



Sustainability Report 2022-2023



Director's Note

“Our financial year of 2022/23 was set against a challenging backdrop of operational performance difficulties and a complex industrial relations environment, but the year had many positive outcomes, including the continued return to rail of many customers following the pandemic. Passenger numbers by kilometre travelled increased by more than 200 million and we delivered a pipeline of investment projects at our managed stations.

External factors, such as the war in Ukraine, led to more waste material being sent for energy recovery within the UK to support the energy crisis and, as a result, our waste performance was impacted through a reduction in off-site waste recycling rates. However, despite these challenges, we continued our focus on delivering against our sustainability commitments and in-year targets, delivering positive results across our four Pillars of Sustainability. One of our main achievements was winning the Diversity and Inclusion Award at the Rail Business Awards and gaining the Carbon Literacy Organisational Bronze Award for our commitment to engagement and training of our senior managers; ensuring we have the skills to tackle the climate change agenda and continue to push forward with our decarbonisation roadmap.”



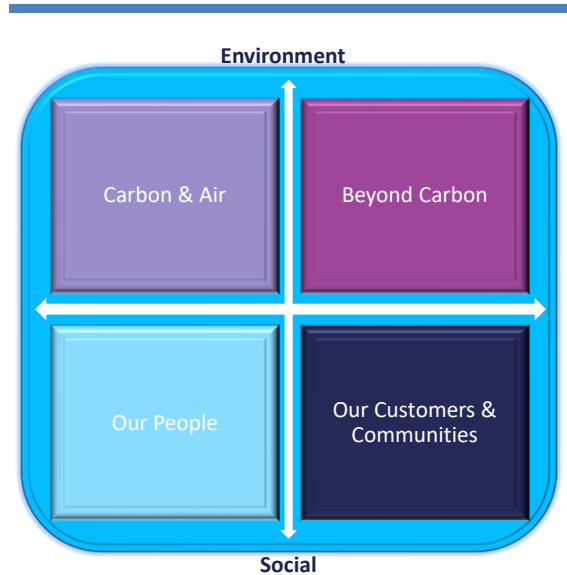
Chris Jackson
Interim Managing Director



Executive Summary

The financial year of 2022/23 saw substantial progress against our sustainability plan. In June 2022, to coincide with World Environment Day, we launched TransPennine Express' first Sustainability Strategy and made it publicly available via our website. This strategy provides a platform for setting a forward-looking plan against our four Pillars of Sustainability. The carbon and air and beyond carbon pillars establish environmental sustainability goals and our people and our customers and communities' pillars establish social sustainability goals. In keeping with the definition of sustainable development we are focused on financial sustainability by being a good and efficient operator.

This sustainability performance report provides an update on our annual performance and the action taken in the year, highlighting our results against our goals. In addition, we have evaluated our social impact performance as a train operator against key metrics for delivering social value.



TPE's four Pillars of Sustainability

Carbon and Air

Our total carbon impact has reduced by 15% against our baseline year of 2019/20. The biggest improvement was achieved in the reduction of our scope one¹ impact, with more than 32% reduction against our performance baseline year.



Across our train fleet our carbon performance continues to improve. A normalised reduction of 17% was achieved against the baseline. As passengers return to the railway, we have gained a 37% improvement on our carbon impact per passenger kilometres travelled.

A procurement exercise commenced in the year for a new fleet of trains to enable us to benefit from future electric traction that is being brought to our routes via the Transpennine Route Upgrade. A revision to our fleet mix will significantly support our plans to decarbonise.

Outside of fleet improvements we have made further investment in environmental minor works across our managed stations, seeing improvements to LED lighting and wall panel heaters. Since our baseline year we have achieved a 27% absolute reduction in carbon dioxide equivalent. Moving forward we plan to continue investing in energy efficiency improvements and assess the feasibility of how to replace gas fired boilers at our managed stations to further reduce our scope one carbon impact.

Our goal to reduce air quality impact continues in line with our actions to decarbonise and reduce fuel consumption. We are predominantly reliant on a diesel fleet due to the routes we operate. Our ratio of electric to diesel traction is currently 1:1.78. Improvements to air quality are gained by

¹ Scope one carbon relates to direct carbon emissions from the consumption of a fossil fuel.

limiting idling time and, in the year, we developed an idling tool to trial. We continue to work collaboratively with RSSB on the industry air quality monitoring network.

Electric to diesel traction mileage
1:1.78

Beyond Carbon

During the financial year our general waste recycling rate dropped from 65 to 58%. This performance rate correlates to the external impacts of market changes within the waste sector, whereby waste materials with energy value were directed in our region to energy recovery processes as a consequence of the energy crises. Whilst change occurred within off-site waste segregation market, we continued to segregate waste on-site at Hull Paragon station. At this station we manage our largest volume of passenger waste and on-site segregation helps to recover materials that are recyclable from passenger waste streams where possible. We continued to achieve zero waste to landfill, with the remainder of our waste being recovered.

During the year we began to replaced water taps across our station estate with more water efficient alternatives, this investment brings a saving of 727,965 litres of water per annum.

Our People

A pulse survey in October 2022 and showed an overall decline in staff engagement due to the culture climate across the wider rail industry, whilst our staff continue to report positive working relationships with their line managers.

As part of our approach to make TPE an inclusive employer, we have become a corporate member of Inclusive Employers and continued to look at ways to encourage a more diverse and representative workforce. To achieve this, we have focused on recruitment and retention by ensuring we have the right processes, systems, and networks in place. Bringing your whole self to work is fundamental to ensure our people are engaged every day. An enabler to this is to ensure all new starters receive diversity and inclusion training during their on-boarding period. More than 500 new starters since March 2022 have completed their enhanced Diversity and Inclusion training. To maintain knowledge and understanding, we have established an e-learn refresher module.



TPE's Our People Networks

Our people networks continue to form and grow, enabling an inclusive working environment:

- Our LGBTQ+ networking group has been established, supporting regional Pride events with a TPE presence and be a support for colleagues within the business.
- The staff accessibility panel has been created to provide a forum for colleagues to share ideas around accessibility for both colleagues and customers. The panel not only shares ideas but also assesses the impact that changes in the business have on colleagues with disabilities and gathers feedback.
- A women's networking group is to be established, which follows on from our Step Up and Step Forward development programmes that are continuing in 2023/24.

In May 2022, we were recognised at the industry’s Women in Rail Awards for our approach to involving local communities as well as encompassing the whole of the organisation from top management down. This approach secured a win in the ‘Social Inclusion’ award category for creating an equality, diversity and inclusion strategy that covers all demographics, not just gender. Further to this, in February 2023, we won the Diversity & Inclusion in Rail award at the Rail Business Awards. This award recognised our efforts to improve gender balance, diversity, and inclusion within the rail industry.

Our Customers and Communities

We are committed to delivering consistent excellent customer service, making journeys accessible and convenient for all our customers. Utilising feedback from our Customers and Professionals’ Accessibility Panel, we completed delivery of virtual station walkthroughs at all 19 of our TPE managed stations, enabling independent and confident travel options. We also rolled out British Sign Language departure boards, building on work completed in the financial year 2021/22 which delivered live BSL interpretation to our stations. We responded directly to customer feedback through our post-trip surveys and improved our processes to ensure we better support customers using Passenger Assist when there is disruption.



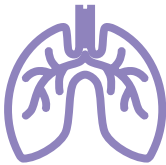




Our community engagement plan encourages payroll giving and charity fundraising, with charity donations totalling £120,476 in the financial year. We provided £50,000 of funding to Community Rail Partnerships and our social value impact generated £583 million as measured via the RSSB Rail Social Value Tool. A positive social return on investment delivered in line with our social value performance metrics.








Over the past 12 months, the recruitment team has supported 12 careers events with schools or at specific careers events. These have been in areas identified as assisting in attracting more diverse candidates, whether this is from lower socio-economic backgrounds, more ethnically diverse backgrounds or events that have a very equal gender balance.



Look ahead to 2023/24 on our environmental goals.

carbon and air	<p>Continue to deliver energy efficiency improvements across our managed estate, investing £200,000 delivering carbon savings in line with our non-traction 2.5% annual reduction target. Progress a new fleet procurement process in line with the TRU electrification programme. Establish a carbon model that enables performance to be tracked against our decarbonisation roadmap and near-term science-based targets; monitoring the impact of policy changes, infrastructure upgrades and our carbon and energy efficiency interventions.</p>		<p>Net Zero</p> 
	<p>Climate Risk</p> 	<p>Collaborate with Network Rail to ensure funding is secured for the installation of an attenuation tank at Scunthorpe station to reduce risk of flooding and improve the station’s resilience from the impacts of climate change. Produce a climate-related financial disclosure report post 2023/24.</p>	
	<p>Continue to support the rail industry air quality monitoring network with an air quality reference monitor being positioned at Hull Paragon station. Establish an air quality working group and strategic improvement plan aligned to industry targets, whilst seeking opportunities to reduce train idling times.</p>		<p>Air Quality</p> 
Beyond carbon	<p>Circular Economy</p> 	<p>Implement a waste improvement plan aligned to our sustainable waste management strategy to target progress towards a 70% waste recycling rate. Continue to identify ways to recycle more customer waste and evaluate the benefits of the coffee cup waste segregation trial.</p>	
	<p>Monitor noise complaints and continue to review operational processes to keep in line with best practicable means to limit the impact on local communities. Establish a noise reduction strategy in line with the rail industry sustainable rail blueprint goals: a quieter railway.</p>		<p>Noise</p> 
	<p>Water</p> 	<p>As part of our environmental minor works programme, we will undertake further modifications to reduce water use across our managed estate and in addition support our customers accessibility and hygiene requirements through use of sensor taps.</p>	
	<p>We are committed to developing a biodiversity plan that defines the opportunities to improve our managed estate for local wildlife through the provision of landscape enhancements.</p>		<p>Good for Nature</p> 

Look ahead to 2023/24 on our social goals.

Our People	<p>Diversity & Inclusion</p> 	<p>We will issue a revised version of our Diversity and Inclusion Strategy, focusing on attraction, recruitment, and development to promote TPE as an employer of choice for diverse candidates and to ensure that recruitment processes are accessible to everyone, and our internal practices are inclusive. We will establish an employee network for minority groups and allies, and we are exploring options for a Women’s Network group using best practice from across other TOCs. As part of our learning and development programme we will offer Unconscious Bias training to all recruiting managers, which includes power and privilege, intersectionality, and inclusive recruitment practices.</p>
	<p>Continue to offer the Step Up and Step Forward programmes for female colleagues and colleagues from ethnic minorities or equivalent. We will offer a diverse range of apprenticeship programmes for our September 2023 intake programme.</p>	<p>Careers not just jobs</p> 
Our Customers and Communities	<p>Accessibility</p> 	<p>We will invite people in the community who might be anxious about travelling to attend ‘Try the Train Days’ which will provide people with the skills and confidence they need to travel by train. We will also continue our extensive minor works programme, improving our station seating and making stations safer and more accessible for everyone.</p>
	<p>Continuation of our drive to encourage and support our colleagues to volunteer in their local communities. We have a target to deliver a 10% increase on our previous year’s volunteering performance, which we’re working towards delivering through the adoption of a volunteering policy.</p>	<p>Community</p> 
	<p>Social value</p> 	<p>Since developing our social impact monitoring and reporting approach in 2021 we have matured our processes and are now looking ahead to the development of a social impact action plan. Our target is to deliver a 10% increase in our Social Return on Investment by 2035.</p>

Performance Report 2022-2023: In Detail



ENVIRONMENTAL PERFORMANCE: Carbon & Air

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

Net Zero: We are net zero by 2050.

To support our net zero goal, we have expanded our carbon impact report to include a full scope three² analysis in line with the Greenhouse Gas Protocol.

Our absolute carbon impact has reduced against our baseline by 15%. The biggest impact reduction relates to our scope one carbon impact, which has reduced by 33%.

Against the baseline year we have seen an improved fleet carbon impact per vehicle kilometre travelled of 17%, and a slight improvement against prior year. However, we recognise that overall fleet efficiency of kWh per vehicle kilometre travelled was not as good as the prior year. Our performance reflects the impact of industrial relations and timetable changes in line with planned blockades along our routes.

Moving forward, our eco drive scheme continues to support fleet efficiency metrics. Over the financial year our eco drive scheme was impacted through strike action resulting in no overall net benefit. However, our analysis shows that in the periods where performance was not significantly impacted, on average 27,000 litres of diesel were saved against anticipated consumption for our Class 185 fleet, because of efficient driving techniques. This equates to 70 tonnes of carbon dioxide equivalent on average per period where performance was not affected.

A series of focused workshops were delivered, with our fleet teams looking at opportunities to reduce air quality impact from our diesel fleet. Our fleet strategy includes actions, which will support both traction decarbonisation and air quality improvement goals. Part of this plan is to increase electric traction through utilisation of our Class 802 bi-mode fleet. During the financial year we have seen a five per cent increase in electric miles in comparison to the prior year and a three per cent proportional increase in total distance travelled. This equates to a saving of 812 tonnes of carbon dioxide equivalent plus a further 56 tonnes, leading to a total of 868 tonnes of carbon dioxide equivalent saved. This benefit was gained through the implementation of automatic pantograph change-over since July 2022, which enables the train to switch to electric mode when the overhead line becomes available, and a proportional increase in kilometres our bi-mode fleet have travelled.

In the year we have established our near-term science-based targets to align to the Paris Agreement and limit global temperature rises to 1.5 degrees Celsius. These targets were submitted to the Science Based Target Initiative (SBTi) for validation. Following completion of the validation our near-term targets will be published on the SBTi website.

Looking ahead, our strategy for station and fleet improvements includes maximising the benefits as a partner on the Transpennine Route Upgrade (TRU) and we are proud to support the development of the TRU sustainability strategy 'Our Guiding Compass'. Electrification of the railway provides an opportunity to improve our fleet and as a result we have commenced a fleet procurement process, which will deliver air quality benefit and reduced traction carbon impact for the north of England.

² Scope three carbon refers to the indirect carbon emissions associated with our value chain upstream and downstream.

An additional metric is used to reflect carbon performance against passenger numbers. We have seen passenger numbers returning, which is positive. This financial year our performance equated to 0.0435 kilograms of carbon dioxide equivalent, an improvement of 37% on the prior year.

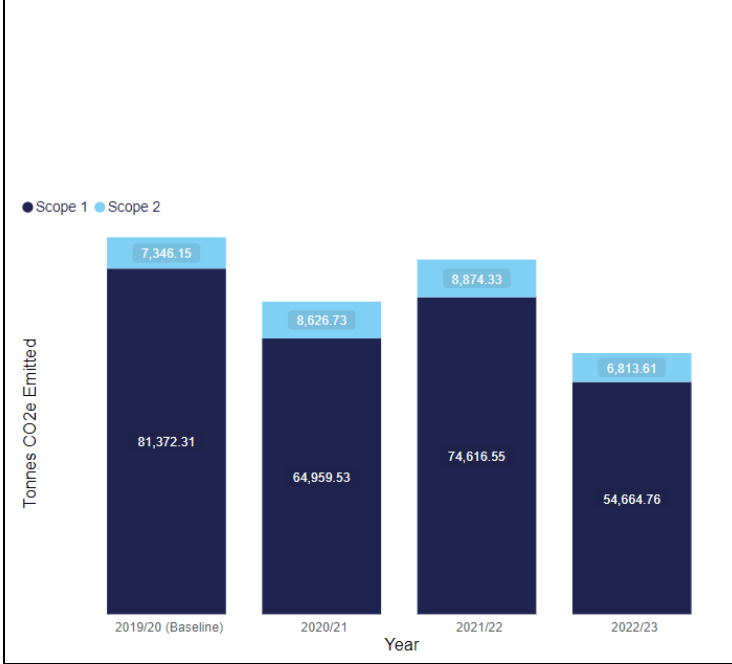
Our minor environmental works scheme was delivered during the financial year bringing an overall investment of £11,000 to upgrade lighting to LEDs and energy efficiency improvements to hand driers and electric heating across Scarborough, Cleethorpes, and Grimsby stations. This investment delivers a carbon impact benefit of more than eight tonnes per year.

Total carbon impact is a metric of the net zero flagship goal

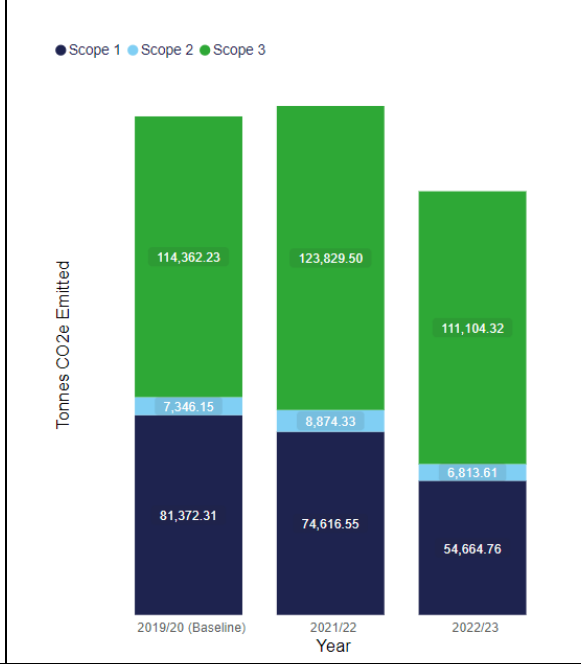
Carbon impact by scope (tCO₂e)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Scope 1	81,372.31	64,959.53	74,616.55	54,664.76	-32.8% ▼	-26.74% ▼
Scope 2	7,346.15	8,626.73	8,874.33	6,813.61	-7.2% ▼	-23.22% ▼
Scope 3	114,362.23		123,829.50	111,104.32	-2.8% ▼	-10.28% ▼
Total Scope	203,080.69	91,134.98	207,320.38	172,582.68	-15.0% ▼	-16.76% ▼

Scope one and two carbon impact (tCO₂e)



Total carbon impact (tCO₂e)



Performance Summary:

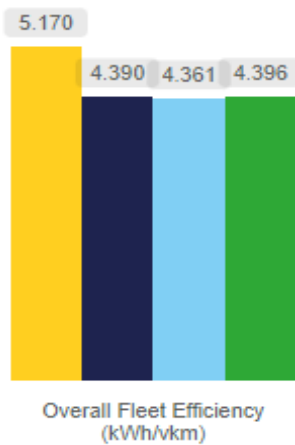
- Full scope three impact is not available for the financial year 2020/21.
- TPE is committed to science-based targets and our near-term targets are to undergo validation by the Science Based Target initiative during the financial year 2023/24.
- Current performance at the end of the financial year 2022/23 saw a significant reduction in overall carbon impact across all three scopes. Total carbon is impacted by changes in our operations.
- During 2022/23 we experienced multiple industrial relation issues that resulted in planned strike action resulting in a reduced service.

Traction: Fleet carbon impact and efficiency are metrics of a net zero flagship goal

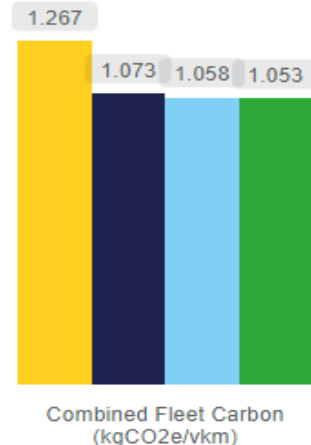
Traction performance metrics

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Overall Fleet Efficiency (kWh/vkm)	5.17	4.39	4.36	4.40	-15.0% ▼	0.80% ▲
Combined Fleet Carbon (kgCO ₂ e/vkm)	1.27	1.07	1.06	1.05	-16.9% ▼	-0.47% ▼

● 2019/20 (Baseline) ● 2020/21 ● 2021/22 ● 2022/23



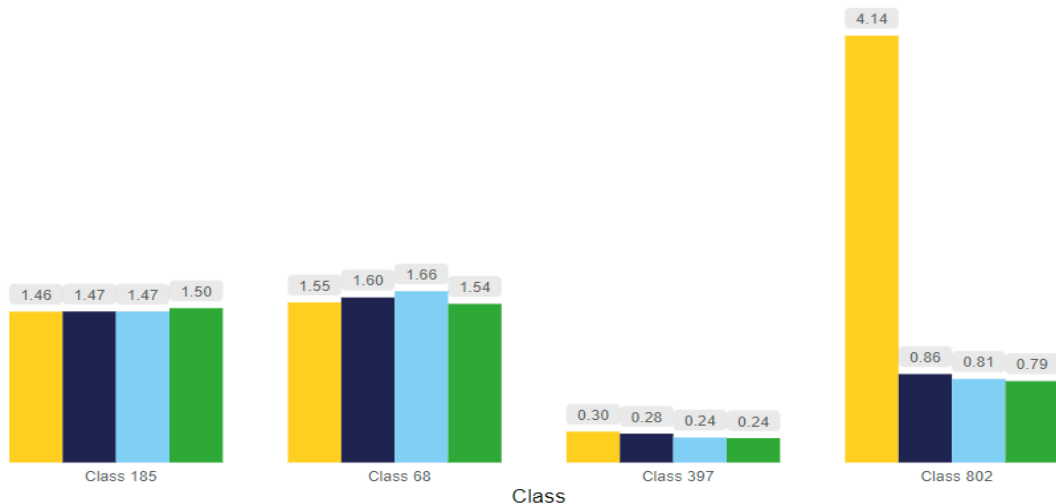
● 2019/20 (Baseline) ● 2020/21 ● 2021/22 ● 2022/23



Traction carbon impact by fleet class (kgCO₂e/vkm)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Diesel Fleet						
Class 185	1.46	1.47	1.47	1.50	2.3% ▲	2.18% ▲
Class 68	1.55	1.60	1.66	1.54	-0.9% ▼	-7.34% ▼
Electric Fleet						
Class 397	0.30	0.28	0.24	0.24	-21.0% ▼	-2.47% ▼
Bi-Mode Fleet						
Class 802	4.14	0.86	0.81	0.79	-80.9% ▼	-2.59% ▼

● 2019/20 (Baseline) ● 2020/21 ● 2021/22 ● 2022/23



Traction fuel efficiency by fleet class (kWh/vkm)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Diesel Fleet						
Class 185	6.00	5.99	5.98	6.11	1.87% ▲	2.26% ▲
Class 68	6.33	6.52	6.72	6.25	-1.23% ▼	-6.94% ▼
Electric Fleet						
Class 397	1.18	1.18	1.15	1.23	3.90% ▲	6.98% ▲
Bi-Mode Fleet						
Class 802	16.35	3.47	3.37	3.39	-79.27% ▼	0.68% ▲



Performance Summary:

- Fleet efficiency metrics inform how carbon and energy intensive our traction operations are. Overall, we saw a slight improvement in our fleet carbon efficiency metric and a slight reduction in overall fleet energy efficiency. Variance for both metrics against the prior year is less than one per cent.
- Against baseline a significant improvement has been made in both carbon and energy efficiency metrics. The overall carbon efficiency metric has improved by 17% and an overall fleet energy efficiency gained is 15%.
- Of all four fleets, the normalised carbon efficiency performance of the Class 185 fleet was more than two per cent worse than baseline and the prior year. The Class 68, 397 and 802 fleets delivered an improvement between two and eight per cent in the normalised carbon efficiency metric against prior year. A greater number of electric vehicle kilometre travelled and an improved electric carbon conversion factor account for these improvements made from our electric and bi-mode units. Whereas the improvements in our Class 68 fleet were the result of reduced idling and turnaround times, and improvements made through deployment to south route, which has a smoother topography and curvature leading to less energy demand.
- Fleet fuel efficiency performance for the Class 397 was worse than prior year at near seven per cent difference, which relates to the impact on reduced services due to strike action throughout the year and disruption on the Anglo Scottish route due to significant infrastructure upgrades along the route.
- The Class 802 baseline data includes a five per cent estimate and the Class 397 baseline is 100% estimated. This is due to both fleets being commissioned and evaluated for introduction in that year.

Non-traction energy performance is a metric of the net zero flagship goal

Non-traction energy consumption (kWh)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Electricity	4,236,660	3,467,793	3,972,881	4,097,334	-3.29% ▼	3.13% ▲
Gas	983,561	1,035,891	891,770	722,575	-26.53% ▼	-18.97% ▼

● 2019/20 (Baseline) ● 2020/21 ● 2021/22 ● 2022/23



Non traction absolute carbon (kgCO₂e)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Electricity	1,082,890.28	808,481.31	843,561.91	792,477.85	-26.82% ▼	-6.06% ▼
Gas	180,827.71	190,469.20	163,336.66	131,898.81	-27.06% ▼	-19.25% ▼
Total	1,263,717.99	998,950.51	1,006,898.57	924,376.66	-26.85% ▼	-8.20% ▼

● 2019/20 (Baseline) ● 2020/21 ● 2021/22 ● 2022/23



Performance Summary:

- The financial year saw a continued improved position in our gas consumption, whereby we have achieved a 27% absolute reduction in gas consumption against our baseline and 19% improvement on the prior year.
- However, electricity consumption slightly increased on the prior year by three per cent. Against baseline we continued to see an improvement. LED lighting, hand drier and electric heater replacements were delivered as an environmental minor works scheme.
- Against our non-traction carbon target of a 2.5% reduction year on year, we achieved a six per cent improvement.
- Performance in electricity consumption at our stations reflect increased electricity demand alongside improved passengers numbers as customer confidence to travel returns post the pandemic.

Climate Resilience: We are resilient to climate-related risks by 2035.

During the financial year 2022/23 we worked collaboratively with Network Rail to improve the drainage design and flood protection measures at Scunthorpe station, which offers a robust adaptation to the current design; and have set out further process improvements to our Scunthorpe Station Hazardous Weather Plan. This involved our findings from the prior year on assessing the risks from climate change. We continue to recognise that Scunthorpe station is at considerable risk of surface water flooding.

With Network Rail, we have reviewed the proposed drainage design at Scunthorpe station at GRIP Four stage, which now includes an attenuation tank proposal. This proposal will provide a storage volume required for a 1:100-year storm return period. Thereby mitigating the risk of surface water flooding, an impact of a warming climate. We will continue to work closely with Network Rail to secure funding for the installation of an attenuation tank to reduce the risk of flooding and thereby impact on disruption for our customers.

Air Quality: Set pathway to reduce air quality impacts, including idling time, which achieves the rail industry air quality targets by 2030.

Across our network we continue to support the RSSB air quality monitoring programme, which sees air quality monitoring at stations. This has included our managed stations at Huddersfield, Hull, Manchester Airport, Scarborough, and Grimsby Town.

To inform our air quality plan, we are developing a pathway towards the soon to be established air quality targets for the industry. These long-term targets look to achieve an improvement on current air quality by the year 2030. Our pathway focuses on reducing idling timings, which requires collaboration and engagement on opportunities to improve turnaround times, and driver rosters and break patterns. To inform this process we have developed a tool to assess the timetable and driver diagrams, which highlights opportunities to switch off trains during longer turnarounds with action taken in the year to increase switch off at locations where the opportunity could be realised. Looking forward we have established a project to implement this tool into the timetable design. Our trial at Saltburn delivered a reduction in idling engine hours of up to 31 engine hours per week.



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

A challenging year was experienced regarding our waste performance. We saw an emerging economic and political risk within the off-site waste recycling market that led to an overnight change in how waste across the UK was being managed. This risk coincided with the worldwide energy crisis due to the war in Ukraine. The market value placed on segregating waste for recycling reduced as demand for waste materials for energy recovery via waste energy recovery processes increased to support the energy market. In understanding this market position change, we worked closely with our waste broker to ensure our on-site waste segregation continued with an improvement to contract terms and conditions made. The resulting position delivered a drop in the percentage of waste recycled off site from 23% in 2021/22 to 13% in 2022/23, which impacted overall performance. The overall waste recycling rate reduced by nine per cent in comparison to the prior year.

Despite this we continued with our commitment to understand and embed the principles of a circular economy. We started a coffee cup recycling trial at three station locations. A sustainable waste management strategy was developed that sets a five-year pathway to embed these principles and continually improve our waste performance in line with the waste management hierarchy of control. We also hosted a collaborative waste workshop to review arrangements with representatives from Mitie, Northern, LNER, Hull Trains and Lumo.



Coffee cup recycling point at Cleethorpes Station

Waste is a metric of the circular economy flagship goal

Total waste generated (tonnes)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
General Waste Recycled	259.53	125.40	244.42	335.48	29.27% ▲	37.26% ▲
General Waste subject to other recovery	143.99	83.40	132.75	234.67	62.97% ▲	76.78% ▲
Total Waste Produced	403.52	212.94	383.60	578.79	43.44% ▲	50.89% ▲
General Waste Produced	403.52	208.81	377.16	570.15	41.29% ▲	51.17% ▲
Hazardous Waste	0.00	0.03	0.03	0.03		2.47% ▲
Offensive Waste	0.00	4.10	6.40	6.54		2.22% ▲
WEEE Waste	0.00	0.00	0.00	2.07		

General waste disposal by method (percentage)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
General Waste Diverted from Landfill	100%	100%	100%	100%	0.00% ▲	0.00% ▲
General Waste Recycling Rate	64%	60%	65%	59%	-8.51% ▼	-9.20% ▼
General Waste Subject to Other Recovery	36%	40%	35%	41%	15.34% ▲	16.94% ▲

Performance summary:

- Volume of total waste increased by more than 50%, aligned with increased passenger numbers.
- Continue to divert 100% of waste from landfill, this includes our office and customer waste that we collect on board and at our managed stations.
- The proportion of general waste that was recycled reduced in comparison to the prior year by more than nine per cent. We continued to work with our supplier to fill any vacancy gap in our dedicated waste segregation officer role to maintain on-site waste recycling at Hull Paragon station.
- Off-site waste recycling rate reduced. We continued to engage our waste broker to review the impact of this change.
- 100% of hazardous waste continues to be safely disposed in line with the hazardous waste category, ensuing all hazardous waste is recovered.

Noise: Manage complaint and perception through a focused effort to reduce noise by 2030

To reduce noise related complaints, we continue to closely review our operations and apply best practicable means. Our focused effort of reducing idling times at turnarounds provides an additional benefit in reducing noise disturbance.

We continue to work in collaboration on the noise reduction strategic approach that will look to identify opportunities for improvement and evolve best practice that supports our aims to reduce the risk of disturbance for our neighbours.

Noise complaints is a metric of the noise flagship goal

Number of complaints and complainants

KPI	FY2020 (2019/20) (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Number of noise complaints	47.00	82.00	65.00	35.00	-25.5% ▼	-46.15% ▼
Number of complainants				13.00		

Performance summary:

- The number of noise complaints have reduced by 46% in comparison to the prior year.
- A new metric has been introduced to monitor the number of complainants alongside the number of new complaints that are received.

Water: Water resources are conserved and always protected

As passengers return to the railway and our office facilities are used more frequently following return to normal operations post pandemic, we have seen our water consumption increase to beyond pre pandemic levels. In addition, several water leaks were identified. We are working closely with Network Rail’s asset management team to investigate and identify underground locations, and to then repair such leaks.



Sensor taps installed.

To improve water efficiency and reduce water consumption at our managed stations we begun a programme of works to replace traditional mixer taps with water saving mixers; existing flushes with water saving flush plates; and install flush wiser water saving devices in the cisterns. These improvements were rolled out to Cleethorpes, Scarborough, Grimsby, Huddersfield, Scunthorpe, Dewsbury, and Stalybridge stations. This investment will bring about a saving of 727,965 litres of water per year.

Water consumption is a metric of the water flagship goal

Water consumption (cubic meters)

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Water Consumption	30,739.02	27,694.32	29,408.59	31,335.62	1.9% ▲	6.55% ▲

Performance Summary:

- Water consumption across our network has increased by nearly two per cent against the baseline. This is a result of several underground leaks, which negates the benefits against investment made in water saving technology.

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

For each of our managed stations we commissioned an ecologist to assess the current ecological condition of the land within our control. In doing so, this information informs where improvements could be taken forward to support biodiversity in our good for nature plan.

Our station sites provide several opportunities for ecological enhancement. These include creating higher quality habitats and establishing new habitat management regimes. At Scunthorpe station we jointly worked with North Lincolnshire Council to design and build an urban garden area that was designed to reflect Scunthorpe’s Industrial Garden Town heritage.

The raised flower beds, hanging baskets, new landscaping and border plantings have helped transform the station surrounds, supporting our Good for Nature goals as well as transforming the station into a welcoming gateway to anyone visiting the town.

To diversify the habitats across an urban landscape, our next step is to review the feasibility of a variety of the opportunities identified and produce a biodiversity improvement plan to take forward in the coming year.



SOCIAL PERFORMANCE: Our People

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

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

During the financial year 2022/23 our workforce continued to become more diverse and reflective of the communities we serve across our regions and that our employees experience of those from under-represented groups remains positive. Overall, we sustained positive progress despite a challenging environment with industrial relations.

Diversity monitoring is now part of all vacancy applications, and our applicants continue to have the right to opt to not disclose. In addition, our annual employee engagement survey continues to gather diversity data including neurodiversity and disability. This data enables us to understand our workforce composition and analyse engagement results in more depth.

With good quality and accurate workforce composition data we can make better informed decisions to embed an inclusive approach. Our strategy for diversity and inclusion focuses on inclusive recruitment, career development, culture, and reputation.

In the year we completed a review into our gender pay gap and developed an action plan that focuses on key areas to reduce. Action taken included showcasing positive female experiences and undertaking a review of job adverts and descriptions for inclusive language. Updates have been made to trainee driver and apprenticeship adverts and materials. To enable succession, we have continued to promote our Step Up and Step Forward programmes and we are now part of the Women in Rail Mentoring Programme.

Gender Pay Gap Action Areas

1. *Recruitment of trainee drivers*
2. *Recruitment of other roles*
3. *Talent and succession*
4. *Employee engagement*

Our gender pay gap shows progress in lowering the disparity in the average rate of hourly pay between female and male colleagues. Currently the gender pay is calculated at 38% lower for female colleagues, nearly a 5% improvement on the median calculation. The average mean hourly pay was also lowered to 18%. Furthermore, bonuses for women were 7% higher than bonuses for men in the most recent report, another improvement from the prior year where women had an average bonus pay of 22% lower than men.

“5% improvement”
Gender Pay Gap
2022/23

To attract a more diverse workforce we have explored and reviewed job advertising systems to better target prospective female applicants and we are also seeking approval to use a specific site that is designed to target minority groups. This action helps to ensure that our vacancies reach a diverse population.

In our latest pulse survey, our female colleagues continue to feel engaged positively and have a

positive experience within the organisation. In addition, during the financial year we had two cohorts of trainee train drivers that had a 50% gender balance, a TPE first.

82% of female respondents said they enjoyed their job and found it satisfying, 26% higher than the overall survey average.

57% of women felt confident they would be listened to when they shared their views, which is 28% higher than the overall survey average.

Your Voice Results

To reflect and connect with the communities we serve, we need to understand the impact of social background within recruitment. Our social mobility monitoring process shows that our region has some of the most deprived neighbourhoods in the UK. For a TPE Trainee Driver recruitment campaign there is an opportunity to support our region’s social mobility and during the year 38% of all trainee driver applicants were from lower-socioeconomic backgrounds. When considering hires, 32% of hires in the same financial year were from lower-socioeconomic backgrounds.

Workforce diversity is a metric of our people goals

Under-representative groups performance change

Under-represented Group	TPE March 2021	TPE March 2022	TPE April 2023	Change from PY	Comparator where available
Women	20.95% of overall headcount (304)	21.94% of overall headcount (349)	22.4% of overall headcount (374)	7.2%	▲ 16% last rail industry estimate
Have a disability	0.41% of headcount shared (6)	1.13% of headcount shared (18)	1.3% of headcount shared (21)	16.7%	▲ 20% of working age population (2020 ONS Data)
LGBT+	3.65% of overall headcount shared (53)	6.73% of overall headcount shared (107)	7.6% of overall headcount (128)	19.6%	▲ 3.4% of population aged 16+ years (LGB 2020 ONS Data, Trans people were not included in this ONS dataset)
Ethnically diverse	2.13% of overall headcount (31)	6.10% of overall headcount (97)	6.2% of overall headcount (104)	7.2%	▲ 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)	25.0%	▲ Not available

Performance Summary:

- Positive improvement across all diversity metrics.
- The most significant improvement is the percentage change in the under 25 years and LGBT+ categories, which sees a 25% and 20% increase in comparison to the prior year.
- A step improvement has been made on workforce diversity whereby our employees declare a disability, with representation up by just over 16%.

Careers not just jobs: 10% increase on the number of people enrolled on an apprenticeship or career development programme by 2025.

During the financial year 2022/23 we saw 56 new apprentices join the business bringing our total number of apprentices within TPE to 93. This includes five young apprentices. Achieving an apprentice headcount of five per cent of total workforce.

Apprenticeship headcount at 5%

In October 2022, we launched a new expression of interest process for apprenticeships and redeveloped our communications around the scheme, which includes a new parent pack and imagery to attract people from diverse backgrounds into the rail industry.

We supported the National Apprenticeship Week in February 2023 with case studies from apprentices working at the organisation. These stories were shared across social media, with news outlets and through internal communications. By attending careers fairs, schools, and colleges, 214 prospective applications for the apprenticeship programme have registered their interest and will be notified when the vacancies go live.

We've also seen three graduates employed within our workforce throughout the year.

To support those that may struggle to apply for a role or understand the types of roles available within the rail industry, we began a partnership with the Prince's Trust to set up a 'Get into Rail'

"71% employment success rate"
Princes Trust Get in to Rail Programme

scheme. Two of these schemes were completed during the financial year, with the most recent one in March 2023. During the first scheme all seven participants taking part were not currently in education, employment, or training. Following the scheme 71% of the cohort secured employment with either a Train Operating Company or one of our service partners by the end of June 2022.

Diversity recruitment is a metric of our people goals

Diversity data

Under-represented Group	2021/22	2022/23	Change
Aged 24 years or under new hires	20.0%	17.0%	-3.0% ▼
Ethnically diverse applicants	12.0%	16.0%	4.0% ▲
Ethnically diverse new hires	8.0%	8.0%	0.0%
Female internal promotions	24.0%	30.0%	6.0% ▲
Female new hires	33.0%	25.0%	-8.0% ▼
Female Qualified Driver Applicants		6.5%	
Female Qualified Driver Appointments		11.0%	
Female Trainee Driver Appointments		42.0%	
Female Trainer Driver Applicants		20.0%	
LGBTIQ+ applicants	14.0%	13.0%	-1.0% ▼

Performance Summary:

- Against our under-representive groups, improvements were made on female internal promotions and ethnically diverse applications, with a six and four per cent increase on prior year.
- Age 24 years or younger new hires is down by three per cent and new female hires is also down by eight per cent, however the propotion of female trainee driver appointments is positive at 42%.

Our customers and communities

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

Accessibility: Deliver an accessible train operation service that eliminates barriers to travelling by rail by 2025 and supports integrated travel

Building on the rail industry's work to reduce the notice required to pre-book Passenger Assist from six hours to two hours last year, we have made further improvements to our assisted travel service this year. We have delivered training to our colleagues working in the Rail Operations Centre to enable them to check for customers affected by cancellations so that plans are put in place, supporting customers in completing their journeys. We have also continued to grow our Accessible Rail Travel with TransPennine Express Facebook group by posting service updates, research opportunities, and travel tips. The group now has 187 members.

Customer feedback is invaluable, so we have further expanded our post-trip surveys for passengers using Passenger Assist to consider both pre-booked and turn-up-and-go bookings. Outputs from the surveys help us to ensure that customers receive a consistently good service, regardless of whether they have booked in advance or not. We also worked with a group of customers who conducted mystery shopper activities for one of the Transpennine Route Upgrade blockades to help us understand how customers with accessibility requirements are affected by train diversions and road replacement transport.

Whilst we recognise that our net promoter score has been impacted since the summer of 2022/23 by our train service performance and level of cancellations, we have aimed to mitigate where possible by contacting pre booked passengers to plan an alternative journey suitable for their requirements. Recognising the impact that disruption and poor train service performance has on our customers, we are reviewing our ongoing performance. This has led to the development of an assistance failure investigation process, which enables reflection and change to take place following any learning points. We are also collaborating with other train operators to understand best practice in this area.

During the financial year, we arranged 16,210 passenger assists, a 20% increase from the previous year. There were more pre-booked assists (13,580) than un-booked assists (2,630). Positive results from our passenger assist customer feedback shows that feelings of independence are high at around 90%.



FEELINGS OF INDEPENDENCE OVER THE COURSE OF THE YEAR WAS AROUND 90%
Passenger Assist Customer Feedback

Building on our live British Sign Language (BSL) interpretation service made available in our Ticket Offices in the prior year, we have now also launched BSL departure boards at most of our stations to support the deaf community travelling independently. Furthermore, we have launched 3D virtual station tours on our website to help people explore our facilities before they travel and rolled out the GoodMaps Explore smartphone app across all our stations to support people with visual

impairments with turn-by-turn navigation. These innovations and improvements enable our customers to plan their journeys in advance and to become familiar with station environments before they set off, overall increasing their confidence and independence.

Our Customers and Professionals Accessibility panel spoke positively about the projects we completed in the previous financial year and provided feedback and suggestions for our ongoing programme of minor works. The panel also provided feedback on a new signage scheme for rail replacement buses which we are leading on.

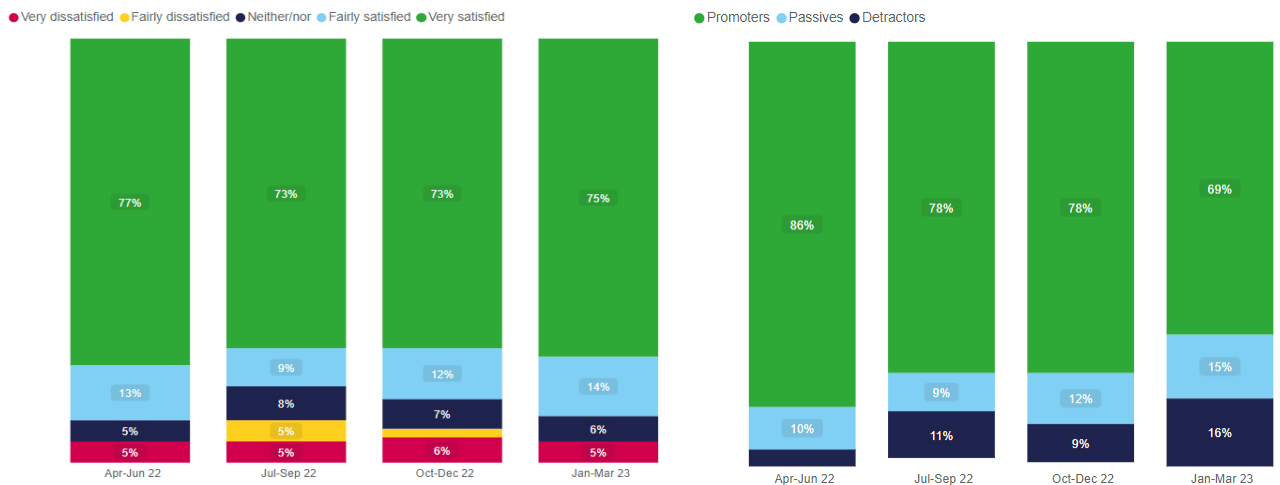
Following feedback from our panel we have invested in the development and installation of RNIB Maps for All at Dewsbury, Manchester International Airport and Hull Stations. These maps support customers by offering a tactile map at the stations, reducing reliance on digital maps only.

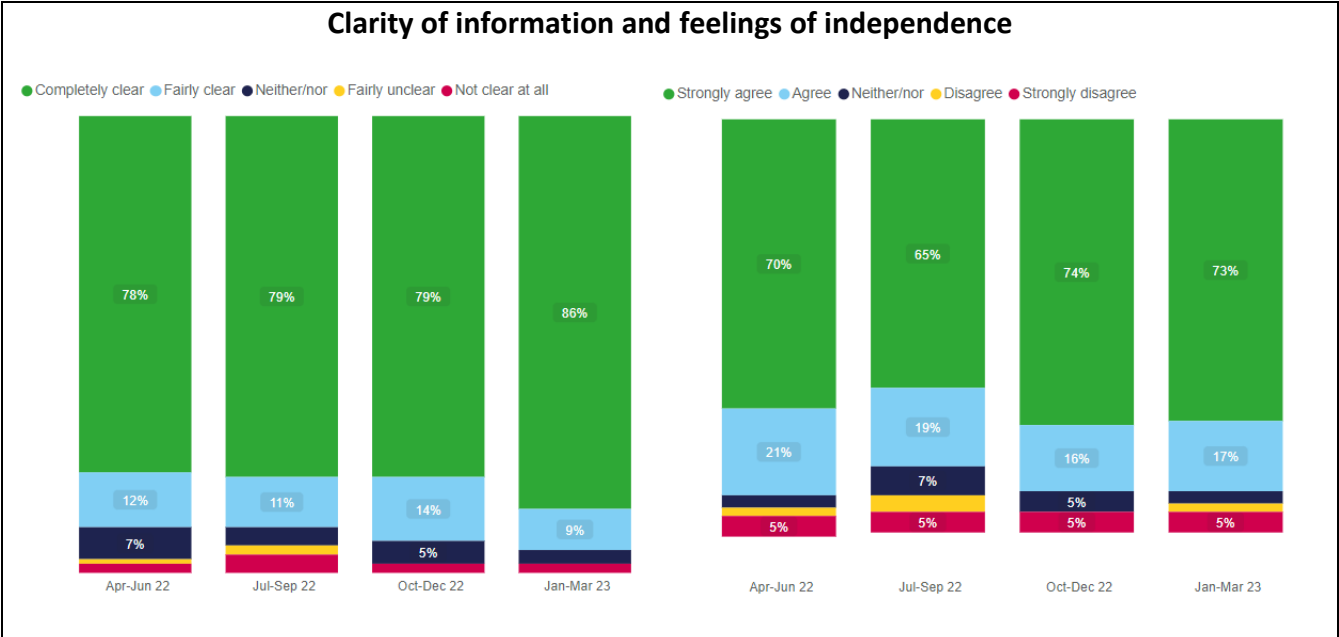


RNIB Map at Manchester International Airport

Accessibility performance data is a metric of our customer goals

Passenger assist satisfaction and net promoter





Performance Summary:

- Over the financial year passenger assist satisfaction levels have varied from 82% to 90%, whilst our net promoter score has gone down from 86% to 69%.
- Significant improvements were made in the year on the clarity of information provided, leading to an end of year performance of 95%.
- Feelings of independence over the course of the year was around 90% with the exception to the summer where those feelings dipped to 84%, which correlates with disruption experienced by customers as a result of strike action.

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

Over the course of the year, we have continued with our community engagement plan building positive relationships with regional Community Rail Partnerships (CRPs), Rail User Groups (RUGs) and local schools and charities. Through working collaborative on a series of station events we have positively strengthening our links.

The community rail movement is one of the most prolific examples of local communities taking ownership of and supporting their local transport network, and we are proud of the support we offer. We regularly support in person meetings with the CRPs and as an organisation we financially contribute funding. During the year £50,000 was distributed between our 24 neighbouring CRPs, enabling them to further deliver community rail projects. Projects that received this funding over the year included updated websites, poetry projects and school engagement activities.

We continue to engage with RUGs, who are our local passenger advocacy groups, and while the previous year has been challenging for our customers, we appreciate the benefits of keeping these channels open and will continue to do so into the future.

Throughout the year, we have helped to deliver different events in conjunction with the local communities surrounding our stations. In September we participated in Heritage Open Days at Huddersfield Station, opening the station’s iconic disused signal box for tours and working with partners around the station to compile a station event, taking in architecture, artwork and even a

coffee on a preserved “pacer” train. We have also brought charities and local mental health support organisations together with our Campaign to End Loneliness coffee mornings, such as the one we held in Thornaby’s concourse area in March 2023, supported by Andy’s Man Club, Impact on Teesside, and the local branch of the Samaritans.



Campaign to End Loneliness coffee morning at Thornaby station.

Throughout the year we strengthened our collaborative working relationships with organisations who play key roles in the engagement of our communities, taking advantage of the benefits of sharing contacts, and recognising the different perspectives an increased numbers of partners brings. Through working more closely with colleagues at the Community Rail Education Network, attending their regular meetings and assisting with the provision of career information, as well as increasing our co-working

with colleagues at other operators and Network Rail. A notable example of this is our involvement in the planning process of Rail Safety Week, an event which saw nearly 600 primary school children attend sessions at Leeds Station.

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

Last year we produced our first social impact performance report, a detailed assessment of the impact we had on the communities with our region. As part of our ongoing social impact monitoring approach, we have further developed and enhanced our monitoring and reporting process. As a result, we have now established a social value baseline for this approach and looking to build upon successes to achieve our 10% increase in social value by 2035.

The headlines from our social impact approach informed that over the financial year we generated £583 million of social value because of our activities, which thereby generated a Social Return on Investment (SROI) of 1:1.44, this figure means that we have delivered £1.44 of social impact return for every £1 we have spent as a business. This result was generated across several outcome areas, which are aligned to the Governments procurement policy note, PPN0620.

Our supply chain has been a big component of this value, with over £260 million resulting from our use of local suppliers and Small or Medium Sized Enterprises (SMEs). We have also seen our people contribute heavily to this figure, with £202 million resulting from job creation and our apprenticeship scheme, as well as the fact that our workforce is composed of local people, returning money into the local economy. This figure also accounts for training and development opportunities

SOCIAL IMPACT 2022/23	
TOTAL SOCIAL VALUE GENERATED	£583,582,744
SOCIAL RETURN ON INVESTMENT RATIO	1:1.44

provide to enhance our people’s development.

Accessibility and wellbeing activities generated added value. £1.8 million was delivered from our programme of minor works and training which is helping to make rail an equitable service for all our customers, regardless of any specific

accessibility requirement. £67,000 was gained from activities supporting mental and physical health of our team.

Giving back to the local community in more direct ways is also something we have been able to continue this year. Through ongoing sales of the Felix and Bolt books we donate £23,716 to charity. This was shared between Prostate Cancer UK, Action for Children, and a local branch of Samaritans. Our colleagues have also done their bit, donating £42,000 via our payroll giving programme to a range of charities close to their hearts.

We’re also continuing to encourage our colleagues to volunteer their time and allowing them to do this during their workdays to make a difference. In the financial year 2022/23 this equated to 249 hours of support for worthy causes, generating a further £3,500 of social value. This is backed up by our own donation of rail travel to support activities such as educational experiences, safety initiatives and active travel schemes, totalling an additional £1,599 in gift in kind donations.

Social performance data relates to our social value goals

Volunteering and Community Data

KPI	2019/20 (Baseline)	2020/21	2021/22	2022/23	Change from Baseline	Change from PY
Payroll giving (£)	35,974.10	36,155.35	40,826.20	42,071.50	16.95%	3.05%
Workforce volunteer hours	253.00	512.00	91.00	249.00	-1.58%	173.63%
Workforce volunteers	39.00	33.00	7.00	26.00	-33.33%	271.43%

KPI	2022/23
Cash donations	£23,716.49
Local Apprentices	93
Proportion of staff that volunteer	1.59%

Social Value Performance

Social Value from Operational Impacts		Social Value from Environmental Impacts		Social Value from Economic Impacts	
Fiscal	£1,401,366.47	Fiscal	£62,359.46	GVA Total	£76,655,099.00
Economic	£2,261,878.33	Economic	£109,318,041.07	LM3 Total	£365,300,766.00
Social	£6,729,724.97	Social	N/A		
£32,246,508.55		£109,380,400.53		£441,955,865.00	

Total Social, Environmental & Economic Impact Breakdown
£583,582,774.08
 Ratio **1:1.44**

Employment, training & skills
£5,101,202.81

Rail accessibility
£1,892,431.78

Safety, health & wellbeing
£67,215.46

Stakeholder engagement & customers
£1,028,629.86

Performance Summary:

- Positively our volunteering time is up by more than 173% and the number of volunteers is also up by more than 271% on the prior year.
- An overall social return on investment ratio was positively achieved. For every £1 pound spent, £1.44 is received in additional social impact value.



Sustainable Development Plan

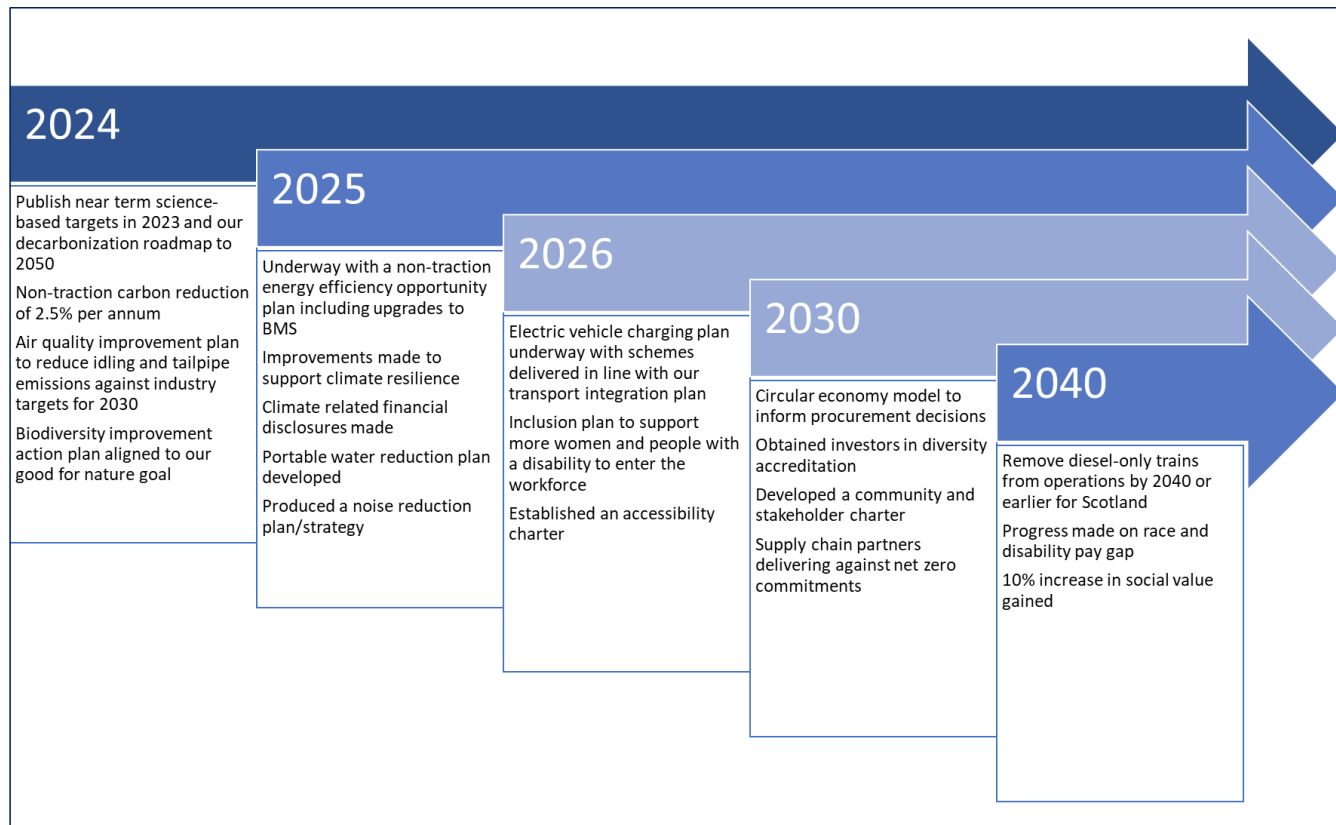
In line with our four Pillars of Sustainability, our plan includes our annual milestone targets. The below table provides an update against current targets.

Pillar	Flagship goal area	Milestone Targets	Outcome	Progress update
Carbon & Air	Net Zero	Publish validated science-based targets and roadmap to net zero by 2050.	Underway	Science based targets defined, validation process booked to commence in the summer of 2023.
		2.5% average annual reduction of non-traction carbon.	Achieved	Annual non-traction carbon reduction achieved for 2022/23, and target continues yearly.
		Develop a carbon training programme with Carbon Literacy criteria achieved.	Achieved	Training accredited by the Carbon Literacy Project.
		100% of Environmental Champions trained in environmental and climate awareness.	Underway	Training to be delivered in 2023/24.
		80% of senior managers trained in environmental and climate awareness.	Achieved	85% of Senior Managers have completed their training and have achieved their carbon literacy badge.
	Air Quality	Establish a plan to reduce idling and identify options to reduce rolling stock/tailpipe emissions from diesel fleet.	Underway	Idling reduction tool developed, and series of projects scoped to take forward.
Beyond Carbon	Circular Economy	Establish a waste management strategy aligned to circular economy principles.	Achieved	Sustainable waste reduction strategy with a five-year pathway developed.
		Zero waste to landfill.	Achieved	Continue to maintain zero waste to landfill.
		70% waste to be reused or recycled.	Not achieved	Performance below target.
		100% waste not reused or recycled is subject to energy recovery.	Achieved	All general waste not reused or recycled continues to be disposed for energy recovery.
	Water	Review further opportunities to reduce potable water.	Achieved	Water efficiency measures taken forward through environmental minor works programme.
		Establish baseline data on pollution incidents by severity.	Underway	Incident classification process in development to inform baseline.

		Zero category 1 (major) environmental pollution incidents to water, land, or air.	Achieved	Zero major incidents.
		Zero enforcement/information notices/environmental fines or prosecutions.	Achieved	Zero enforcement or notices issued within the year.
	Good for Nature	Develop a plan to implement biodiversity benchmark processes into our environmental management system.	Underway	Ecologist stations visits and preliminary ecological reports received. Report against biodiversity benchmark produced.
		Identify annual volunteering and community activities that support nature projects.	Achieved	List of projects defined and developed to support volunteering options.
Our People	Careers not just Jobs	Action plan developed to address feedback from pulse surveys, which includes a focus on workplace behaviours.	Achieved	Action plan produced and monitored by our HR Director.
		Annual programme developed to support wellbeing and health of TPE employees, working towards a reduction in sickness absence rates.	Achieved	Occupational Health and Wellbeing Manager appointed with wellbeing roadshows planned and delivered.
	Diversity & Inclusion	2.5% of the total number of employees are on apprenticeship programme.	Achieved	Currently at 5%.
		10% of female applications for trainee driver apprenticeship	Achieved	Significant improvement made with 50% cohort intake resulting.
Our Communities & Customers	Accessibility	Develop an annual accessibility plan with funding attached for accessibility improvements.	Achieved	Accessibility minor works programme.
		Annual review of customer assistance performance to identify continual improvement measures endorsed by the accessibility panel	Ongoing	Annual review complete and plan in place to improve metric results is ongoing.
	Community	Set out an annual programme of support for local community groups and schools to get involved in project opportunities within the station, promoting sustainability topics.	Ongoing	Promoted via volunteering activities and engagement with schools and colleges to support recruitment of apprentices.
		Deliver an annual 'get into rail' Princes Trust programme and other employment opportunities to support disadvantage groups and long term unemployed to enter the rail industry and supply chain.	Achieved	Two schemes delivered.

Longer term strategic goals





Our longer-term strategic goals are established within our Sustainability Strategy, which provides our blueprint for a step change in our sustainability performance. Here is a snapshot of our ongoing commitments.



CONTACT US

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

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

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