TRANSPENNINE EXPRESS

On route to a sustainable destination

Annual Sustainability Report (2023/24)

Managing Director Introduction
Chris Jackson

This is our annual sustainability report for financial year 2024[*] and what a year it has been. During the year we achieved recertification to ISO 14001 for our environmental management system and transitioned both our environmental and energy management system certifications to TransPennine Trains Ltd following our move from First Group to DfT OLR.

Since May 2023, we have been on a mission to stabilise, re-engage and transform our operations. It has been a year of transition, with a clear focus on defining Our Plan for the Future – A prospectus, ensuring that our customers and communities across the North of England gain a quality, sustainable train service.

Throughout the year, we continued our route to a sustainable destination with increasing focus on our commitment to decarbonise our operations and reduce impact on local communities, whilst attracting and retaining a diverse workforce. Through our sustainability strategy, we remain focused on our ambition to deliver a positive legacy to transport decarbonisation through modal shift and improved service quality via our accessible and sustainable service approach.

Our near-term science-based targets were validated by the Science Based Target initiative and our sustainability plans under the four Pillars of Sustainability have delivered on key milestone objectives. In other areas, such as waste and water management, we recognised a greater need for focused effort and attention to drive a step change in our performance.

Accessibility, diversity and inclusion remain a top priority within TPE, and we will continue our journey in the year ahead, attracting future talent to the railway, embedding our refreshed values, and ensuring that the basics are done right and well to serve our communities and our customers.

Financial year 2024 is referred to as April 2023 to March 2024 and otherwise referenced as 2023/24

Contents

We're going places
Highlights against our four Pillars of Sustainability

Carbon & Air

- Validation of near-term Science-Based targets. Published TPE roadmap to net zero.
- Total carbon impact was positively six per cent under baseline year of 2019/20.
- Carbon impact per kilometre travelled has improved by up to 19 per cent compared to baseline and positive improvement was gained on prior year.
- Class 802 bi-mode units delivered the most significant efficiency improvement with a seven per cent carbon efficiency performance per vehicle kilometre travelled in the year gained.
- Electric traction was responsible for 36 per cent of our total distance travelled for 2023/24, reflecting a 12 per cent increase on our baseline year of 2019/20.
- Developed an idling tool to target air quality impact and reduce fuel consumption.

Beyond Carbon

- As passengers return to rail, we have seen an increase in waste volume, whilst continuing to divert 100 per cent of general waste from landfill. This includes customer waste we collect on board and at our managed stations, as well as office waste.
- A revised general waste recycling target of 55 per cent was achieved with stabilised performance seen in the year from on-site segregation at Hull Station.
- Aligned to our Good for Nature goal, we defined our biodiversity improvement plan and commissioned a local landscape architect to design biodiversity improvements for the car park embankment at Thirsk Station with works beginning at the end of the financial year.
- Began our plan to refresh station planters with pollinator friendly species.

Our People

- Reviewed our TPE values.
- Continued to support our people to be themselves at work by introducing new networking groups. Following success of our LGBTQ+ network, we added the Women at TPE network and Neurodiversity network groups. Women at TPE now has more than 130 members.
- Supported and celebrated many key inclusion dates such as International Women's Day, Pride Month, Black History Month, Women in Engineering Day and National Inclusion Week.
- We continue to enhance our learning and development offering around diversity and inclusion. Supported the cross-industry Women in Rail Mentoring Programme plus added two new inclusion courses for all colleagues.
- Positively increased representation in all diversity characteristics monitored, including attraction and recruitment from underrepresented groups.
- Introduced free period products in staff offices, mess rooms and depots.

Our Customers & Communities

- Delivered improvements to accessible seating and wayfinding across our estate.
- On delivering on our social value objective, our 2023/24 apprenticeship cohort designed and delivered a series of employee charity events.
- Successfully launched our own Try the Train days to support people to experience rail and overcome any accessibility concerns that they may have and increase confidence in rail travel.
- We were the first train operator to introduce Social Stories as a resource to support people with communication and learning needs.
- Unveiled our 'Unity' train during our week of inclusion, which travels through the North and into Scotland to support the diverse communities we serve.
- Continued our support to raise awareness of men's mental health through Andy's Man Club.

Science-Based Targets

HFC's **CH₄** **CO₂** **PFCs** **SF₆** **N₂O** **CO₂e**

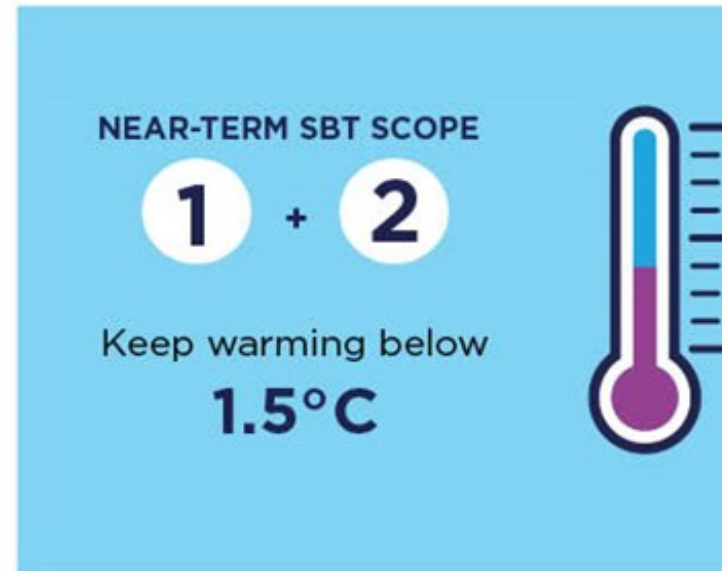| SCOPE		
1 SCOPE	Our direct GHG emissions, e.g. from fuel consumed from trains and to heat office and station spaces.	
2 SCOPE	Indirect GHG emissions generated from electricity purchased.	
3 SCOPE	Indirect GHG emissions from our supply chain upstream and downstream.	

Target Year 2032

-54.6% from FY 2019 base year

1 SCOPE **2** SCOPE emissions: Target year FY 2032

67% of suppliers by emissions to have SBTs

3 SCOPE emissions: Target year FY 2027

Target classification

NEAR-TERM SBT SCOPE
1 + **2**
Keep warming below **1.5°C**

NEAR-TERM SBT SCOPE
3
Keep warming below **2°C**

Carbon Modelling

To support progress towards our near-term Science-Based Targets, we developed a carbon model, which forecasts our carbon impact until 2050.

The model uses current timetables and historical data to create a baseline energy use and carbon impact forecast. Then, user-controlled scenarios allow for shaping of the forecast according to our project plans and initiatives, allowing us to assess the impact and any changes to them, which will affect the forecast.

Using the model enables actual and forecasted progress to be tracked against our near-term targets, as well as enabling comparison of different scenarios against each other. The model will prove an invaluable evaluation tool as we progress our decarbonisation plan, near term targets and net zero goal by 2050.

Further detail on our targets and progress against, is provided in the science-based targets annual disclosure section of the report (page 40).

Forward look

With train travel being the most sustainable mode of long-distance transport for people and goods, we announced our support for the launch of the rail industry Sustainable Rail Blueprint. The Sustainable Rail Blueprint provides a consensus view of how rail can deliver even more across environmental and social issues, with responsibilities for each part of the rail system noted.

Going forward, we will continue to review and refine our sub-strategies as part of our sustainable development plan to meet the objectives of the TPE Sustainability Strategy as well as the industry blueprint, recognising that collaboration across the railway family is fundamental to support a sustainable rail service for the benefit of customers and communities. In supporting our people, we will continue to encourage and promote Women in Rail and Young Rail Professionals networks, and actively seek new members to 'our internal support networks'.

Sustainable Development
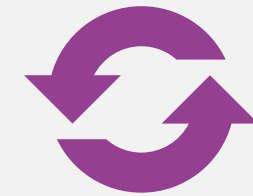
Our longer-term strategic goals are established within our Sustainability Strategy, which provides our blueprint for a step change in our sustainability performance.

Moving forward into the financial year of 2025, we will continue to deliver improvements across our sustainability flagship goals under our four Pillars of Sustainability. Each goal is materially important to our operations and progress is made through actions against milestone targets under our sustainable development plan. This plan is governed through our strategic delivery groups.

Next year we will:

- See the first-ever trial in the UK to replace a diesel engine with a battery on an intercity train though a pioneering collaboration project between Angel Trains, TransPennine Express, Turntide Technologies and Hitachi Rail.

- Increase electric traction distance travelled by our Class 802 fleet on both the West Coast Mainline and East Coast Mainline.

- Fit a window film to assess potential energy saving benefits that this trial could bring to our Class 185 fleet from reducing demand on HVAC systems in hot weather.

- Install electric vehicle (EV) charge points at Thirsk Station and assess options for further roll out across our stations to take forward a strategic plan for EV.

- Fit and evaluate the benefits of an air source heat pump within a station waiting room environment.

- Recertify our ISO 50001 energy management system and continue to drive energy efficiency improvements through taking opportunities from our energy review forward into our annual business plan.

- Support improvement to waste recycling efforts at our managed stations by redesigning customer waste recycling posters and exploring other recycling and reuse opportunities.

- Continue to deliver landscape and biodiversity improvements under our Good for Nature Plan and increase awareness of pollinator plant species.

- Take a data-driven, evidence-led and delivery-focused approach to diversity and inclusion under Our People flagship goals to support the delivery of a more diverse workforce that is representative of the communities it serves.

- Continue our plan to attract diverse talent, develop and retain talent to support diversity at every level of the organisation, and ensure colleagues feel valued.

- Support the Women in Rail mentor programme and help others reach their full potential within the rail industry.

- Establish an equality impact assessment panel to assess our policies, projects and processes to ensure accessibility and inclusivity are top priority, benefiting our people and our customers.

- Develop a Neurodiversity Strategy to inform our approach to greater accessibility and inclusion for our customers and our people.

- Strengthen our Community Strategy to deliver even greater economic and social value for the local communities that we serve.

On route to a sustainable destination

Performance Report

1 April 2023 to 31 March 2024

# Carbon & Air

Carbon & Air

Net Zero

Climate Resilience

Air Quality

To be a net zero train operating company by 2050 in England and by 2045 in Scotland that is resilient to climate related risks, whilst reducing our impact on local air quality from our fleet operations.

Total Carbon Impact

Carbon impact by scope (tCO$_2$e)

Scope	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		Baseline Adjustment	PY Adjustment
Scope 1	83,524	55,867	73,543	-11.9%	↓	31.6%	↑	2,152	1,203
Scope 2	7,294	6,786	8,900	22.0%	↑	31.2%	↑	(53)	(28)
Scope 3	113,432	111,178	110,445	-2.6%	↓	-0.7%	↓	(931)	73
Total Scope	204,249	173,831	192,888	-5.6%	↓	11.0%	↑	1,168	1,268
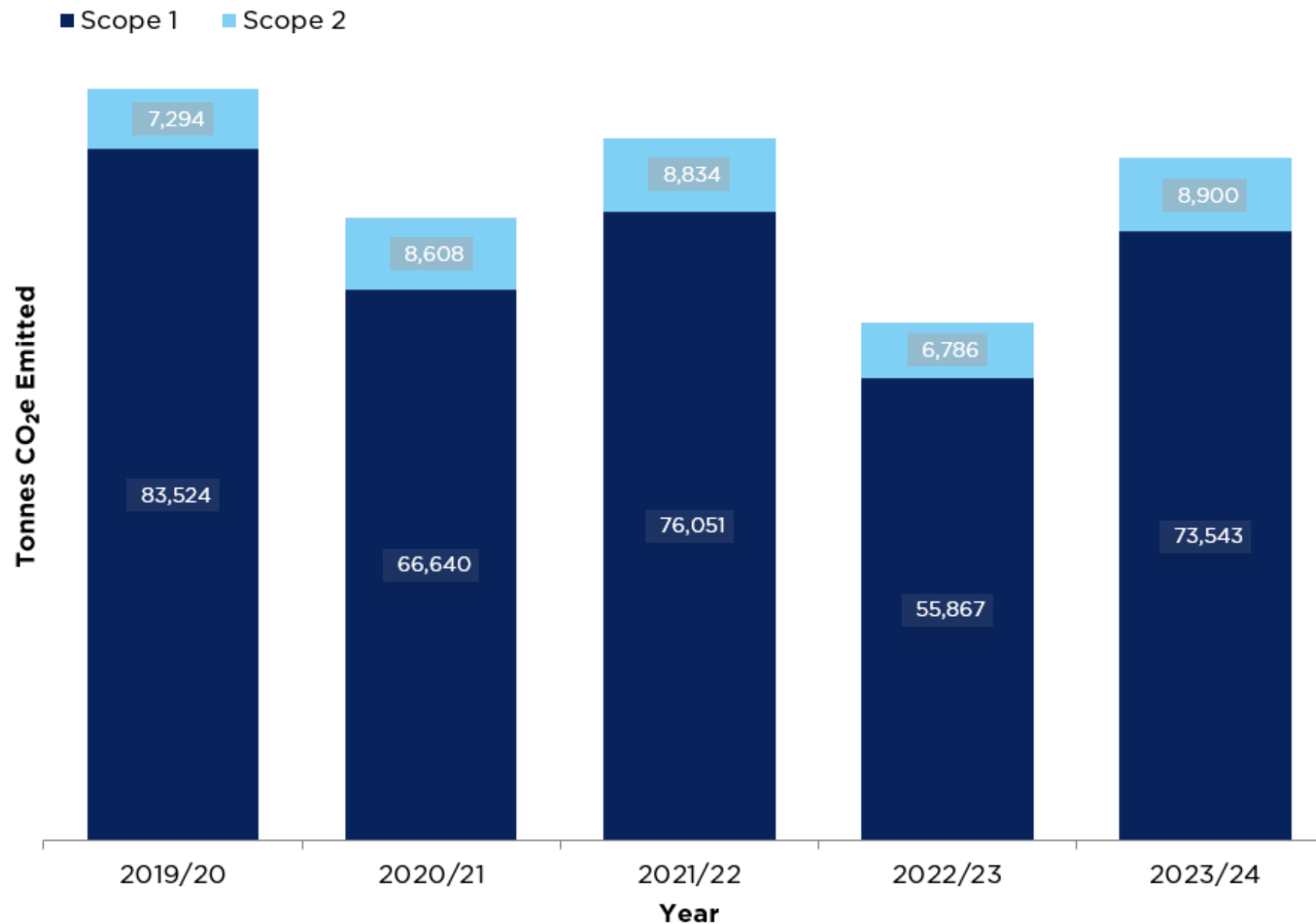
Goal: We are net zero by 2050

In the year, our near-term science-based targets were validated by the Science-Based Targets initiative.

Current performance at the end of the financial year saw a significant increase in overall carbon impact across scopes one and two, and a slight reduction in scope three in comparison against the prior year. This variation was a result of changes in our operations and the impact of ongoing industrial relation issues, including planned strike action, resulting in a reduced service and increased idling and less efficient train timetable service.

In December 2023, a slightly reduced timetable was implemented, which is beginning to deliver improved efficiency performance from a more reliable and consistent service.

In comparison to our baseline year, performance remains positive for scope one greenhouse gas emissions. Through our bi-mode Class 802 fleet and a decision to remove the Class 68 and Mk5A rolling stock from our operations in December 2023, we will see a continued drive towards greater use of electric traction; overall reducing our carbon impact.

At the end of the year our total carbon impact was down by near six per cent in comparison to baseline.

Adjustments: all adjustments to GHG inventory figures are explained in section Near-Term Science-Based Targets: Variations in Emissions page 44 – 45.

Traction: Fleet Energy and Carbon Efficiency Metrics

Fleet efficiency metrics inform how carbon and energy intensive our traction operations are. Overall, an improvement was made against prior year in both our fleet carbon and energy efficiency metrics by up to one per cent and three per cent. Against baseline, a significant improvement was made in both fleet metrics, with carbon efficiency improving by 19 per cent and energy efficiency improving by up to 18 per cent.

In comparing individual fleet performance, the Class 185 carbon and energy efficiency performance was slightly worse than prior year by one per cent. In the year, our Class 185 began to replace services previously timetabled to be delivered by the Class 68. This change followed an announcement in December 2023 of our intent to withdraw the Class 68 fleet from passenger services to assist with simplifying our operational service.

The Class 397 and Class 802 fleets both saw improved carbon and energy efficiency performance against prior year and against baseline for both metrics. Improvements had been gained through focused effort on idling reduction and greater use of electric traction from Class 802 fleet.

The Class 802 fleet performed the best with an overall six per cent carbon efficiency improvement and up to nine per cent energy efficiency improvement on prior year.

Adjustments: a correction was made to the emissions factor and fuel property factors during the year, to better reflect the fuel used in our trains, which has caused a change to historic fleet energy efficiency figures, as reflected by the adjustment columns. The impact of this change to GHG inventory figures are explained in section Near-Term Science-Based Targets: Variations in Emissions page 44-45.

Normalised fleet impact by scope (tCO$_2$e)

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		Baseline Adjustment	PY Adjustment
Fleet Energy Efficiency (kWh/vkm)	5.21	4.38	4.28	-17.9%	↓	-2.4%	↓	0.04	(0.02)
Fleet Carbon Efficiency (kgCO$_2$e/vkm)	1.30	1.07	1.06	-18.5%	↓	-0.9%	↓	0.03	0.02
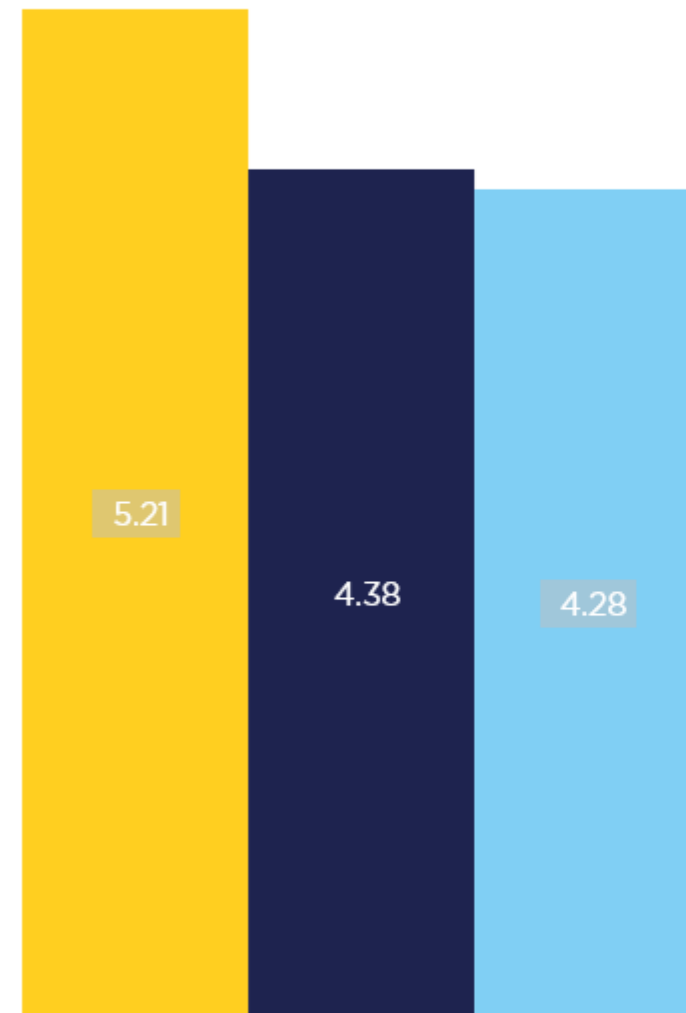
Fleet Energy Efficiency (kWh/vkm): 2019/20 (Baseline) 5.21, 2022/23 (PY) 4.38, 2023/24 (CY) 4.28

Fleet Carbon Efficiency (kgCO$_2$e/vkm): 2019/20 (Baseline) 1.30, 2022/23 (PY) 1.07, 2023/24 (CY) 1.06
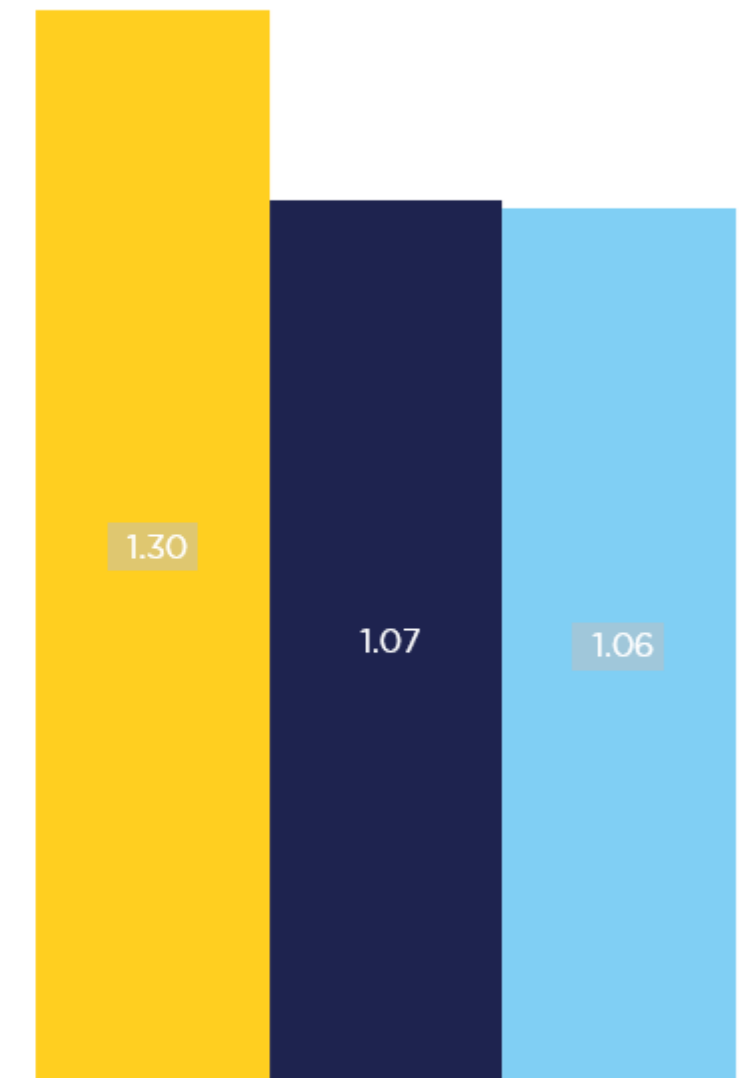
Legend: ■ 2019/20 (Baseline) ■ 2022/23 (PY) ■ 2023/24 (CY)

Traction: Efficiency Breakdown by Class of Fleet

Traction Energy Efficiency by Fleet Class (kWh/vkm)

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		Baseline Adjustment	PY Adjustment
Diesel Fleet									
Class 185	6.06	6.09	6.17	1.8%	↑	1.2%	↑	0.06	(0.02)
Class 68	6.40	6.23	6.49	1.4%	↑	4.1%	↑	0.07	(0.02)
Electric Fleet									
Class 397	1.18	1.23	1.13	-4.6%	↓	-8.2%	↓	-	-
Bi-Mode Fleet									
Class 802	16.49	3.38	3.10	-81.2%	↓	-8.5%	↓	0.14	(0.01)

Traction Carbon Efficiency by Fleet Class (kgCO$_2$e/vkm)

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		Baseline Adjustment	PY Adjustment
Diesel Fleet									
Class 185	1.50	1.53	1.55	3.3%	↑	1.3%	↑	0.04	0.03
Class 68	1.59	1.57	1.64	3.1%	↑	4.5%	↑	0.04	0.03
Electric Fleet									
Class 397	0.30	0.24	0.23	-22.7%	↓	-1.7%	↓	-	-
Bi-Mode Fleet									
Class 802	4.23	0.80	0.75	-82.3%	↓	-6.3%	↓	0.09	0.01

The Class 68 fleet was removed from service in December 2023, with a small number of Class 68 locomotives and sets of Mk5A carriages remaining on-lease at the end of the financial year 2024. Diesel consumed continues to be recorded within our total carbon impact and will do so until full hand back to leasing company is achieved. The impact of removing this fleet from our passenger service is reflected below. Overall, an improvement in both carbon and energy efficiency across our fleet going forward is forecast.

Year	Fleet Carbon Efficiency - 68s In Service	Fleet Carbon Efficiency - without 68s	Improvement without Class 68s	
2021/22	1.08	1.04	-3.07%	↓
2022/23	1.07	1.05	-2.61%	↓
2023/24	1.06	1.05	-1.32%	↓

Year	Fleet Energy Efficiency - 68s In-Service	Fleet Energy Efficiency - without 68s	Improvement without Class 68s	
2021/22	4.38	4.25	-2.99%	↓
2022/23	4.38	4.28	-2.40%	↓
2023/24	4.28	4.22	-1.26%	↓

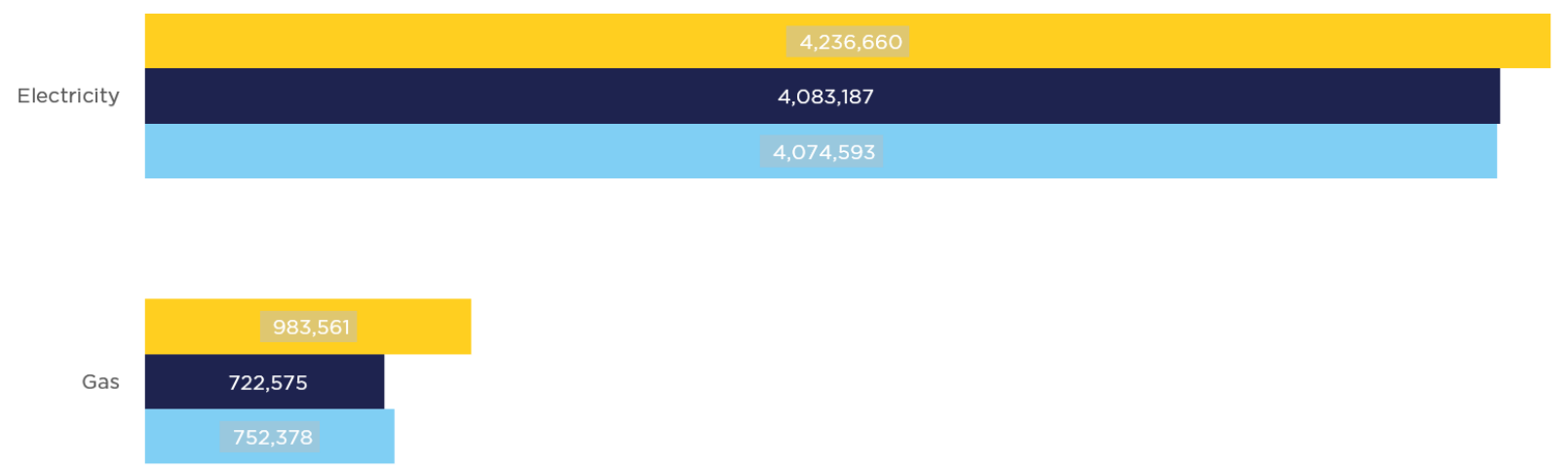# Non-Traction: Property Energy and Carbon Performance Metrics

Non-traction energy consumption (kWh)

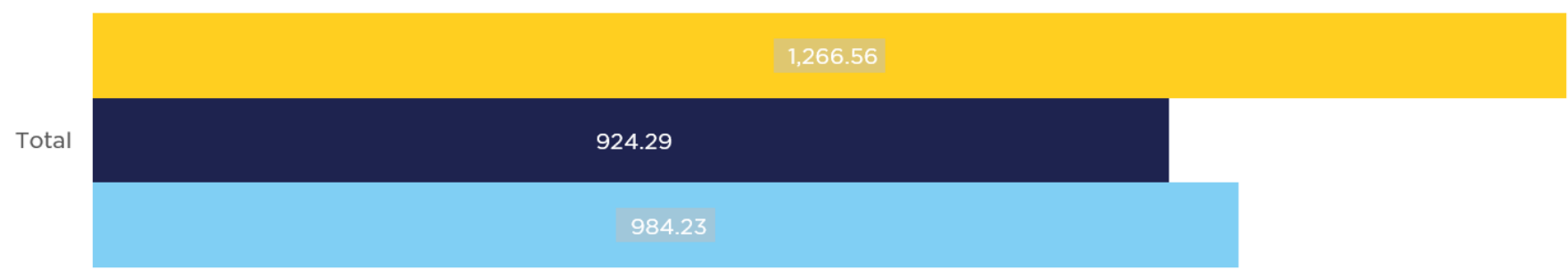| Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		Baseline Adjustment	PY Adjustment
Electricity	4,236,660	4,083,187	4,074,593	-3.8%	↓	-0.2%	↓	(0)	(14,147)
Gas	983,561	722,575	752,378	-23.5%	↓	4.1%	↑	0	(0)

Non-traction absolute carbon (tCO2e)

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		Baseline Adjustment	PY Adjustment
Electricity	1,082.89	789.61	843.74	-22.1%	↓	6.9%	↑	(0.00)	(2.87)
Gas	180.83	131.90	137.63	-23.9%	↓	4.3%	↑	(0.00)	0.00
Road fleet	2.85	2.78	2.86	0.4%	↑	2.7%	↑	2.85	2.78
Total	1,266.56	924.29	984.23	-22.3%	↓	6.5%	↑	2.85	(0.09)

Legend: ■ 2019/20 (Baseline) ■ 2022/23 (PY) ■ 2023/24 (CY)

Electricity
- 4,236,660
- 4,083,187
- 4,074,593

Gas
- 983,561
- 722,575
- 752,378

Legend: ■ 2019/20 (Baseline) ■ 2022/23 (PY) ■ 2023/24 (CY)

Total
- 1,266.56
- 924.29
- 984.23

The financial year saw a four per cent increase in gas consumption against prior year. Seasonal variation is noted as the root cause for a change in consumption level and attributed to unseasonably cold weather during the summer months. Positively a near 24 per cent reduction was gained against baseline year.

Electricity consumption was slightly below prior year, and positively, near four per cent improvement was gained against baseline year. Performance is improving through energy efficient measures delivered in the year, which include an environmental minor works programme that brings improved efficiency through LED lighting, hand drier and electric heater replacements across many of our managed stations. This programme of works will continue into next financial year.

Overall, non-traction carbon impact that includes road fleet vehicle fuel consumption delivered positively at 22 per cent against baseline, however, was up by near seven per cent on prior year. The variation in carbon scope one and two performance is partially due to changes in greenhouse gas carbon conversion factors. As TPE, we continue to procure 100 per cent renewable electricity, which is not accounted for within the carbon data as we apply a market-based scenario methodology.

Photo: Wall panel heater replacement

Adjustments: The prior year electricity consumption and carbon adjustment was due to backfilling of estimated data. The road fleet adjustment was due to data not being reported in prior year.

Climate Resilience

Goal: We are resilient to climate related risks by 2035.

For the financial year 2024 we commenced and completed our first climate-related financial disclosure, which outlined the key risks and opportunities that extend to 2050 from our operations as a train operator. To complete the assessment, a cross-functional review of current and projected understanding of the impacts of climate change on our operations was completed. In addition, we undertook climate risk screening under scenarios with 2°C and 4°C of warming to inform on the key risks at our managed stations.

In building resilience in our operations, our vision is To take the North further. Over the coming years we will build on our understanding of future weather and climate change impacts. We will produce a strategy to inform our mitigation and adaptation responses required for the relevant physical and transition risks and opportunities. This will help support our recovery as we build back our timetable, in addition to ensuring that the medium to long term opportunities of the Transpennine Route Upgrade (TRU) are gained to reduce our contributions to climate change impact.
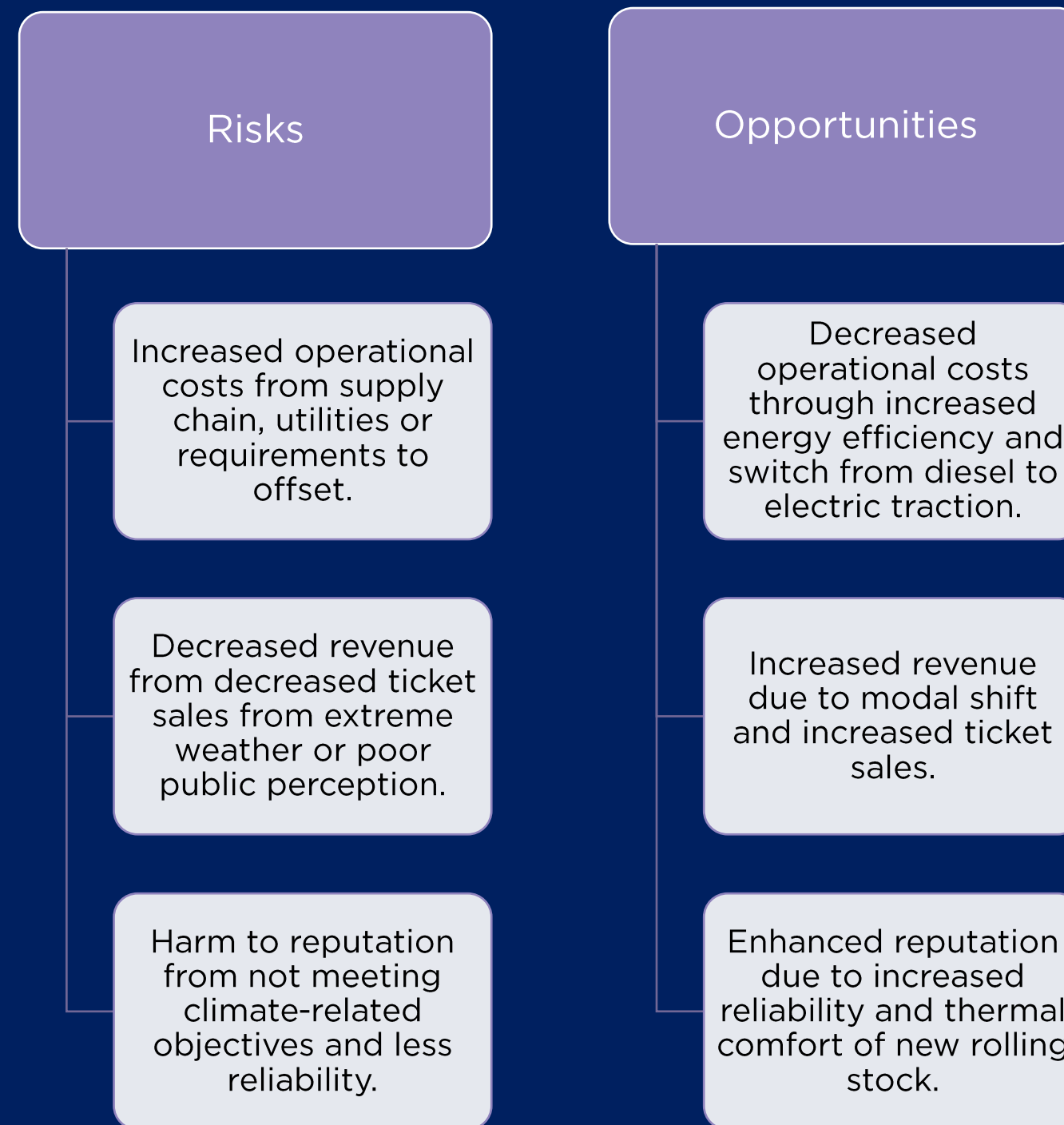
Impact
Extreme weather events can have a significant impact on our operational performance. A function of building resilience into operational processes is to consider how to measure and understand the direct impacts from delays or cancelled trains in line with our top operational performance metrics when forming a weather resilience and climate change adaptation plan. Going forward, our plan is to develop this understanding and measure the financial impact to gain a better understanding of varying impacts across our routes.

Operational Performance
Our operational performance metrics shown within the table, illustrate the overall service performance in the year in comparison to the prior year. Performance improvements are noted to be drawn from the December 2023 timetable change and reduced impact from industrial relations.

Metric	2022/23	2023/24 P01-P09	2023/24 P10-P13	2023/24	Change from PY		Dec 23 Timetable Impact	
Cancellations	20.3%	14.4%	4.4%	11.3%	-44.3%	↓	-69.4%	↓
Time to 3	72.2%	65.9%	71.6%	67.9%	-6.0%	↓	8.6%	↑
Time to 15	95.2%	93.6%	95.9%	94.4%	-0.8%	↓	2.5%	↑

Climate-Related Primary Impacts

Risks

- Increased operational costs from supply chain, utilities or requirements to offset.
- Decreased revenue from decreased ticket sales from extreme weather or poor public perception.
- Harm to reputation from not meeting climate-related objectives and less reliability.

Opportunities

- Decreased operational costs through increased energy efficiency and switch from diesel to electric traction.
- Increased revenue due to modal shift and increased ticket sales.
- Enhanced reputation due to increased reliability and thermal comfort of new rolling stock.

Air Quality

Goal: Set pathway to reduce air quality impacts, including idling time that achieves rail air quality targets by 2030.

To assess and understand air quality within station environments, we have continued to collaborate across the industry on the RSSB Air Quality Monitoring Network. At a select number of our stations, diffusion tube monitoring continues to take place via the RSSB network; these tubes continue to be changed monthly with data presented and reviewed by our air quality working group members.

In the financial year we supported the installation of a reference monitor at Hull Paragon Station, which provides half hourly readings, assisting us to correlate air quality impact to operations at the station. Hull Paragon Station is a transport interchange providing rail, bus and coach services located in the city centre of Kingston upon Hull.

Using this information to develop an air quality strategy and air quality improvement plan, we recognise that the biggest opportunity to reduce impact on air quality is directly associated with reducing fossil fuel use in our fleet. Planned improvements include greater electric traction and reduction in idling when stationary; as well as eco drive and eco mode.

To reduce air quality impact, we have developed a tool for analysing our driver and unit diagrams for instances of idling. Upon developing this tool, we can use the outputs to engage with our Service Planning team to amend diagrams suitably to reduce instances of idling were reasonably practicable. The benefits of a reduction of idling include reduced fuel use, exhaust emissions, and noise pollution; leading to improvements in air quality and community and customer experience.

Metric	Dec-22	Dec-23	Change from PY	
Idling fuel per year (litres)	597,363	348,001	-41.7%	↓
Idling CO2e per year (kg)	1,612,163	925,465	-42.6%	↓
Idling CO2 per year (kg)	1,589,786	913,852	-42.5%	↓
Idling CH4 per year (kg)	155	101	-34.8%	↓
Idling N2O per year (kg)	22,222	11,512	-48.2%	↓
Idling fuel cost per year (£)	£ 562,597.20	£ 252,473.60	-55.1%	↓

Photo: Air quality reference monitor being installed at Hull Paragon Station.

Beyond Carbon

Conserve water and material resources, limiting waste and embedding circular economy principles. We will take forward opportunities to support biodiversity and implement station improvements.

Beyond Carbon

Circular Economy

Noise

Water

Good for Nature

Circular Economy

Goal: Responsible sourcing and material management is embedded within our processes by 2030.

Performance against circular economy targets has been challenging as passengers return to the railway and, in turn, the volume of customer waste deposited in station bins and on board has increased. To meet customer demand for single use items, we continue to provide alternative products in biodegradable materials in our catering and onboard retail offers, including use of bamboo plates in our West Coast Kitchen offering.

Waste Metrics

Total waste generated (tonnes)

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		PY Adjustment
Total waste produced	403.52	578.68	587.55	45.6%	↑	1.5%	↑	(0.1)
General waste produced	403.52	570.15	575.18	42.5%	↑	0.9%	↑	-
General waste recycled	259.53	335.48	317.56	22.4%	↑	-5.3%	↓	-
General waste subject to other recovery	143.99	234.67	257.62	78.9%	↑	9.8%	↑	-
Hazardous waste	-	0.03	0.03	-	—	-5.0%	↓	-
Offensive waste	-	6.54	9.02	-	—	37.9%	↑	-
WEEE waste	-	1.95	3.32	-	—	70.1%	↑	(0.1)

General waste disposal by method (per cent)

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY	
General waste diverted from landfill	100%	100%	100%	0.0%	—	0.0%	—
General waste recycling rate	64%	59%	55%	-14.2%	↓	-6.2%	↓
General waste subject to other recovery	36%	41%	45%	25.5%	↑	8.8%	↑

In the financial year 2024, we continued to divert 100 per cent of general waste from landfill, this includes office and customer waste that we collect on board and at our managed stations. The total volume of waste increased slightly in comparison to the prior financial year, whilst the proportion of waste recycled was at 55 per cent, achieving a revised target.

The proportion of general waste that was recycled has reduced in comparison by prior year by six per cent. To take more recydable waste out of the waste streams before energy recovery, we continued to work with our supplier to fill any vacancy gaps in our dedicated waste segregation officer role to maintain on-site recycling at Hull Paragon station. Retention and recruitment of this role has been a challenge and has had an impact on results.

A waste amnesty project commenced in the year to identify and collect any redundant equipment at our managed stations with the view to repurpose or recycle. This was the first full year our coffee cup recycling trial has been in place, which deliver nearly four tonnes of coffee cups recycled.

Adjustments: A minor correction to the amount of WEEE waste disposed in 2022/23 was made.

Reuse

During the year, we have been improving the accessibility features of station benches and provided arm rests and higher-level seats to assist those with mobility needs.

Redundant benches in good order, have been reused rather than disposed where possible. In total 20 benches were donated to local sports clubs around our managed stations or routes, providing spectator seating at sports facilities and much needed contribution to local communities we serve. In total, we were able to reuse more than one tonne of metal waste.

Furthermore, this avoidance of waste, including associated disposal and transport, led to carbon saving of 26 kgCO2e.

Photo: Benches reused at Loftus Cricket Club.

Water Metric

Goal: Water resources are conserved and always protected.

Water consumption (cubic metres)

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline		CY vs. PY		PY Adjustment
Water consumption	30,739	31,205	34,356	11.8%	↑	10.1%	↑	(131.12)

To improve water efficiency across our stations, we have installed sensor operated water basin taps, which are also easier for people with impaired strength or fine motor skills to use. The measures introduced so far at seven of our managed stations are predicted to save 730 cubic metres of water and 30,000 kWh of energy per year from heating less water.

However, despite these improvements to water fittings, water consumption across our network has increased by nearly 10 per cent against prior year.

The increase in part correlates to passenger usage but also reflects an ongoing challenge to identify and locate underground water leaks to repair.

Adjustment: Prior year adjustment due to the backfilling of previously estimated data, as well as the removal of double-counting for one water meter from monitoring.

Noise Metrics

Goal: Manage complaints and perception through a focused effort to reduce noise by 2030.

Number of complaints and complainants

Metric	2019/20 (Baseline)	2022/23 (PY)	2023/24 (CY)	CY vs. Baseline	CY vs. PY	Baseline Adjustment
Number of complaints	72	35	45	-37.5% ↓	28.6% ↑	25.00
Number of complainants	-	13	39	0.0%	- 200.0% ↑	-

To understand and manage noise, our Noise Working Group continues to review complaint hot spot areas and review our operations to maintain compliance with best practicable means.

The removal of Class 68 units from our timetable in December 2023, resulted in improved community relations at Scarborough. This change resolved ongoing complaints at the station and depot during the financial year post implementation of the change.

To further manage noise from railway operations, as a train operator we continue to be engaged in the RSSB quieter railway projects and have adopted the noise strategy guidance to draft our first noise strategy in this area. The strategy has been formed to set out our longer-term vision and to develop operator-specific Noise Action Plans, whilst recognising that the railway is a significant mode of transportation that plays a key role in the socio-economic fabric of our communities.

The strategy supports delivery of our flagship goal for noise by detailing the framework for addressing noise and vibration related issues, aiming to balance the needs of various stakeholders while minimising the impact of rail operations on surrounding communities.
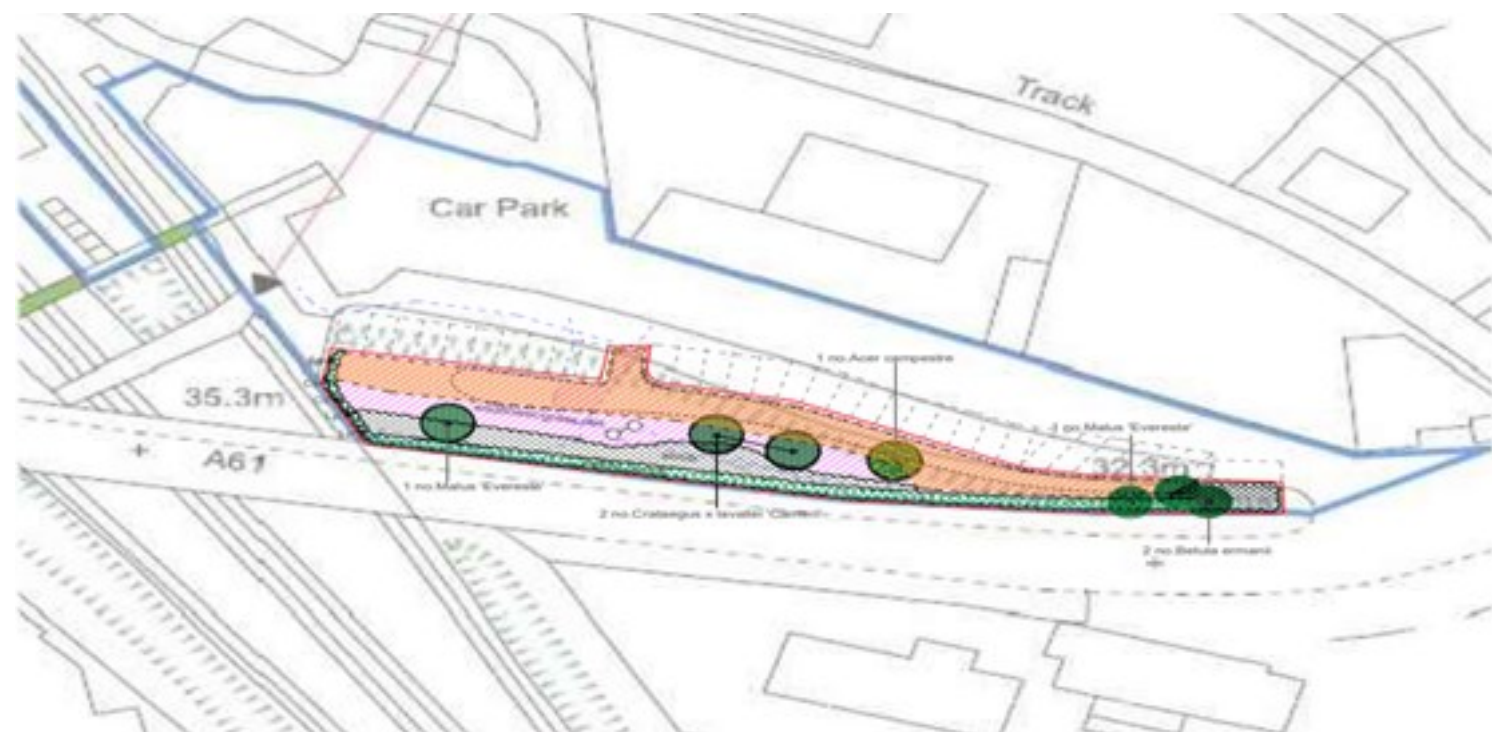
*Adjustment: Baseline adjustment due to improvements to data monitoring.

Good for Nature

A small-scale biodiversity improvement project entailing 0.1ha of habitat creation, comprising trees, hedgerow, scrub, bug hotels and wildflower grassland at Thirsk Station Car Park.

Goal: Deliver projects that are good for nature, enhancing our stations for biodiversity by 2030.

In the year, we have established Our Good for Nature Plan, which sets out biodiversity improvements and actions across all of our managed stations, including community engagement activities, which raise awareness of the importance of pollinators and nature connections within railway station environments, including bees and insects.

To inform this plan, a habitat baseline level was established in the prior financial year.

Actions required to be taken forward include new planters, habitat boxes and landscape planting schemes on station land to support bees, insects, and other notable species.

During the financial year, we worked with Groundwork Yorkshire's landscape architect team to re-design a species poor embankment at Thirsk Station, to deliver biodiversity benefits outlined within the site ecological survey.

Landscape design drawing and planting plan for Thirsk Station

Biodiversity gains:

- 800m^2 wildflower grassland
- 90m native hedgerow.
- seven trees
- 175m^2 native scrub
- five climbing plants screening industrial fencing
- five insect hotels
- two station planters containing pollinator-friendly species

Photos: Thirsk station embankment reprofiling, new scrub and hedgerow planting on the embankment and area prepared for wildflower seed mix.

Diversity &
Inclusion

Careers not
just Jobs

Our People

Our workforce is representative of our communities, and our people thrive with career opportunities in an inclusive environment.

Diversity and Inclusion

Goal: Significant progress is made on pay gaps by 2040 and our workforce represents diversity within our communities.

During the financial year 2024, we remained committed to becoming more diverse and reflective of the communities we serve across our regions and that our employee experiences continue to remain positive, and opportunities are available for people from under-represented groups.

Despite a challenging year, our commitment towards diversity and inclusivity can be seen through our positive progress across underrepresented groups. Almost a quarter of TPE employees are women, which is a positive step forward from 2018, when only 18 per cent of all colleagues were women.

Positively, we are also seeing a sizeable shift in the number of women applying and securing new roles with 32 per cent of new hires being women. Notably, 25 per cent of trainee drivers recruited this financial year were women, a role that historically attracts male candidates. In addition, almost a quarter of our engineers are women.

As part of International Women's Day during March 2024, we committed to work with Smart Works Greater Manchester, a UK charity that exists to empower all women who need help getting into work.

Pay gap reporting continues following our move from First Group, which will now be publicly published as a TPE report for the financial year, which is expected to be available in March 2025.

Photo: Joanne Davis-Briggs, new starter in February 2024

Workforce Diversity Metrics

Under-representative groups performance change

Under-Represented Group	Mar-21	Mar-22	Mar-23	Mar-24	Change from PY	Comparator where available
Women	20.95% of overall headcount (305)	21.94% of overall headcount (349)	22.4% of overall headcount (374)	24.2% of overall headcount (431)	8%	↑ 16% last rail industry estimate
Have a disability	0.41% of headcount shared (6)	1.13% of headcount shared (18)	1.3% of headcount shared (21)	1.9% of headcount shared (34)	46%	↑ 24% of working age population (2023 ONS Data)
LGB+	3.65% of overall headcount shared (53)	6.73% of overall headcount shared (107)	7.6% of overall headcount (128)	9.1% of overall headcount (163)	20%	↑ 3.9% of population aged 16+ years (LGB+ 2022 ONS Data, Trans people were not included in this ONS dataset)
Ethnically Diverse	2.13% of overall headcount (31)	6.10% of overall headcount (92)	6.2% of overall headcount (104)	6.5% of overall headcount (109)	5%	↑ Most TPE work locations are located in the least ethnically diverse parts of the UK with 95%+ of surrounding population identifying as white ethnicity (2011 census data)
Aged 25 years and under	3.51% if overall headcount (51)	4.53% of overall headcount (72)	5.3% of overall headcount (90)		-	- Not available
Aged 24 years and under				4.4% of overall headcount (78)	-	- Not available

Diversity monitoring continues to be mandatory, with applicants being given the right to opt to not disclose. This year saw an increase in data disclosure rates for all characteristics for our existing workforce since our last annual review. Evidence of our progress towards inclusive recruitment is attracting a broader range of candidates both internally and externally who are willing to share their data. On the prior year, in terms of headcount we achieved a five per cent increase in ethnically diverse people; eight per cent increase in women; 46 per cent for people with a disability and 20 per cent increase in people that identify under LGB+.

Furthermore, our people networks, which promote inclusion for all have seen positive growth in member rates across all groups:

- Women at TPE with more than 130 members

- Neurodiversity Network with around 15 members

- LGBTQ+ network with nearly 40 members

Photo: Women at TPE launch event

Diversity Metrics

Photo: Hans Ekonje, Driver Instructor based in Manchester and ethnic minorities representative for ASLEF.

Diversity performance

Under-Represented Group	Mar-22	Mar-23	Mar-24	Change from PY	
New hires aged 24 years or under	20.0%	17.0%	-	-	
Ethnically diverse applicants	12.0%	16.0%	21.0%	31.3%	↑
Ethnically diverse new hires	8.0%	9.0%	10.0%	11.1%	↑
Female internal promotions	24.0%	31.0%	31.0%	0.0%	↑
Female new hires	33.0%	25.0%	32.0%	28.0%	↑
Female qualified driver applicants		6.5%	5.0%	-23.1%	↓
Female qualified driver appointments		11.0%	10.0%	-9.1%	↓
Female trainee driver applicants		20.0%	11.0%	-45.0%	↓
Female trainee driver appointments		42.0%	25.0%	-40.5%	↓
LGB+ applicants	14.0%	13.0%	14.0%	7.7%	↑
LGB+ hires		16.0%	18.0%	12.5%	↑

We want our workforce to be representative of our communities and by understanding our people's diversity it can help us identify challenging areas and put plans in place through our recruitment processes to attract people into the rail industry from underrepresented groups.

One of the biggest areas of improvement when considering ethnicity is the continued improvement in disclosure rates from colleagues. In 2021, TPE's ethnicity disclosure rate was 30 per cent across the organisation. In February 2024, this had more than doubled to 73 per cent. Data disclosure rates support an increase in understanding of the workforce composition, which enables improved decision making and forward planning.

Careers not just Jobs

Goal: 10 per cent increase on the number of people enrolled on an apprenticeship or career development programme by 2025.

There has been increased activity around recruitment and education in the most deprived areas of the network, to promote careers in rail and TPE as an attractive and attainable employer. Colleagues have attended schools and recruitment fairs in Manchester, Oldham, Leeds and York during the past financial year, as previous data analysis has told us that these are the locations with the highest applications from candidates from working class backgrounds. For the 2023 apprenticeship recruitment campaign, 19 per cent of applicants were from a low socio-economic background and 21 per cent of those invited to interview were from low socio-economic backgrounds.

Throughout 2023, we launched and promoted a new expression of interest form for apprenticeships and redeveloped communications around the scheme. This, coupled with attending events across the network, resulted in attracting more than 400 registrations. TPE is now able to contact potential candidates when the latest apprenticeship vacancies go live.

TPE has attracted a broader range of applicants through continued collaboration with employability leads within the geographical areas we cover resulting in:

- 21 per cent of applicants being ethnically diverse
- 14 per cent of applicants being LGBT+
- 22 per cent of all applications being from female candidates
- 12 per cent of all interviews were with ethnic minority candidates
- 7 per cent of all interviews were with female candidates

Education Engagement Metric	2022/23 (PY)	2023/24 (CY)	CY vs. PY	
Careers Events (no.)	18	23	27.8%	↑
Work Experience (no. of days)	15	39	160.0%	↑

TPE is continuously growing the reach of school and college engagement across the network, ensuring that the TPE brand is recognised, and young talent is being inspired about careers in rail.

In the financial year 2024, we attended 23 school, college, and careers fairs, a 28 per cent increase on prior year. At these events, students can sign up to hear about apprenticeship vacancies, which has been successful in obtaining talent in the past few years.

In September 2023, we welcomed seven young apprentices into our level three and level four training programmes and employed three graduates into the 2023/24 workforce.

The recent apprenticeship recruitment campaign saw 19 per cent of applicants coming from low socio-economic backgrounds, and 21 per cent of interviewees were from disadvantaged socioeconomic groups. To prepare for the next round of recruitment, we have refreshed our promotional materials for the apprenticeship intake, including developing a new parent information pack and new imagery.

Step up and Step forward

Since the launch of Step Up and Step Forward, the success rates of colleagues' career development have been a true highlight for TPE.

Step Up is designed for frontline colleagues who aspire to a management role. The development route has led to 60 per cent of participants receiving a promotion, job move or secondment opportunity. For this programme, there have also been no leavers from TPE, and the remaining 40 per cent of participants continue in the roles they had before enrolling on the programme.

Step Forward, designed for management colleagues who aspire to being in a head of department role, has seen 75 per cent of participants secure a promotion, job move or secondment opportunity. The remaining 25 per cent have left the organisation following the programme. Going forward into the financial year of 2025, we will replace this programme with our new Rise and Aspire programmes to address skills gaps and align to our new approach to leadership capability.

Our Customers and Communities

Deliver a positive contribution to society through an accessible train operation service that adds additional value to local communities.

Our Customers & Communities

Accessibility

Community

Social value

Accessibility

Goal: Deliver an accessible train operation service that eliminates barriers to travelling by rail by 2025 and supports integrated travel.
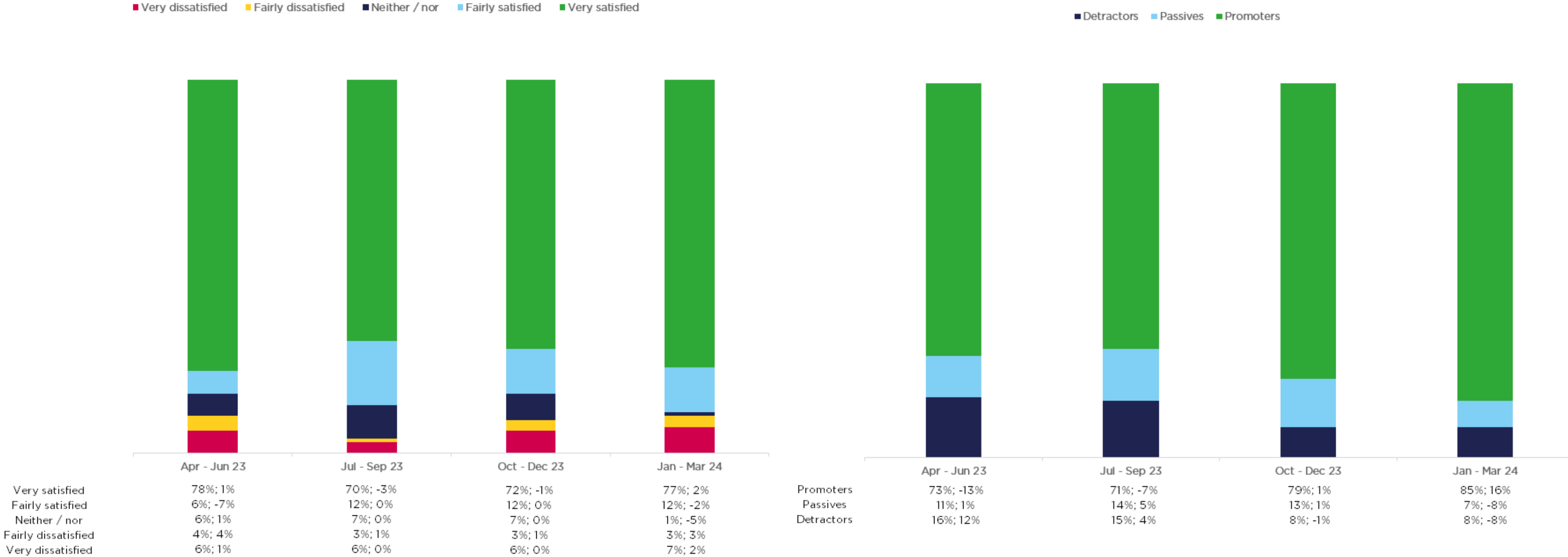
Throughout the year, we delivered improvements to station seating. These improvements delivered on the provision of persons with reduced mobility (PRM) compliant seating at six locations across our network.

The new and modified seating provides multiple benefits, specifically the features of arm rests and back support, which offer an improved facility to customers with reduced mobility, balance, or strength. A portion of seating has been left without armrests to allow for lateral transfers from a wheelchair or mobility aid should a customer require to do so. Each set of seats has a designated priority seat, and the seating type installed includes a variety of heights to make it easier for customers to stand from with less strength, force, and balance from the individual.

Accessibility Performance Metrics

Passenger assist satisfaction and net promoter score

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither / nor ■ Fairly satisfied ■ Very satisfied

■ Detractors ■ Passives ■ Promoters

	Apr - Jun 23	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24
Very satisfied	78%; 1%	70%; -3%	72%; -1%	77%; 2%
Fairly satisfied	6%; -7%	12%; 0%	12%; 0%	12%; -2%
Neither / nor	6%; 1%	7%; 0%	7%; 0%	1%; -5%
Fairly dissatisfied	4%; 4%	3%; 1%	3%; 1%	3%; 3%
Very dissatisfied	6%; 1%	6%; 0%	6%; 0%	7%; 2%

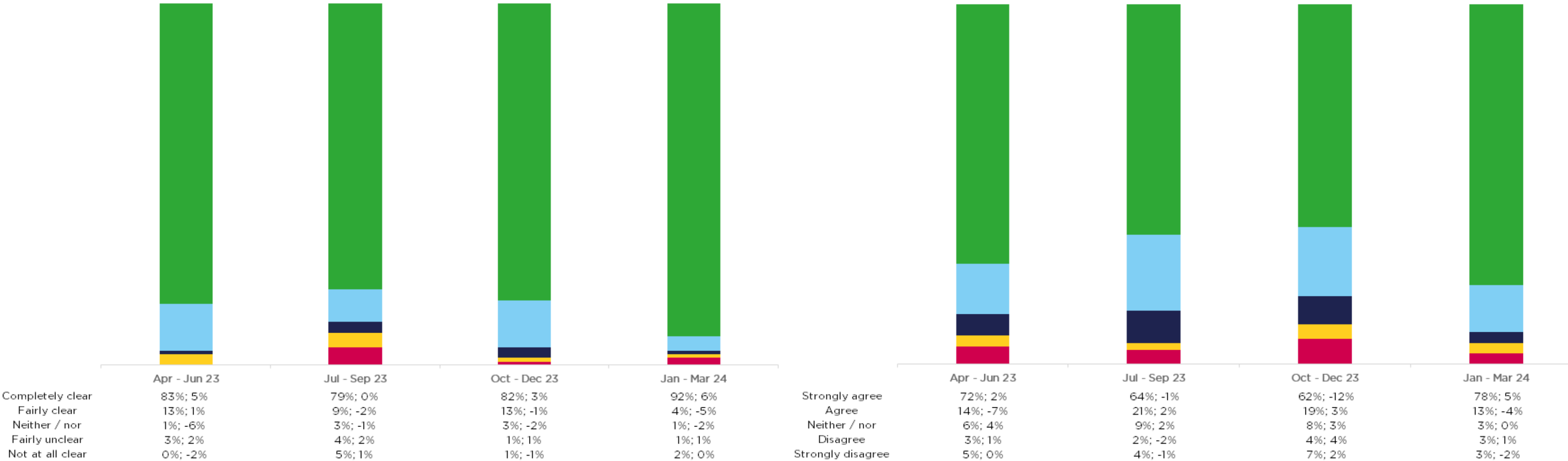|	Apr - Jun 23	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24
Promoters	73%; -13%	71%; -7%	79%; 1%	85%; 16%
Passives	11%; 1%	14%; 5%	13%; 1%	7%; -8%
Detractors	16%; 12%	15%; 4%	8%; -1%	8%; -8%

Over the course of the financial year, passenger assistance satisfaction level has slightly varied over the quarters. Those satisfied were down in comparison to prior year during quarter two and three, which correlates to ongoing challenges with operational performance. Whereas in quarter four following the December 2023 timetable change, a stabilised performance led to improved passenger satisfaction at 89 per cent in the final quarter. Similarly in quarter four our net promotor score increased to 85 per cent.

Clarity of information and feelings of independence

Legend (left chart): ■ Not at all clear ■ Fairly unclear ■ Neither / nor ■ Fairly clear ■ Completely clear

Legend (right chart): ■ Strongly disagree ■ Disagree ■ Neither / nor ■ Agree ■ Strongly agree

	Apr – Jun 23	Jul – Sep 23	Oct – Dec 23	Jan – Mar 24
Completely clear	83%; 5%	79%; 0%	82%; 3%	92%; 6%
Fairly clear	13%; 1%	9%; -2%	13%; -1%	4%; -5%
Neither / nor	1%; -6%	3%; -1%	3%; -2%	1%; -2%
Fairly unclear	3%; 2%	4%; 2%	1%; 1%	1%; 1%
Not at all clear	0%; -2%	5%; 1%	1%; -1%	2%; 0%

	Apr – Jun 23	Jul – Sep 23	Oct – Dec 23	Jan – Mar 24
Strongly agree	72%; 2%	64%; -1%	62%; -12%	78%; 5%
Agree	14%; -7%	21%; 2%	19%; 3%	13%; -4%
Neither / nor	6%; 4%	9%; 2%	8%; 3%	3%; 0%
Disagree	3%; 1%	2%; -2%	4%; 4%	3%; 1%
Strongly disagree	5%; 0%	4%; -1%	7%; 2%	3%; -2%

A key metric of accessibility performance and improvements made across the rail network is the clarity of information and feeling of independence. Across the quarters with the exception of quarter two, we delivered an improved position on clarity of information provided to our customers with accessibility needs. In regard to feelings in independence a positive trend continues to be demonstrated, with quarter four delivering the best performance, which reflects also the stablisation of our operational performance following the December 2023 timetable.

To support independence, we continue to invest in accessibility minor works that support our customers to independently move around our managed stations. In the year at Grimsby Town Station, we completed an upgrade to toilet cubicle locks for more accessible types. In the accessible toilets at Cleethorpes and Hull Stations we have replaced non-compliant alarm cords and installed grabrails where they were previously missing to meet current standards.

Further improvements have been made through rolling out tactile and braille handrail signage at all our stations with stepped or ramped access.

Inclusive Transport

We were recognised as an Inclusive Transport Leader at the end of 2023, recognising our ongoing commitment to delivering disability and equality training to our people and establishing a proactive approach to ensuring passenger rights are fulfilled through our service, whilst leading action for improvements.

One of our highlight moments was launching Social Stories for the railway, helping to increase customer confidence when travelling through tools to support inclusive communication and understanding.

Taking A Train Ride
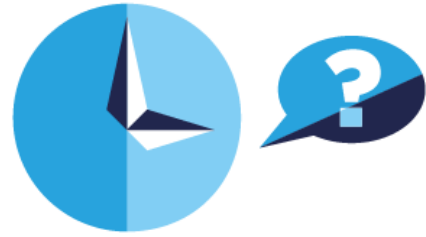
When I want to go on a journey, I can go on a train.

Train stations can be busy. I can wear ear defenders.

I can buy a ticket at the ticket office.

If the station has staff, they can help me. I can write down what I need help with.

At times there might not be any staff, but I can use the help points.

I can wait for my train on the platform.

Sometimes the train can be late. This is okay.

I will get on the train when it arrives.

There are seats if I would like to sit down.

Sometimes a conductor might come through the train to check tickets. This is okay. I will show them my ticket.

I will hear an announcement before my stop.

I will get off the train.

Riding the train was fun.

Try the Train

125 people benefited in the year from Try the Train Days

In launching the TPE Try the Train days, we delivered our first session with St Vincent de Paul Deaf Centre, an organisation supporting D(d)eaf people in Newcastle. We initially held a virtual journey planning session with three members of its management team exploring Passenger Assist options, the different types of railcards available, and how to find support from TPE staff.

We then held an in-person session with six members of the team travelling between Newcastle and Huddersfield. On-board and at Huddersfield station, we were able to showcase TPE's initiatives to support D(d)eaf and hard of hearing customers, such as the live British Sign Language (BSL) interpretation available at all our stations and our BSL departure boards. Crucially, this session provided us with feedback on how to further improve our offering, such as improvements we could make to the BSL pre-recorded messages. From this session, we have formed a strong working relationship with the organisation, and they are also able to provide us with ongoing suggestions and feedback by now being members of our Customers and Professionals Accessibility Panel.

Subsequently, we have rolled out further sessions and include SEND* schools and colleagues to support understanding of the railway and how to use, and the support available to those who may require accessibility support to travel and the support available to those who may require accessibility support to travel and increase confidence.

Passenger Assistance

In the year we saw a significant increase in customer use of passenger assistance, with a 12 per cent increase on booked assistance and a 161 per cent increase on un-booked, whereby our customers can turn up and go.

At the end of the financial year, our customer satisfaction with passenger assistance was at 87 per cent, our aim next year is to improve this level to above 90 per cent.

Special educational needs and disability (SEND)

Photo: Try the Train Day attendees at Newcastle Station with our Accessibility and Equality Impact Advisor

Testimonial "We were absolutely delighted to be part of that great day out. Our deaf staff felt a sense of responsibility for the next steps about improving the facilities at the railway stations in general" (SVP Deaf Centre Newcastle).

Community

Goal: 47% of our managed stations are recognised as community hubs, which are adopted by local groups by 2030

Photo: TPE Unity Train

Community Rail Partnerships

The Community Rail movement continues to be a prime example of how the local communities we serve actively support their local transport networks. We ensure regular attendance at CRP meetings both virtually and in person to provide on-going support, collaborating on initiatives across our network, and, as an organisation, providing a financial contribution.

During the financial year, £41,250 was distributed between our 24 neighbouring CRPs, enabling them to continue projects such as school engagement activities, line promotion, and station artwork.

Community activities

In supporting the local communities we serve, we delivered a range of events in the financial year 2024, which included our involvement with Junior Warden Days, in collaboration with Network Rail. During the year, a total of three Junior Warden Days were delivered, which brought local primary school students to Huddersfield Station by train, where they then had the opportunity to tour areas such as the old signal box and first-class lounge, followed by a presentation from British Transport Police (BTP) on rail safety and a discussion on the careers within rail.

Charity

In continuing our work with local charities such as Samaritans on World Kindness Day, we took part in the campaign to end loneliness handing out 'coffee and cakes' to station passers-by. We also continued to support Andy's Man Club, which is dedicated to de-stigmatising men's mental health. In November, we unveiled our Andy's Man Club wrapped Class 185 train to encourage conversations on the important issue. Recognising the diverse communities we serve and to kickstart our 'Week of inclusion', in January we unveiled our Nova 1 'Unity' train that travelled through the North and into Scotland, to become a beacon of hope for the LGBTQ+ community. Our train featured the most up to date Pride Progress Flag and, on release, included branded goody bags being handed out to customers on the train followed by a choir singing at Liverpool Lime Street. That same week also saw the announcement of our partnership with the Proud Trust. In total we have donated £20,000 to the Proud Trust charitable causes.

School engagement

School engagement activities remain vital to TPE, including careers events and joint working with Network Rail and Northern. Through working more closely with colleagues at the Community Rail Education Network, we attend regular meetings and assist with the provision of career information, as well as increasing our co-working with colleagues at other operators and Network Rail. An example of this is our involvement in the planning process of Rail Safety Week, an event which saw nearly 600 primary school children attend sessions at Leeds station.

Transport Integration

As part of our community engagement programme, we continued to deliver events for bicycle owners to get their bikes marked for free across our Network in conjunction with British Transport Police, delivering five events in the year.

Our bike marking events help customers to protect their bikes against thieves, increasing confidence to cycle to and from the station, feeling positive to securely store their bikes within bike sheds provided at our managed stations.

Bike marking includes attaching two tamper proof stickers with unique QR codes to the bike fame – one which is obvious and another that's hidden - and registering the details of the owner in a form so that they can be contacted in the event of a theft.

Going forward, we will continue to offer this service to all bikes – including electric bikes – in collaboration with British Transport Police.

Social Impact Metrics

Goal: Plan and deliver additional social value, offering at least a 10% increase by 2035 following baseline.

Volunteering and community data

Metric	2019/20 (baseline)	2020/21	2021/22	2022/23	2023/24	Change from Baseline		Change from PY	
Payroll Giving	£ 35,974.10	£ 36,155.35	£ 40,826.20	£ 42,071.50	£ 47,919.83	24.9%	↑	13.9%	↑
Workforce volunteer hours	253	512	91	249	320	20.9%	↑	28.5%	↑
Workforce volunteers	39	33	7	26	49	20.4%	↑	88.5%	↑
Cash donations				£ 23,716.49	£ 22,346.67			-5.8%	↓
Local apprentices				93	97			4.3%	↑
Proportion of staff that volunteer				1.59%	2.75%			73.0%	↑

The financial year saw an improvement in the majority of our social impact metrics, with notable improvements against both prior year and baseline year. Positively, the number of employees utilising their volunteering leave has increased on prior year by up to 89 per cent and the number of volunteering hours has increased by up to 29 per cent. The increased uptake has been the result of positive reinforcement of the benefits volunteering can provide to employees and to local communities.

In addition, our 2023 apprentice intake was encouraged to work together to identify and support suitable charity events.

Photo: TPE apprentices with Wood St Mission Christmas appeal donations

Social and Economic Impact Evaluation

Using RSSB's Rail Social Value Tool, we can assess the social, environmental, and economic impact of some of our social impact metrics against the National Social Value Standard. The below tables demonstrate the social and economic impact gained from our activities, aligned to the standard. Going forward, it is our aim to review our social impact monitoring report to deliver more social and economic value to our local communities.

Social Impact Evaluation	2022/23	2023/24	Change from PY	
Workforce volunteer hours	£ 5,313.66	£ 6,982.40	31.4%	↑
Cash donations	£ 23,716.49	£ 22,346.67	-5.8%	↓
Local apprentices	£ 7,783.17	£ 8,302.23	6.7%	↑

Economic Impact Evaluation	2022/23	2023/24	Change from PY	
Workforce volunteer hours	£ -	£ -	-	
Cash donations	£ -	£ -	-	
Local apprentices	£ 4,308,053.88	£ 4,582,326.56	6.4%	↑

Throughout the year, we have supported a range of charities to give back to our communities. Most notably, during the festive season, five of our apprentices worked with the Wood Street Mission Children's charity to organise a Christmas present collection across the TPE network. For the month of December, donation boxes were placed at our offices and depots to collect gifts and toys for low-income families in the Salford and Manchester areas. Thanks to the generosity of our colleagues, the apprentices were able to fill six boxes and three bags with donations in time for the charity's holiday distribution. This hands-on experience also worked to provide the apprentices with new skills and experience as part of their ongoing development.

At Easter, we did our bit to help families across Greater Manchester by donating 130 Easter eggs to local charity Mustard Tree.

Photo: TPE employees with Easter egg collection

Near-Term Science-Based Targets

Our near-term science-based emission reduction targets were approved and validated by the Science Based Targets initiative (SBTi) in 2023.

TransPennine Express Near-term Science-Based Targets				*The target boundary includes biogenic land-related emissions and removals from bioenergy feedstocks.
Target ID	Target type	Target wording	Scopes covered	
Abs1	Absolute (near-term)	TransPennine Trains Limited commits to reduce absolute scope 1 GHG emissions 54.6% by FY2032 from a FY2019 base year.*	1	Near-term targets were set using the cross-sector absolute reduction and scope 3 supplier engagement methods, according to the SBTi Criteria and Recommendations Version 5.0 and the Science-Based Target Setting Tool Version 2.1.
Abs2	Absolute (near-term)	TransPennine Trains Limited commits to reduce absolute scope 2 GHG emissions 54.6% within the same timeframe.	2	
O1	Supplier engagement	TransPennine Trains Limited further commits that 67.08% of its suppliers by emissions covering purchased goods and services and capital goods will have science-based targets by FY2027.	3	

The below table shows progress against our approved scope near-term science-based targets.

Reporting Item [target]	Base year value 2019/20*	Base year emissions covered by targets (tCO$_2$e) (%)	2020/21 value	2021/22 value	2022/23 value	2023/24 value	2023/24 per cent change (from base year)	Target Completion (%)
Scope 1 (tCO$_2$e) [Abs1]	83,524	100%	66,640	76,051	55,867	73,543	-11.9%	21.9%
Scope 2 (location-based) (tCO$_2$e) [Abs2]	7,346	100%	8,608	8,834	6,786	8,900	21.2%	-38.7%
Scope 3, cat. 1: purchased goods and services (tCO$_2$e)	80,108	N/A	0*	76,547	80,776	77,412	-3.4%	N/A
Scope 3, cat. 2: capital goods (tCO$_2$e)	5,868	N/A	0*	17,147	3,339	3,985	-32.1%	N/A
Suppliers by emissions covering purchased goods and services and capital goods with science-based targets (% coverage of scope 3, cat. 1 and cat. 2) [O1]	0.0%	N/A	0%*	18.8%	14.3%	37.0%	37.0%	55.2%

*TransPennine Trains Limited (TransPennine Express is the brand operational name) performs a full inventory of its scope 1, 2 and 3 emissions on an annual basis, apart from during 2020/21, when a scope 3 inventory was not carried out.

Greenhouse Gas Emissions Inventory

TransPennine Trains Limited performs a full GHG inventory of its scope 1, 2 and 3 GHG emissions on an annual basis, except for in 2020/21, when a full scope 3 inventory was not performed. The reporting period of the inventory (scopes 1, 2 and 3) covers a financial year running from 1 April to 31 March.

Scope or scope 3 category	Base year 2019/20 (tCO2e)	2020/21 (tCO2e)	2021/22 (tCO2e)	2022/23 (tCO2e)	2023/24 (tCO2e)
Scope 1	83,524	66,640	76,051	55,867	73,543
Scope 2 (location-based)	7,294	8,608	8,834	6,786	8,900
Scope 3, category 1: Purchased goods and services	80,108	-	76,547	80,776	77,412
Scope 3, category 2: Capital goods	5,868	-	17,147	3,339	3,985
Scope 3, category 3: Fuel- and energy-related activities	21,324	17,593	20,979	15,502	20,052
Scope 3, category 4: Upstream transportation and distribution	3,392	-	2,277	9,416	6,829
Scope 3, category 5: Waste generated in operations	39	33	20	25	25
Scope 3, category 6: Business travel	38	-	3	7	23
Scope 3, category 7: Employee commuting	453	-	336	266	413
Scope 3, category 8: Upstream leased assets	210	-	248	305	325
Scope 3, category 9: Downstream transportation and distribution	-	-	-	-	-
Scope 3, category 10: Processing of sold products	-	-	-	-	-
OScope 3, category 11: Use of sold products	-	-	-	-	-
Scope 3, category 12: End-of-life treatment of sold products	6	-	3	3	3
Scope 3, category 13: Downstream leased assets	1,993	101	1,566	1,538	1,380
Scope 3, category 14: Franchises	-	-	-	-	-
Scope 3, category 15: Investments	-	-	-	-	-
Total: scope 1, scope 2 location-based, scope 3 (all categories)	204,249	92,975	204,010	173,831	192,888
Optional Emissions	79	-	19	27	40

Exclusions: There are no emissions excluded from the inventory.

Variations in Emissions: Any variations in emissions from the figures submitted to the SBTi as part of our near-term science-based target validation process are disclosed and explained on page 45.

Greenhouse Gas Emissions Inventory: Data Limitations

Data Limitations

Our scope 3 emissions are calculated using a hybrid method, with this breakdown shown in the table below along with our plan to improve this our methodology for next year's GHG inventory.

Scope or scope 3 category	Methodology Approach	Limitations	Planned Improvements
Scope 3, category 1: Purchased goods and services	Screening	Uses actual spend data, but broad and outdated Quantis spend-based emissions factors.	Switch to DEFRA spend-based emissions factors, which are more relevant given our UK operation, and allow for more specific spend categorisation, all of which will improve the calculation accuracy. Longer-term, we will look to engage with suppliers as part of our supplier engagement target and seek supplier-specific emissions data.
Scope 3, category 2: Capital goods	Screening	Uses actual spend data, but broad and outdated Quantis spend-based emissions factors.	Switch to DEFRA spend-based emissions factors, which are more relevant given our UK operation, and allow for more specific spend categorisation, all of which should greatly improve the calculation accuracy. Longer-term, we will look to engage with suppliers as part of our supplier engagement target and seek supplier-specific emissions data.
Scope 3, category 3: Fuel- and energy-related activities	Inventory	Uses actual data.	No changes planned currently.
Scope 3, category 4: Upstream transportation and distribution	Inventory	Uses actual data.	No changes planned currently.
Scope 3, category 5: Waste generated in operations	Inventory	Uses actual data, but water usage figures contains some estimated data.	We intend to fit dataloggers to our remaining water meters and lower the amount of estimated data.
Scope 3, category 6: Business travel	Inventory	Uses actual data.	No changes planned currently.
Scope 3, category 7: Employee commuting	Screening	Currently an estimate based on UK National Travel Survey results.	We will determine a mechanism for completing a suitable survey of our employees commuting habits to enable actual data to be acquired in the coming years.
Scope 3, category 8: Upstream leased assets	Screening	Uses floor area data and Quantis screening emissions factors.	We intend to engage with landlords to acquire actual or apportioned utilities data, which would then be accounted for in scope 1 and scope 2. We will also look for UK-specific emissions factors for upstream leased assets in the interim.
Scope 3, category 12: End-of-life treatment of sold products	Screening	Uses actual data.	No changes planned currently.
Scope 3, category 13: Downstream leased assets	Hybrid	Some tenants are sub-metered, but readings are only taken twice a year. Screened data is based on rental income data and Quantis screening emissions factors.	We are developing plans to increase the amount of sub-metering, whilst allowing for more regular data readings. We will also look for UK-specific emissions factors for downstream leased assets in the interim.

Near-Term Science-Based Targets: Verification and Variations in Emissions

Verification of GHG Emissions

TransPennine Trains Limited engaged with Groundwork Greater Manchester and Groundwork East to conduct a verification of our corporate GHG emissions inventory over the period 1 April 2023 to 31 March 2024. The verification was performed in accordance with the ISO14060 family of standards for reporting and verifying GHG emissions. The verified metrics included scope 1, scope 2, scope 3 category 1 "purchased goods and services", category 2 "capital goods", category 3 "fuel- and energy-related activities", category 4 "upstream transportation and distribution", category 5 "waste generated in operations, category 6 "business travel, category 7 "employee commuting", category 8 "upstream leased assets), category 12 "end-of-life treatment of sold products", and category 13 "downstream leased assets". The verification body found no evidence that the above metrics reported are not materially correct, and no evidence that the assertion is not consistent with TransPennine Trains Ltd actual corporate GHG emissions position with a partial assurance statement against each dataset.

Variations in Emissions

TransPennine Trains Ltd has recalculated and restated its emissions for all reporting years covered in this report, including its base year emissions (2019/20), across scope 1, scope 2, scope 3 category 1 "purchased goods and services", scope 3 category 3 "fuel- and energy related activities", scope 3 category 8 "upstream leased assets", and scope 3 category 13 "downstream leased assets", to reflect an improvement in our GHG calculation methodology and data accuracy, and to ensure consistent estimation methods across each reporting year. The variations in emissions in the values originally validated by the SBTi, and the reasons for the variations, are shown in the table below.

Scope or scope 3 category	Original base year emissions, 2019/20 (tCO2e)	Original most recent year emissions, 2021/22 (tCO2e)	Base year emissions variance (tCO2e)	Most recent year emissions variance (tCO2e)	Primary Reason for Variation	Per cent variance in base year emissions
Scope 1	81,372	74,617	2,151.70	1,434.40	Change to emissions factor used for fuel in our trains from Diesel to Gas Oil (reporting error).	2.6%
Scope 2 (location-based)	7,346	8,874	(52.20)	(40.30)	Backfilling of historic estimated data with actual data. Correction of minor emissions factor errors. Reassigning of some sub-metering between scope 2 and scope 3 category 13.	-0.7%
Scope 3, category 1: Purchased goods and services	80,132	81,372	(23.90)	(4,824.50)	Corrections to the classification of some spends leading to changes in emissions factors. Some double-counted spends (accounted for in other scope 3 categories) removed.	0.0%
Scope 3, category 3: Fuel- and energy-related activities	21,133	20,877	191.00	101.60	Change to WTT emissions factor used for fuel in our trains from Diesel to Gas Oil (reporting error).	0.9%
Scope 3, category 13: Downstream leased assets	1,941	1,529	52.40	37.00	Reassigning of some sub-metering between scope 2 and scope 3 category 13.	2.7%
Total: scope 1, scope 2 location-based, scope 3 (all categories)	201,945	207,302	2,303.70	(3,291.60)	See above.	1.1%

Change per cent

Our company's base year emissions recalculation policy position is defined as a significant change as a cumulative change of five per cent or more in our total base year emissions. We have assessed the implications of this restatement on our science-based targets, as shown in the table, and have not identified a need to update the target as the change represents an impact of less than five per cent.

Near-Term Science-Based Targets: Variations in Emissions

Variations in emissions also apply to the values originally reported in our 2022/23 Annual Sustainability Report, covering scope 1, scope 2, and scope 3 total figures. Additional reasons for these variations include changes recommended during the SBTi target validation process.

Scope or scope 3 category	Base year emissions variance (tCO2e)	2020/21 variance (tCO2e)	2021/22 variance (tCO2e)	2022/23 variance (tCO2e)	Reason for Variation	Per cent variance in base year emissions
Scope 1	2,152	1,680	1,434	1,202	Change to emissions factor used for fuel in our trains from Diesel to Gas Oil (reporting error).	2.6%
Scope 2 (location-based)	(52)	(19)	(40)	(28)	Backfilling of historic estimated data with actual data. Correction of minor emissions factor errors. Reassigning of some sub-metering between scope 2 and scope 3 category 13.	-0.7%
Scope 3	(931)	17,727	(4,705)	73	Corrections to the classification of some spends leading to changes in emissions factors. Some double-counted spends (accounted for in other scope 3 categories) removed. Change to WTT emissions factor used for fuel in our trains from Diesel to Gas Oil. Reassigning of some sub-metering between scope 2 and scope 3 category 13.	-0.8%
Total: scope 1, scope 2 location-based, scope 3 (all categories)	1,168	1,840	(3,310)	1,248	See above. Additional reasons include changes made as recommended during the SBTi target validation process.	0.6%

Near-Term Science-Based Targets: Actions towards meeting SBTs

The table below summarises the actions we are taking towards meeting our SBTs.

Target	Action towards meeting SBTs
Reduce absolute scope 1 emissions 54.6% by FY2032 from a FY2019 base year (ABS1).	In 2023/24, our scope 1 emissions reduced by 11.9 per cent compared to 2019/20 levels. This reflects both a reduced service level due to operational performance issues, as well as a gradual shift to running more trains using electric power instead of diesel, furthering a sustainable modal shift and reducing our combined scope 1 and 2 emissions. This shift from diesel to electrically powered traction will continue over the coming years as further parts of the Transpennine Route Upgrade electrification come online, culminating with the arrival of a fleet of new trains for use over the completed route. Across our estate, we will work towards removing the remaining gas supplies we have at our stations by installing heat pumps.
Reduce absolute scope 2 emissions 54.6% by FY2032 from a FY2019 base year (ABS2).	In 2023/24. our scope 2 emissions were increased by 22 per cent compared to 2019/20 levels. This reflects a shift towards running more of our trains using electric power instead of diesel, furthering a sustainable modal shift and reducing our combined scope 1 and 2 emissions. We continue to make energy efficiency improvements across our estate, through environmental minor works such as LED lighting changes and installing more efficient heating panels, and we will continue to overhaul our estate as we continue to decarbonise. We are also relying on the Quantas Government's policy to decarbonise the electricity grid by 2035.
67.08% of our suppliers by emissions covering purchased goods and services and capital goods will have science-based targets by FY2027 (O1).	Key suppliers covering purchased goods and services and capital goods, representing 37.04 per cent of our scope 3 emissions, set a science-based emissions reduction target as of the end of 2023/24. We are developing a sustainable procurement policy, within which we will support our supplier engagement requirements.
Use of carbon credits and avoided emissions	TransPennine Trains Ltd does not purchase any carbon credits, nor does it account for avoided emissions or count any avoided emissions towards the progress of our science-based targets.

Next Steps:

- We intend to start developing a climate transition plan during the coming year, integrating existing work done to date on our decarbonisation roadmap and current climate-related financial disclosures to illustrate how we will transition our operations in alignment with the Transition Plan Taskforce.

- Climate-related issues are governed through our governance reporting structure and board reporting processes. Board oversight remains under the governance arrangements of DfT OLR for climate-related issues, which is provided through our Audit and Risk Committee (ARC) and our Safety, Health, Environment Committee (SHEC). As the UK transitions to a low carbon resilient economy the ARC alongside the SHEC will continue to challenge and review the climate-related risks and opportunities and associated financial impact.

- We have allocated a total of £350k for 2024/25 for decarbonisation of our estate, with a further £400k forecast for use each year for the next five years for this purpose. Budgets continue to be reviewed in line with the annual business plan process.

Contacts

- For the latest up to date information, visit www.tpexpress.co.uk

- For details of our Sustainability Strategy, visit https://www.tpexpress.co.uk/about-us/sustainability

bsi	ISO 14001 Environmental Management CERTIFIED	ISO 50001 Energy Management CERTIFIED

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