

Social Value Report

2024/2025



MANAGING DIRECTOR'S WELCOME

Welcome to our FY24/25 Social Value

At South Western Railway, we know our responsibility extends far beyond delivering train services. Every journey we operate connects people, strengthens communities, and contributes to the economic, social and environmental fabric of our region.

We're proud of the role we play in helping people get to where they need to be - whether for work, education, or leisure - and we work hard to deliver a safe, reliable and inclusive railway. We want to remain the heartbeat of the communities we serve, creating opportunities, supporting growth and leaving a positive legacy for the future.

Through our Journey to a Better Future sustainability strategy, we are committed to serving, safeguarding and strengthening our planet, places and people. Social value sits at the heart of this purpose, ensuring that everything we do leaves a lasting benefit for our colleagues, customers and the communities we serve.

In 2023/2024, we made some incredible progress and delivered **over £141 million in social value** across our network. This achievement reflects the dedication of our 5,000-strong team and the unwavering support of our partners and local communities.

In 2024/25 we delivered over **£145 million** in social value, reflecting the dedication of our colleagues and the invaluable support of our partners and community groups. Some of the highlights include:

- Rolling out biodiversity projects across the network, including the planting of over **5,000 trees** and the creation of new wildlife habitats.
- Funding **15 community projects** through our Customers and Communities Improvement Fund (CCIF), which have provided a local community benefit and addressed areas of social need.
- Engaging **hundreds of young people** through community partnerships that tackle crime, improve wellbeing and build skills for the future.
- Delivering new innovations such as **direct-to-device BSL translations**, supporting more independent and confident travel for Deaf customers.
- Expanding apprenticeship opportunities, with over **200 colleagues** developing their careers through structured programmes.

The initiatives showcased in this report underline our ongoing commitment to creating social value in everything we do - on our trains, at our stations and across the communities we serve.

As we look ahead, we will be bringing track and train together in an integrated, publicly owned railway. In doing so, will continue to push ourselves further: embedding social value into every decision, working with suppliers and partners to amplify our impact, and ensuring that the whole railway is a force for good for generations to come.



Lawrence Bowman
Managing Director



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FOREWORD

Social value sits at the heart of everything we do at South Western Railway. Over the past year, I have seen first-hand how colleagues, community partners and suppliers across our network work with dedication and compassion to create positive change for the people and places we serve.

This report brings together the stories, achievements and partnerships that have shaped our social value journey in 2024/25. From supporting vulnerable young people and improving accessibility, to creating new biodiversity spaces and expanding skills and apprenticeships, the impact is wide-ranging and deeply human. What stands out most is not just the scale of the work, but the care and commitment behind it.

I am particularly proud of how we have strengthened our approach to measuring social value this year. We have improved the accuracy of our data, expanded the initiatives we capture and worked more closely with partners to understand the full difference we make. This has helped us see our impact more clearly, and it will guide the way we grow and refine our work in future years.

Looking ahead, our ambition is to continue building a railway that delivers far more than transport. We will keep developing our social value strategy, working closely with our communities and suppliers, and embedding social impact into every decision we make. There is more to do, and I am excited about the opportunities we have to deepen our contribution and support thriving, resilient communities across our network.

Thank you to everyone who has played a part in this year's achievements. Your passion and partnership are what make this work possible.



Georgia House
Sustainability Manager





INTRODUCTION

Welcome to our FY 2024-25 Social Value Report. This year marks our fourth annual Social Value Report – an opportunity to reflect once more on the positive impact we’re generating across society, the economy, and the environment.

In FY 2024-25, we delivered **£147,137,756** in monetised social value across our network.

	FY23-24	FY24-25
Environmental	-£20,000,000	-£17,721,671
Community	£3,335,000	£14,315,195
Employment & Economic	£100,000,000	£119,354,770
Supply Chain	£6,500,000	£2,880,286
Health, Training & Skills	£51,000,000	£26,333,479
TOTAL	£140,835,000	£147,137,756

Table 1: Breakdown of Social Value achieved in 2024/25 in each category compared with the previous year

While the figures highlight year-on-year changes, they also reflect improvements in how we collect and report data. This year, for example, the Community category grew significantly as we began capturing the full social value of our Customer and Communities Improvement Fund (CCIF) projects for the first time.

The Employment & Economic category also increased, demonstrating the wider value of our apprenticeship programme, local jobs and skills development.

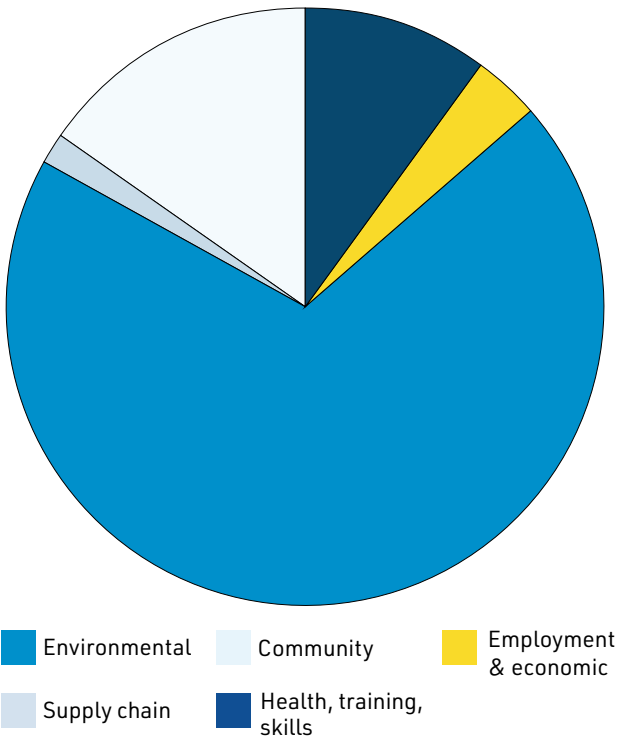
Meanwhile, the Supply Chain figure appears lower due to gaps in available data at the time of reporting. This remains an area we are working to improve, with closer collaboration with our suppliers to capture the full impact of sustainable procurement in future years.

The Health, Training & Skills category shows a lower overall figure this year, but it still represents a substantial £26 million contribution. The change is primarily due to a refinement in how we record engagement with schools and young people, giving us a more accurate picture of our impact. Beyond this, we have continued to strengthen our focus on quality outcomes – from leadership development and apprenticeships to mental health first aid and wellbeing initiatives – which all deliver lasting value for colleagues and communities.

Whilst the numbers provide valuable context, this report is about more than figures. The case studies that follow bring these initiatives to life, showing the real impact we are delivering for people, places and the planet.

By sharing this report, we aim to be transparent, inspire further collaboration, and invite charities, voluntary groups, and local stakeholders to join us in our shared ambition. Together, we can ensure the railway remains a force for good – helping our communities in London and the South West thrive.

Social Value Contribution by Area



WHAT IS SOCIAL VALUE?

DEFINING SOCIAL VALUE CATEGORIES IN SWR		
SWR AREA	RSVT AREA	RSVT Categories
 Supporting local communities	COMMUNITY	• Crime • Donations • Homelessness • Perception of the neighbourhood • Volunteering
 Promoting local skills and jobs	EMPLOYMENT AND ECONOMIC	• Apprenticeships • Jobs • Job quality
 Decarbonising and protecting our planet	ENVIRONMENTAL	• Air quality • Biodiversity • Carbon Dioxide • Water Reuse • Waste
 Promoting skills, employment and wellbeing	HEALTH, TRAINING AND SKILLS	• Careers advice or guidance • Health • Mentoring • Stakeholder engagement • Training
 Ensuring responsible business practices	SUPPLY CHAIN	• Payments • Small businesses • Supply chain

Social Value is the positive difference an organisation makes for people, communities, and the environment through the way it operates. It goes beyond financial results, capturing the wider benefits we create – such as supporting local jobs, improving health and wellbeing, protecting nature, and strengthening communities.

What does social value mean to SWR?

At South Western Railway, we see the railway as a powerful force for good. Every decision we make – from how we invest in stations and services to the partnerships we

build – has the potential to create lasting value. We use the Rail Social Value Tool (RSVT), to measure and monetise our impact. This approach helps us to understand where we are making the biggest difference and where we can do more, ensuring the railway continues to support people and places across our network for the long term.

How we calculate social value

We use the Rail Social Value Tool (RSVT), developed by the Rail Safety and Standards Board (RSSB) and Loop, to measure the wider benefits of our activities. The tool applies

recognised economic and wellbeing metrics to calculate the positive difference our projects make for people, communities and the environment.

Since 2020/21, RSVT has enabled us to track our progress consistently and transparently, aligning with industry standards. Alongside the monetised figures, we share case studies and stories to show the human impact behind the numbers.

Social value is embedded within our Journey to a Better Future strategy, which focuses on three pillars:

Better for our People

- Creating an inclusive, supportive workplace
- Developing skills and careers
- Promoting health, safety and wellbeing

Better for our Places

- Strengthening local communities
- Supporting small businesses and charities
- Sharing our spaces and improving accessibility

Better for our Planet

- Reducing emissions and conserving resources
- Tackling waste through reuse

- Enhancing biodiversity and protecting nature

By measuring both the numbers and capturing the stories, we can ensure our railway delivers long-term value for colleagues, customers and the communities we serve.

Linking to the UN Sustainable Development Goals

The **United Nations' 17 Sustainable Development Goals (SDGs)** provide a global framework for tackling poverty, protecting the planet and ensuring prosperity for all by 2030. Aligning our work with the SDGs reinforces our commitment to building a fairer, more sustainable future.

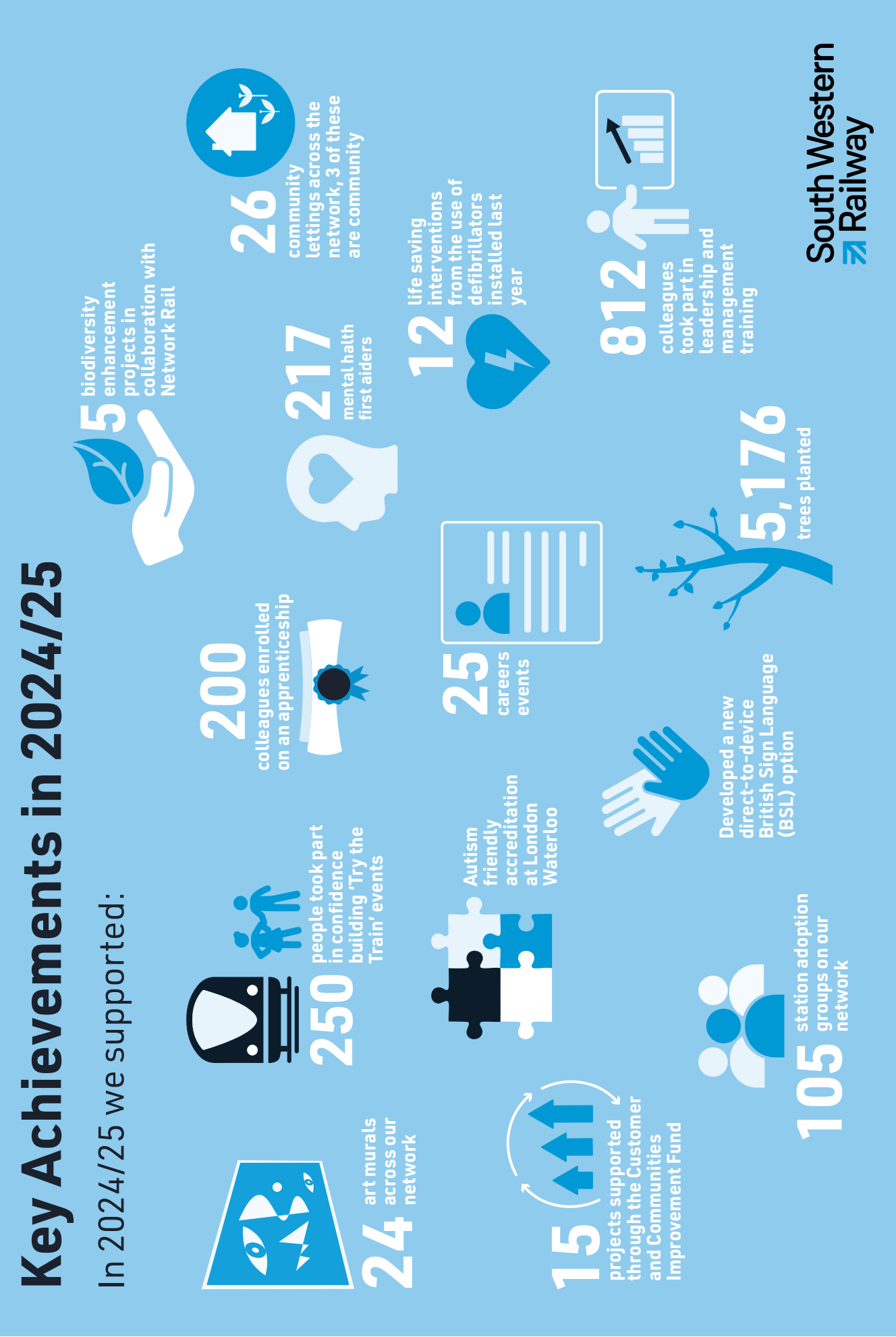
Our activities contribute to several of the SDGs, as outlined below:



REPORT SELECTION		RELEVANT SDG'S	EXAMPLES OF CONTRIBUTION
	Supporting local communities	11,16,17	Try the Train events; community gardens; murals and events at stations; CCIF-funded local projects.
	Promoting local skills, and jobs	5,8,10,11,16,17	Apprenticeships; leadership training; wellbeing initiatives; mental health first aiders.
	Decarbonising and protecting our planet	3,4	Assisted Travel improvements; accessibility training; defibrillators at stations; Autism-friendly accreditation.
	Promoting skills, employment and wellbeing	11,12,13,15	Tree planting; biodiversity projects; solar feasibility studies; energy efficiency upgrades.
	Ensuring responsible business practices	9,11,12,17	Contracts with sustainability requirements; small business spend; supplier volunteering and donations.

Table 2: SDG's linked to SWR social value activities

In 2024/25 we supported:





SUPPORTING LOCAL COMMUNITIES

Sustainable development goals we're supporting



We are proud to work hand-in-hand with the communities we serve, ensuring our stations and spaces play an active role in local life.

We have:

- **105 station adopters** across the network, helping us to maintain and enhance their local stations.
- **26 community lettings**, including **three community gardens** (valued at £36,870) provided at a peppercorn rent (a token rent, often £3, used to enable community projects without financial burden).
- In addition, we made **1,500 hours of community space** at stations available for use, generating £9,015 in social value.
- Our teams delivered **804 hours of stakeholder engagement**, ensuring we remain connected to the communities we serve.
- **250 people** attended a Try the Train event, giving new and nervous travellers the confidence to use the railway.
- We provided **£340,228** to Community Rail Partnerships to deliver community projects across the network.

Through our **Customer and Communities Improvement Fund (CCIF)**, we continued to support projects that address local social needs or engage and educate residents. In 2024/25, we invested approximately **£400,000** in 15 projects, with a further **£400,000 in match funding** secured from external organisations, charities and public bodies. This latest round brings the total number of projects supported by CCIF to **over 100**, and the total value of grant funding provided through the initiative to **more than £7.5 million**.

Case Study: Breaking Barriers to Travel

In FY 2024/25, our Accessibility Team made significant progress in improving confidence and independence for disabled and older customers.

They helped deliver the following:

- **More reliable Assisted Travel:** Reducing the average delay minutes per Assisted Travel occurrence from 3.39 minutes to 3.30 minutes, from improved use of the 'Passenger Assist App' and a customer campaign on the booking system.

- **Listening and learning:** We ran five "Try the Train" journeys with disability and community rail groups and met regularly with local accessibility forums such as Kingston Peers and Surrey Coalition to identify barriers and co-create solutions.
- **Co-designed resources:** In partnership with Kingston Peers, we produced a Plain English and EasyRead staff guide showing customers how to identify staff who can help. We also introduced calming gadgets for neurodiverse customers at stations and on trains.
- **Building awareness:** London Waterloo achieved Autism Friendly accreditation from the National Autistic Society, and all new guards and station colleagues now receive Autism Awareness training as standard.

These initiatives, alongside new step free access at Barnes and Motspur Park stations, are helping to make our railway more inclusive, while generating long-term social value.



Case Study: Reaching Vulnerable Young People with the Oasis Hub Youth Outreach Van

Through our Customer and Communities Improvement Fund (CCIF), we awarded **£19,200**, alongside **£44,100 in match funding**, to **Oasis Hub Mayfield** to support the running of their Youth Outreach Van in Southampton.

The van operates around **Bitterne, Sholing and Woolston stations**, areas identified as hotspots for antisocial behaviour, providing a safe space for vulnerable young people at risk of crime, suicide, or exploitation. Equipped with a fridge, seating, and cooking facilities, the van allows Oasis to deliver detached youth work directly where it is needed most.

What was delivered:

- **40 vulnerable young people engaged** and **25 targeted interventions** carried out via the outreach van.

- Mentoring provided to young people struggling with self-esteem and confidence, alongside Youth Pact meetings giving them a voice with the police, council and service providers.
- Day-to-day running of the **Harefield Youth Club** supported, including confidence-building sessions, sports and games, a Prom Shop for Year 11 students, and a Christmas party providing community and shelter. A **'Try the Train' trip** with Three Rivers CRP to build confidence in using public transport and promote rail safety.

- Wider community engagement, including a Family Fun Day, local rail safety events, and future plans to involve young people in awareness-raising activities during the Southampton Marathon.

By engaging with young people directly in their communities, the Oasis Hub has redirected them away from antisocial behaviour and towards positive activities, while also highlighting safety issues across the city. The project generated **£259,210 in social value**, with the greatest impacts from mentoring relationships and youth engagement.



Case Study: Making Travel Information Accessible in BSL

In summer 2024, our Innovation Team launched a new accessibility feature within the **SWR One Scan platform**, which uses QR codes to give customers easy access to live, tailored travel information.

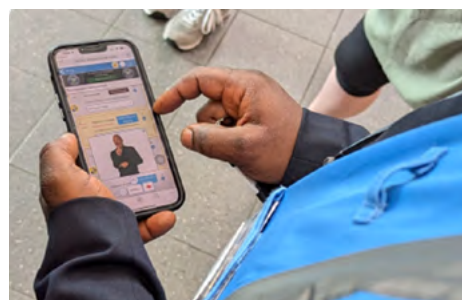
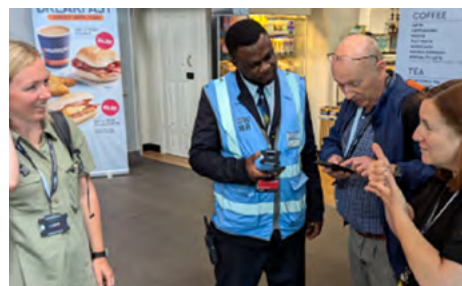
Working with developers **Whoosh** and BSL software specialists **Signapse**, and supported by First of a Kind innovation funding, we developed a new **direct-to-device British Sign Language (BSL) option**. This allows Deaf and Hard of Hearing customers to scan a QR code, select BSL, and instantly receive key travel updates, such as delays updates, such as delays and platform changes, via a video translation from a well-known BSL interpreter.

The feature removes the need for customers to rely solely on written information or to ask others for help, making independent, confident travel more accessible during times of disruption. Media coverage of the launch was extremely positive, including BBC News reporting on the September 2024 rollout.

Using the Rail Social Value Tool, the project has generated **£110,400 in social value**.

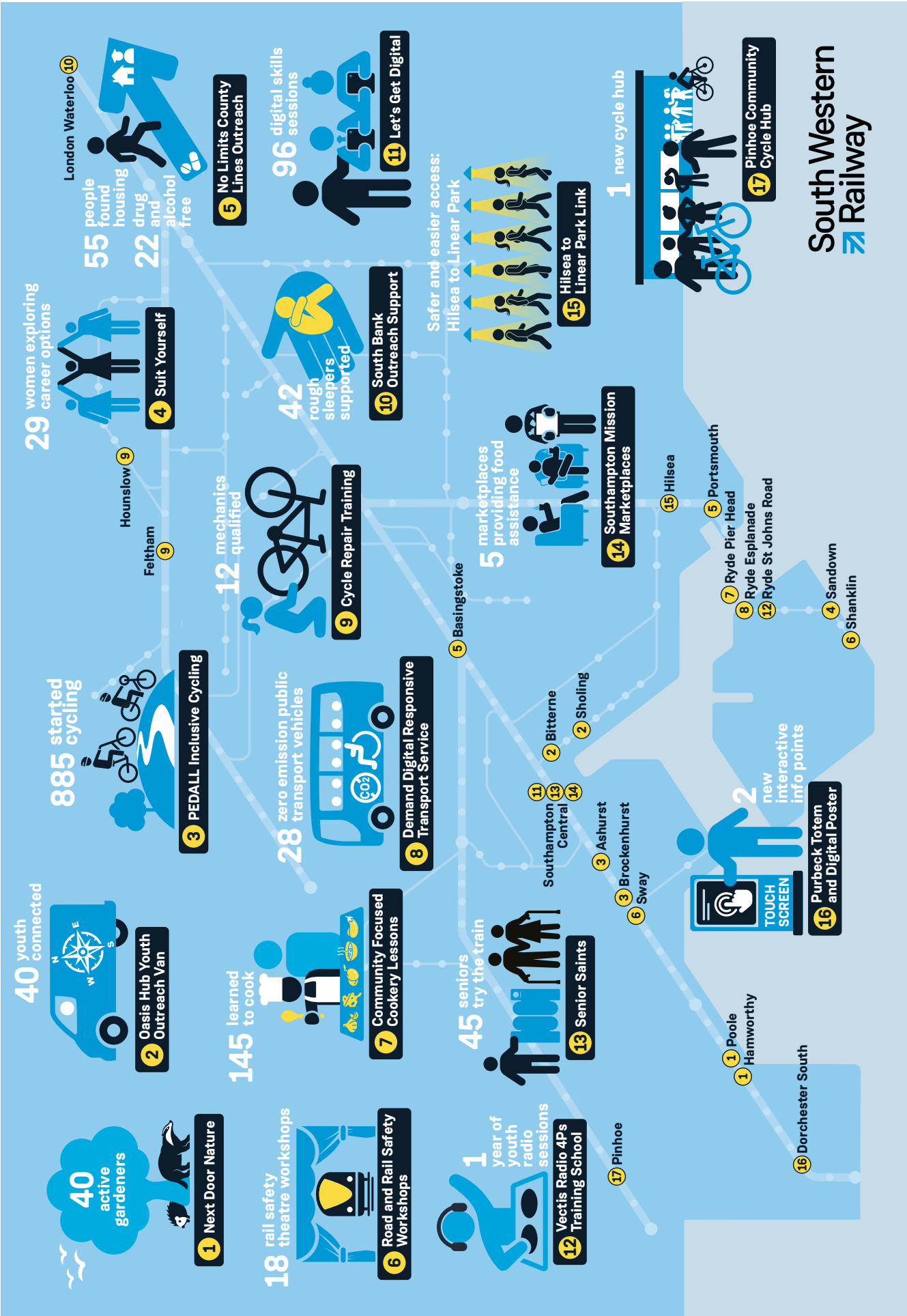
Customer feedback has been powerful:

"Wow, fantastic, that's life changing. Truly, because currently the access isn't equal to that of hearing people."



By integrating inclusive innovation into everyday journeys, SWR is helping to break down barriers and create a railway that works for everyone.

Investing in our communities – CCIF 2024/25 at a glance



PROMOTING LOCAL SKILLS AND JOBS

Sustainable development goals we're supporting



At SWR, we are proud to be a major employer across the communities we serve, providing opportunities for people to build rewarding careers and develop their skills. With a workforce of **5,462 colleagues**, we generate an estimated **£69.7 million in social value** through employment alone, as well as a **gross operating surplus of £39.9 million** in social value.

Apprenticeships remain a cornerstone of our approach to developing talent. This year, **24 employees** undertook **Level 4+ apprenticeships**, creating almost **£1 million** in social value, while a further **168 employees** trained on **Level 3 apprenticeships**, generating over **£8 million** in social value. We also supported **eight colleagues** through **Level 2 apprenticeships**, helping them develop new skills and confidence in their roles. Many of our apprentices go on to progress into management positions, with some even completing higher level degree apprenticeships as they advance through the business.

We recognise that flexible working can be life changing, and this year **250 colleagues** were able to work from home, generating **£481,192** in social value. Additionally, **77 employees** voluntarily moved from full time to part time work, giving them a better work life balance and

contributing to a further **£25,050** in social value.

These initiatives demonstrate our commitment to investing in our people and ensuring that we continue to create meaningful employment opportunities and career pathways across the network. Our apprentices and colleagues are not only building their own futures, but they are also helping to shape the future of the railway.

Case Study: Inspiring the Next Generation

We are passionate about opening up career pathways and raising awareness of the diverse roles available at SWR. This year, we engaged with schools and colleges across the network to help students make the connection between the classroom and the workplace.

- Delivered **22 events** in schools and colleges, including careers talks, CV workshops, speed networking, interactive presentations, and apprenticeship shadowing opportunities.

- Hosted a structured **work experience week** with Portsmouth City College, offering students valuable hands on experience across a range of roles.
- Supported **25 additional careers and apprenticeship events** across the network, with our 18 strong apprenticeship cohort playing a key role in engaging students.

As a result, we now have over **1,500 expressions of interest** for our next round of apprenticeship recruitment. While not all the students we've met are eligible yet, early engagement helps young people build the skills they need for the future and raises awareness of the wide variety of career opportunities available in the railway.

Customer feedback has been powerful:

"Our students were inspired by the opportunity to engage with the apprenticeship managers. These hands-on activities brought the world of rail careers to life in a way that classroom learning alone cannot achieve."





Case Study: Building Confidence with Suit Yourself

Through our Customer and Communities Improvement Fund (CCIF), we partnered with the **Isle of Wight Community Rail Partnership** to support Suit Yourself, a free, 10-week self-esteem and employability course for vulnerable women living between Ryde and Shanklin. The programme is designed to help participants rebuild their confidence, develop workplace skills, and take steps towards employment or education.

In 2024/25, CCIF funding of **£12,810**, alongside **£4,270 in match funding**, enabled the delivery of **four courses** at Sandown Railway Community Room. **29 women aged 40–45** took part, attending twice-weekly sessions covering topics such as communication skills, confidence building, stress management, CV writing, and interview practice. Participants also benefited from guidance on Universal Credit and Job Centre processes, as well as signposting to adult learning opportunities.



To support self-esteem, the programme included **makeup workshops** led by a professional artist, with participants gifted products to keep. Each course ended with a celebratory meal and certificates to recognise the achievements of the group.

The project generated **£422,815 in social value** with the main contributions coming from mentoring support, careers advice and the use of station community space.

By funding Suit Yourself, SWR is helping women in the Isle of Wight rail corridor overcome barriers to employment, improve their wellbeing, and take the next steps towards brighter futures.



DECARBONISING AND PROTECTING OUR PLANET

Sustainable development goals we're supporting



Caring for the environment across our network is central to SWR's broader objectives. Having committed to achieving **net zero by 2040**, we are working hard to reduce our carbon footprint, increase recycling, improve air quality, and enhance biodiversity in ways that deliver real, tangible benefits.

- Developed and progressed two new solar workstreams: **rooftop solar panels**, studies completed at 12 key sites, and **solar canopies**, feasibility assessments carried out at 52 station car parks
- Insulation was installed at **Bournemouth depot**, reducing winter heat consumption by **5-10%** and lowering costs
- Upgraded lighting on our **15X fleet**, cutting onboard electricity use by **50%**, further upgrades planned across other fleets



Another key innovation was the trial of a **Connected Driver Advisory System (c-DAS)**. This system provides real-time advice to drivers to improve eco-driving, reduce energy use and ease workload. Early estimates suggest it could deliver a **5-15% reduction in traction energy and carbon emissions** in the years ahead.

Alongside these energy initiatives, we installed **four water butts at depots** (generating **£198,091 in social value**) and delivered biodiversity schemes that saw the planting of **5,176 trees** (worth **£3.28 million in social value**). We also partnered with Network Rail to deliver **five biodiversity enhancement projects**, while colleagues and community groups continued to create habitats using repurposed materials, from planters and bug hotels to seating areas.

Our total carbon footprint for the year was **107,671 tonnes of CO₂e**, representing a disbenefit of **£21 million**. Since the Covid-19 pandemic, service levels have gradually increased, leading to higher mileage across the network. While this has resulted in higher overall emissions, it reflects more trains running and more passengers being able to travel to where they need to be. Importantly, our **carbon intensity measures have remained broadly consistent**, demonstrating the progress we are making towards more efficient operations, even as demand grows.

Rail remains one of the most sustainable modes of transport, and these projects show how we are embedding innovation and collaboration into our journey to net zero, while protecting and enhancing the natural environment across our network.

Case Study: Creating a Biodiversity Haven at Clapham Depot

At Clapham depot, colleagues have transformed an old, overgrown siding into a thriving wildlife and biodiversity haven. What was once an unused and neglected space is now a place that supports nature and provides staff with a peaceful spot to relax during breaks.

A team of volunteers led the project in their own time, clearing weeds and overgrown plants before repurposing materials found around the depot. Old seating destined for disposal was given a new life, planters were built from reclaimed items, and a pond and pergola were created to enhance both biodiversity and wellbeing.

The result is a sustainable garden built almost entirely from upcycled materials, offering a dual benefit: a sanctuary for wildlife and a calming retreat for colleagues. Already, the team has reported an increase in species on site, showing how small-scale initiatives can deliver meaningful impacts for both people and nature.

[Click this link to view a video of this project or scan the QR code below.](#)



Case Study: Saving Lives with the Alex Wardle Foundation

One of our closest charity partners is the Alex Wardle Foundation, established by an SWR colleague after the tragic loss of their son to Sudden Arrhythmic Death Syndrome (SADS). The charity is dedicated to raising awareness and providing life-saving equipment across our communities.

Since beginning our partnership, the foundation has played a vital role in the installation of **defibrillators at every SWR station**, ensuring that life-saving support is available to passengers and staff whenever it is needed.

Sustainability is at the heart of the foundation's approach. To date, they have collected around **25 tonnes of scrap metal** from across the SWR network, recycling it to generate funds which are reinvested into installing further defibrillators in local communities. In addition, the foundation has repurposed unclaimed lost property: items have been sent to **Ukraine** and over **25 bags** of donations have been delivered to communities in **Nigeria**. Any items that cannot be donated are sold, with proceeds used to fund **food parcels** for families in need.

Through this partnership, we are not only helping to save lives but also supporting a sustainable, community-driven model that turns unused resources into meaningful social value.



PROMOTING SKILLS, EMPLOYMENT AND WELLBEING

Sustainable development goals we're supporting



We are committed to creating a workplace where our people can thrive and where wellbeing is prioritised across the network. This year:

- **812 colleagues** took part in leadership and management training, strengthening skills at every level of the business.
- **Enhanced disability awareness training** was delivered to nine colleagues, helping to build confidence and inclusivity in the way we support our customers and each other.
- The installation of defibrillators at all of our stations led to **twelve life saving incidents**, generating an estimated **£23.8 million in social value**.
- **210 colleagues** signed up to Active Hub, our wellbeing initiative designed to encourage movement and healthy competition, creating **£194,968 in social value**.
- We now have **217 trained Mental Health First Aiders** across the network, with their training this year alone generating **£69,030 in social value**.



Our Wellbeing Team also delivered a wide range of events, including alcohol, drug and smoking awareness sessions; heart health tips; and sun safety activities, where colleagues received branded sun cream and caps. We hosted monthly wellbeing walks across four locations, ran nutrition and hydration awareness events in support of Nutrition and Hydration Week, and held Tea & Talk sessions to support mental health alongside sleep hygiene workshops.

These activities are helping to create a healthier, more engaged workforce and to promote wellbeing across our railway community.

Case Study: Life Saving Skills Training

Following the installation of defibrillators at every station on our network In 2024, we launched a programme of hands on CPR and defibrillator training to give colleagues and station adoption groups the confidence to act in an emergency.



Delivered in familiar railway settings, the sessions focused on practical skills, enabling participants to practice using a defibrillator and performing CPR in realistic scenarios. They also learned how to recognise the difference between a heart attack and cardiac arrest and respond appropriately in high pressure situations.

Over **85 hours of training** were delivered this year, generating **£1,928 in social value**. The initiative, developed in response to requests from colleagues and volunteers, has helped build confidence across the railway and enhance safety for both passengers and employees.

By ensuring railway colleagues and community volunteers are fully prepared to respond to medical emergencies, we are creating a safer network and increasing the chances of saving lives when every second counts.

Case Study: Supporting Vulnerable Young People with No Limits

Through our Customer and Communities Improvement Fund (CCIF), we awarded **£49,625**, matched by **£50,374 in additional funding**, to **No Limits** - a Hampshire-based youth charity supporting vulnerable young people at risk of exploitation.

The funding enabled No Limits to expand their outreach and deliver targeted interventions across Southampton, Portsmouth, the Isle of Wight, and Hampshire.

What was delivered:

- **Awareness campaign:** Posters launched in May 2024 at **24 SWR stations** and online, signposting young people to support services.
- **Dedicated phone line:** Set up for young people in danger or seeking help to leave



- **Enhanced Advice & Wellbeing Hub:** Additional capacity in central Southampton provided a safe space and access to interventions.
- **1:1 support: 145 interventions delivered**, including:
 - 40 direct reductions in crime
 - 55 young people supported to avoid eviction or homelessness
 - 22 individuals improving their relationship with drugs and alcohol
- **Collaboration with SWR:** Safeguarding discussions with SWR's Workforce Safeguarding Coordinator, and online training for staff on recognising signs of exploitation.

This project generated **£2.25 million in social value**. By raising awareness, providing safe spaces, and delivering tailored interventions, No Limits has helped vulnerable young people avoid exploitation, reduce offending, and access the support they need to move towards safer and more stable futures.



ENSURING RESPONSIBLE BUSINESS PRACTICES

Sustainable development goals we're supporting



A strong and sustainable supply chain is essential to the way we operate. At SWR, we see procurement not just as a commercial function, but as a key opportunity to generate social value, support local businesses, and ensure our spending decisions reflect our commitment to sustainability and ethics.

SWR's move into public ownership means we now operate within public procurement regulations. This brings stronger expectations around transparency, accountability and social value delivery across all contracts. As a result, we will be placing a greater focus on capturing, reporting and maximising social value generated through our supply chain. This shift gives us a real opportunity to embed social value more consistently in our procurement processes and work closely with suppliers to ensure our spending delivers wider benefits for the communities we serve.

This year, we spent **£74,601 with small businesses**, generating **£2.74 million in social value**. Supporting small and medium-sized enterprises is important to us, as these businesses often sit at the heart of our communities, creating local jobs and opportunities. In addition,

£1.05 million of our procurement spend was directed towards contracts where social and ethical considerations were a central part of the decision-making process, ensuring our suppliers share our values around sustainability, fairness and responsibility.

We also work closely with **Amey TPT**, who help manage our tenants across the network. This year, we rented out **58 office spaces, 175 retail spaces, and 101 storage and distribution spaces**, ensuring that our stations are not only transport hubs but also thriving community and business spaces.

Sustainable procurement means looking beyond cost to consider the wider impact of every contract, whether that is reducing environmental harm, promoting fair employment, or generating social value. By strengthening our supply chain in this way, we are helping to create a railway that benefits people, places, and the planet.

Case Study: Partnering with JSD for Sustainable Uniforms

Our partnership with uniform supplier **JSD** demonstrates how responsible procurement can deliver value well beyond the contract.

This summer, JSD colleagues volunteered **12 hours** at a local community garden, supporting projects ranging from conservation training and gardening sessions to wellbeing initiatives and environmental education in local schools.

Sustainability is central to JSD's approach. They work with a specialist company to **recycle unwanted garments and fabrics**, ensuring materials are given a second life rather than going to waste. JSD are also members of the charity platform **A Good Thing**, which connects surplus items with charities in need.

Through this partnership, **87 men's jumpers** were donated to the Olive Branch and Night Shelter programmes in Hounslow. These centres provide crisis support, including mental health services, addiction recovery assistance and hot meals, helping some of the most vulnerable members of the community.

By working with suppliers like JSD, we are embedding sustainability and social impact into our supply chain while delivering meaningful benefits for local people.



LOOKING FORWARD

As we reflect on the impact created across our communities, colleagues and environment this year, we are also looking ahead with ambition. Social value is not a standalone initiative but a principle that shapes how we work, invest and partner with others.

Over the coming year we will:

Continue to support projects across our network that deliver measurable benefits for people, places and the environment, ensuring our Customer and Communities Improvement Fund (CCIF) and wider engagement continues to make a tangible difference.

Improve how we collate and analyse social value data, building on the Rail Social Value Tool to give us greater clarity and insight into the outcomes we are generating and where we can go further.

Work more closely with suppliers to embed social value throughout the supply chain, capturing not only financial outcomes but also the wider benefits created through contracts, partnerships and community initiatives.

Formalise a Social Value Strategy for the business, providing a clear framework that sets priorities, measures progress, and ensures accountability. This strategy will help embed social value at every level of SWR, from investment decisions and procurement through to colleague training and community partnerships.

Explore the opportunities of integration and public ownership to deliver more whole railway projects and share best practice with other train operators in the DFTO family and work even more closely with Network Rail Southern Region to align initiatives across the Wessex route.

We also recognise the importance of **transparency and collaboration**. We will continue to share our progress openly, learn from our communities and stakeholders, and work alongside partners across the rail industry to champion best practice.

By taking these next steps, we will strengthen our role as a railway that not only connects people to places but also leaves a lasting positive impact on the communities we serve, the colleagues who deliver our services, and the environment we all share.



