

**RAIL PUBLIC REGISTER COPY
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Dated 30 May 2023

- 1. The Secretary of State for Transport**
- 2. DfT OLR Holdings Limited**
- 3. SE Trains Limited**

FINAL BUSINESS PLAN

Collation of Business Plan Commitments

SOUTH EASTERN TRAINS SERVICE CONTRACT

BUSINESS PLAN COMMITMENTS 2023/2024

Note: In accordance with and subject to paragraph 8 of Chapter 7.7 (Business Plan) of the Contract, the Business Plan Commitments are subject to the provisions of and shall be interpreted in accordance with the Contract and in the event of any conflict between the Contract and any Business Plan Commitment, the provisions of the Contract shall prevail.

Commitment Name	Business Plan Commitments
Safeguarding Manager	<p>1. Safeguarding Manager</p> <p>1.1 The Operator shall produce a report, by no later than 30 June 2023, setting out the Operator's performance in relation to the Safeguarding Strategy, including:</p> <ul style="list-style-type: none"> (a) the measures taken by the Safeguarding Manager to implement and manage the Safeguarding Strategy in the preceding Contract Year; and (b) the aims and strategies the Safeguarding Manager intends to adopt for managing the Safeguarding Strategy in the then-current Contract Year, <p>("Safeguarding Strategy Report").</p> <p>1.2 The Operator shall provide an updated Safeguarding Strategy Report by no later than 31 December 2023.</p>
ISO Accreditations	<p>2. ISO Accreditations</p> <p>2.1 The Operator shall maintain its ISO20400 accreditation in the third Contract Year and shall, by no later than [REDACTED¹], provide to the Secretary of State evidence to demonstrate the Operator's compliance with ISO20400 accreditation.</p> <p>2.2 The Operator shall, by no later than 02 October 2023, submit to the Secretary of State for consideration, a costed plan to achieve ISO 44001 accreditation as well as suitable alternatives for collaboration with Network Rail. Subject to approval, the Operator shall then deliver on that plan within eighteen months.</p> <p>2.3 The Operator shall, in the third [REDACTED²], incur a maximum expenditure of [REDACTED³] in carrying out its obligations under paragraph 2.1 and 2.2.</p>

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Apprenticeship Coach	<p>3. Apprenticeship Coach</p> <p>3.1 The Operator shall, by no later than 31 August 2023, submit a report to the Secretary of State which includes evidence of the Operator's delivery of Apprenticeships, progress reviews and sets out end point assessments of such Apprenticeships undertaken in each Contract Year.</p>
3G Modem Replacement	<p>4. 3G Modem Replacement</p> <p>4.1 The Operator shall, by no later than [REDACTED⁴], commence the implementation of new modems which shall replace the 3G modems installed on the Train Fleet as appropriate in the Train Fleet and such new modems shall operate to an enhanced standard following the anticipated future switch off of the 3G network.</p> <p>4.2 The Operator shall maintain the new replacement modems in relation to all of the Legacy 3g Modem Fleets for as long as the Fleets remain on lease with the Operator.</p>
Grove Park – Centre of Excellence	<p>5. Grove Park – Centre of Excellence</p> <p>5.1 In this Business Plan Commitment, "Grove Park Improvement Works" means improvement works at Grove Park Depot to enable it to become a maintenance “centre of excellence” as specified in the Grove Park Centre of Excellence Business Case submitted by the Operator in January 2023 and approved by the Secretary of State in February 2023.</p> <p>5.2 The Operator shall, by no later than [REDACTED⁵], complete and commission any agreed elements of the Grove Park Improvement Works (which were submitted to the Secretary of State on 26 January 2023 and agreed on 27 February 2023 (Subject to the inclusion of the costs in the relevant Cost Budget for each Contract Year).</p> <p>5.3 The Operator shall incur a maximum capex expenditure of [REDACTED⁶] in delivering its obligation under paragraph 5.2.</p>
Class 395 Refurbishment	<p>6. Class 395 Refurbishment</p> <p>6.1 The Operator shall:</p>

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	<p>(a) use all reasonable endeavours to procure that the Class 395 Refurbishment is completed by no later than [REDACTED⁷]; and</p> <p>(b) update the Secretary of State, each Quarter, on progress made in relation to the Class 395 Refurbishment.</p>
Station Help Points	<p>7. Station Help Points</p> <p>7.1 The Operator shall commence the Help Point Works, in the third contract year, in accordance with the Recommendation and Proposal submitted by the Operator in compliance with "BPC 56.3 and 56.4" in the second contract year and as approved by the Department in October 2022.</p> <p>7.2 The operator, in the [REDACTED⁸], shall incur a maximum expenditure of [REDACTED⁹].</p>
Social Value Reporting	<p>8. Social Value Reporting</p> <p>8.1 The Operator shall, by no later than 30 September 2023, publish on its website a Social Value Report covering the period 1 April 2022 to 31 March 2023 using and applying (as a minimum):</p> <p>(a) the key performance indicators set out in the Cabinet Office Social Value Procurement Policy Note 06/20; and</p> <p>(b) the RSSB's "Common Social Impact Framework" (once available).</p> <p>8.2 The Operator shall incur a maximum expenditure of [REDACTED¹⁰] in delivering its obligation under paragraph 8.1.</p>
Accessibility and Inclusion Manager	<p>9. Accessibility and Inclusion Manager</p> <p>9.1 The Operator shall, by no later than 30 June 2023, submit to the Secretary of State a report which details the activities and achievements of the Operator's Accessibility and Inclusion Manager, including specifying the measures taken in the second Contract Year.</p>
Noise Strategy	<p>10. Noise Strategy</p> <p>10.1 The Operator shall develop a strategy for the management of environmental noise and provide such strategy to the Secretary of</p>

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	<p>State by no later than 30 November 2023. The strategy shall cover the Operator's train services and stations within the Network Rail Southern Region. The Operator shall work collaboratively with RSSB, Network Rail and other relevant Train Operators within the Network Rail Southern Region in developing this strategy and shall ensure the strategy sets out a methodology for identifying ownership of environmental noise across Network Rail and relevant Train Operators within the Network Rail Southern Region. It shall also include a process for actioning environmental noise complaints through the relevant owner.</p>
Disability Confident	<p>11. Disability Confident</p> <p>11.1 In this Business Plan Commitment, "Disability Confident Status" means the campaign launched by the Department for Work and Pensions (further information for which may be found at https://disabilityconfident.dwp.gov.uk).</p> <p>11.2 The Operator shall obtain Disability Confident Status by March 2024.</p>
Open Data Champion	<p>12. Open Data Champion</p> <p>12.1 Throughout the third contract year, the Operator shall ensure one Business Employee of an appropriate grade is nominated to be an "Open Data Champion" responsible for leading the Operator's approach to data sharing and driving forward open data objectives in the Operator's business.</p>
Minor Works	<p>13. Minor Works</p> <p>13.1 Notwithstanding the provisions of paragraph 2 to Chapter 5.3 (Accessibility and Inclusivity) of the Service Contract, the Operator shall establish a fund of [REDACTED¹¹] ("Minor Works Fund") which the Operator shall, in accordance with this paragraph 13, expend in undertaking small scale physical alterations or additions at Stations (not involving substantial works of construction or reconstruction) in order to improve the accessibility of those Stations to Disabled Persons ("Minor Works Schemes")</p> <p>13.2 By no later than [REDACTED¹²], the Operator shall submit to the Secretary of State a plan setting out those Minor Works Schemes which the Operator proposes to undertake during the third Contract Year using the Minor Works Fund, ensuring that the aggregate value of the proposed schemes shall not exceed the value of the Minor Works Fund. The Operator shall revise its plan to reflect any comments the Secretary of State might reasonably make, received from the Secretary of State, and once approved by the Secretary of State, acting reasonably, shall thereafter implement that plan in accordance with its terms.</p>

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	<p>13.3 The Secretary of State shall at any time be entitled to direct the Operator to revise the plan referred to in paragraph 13.2 (including to remove or revise schemes contained in the plan) subject to consultation with the Operator and the parties using their reasonable endeavours to agree any revisions within ten (10) Working Days.</p>
Water – AMRs	<p>14. Water -AMRs</p> <p>14.1 The Operator shall engage with RSSB to develop a strategy to ensure that:</p> <ul style="list-style-type: none"> (a) all existing AMRs continue to remain fully operational and functional; and (b) any additional AMRs which have been fitted remain fully operational and functional once fitted, <p>(the "AMR Strategy").</p> <p>14.2 The Operator shall maintain the AMR Strategy and shall provide a copy of the AMR Strategy to the Secretary of State by no later than [REDACTED¹³].</p> <p>14.3 If AMRs are fitted by the Operator during the Contract Term, the Operator shall utilise the data obtained from each AMR fitted to consider any measures which can be taken to reduce the Operator's overall water consumption and provide costed proposals as part of the annual Business Plan process set out at paragraph 3 of Chapter 7.7 (Business Plan) of the Service Contract.</p>
Class 707 Introduction	<p>15. Class 707 Introduction</p> <p>15.1 The Operator shall use all reasonable endeavours to introduce all of the remaining Class 707 rolling stock, currently on sub-lease, into the Operators passenger service by no later than the Passenger Change Date in [REDACTED¹⁴].</p>
NIS Funding	<p>16. NIS Funding</p> <p>16.1 The Operator shall continue to implement the NIS Initiatives across its network in compliance with the NIS Plan with the purpose of improving the Operator's compliance with the NIS Regulations.</p>

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	16.2	The Operator shall, in the [REDACTED ¹⁵], incur a maximum expenditure of [REDACTED ¹⁶] in carrying out its obligations under paragraph 16.1.
Investors in People	17.	Investors in People
	17.1	The Operator shall continue to maintain its IIP Gold Accreditation which was held by the Operator on the Start Date.
Paramedics at London Bridge	18.	Paramedics at London Bridge
	18.1	The Operator shall use all reasonable endeavours to ensure that a paramedic team (such team to consist of no less than two (2) paramedics) covers a minimum of two (2) x eight (8) hour shifts per Weekday at London Bridge Station.
Performance Technology Upgrades	19.	Performance Technology Upgrades
	19.1	The Operator shall ensure that the Delay Attribution Dashboard is capable of being accessed by Network Rail throughout the Contract Term.
Accessibility and Inclusion Manager	20.	Accessibility and Inclusion Manager
	20.1	The Operator shall ensure the position of Accessibility and Inclusion Manager is filled throughout the remaining Contract Term.
	20.2	The Operator shall, throughout the third Contract Year: <ul style="list-style-type: none"> (a) work to ensure compliance with the ORR's "Accessible Travel Policy"; (b) conduct Diversity Impact Assessments; and (c) increase the use of social media to benefit passengers with disabilities;
Barcode Ticketing	21.	Barcode Ticketing
	21.1	The Operator shall cooperate with the RDG, Great British Railways Transition Team and certain others as directed by the Secretary of State (as appropriate) to procure the installation of Barcode reader equipment through Phase 7 at those gated stations that are referenced in the Installation Programme Plan.
Marketing Plan Reports	22.	Marketing Plan Reports
	22.1	Subject to the approval of the Secretary of State at the relevant Periodic Marketing Meeting, the Operator shall undertake the marketing activities set out in the Operator's Marketing Plan in accordance with the plan (as amended from time to time) and in

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	<p>so doing shall not expend more than the expenditure limits approved for each such marketing activity.</p> <p>22.2</p> <p>22.3</p> <p>22.4</p> <p>22.5</p>	<p>To enable the Secretary of State to make an informed decision, requests for approval under paragraph 22.1 shall include details on proposed spend, the timings of the proposed campaigns and projected returns on investment. The Secretary of State will aim to respond to all such requests within 10 working days.</p> <p>The Operator shall use all reasonable endeavours to engage effectively with and support rail industry revenue recovery initiatives. The Parties acknowledge and agree that the expenditure limits specified in the Marketing Plan includes funding associated with the performance by the Operator of its obligations under this paragraph 22.3 and, accordingly, the expenditure limits specified in the Marketing Plan shall also apply to this paragraph 22.3.</p> <p>The Operator shall at each Periodic Marketing Meeting:</p> <ul style="list-style-type: none"> a) report on actions in relation to the delivery of its Marketing Plan taken since the Start Date or the last such meeting as the case may be and the expenditure actually incurred in relation to such actions. b) provide details as listed within paragraph 22.2 in respect of proposed spend on seasonal campaigns as set out in the Operators marketing plan, wherever possible providing early sight of emerging proposals for seasonal campaigns. <p>For the purposes of this paragraph “Marketing Plan” shall mean the Operator’s plan (as approved by the Secretary of State) setting out the marketing activities that the Operator will undertake during the third Contract Year, including marketing activity supporting the Great British Railways transitional arrangements, together with specified expenditure limits applicable to each such marketing activity.</p>
Metro Fleet Replacement	<p>23.</p> <p>23.1</p>	<p>Metro Fleet Replacement</p> <p>The Operator shall provide the Secretary of State with periodic updates on its progress in relation to the Tranche 1 Networker Fleet Replacement.</p>
Train Driver Academy	<p>24.</p> <p>24.1</p>	<p>Train Driver Academy</p> <p>The Operator shall maintain access to the RDG Train Driver Academy (TDA) Learning Management System (LMS) to support the overarching TDA strategy improving the learning experience and enabling training efficiencies.</p>
Community Stakeholder Surveys	<p>25.</p>	<p>Community Stakeholder Surveys</p>

Commitment Name	Business Plan Commitments
	<p>25.1 The Operator shall, by no later than 31 December 2023, undertake a survey to measure satisfaction of its Community Stakeholders ("Community Stakeholder Satisfaction Survey").</p> <p>25.2 The Operator shall, by no later than three (3) months following completion of the Community Stakeholder Satisfaction Survey, publish on its website the results of the Community Stakeholder Satisfaction Survey.</p>
Armed Forces Covenant	<p>26. Armed Forces Covenant</p> <p>26.1 The Operator shall retain accreditation for the Armed Forces Covenant.</p>
Decarbonisation Roadmap	<p>27. Decarbonisation Roadmap</p> <p>27.1 The Operator shall, by no later than 30 June 2023, continue to work in collaboration with Network Rail to develop and provide to the Secretary of State with a proposed set of science-based targets for submission to the Science Based Target Initiative.</p> <p>27.2 The Operator shall, using all reasonable endeavours and subject to the approval of the science-based targets by the Science Based Target Initiative, by no later than 31 October 2023 provide the Secretary of State with a final version of the Decarbonisation Roadmap.</p>
Automatic Vehicle Inspection	<p>28. Automatic Vehicle Inspection</p> <p>28.1 The Operator shall, use all reasonable endeavours to install a system to facilitate the automated measurement and inspection of rolling stock vehicles by no later than [REDACTED¹⁷].</p> <p>28.2 The Operator shall incur a maximum capex expenditure of [REDACTED¹⁸] in carrying out its obligations under paragraph 28.1.</p> <p>28.3 The operator shall provide the Secretary of State with quarterly updates on progress and spend to date against its obligations in paragraph 28.</p>
SDWAN	<p>29. SDWAN</p> <p>29.1 The Operator shall, by no later than [REDACTED¹⁹]:</p> <p>(a) use all reasonable endeavours to procure the installation of network circuits required for the SDWAN Solution to support a pilot deployment;</p>

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	<p>(b) use all reasonable endeavours to procure and initiate a pilot implementation of the SDWAN Solution across two datacentres, one engineering depot, one hub station and one small station; and</p> <p>(c) use all reasonable endeavours to commence the procurement of network circuits and network hardware required for the full replacement of the MPLS WAN.</p> <p>29.2 The Operator shall, in the [REDACTED²⁰], incur a maximum expenditure of [REDACTED²¹], of which not more than [REDACTED²²] shall be capital expenditure, in carrying out its obligations under paragraph 29.1.</p>
<p>Networker Mechanical, Electrical and Structural Refurbishment Works</p>	<p>30. Networker Mechanical, Electrical and Structural Refurbishment Works</p> <p>30.1 The Operator shall use all reasonable endeavours to complete the following by [REDACTED²³]:</p> <p>(a) the relay replacement;</p> <p>(b) the PIS Works and Brake Decoder Works; and</p> <p>(c) the LED upgrade</p> <p>30.2 The Operator shall, by no later than [REDACTED²⁴] (subject to the inclusion of the relevant costs in the applicable Cost Budget), complete the Traction Control Targeted Works.</p> <p>30.3 "Traction Control Targeted Works" means, in respect of the Class 465/0 and Class 465/1 rolling stock, the targeted replacement of the traction control system.</p> <p>30.4 The Operator shall (subject to the inclusion of the relevant costs in the applicable Cost Budget) incur a maximum expenditure of [REDACTED²⁵] in carrying out its obligations under paragraph 30.1 in the [REDACTED²⁶].</p>

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Station Upgrades	<p>31. Station Upgrades</p> <p>31.1 The Operator shall develop and maintain a pipeline of potential station improvement schemes for consideration as part of future annual Business Planning rounds (and potentially in-year, if the affordability position allows) and shall submit the pipeline to the Secretary of State by no later than 31 October 2023. This pipeline should be shaped by customer and community engagement.</p>
Prince's Trust Get into Rail Programme	<p>32. Prince's Trust Get into Rail Programme</p> <p>32.1 The Operator shall deliver a minimum of two Prince's Trust Get into Rail Programmes in 2023-24. Each programme shall take place in the Operator's geographical area and shall provide work experience and the potential of employment to successful participants. One-to-one mentoring should also be provided.</p>
[REDACTED ²⁷]	<p>33. [REDACTED²⁸]</p> <p>33.1 The Operator shall, throughout the third Contract Year, hold monthly steering groups in relation to the [REDACTED²⁹].</p> <p>33.2 The operator shall use all reasonable endeavours to publish the Invitation to Pre-Qualify documents by no later than [REDACTED³⁰].</p>
Autumn Timetable and Key Route Strategy	<p>34. Autumn Timetable and Key Route Strategy</p> <p>34.1 The operator shall, by no later than 01 July 2023, submit a report to the Secretary of State which shall:</p> <ul style="list-style-type: none"> (a) capture outputs from the Operator's joint review with Network Rail on the approach to the Autumn 2022 leaf fall timetable changes and the Key Route Strategy which have typically been implemented between October and December, including consideration of the approach to skipping stops and/or the frequency of Key Route Strategy implementation. (b) detail the findings of the review with suggested options (agreed with Network Rail) including evidence of the benefits to performance and minimising the negative impact on passengers and services.

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Smarter Information Smarter Journey	35. 35.1	Smarter Information Smarter Journey The Operator shall proactively participate in and support the progression of the rail industry's 'Smarter Information, Smarter Journey' programme.
One Team Stations	36. 36.1	One Team Stations The Operator shall continue to collaborate and engage with Network Rail and other relevant Train Operators to further the implementation of the 'One Team' approach at London Bridge, London Charing Cross and London Victoria and by no later than 31 October 2023 shall submit to the Secretary of State a report outlining the progress made in furthering the 'One Team' approach at these Stations.
National Approach to Branding	37. 37.1	National Approach to Branding The Operator shall co-operate with the Secretary of State in supporting the development and implementation of any new national approach to branding associated with the operation of railways in Great Britain as specified by the Secretary of State. Without prejudice to the generality of the foregoing, the Operator shall provide such information as the Secretary of State may request regarding the Operator's existing branded assets.
Revenue Protection Plan	38. 38.1 38.2	Revenue Protection Plan The Operator shall, by no later than 14 October 2023 (and on an annual basis thereafter), deliver to the Secretary of State its strategy for protecting revenues during the Contract Term which shall: <ul style="list-style-type: none"> (a) include the Operator's plan for reducing ticketless travel; (b) set out the Operator's approach to dealing with fare evasion both at Stations and on the Passenger Services; and (c) the steps the Operator will implement to counter new and evolving methods of fare evasion, <p>("Revenue Protection Plan")</p> The Operator shall revise its Revenue Protection Plan to reflect any comments received from the Secretary of State and once approved by the Secretary of State will thereafter implement the Revenue Protection Plan in accordance with its terms.
Renewable Energy	39. 39.1 39.2	Renewable Energy The Operator shall work collaboratively with Network Rail to identify viable renewable energy schemes at Stations and Depots. The Operator shall, by no later than 15 December 2023, submit a report to the Secretary of State which sets out the outcomes of the

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		review with Network Rail and the potential renewable energy schemes identified through the review.
Automatic Meter Reading (Gas and Electric)	40.	Automatic Meter Reading (Gas and Electric)
	40.1	The Operator shall, by no later than [REDACTED ³¹], use all reasonable endeavours to ensure that [REDACTED ³²] of the total of all Relevant Utility Meters (measuring non-traction energy consumption) are automatic meter reading meters. For the purposes of this paragraph, “Relevant Utility Meters” means together all gas and electric meters across the Operator’s estate.
	40.2	Where, despite using all reasonable endeavours, the Operator is not able to comply with its obligation under paragraph 40.1 in respect of certain Relevant Utility Meters, the Operator shall clearly document the reasons for not having replaced such Relevant Utility Meters and shall provide this to the Secretary of State by no later than [REDACTED ³³].
Schools Engagement	41.	Schools Engagement
	41.1	The Operator shall use all reasonable endeavours to, by no later than 31 March 2024, agree a partnership with a minimum of three (3) schools with the aim of providing work experience opportunities for at least fifteen (15) students in the 2024/25 academic year.
Chart Leacon	42.	Chart Leacon
	42.1	The Operator shall continue to work with Network Rail and the Department for Transport throughout the third contract year to enable the submission of the Full Business Case for a stabling facility at Chart Leacon.
Leadership Transformation Programme	43.	Leadership Transformation Programme
	43.1	The Operator shall, by no later than [REDACTED ³⁴], roll out phase two if its leadership transformation programme (<i>for a minimum number of 50 employees attending</i>).
	43.2	The Operator shall incur a maximum expenditure of [REDACTED ³⁵] in delivering its obligation under paragraph 43.1.

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Commitment Name	Business Plan Commitments
Accelerated Leaders Programme	<p>44. Accelerated Leaders Programme</p> <p>44.1 The Operator shall use all reasonable endeavours that, in the [REDACTED³⁶], a minimum of six (6) Business Employees shall attend the Leadership Exploration and Development Programme.</p> <p>44.2 The Operator shall incur a maximum expenditure of [REDACTED³⁷] in delivering its obligation under paragraph 44.1</p>
Targeted Recruitment Plans	<p>45. Targeted Recruitment Plans</p> <p>45.1 The Operator shall, by no later than 31 October 2023, submit to the Secretary of State a plan for targeted recruitment of employees with protected characteristics.</p> <p>45.2 The Operator shall incur a maximum expenditure of [REDACTED³⁸] in delivering its obligation under paragraph 45.1.</p>
Social Mobility Pledge	<p>46. Social Mobility Pledge</p> <p>46.1 The Operator shall, by no later than 31 July 2023, provide the Secretary of State with its strategy for accreditation in relation to the Social Mobility Pledge</p> <p>46.2 The Operator shall, within three months of agreeing with the Secretary of State a strategy for accreditation in relation to the Social Mobility Pledge, achieve such accreditation.</p> <p>46.3 The Operator shall incur a maximum expenditure of £35,000 (thirty five thousand pounds sterling) in relation to its obligations under paragraphs 46.1 and 46.2.</p>
Managing Talent Through Career Development Opportunities	<p>47. Managing Talent Through Career Development Opportunities</p> <p>The Operator shall, by no later than 31 October 2023, introduce a talent management scheme which shall include targeted support schemes for underrepresented groups.</p>
Biodiversity Action Plan	<p>48. Biodiversity Action Plan</p> <p>48.1 The Operator shall, by no later than 02 October 2023, submit a biodiversity action plan to the Secretary of State which shall:</p> <p>(a) be developed in conjunction with Kent Wildlife Trust;</p>

³⁶ 13 November 2023 (Date of Redactions Approval) Where text has been omitted from the document – This is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000. (R – SET – Nov 23 – 001)

³⁷ 13 November 2023 (Date of Redactions Approval) Where text has been omitted from the document – This is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000. (R – SET – Nov 23 – 001)

³⁸ 13 November 2023 (Date of Redactions Approval) Where text has been omitted from the document – This is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000. (R – SET – Nov 23 – 001)

Commitment Name	Business Plan Commitments	
	<p>(b)</p> <p>(c)</p> <p>48.2</p>	<p>align with the plan adopted by Network Rail Kent route; and</p> <p>build upon the outputs from the Operator's desk top key habitat assessment.</p> <p>The Operator shall incur a maximum expenditure of [REDACTED³⁹] in delivering its obligations under paragraph 48.1. and implementing any actions arising from the plan.</p>
Track Worker Safety	<p>49.</p> <p>49.1</p>	<p>Track Worker Safety</p> <p>The Operator shall use all reasonable endeavours to:</p> <p>(a) reduce, with the aim of eliminating, by 31 March 2024, the number of hours track workers carry out operations with warning methods (in particular 'Unassisted Lookout' working and 'Lookout Operated' working);</p> <p>(b) by no later than 31 March 2024, fully consider and identify with Network Rail the impact of any requested timetable changes and the subsequent movement of empty coaching stock trains including the impact on passengers on planned access windows; and</p> <p>(c) by no later than 31 March 2024, review the potential removal from the timetable of Passenger Services operated outside of the Peak and with low passenger demand and viable travel alternatives in order to facilitate reasonable access windows between trains for engineers to undertake visual inspections of the infrastructure during daylight hours and thereby allow an appropriate balance between day and night working.</p>
Access Planning	<p>50.</p> <p>50.1</p>	<p>Access Planning</p> <p>The Operator shall:</p> <p>(a) consider all reasonable requests from Network Rail to revise the Timetable, in order to allow Network Rail to undertake more maintenance where such requests have minimal impact on passengers; and</p> <p>(b) use all reasonable endeavours to work with Network Rail to identify and implement opportunities to increase the working time of Network Rail teams in possessions, in line with passenger demand</p>
Cross-industry Data Sharing	<p>51.</p> <p>51.1</p>	<p>Cross-industry Data Sharing</p> <p>The Operator shall continue to support the implementation of the Rail Delivery Group's Rail Data Marketplace project.</p>

³⁹ 13 November 2023 (Date of Redactions Approval) Where text has been omitted from the document – This is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000. (R – SET – Nov 23 – 001)

Commitment Name	Business Plan Commitments
	51.2 Within six months of the implementation of the Rail Data Marketplace the Operator shall submit to the Secretary of State a report which identifies and appraises options for data sources held by it or on its behalf which could, subject to affordability, be published as open data in order to make such data available to passengers including through the Rail Delivery Group’s Rail Data Marketplace when opening its data.