organisation is not evenly spread across job types and directorates, with Finance and Resources and Customer Services directorates strongly outperforming Metro Infrastructure and Metro Services directorates for number of female employees.



Age

Nexus has representation of staff members from ages of 17 to 71. Predominately most of the Nexus workforce are from older age groups, that tend to outweigh the number of younger people within the organisation. The most common singular age at Nexus as of March 2023 snapshot is 56.

Members of staff that are over the age of 50, strongly outweighs the number of employees below the age of 30.



5.4 Gender Pay Gap

Nexus publishes updated Gender Pay Gap snapshot information online as well as to the UK Government, alongside the publication of this report, by the statutory deadline of 30 March following the previous financial year to which it relates.

Nexus is required to report our Gender Pay Gap as an employer with 250 or more employees and as a public authority employer.

The below is a summary of the Nexus mean Gender Pay Gap snapshot on 31 March 2022. The mean Gender Pay Gap is the most widely reported metric, calculated as the difference between average hourly earnings (excluding overtime) of men and women as a proportion of men's average hourly earnings (excluding overtime).

- The Nexus mean Gender Pay Gap on 31 March 2022 was 10.89%. This is compared to 14.33% for the previous reporting year, meaning that the Nexus pay gap has shortened by 3.44% from 31 March 2021 to 31 March 2022.
- The Gender Pay Gap has decreased significantly from 14.33% to 10.89%.

At Nexus, women earn 79p for every £1 that men earn when comparing median hourly wages. The median hourly wage for women is 21% lower than for men. When comparing mean hourly wages, women's mean hourly wage is 10.89% lower than men.

For reporting purposes, all Nexus employees are split into four quarters, which are calculated by splitting employees in the organisation into four even groups according to their level of pay. The upper quartile being the highest paid in the organisation, and the lower quartile being the lowest paid in the organisation. At Nexus, women employees occupy 14.96% of the highest paid jobs and 37.55% of the lowest paid jobs. Women employees occupy 18.11% of the upper middle quarter of jobs, and 19.69% of the lower middle quarter.

Nexus has seen a decrease in the proportion of women occupying the lower quarter of jobs and an increase in the upper middle quarter of jobs.

At Nexus, women earn the same as men when comparing median bonus pay. When comparing mean (average) bonus pay, women's mean bonus pay is 1.65% higher than men. In comparing which employees were in receipt of bonus pay; 90.83% of women received a bonus, in contrast to 88.17% of men.

Nexus is committed to working towards reduction and eventual removal of the gender pay gap and will continue to support initiatives to recruit more women within our workforce as well as work proactively to support and retain women that are current employees. As an organisation, we will increase and improve succession planning and personal development training so that women are likely to feel more able to strengthen their careers, embrace new and contemporary working policies to ensure the workplace is more inclusive, develop data collection to target policy where there are shortfalls, and revise our recruitment practices to embrace diversity.

Nexus aims to further reduce its gender pay gap, by decreasing the overall mean and median scores in the coming year and will develop targets actioned by the Senior Leadership Team for the short and medium term to improve across the next 12 month and 5 year periods.

The full Gender Pay Gap report is available on the UK Government website.

6. Summary

- Analysis of our employment and recruitment data shows that Nexus has made improvements in certain areas of our workforce, but yet that overriding shortfalls and themes do persist. Data also shows that some areas of the organisation have seen slower progress than other areas.
- Nexus continues to have a small proportion of employees that are from an ethnic minority or who are disabled. Nexus continues to have a low proportion of women as part of our workforce, this proportion is out of line with that of Tyne and Wear, yet it is reflective of others within the transport sector. Nexus will continue to work towards recruiting more people in these identified sectors and develop schemes in line to broaden outreach to showcase career opportunities for all at Nexus.
- It can also be summarised that there is a larger proportion of staff from older age groups, with those from the youngest two age groups as the lowest represented amongst the staff body. Nexus will continue to manage and promote our Apprenticeship scheme, as well as develop ways to engage with younger people regarding career opportunities at Nexus, especially amongst women.
- Nexus has made progress on previous years in retaining and recruiting younger people and females into the workforce, yet the overall number of females at Nexus has decreased slightly on last year. Yet the number of females in higher paid jobs has increased on previous years. Nexus

has also made very positive progress on reducing the Gender Pay Gap and will continue positive action schemes to reduce this further.

7. Appendix

Appendix A: A Hate Crime Charter for Public Transport

1. Introduction

A hate crime is any criminal offence which is perceived by the victim or any other person, as being motivated by hostility or prejudice based on an individual's actual or perceived race, disability, religion, sexual orientation, or gender identity. A hate crime can involve:

- Physical attacks such as assault, damage to property, offensive graffiti, and arson.
- Threat of attack including offensive letters or language, abusive or obscene telephone calls.
- Intimidation and unfounded, malicious complaints, outing or threat of outing.
- Verbal abuse, insults, or harassment - taunting, offensive leaflets and posters, abusive gestures.
- Dumping of rubbish outside homes or through letterboxes and bullying at school or in the workplace.

Everyone has the right to travel with confidence on public transport in our region. The number of incidents on public transport is low, but even a single

incident can have a disproportionate impact on the victim. Transport operators in the North East of England have come together to make a joint commitment: We will not tolerate incidents of hate crime and we will work with the communities we serve, the police and local authorities to support the prosecution of hate offenders.

2. Purpose of this Charter

It is the responsibility of all members of society to challenge Hate Crime. Sometimes it can occur on public transport because our service is part of local communities. We want customers to feel safe when travelling and will operate a zero-tolerance approach to Hate Crime. We will make use of our ability to communicate with passengers and will support them to make a report of hate crime. We commit to using the CCTV systems on vehicles and at stations to support the Police in tracking and identifying perpetrators of hate crime.

This charter sets out our commitment, as transport operators, to work together to tackle hate crime. By setting common goals and standards, we aim to provide a consistent approach whether people travel by bus, Metro, rail, or ferry. We want to educate our staff about the impact of hate crime so that they are able to encourage people to report incidents either as victims or witnesses, and we want to share best practice across our communities.

3. Reporting Incidents

The number of incidents of hate crime recorded on public transport in the North East is small but we know that there are sometimes barriers to people reporting something they have seen or been victim to.

When someone reports an incident the police can investigate, while there are also a number of agencies who can provide emotional and practical support. We understand the impact hate crime can have on victims and we want people to feel they will be taken seriously. The more detailed information our partners can build due to reports made to Police, the better equipped we will all be to seek solutions.

As transport operators we can play a key role by making sure people are aware how they can report incidents, and the importance of doing so, whether they occur while they are travelling with us or at another time.

We encourage anyone who has been a victim of or witnessed a hate crime to report incidents to your local police using 999 for emergencies or 101 for non-emergencies, providing as much information as possible, including your personal contact details. You can also text 61016 to contact British Transport Police when using national rail service. If you do not wish to share your personal details, you can also report anonymously, and this information is still incredibly useful to the Police when monitoring increases in particular strands of hate crime or hate crime in particular areas.

4. The Commitments We Make

- Ensure our staff encourage and support passengers who are victims and witnesses of hate crime to report to the Police at the time they occur or as soon as possible afterwards.
- Ensure training and awareness among our staff assists in tackling hate crime and the impact upon victims.

- Use the technology and assets we have, including CCTV, social media channels and information space, to work more closely with partners to tackle hate crime.
- Engage with voluntary groups, local authorities, and the police to maintain and build confidence in travel across our community, meeting regularly to review progress and set new goals.

