Corporate Social Responsibility Statement

2026

NEXUS











Nexus mission statement

‘Making public transport great for our environment, economy, and communities’



Nexus mission statement

At Nexus, we help people across Tyne and Wear access employment, healthcare, education and leisure opportunities every day through public transport. Working on behalf of the North East Mayoral Strategic Authority and supporting the Mayor's vision for the region, we play a vital role in connecting people, places and opportunities through an integrated, accessible and sustainable transport network. By enabling greater connectivity and access to opportunity, we contribute to the shared ambition of creating a North East that is a home of real opportunity and a place we are proud to call home.

Our Corporate Social Responsibility Statement sets out our commitment to sustainable, ethical and inclusive business practices, ensuring we are accountable for our economic, social and environmental impact.

We are committed to growing and developing our organisation in a sustainable way that meets future challenges, supports our communities and improves the lives of people across the North East.

We have identified 10 focus areas to support our commitments.



1. Our customers

Our customers are at the heart of everything we do. We are committed to helping create a North East we are proud to call home by providing a safe, accessible and sustainable public transport network that connects people and communities to opportunities, including employment, education, healthcare and leisure.

We will improve customer experience through high standards of operational safety, reliable services and investment in quality infrastructure. We will continue to support accessibility through socially necessary bus services, concessionary travel and discretionary schemes and clear, accessible travel information, helping to reduce barriers and enable more people to travel with confidence.

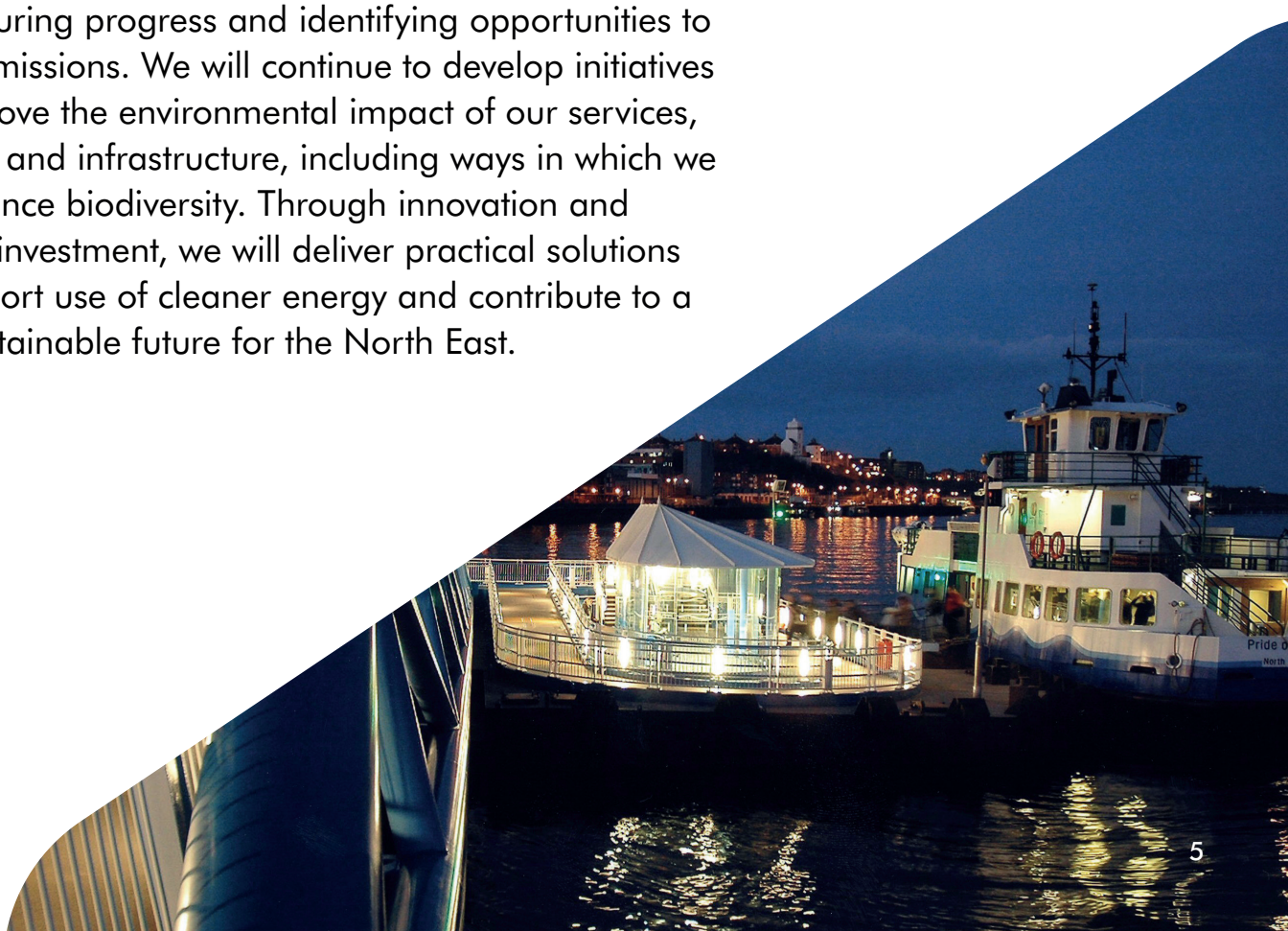
By listening to our customers and communities, we will better understand changing needs and priorities. Through meaningful engagement and innovative solutions, we will strengthen the role of public transport in supporting inclusion, connecting communities and delivering wider social value across the North East.



2. Environment

We recognise the importance of a green, integrated transport network that supports everyday sustainable travel. As a transport operator, we promote and support a cleaner, more connected and inclusive transport system that benefits communities. We are committed to reducing our environmental impact and embedding sustainability within decision-making, investment and service delivery. We are also committed to working collaboratively with regional partners and exploring ways in which we can ensure our transport infrastructure is resilient to environmental changes and the impacts of climate change.

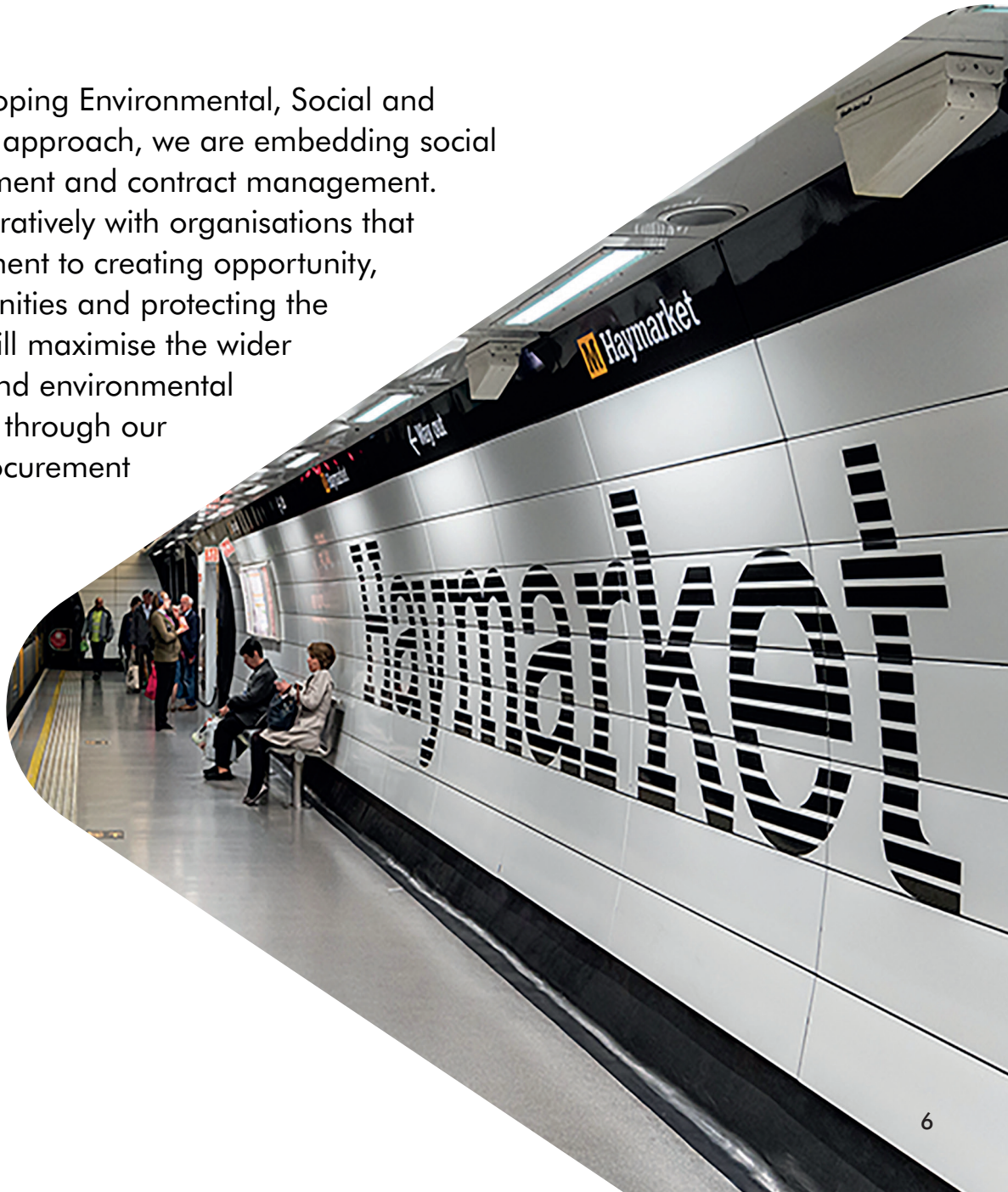
To strengthen our understanding of our impact, we are embarking on updated Decarbonisation and Climate Resilience strategies, that will provide a clear foundation for measuring progress and identifying opportunities to reduce emissions. We will continue to develop initiatives that improve the environmental impact of our services, buildings and infrastructure, including ways in which we can enhance biodiversity. Through innovation and targeted investment, we will deliver practical solutions that support use of cleaner energy and contribute to a more sustainable future for the North East.



3. Supply chain

As a public body, we are committed to delivering fair, transparent and responsible procurement that supports our organisational objectives and benefits the communities we serve. We work with suppliers and partners who share our values and demonstrate high standards in areas such as ethical business practices, equality, sustainability and compliance with relevant legislation.

Through our developing Environmental, Social and Governance (ESG) approach, we are embedding social value into procurement and contract management. By working collaboratively with organisations that share our commitment to creating opportunity, supporting communities and protecting the environment, we will maximise the wider economic, social and environmental benefits generated through our investment and procurement activities.



4. Diversity and inclusion

We are committed to creating an inclusive organisation and transport network that reflects and serves the diverse communities of Tyne and Wear. As both a public transport provider and employer, we recognise that we have a responsibility to create opportunity, reducing barriers and ensuring everyone can participate fully in work, travel and community life. By listening to our customers and communities, we will use their feedback and concerns to help shape services and inform decision-making.

We strive to provide accessible, safe and inclusive transport for all customers, while fostering a workplace where differences are valued, individuality is respected and every colleague feels a genuine sense of belonging. We are committed to building a workforce that better reflects the communities we serve and creating an environment where people can thrive and achieve their potential.



5. Schemes and projects

We will continue to embrace innovation and new technologies to make public transport easier to use, more accessible and better connected. Through investment in digital services, customer information, ticketing and transport infrastructure, we will support the delivery of an integrated, sustainable transport network that connects people to opportunities across the region.

We deliver for the North East Mayoral Strategic Authority by working with Local Authorities, other transport providers and partners to improve Metro, the Shields Ferry and bus services through targeted investment and service enhancements. We will develop projects collaboratively, using customer insight, engagement, and inclusive design to ensure transport improvements are accessible, meet diverse needs, and deliver lasting benefits for the communities we serve.



6. In collaboration

Working closely with customers, communities and partners is fundamental to how we deliver public transport. Through engagement with Local Authorities, community groups, businesses, schools, elected representatives and transport operators, we gain valuable insight into the needs and experiences of the people we serve. This helps us shape services, inform investment decisions, identify opportunities for improvement and maximise the benefits our projects deliver for local communities.

We will continue to strengthen how we engage, communicate and collaborate with stakeholders, ensuring their voices help shape our plans and priorities. We will measure the impact of our school engagement programme and wider stakeholder engagement activities, enabling us to better understand and demonstrate the positive contribution we make across the region. By supporting community-led initiatives and building strong partnerships, we will help create opportunities, strengthen connections and deliver lasting benefits for the communities we serve.



7. Our heritage

Nexus plays a vital role in connecting people, places and communities across the North East through the public transport services we operate and support. We are proud of the role that Metro, the Shields Ferry and bus services have played in the daily lives of generations of people, helping shape the region's identity, supporting economic growth and connecting people to employment, education, healthcare and leisure opportunities.

We recognise that our heritage extends beyond the assets we maintain to the lasting contribution that public transport has made to the North East and the communities we serve. As we continue to invest in the future of the network, we remain committed to preserving this legacy while embracing innovation and modernisation. Through ongoing investment in our services, infrastructure and technology, we will build on our proud history and continue delivering an integrated, accessible and sustainable transport network that supports a North East we are proud to call home.





8. People and culture

Our people are central to delivering our ambitions for customers, communities and the region. We are committed to creating a workplace where colleagues feel supported, included and able to thrive, with opportunities to develop their skills, grow their careers and contribute to our long-term success. Through apprenticeships, early careers pathways, continuous learning and leadership development, we are helping to create real opportunity for both current and future generations of transport professionals.

We will continue to invest in our people, ensuring they have the skills, knowledge and confidence needed to meet future challenges and deliver for the North East. We are committed to fostering an inclusive culture where differences are valued, wellbeing is supported and everyone feels a sense of belonging. By promoting Nexus as an employer of choice and expanding access to careers in transport, we will attract and develop diverse talent, strengthen our workforce and support our vision of creating a North East that is the home of real opportunity.



9. Giving back

We are committed to making a positive contribution to the communities we serve. Through our annual charity partnerships, chosen by colleagues, we support fundraising and community initiatives that create meaningful local impact. We continue to support ticketing based schemes that drive social value generation, including working collaboratively with charities, community organisations, and loyal partners, to improve access to travel and opportunity across the region.

Our colleagues play an important role in delivering social value beyond transport. We actively encourage volunteering and community engagement, providing opportunities for employees to support local causes and initiatives. Building on this commitment, we now measure the social value generated through apprenticeships, work experience placements and volunteering activity, enabling us to better understand and demonstrate the wider impact of our work. By investing in people, supporting communities and fostering strong partnerships, we will continue to create opportunities and deliver lasting social value across the North East.



10. Governance

Strong governance, clear leadership and effective decision-making are essential to delivering for our customers, communities and the region. We are committed to maintaining transparent, accountable and efficient governance arrangements that support high-quality public services, responsible stewardship of public funding and the delivery of meaningful outcomes. By empowering our colleagues, encouraging collaboration and fostering an inclusive culture, we will continue to build an organisation that is trusted to deliver.

As the region's transport delivery body, we play a central role in delivering public transport services, infrastructure and investment on behalf of the North East Mayoral Strategic Authority (North East MSA). Working closely with the North East MSA, Local Authorities, operators and other partners, we will support the delivery of a safe, integrated, accessible and sustainable transport network that connects people to opportunities and helps create a North East we are proud to call home. Through partnership, evidence-based decision-making and a commitment to value for money, we will ensure our services and projects deliver lasting benefits for the region.





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