

On route to a sustainable destination

Annual Sustainability Report 2024/25



Introduction from Chris Jackson, Managing Director

Welcome to our 2025* annual sustainability report.

At TransPennine Express (TPE), we continue to embed our four pillars of sustainability across our operations in the North and Scotland, placing sustainability at the heart of our business and promoting rail as the preferred travel mode.

Throughout the year, we've made steady progress on our journey towards a more sustainable future. We've sharpened our focus on decarbonising our operations, minimising our impact on local communities, and fostering a diverse and inclusive workforce.

Guided by our sustainability strategy, we remain committed to leaving a positive legacy through transport decarbonisation, encouraging modal shift and enhancing service quality through an accessible and environmentally responsible approach.

In areas such as nature and biodiversity we have been able to deliver a step change in performance, delivering a range of improvements across our estate. These will continue to be key focus areas in the year ahead.

Accessibility, diversity, and inclusion continue to be top priorities at TPE. As we move forward, we will attract future talent to the railway, embed our refreshed values, and ensure that we consistently deliver the basics right and well for the benefit of our communities and customers.

And finally, I'm pleased to share that our efforts have been recognised through multiple award nominations, including being named **Employer of the Year** and winning **Female Apprentice of the Year** at the prestigious Women in Rail Awards.



Sustainability at TPE

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



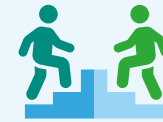
Air Quality

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 & 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

A high-speed train, likely a British Rail Class 350, is shown in profile, moving from left to right across the middle of the frame. The train is white with blue and grey accents. It is set against a backdrop of a lush green field that slopes upwards towards a dense line of trees. In the upper right corner, a small, rustic stone building with a gabled roof is visible. The overall scene is bright and natural, suggesting a rural or countryside setting.

Sustainable Development

Almost two years on

From the launch of the rail industry's Sustainable Rail Blueprint, we remain firmly committed to delivering against its vision. With train travel continuing to be the most sustainable mode of long-distance transport for people and goods in the UK, the Blueprint has provided a vital framework for how rail can lead on environmental and social progress, with clear responsibilities across the sector.

Over the past year

We've continued to make meaningful progress against our Sustainability Strategy and the wider industry's Sustainable Rail Blueprint, while remaining agile in response to emerging challenges and opportunities. We understand that delivering a truly sustainable rail service, one that benefits customers, communities, and the planet, requires strong collaboration across the entire railway family.

Sustainability at TPE



Carbon and Air

Carbon Emissions

Increase in Scope 1 and 2 emissions was driven by expanded service delivery during the year. The rise in Scope 2 emissions reflects the transition from diesel to electric as TRU Key Outputs came online.

Traction Efficiency

Fleet energy and carbon efficiency improved year-on-year by 7.4% and 8.8%. Each of our three fleets outperformed both the baseline and prior year in energy and carbon efficiency.

New Electrification

We began using new overhead lines between Manchester Victoria and Stalybridge, saving -1,013 tCO₂e annually by switching from diesel to electric.

Heating Decarbonisation

At Northallerton, we installed our first air source heat pump and developed energy and decarbonisation plans for all managed stations.

Battery Train Trial

We supported the UK's first intercity battery train trial with Angel Trains, Turntide, and Hitachi Rail.

Reducing Idling

To cut idling, we built a tool to analyse train diagrams and adjust them, reducing fuel use, emissions, and noise.



Beyond Carbon

Diverting Waste from Landfill

As passenger numbers increase, we have seen an increase in waste volume, whilst continuing to divert 100% of general waste from landfill.

Waste Recycling

Achieved general waste recycling rate of 57.9%, up from the previous year.

Furniture Reuse Partnership

Established a partnership with Collecteco and donated the equivalent of £30,000 in kind funding as well as diverting 6.54 tonnes of waste from landfill.

Water Dataloggers

Started a project to fit dataloggers where missing to the water meters across our estate.

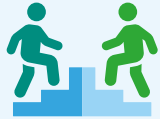
Habitat Mapping

Worked with Derbyshire Wildlife Trust to digitally map habitats within and immediately surrounding our 19 station boundaries.

Biodiversity Improvements

Completed the biodiversity improvement project at Thirsk Station car park and installed over 50 habitat boxes across several stations, providing refuge for bird and bat species.

Sustainability at TPE



Our People

Employee engagement survey scores continue to remain favourable for under-represented groups.

Hosted our second 'Week of Inclusion' where the commitment to inclusion was celebrated internally and externally.

We have been shortlisted for various awards in recognition of our diversity and inclusion work, including Diversity and Inclusion Individual Award and Employer of the Year at the Women in Rail awards, Neurodiversity Champion award with Verdica, Diversity and Inclusion at the Rail Business Awards, EDI award at the Personnel Today Awards and finally the Outstanding Contribution to Society award at the National Rail awards.

Significant increase in applications from ethnic minority backgrounds, with these now making up 30% of applications.

Launched Rise and Aspire Management programmes



Our Customers & Communities

Delivered accessibility improvements at Dewsbury, Grimsby and Scunthorpe and made stoma friendly enhancements to all our station toilet facilities.

Increased Passenger Assist satisfaction to an 88% average through 2024/25.

£126m social value generated in 2024/25, up from £99m in 2023/24 - a 26.9% increase.

Total Economic Value reached £1.4bn, representing a 34% year-on-year increase.

Provided £41,250 in funding to support 24 Community Rail Partnerships, delivering improvements for communities

Partnered with RNLI to support vital work saving lives at sea.

Delivered 427 hours of staff volunteering, creating meaningful support for local communities.

Return on subsidy improved to £8.60 per £1, up from £4.10 last year.

Our priorities over the next 12 months

Our Nova 1 trains will be able to run on electric power for longer stretches as key improvements are made through the Transpennine Route Upgrade

Build upon biodiversity improvement projects with large-scale landscaping scheme at Yarm and various other station planting improvements

Continue to support 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

Continue to drive energy efficiency improvements through implementation of our Energy and Decarbonisation Masterplans

Support the delivery of a more diverse workforce that is representative of the communities it serves

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

Continue a rolling programme of installing electric vehicle (EV) charge points at stations and car parks

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

Deliver integrated transport improvements , such as cycle shelters and solar e-bike pods

Roll out of waste segregation improvements across stations, offices and onboard, including improved signage

Continue to support the Women in Rail mentorship programme and help others reach their full potential within the rail industry

Build on the success of Northallerton Sustainable Drainage System (SuDS) unit trial and roll out this solution to other locations

Strengthen our climate resilience and adaptation through collaborative development of Weather Resilience and Climate Change Adaptation Strategy

Continue our programme of station public toilet refurbishments taking the opportunity to upgrade these with modern water saving taps and cisterns



1 April 2024 to 31 March 2025

Performance Report

Carbon & 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.



Net Zero



Climate Resilience



Air Quality

Total Carbon Impact

Goal: We are net zero by 2050

Current performance at the end of the financial year saw a significant increase in overall carbon impact across all three Scopes.

The increase to Scope 1 and 2 emissions was a result of changes to our service delivery to increase the number of services we offer throughout the year. This increase was a result of the May 2024 and December 2024 timetable changes, which saw an increase in the number of services back to pre-Covid levels.

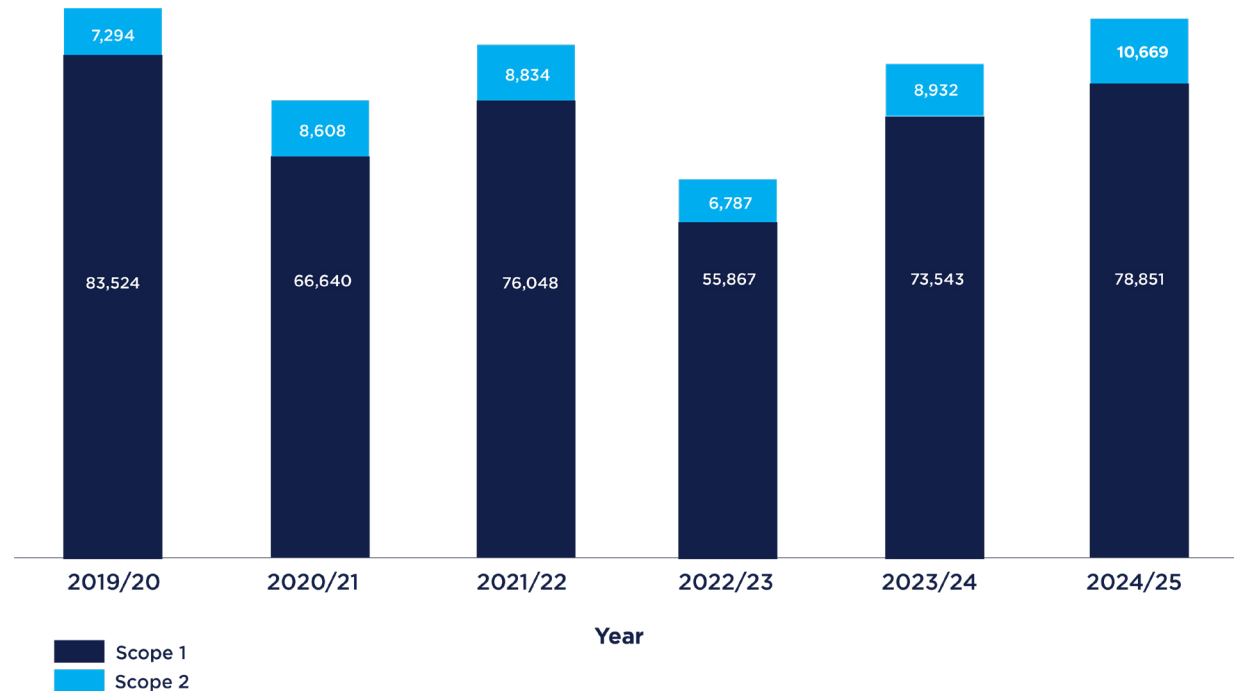
Scope 2 emissions have steadily increased since our baseline year, a result of a shift from diesel to electric as TRU Key Outputs start to come online. A power draw trial along the East Coast Main Line has also led to an increase in electricity used by our fleet.

Scope 3 emissions increased primarily as result of increased spending, affecting our category 1 emissions.

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

Carbon Impact By Scope (tCO₂e)

Scope	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs. PY	Baseline Adjustment	PY Adjustment
Scope 1	83,524	73,543	78,851	-5.6%	7.2%	-	-
Scope 2	7,294	8,932	10,669	46.3%	19.4%	-	32
Scope 3	112,713	107,076	129,633	15.0%	21.1%	(719)	(3,368)
Total Scope	203,530	189,551	219,153	7.7%	15.6%	(719)	(3,337)



Traction: Fleet Energy and Carbon Efficiency Metrics

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

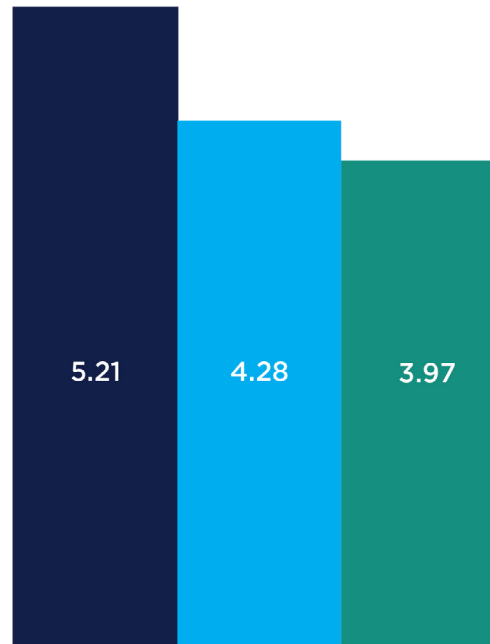
This improvement against prior year also means the year was an improvement again against baseline year, with a significant improvement in both fleet metrics.

This improvement is primarily due to the timetable changes through the year. Although these led to an increase in our emissions, they also continued to deliver the improved efficiency performance that we started to see following the December 2023 timetable change.

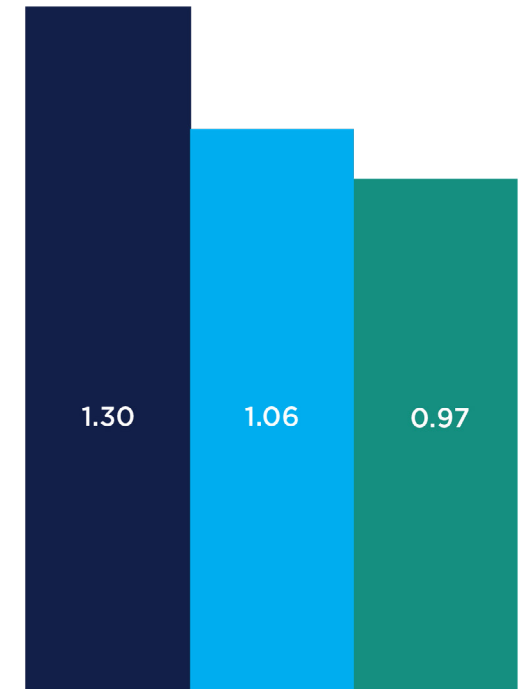
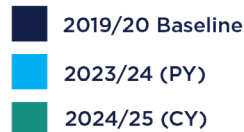
*Adjustments: a minor rounding error correction was made for previous year result.

Normalised Fleet Efficiency

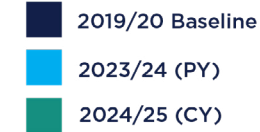
Metric	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs. PY	Baseline Adjustment	PY Adjustment
Fleet Energy Efficiency (kWh/vkm)	5.21	4.28	3.97	-23.9%	-7.4%	-	0.01
Fleet Carbon Efficiency (kgCO ₂ e/vkm)	1.30	1.06	0.97	-25.4%	-8.8%	-	-



Fleet energy efficiency (kWh/vkm)



Fleet carbon efficiency (kgCO₂e/vkm)



Traction: Efficiency Breakdown by Class of Fleet

Looking at individual fleet performance, all three fleets delivered an improved energy and carbon efficiency performance compared to both baseline year and prior year. These improvements were driven by the deliverable increase in our service delivery in successive timetables. The incremental shift from diesel to electric traction usage has also contributed to the improvement.

The Class 397s EMU fleet continues to deliver the best performance, highlighting some of the benefits that the TRU electrification will enable us to deliver.

Window Film Trial

A window film trial was conducted on one 185 unit, to trial two different films that were designed to reduce solar gain in the summer. The film was installed for six months to also measure any impact in the winter. There was a problem with the test equipment for the energy consumption for the summer test period and therefore no energy benefit could be identified. However the trial did identify a HVAC energy saving of approximately 19% during winter. Unfortunately, we found that the film became significantly damaged around the edges of the window and affected the appearance of the train. Coupled with the fact we would have to store the window film within strict temperature parameters, and that we would need to repeat the summer trial to identify benefit, lead to the decision to not pursue this opportunity further.

Traction Carbon Efficiency by Fleet Class (kgCO₂e/vkm)

Metric	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs. PY
Diesel Fleet Class 185	1.50	1.55	1.46	-3.1%	-6.2%
Electric Fleet Class 397	0.30	0.23	0.22	-26.4%	-4.7%
Bi-Mode Fleet Class 802	4.23	0.75	0.69	-83.8%	-8.9%

Traction Energy Efficiency by Fleet Class (kWh/vkm)

Metric	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs. PY
Diesel Fleet Class 185	6.06	6.17	5.87	-3.2%	-4.8%
Electric Fleet Class 397	1.18	1.13	1.07	-9.1%	-4.7%
Bi-Mode Fleet Class 802	16.49	3.10	2.87	-82.6%	-7.5%



Image shows a condition monitor installed on the train for the trial

Transpennine Route Upgrade: KO2

We started making use of the new overhead line infrastructure installed as part of TransPennine Route Upgrade (TRU) Key Output 2 between Manchester Victoria and Stalybridge in December 2024. Modelling suggests that TPE would save approx. 1,013 tCO₂e 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

Northallerton Air-Source Heat Pump

At Northallerton Station we have installed an air source heat pump (ASHP) heating system in the waiting room on Platform Two to replace aged and inefficient heaters which were past their design life. The new system can be controlled remotely to set heating and cooling parameters. When operating the ASHP system is much more efficient than the system it replaces and also works with occupancy sensors so that system does not operate when the space is unoccupied.

Following the pilot installation at Northallerton we are now designing similar ASHP heating systems for Thirsk Station and Grimsby Town Station to replace aged electrical and gas boiler powered heating systems at these locations.



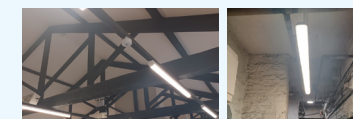
Non-Traction Energy Consumption (kWh)

Metric	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs PY	PY Adjustment
Electricity	4,236,660	4,074,593	4,125,107	-2.6%	1.2%	-
Gas	983,561	751,130	751,780	-23.6%	0.1%	(1,248)

Non-Traction Absolute Carbon (tCO₂e)

Metric	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs PY	PY Adjustment
Electricity	1,082.89	843.74	854.10	-21.1%	1.2%	-
Gas	180.83	137.40	137.50	-24.0%	0.1%	(0.228)
Road fleet	2.85	2.95	1.97	-30.7%	-33.2%	0.095
Total	1,266.56	984.10	993.58	-21.6%	1.0%	(0.133)

*Adjustments: The adjustment in prior year gas consumption and carbon was due to the backfilling of estimated data. The road fleet adjustment was due to missing information being included.



Minor Works: Heating and Lighting Upgrades

We have continued our programme of minor works upgrades replacing aged fluorescent fittings in the staff areas at Hull Paragon, Selby and Stalybridge stations with LED lighting and PIR control. As part of the programme we also took the opportunity to upgrade electric panel radiators and hand driers in these locations to modern energy saving equivalents.

We have also installed secondary glazing to 24 windows and and thermostatic valves to 20 radiators to improve the energy efficiency of our Grade II listed Toft Green offices in York. These improvements have been carefully designed with input from the local conservation officer to make sure they maintain this buildings character and heritage features.

Non-Traction: Property Energy and Carbon Performance

EV Charging

In August 2024 we opened our first **Electric Vehicle Charge Points (EVCP)** to customers at Thirsk Station. These were planned and delivered as part of our integrated travel plans and our seamless journeys strategy.

Over the coming years we will be further developing our EVCP network with designs already in development for an installation on the car park at Hull Paragon Station.



PROPOSED

Energy and Decarbonisation Masterplans

One key development during the year was the development of an Energy and Decarbonisation Master Plan for each of our 19 managed stations. These documents outline the energy and decarbonisation project pipeline for each station, complete with cost and benefits estimation and tracking.

These documents all feed into a Power BI dashboard capturing every planned project across every station and allowing for full-picture tracking of cost and savings. The project pipeline contains our definite projects for the next two years, and our ambitions for the next three to five years. These timeframes will extend as we develop further project plans into the future.

Decarbonisation Master Plan (GMB) - Grimsby Station

Item	Opportunity Name	Department / Plant Location	Primary Utility	Unit Savings (kWh/year)	Annual Savings (£/year)	Assumptions	
2	Heat Pump Phase 1	Grimsby	Heat Pump				
			Unit Cost (p/kWh)	0.00			
			Progress (%)		56,935	£3,804	* 50% Site Energy Consumption * No grid export considered * Roof implementation, higher cost if other option * Actual utility costs, expected to increase in the future
			Design Year	2024			
			Implementation Year	2025			
			Category/MP				
			Risk	High			
			Annual Savings (£/year)	3,804.07	Risk	Carbon Saving	Dependencies
			Design CapEx (£)	30,000.00			
			Implementation CapEx (£)	75,000.00			
Unit Cost (kWh/year)	16,915.08		High	£9,889			
Carbon Saving (kg CO2e/year)	9,889.45						
Payback Period (years)	Payback not applicable						
Opportunity Description Heat Pumps are a more energy efficient and offer an alternative to traditional heating systems. They can result in 55-65% less carbon impact than other systems and they are up to three times more energy efficient than the fossil fuel-fired and/or electric resistance equipment they replace.							
Quantification Calculation Heat Pump Phase 1							
3	Glazing Replacement	Grimsby	Natural Gas				
			Unit Cost (p/kWh)	0.00			
			Progress (%)		5,000	£154	* 50% Site Energy Consumption * No grid export considered * Roof implementation, higher cost if other option * Actual utility costs, expected to increase in the future
			Design Year	2025			
			Implementation Year	2025			
			Category/SIS				
			Risk	High			
			Annual Savings (£/year)				
			Design CapEx (£)				
			Implementation CapEx (£)				

Climate Resilience

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

We have continued to assess the climate risks for our business and operations, building upon the work carried out during the completion of our first climate-related financial disclosure, through subsequent reporting against progress and climate risk. The assessment outlined the key risks and opportunities that extend to 2050 from our operations as a train operator, and within the year, climate risks now form part of the overall Corporate Risk Register for TPT. We continually review the climate risks identified across relevant departments within the business, with further climate-related engagement being developed across the business through the formation of an internal working group.

Over the next year we will build on our understanding of future weather and climate change impacts, through the completion of our first Weather Resilience and Climate Change Adaptation (WRCCA) strategy. This strategy will set out our key climate risks, identify stakeholders and interdependencies, and start to identify mitigation and adaptation responses required for the relevant physical and transition risks and opportunities identified. The strategy will form the basis of our approach to climate resilience and will be developed over future years as we continue to build our climate resilience maturity.

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, with these shown within the table, and show a worsening in all stats in comparison to the prior year.

Metric	2019/20 (Baseline)	2022/23	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs PY
Delay Minutes	30,072	14,518	17,766	22,559	-25.0%	27.0%
Cancellations	308.5	176	234	445	44.1%	90.4%
Cost to TPE	£1,399,006.00	£721,630.00	£914,032.00	£1,413,417.00	1.0%	54.6%

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 on prior year are due to the steady uplift in service delivery through timetable changes following the stripped back December 2023 timetable.

Metric	2022/23	2023/24 (PY)	2024/25 (CY)	CY vs PY
Cancellations	20.3%	11.3%	5.1%	-54.5%
Time to 3	72.2%	67.9%	68.8%	1.4%
Time to 15	95.2%	94.4%	95.2%	0.8%



Small-Scale SuDS Unit Install

During Summer 2024, we installed our first Bioscapes SuDS unit at Northallerton Station. This small-scale sustainable urban drainage system (SuDS) captures rainwater from the station booking office roof, where the water is then used to keep native plants within the unit watered or held in an attenuation tank before slowly releasing into the drainage network. Not only do the units build resilience to impacts of climate change such as heavy rain downpours, they contain multiple habitat units for insects and pollinators and bring colour and life to the station environment.

Following successful install at Northallerton, we intend on rolling the SuDS units out at other locations across our network.

Air Quality

Goal: Develop Air Quality Improvement Plan to achieve 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. This year we have installed three low-cost sensors at Hull Paragon Station, which allow us to verify the data from the reference monitor and give more information about how emissions disperse across the station.

We have been implementing our air quality improvement plan; working across the industry with Network Rail, and TOCs who manage stations we operate at and operate trains at stations we manage, as well as our supply chain to reduce emissions at stations, as well as along the tracks. Planned improvements include greater multi mode (electric +) traction and reduction in idling when stationary; as well as a filter upgrades on trains and improvements to emissions treatment.

We supported the first-ever trial in the UK to replace a diesel engine with a battery on an intercity train through a pioneering collaboration project between ourselves, Angel Trains, Turntide Technologies and Hitachi Rail. The trial was successful and showed this technology could support reduced emissions at stations in the future.

Running trains in electric mode, on electrified lines/tracks, is the most significant way to reduce emissions to air. We have increased electric traction distance travelled by our bi-mode Nova 1 (Class 802) fleet on both the West and East coast mainlines.

To reduce air quality impact, we have developed a tool for analysing our driver and unit diagrams for instances of idling. We use the outputs to engage with our Service Planning team to amend diagrams suitably to reduce instances of idling were reasonably practicable. Increased number of engine switch offs are being designed into new diagrams when created. 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.

Class 185 Diagrammed Idling

Metric	Dec-23	Dec-24	Change from PY
Idling fuel per year (litres)	47,544	29,732	-37.5%
Idling energy per year (kWh)	518,235	324,077	-37.5%
Idling CO2 per year (g)	817,141,277	492,086,238	-39.8%
Idling Nox per year (g)	10,961,651	6,601,157	-39.8%
Idling PM per year (g)	332,171	200,035	-39.8%
Idling PM 2.5 per year (g)	249,128	150,026	-39.8%
Idling litres per year cost (£)	£36,276.43	£22,658.41	-37.5%
Idling hours per year	2,012	1,586	-21.2%



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.



Circular Economy



Noise



Water



Good for Nature

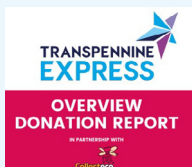
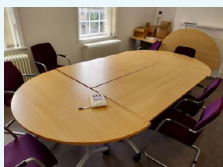
Waste Metrics

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

During the year, we established a partnership with Collecteco, an organisation who generate social impact and carbon reduction through the donation and reuse of surplus furniture, equipment and materials via good causes across the UK. During various office refurbishment projects throughout the year, we donated a range of office and station furniture and equipment to 12 good causes, including local churches, food banks and several charity and community organisations.

Not only did these donations equate to over £30,000 of in-kind funding, generating fantastic social value, the reuse of items and promotion of the waste hierarchy diverted 6.54 tonnes from landfill or recovery, avoiding 9477 kgCO²e.

Focussing on reuse and waste avoidance, during the year we were also able to support local sports clubs through the donation of redundant platform benches, and Hull-based charity R-evolution through the donation of abandoned bicycles.



Total Waste Generated (tonnes)

Scope	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs PY	PY Adjustment
Total waste produced	403.52	584.71	616.25	52.7%	5.4%	(3)
General waste produced	403.52	572.33	593.18	47.0%	3.6%	(3)
General waste recycled	259.53	314.71	343.24	32.3%	9.1%	(3)
General waste subject to other recovery	143.99	257.62	249.94	73.6%	-3.0%	-
Hazardous waste	-	0.39	0.79	-	100.6%	-
Offensive waste	-	9.02	9.17	-	1.6%	-
WEEE waste	-	3.32	1.54	-	53.7%	-

General Waste Disposal By Method (%)

Scope	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs PY	PY Adjustment
General waste diverted from landfill	100%	100%	100%	-	-	-
General waste recycling rate	64.3%	55.0%	57.9%	-10.0%	5.2%	-0.2%
General waste subject to other recovery	35.7%	45.0%	42.1%	18.1%	-6.4%	0.2%

***Adjustments: The adjustments in general waste produced and recycled was due to the minor corrections.**

Waste Metrics

In the financial year 2024/25, we continued to divert 100% 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, and whilst the proportion of waste recycled improved to 58% from 55%, this fell just short of our recycling target.

Whilst a range of waste improvements did result in a slight increase in recycling rate against previous year, particularly with strong performance over the final quarter, we ended just under our 60% target. This was largely attributable to a period of poor segregation performance at Hull Paragon station, particularly regarding station tenant waste, leading to more waste going for energy recovery than expected. We continued to work with our supplier and waste segregation officer to maintain on-site recycling at Hull Paragon station and put measures in place to improve tenant waste management.

During FY24/25, we implemented several waste improvement initiatives aimed at increasing our recycle rate and maximising reuse opportunities, including:

- **Establishing a partnership with Collecteco focusing on the donation of reusable furniture and equipment to good causes across the UK**
- **Set up scheduled collections of segregated coffee cup waste from Hull, with waste sent for specialist packaging recycling and diverted from residual waste**
- **Implementing secure uniform and workwear recycling at key locations across our network, ensuring branded workwear is treated confidentially, diverted from landfill and fully recycled**

Circular Economy and Waste Management



Secure Colleague Uniform Recycling

Roll out of staff uniform recycling bins at six key locations across our network, working with our supplier, Avena. From implementation in September 2024 through to the end of 2024/25, we recycled 0.9 tonnes of branded workwear, securely and avoiding textile waste to landfill.

Drinks Cup Segregation and Recycling

From October 2024 at Hull Paragon Station, segregated hot drinks cup recycling collections resulted in one tonne of cups processed for packaging recycling within six months. Ongoing collections will result in approximately 3.5 tonnes of cups being recycled and diverted from recovery or landfill per annum.



Waste Bin Signage Improvements

Following a horizon scanning exercise across the transport sector and accessibility consultation, we introduced standardised waste bin signage for customer-facing station bins and internal staffed areas. Signage features colour coding and simple wording and imagery, to make separating waste types easier across our operations.



Supplier Closed Loop Recycling Initiative

In the year, our cleaning services supply partner, Bidvest Noonan, rolled out a closed loop recycling initiative across TPE stations. Packaging from a key cleaning product is collected by the distributor and taken to be processed and recycled back into product packaging. A great example of circularity and avoiding waste generation.



Water

Goal: Water resources are conserved and always protected.

Water Leaks

In October 2024, a large leak formed in the trackbed between platforms 4 & 5 at Hull Station. With the leak being in the trackbed, we supported Network Rail with repairing it once a suitable possession of the tracks was possible, approx. 21 days after the leak formed. Approx. 17,500 m³ of water was lost in this timeframe, being the main contributing factor to the elevated levels of water consumption.

There was also a minor leak at Cleethorpes in the year with approx. 1493 m³ of water lost.

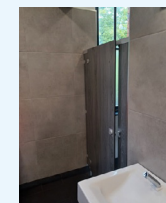
Finally, an ongoing leak at Scarborough Station, was repaired in December 2024. Repairing this took longer than anticipated as a number of surveys were required to find the source of the leak, before it was finally located in the car park. There is still some residual leaking at Scarborough, but the main leak has been fixed.

Water Consumption (m³)

Metric	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs PY
Water Consumption	30,739	34,364	54,218	76.4%	57.8%

Toilet Refurb Projects - Water saving features and sensor taps

During the year we have completed the refurbishment of the public toilet facilities at Northallerton, Thirsk, Thornaby, Grimsby and Stalybridge Stations. As part of these works we have taken the opportunity where possible to upgrade taps and wc and urinal cisterns to modern water saving and low flush equivalents.



Dataloggers project

During the year, we started a project to fit dataloggers to the remaining water meters across our estate without them fitted. These six meters had long been a gap in our monitoring, requiring manual reads to keep track of consumption, and preventing effective monitoring for leaks. This project aims to close those gaps, ensuring accurate half-hourly data along with the comfort of being able to monitor for leaks. The project will be completed by the end of next year. Progress has been impacted by delays related to the replacement of older meters and additional infrastructure works required to ensure safe access to one specific meter.

Given the impact of the Hull, Scarborough and Cleethorpes Station leaks on our consumption, we are turning our attention to implementing better monitoring and better alert capability and leak monitoring, as we attempt to prevent any future leaks from having the impact seen this year.

Noise Metrics

Number of Complaints and Complainants

Metric	2019/20 (Baseline)	2023/24 (PY)	2024/25 (CY)	CY vs Baseline	CY vs PY
Number of complaints	72	45	42	-41.7%	-6.7%
Number of complainants	-	39	26	0.0%	-33.3%

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

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. We continue to log all environmental complaints relating to our activities as a train operator, thoroughly investigating any issues raised and responding to all complainants in a timely manner.

2024/25 saw a slight reduction in the number of environmental complaints based upon the previous year, and whilst numbers were consistent, notable was that these were from fewer complainants. This was due to ongoing complaints at particular hotspots during the year – namely Saltburn, Marsden and Manchester Victoria. A significant reduction to the number of services to and from Saltburn from the December 2024 timetable change resulted in the resolution of ongoing complaint issues during the year. However, throughout the year several measures were also implemented to improve community relations at Saltburn, including a platform swap with Northern, noise monitoring and in-person TransPennine Express attendance at neighbourhood interest group meetings.

Developing relationships through ongoing dialogue with key stakeholders formed a key part of our approach to proactive noise management. In-person attendance at community meetings in Saltburn and scheduled meetings with local authorities to discuss forthcoming train timetable changes both improved community relations in specific noise hotspots and demonstrated commitment to minimising impact from our operations.

Other noise hotspots within the year were attributable to the ongoing Transpennine Route Upgrade (TRU) project, with engineering blockades regularly resulting in train diagram changes. This led to environmental complaints at Manchester Victoria and Marsden, due to train turnaround at these locations.

To further manage noise from railway operations, we continue to be engaged in the RSSB noise working group and produced our first noise strategy during the year, based upon rail industry guidance. The strategy has been formed to set out our longer-term vision for managing noise associated with our operations and aligns with our sustainability strategy and the wider industry aim of ‘a quieter railway’ set out within the RSSB Sustainable Rail Blueprint.

We continue to monitor progress against the strategy via annual updates and the production of Noise Improvement Plans setting out targeted improvements and mitigation measures where required.

Good for Nature

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

In line with Our Good for Nature Plan, which we published during the previous year, in the last year, we have continued to deliver and plan biodiversity improvements across our managed stations. Many initiatives included community engagement activities to bring a sense of ownership and raise awareness on nature within the localities we serve.

In the year we have:

- Completed the biodiversity improvement project at Thirsk Station car park, with bespoke information signage installed and maintenance carried out to ensure successful establishment of habitats
- Installed over fifty habitat boxes across several stations, providing refuge for bird and bat species
- Worked with local organisations Incredible Edible and Chopsticks to create an edible garden at Northallerton Station
- Ran a pollinator awareness campaign called 'Pollinator Express' entailing station planter refresh, digital station posters for passenger awareness, and insect hotel creation working with local community groups and schools

During the financial year, we worked with Derbyshire Wildlife Trust to digitally map the habitats within our nineteen station boundaries, including connectivity to surrounding natural habitats and proximity to environmentally protected sites. This allows us to quantify the habitats at our stations and to plan improvement projects based upon recommended actions and where will bring the largest gains to our biodiversity baseline scores.

Looking ahead, in the next year we will deliver the landscaping scheme at Yarm, embark upon green infrastructure initiatives and continue to develop biodiversity improvement projects in line with the actions and biodiversity baseline scores identified within our Derbyshire Wildlife Trust mapping tool.

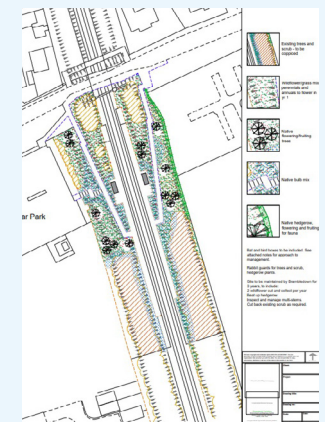
Through the implementation of such schemes, we continue to support the industry's ambition of a railway for nature.

Biodiversity Improvement Projects

Building upon biodiversity improvement works at Thirsk the previous year, during 2024/25, we have carried out landscape design and preparatory works for a similar landscaping scheme at Yarm Station in the North East of England.

To be delivered in the next financial year, this will see the transformation of embankments surrounding the station platforms through the creation of multiple habitat types, including:

- Wildflower meadow
- Native hedgerow
- Trees and woodland scrub
- Bulb planting
- Improvements to existing woodland scrub



Good for Nature



Photos: habitat creation initiatives at stations including landscaping schemes, garden areas and planters, and habitat boxes.



Photos: wide range of biodiversity improvement initiatives across TPE stations and local areas involving engagement with local communities and colleagues.



Our People

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



Diversity & Inclusion



Careers not just Jobs

Diversity and Inclusion

Goal: Progress is made on pay gap reporting by 2040 and our workforce represents diversity within our communities

Recognising that we are on a journey, our aim is to embrace equality, diversity and inclusion to build knowledge and confidence to foster and embed a company wide culture of inclusion, aligned to our core value of **“be yourself”**. We are passionate about championing colleagues, so they can enjoy a rewarding and fulfilling career at TPE. We also want to ensure we have a workforce that is reflective of the communities we serve and represents diversity in all aspects. We want our colleagues to know they have opportunities to develop. We have made significant progress since 2021 to understand more about our workforce and how this reflects the communities we serve. We have established baseline data, recognising where there are opportunities for improvement, and have celebrated successes achieved in the diversity and inclusion space.

In the last year some highlights include:

Employee engagement survey scores continue to remain favourable for under-represented groups who score positively for ‘I am proud to work at TPE’, ‘feeling that they can be themselves at work’, ‘feeling like they are part of a team and included’ and ‘feeling confident they can voice their opinion, and it will be respected’.

A continued increase in the data disclosure rates for all characteristics for our existing workforce since our last submission. 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. This included the following success metrics:

30% of applicants being ethnically diverse

17% of applicants being LGBTQ+

20% of applicants being from lower socio-economic backgrounds.

28% of all applications being from female candidates.

37% of all interviews were with female candidates.

A continued increase in representation of key under-represented groups which suggests that our ongoing action plan is having a positive impact in:

- Embedding a diversity and inclusion awareness calendar linked to resources to support and up skill colleagues, to support an inclusive culture.
- Actively promoting inclusive career development programmes aimed at improving management representation for under-represented colleagues
- Regularly showcasing and storytelling success from under-represented groups, to support all three pillars of TPT’s diversity and inclusion strategy.

Representation

Under-Represented Group	Mar-21	Mar-22	Mar-23	Mar-24	Mar-25	CY from PY (% of overall headcount)	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)	24% of overall headcount (459)	-1%	16% last rail industry estimate
Have a disability	0.41% of headcount shared (6)	1.13% of overall headcount shared (18)	1.3% of headcount shared (21)	1.9% of headcount shared (34)	3.4% of overall headcount (65)	79%	24% of working age population (2023 ONS Data)
LGBTQ+	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)	10.7% of overall headcount (204)	18%	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)	7.2% of overall headcount (137)	11%	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% of 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 & Inclusion

TPE Hosted our second **“Week of Inclusion”** where the commitment to inclusion was celebrated internally and externally. The week included two photography exhibitions being unveiled at Manchester Victoria and Hull Paragon stations featuring 15 colleagues from across the company who all had a story to share about why they feel they belong at TPE. Stories featured topics such as; neurodiversity, women’s development, supporting returning parents, career development, flexible working and feeling included through being able to support Pride openly. In addition to the portraits, five videos were also created and shared, outlining some of the stories in more detail. Overall, the Week of Inclusion activities were published in over 120 news outlets, had over 11,000 social media views and also received positive feedback internally.

In December 2024, we launched our Virtual Work Experience programme partnering with SpringPod. The course gives insight into what it’s like to work at the company, exploring how timetables are put together, what it takes to keep trains running smoothly and what it’s like to work

in key roles such as a station assistant or onboard catering. It features 10 modules that include hands-on-activities and core employability skills for rail careers and beyond such as communication, teamwork, and leadership. It is aimed at students aged 13 - 21 with hopes to encourage them to consider TPE as an employer of choice.

This year we have increased our employee networking groups, adding in Military Veterans and Young Rail Professionals to the offering. This takes the total number of employee networking groups up to five with a combined membership of 310 colleagues.

Throughout 2024/25, the business has been shortlisted for various awards which have included recognition to the diversity and inclusion work being conducted. These have included Diversity and Inclusion Individual Award and Employer of the Year at the Women in Rail awards, Neurodiversity Champion award with Verdica, Diversity and Inclusion at the Rail Business Awards, EDI award at the Personnel Today Awards and finally the Outstanding Contribution to Society award at the National Rail awards.

Diversity & Inclusion

This year a more conscious effort has been made to engage with female talent at an early stage. The following activities have taken place to assist with this.

Never Mind The Gap

In September 2024, we were part of a Never Mind the Gap programme in Yorkshire. The programme was a collaborative activity with Network Rail, LNER and Northern Rail and provided training and work placements for women who want to re-enter employment after a period away from the workplace. The programme took place over two weeks and included a tour of Northern's train care centre, using a virtual reality simulator emulating driving a train as well as workshops on interview skills and CV writing.

SmartWorks Collaboration

Throughout 2024/25 we have been working with SmartWorks, a charity who support women to get into employment through styling and career coaching. Colleagues volunteered at their centres in Greater Manchester and attended their careers fair which had over 200 women attend. Furthermore, we are now working with SmartWorks on a referral system for clients using SmartWorks services to be guaranteed interview or for talent who are currently unemployed but are successful in obtaining interviews at TPE to be able to use SmartWork services.

Virtual Work Experience

As mentioned in the highlights, in December 2024, we launched our virtual work experience programme. Although this is open to all students, we are tracking the gender split of students with a conscious effort to engage with more young women. In the first two months, 263 participants have enrolled on the programme. 19% of the audience were female, growing from the first month figures of 16% showing more young women are engaging with the programme as it reaches new audiences. To further promote this, SpringPod are working on marketing featuring female colleagues to role model the career opportunities available and increase female engagement.

Diversity & Inclusion

Across all roles at TPE in 2023/24 there has been a significant increase in applications from ethnic minority backgrounds. In 2022/23 16% of all applications were from candidates from ethnic minority backgrounds, which increased to 25.8% in 2023/24, and this year has increased again to 30.5%.

Furthermore, in 2022/23 8% of all hires were from ethnic minority groups compared to 10% in 2023/24 and 15.7% this year to date.





Hans Ekonje

Driver Instructor based in Manchester
Ethnic minorities representative for ASLEF

Graduate Programme

In January 2025, we launched our graduate programme. Although the recruitment for this is ongoing, the attraction for these roles has been a huge success with over 1400 applications for the four vacancies available. From an ethnic minority attraction perspective, 51% of those candidates were from ethnic minority groups which is significantly higher than any other recruitment campaign to date.

Driver Recruitment

Finally, for the trainee driver recruitment in 2024/25, all recruitment was available for internal applicants only. This has had an impact on the volume of applicants from an ethnic minority background with 9% of applicants being from an ethnic minority group compared to 13.8% in 2023/24 when the vacancy was shared internally and externally. In the 2025/26-year, recruitment for these roles will be advertised externally again.

Diversity & Inclusion

Rise & Aspire

As part of our ongoing commitment to ensuring TPE is representative of the communities we serve, we recognise the importance of having diverse representations at all levels of the workplace. Our Rise and Aspire Management programmes are designed to support colleagues aiming for a senior leadership role, such as 'Head of' or equivalent, within the next 0-3 years. It also supports our commitment to increasing the representation of under-represented groups at this level.

Aspire

Aspire Management is open to all colleagues who currently represent a minority group at TPE, such as having a disability - including a neurodiverse condition - are from an ethnic minority background or are part of the LGBTQ+ community. This list is not exhaustive, and we would welcome applications from anyone who feels like they are from a currently under-represented group at TPE. The first cohort concluded in June 2025.

Rise

Rise Management is designed for women with existing management experience, who are ready to take the next step toward senior leadership. Rise Management plays a key role in increasing the representation of women in leadership - helping shift the dial in an industry that has historically lacked gender balance.

Following the success of our first Rise programme which concluded in January 2025 - 45 percent of participants secured a promotion or secondment within six months - we're looking forward to welcoming the next group of future leaders in September 2025.

Programme Overview

The programme is blend of face-to-face workshops and online delivery, covering topics such as:

- Leadership and the future of work
- Maximising your career potential
- Building sponsorship
- Resilience

Diversity Metrics

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% 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**



Workforce Diversity Metrics

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 under-represented groups.



Under-Represented Group	Mar-23	Mar-24	Mar-25	Change from PY
Ethnic minority applicants	16.0%	25.8%	30.5%	18.3%
Ethnic minority new hires	8.0%	10.0%	15.7%	57.0%
Ethnic minority internal promotions			5.4%	-
Female applicants	22.0%	21.8%	29.2%	33.9%
Female interviewees			37.0%	-15.3%
Female new hires	25.0%	32.7%	27.7%	-36.5%
Female internal promotions	30.0%	34.0%	21.6%	17.2%
LGBTQ+ applicants	13.0%	15.1%	17.7%	20.5%
LGBTQ+ hires		16.6%	20.0%	
Lower-socio-economic background applicants	-		20.8%	

Careers not just jobs

Goal: Create targeted apprenticeship opportunities at all levels and provide early career opportunities in under-represented communities each year.

TPE continues to focus on inspiring the next generation and raising awareness of careers in the rail industry.

In September 24, we welcomed eight new apprentices who are completing Level 3 qualifications while gaining hands-on experience across different areas of the business.

Our commitment to the collaborative PlanBEE Rail apprenticeship programme continues, and we work across industry to provide placement opportunities for an apprentice studying project management level 4. Planning is in place to support a further placement for 2025. TPE provide free rail travel for all 15 students participating in this programme enabling them to commute to their placements and college.

Our virtual work experience platform was launched, and 1617 young people have participated in this programme. Designed to provide real world insights into careers at TPE, interactive and engaging activities while gaining practical skills and knowledge. Completion rates show 24% female, 39% ethnic minority with an average rating of 7.5 Net Positive Score (NPS). Planning is in place to refresh content.

18%

of all interviews were with female candidates

25%

of offers made to ethnic minority candidates

Education Engagement Metric	2022/23	2023/24 (PY)	2024/25 (CY)	CY vs PY
Careers Events (no.)	18	23	42	82.6%
Work Experience (no. of days)	15	39	26	-33.3%
Discover Day Trips			2	-

Our Customers and Communities

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



Accessibility



Community



Social Value

Accessibility

Goal: Deliver an accessible train operating service that eliminates barriers to travelling by rail by 2025 and supports integrated travel.

Throughout the year, we delivered improvements to steps and ramps at Dewsbury, Grimsby Town, and Scunthorpe stations. To improve accessibility and safety we made improvements to the surfaces of several ramps and the nosings on staircases. We also installed or upgraded handrails, and to support cyclists we also re-seated bike tracks to ensure they weren't a trip hazard.

Chris Jeffery, Accessibility Lead, said:
“We’re really pleased to have completed these upgrades, which make a real difference to our customers’ experience. Everyone should be able to travel with ease and confidence, and these improvements are part of our wider commitment to create a more accessible and inclusive railway.”



A new Changing Places toilet has been installed at Cleethorpes on the concourse railway station by MDUK and TransPennine Express helping to make visits to the popular seaside resort more accessible.

The new Changing Places facility at Cleethorpes station is in different station accessible toilets as they provide an adult-sized changing bench, hoist, more space and a peninsular toilet.

Some disabled people are unable to visit attractions or take part in activities many take for granted because standard accessible toilets do not meet their needs - or the needs of their carers and families. This is where a Changing Places toilet opens up access to great days out by having facility that fully meets their requirements.

The installation of the £150k facility has been funded by a grant from the Department for Transport's Changing Places toilets fund managed by Muscular Dystrophy UK, and a contribution from the TransPennine Express Customer and Communities Improvement Schemes Fund.

Case Study

TransPennine Express tests UK-first AI speech-to-text announcements designed to improve journeys for hearing impaired passengers. A cutting-edge announcement system designed to improve journeys for hearing-impaired passengers on TransPennine Express (TPE) trains has successfully completed its pilot phase and is the first-of-its kind to be used on the railways in the UK.

Developed in partnership with tech company Televic, the new system allows passengers to read real-time transcriptions of live announcements made by conductors on TPE's onboard screens. This is especially helpful for customers with hearing loss or even those wearing headphones - making sure they don't miss important information.

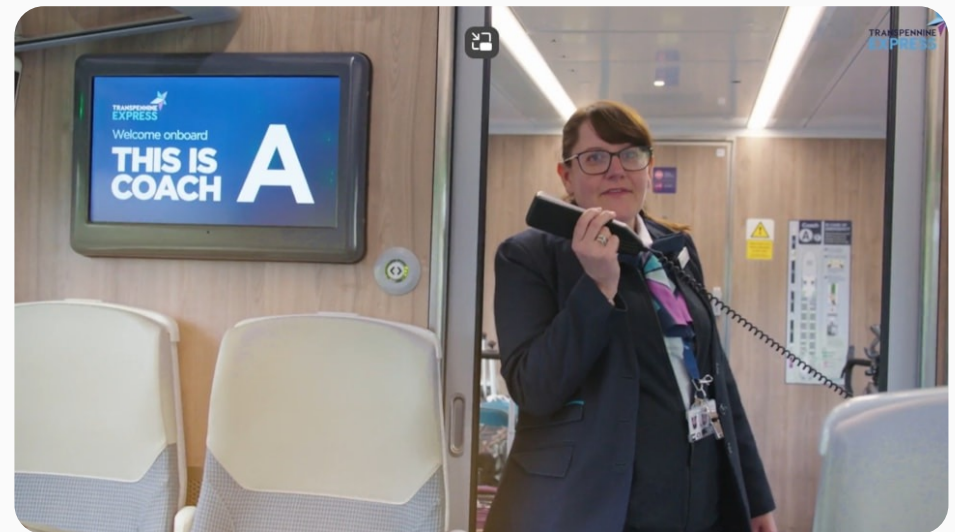
Funded by Innovate UK, getting the system up and running wasn't easy as the team had to overcome major technical challenges. The AI needed to understand a wide range of accents, work seamlessly while the train is in motion, and handle background noise on board all without relying on an internet connection.

Kathryn O'Brien, Customer Experience & Transformation Director at TransPennine Express, said: "The speech-to-text announcement system complements the live train information already displayed on screens onboard our trains, such as arrival and departure times, by adding a personalised touch to our service disruption updates and other announcements." Our two-day trial was a huge step forward, showing that this AI-powered speech-to-text system has the potential to change the future of rail travel.

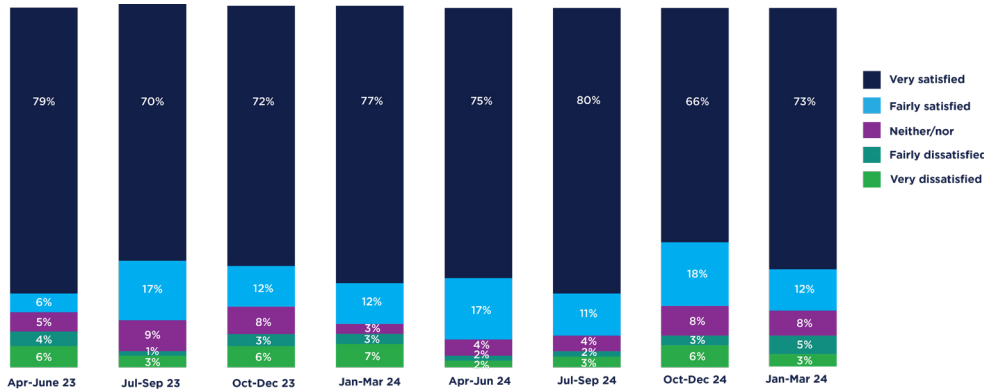
"We want our trains and stations to be accessible to everyone, and we hope this innovation will give people the confidence to travel with us - no matter their needs."

With development still in the early stages, TPE will now work towards installing the innovation across its Class 397 fleet.

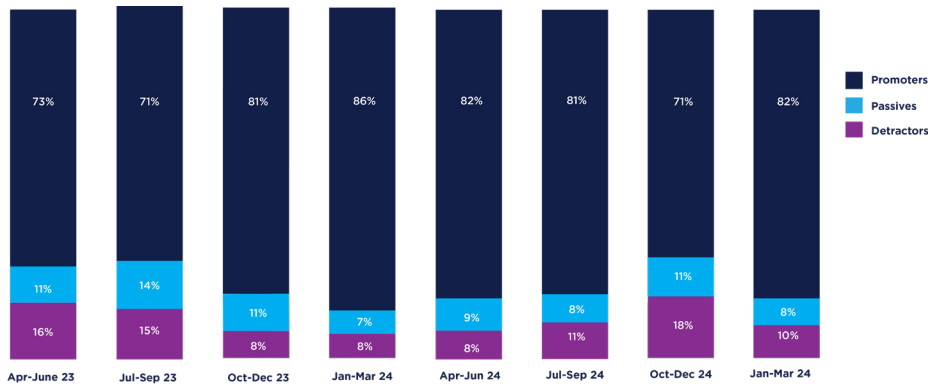
Steven Lauwereins, Research Lead at Televic, said: "Visualizing manual announcements is the next step in Televic's goal of improving passenger experience and will be a game changer for accessibility. Our live transcription of announcement system uses innovative onboard transcription models to guarantee high quality transcriptions in real-time."



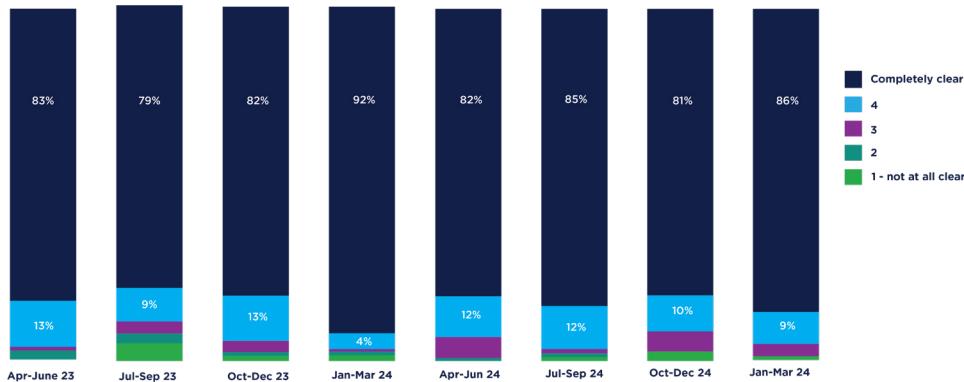
Accessibility Performance Metrics



Q27 Overall, how satisfied were you with the assistance you received from TransPennine Express?
Base all respondents excluding don't know: Apr-Jun 23: 100, Jul-Sep 23: 117, Oct-Dec 23: 120, Jan-Mar 24: 120, Apr-Jun 24: 117, Jul-Sep 24: 159, Oct-Dec 24: 119, Jan-Mar 25: 120



Q30 On a scale of 0 to 10, where 0 is very unlikely and 10 very likely, how likely would you be to recommend TPE Passenger Assist to a friend/family member who may require such a service?
Base all respondents excluding don't know: Apr-Jun 23: 100, Jul-Sep 23: 120, Oct-Dec 23: 118, Jan-Mar 24: 119, Apr-Jun 24: 119, Jul-Sep 24: 159, Oct-Dec 24: 116, Jan-Mar 25: 118



Q16 Now thinking specifically about the type of information you were given when booking, was the assistance you booked clearly explained?
Base all respondents excluding don't know: Apr-Jun 23: 98, Jul-Sep 23: 117, Oct-Dec 23: 119, Jan-Mar 24: 117, Apr-Jun 24: 120, Jul-Sep 24: 157, Oct-Dec 24: 118, Jan-Mar 25: 118

Overall Satisfaction with Passenger Assist Satisfaction and Net Promoter Score

TPE achieved an average of 86.25% satisfaction with Passenger Assist in the 2023 - 2024 financial year, and increased this to an 88% average through 2024 - 2025. This recognises improvements in training provided to colleagues through our Enhanced Disability & Equality course, and enhancements to the Passenger Assist Staff Mobile App to help colleagues see and take action on assists. But we recognise that there is more work to do to make our assistance service more reliable and consistent, so we are currently implementing a Passenger Assist Improvement Plan. This plan, which will be delivered by the end of 2026, includes improvements in several areas including; customer-facing information, boarding ramp provision, complaints investigations, and colleague engagement.

A key metric of accessibility performance and improvements made across the rail network is the clarity of information and feeling of independence.

Net Promoter Score

TransPennine Express offers a Passenger Assist service to passengers who require help to get on and off the train or while moving around stations.

Net Promoter Score (NPS) is a customer loyalty metric obtained by asking customers one simple rating question: 'How likely is it that you would recommend our company to a friend or colleague?'

Based on their responses, customers are categorised into one of three groups based on a score between 0 and 10:

- **Promoters (9-10 rating)** are loyal enthusiasts who will keep buying and refer others, fueling growth
- **Passives (7-8 rating)** are satisfied but unenthusiastic customers who are vulnerable to competitive offerings
- **Detractors (0-6 rating)** are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

The percentage of Detractors is then subtracted from the percentage of Promoters to obtain a Net Promoter Score.

NPS = % of Promoters (9s and 10s) - % of Detractors (6 or lower)

Accessibility case study

Toilets at TransPennine Express stations now stoma-friendly

Facilities to help people with stomas have been introduced at TransPennine Express (TPE) stations.

All of TPE's accessible station toilets now have shelves, hooks to hang belongings on, mirrors, and disposal facilities to meet Colostomy UK requirements to be stoma-friendly.

This includes toilets at Cleethorpes, Dewsbury, Grimsby, Huddersfield, Hull, Malton, Manchester Airport, Northallerton, Scarborough, Scunthorpe, Selby, Stalybridge, Thirsk, and Thornaby.

Stomas are an opening in a person's abdomen to help divert one end of the colon, with a pouch placed over it to collect faeces - a stoma bag - after they have a colostomy operation. More than 200,000 people in the UK have a stoma*.

People can end up with a stoma as part of treatment for conditions including bowel cancer, Crohn's disease, ulcerative colitis and bowel incontinence.

Chris Jeffery, Accessibility Lead at TPE, said: "We hope the improvements will make travelling with TPE easier for customers with a stoma".

"We are working hard to ensure that our services and stations are accessible and inclusive for everyone."

The upgrades are part of a move to provide better toilet facilities for customers.

Last year, a new fully accessible toilet was installed at Stalybridge station

The new Changing Places facility is a larger accessible toilet for people who cannot use standard accessible toilets, with equipment such as an adult-sized changing bench, a hoist, privacy screen and space for carers.

*According to Colostomy UK.



Accessibility

Attendance at disability lifestyle shows and engaging people with disabilities. We have continued to engage with older and disabled customers through attendance at disability lifestyle shows and accessibility panels.

As well as operating its own Accessible Travel Advisory Panel, which TPE uses to consult on accessibility improvements and equality impact assessments, TPE also plays an active role in the Rail Accessibility and Inclusion Forum for the North. This cross-operator forum discusses accessibility improvements across the North of England and includes representatives from disability support charities, their service users, and a mixture of people who do and do not currently travel by rail.



“Alongside rail industry partners including Rail Delivery Group, Network Rail, Avanti West Coast, South Western Railway, and Northern, colleagues from TPE’s Accessibility Team have attended NAIDEX in Birmingham, Sight Village in Leeds and Birmingham, and The Neurodiversity Show in Liverpool to showcase accessible rail travel, answer questions, and promote Passenger Assist. These valuable opportunities will continue throughout 2025 - 2026 starting with Sight Village in Blackpool”.



Community

Community activities

During 2024/25, TPE continued to engage with communities across its network through a wide range of initiatives, partnerships, and events. Activity was focused on building positive relationships with passengers, schools, and local groups, while strengthening ties with rail industry partners. Schools and youth engagement on rail safety where TPE colleagues supported initiatives such as Leeds Safety Week, where hundreds of children from the region attended workshops on safe travel and personal safety at stations, reinforcing our commitment to keeping young people safe.

Improving community ties

Working with communities helps to strengthen our community ties. Social value in this section for 2024/25 increased by over 16% year on year. We have seen this through our work with rail user groups, schools, careers development, sustainability and others. Such work has allowed us over 2024/25 to be closer to those communities helping to increase further locally driven social value. This is best illustrated by our work at Hull Paragon Interchange over a number of consecutive years where we have worked with community representatives and wider stakeholders to mutually agree areas of improvement and then implement a programme of interventions to realise change.

This has included the creation of the safeguarding hub, installation of planters, extended gateline, toilet refurbishment and a retail strategy to enable all vacant units to be let to viable tenants that create local employment and source goods from the local supply chain. These outputs were clearly illustrated in 2023/24 when we commission local artist Andy Pea to paint a mural at the entrance to the Interchange that celebrated the people and achievements of Hull. That mural was co-created with the community resulting a piece of public art that is connected to the people of Hull.

Rise

TPE engages with the Community Rail movement at several levels, first and foremost with the Community Rail partnerships (CRPs) themselves. There are 24 CRPs which TPE supports to provide them a share of the £41,250 CRP amount between them. The CRPs have been selected on the basis that TPT shares a link with each, either where the CRP route includes a station where TPT manages the location as Station Facilities Operator (SFO), where TPT operates services along the CRPs Line of Route (LOR), or where the CRP serves a station which TPT calls at but does not manage.



TPE staff volunteer with women's employment charity in Manchester

From FY25/26, we are moving to a project based funding model for our CRP support. Under this approach, CRPs will be able to submit bids for available funding, and allocations will be awarded on a project by project basis throughout the year.

Social Impact Metrics

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

In FY24/25 we recruited eight new apprentices into entry-level roles and continued to support a significant cohort of learners across the business. In total, **144 apprenticeships were in progress, with 41 successfully completed within the year.**



Volunteering and Community Data

Metric	2019/20 (base-line)	2020/21	2021/22	2022/23	2023/24	2024/25	CY vs Baseline	CY vs PY
Payroll Giving	£35,974.10	£36,155.35	£40,826.20	£42,071.50	£47,919.83	£55,158.33	53.33%	15.11%
Workforce volunteer hours	253	512	91	249	320	427	68.77%	33.44%
Cash donations				£23,716.49	£22,346.67	£32,500.00		45.44%
Local apprentices				93	97	114		17.53%

Social and Economic Impact Evaluation

The Rail Social Value Tool (RSVT) has been developed by RSSB to provide a consistent method to track and measure social value contributions across the rail industry. It provides a monetary value for the activities undertaken by operators such as TPE. Over the course of the year, we delivered a total of £126m in social value.

Blooming great donation for Malton volunteers to grow biodiversity at station.

TransPennine Express has donated £5,000 for a group of volunteers to grow biodiversity and expand their floral displays at a North Yorkshire station and across their town.

The volunteers have turned Malton station into a riot of colour by installing planters full of flowers and can often be seen dead heading, weeding, or planting. They now have plans to create more green spaces to encourage more wildlife and pollinators such as bees and butterflies.

The money came from the TransPennine Express Customer and Community Improvement Fund, which supports projects focused on sustainability, community connection, and accessibility.

It will be used to support Malton in Bloom's projects across the town, as well as at the station.

Social Impact Evaluation	2022/23	2023/24	2024/25	Change for PY
Workforce volunteer hours	£5,313.66	£6,982.40	£360,624	5064.76%
Cash donations	£23,716.49	£22,346.67	£31,800	42.30%
Local apprentices	£7,783.17	£8,302.23	£10,759	29.59%

Economic Impact Evaluation	2022/23	2023/24	2024/25	Change for PY
Workforce volunteer hours	£	£		-
Cash donations	£	£		-
Local apprentices	£4,308,053.88	£4,582,326.56	£3,000,000.00	34.53%



TPE employees donating **£5,000** to Malton volunteers



Annual Disclosure

Science-Based Targets

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 Recommendations 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
01	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

Near-Term Science-Based Targets

Progress Against 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	2024/25 value	2024/25 % change (from base year)	Progress towards science-based target competition (%)
Scope 1 (tCO ₂ e) [Abs1]	83,524	100%	66,640	76,048	55,867	73,543	78,851	-5.6%	10.2%
Scope 2 (location-based) (tCO ₂ e) [Abs2]	7,294	100%	8,608	8,834	6,787	8,932	10,669	46.3%	84.7%
Scope 3, cat.1: purchased goods and services (tCO ₂ e)	77,918	N/A	0*	87,574	80,690	76,439	99,786	28.1%	N/A
Scope 3, cat.2: capital goods (tCO ₂ e)	7,072	N/A	0*	3,985	1,263	1,122	2,020	-71.4%	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%*	27.4%**	25.4%**	27.3%**	53.2%	53.2%	79.3%



*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 within section Near-Term Science-Based Targets: Variations in Emissions

Scope or Scope 3 category	Base year emissions, 2019/20 (tCO ₂ e)	2020/21 (tCO ₂ e)	2021/22 (tCO ₂ e)	2022/23 (tCO ₂ e)	2023/24 (tCO ₂ e)	2024/25 (tCO ₂ e)
Scope 1	83,524	66,640	76,048	55,867	73,543	78,851
Scope 2 (location-based)	7,294	8,608	8,834	6,787	8,932	10,669
Scope 3, category 1: Purchased goods and services	77,918	-	87,574	80,690	76,439	99,786
Scope 3, category 2: Capital goods	7,072	-	3,985	1,263	1,122	2,020
Scope 3, category 3: Fuel and energy- related activities	21,324	17,593	20,979	15,502	20,052	21,938
Scope 3, category 4: Upstream transportation and distribution	3,659	-	2,598	11,081	7,380	3,733
Scope 3, category 5: Waste generated in operations	39	33	20	25	25	22
Scope 3, category 6: Business travel	38	-	3	7	23	40
Scope 3, category 7: Employee commuting	453	-	336	266	358	389
Scope 3, category 8: Upstream leased assets	210	-	248	305	328	365
Scope 3, category 9: Downstream transportation and distribution	-	-	-	-	-	-
Scope 3, category 10: Processing of sold products	-	-	-	-	-	-
Scope 3, category 11: Use of sold products	-	-	-	-	-	-
Scope 3, category 12: End-of-life treatments of sold products	6	-	3	3	3	2
Scope 3, category 13: Downstream leased assets	1,993	101	1,566	1,536	1,348	1,338
Scope 3, category 14: Franchises	-	-	-	-	-	-
Scope 3, category 15: Investments	-	-	-	-	-	-
Total: Scope 1, Scope 2 location-based, Scope 3 (all categories)	203,530	92,975	202,192	173,332	189,551	219,153
Optional Emissions	79	-	19	27	30	36

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, 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 intent to fit dataloggers to our remaining water meters and reduce 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	The methodology approach to this category is changing for next year as we will be removing any screened data as emissions from those tenants' areas are already captured in our Scope 1 and Scope 2 reporting, and are hence being double-counted. 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 Inteb to conduct an independent verification of our corporate GHG emissions inventory over the period 1 April 2024 to 31 March 2025. 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.

Change %

Our company’s base year emissions recalculation policy position is defined as a significant change as a cumulative change of 5% 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 5%.

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 Scope 3 category 1 “purchased goods and services”, Scope 3 category 2 “capital goods” and Scope 3 category 4 “upstream transportation and distribution”. 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. Any changes between this years and last year’s reported figures are captured on the next page.

Scope or Scope 3 category	Originally submitted base year emissions 2019/2020 (tCO ₂ e)	Originally submitted most recent year emissions, 2021/22 (tCO ₂ e)	Originally submitted base year emissions variance (tCO ₂ e)	Originally submitted most recent year emissions variance 2021/22 (tCO ₂ e)	Primary Reasons for variation	% variance in base year emissions
Scope 3, category 1: Purchased goods and services	80,132	81,372	(2,214)	6,203	Corrections to the classification of some spends leading to changes in emissions factors. Changes to categorisation of spends between S3C1 and S3C2.	-2.8%
Scope 3, category 2: Capital goods	5,868	17,147	1,204	(13,162)	Corrections to the classification of some spends leading to changes in emissions factors. Changes to categorisation of spends between S3C1 and S3C2.	20.5%
Scope 3, Category 4: Upstream transportation and distribution	3,392	2,277	267	321	Change to WTT emissions factor used for fuel in our trains from Diesel to Gas Oil (reporting error).	7.9%
All Scopes Total	201,945	207,302	1,585	(5,110)	As above	0.8%

Near-Term Science-Based Targets: Variations in Emissions

Changes to S3C1 and S3C2 detailed on previous page. One vehicle type mistakenly not previously included within total S3C4. Minor corrections to numbers in S3C8. Reassigning of some sub-metering between Scope 2 and S3C13.



Scope or Scope 3 category	Base year emissions variance (tCO ₂ e)	2020/21 variance (tCO ₂ e)	2021/22 variance (tCO ₂ e)	2022/23 variance (tCO ₂ e)	2023/24 variance (tCO ₂ e)	Reasons for Variation	% variance in base year emissions
Scope 1	-	-	(3)	-	-	Minor correction to previous fuelling data	0.0%
Scope 2 (location-based)	-	-	-	1	32	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.	0.0%
Scope 3	(719)	-	(1,814)	(499)	(3,369)	Changes to S3C1 and S3C2 detailed on previous page. One vehicle type mistakenly not previously included within total S3C4 calculations. Corrections to EFs used for S3C7. Minor corrections to numbers in S3C8. Reassigning of some sub-metering between Scope 2 and S3C13.	-0.6%
Total: Scope 1, Scope 2 (location-based), Scope 3 (all categories)	(719)	-	(1,818)	(499)	(3,337)	See above. Additional reasons include changes made as recommended during the SBTi target validation process.	-0.4%

Contacts

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>



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