

TRANSPENNINE EXPRESS

Annual Sustainability Report 2025/26

Introduction from Chris Jackson

Managing Director

Welcome to our 2026 annual sustainability report

At TransPennine Express (TPE), we continue to place sustainability at the heart of our business, embedding our four sustainability pillars across our operations in the North of England and Scotland while promoting rail as a greener, more accessible and sustainable way to travel.

During the year, we have continued to make tangible progress towards our sustainability ambitions. We have strengthened our focus on decarbonisation, improved the efficiency of our operations, progressed important air quality initiatives and taken meaningful steps to better understand and adapt to the impacts of climate change through the publication of our first Weather Resilience and Climate Change Adaptation Strategy.

Guided by our sustainable strategy, we remain committed to delivering positive environmental, social and economic outcomes. This year, we have continued to reduce our overall carbon impact, improve accessibility across our network and work collaboratively with partners to support the communities we serve.

We have also delivered further improvements for nature and biodiversity, including large-scale habitat enhancement projects and community-led initiatives that are helping to create richer, more resilient environment across our estate. Alongside this, we have continued to improve waste management practices and explore opportunities to increase resource efficiency across our business.

Accessibility, diversity, inclusion and social value remain central to our approach. I am particularly proud of the progress made in improving Passenger Assist performance, strengthening colleague engagement through our employee networks and supporting community projects that help make a positive difference across our route.

While there is still more to do, the achievements highlighted through this report demonstrate the dedication of our colleagues and partners and reinforce our commitment to building a safer, more sustainable and inclusive railway for the future.



Sustainability at TransPennine Express

Our approach to sustainability is defined by understanding our contribution to society, the economy, and the environment, and what is materially important to our colleagues, our customers, and our stakeholders. The four pillars of sustainability within our strategy support our vision and approach to sustainable development.

Each pillar is aligned to one or two UN sustainable development goals, which are the most relevant to us as a train operating company.



Carbon and air

This considers our carbon footprint, resilience to climate change and impact on local air quality.

- **Net zero**
- **Climate resilience**
- **Air quality**

Our people

This takes forward our goals for a diverse and inclusive workforce that can reach its potential, whilst developing succession plans and competency frameworks through proactive career development opportunities.

- **Diversity and Inclusion**
- **Careers not just jobs**

Beyond carbon

This is focused on embedding circular economy thinking into our operations; reducing noise disturbance and impact on water resources, whilst setting out our good for nature ambitions.

- **Circular economy**
- **Noise**
- **Water**
- **Good for nature**

Our customers and communities

This embeds an approach for ensuring an accessible train service, bringing communities to the heart of our thinking, and delivering on a positive contribution to society through social impact outcomes.

- **Accessibility**
- **Community**
- **Social value**

Sustainable Rail Blueprint

Since the launch of the rail industry's **Sustainable Rail Blueprint**, we have remained committed to supporting its vision and demonstrating the role rail can play in delivering a more sustainable future. As one of the most sustainable forms of long-distance transport in the UK, rail has a vital role in supporting decarbonisation, social value and economic growth. Following the publication of Sustainable Rail Progress Report in November 2025, we continue to align our activities with the industry's shared ambitions and priorities.

Almost three years on, we have continued to make strong progress against our sustainability strategy and the wider industry's Sustainable Rail Blueprint. This year, we have focused on improving climate resilience, reducing environmental impacts, enhancing biodiversity, improving accessibility and delivering positive outcomes for our communities. We recognise that a sustainable railway can only be achieved through collaboration, and we remain committed to working with partners across the industry to deliver lasting benefits for people, places and the environment.





Each pillar is aligned to one or two UN Sustainable Development Goals, which are the most relevant to us as a train operating company.

Sustainability at TPE: Highlights

Carbon and air

Climate resilience strategy
Published our first Weather Resilience and Climate Change Adaptation (WRCCA) Strategy, identifying key climate risks and setting adaptation actions to build a more resilient railway.

Reduced carbon impact
Reduced total carbon impact by 4.4% against our baseline, supported by continued improvements in operational efficiency.

Improved fleet efficiency
Improved fleet energy and carbon efficiency, with both metrics improving against prior year and baseline performance.

Lower diesel emissions
Introduced single engine dwelling on our bi-mode fleet, tested new on-board filters on our diesel trains. Scarborough emissions have reduced by 70% following removal of the crash deck.

Electrification benefits
Benefited from TransPennine Route Upgrade electrification, enabling increased electric operation and delivering estimated annual carbon savings of around 370 tCO_2e.

Beyond carbon

Biodiversity enhancements
Delivered major biodiversity enhancements, including habitat creation at Yarm, pollinator projects at Northallerton and community-led improvements across the network.

Environmental recognition
Received national recognition through a National Rail Awards nomination for environmental excellence for Yarm biodiversity project.

Improved recycling and waste management
Improved recycling and waste segregation facilities across stations, depots and offices to support better resource management and circular economy outcomes.

Furniture reuse and social value
Reused 2.85 tonnes of surplus furniture through out partnership with Collecteco, creating an estimated £43,000 of social value.

Reuse partnerships
Established new charity partnerships to reuse lost property items, supporting organisations including YMCA and Furbd while reducing waste.

Our people, our customers and communities

Inclusion, diversity and colleague engagement
- Strengthened engagement across seven colleague networks, including Women at TPE, Neurodiversity and Unity (LGBTQ+), supporting inclusion, wellbeing and colleague voice.
- Delivered a successful Month of Inclusion, promoting learning allyship and belonging.
- Improved workforce diversity insights through increased diversity monitoring participation.
- Raised awareness of key inclusion topics through year-round colleague engagement campaigns.
- Expanded equality impact assessments, embedding accessibility and inclusion into business decisions.

Accessible travel
- Passenger Assist demand increased by 34%, reflecting growing confidence in accessible rail travel.
- Enhanced Passenger Assist delivery through new meeting points and focused improvement initiatives.

Community impact and social value
- Provided £30,000 to support Community Rail Partnership projects, delivering benefits for local communities across our network.
- Colleague contributed 413 volunteering hours, generating an estimated £241,651 in social value during 2025/26.
- Raised £50,700 for our charity partners, including the RNLI (£36,200), Humber Rescue (£12,000) and St Abbs Independent Lifeboat (£2,500).
- Reached at least 21,703 young people and community participants through education, safety and engagement initiatives, including 18,939 through Rail Safe Friendly and 1,660 participants in the Springpod virtual work experience programme.

Our priorities over the next 12 months

1. Reduce engine idling across the network to improve air quality and minimise environmental impacts.
2. Deliver further traction efficiency initiatives to reduce carbon emissions and improve fleet environmental performance.
3. Strengthen climate resilience by progressing actions from our Weather Resilience and Climate Change Adaptation Strategy, working closely with Network Rail and expanding SuDS initiatives.
4. Improve waste segregation and recycling performance across stations, offices and onboard services through behavioural change and operational improvements.
5. Enhance biodiversity across our estate, progressing larger-scale habitat improvement plans at Manchester Airport alongside community-led initiatives at other locations.
6. Increase climate change and decarbonisation awareness through Carbon Literacy training and colleague engagement activities.
7. Launch our station adoption programme, creating new opportunities for community involvement across the network.
8. Support Community Rail Partnership projects and strengthen measurement of social, environmental and community outcomes.
9. Expand engagement with schools, colleagues and youth organisations, including rail safety education and future talent initiatives.
10. Deliver Rail confidence Trips with Mid Cheshire Community Rail partnership, supporting around 120 participants from specialist schools, disability groups and community organisations to build confidence using public transport.
11. Continue supporting our lifeboat charity partners, including RNLI, St Abbs Independent Lifeboat and Humber Rescue, through fundraising and safety awareness activities.



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TRANSPENNINE EXPRESS

Performance Report

1 April 2025 to 31 March 2026



Carbon and air

To be a net zero 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

Goal: We are net zero by 2050

Current performance at the end of the financial year saw a slight improvement in overall carbon impact.

Additionally, there have been changes to how Scope 2 and Scope 3 emissions are calculated, affecting the baseline and previous year. Traction electricity carbon impact is now calculated using Network Rail's post-washup data. Scope 3 categories 1 and 2 are now calculated using UK SIC-based emissions factors.

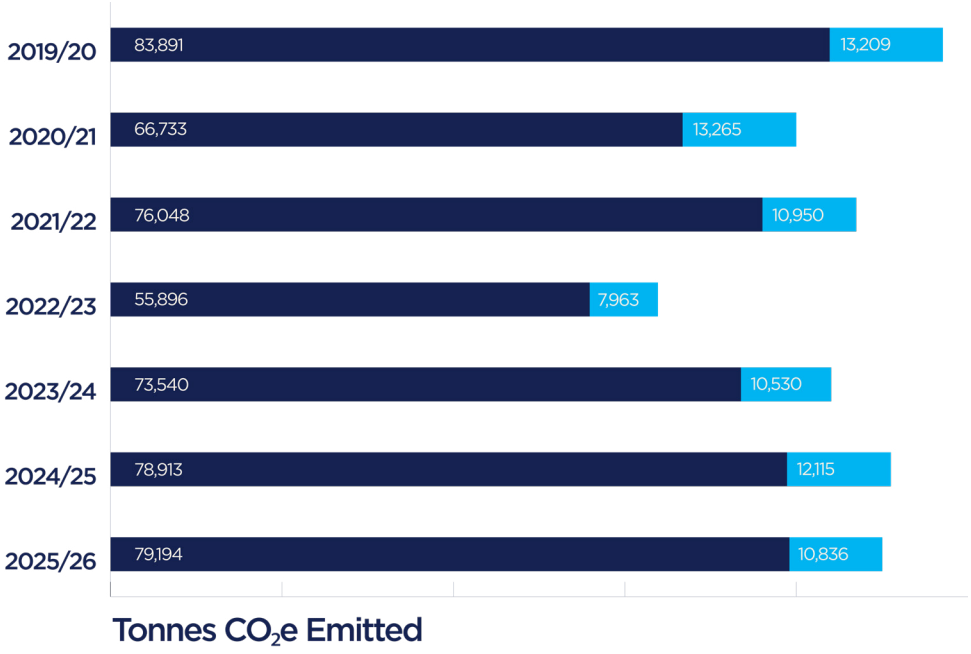
Scope 1 emissions increased slightly due to a slightly increased service offering, balanced out by the number of engineering blockades during the year and the impact diversionary route running had on fuel use.

Scope 2 emissions have decreased due to greening of the grid.

Scope 3 emissions have decreased due to reduced spend year-on-year.

Carbon Impact by Scope (tCO_2e)

Scope	2019/20 (Baseline)	2024/25 (PY)	2025/26 (CY)	CY vs. Baseline	CY vs. PY	Baseline Adjustment	PY Adjustment
Scope 1	83,891	78,913	79,194	-5.6%	0.4%	367	62
Scope 2	13,209	12,115	10,836	-18.0%	-10.6%	5,915	1,446
Scope 3	105,701	85,479	103,826	-1.8%	21.5%	(7,012)	(44,154)
Total Scope	202,801	176,507	193,856	-4.4%	9.8%	(549)	(42,646)



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

Traction: Fleet Energy and Carbon Efficiency Metrics

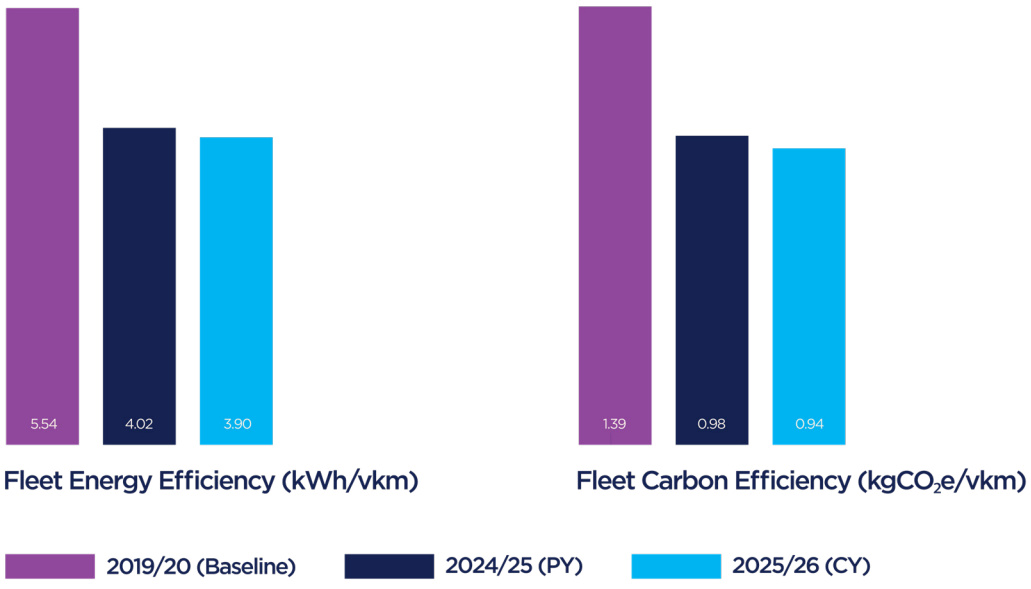
Fleet efficiency metrics inform how carbon and energy intensive our traction operations are. This year again saw improvements against prior year and against baseline in both our fleet carbon and energy efficiency metrics.

This improvement against prior year also means the year was an improvement again against baseline year, with a significant improvement in both fleet metrics.

Fleet energy efficiency improvements have been driven by improved performance across our diesel fleets and is believed to be linked to the large amount of diversionary route running that has been done because of the Transpennine Route Upgrade.

Carbon efficiency has benefited from the improved diesel fleet efficiency improvements, as well as favourable drop in the DESNZ emissions factor for electricity.

Normalised Fleet Efficiency							
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**	**Baseline Adjustment**	**PY Adjustment**
Fleet Energy Efficiency (kWh/vhm)	5.54	4.02	3.90	-29.6%	-3.0%	0.33	0.05
Fleet Carbon Efficiency ($kgCO_2e$/vkm)	1.39	0.98	0.94	-32.6%	-4.9%	0.09	0.01



*Adjustments: baseline and prior year effiiciency figures updated and now use Network Rail's post-washup data for electric traction energy consumption. This applies to year-end overall figures only, as it is not broken down by fleet type.

Traction: Efficiency Breakdown by Class of Fleet

Looking at individual fleet performance, both our **Class 185s and Class 802s again delivered an improved energy and carbon efficiency performance** compared to both baseline year and prior year.

The Class 397s EMU fleet were again improved on baseline but struggled against previous year due to maintenance issues seen throughout the year.

Traction Carbon Efficiency by Fleet Class ($kgCO_2e/vkm$)						
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**	**Baseline Adjustment**
Diesel Fleet Class 185	1.51	1.46	1.41	-6.8%	-3.5%	0.01
Electric Fleet Class 397	0.30	0.22	0.23	-22.3%	5.5%	
Bi-Mode Fleet Class 802	4.23	0.69	0.62	-85.3%	-9.1%	

Traction Energy Efficiency by Fleet Class (kWh/vkm)					
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**
Diesel Fleet Class 185	6.06	5.87	5.65	-6.7%	-3.7%
Electric Fleet Class 397	1.18	1.07	1.26	-7.1%	17.8%
Bi-Mode Fleet Class 802	16.49	2.87	2.72	-83.5%	-5.0%



*Adjustments: minor adjustments to biofuel accounting in previous years for Class 185s.



Transpennine Route Upgrade: KO3

We started making use of the new overhead line infrastructure installed as part of Transpennine Route Upgrade (TRU) Key Output 3 between Church Fenton and Colton Junction in August 2025. Modelling suggests that TPE would save approximately 370 tCO_2e per year by being able to run the Class 802 bi-mode fleet using electricity from the OLE instead of its diesel engines over this stretch of track.

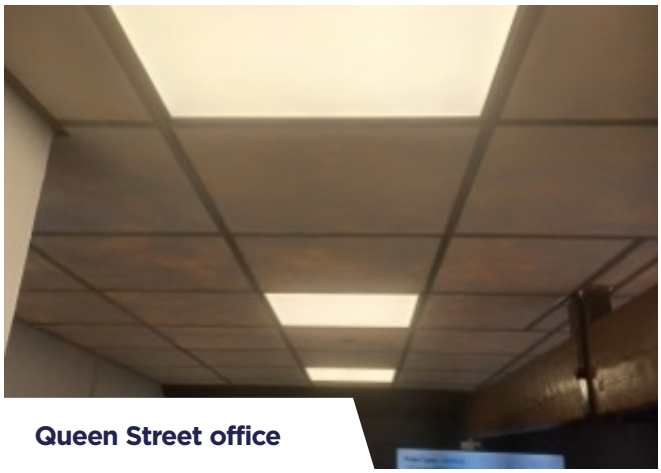
Non-Traction: Property Energy and Carbon Performance

Minor Works: York – Queen Street

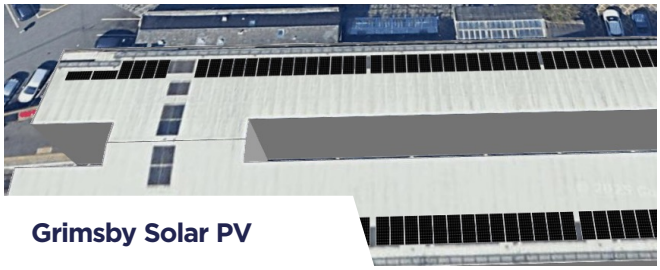
We worked with our Property colleagues to deliver environmental enhancements at our Queen Street office in York following a refurbishment that delivered a refreshed office space for our Revenue Protection colleagues. We came in after the refurbishment was completed to upgrade light fittings to LED and to replace aging electric heaters with a newer model that we have been installing across our estate, enabling finer control and reducing energy consumption overall.

Solar PV

We are working to install solar panels across our estate as a pilot to assess viability before aiming to rollout where suitable across our station estate. We have chosen Grimsby Town Station as our pilot location and are working with contractors to design a suitable system. We are also working towards installing PV at Huddersfield and Dewsbury as part of the ongoing TRU works at these locations. Installing solar panels will enable us to generate our own renewable energy, helping us to decarbonise, as well as providing improved energy resilience.



Queen Street office



Grimsby Solar PV

Non-Traction Energy Consumption (kWh)							
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**	**Baseline Adjustment**	**PY Adjustment**
Electricity	4,236,660	4,117,776	3,935,973	-7.1%	-4.4%		(7,331)
Gas	983,561	751,780	718,688	-26.9%	-4.4%		600

Normalised Fleet Efficiency							
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**	**Baseline Adjustment**	**PY Adjustment**
Electricity	1,082.89	852.59	696.67	-35.7%	-18.3%		(2)
Gas	180.83	137.50	131.49	-27.3%	-4.4%		
Road fleet	2.85	1.97	7.14	151.0%	262.3%		
Total	1,266.56	992.06	835.30	-34.0%	-15.8%		(2)

*Adjustments: minor adjustments to historic consumption data.

Climate Resilience

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

During the year, we produced our first Weather Resilience and Climate Change Adaptation (WRCCA) strategy, setting out weather and climate change impacts for TPT now, and into the future. The strategy identifies key climate risks and identifies high-level actions and adaptation responses required over a three-year period, which are tracked via our internal climate resilience working group. We have also continued to work with Network Rail colleagues on climate resilience via Adaptation Pathways sessions, mapping out key climate risks across key routes on our network, shaping adaptation and resilience investment over the coming years as we transition towards Great British Railways. Through internal training and targeted climate workshops, we will continue to upskill our workforce and raise climate awareness, as we continue to build our adaptive capacity for the organisation.

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. Our Performance team measure these impacts along with the financial impact of weather-related events.

Operational Performance

Our operational performance metrics shown within the table, illustrate the overall service performance in the year in comparison to the prior year.

Metric	2019/20	2023/24	2024/25	2025/26 (CY)	Change from Baseline	Change from PY
Delay Minutes	30,072	17,766	22,559	17,073	-43.2%	-24.3%
Cancellations	308.5	234	445	125	-59.6%	-72.0%
Cost to TPE	£1,399.006	£914,032	£1,413,417	£707,763.00	-49.4%	-49.9%

Metric	2023/24	2024/25	2025/26 (CY)	Change from PY
Cancellations	11.3%	5.1%	5.4%	5.1%
Time to 3	67.9%	68.8%	68.5%	-0.3%
Time to 15	94.4%	95.2%	94.8%	-0.4%

*Adjustments: minor adjustments to historic consumption data.

Climate Resilience: HVAC

During extended periods of hot weather, our 185 and 397 fleet seem to suffer from inadequate HVAC (Heating, Ventilation and Air Cooling) capacity, which can and does result in delays and cancellations to our services. The Fleet Team have been and continue to work hard with our suppliers and maintainers to improve the HVAC performance of these fleets.

Class 185

As the Class 185 HVAC system is now over 20 years old, we are working with Beacon Rail and Siemens on the feasibility of a trial for an intelligent HVAC control module to support climate resilience.

The trial will determine if the new system could provide improved reliability of the HVAC system and provide real-time monitoring of HVAC performance and passenger comfort conditions, enabling technical intervention and optimisation where required. The intelligent module is capable of automatically adjusting system performance to suit operating conditions and passenger demand, helping to maintain a more consistent onboard environment.

Through this trial, we hope to validate that using this will improve passenger comfort, enhance overall HVAC performance across the fleet, and deliver measurable energy savings through more efficient operation of the system.

Class 397

A lot of improvement works have been implemented on this fleet with regards to passenger saloon HVAC. The system now will automatically reset when the system trips due to high temperatures, from build the system would shut down completely and the driver would be required to stop the train and reset the whole train in order to re-boot the passenger saloon HVAC. Further work is planned to take place over the winter/spring of 2026/27 to replace the HVAC condenser fans with larger ones, and also the HVAC module covers situated on the vehicle roofs are to be painted white which will reflect infra-red solar radiation. Therefore, the condenser fans will be drawing in slightly cooler air.



SuDs installation

Following successful trial during FY24/25 at Northallerton we developed plans for the installation of units across 10 other TPE stations, including collaborative working with Hull City Council to secure funding for SuDs units and awareness at Hull Paragon Station.

Whilst at a small-scale, these SuDs units help us build resilience to heavy rain downpours through slowing the flow of water and taking pressure off local drainage networks. They also provide a biodiversity boost for our stations through creating new habitat and green space, providing benefits for local wildlife and customers.



Air Quality

Goal: We will produce, manage and sustain our Air Quality Improvement Plan supporting the industry work and starting with the AQIP for Hull by the end of June 2026.

Recognising that effective air quality management requires industry-wide collaboration, TPE works closely with Network Rail, other train operating companies and key stakeholders. This includes collaboration with Northern Trains, responding to industry data requests, and participating in RSSB-led projects. TPE has worked with LNER to assess the benefits and risks of projects that apply to our bi-mode fleets.

We updated our network-wide Air Quality Improvement Plan (AQIP) and developed a dedicated AQIP for Hull. The actions are wide ranging and include how we can work towards reducing idling times, and reduce emissions whilst idling. We continue to run our Air Quality Working Group, now combined with noise management. The group brings together representatives from across TPE to review air quality data and identify upcoming risks and improvement actions. We have created a sub group with senior representatives from operational departments to develop a project to identify fleets capability to switch off engines in service at priority locations and plan to trial this in the coming year.

Works on Scarborough station's roof have been completed and therefore the crash deck that was enclosing the station space has been removed. Emissions have now reduced by approximately 70% following removal of the crash deck.



Air Quality Projects

TPE continues to play an active role in RSSB air quality projects and working groups, including participation in the Air Quality Monitoring Network (AQMN), with NOx monitoring at Huddersfield, Hull, Manchester Airport and Scarborough stations; Steering Group for the T1382 Analysis of air quality onboard trains; Air Quality Working Group (AQWG); Air Quality and DEEE in Stations. In addition, we are also a member Network Rail's NW AQWG. T1382, the third round of on-board air quality measurements, looked at electric trains as well to explore the relationship between fuel type and on-board air quality.

Following an earlier round of this project, we trialled a new HVAC filter for our Class 185 diesel fleet, which is designed to reduce particulate matter on board. The initial findings are positive and we await the final report.

Turnaround mode is a feature on our Class 802 bi-mode trains that reduces emissions and diesel consumption to be reduced during longer dwells. We worked with LNER to assess the benefits and risks of Class 802 Turnaround Mode, as they were already successfully utilising this. As a part of our Air Quality Improvement Plan, Turnaround Mode has now been implemented as standard practice at Hull station. Although 802s can operate in electric or diesel mode, they dwell in diesel mode at Hull due to the station not being electrified. When Turnaround mode is activated, two of the three GUs switch off, reducing emissions by up to 67%.





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.

Waste Metrics

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

In the financial year 2025/26, we continued to divert virtually all operational waste from landfill, with 99.8% of waste diverted through recycling and other recovery routes. The total volume of waste generated decreased by 5% compared with the previous financial year. While overall waste production reduced, our recycling rate fell from 57.6% to 51.5% reflecting ongoing challenges associated with waste segregation and contamination, and highlighting an important area of focus for improvement in the year ahead.



Total Waste Generated (tonnes)					
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**
Total waste produced	403.53	616.65	585.89	45.2%	-5.0%
Waste reused/recycled	259.53	355.27	237.19	-8.6%	-33.2%
Waste subject to other recovery	143.99	261.37	222.40	54.5%	-14.9%
Waste sent to landfill			0.91		
Hazardous waste		0.88	1.10		25.0%
Offensive waste		9.00	11.12		23.5%
WEEE waste		1.66	1.10		-33.6%
Circular economy KPI		4.00	2.80		-30.0%

Total Disposal by Method (%)					
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**
Waste diverted from landfill	100.0%	100.0%	99.8%	-0.2%	-0.2%
Waste reuse/recycling rate	64.3%	57.6%	51.5%	-12.8%	-6.1%
Waste subject to other recovery	35.7%	42.4%	48.3%	12.6%	-5.9%

Circular Economy and Waste Management

During the year, we implemented a range of initiatives to improve waste management and increase recycling across the business. These included simplifying recycling compliance through the rollout of standardised recycling bins, enhanced waste signage and clearer colour coding across stations and staff areas, and expanding food waste collections across TPE stations and offices.

We also developed plans to improve the segregation of onboard train waste through enhanced turnaround cleaning practices and dedicated catering waste facilities in First Class carriages on longer-distance services. In addition, we strengthened our commitment to the circular economy through our partnership with Collecteco, donating surplus furniture and materials to community organisations, and established new partnerships with the YMCA and Furbd in the North East to reuse and recycle lost property items, reducing waste while delivering social value.



Water

Goal: Water resources are conserved and always protected.

Water performance improved against prior year, mainly thanks to the lack of major leaks across the estate but was far above baseline year. There have also been issues with data quality, with a large amount of estimated data due to failing logging equipment - a core driver behind our water dataloggers project.

Minor Works: Senor Taps and Cistermiser

We finished rolling out sensor taps across our station estate where appropriate, covering staff areas at Hull and Selby along with customer toilets at Selby. These help to optimise water consumption by preventing taps remaining on when not in use. We've also installed a Cistermiser at Selby, helping to manage urinal flushing and reducing water used through over-flushing or continual flushing.





Water Dataloggers

A long-running project to bring dataloggers to all water meters where they were missing across our estate that has evolved and expanded to include meter exchanges where required, and renewals of life-expiring equipment. This has added delay into the project but will inevitably deliver a more robust water monitoring system, and therefore worth the wait. This year saw meter exchanges completed at Scunthorpe and Brough, facilitating the install of datalogging on two meters which had no remote monitoring capability previously. We also fitted dataloggers to meters at Scarborough Station and at one of our offices in York, providing regular remote visibility where previously we had twice-yearly manual reads taken. We have one more meter exchange and 12 datalogger renewals to complete next year.

Water Consumption (m3)					
Metric	2019/20 (Baseline)	2024/25 (PY)	2025/26 (CY)	CY vs. Baseline	CY vs. PY
Water consumption	30,739	54,218	34,992	13.8%	-0.2%

Noise Metrics

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

During 2025/26, noise complaints reduced significantly compared with previous years, reflecting the positive impact of our mitigation efforts. Train idling within our diesel fleet remains the primary source of noise complaints, and we continue to focus on reducing unnecessary idling to deliver benefits for both noise and air quality. We are also actively managing the operational challenges arising from Transpennine Route Upgrade (TRU) blockades, which can increase train turnaround times and dwell periods across the network. Increased engagement with colleagues and train operators is helping drive further progress in reducing idling and improving the overall environmental performance of our operations.

Number of Complaints and Complainants					
Metric	**2019/20 (Baseline)**	**2024/25 (PY)**	**2025/26 (CY)**	**CY vs. Baseline**	**CY vs. PY**
Number of complaints	72	42	25	-65.3%	-40.5%
Number of complainants		26	21	0.0%	-19.2%



Good for Nature

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

Yarm Biodiversity Improvement Project

During 2025/26 we completed a major biodiversity upgrade at Yarm Station, delivering a measurable biodiversity uplift within the first year due to early intervention and hydroseeding. This project supports wildlife to thrive and creates a more welcoming environment for our customers and communities.

Transforming existing unmanaged natural habitat areas within station footprint, we created the following habitat types

- Species rich wildflower grassland
- 70m new native hedgerow
- 14 native trees planted
- Native bulb planting and ferns
- Improved management of existing woodland
- Bird and bat boxes installed.

Before: October 2025



After: May 2026





Good for Nature

Delivered biodiversity uplift in space-constrained rail environments.



70,000 bees introduced on disused railway land in Northallerton



Scarborough nature garden working with local volunteers



Malton Community Fund: bird boxes, planters and Cl 185 bug hotel



Minor improvements - station planters, Malton in Bloom initiatives



Hundreds of pollinator-friendly species planted by local volunteers at Dewsbury



Numerous pollinator-friendly plants in the rejuvenated nature garden area on Platform 1 at Scarborough Station



Our people

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

Diversity and Inclusion

Goal: To create an inclusive culture where everyone feels they belong, can be themselves at work and has equal opportunity to thrive, while continuing to improve workforce representation and reduce pay gaps by 2040.

Recognising that inclusion is an ongoing journey, we continue to embed equality, diversity and inclusion across every aspect of our business. Our ambition is to create a workplace where colleagues feel valued, respected and able to bring their whole selves to work.

During 2025/26, we continued to strengthen our inclusion strategy through colleague networks, awareness campaigns, leadership development and initiatives focused on allyship and psychological safety. We have worked to improve representation, increase understanding of diverse experiences and create more opportunities for colleagues to have a voice in shaping our culture.

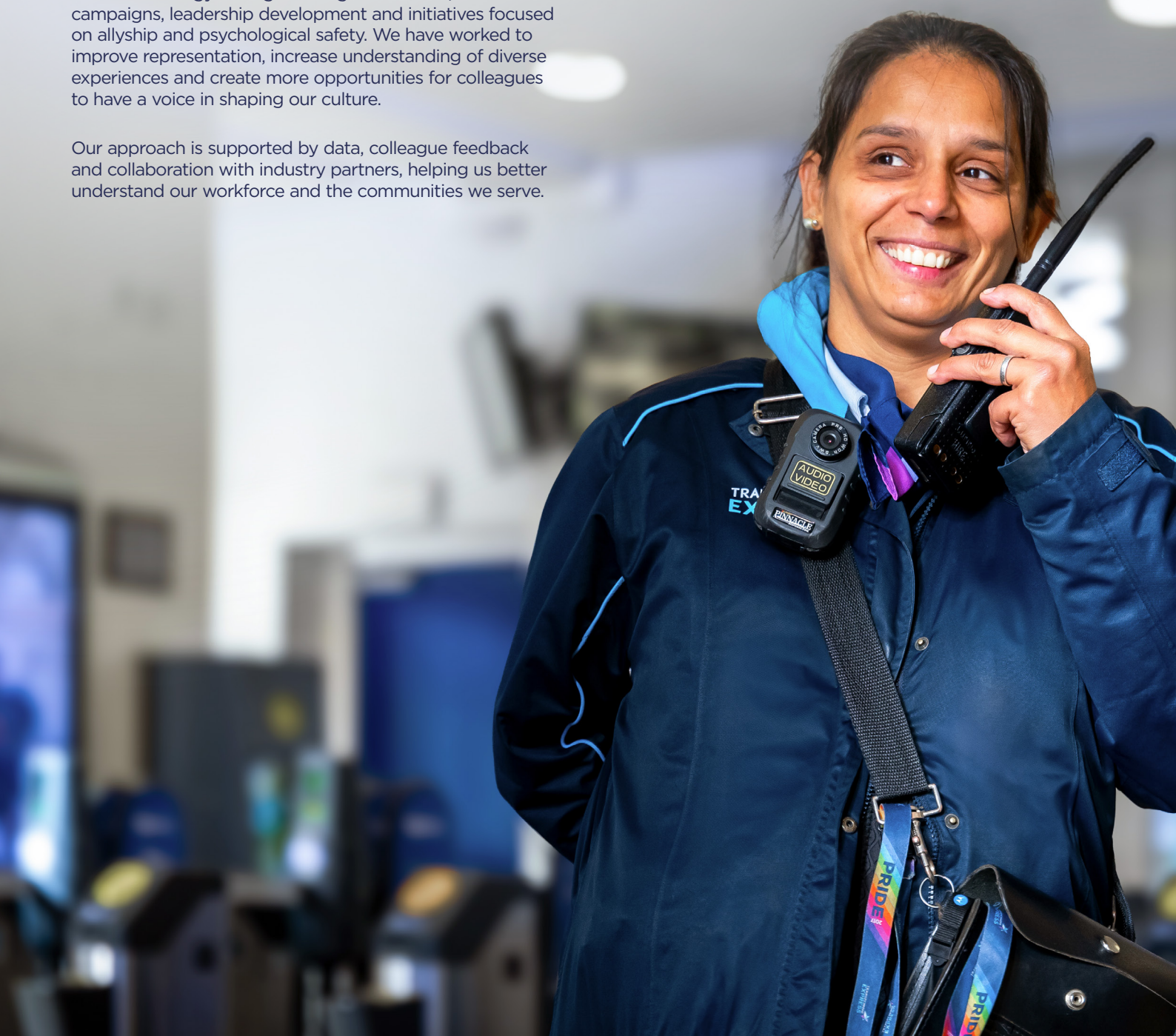
Our approach is supported by data, colleague feedback and collaboration with industry partners, helping us better understand our workforce and the communities we serve.

Delivering Positive Change Through Inclusion

Creating an inclusive workplace is essential is attracting, retaining and developing diverse talent.

Throughout 2025/26, we continue to see increased colleague engagement with our inclusion activity, alongside improved diversity data disclosure rates, enabling us to better understand our workforce and target support where it is needed most.

Our colleague networks, awareness campaigns and learning opportunities have helped strenthen understanding, belonging and representation across the business.



Recruitment and representation

Improved diversity disclosure rates continue to provide greater insight into the make-up of our applicant and colleague population, helping us identify opportunities to improve representation and monitor progress against our inclusion objectives.

Key Achievements 2025/26

- Maintained Silver Inclusive Employers Standard Accreditation
- Expanded colleague networks from 5 to 7
- Delivered Psychological Safety workshops
- Delivered a successful Month of Inclusion
- Increased diversity monitoring disclosure rates
- Continued collaboration across the rail industry

21% of applicants identified as **female**

19% of applicants identified as **ethnically diverse**

16% of applicants identified as **LGBTQ+**

35% of applicants identified as **disabled**

28% of applicants identified as being **from lower socio-economic backgrounds**

Under-represented group	Mar-22	Mar-23	Mar-24	Mar-25	Mar-26	Change from PY	Comparator where available
Women	21.94% of overall headcount (349)	22.4% of overall headcount (374)	24.2% of overall headcount (431)	24% of overall headcount (459)	24.9% of overall headcount (503)	3.75%	16% last rail industry estimate
Have a disability	1.13% of overall headcount shared (18)	1.3% of headcount shared (21)	1.9% of headcount shared	3.4% of overall headcount (65)	3.67% of overall headcount (74)	7.9%	-24% of working age population (2023 ONS Data)
LGBTQ+	6.73 % of overall headcount shared (107)	7.6% of overall headcount (128)	9.1% of overall headcount (163)	10.7% of overall headcount (204)	11% of overall headcount (222)	2.8%	3.9% of population aged 16+ years (LGB 2022 ONS Data, Trans people were not included in this ONS dataset
Ethnically Diverse	6.10% of overall headcount (92)	6.2% of overall headcount (104)	6.5% of overall headcount (109)	7.2% of overall headcount (137)	7.28% of overall headcount (147)	1.1%	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	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)		112 colleagues with the age 24 or below	5.54%	Not available

Diversity and Inclusion in Action

Throughout 2025/26, we continued to embed inclusion across TPE through colleague-led initiatives, leadership development, recruitment activity and industry collaboration. Our focus remains on creating an environment where everyone feels valued, respected and able to thrive.

Creating an inclusive workplace

One of the most significant areas of progress during 2025/26 was our focus on neuroinclusion. Through the continued growth of our Neurodiversity Network and our partnership and Neurodiversity Global, we have worked to increase understanding of neurodiversity across TPE and create a more inclusive workplace for neurodivergent colleagues.

Through colleague-led conversations, awareness activities, workshops and lived experiences sharing, colleagues have been encouraged to better understand both the strengths and challenges associated with neurodiversity. This work has helped foster greater understanding, confidence and allyship across the business, whilst creating opportunities for colleagues to influence positive change and shape a more inclusive working environment.

Month of Inclusion

Our Month of Inclusion programme focused on the theme of allyship, encouraging colleagues to reflect on how they can actively support and advocate for others.

Through events, conversations and learning opportunities, colleagues explored the role allyship plays in creating a respectful, inclusive workplace where everyone feels they belong and can contribute their best.



Diversity and Inclusion in Action continued

Colleague networks

During the year, we expanded our colleague network offering from five to seven networks through the launch of Resolve (our Men's Network) and Thrive (our Disability Network).

Together, our colleague networks play an important role in creating community, amplifying colleague voice and helping shape inclusion activity across the organisation.

Psychological Safety

During 2025/26, TPE introduced psychological safety workshops as part of the wider commitment to creating an inclusive culture. These sessions explored how leaders and colleagues can foster environments where people feel comfortable speaking up, sharing ideas, asking questions and learning from mistakes.

Recognition and collaboration

Our commitment to inclusion was recognised through the achievement of Silver Inclusive Employers Standard accreditation. We also continued to work alongside Network Rail, train operators and specialist organisations to share leaning and advance inclusion across the rail industry.

During 2025/26, TransPennine Express achieved White Ribbon accreditation, demonstrating our commitment to helping prevent violence against women and girls and creating a safer, more respectful environment for colleagues and customers. The accreditation recognises our commitment to driving positive culture change, raising awareness and embedding initiatives that support safety, respect and inclusion across our organisation.



Celebration of diversity of workforce through exhibition at Manchester Victoria

All colleague networks

Rendezvous Network

Young Rail Professionals Network

Neurodiversity Network

LGBTQ+ Network

Thrive Network

Resolve Network

Women at TPE Network

Diversity Metrics

Understanding our workforce

Diversity monitoring remains voluntary, with colleagues and applicants able to choose whether to share their information. During 2025/26, we continued to see improvements in diversity disclosure rates, providing greater insight into the make-up of our workforce and helping us identify opportunities to improve representation and inclusion across the business.

Improved data enables us to better understand colleague experiences, monitor progress and target support where it is needed most. Alongside this, we continue to strengthen our approach to inclusion through colleague networks, leadership development and awareness activity focused on creating a workplace where everyone feels valued, respected and able to thrive.

We want our workforce to be representative of the communities we serve.

Understanding the diversity of our applicants and colleagues helps us indentify barriers, improve attraction and recruitment processes, and create opportunities for people from under-represented groups to pursue careers across TPE, including frontline, operational and support roles.

Through continued monitoring and targeted recruitment activity, we are building a more diverse talent pipeline and improving our understanding of recruitment outcomes across different groups.

Colleague networks

Our colleague networks continued to grow throughout 2025/26, providing opportunities for connection, support and advocacy across the business.

During 2025/26, we expanded our colleague network offering from five to seven networks, creating additional opportunities for colleagues voice and community across TPE.

Women at TPE	182
Neurodiversity Network	58
Unity (LGBTQ+ Network)	75
Thrive (Disability Network)	17
Resolve (Men's Network)	25
Young Rail Professionals	56
Rendezvous (Armed Forces Network)	25

Under-represented group	Mar-23	Mar-24	Mar-25	Mar-26	Change from PY
Ethnic minority applicants	16.0%	25.8%	30.5%	25.6%	-14.4%
Ethnic minority new hires	8.0%	10.0%	15.7%	11%	
Ethnic minority internal promotions			5.4%		
Female applicants	22.0%	21.8%	29.2%	28%	-6.4%
Female interviewees			37.0%	37%	0%
Female new hires	25.0%	32.7%	27.7%	32%	15.5%
Female internal promotions	30.0%	34.0%	21.6%		
LGBTQ+ applicants	13.0%	15.1%	17.7%	2.1%	18.8%
LGBTQ+ hires		16.6%	20.0%		
Lower-socio-economic background applicants			20.8%		

Rise and Aspire

As part of our ongoing commitment to creating a workforce that better reflects communities we serve, we continue to invest in the development and progression of under-represented talent across TPE.

Our Rise and Aspire programmes are designed to support colleagues to develop their leadership capability, build confidence and prepare for future career progression opportunities. The programmes form part of our wider ambition to increase representation at senior levels of the organisation and create more inclusive leadership pipeline.

Aspire

Aspire is designed to support colleagues from under-represented groups who aspire to progress into senior leadership roles within the next 3 years.

The programme is open to colleagues from a range of backgrounds, including disabled colleagues, neurodivergent colleagues, colleagues from ethnically diverse backgrounds, LGBTQ+ colleagues and others who identify as being from an under-represented group within TPE.

Through a blend of development workshops, networking opportunities and leadership learning, Aspire helps participants build the confidence, skills and connections needed for future career progression.

- Resilience and confidence
- Personal impact
- Leadership in a changing workplace

Rise

Rise is designed to support women in management roles who are ready to take the next step towards senior leadership.

The programme aims to increase representation of women at senior levels within the organisation and support greater gender balance across leadership roles. Participants explore topics including leadership, personal impact, resilience, sponsorship and career development.

Following the success of our first cohorts, the programme continues to support talented colleagues in preparing for future progression opportunities and developing inclusive leadership capability.

Programme Overview

The programmes combine face-to-face workshops, online learning and peer networking opportunities, covering topics such as:

- Inclusive leadership
- Maximising career potential
- Building sponsorship and networks
- Resilience and confidence
- Personal impact
- Leadership in a changing workplace



Building a more inclusive and sustainable supply chain

Our procurement, sustainability and social value teams work closely together to ensure sustainability, social value and inclusion are embedded throughout our sourcing and supplier management activities. We hold regular joint meetings and maintain a shared action tracker to drive progress, monitor delivery and identify new opportunities for improvement.

- **Over the past year, we've updated a Responsible Procurement Strategy and aligned our approach with recognised sustainable procurement principles. Inclusion and diversity considerations are increasingly being built into our procurement processes through supplier engagement, tender evaluations, contract requirements and ongoing supplier performance monitoring.**
- **We've also strengthened expectations of our suppliers through our Supplier Code of Conduct and new contractual requirements, including diversity reporting and employee training in areas such as disability awareness, sexual harassment prevention and suicide prevention.**
- **Supporting SMEs remains a key priority. During 2024/25, TPE worked with 304 SME suppliers, with more than £24.6 million spent through these businesses, helping to support local economies and communities across our network.**
- **Looking ahead, Procurement and Sustainability will continue to work together to further embed sustainable procurement practices across the full procurement lifecyle. This includes enhancing supplier engagement, introducing supplier events, improving social value measurement and aligning our approach with the opportunities presented by the Procurement Act 2023. Together, we're building a more inclusive, sustainable and responsible supply chain that delivers positive outcomes for our customers, colleagues and communities.**



Careers not just jobs

Goal: Create pathways into rail and development opportunities that help attract, support and progress talent from under-represented groups.

TPE continues to focus on creating accessible pathways into rail and supporting colleagues to develop and progress throughout their careers.

We recognise that building a workforce that reflects the communities we serve requires action across attraction, recruitment, development and progression. Through apprenticeships, graduate programmes, work experience, industry placements and leadership development opportunities, we are creating routes into rail for people from a wide range of backgrounds and helping colleagues build rewarding long-term careers.



TPE delivered a Rail Safety presentation at Oasis Academy

Supporting Young People and Social Mobility

As part of our commitment to helping young people access meaningful careers opportunities, TPE became a signatory to the Rail Youth Promise. This reinforces our commitment to creating pathways into rail and supporting young people to explore careers, develop skills and access opportunities within the industry.

We also continued our partnership with Oasis Academy, working with students to raise awareness of careers in rail and inspire the next generation of talent. Through careers engagement activity and partnership working, we are helping more young people understand the diverse range of opportunities available within the rail industry and encouraging individuals from a broad range of backgrounds to consider rail as a future career choice.





Creating Pathways into Rail

During 2025/26, we continued to invest in a range of early careers opportunities designed to introduce people to the rail industry and support the development of future talent.

This included the launch of our Express Start Apprenticeship Programme, providing early-career entrants with the opportunity to gain experience across different parts of the business while developing valuable skills and knowledge. We also continued to develop our graduate and apprenticeship pathways, helping attract and nurture future talent across both operational and corporate functions.

Alongside this, we supported work experience opportunities, by setting up a mentoring programme for Career Ready students, helping young people gain insight into careers within rail and build confidence through real workplace experience.

Furthermore, the PlanBEE (Rail) initiative continued in 2025 with Cohort 2, it is a 2-year Project Management Apprenticeship with a focus on Transpennine Route Upgrade.

TransPennine Express has hosted 3 PlanBEE (Rail) apprentices during FY 2025/26.

Developing Talent and Future Leaders

Creating pathways into rail is only part of the journey. We also continue to invest in the development and progression of our existing colleagues.

Our **Rise** and **Aspire** development programmes support women and colleagues from under-represented groups to build leadership capability, increase confidence and prepare for future career progression opportunities. Through a combination of development workshops, networking opportunities and leadership learning, these programmes help strengthen our future leadership pipeline and support greater representation at senior levels across the organisation.

Looking Forward

By investing in early careers, supporting young people, creating development opportunities and promoting progression, we are helping to build a more representative workforce and ensuring talented individuals have the opportunity to thrive throughout their careers at TPE.



2 TPE mentors taking part in the Career Ready mentoring programme





Express Start Apprentices and Graduates



Our customers and communities

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

Accessibility: Building Confidence to Travel

Accessibility is about more than removing physical barriers. It is about creating an accessible and welcoming railway that enables people to travel with confidence, independence and dignity.

The improvements we make benefit a wide range of customers, including disabled people, older customers, families, people travelling with luggage and those experiencing temporary or non-apparent impairments. Accessibility is therefore a fundamental part of delivering excellent customer service for everyone.

An accessible railway helps more people participate in work, education, leisure and community life, whilst supporting TPE's ambition to provide a transport network that is inclusive and welcoming to all.

During 2025/26, TransPennine Express continued to strengthen the reliability of Passenger Assist, improve accessibility across stations and services, support integrated journeys and embed accessibility considerations into decision-making across the business.

With demand for Passenger Assist continuing to grow significantly, our focus has been on delivering consistent and reliable assistance, improving customer confidence and ensuring accessibility is considered from planning through to delivery. This year has seen progress across Passenger Assist, station accessibility, transport integration, colleague training and customer engagement, helping more people travel with confidence.



Improving Passenger Assist Reliability

Following feedback from customers, colleagues and industry research, TPE introduced a comprehensive Passenger Assist Improvement Plan focused on reliability, communication, operational resilience, training and customer confidence.

The programme was also informed by ongoing engagement with customers, stakeholders and members of TPE's Accessible Travel Advisory Panel, helping us ensure that improvements were shaped by lived experiences alongside operational insight.

Improving reliability is critical because confidence is often built or lost through individual journey experiences. By making assistance more dependable and consistent, TPE is helping more customers feel able to travel independently and choose rail with confidence.

Key areas of focus

- Research and engagement, customer information, operational improvements, staff training, system enhancements, complaints and redress, consultation and awareness.
- During the year, TPE strengthened staffing resilience, enhanced Passenger Assist systems, expanded colleague access to the Staff Mobile App, improved information sharing and worked collaboratively with industry partners to reduce failure points across the customer journey.
- These improvements were designed to increase reliability, reduce uncertainty and help customers feel more confident when planning and undertaking rail journeys.

Finding Support with Confidence

For many customers, one of the most stressful parts of a journey is uncertainty about where to go and who to meet when they need assistance.

To address this, TPE introduced Passenger Assist Meeting Points at staffed stations, providing clearly identifiable locations where customers can wait for assistance and meet colleagues. The initiative helps reduce anxiety, improves consistency and created a more welcoming experience for disabled and older passengers.

The programme aligns with wider industry work on Welcome Points and forms part of the Great British Railways Accessibility Roadmap.

Meeting Points help customers

- Know exactly where to wait
- Reduce uncertainty and anxiety
- Improve confidence when travelling independently
- Receive a more consistent experience across the network

The initiative demonstrates how relatively small changes can make a significant difference to customer confidence.

"Knowing someone will be there can make all the difference."





Passenger Assist Improvement Day

In August 2025, TPE hosted a dedicated Passenger Assist Improvement Day bringing together colleagues, accessibility specialists and industry partners to review Passenger Assist performance, share good practice, indentify barriers and explore practical improvements. The event provided an opportunity to strengthen collaboration and ensure that accessibility remains a shared responsibility across the railway.

Outputs from the event informed ongoing improvement activities throughout the year, helping to shape future priorities for Passenger Assist delivery, communication, and customer engagement.



Accessibility Through Design: Equality Impact Assessments and Accessible Infrastructure

Equality Impact Assessments

During 2025/26, Equality Impact Assessments continued to play a key role in helping ensure policies, projects and operational decisions properly consider the potential impact on people with protected characteristics, including both customers and colleagues.

Ensuring thorough consultation is completed during the process, such as by consulting with TPE's internal networking groups, unions, TPE's Accessible Travel Advisory Panel and others, EQIAs helped identify barriers, shape solutions and embed accessibility throughout business planning.

This helps ensure the needs of people with protected characteristics are considered during the development of policies, projects and operational changes, allowing informed decisions to be made and barriers to be addressed wherever reasonably practicable.

They also support compliance with the Public Sector Equality Duty by helping decision-makers understand potential impacts and consider appropriate mitigations before changes are implemented.

Considering accessibility from the earliest stages of planning is often the most effective and sustainable way to remove barriers. By designing inclusively from the outset, TPE can deliver better outcomes for customers and colleagues whilst reducing the need for later adjustments. Accessibility is most effective when it is embedded throughout planning, design and delivery rather than added retrospectively.

Accessibility Minor Works Programme:

"Small-scale accessibility improvements continue to deliver meaningful benefits to customers by removing barriers and improving the overall station experience."



Handrails have been added and painted at Grimsby Station to support visibility.



New handrails at Dewsbury station

Transport integration: Connecting the whole journey

Accessibility and sustainable travel don't begin and end at the station. Customers need to be able to get to the station, make connections and complete their whole journey with confidence.

During 2025/26, Transport Integration gained greater focus across TransPennine Express, with work beginning to establish a more coordinated strategic delivery approach. This brought accessibility, sustainability and customer experience together around a shared ambition to put rail at the heart of accessible and sustainable door-to-door journeys.

Building a strategy for 2027-2030

During 2025/26, we developed TPE's first Transport Integration Strategy, establishing a more coordinated approach to Transport Integration across the business. The strategy recognised that customers often rely on walking, wheeling, cycling, bus, taxi, community transport and shared mobility before and after travelling by train.

The strategy was developed around three outcomes:

- **Improve access to rail** by identifying and addressing barriers to station access and first and last mile journeys
- **Make connections simpler** by improving interchange, onward travel information, ticketing and coordination
- **Support sustainable travel choices** by making walking, wheeling, cycling, public transport and shared mobility easier to use alongside rail

Understanding where improvements are needed

During the year, we began building a stronger evidence base to identify opportunities for future investment and improvement. This included Transport Integration station audits, customer and accessibility insight, onward travel information, integrated ticketing, cycle provision and opportunities to strengthen connections between rail and other modes.

This work helped us better understand barriers beyond the station boundary and provided a stronger basis for prioritising improvements where they can have the greatest impact.

Developing more sustainable connections

We reviewed and developed existing initiatives that provide a foundation for more integrated journeys, including ticketing products such as PlusBus and multimodal through tickets, cycle facilities and the Enterprise Car Club pilot at Scarborough, Malton and Selby.

The Enterprise pilot demonstrated different patterns of demand across the three locations, providing useful learning about how shared mobility can complement rail and where increased promotion or different approaches may be required.

We also identified opportunities to better connect Transport Integration with commercial outcomes. Improving access to and from stations and making onward journeys easier has the potential to support revenue growth by making rail a more attractive option for more journeys and encouraging greater use of integrated ticketing and onward travel products.

Looking ahead

The learning and foundations established during 2025/26 will support delivery of the 2027-2030 Transport Integration Strategy, moving Transport Integration towards a more structured and evidence-led programme.

Our next phase will focus on accessible onward travel information, station interchange, active travel, bus and rail connectivity, integrated ticketing and shared mobility, supported by stronger partnership working with local and transport authorities, operators and industry partners.

Accessibility and inclusion will remain embedded throughout this work, helping ensure future improvements support customers with different physical, sensory and cognitive needs.

Our ambition: To make rail a natural part of an accessible, connected and sustainable door-to-door journey.



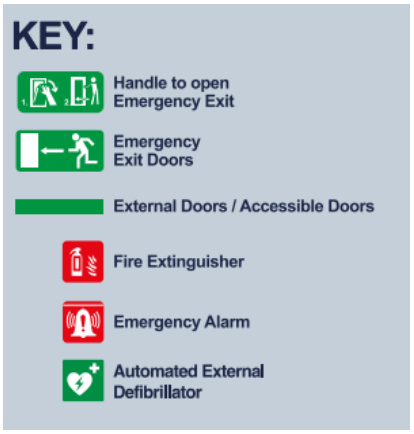
Class 397 Defibrillator Installation

All 12 of our Class 397 (Nova 2) Electric Multiple Unit trains now have automatic external defibrillators (AEDs) installed. These are located in coach E. This work now concludes the workstream to add AEDs to all of our 82 trains.

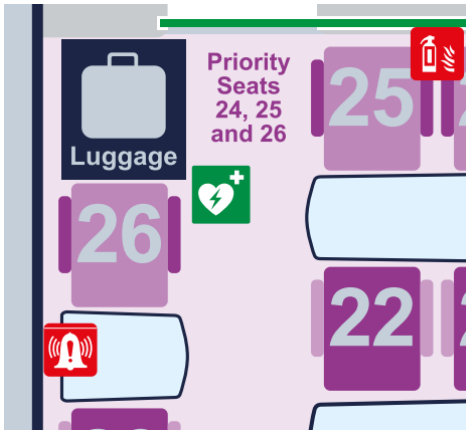




AED installed with signage locally







Labelling for coach layouts have also been updated to reflect the AED installation.

Accessibility Performance and Metrics

Passenger Assist Demand

Passenger Assists Completed	37,827
Booked	23,159
Turn up and go	14,668

This is a 34% increase from 2024/25, when we completed a total of 28,092 assists. 18,505 of these were booked assists and 9,587 turn up and go.

The continued growth in Passenger Assist demand reflects increasing awareness of assistance services and the importance customers place on being able to travel with confidence. It also reinforces the need to ensure assistance remains reliable and scalable as demand continues to increase.

Passenger Assist Satisfaction

Alongside the significant increase in the number of completed assists, we have also seen an increase in the levels of customer satisfaction.

After achieving 86.25% satisfaction with Passenger Assist in the 2023/24 financial year and increased this to an 88% average through 2024/25, we continued this rise with a satisfaction rate of 90.5% for 2025/26.

Satisfaction has now increased for three consecutive years, rising from 86.25% in 2023/24 to 90.5% in 2025/26.

Accessibility Improvements Delivered

2025 saw us open the first-ever toilet at Brough station, with a fully accessible toilet pod opening in September 2025, as well as a renewal of help points at all our stations allowing passengers to communicate with our control centre out of normal station staffing hours. Our 802 fleet has also seen an important update with new signage to make wheelchair-accessible doors, first class and bike storage areas now instantly recognisable from the platform with larger, clearer signage. The upgrade will eventually include all fleets.

These improvements form part of TPE's wider commitment to removing barriers, improving confidence and enhancing the travel experience for all customers.

While many of these changes may appear relatively small, they collectively help reduce barriers and improve confidence for customers using the railway.

Customer Feedback

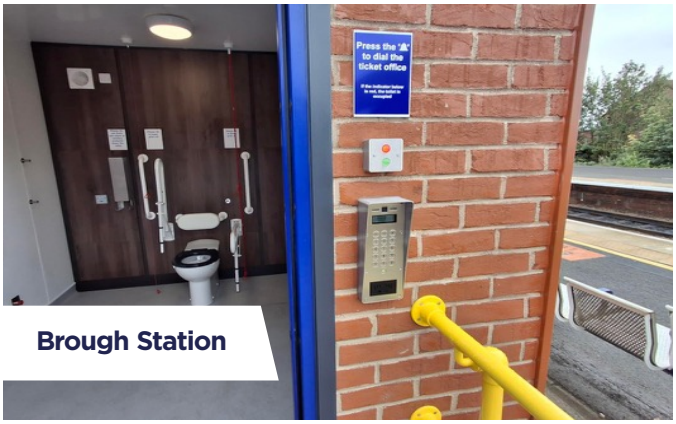
During their Passenger Assistance, 93% of our customers felt they were met within an acceptable timeframe upon arriving at their destination, 87% said they would recommend us to a friend, while 86% said they would use the service again.



Equality Impact Assessments

Equality Impact Assessments are now more deeply embedded into our business and project management processes. 19 assessments were completed during 2024 and this number rose significantly in 2025, with 60 completed assessments. Equality Impact Assessments help TPE understand how proposed changes may affect people with protected characteristics and support compliance with the Public Sector Equality Duty. They help identify potential barriers, inform mitigations and support more inclusive decision-making across the organisation.

Disability, equality and accessibility training continued to support colleagues in understanding diverse customer needs, building confidence when providing assistance and delivering consistently high standards of accessible customer service.



Brough Station

In 2026/27, TPE will continue building on the foundations established through the Passenger Assist Improvement Programme. Priorities include accessibility roadshows, colleague workshops, increased use of Passenger Assist, system ambassadors, further expansion of Meeting Points and continued collaboration with customers and stakeholders to improve confidence in rail travel.

The programme will also focus on sharing best practice, supporting colleagues in delivering consistent assistance and ensuring accessibility remains embedded within service design, operational decision-making and future transport integration projects.

As part of our FY28 breakthrough ambition, TransPennine Express is working towards achieving 95% Passenger Assist customer satisfaction.

To support this goal, we will continue to focus on improving the reliability, consistency and visability of Passenger Assist across the network. Key initiatives include the development of a new accessibility performance dashboard, providing enhanced insight insight into Passenger Assist delivery, customer feedback, compliance and accessibility trends to support data-led decision making and continuous improvement.

Alongside this, we have launched Breaking Barriers – Building More Inclusive Journeys, a colleague engagement programme designed to better understand the barriers affecting accessible travel and Passenger Assist delivery. Through workshops, Accessibility Roadshows and ongoing colleague engagement, we are working directly with frontline colleagues, managers, customers and accessibility stakeholders to identify practical improvements that support both colleagues and customers.

Together, these iniatives will help ensure accessibility remains embedded in operational decision-making, improve confidence in rail travel and support the delivery of more reliable, inclusive and customer-focused journeys across the TPE network.



Community

Community activities

During 2025/26, TransPennine Express continued to place communities at the heart of its work, supporting projects that connected people with the railway, improved access to opportunities and celebrated the heritage and identity of the places served by the network.

Through partnerships with Community Rail Partnerships, schools, colleges, charities, railway user groups and local organisations, TransPennine Express delivered activities focused on education, inclusion, community wellbeing, safety, heritage and economic development.

A combined total of £50,700 raised for the three lifeboat charities during the financial year (RNLI, St Abbs Independent Lifeboat and Humber Rescue)

Community activities

TransPennine Express supported a broad programme of Railway 200 activities across the network. This included the Scarborough Big Bench event, where 239 people gathered on the town's historic 139-metre station bench; the unveiling of the specially named 1825 Nova 1 train at Newcastle; six artwork panels created by Selby College students and displayed at Selby station; and the Hull Paragon remembrance installation featuring approximately 2,500 handmade poppies created by local community groups.

TransPennine Express also provided £5,000 to support the Windermere Children 80 project. This enabled 300 young people to travel to Windermere, retrace the journey made by Holocaust survivors in 1945 and take part in educational activities exploring compassion, survival and community.



Scarborough inspiration Train – part of Railway 200

Community

Community Rail Partnerships

TransPennine Express provided £30,000 to support Community Rail Partnership projects.

The funded activities supported education, railway heritage, community wellbeing and local engagement. They also enabled Community Rail Partnerships to bring together schools, local authorities, voluntary organisations, businesses and the railway.



Scarborough Big Bench event – part of Railway 200

Social Impact Metrics

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

Apprenticeships, early careers activity, school engagement, colleague training and confidence-building travel projects are central to TransPennine Express's contribution to creating jobs and skills. During 2025/26, the business welcomed 195 new colleagues, each of whom completed training designed to prepare them for their roles and strengthen the way TransPennine Express serves customers and communities.

Volunteering and Community Data									
Metric	**2019/20 (Baseline)**	**2020/21**	**2021/22**	**2022/23**	**2023/24**	**2024/25**	**2025/26**	**CY vs Baseline**	**CY vs PY**
Payroll Giving	£35,974.10	£36,155.35	£40.826.20	£42,071.83	£47,919.83	£55,158.25	£57,177.25	58.94%	3.66%
Workforce Volunteer Hours	253	512	91	249	320	427	413	63.24%	-3.27%
Cash Donation				£23,716.49	£22,346.67	£32,500	£50,700		56%
Local apprentices				93	97	114	111		-2.63%

Social and Economic Impact Evaluation

Schools, young people and inclusive travel

TransPennine Express kept building relationships with schools, colleges, youth organisations and community partners during 2025/26. Activities helped young people learn how to use the railway safely and confidently, consider possible careers, develop creative skills and understand the role of stations within their communities.

- Around 25 students with special educational needs from Northcott School and Sixth Form in Hull took part in Try the Train sessions, helping them build the practical skills and confidence needed to travel independently
- Ninety pupils from Selby Abbey School visited Selby station to learn about rail safety, station operations and local railway history
- More than 400 Year 7 and 8 students at Oasis Academy in Salford took part in railway careers and safeguarding assemblies
- Students from West Hill School in Stalybridge also participated in the Tameside Tracks project, developing a video to help other young people travel confidently by train
- Other activity included artwork projects with pupils at Malton and Stalybridge stations, and travel support for 14 Girl Guides from Bridlington to attend their annual camp in Morpeth.

Social Impact Evaluation	2022/23	2023/24	2024/25	2025/26	Change for PY
Workforce volunteer hours	£5,313.66	£6,982.40	£360,624	£241.651	-32.99%
Cash donation	£23,716.49	£22.346.67	£31.800	£50,700	59.43%
Local apprentices	£7,783.17	£8,302.23	£10,759	£7,519	-30.11%

Social Impact Evaluation	2022/23	2023/24	2024/25	2025/26	Change for PY
Local apprentices	£4,308,053.88	£4,582,326.56	£3,000,000	£4,000,000	33.33%





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.

*The target boundary includes biogenic land-related emissions and removals from bioenergy feedstocks.

Near-term targets were set using the cross-sector absolute reduction and scope 3 supplier engagement methods, according to the **SBTi criteria and recommodations version 5.0 and the Science-based target setting tool version 2.1.**

TransPennine Express Near-Term Science-Based Targets

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
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

Progress Against Near-Term Science Based Targets

Reporting item [target]	Base year value 2019/20*	Base year emissions covered by targets (tCO_2e) (%)	2020/21 value	2021/22 value	2022/23 value	2023/24 value	2024/25 value	2025/26 value	2025/26 % change (from base year)	Target Completion (%)
Scope 1 (tCO_2e) [Abs1]	83,891	100%	66,733	76,048	55,896	73,540	78,913	79,194	-5.6%	10.3%
Scope 2 (location based) (tCO_2e) [Abs2]	13,209	100%	13,265	10,950	7,963	10,530	12,115	10,836	-18.0%	32.9%
Scope 3, cat. 1: purchased goods and services (tCO_2e)	75,312	N/A	0*	129,683	70,009	55,478	57,482	74,741	-0.8%	N/A
Scope 3, cat. 2: capital goods (tCO_2e)	2,927	N/A	0*	2,232	664	424	537	1,047	-64.2%	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%	7.1%	13.3%	11.6%	69.8%	61.7%	61.7%	92.0%

* Base-year values have changed from those originally validated by the SBTi, with target completion calculated from the adjusted figures as an interim step until our targets are renewed.

** 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.

*** Methodology for determining percentage of suppliers with science-based targets amended to be based on emissions total rather than by number of suppliers total.

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.

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 48.**

Scope or scope 3 category	Base year emissions, 2019/20 (tCO_2e)	2020/21 (tCO_2e)	2021/22 (tCO_2e)	2022/23 (tCO_2e)	2023/24 (tCO_2e)	2024/25 (tCO_2e)	2025/26 (tCO_2e)
Scope 1	83,891	66.733	76,048	55,896	73,540	78,913	79,194
Scope 2 (location based)	13,209	13,265	10,950	7,963	10,530	12,115	10,836
Scope 3, cat. 1: purchased goods and services	75,312		129,683	70,009	55,478	57,482	74,741
Scope 3, cat. 2: capital goods	2,927		2.232	664	424	537	1,047
Scope 3, cat. 3: Fuel and energy related activities	22,811	18,761	21,925	16,045	20,738	22,586	22,584
Scope 3, cat.4:Upstream transportation and distribution	3,676		2,611	11,138	7,417	3,755	4,354
Scope 3, cat. 5: Waste generated in operations	39	33	20	25	25	22	14
Scope 3, cat. 6: Business travel	38		3	7	23	40	16
Scope 3, cat. 7: Employee commuting	453		336	336	452	463	467
Scope 3, cat. 8: Upstream leased assets	210		210	305	328	365	408
Scope 3, cat. 9: Downstream transportation and distribution							
Scope 3, cat. 10: Processing of sold products							
Scope 3, cat. 11: Use of sold products							
Scope 3, cat. 12: End-of-life treatment of sold products	6		3	3	3	2	2
Scope 13, cat. 13: Downstream leased assets	230	101	204	254	228	227	192
Scope 3, cat. 14: Franchises							
Scope 3, cat. 15: Investments							
Total: scope 1, scope 2 location-based, scope 3 (all categories)	202,729	98,912	244,173	162,595	169,109	176,431	193,779
Optional Emissions	79		19	27	39	36	39

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	Limitations	Planned improvements
Scope 3, cat. 1: purchased goods and services	Inventory	Uses actual spend data with UK SIC spend-based factors	Longer term, we will look to engage with suppliers to seek supplier-specific emissions data
Scope 3, cat. 2: capital goods	Inventory	Uses actual spend data with UK SIC spend-based factors	Longer term, we will look to engage with suppliers to seek supplier-specific emissions data
Scope 3, cat. 3: Fuel and energy related activities	Inventory	Uses actual data	No changes planned currently
Scope 3, cat.4:Upstream transportation and distribution	Inventory	Uses actual data	No changes planned currently
Scope 3, cat. 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 reduce the amount of estimated data
Scope 3, cat. 6: Business travel	Inventory	Uses actual data	No changes planned currently
Scope 3, cat. 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, cat. 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, cat. 12: End-of-life treatment of sold products	Screening	Uses actual data	No changes planned currently
Scope 13, cat. 13: Downstream leased assets	Inventory	Some tenants are sub-metered, but readings are only taken twice a year	We are developing plans to increase the amount of sub-metering, whilst allowing for more regular data readings

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

Verification of GHG Emissions

TransPennine Trains Limited engaged with an independent auditor to complete a verification of our corporate GHG emissions inventory over the period 1 April 2025 to 31 March 2026. 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 were able to verify each dataset referenced above with a 'reasonable level of assurance' and found no evidence that TransPennine Trains Ltd actual corporate GHG emissions statement isn't accurate.

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), to reflect an improvement in our GHG calculation methodology and data accuracy, and to ensure consistent estimation methods across each reporting year. As a result of this, there are variances between our originally submitted footprint and our current footprint for this year across all Scopes. The variations in emissions in the values originally validated by the SBTi, and the reasons for the variations, are shown in the table below.

Not captured are variations reported in previous report's that have since remained unchanged, neither any changes between this years and last year's reported figures.

Change %

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.

Scope	Original base year emissions, 2019/20 (tCO_2e)	Original most recent year emissions, 2021/22 (tCO_2e)	Current base year emissions, 2019/20 (tCO_2e)	Current most recent year emissions, 2021/22 (tCO_2e)	Base year emissions variance (tCO_2e)	Most recent year emissions variance (tCO_2e)	Reasons for variations	% variance in base year emissions
Scope 1	81,372	74,614	83,891	76,048	2,519	1,431	Corrections to biofuel accounting for previous years	3.1%
Scope 2 (location-based)	7,346	8,874	13,209	10,950	5,862	2,075	Change to reporting using Network Rail's post-washup data for traction electricity consumption for all years	79.8%
Scope 3	113,227	123,811	105,701	157,225	(7,526)	33,415	S3C1 and S3C2: change to using UK SIC spend-based factors S3C3: corrections to biofuel accounting for previous years and use of Network Rail's post-washup data for traction electricity consumption for all years S3C7: now including WTT emissions within total S3C8: minor adjustments S3C13: removal of floor area emissions that will be accounted for in S1 and S2	-6.7%
All Scopes Total	201,945	207,302	202,801	244,223	(855)	36,921	See above	-0.42%

TRANSPENNINE EXPRESS

For more information

For the latest up to date information, **visit www.tpexpress.co.uk**
For details of sustainability strategy, visit **http://www.tpexpress.co.uk/about-us/sustainability**

Together, we're going places