

Equality and Diversity Annual Report

2025/26



NEXUS



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1. 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 meets our statutory obligations 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 we are responsible for.

This report covers the following area:

- Meeting our obligations under the Modern Slavery Act (2015)
- Our obligations under the Public Sector Equality Duty, including our specific duties.
- Outlining our five internal equality objectives.
- The demographics of our workforce.
- Our commitment to reducing the gender pay gap.



2. Modern slavery

The Modern Slavery Act 2015 includes provisions extending existing support for victims of human trafficking to victims of slavery, servitude and forced 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 chain. As a large employer, our falls within the scope of the Modern Slavery Act.

At Nexus, we are 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.

We 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 our Slavery and Human Trafficking Statement. The statement is updated every year and published on our website within our diversity and inclusion section.

3. 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 replaces previous singular duties on race, disability, and gender – and was developed instead as one single duty 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

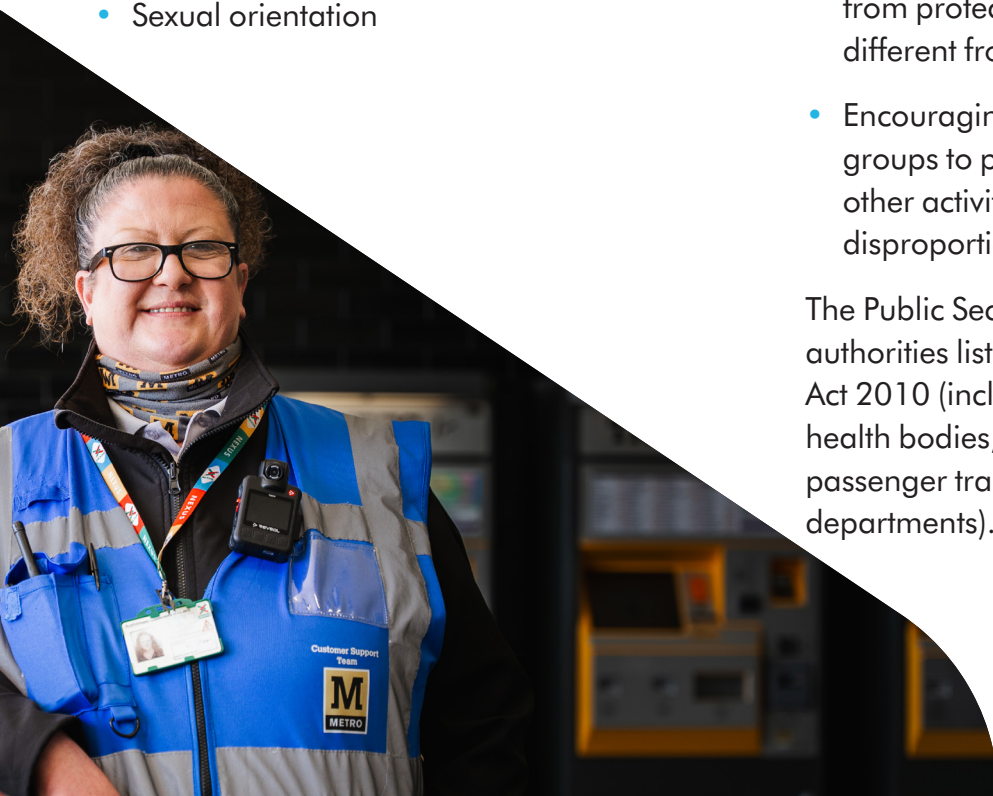
Those that are subject to the Equality Duty must have regard to the following across all areas of activity:

- 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).



3. Public sector equality duty

3.1. 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 our Diversity and Inclusion Strategy 2022 and have been reviewed and approved by our Senior Leadership Team in 2026 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.

We anticipate that reporting on disability and ethnicity pay gaps is likely to be introduced in the future. We 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 to work for us and declare this information as part of the application process.



3. Public sector equality duty

3.2. Our equality objectives

We are 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.

We publish information as part of this annual report and have five published equality objectives:

1. We will take steps to encourage a diverse workforce and range of applicants for prospective employment that is representative of the communities we serve.
2. We will continue to make decisions that consider diversity and inclusion appropriately across our corporate governance, including monitoring of data and objectives.
3. We will ensure that the public transport and services that we provide are accessible, safe, and inclusive for all customers.
4. We will continue to promote equal opportunities and diversity through providing quality employment opportunities for all of the communities we serve.
5. We will collaborate with partners to deliver transport services and projects that address objectives of reducing inequalities through better and more sustainable travel options for communities.



4. Next steps

In 2022, we published our own Diversity and Inclusion Strategy setting out our commitments to improving a diverse and inclusive culture that support the delivery of everything we do. Over the next 12 months, we will be looking to update this strategy to reflect progress and any current aims and priorities.



5. Data and insight

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. Our 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, we aim to improve positive engagement with employees in order to broaden data collection of voluntary characteristic data, as well as general feedback relating to Diversity and Inclusion (D&I).

The data shared within this report relates to the 2025/26 financial year. This means that the following data figures are taken from the period April 2025 to March 2026. Our workforce profile data is reflective and representative of our employees as of our March 2025 establishment.

5.2. Research

511 of the 2449 members of the Nexus Insight Panel are self-declared disabled (21% of total members). 160 of the 2449 members of the Nexus Insight Panel are declared non-white (7% of total members). Across 2025/26, customer research has shown that 89% of customers who identified as having a disability felt that Metro services met their needs. 87% of Metro customers who identified as having a disability felt satisfied with the helpfulness of staff, this is compared to 90% of customers who are non-disabled. 86% of Metro customers who identified as having a disability felt satisfied with the value of money of services, this is compared to 78% of customers who are non-disabled.

5.3. Volunteering

We have a Volunteering Policy which enables employees to apply for paid volunteering leave to undertake approved volunteer work, for one of their equivalent working days per year.

In 2025/26, 22 of eligible employees utilised their volunteering days to benefit the community.

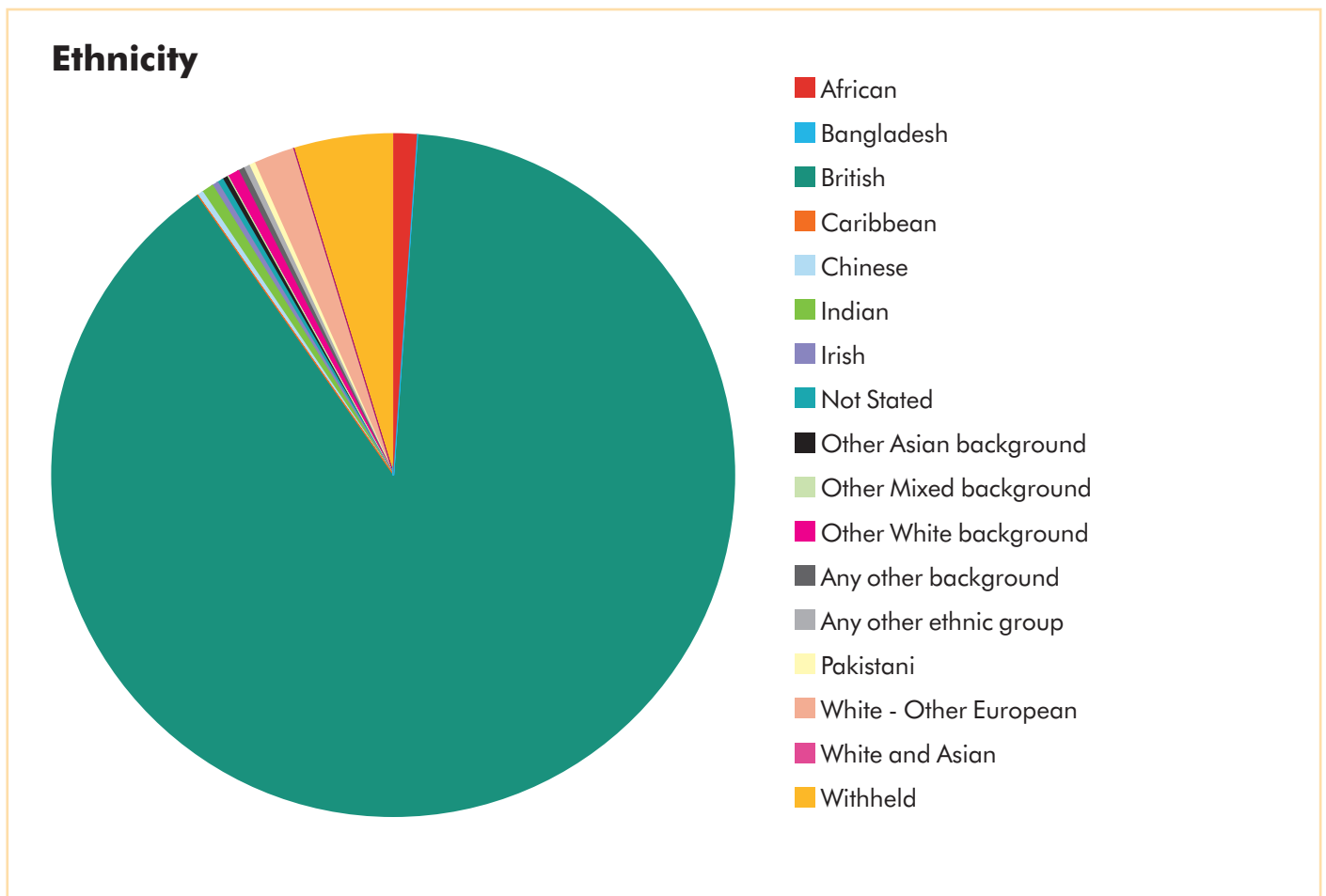


6. Employee profile

The following data is a snapshot of our current workforce. We rely on all employees 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 employees 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.

6.1. Ethnicity

People from Non-White minority backgrounds make up around 4% of our total workforce in contrast to 92% 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 over 4% of the total workforce did not declare their ethnicity.

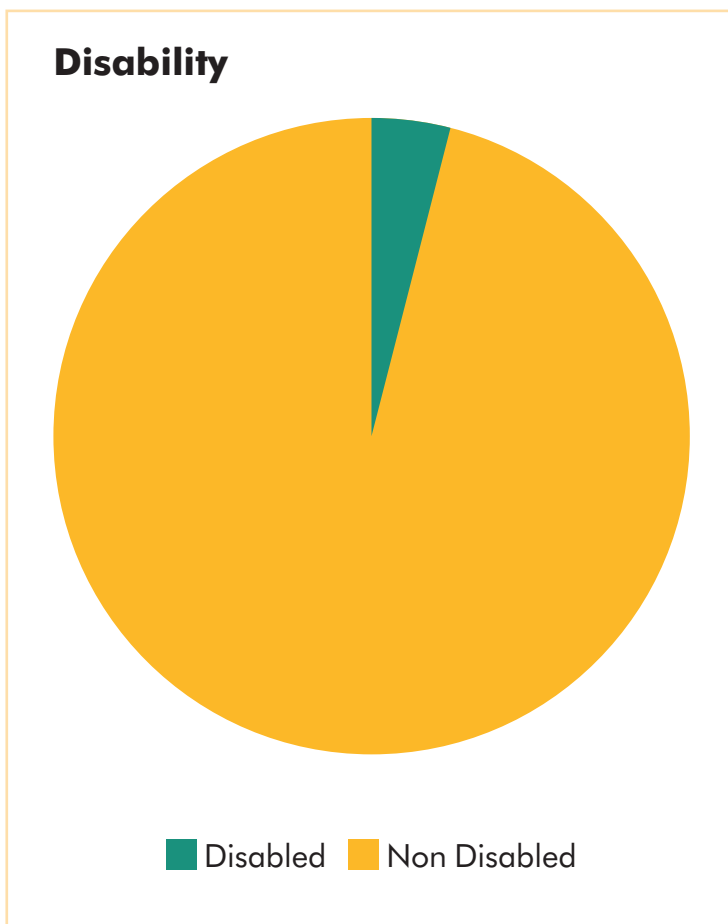


6. Employee profile

6.2. Disability

3.9% of our total workforce have declared a disability. This is slightly higher than last year. However, this remains significantly lower than the wider North East 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.

In comparison to the public transport sector, our figures are broadly consistent with those reported, where disability declaration rates are typically low.

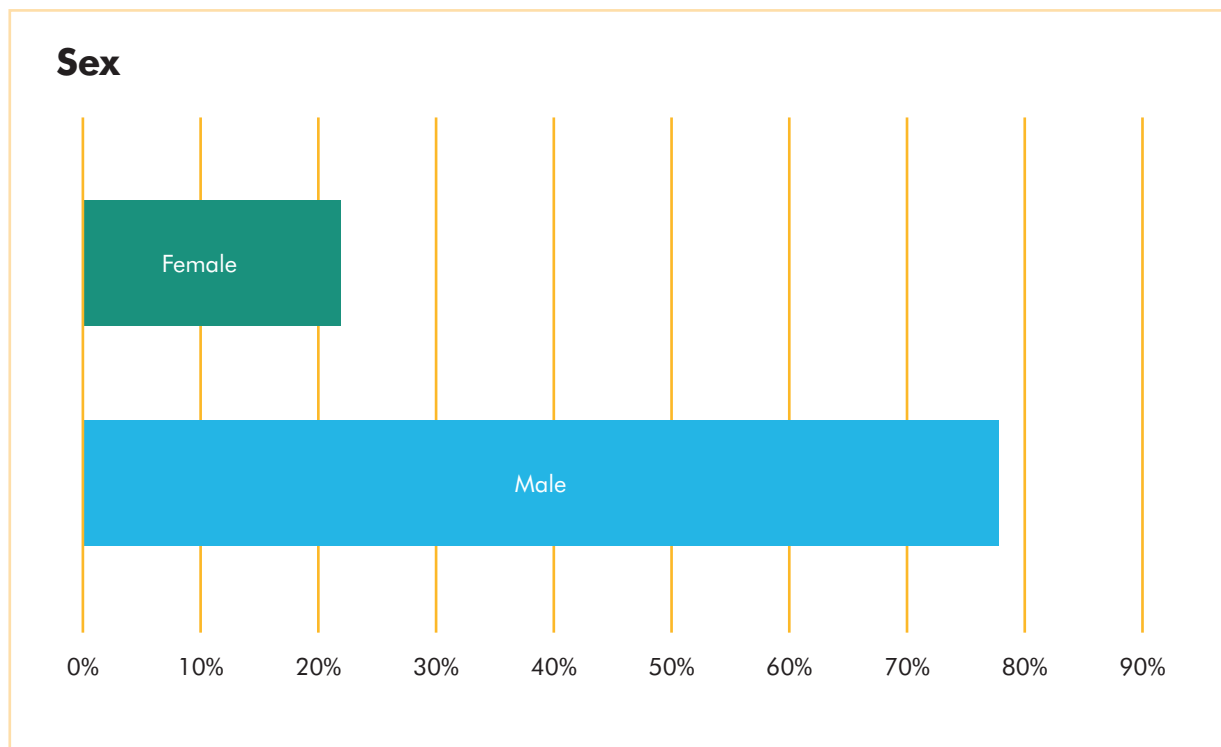


6. Employee profile

6.3. Gender

22% of our employees are female and 78% are male. This is unchanged from last year. Workforce data shows that more females make up our lowest paid and lower middle quarter jobs than our upper middle and highest paid jobs, when compared with male employees. Women made up 17.6% of employees in the highest paid quarter, and 35.3% of employees in the lowest paid quarter.

These figures are broadly in line with the statistics published by other public transport operators, where a higher percentage of women are typically in the lowest paid quarter, rather than the highest.

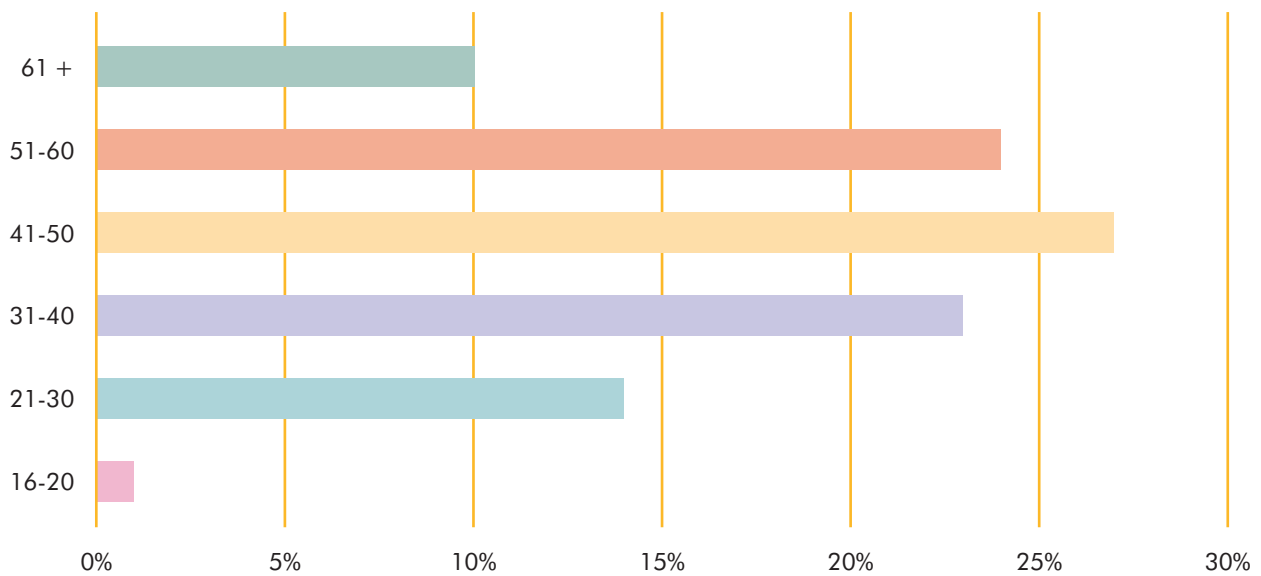


6. Employee profile

6.4. Age

Our employees range from age 16 to 75. Around half of the workforce are now aged between 41 and 60. The split between age brackets remains more evenly spread than in previous years. While the number of employees aged between 41 and 50 has remained in line with last year, the number of people aged 51 and 60 has increased slightly on last year.

Age



7. Gender pay gap info

We publish updated gender pay gap snapshot information online, as well as to the UK Government, by the statutory deadline of 30 March, following the previous financial year to which it relates.

We are required to report our gender pay gap as an employer with 250 or more employees and as a public authority employer.

We are 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.

We aim to further reduce our 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:

GOV.UK gender pay gap | gender-pay-gap.service.gov.uk



8. Summary

- Analysis of our employment and recruitment data shows that we have made improvements in certain areas of our workforce, but yet overriding shortfalls and themes do persist. Data also shows that some areas of the organisation have seen slower progress than other areas.
- We recognise that people from ethnic minority backgrounds, disabled people, and women remain underrepresented across our workforce. While our gender representation is broadly in line with trends across the transport sector, we are committed to doing more. We will continue to proactively attract, recruit, and support people from these groups, developing initiatives and expanding our outreach to ensure that our career opportunities are inclusive, accessible, and appealing to a diverse range of candidates.
- A larger proportion of our colleagues are from our older age groups, while colleagues in the two youngest age groups currently make up around 15% of the overall workforce. Building on this, we will continue to champion and promote our Apprenticeship scheme, alongside developing new and engaging ways to connect with young people to encourage them to explore the wide range of career opportunities at Nexus.
- We have made positive progress on previous years in retaining and recruiting females into the workforce. The percentage of female employees at Nexus has remained the same as last year, yet the number of females in higher paid jobs has increased. We have also made very positive progress on reducing the gender pay gap and will continue to support positive schemes to actively reduce this further.
- We have made positive progress to strengthen the diversity of our Senior Leadership Team. We now have an equal balance of male and female directors, reflecting our commitment to improved representation.

