

**RAIL PUBLIC REGISTER COPY
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Dated 30 March 2023

- (1) The Secretary of State for Transport
- (2) DfT OLR Holdings Limited
- (3) TransPennine Trains Limited

FINAL BUSINESS PLAN

Collation of Business Plan Commitments

TransPennine Express

Business Plan Commitments 2023/24

TPE Business Plan Commitments 2023/24**Accessibility****1. Minor Works and Station Access Improvements Programme ACC3-001**

- 1.1 In this Business Plan Commitment, "Minor Works Programmes" means schemes to introduce additional facilities at stations to improve accessibility for disabled persons and those with additional needs.
- 1.2 The Operator shall, by no later than 29 February 2024 and subject to the approval from the Secretary of State, deliver Minor Works Programmes.
- 1.3 The Operator shall not less than Quarterly, report on actions in relation to the delivery of Minor Works and the expenditure actually incurred in relation to such actions.
- 1.4 The Operator shall, in carrying out its obligations under paragraph 1.2, incur a maximum spend which does not exceed [REDACTED¹]

2. Speech to Text Functionality; Roll out to cl397 ACC3-002

- 2.1 The Operator shall by no later than 29 February 2024, subject to the Secretary of State's approval of the fleet-wide enabling software and hardware upgrade to the PA system within the existing lease and maintenance contracts and the successful trial of speech to text functionality on Cl397 in 22/23 Business Plan Year, implement speech to text functionality on its Cl397 fleet of twelve trains.
- 2.2 The Operator shall, in carrying out its obligations under paragraph 2.1, incur a maximum spend which does not exceed [REDACTED²]

3. Inclusive Transport Leaders Scheme ACC3-003

- 3.1 The Operator shall, by no later than 29 February 2024, use reasonable endeavours to achieve 'Leader' level accreditation in the Secretary of State's Inclusive Transport Leaders Scheme.
- 3.2 The Operator shall, in carrying out its obligations under paragraph 3.1, incur a maximum spend which does not exceed [REDACTED³]

¹ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

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4. Stations Made Easy Maps Review ACC3-006

- 4.1 In this Business Plan Commitment, "Stations Made Easy Maps" means a navigation tool on the National Rail Enquiries website to help people find their way around stations.
- 4.2 The Operator shall no later than 29 February 2024 procure the redesign the Stations Made Easy Maps on the National Rail Enquiries website for TPE SFO stations.
- 4.3 The Operator shall, in carrying out its obligations under paragraph 4.2, incur a maximum spend which does not exceed [REDACTED⁴]

⁴ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

Collaboration

5. Customer Handling Teams proposal COL3-001

5.1 The Operator shall, by no later than 14 September 2023, deliver to the Secretary of State and the North of England Programmes Board a report on the Operator's approach to managing disruption and how it could be developed and used to manage all planned disruption within the north of England which shall include:

1. an explanation of how the Operator's TRU possession delivery managers, senior customer delivery managers and customer delivery managers manage the Operator's disruption to service;
2. lessons learned by the Operator to be tested with and shared with other TRU impacted operators, including options for addressing:
 - 1) how each TRU team could be most efficiently managed;
 - 2) governance, deployment and priorities;
 - 3) potential geographical footprint and programmes and projects that could benefit;
 - 4) potential resourcing requirements, based existing programme expectations;
 - 5) options for geographical location of resources, accommodation and facilities requirements;
 - 6) responsibilities and accountabilities using the definitions provided within the existing TRU model;
 - 7) potential costs and summary of financials;
 - 8) a draft timeline for development and deployment (subject to approval and funding).

6. Annual Strategic Feedback forum COL3-002

6.1 The Operator shall by no later than 9 November 2023 hold an appropriate annual strategic feedback forum with executive level engagement requesting feedback with a view to further building collaborative relationships with the Operator's interfacing Network Rail regions, industry Change Programmes (e.g. TRU, WCML-N) impacting on the Operator's operations, Secretary of State, Transport for the North and Transport Scotland.

6.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED⁵] in delivering its obligations under paragraph 6.1.

7. Report on Forward Programme of Projects requiring TPE participation COL3-003

7.1 The Operator shall continue to provide strategic advice and developmental input on agreed key pipeline projects including but not limited to WCML-N, WCNU, MNTP and ECML.

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7.2 The Operator shall, by no later than 12 October 2023, deliver and issue to the Secretary of State a report on the Operator's understanding of the required forward programme of projects.

7.3 The report to be delivered by the Operator shall include:

- (a) an explanation of projects requiring the Operator's direct participation over an eighteen month period;
- (b) an explanation of the Operator's strategic and development input into the existing pipeline of projects;
- (c) any foreseeable resource requirements necessary to service the project pipeline.

8. The Alliance Terms of Reference COL3-004

8.1 The Operator shall, by no later than 14 September 2023, work with Network Rail to agree an update to the alliance terms of reference to cover the requirements of the behavioural charter and reflect the current needs of the Operator, Network Rail and the wider industry and shall provide the updated version to the Secretary of State.

8.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED⁶] in delivering its obligations under paragraph 8.1.

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Customer Experience

9. Customer Service Level 3 Diplomas CEX3-002

9.1 The Operator shall, by no later than 29 February 2024, use all reasonable endeavours to ensure that twenty Business Employees have completed a diploma in customer service level 3.

9.2 The Operator shall, in carrying out its obligations under paragraph 9.1, incur a maximum spend which does not exceed [REDACTED⁷]

10. Stations Improvement Schemes Pipeline CEX3-004

10.1 In this Business Plan Commitment:

1. "Station Improvement Scheme" means schemes to improve the facilities, safety and/or customer experience at Stations; and
2. "Station Improvement Schemes Pipeline" means a list of proposed Station Improvement Schemes providing sufficient detail to allow informed funding decisions to be made on their proposed implementation as part of the annual Business Plan process or as and when any additional funding may become available during a Business Plan Year, including:
 1. forecast costs and timescales;
 2. likely possession required and their expected impacts, and any other significant delivery risks; and
 3. a suggested prioritisation of potential schemes by reference to their anticipated benefits.

10.2 The Operator shall, by no later than 29 February 2024 develop the Station Improvement Schemes Pipeline and thereafter:

1. maintain it throughout the Contract Term; and
2. as part of the annual Business Plan process under paragraph 3 (Annual Business Plan Process) of Chapter 7.7 (Business Plan) of this Contract, by no later than 15 December in each Business Plan Year submit the Station Improvement Schemes Pipeline for the Secretary of State's consideration; and
3. subject to:
 1. the inclusion (and terms) of Business Plan Commitments in the relevant Business Plan (including (for the avoidance of doubt) as from time to time updated pursuant to any Business Plan Revisions); and
 2. the inclusion of the costs in the relevant Cost Budget;

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4. implement such Station Improvement Schemes as may be agreed between the Parties (or determined by the Secretary of State) in accordance with the relevant Business Plan.
- 10.3 The Operator shall utilise appropriate forms of insight to identify the needs and priorities of passengers (including those with disabilities) and local communities when developing and maintaining the Station Improvement Schemes Pipeline, including undertaking consultations and analysis of feedback, complaints and suggestions obtained via existing customer relations channels.
- 10.4 The Operator shall incur a maximum expenditure which does not exceed [REDACTED⁸] in delivering its obligations under paragraphs 10.2 and 10.3.

11. Customer and Communities Improvement Schemes Fund CEX3-006

- 11.1 In this Business Plan Commitment “CCI” means funding for the development and/or implementation of local rail improvement schemes which provide community benefits or address areas of social need (“CCI Projects”)
- 11.2 The Parties acknowledge that the maximum amount of [REDACTED⁹] has been allocated to CCI within the Cost Budget for the Business Plan Year commencing 1st April 2023 (the “CCI Amount”) for the delivery of the following CCI Projects previously approved by the Secretary of State (“Agreed CCI Projects”).
- 11.3 The Operator shall use all reasonable endeavours to deliver the outputs described below for the Agreed CCI Projects (or other CCI Projects as may be agreed by the Secretary of State from time to time) (or support their delivery through the provision of up to the specified level of CCI Amount funding support, in the case of projects being delivered by a third party), during the Business Plan Year commencing 1st April 2023:

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Delivering Organisation	Project name	Description of project	Outputs to be delivered	Station or nearest station	CCI Amount
[REDACTED ¹⁰]	NTL and Scotrail SFO station schemes	Support the development of customer and community beneficial schemes at Northern and Scotrail SFO stations (to be determined) that TPE calls at. A shortlist of proposed projects is under development and will be submitted to RNP by 30 April 2023 for approval.	[REDACTED ¹¹]	[REDACTED ¹²]	[REDACTED ¹³]
TPE	Hull Paragon opening anniversary event	Providing support to events involving communities and stakeholders to mark the 175th anniversary of the opening of Hull railway station.	[REDACTED ¹⁴]	Hull Paragon	[REDACTED ¹⁵]

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Delivering Organisation	Project name	Description of project	Outputs to be delivered	Station or nearest station	CCI Amount
TPE	Thirsk Sustainability Scheme	Contribution towards a sustainability scheme at Thirsk railway station to help biodiversity, carbon reduction and air quality	EV charging points and planting	Thirsk	[REDACTED ¹⁶]
Network Rail	Stalybridge Changing Place and Toilets Improvements	contributory funding to enable the installation of a Changing Place facility and refurbishment of the existing toilets at Stalybridge station by Network Rail	Toilets refurbishment New Changing Place	Stalybridge	[REDACTED ¹⁷] *subject to contributory funding also being agreed by Network Rail
Lumo/First Rail	Morpeth car parking development	Contributory funding to enable the delivery of the outputs of the 2022/23 SIF led car parking development study for Morpeth station	Improved car parking facilities at Morpeth	Morpeth	[REDACTED ¹⁸]

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Delivering Organisation	Project name	Description of project	Outputs to be delivered	Station or nearest station	CCI Amount
TPE	South route platform extensions	Contributory funding to enable Meadowhall platform extension scheme to be progressed	Extended platform	Meadowhall	[REDACTED ¹⁹] *subject to additional third party funding
TPE	Hull Paragon policing hub	Completion of new Community Policing Hub	Community Policing Hub	Hull Paragon	[REDACTED ²⁰]

11.4 The Operator shall incur a maximum expenditure which does not exceed the CCI Amount in carrying out its obligations in paragraph 11.3.

11.5 The Operator shall conduct a scheme during the Business Plan Year commencing 1st April 2023, under which Stakeholders, community and/or voluntary groups can bid for funding to be allocated for CCI Projects in the subsequent Business Plan Year (the “CCI Programme”).

11.6 The Operator shall, in consultation with the Secretary of State, design the CCI Programme in a way that:

1. sets clear and appropriate requirements for submission and criteria for evaluation;
2. reflects the future affordability parameters notified to the Operator by the Secretary of State from time to time; and
3. is supported by a customer and community engagement plan developed by the Operator for identifying potential schemes through customer, community and stakeholder consultation.

11.7 The Operator shall operate the CCI Programme:

1. in accordance with the programme terms and customer and community engagement plan developed; and
2. to timescales consistent with the incorporation of outputs of the consultation carried out by the Operator pursuant to the CCI Programme and the relevant recommended CCI Projects in the draft Business Plan to be submitted to the Secretary of State by no later than 15 December 2023 so that they are capable of

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being taken forward through the annual Business Plan process set out at paragraph 3 of Chapter 7.7 (Business Plan) of the Contract, if so directed by the Secretary of State.

12. Defence Employer Recognition Scheme CEX3-007

12.1 The Operator shall, by no later than 29 February 2024, use all reasonable endeavours to achieve the Silver Award under the Defence Employer Recognition Scheme administered by the Ministry of Defence.

13. Wi-Fi Traffic Shaping Plan CEX3-010

13.1 In this Business Plan Commitment, "Wi-Fi Traffic Shaping" means limiting the bandwidth that can be consumed by certain applications to ensure high performance for critical applications such as email platforms, Virtual Meeting solutions and to enable basic web pages to load at a suitable speed for that website. Business critical applications within the train such as, but not limited to, safety related systems, CCTV, and PIS will continue to be prioritised on the onboard network over Wi-Fi traffic.

13.2 The Operator shall, by no later than 28 April 2023, produce and issue to the Secretary of State a report setting out how the introduction of Wi-Fi Traffic Shaping could be operationalised by 25 August 2023 or such later date as may be agreed by the Secretary of State, which shall include:

1. consideration of the introduction of W-Fi Traffic Shaping across the TPE fleets; and
2. the costs which would be incurred in introducing Wi-Fi Traffic Shaping; and
3. the benefits to be realised in introducing Wi-Fi Traffic Shaping.

14. Proposal on Tickets and Claims - Delay Repay CEX3-011

14.1 The Operator shall, using reasonable endeavours to do so by 12 October 2023 and, in any event by no later than 29 February 2024, produce and issue to the Secretary of State for approval a costed proposal to increase the range of tickets and circumstances in which the claims process for passengers and processing of claims should be largely automated.

14.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED²¹] in implementing the costed proposal.

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15. Feasibility Study for Digital Window Label / Passenger Information Screens CEX3-013

15.1 The Operator shall, by no later than 9 November 2023, undertake a feasibility study (in partnership with Siemens) for a digital window label / PIS solution for all cl 185s and issue a report to the Secretary of State detailing the findings and recommendations.

16. Back on Track Scheme CEX3-015

16.1 The Operator shall, by no later than 12 October 2023,

1. digitalise the Back on Track Scheme;
2. deploy the Back on Track Scheme to the company phones of relevant Business Employees; and
3. provide training to all relevant Business Employees on the digitalised Back on Track Scheme.

16.2 The Operator shall, in carrying out its obligations under paragraph 16.1, incur a maximum spend which does not exceed [REDACTED²²]

Environment & Sustainability

17. Non-Traction and Traction Environmental, Decarbonisation and Energy Efficiency Opportunities EAS3-001

17.1 The Operator shall, by no later than 29 February 2024, issue to the Secretary of State a report setting out environmental, decarbonisation and energy efficiency opportunities for both traction and non-traction.

17.2 The report to be delivered by the Operator shall include:

1. the Operator's proposal for developing a sustainable station plan;
2. a summary of the projects implemented by the Operator; and
3. benefits gained from projects and investments made during the 23/24 Business Plan Year.

17.3 The Operator shall by no later than 9 November 2023, deliver and issue to the Secretary of State a report on the Operator's proposed projects for investments in the 24/25 Business Plan which shall include consideration of the SFO design review output, and be in line with the Operator's map towards SBTs.

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17.4 The Operator shall through in delivery of any decarbonisation initiatives in 23/24 identified by the report created under 17.2 incur a maximum expenditure which does not exceed [REDACTED²³]

18. Carbon Model. EAS3-002

18.1 The Operator shall by no later than 7 December 2023 develop a carbon model which allows the Operator to report progress against science based targets and industry strategic goals for net zero and total decarbonisation in line with the Operator's rolling stock strategy and understanding of the GBRTT family pathways.

18.2 The Operator and issue to the Secretary of State a report on the carbon model developed.

18.3 The Operator shall incur a maximum expenditure which does not exceed [REDACTED²⁴] in delivering its obligations under paragraph 18.1.

19. Air quality working group EAS3-003

19.1 The Operator shall, by no later than 07 December 2023, establish an air quality working group (AQWG) which focuses on the identification of actions required to improve air quality as a result of operational processes.

19.2 The Operator shall, in delivery of any initiatives to reduce emissions from diesel powered rolling stock identified by the AQWG, incur a maximum spend which does not exceed [REDACTED²⁵]

20. Biodiversity improvement plan EAS3-004

20.1 The Operator shall, by no later than 29 February 2024, produce and issue to the Secretary of State a report setting out the Operator's biodiversity improvement plan, which shall include:

1. the identification of Managed Stations which would benefit from target improvements;
2. the incorporation of community engagement opportunities to raise awareness of the importance of bees and insects within the Operator's station environment; and

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3. consideration of match funding from the Secretary of State's Customer and Communities Improvement Scheme.

20.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED²⁶] in delivering its obligations under paragraph 20.1.

21. Noise Working Group EAS3-005

21.1 The Operator shall, by no later than 29 February 2024, deliver and issue to the Secretary of State and Rail Safety and Standards Board a noise reduction action plan based on the Operator's periodic reviews of noise related complaints.

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Revenue

22. Fare reduction trials REV3-002

22.1 The Operator shall by no later than 29 June 2023, identify and issue to the Secretary of State for comment and approval, fare reductions for Season, Anytime and Off Peak fares to be implemented at the September 2023 fares round (or such earlier date as may be agreed with the Secretary of State and other affected Operators) on a trial basis in selected less economically developed areas of the TPE network.

23. Automatic Number Plate Recognition renewal and installation REV3-005

23.1 The Operator shall, by no later than 29 February 2024, install:

1. replacement car park automatic number plate recognition cameras at Huddersfield, Northallerton, Brough, Hull and Middlesbrough; and
2. an automatic number plate recognition system at Thornaby.

23.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED²⁷] in delivering its obligations under paragraph 23.1.

24. Collaboration with Great British Rail REV3-006

24.1 The Operator shall collaborate with industry partners to support Great British Rail Sale activity to maximise the Operator's return from any such sales, as required during the 23/24 Business Plan Year. The Operator shall provide to the Secretary of State an update on any such collaboration by no later than 29 February 2024.

25. First Class pricing REV3-007

25.1 The Operator shall, by no later than 12 October 2023, implement the pricing recommendations in the Operator's First Class Review Report from 22/23 Business Plan Year.

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Leadership, Management & Resourcing

26. Introduction of DBS Checks LMR3-001

- 26.1 The Operator, by shall no later than 14 September 2023 and subject to agreement of the relevant trade unions, introduce Disclosure and Barring Service checks for all new Business Employees employed as conductors, station staff or revenue protection staff.
- 26.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED²⁸] in delivering its obligations under paragraph 26.1.

27. SFO Station CCTV System Upgrade LMR3-002

- 27.1 The Operator shall report to the Secretary of State at each Quarterly review meeting on its progress on the development of an efficient, affordable and value for money Station CCTV System proposal. The Operator shall secure the Secretary of State's approval prior to contracting for the implementation of, a new CCTV system in the Operator's Stations in the 23/24 and 24/25 Business Plan Years.
- 27.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED²⁹] in implementing the new CCTV system in 23/24.

28. Improve Resilience of Help Points LMR3-003

- 28.1 The Operator shall, by no later than 14 September 2023, improve the resilience of its existing help points through the procurement of two new servers, additional spares and an improved support service to allow the Operator to respond promptly to faults.
- 28.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED³⁰] in delivering its obligations under paragraph 28.1.

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29. Reducing Anti-Social Behaviour Report LMR3-004

29.1 The Operator shall by no later than 14 September 2023 and subject to the mobilisation of the new BTP/Humber Police Unit at Hull Paragon Station in 23/24 Business Plan Year, issue to the Secretary of State a report on recommendations to improve anti-social behaviour.

29.2 The report to be delivered by the Operator shall include:

1. the Operator's effectiveness in reducing anti-social behaviour at Hull;
2. recommendations for further development of the BTP/Humber Police Unit;
3. consideration of the potential for similar initiatives to be implemented at other stations in the 24/25 Business Plan Year subject to funding and support from BTP, Network Rail and wider stakeholder support.

30. Safeguarding on Rail Accreditation LMR3-005

30.1 The Operator shall, using all reasonable endeavours to do so by 14 September 2023, and, in any event by no later than 29 February 2024, achieve Safeguarding on Rail accreditation.

30.2 The Operator shall, in carrying out its obligations under paragraph 30.1, incur a maximum spend which does not exceed [REDACTED³¹]

31. Designing Out Crime Station Security Audits LMR3-006

31.1 The Operator shall by no later than 29 February 2024 and subject to approval by Secretary of State use reasonable endeavours to procure the delivery of a security audit at six (6) Stations focusing on improvements which could be made to improve the safety and security of Stations to inform future business plans.

31.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED³²] in delivering its obligations under paragraph 31.1.

32. Defibrillators Installation LMR3-008

32.1 The Operator shall, by no later than 29 February 2024, use all reasonable endeavours to procure and install defibrillators onto the CI397 fleet (one per unit) and Mark 5a coaches (one per five coaches).

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32.2 The Operator shall, by no later than 14 September 2023, provide a costed proposal to the Secretary of State for the procurement and installation of defibrillators onto the CI185 fleet during the 24/25 Business Plan Year.

32.3 The Operator shall incur a maximum expenditure which does not exceed [REDACTED³³] in delivering its obligations under 32.1 and 32.2.

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People

33. Recruitment of Workforce Planning Team PEO3-001

33.1 The Operator shall, using reasonable endeavours to do so by 29 June 2023, and, in any event by no later than 12 October 2023 recruit a workforce planning team including a workforce planning traincrew and strategy manager, a senior workforce planning analyst and a workforce planning analyst.

33.2 The Operator shall, in carrying out its obligations under paragraph 33.1, incur a maximum spend which does not exceed [REDACTED³⁴]

34. Employee Relations Training Courses PEO3-002

34.1 The Operator shall, by no later than 29 February 2024, deliver employee relations training courses to twenty four managers who work with local and company council level trade unions.

34.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED³⁵] in delivering its obligations under 34.1.

35. Staff Accommodation PEO3-003

35.1 The Operator shall, by no later than 29 February 2024, progress staff accommodation schemes required to provide adequate capacity and facilities for traincrew and traincrew management at Sheffield (as set out in the Operator's report to Secretary of State in August 2022) and shall provide an update on the progress of staff accommodation schemes at each Quarterly review meeting with the Secretary of State.

35.2 The Operator shall, by no later than 12 October 2023, provide an updated staff accommodation report for Stations to the Secretary of State including:

1. recommendations to inform future business plans;
2. consideration of any changes in size or the location of train crew depots; and
3. consideration of other staff accommodation arising from workforce planning reviews or workforce reform.

³⁴ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

³⁵ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

35.3 The Operator shall incur a maximum expenditure which does not exceed [REDACTED³⁶] in delivering its obligations under paragraph 35.1.

36. Continuous Improvement Training & Staff Engagement PEO3-005

36.1 The Operator shall, by no later than 29 February 2024, procure and deliver the following: 1.

ideation or similar training for the Operator's Continuous Improvement Champions;

2. conduct four roadshows at train crew depots; and

3. undertake two theme based competitions that are focused on innovation or efficiency deliverables.

36.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED³⁷] in delivering schemes arising from this paragraph 36.1, subject to their approval by the Secretary of State.

37. Recruitment Initiatives PEO3-006

37.1 The Operator shall by no later than 07 December 2023, implement the following recruitment initiatives to seek to increase the diversity of applicants by:

1. introducing strength-based questions for trainee driver recruitment that are designed to allow a more diverse range of candidates to demonstrate capability for each Operator recruitment vacancy; and

2. engaging with external recruitment agency which specialises in increasing applications from underrepresented groups for frontline vacancies.

37.2 The Operator shall by no later than 29 February 2024, report on the delivery of the recruitment initiatives in PEO3-006(a) and the expenditure actually incurred in relation to such initiatives.

37.3 The Operator shall incur a maximum expenditure which does not exceed [REDACTED³⁸] in delivering its obligations under paragraph 37.1.

³⁶ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

³⁷ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

³⁸ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

Train Service Operations

38. Traincrew and traction depot review TSO3-001

38.1 The Operator shall, by no later than 9 November 2023, deliver and issue to the Secretary of State a report on the traincrew and traction depot review including:

1. an update by the Operator on its progress in undertaking a route and traction knowledge review consistent with the agreed train plan;
2. a review of depot numbers and locations and recommendations for changing the route and tractions knowledge allocation to improve efficiency;
3. a full train crew link review to establish how competency can be best consolidated to support future Business Plan Years.

39. Class 397 Certificate of Compatibility TSO3-002

39.1 The Operator shall, by no later than 29 February 2024, work with Network Rail to update the Class 397 Certificate of Compatibility to include opportunities to operate ten car Class 397s on the West Coast Main Line for use in times of disruption, restricted access and periods of high passenger demand.

40. Control and Crew Rostering Software Upgrade TSO3-004

40.1 The Operator shall by no later than 29 June 2023 and on a Quarterly basis thereafter provide the Secretary of State with a report setting out the Operator's progress on its project to replace or upgrade the control and crew rostering software.

Carried Forward BPCs

Accessibility

41. 'Try the Train' days for disabled customers and their representative groups ACC3-004

- 41.1 The Operator shall no later than 29 February 2024 deliver 4 try the train days for organisations who support accessibility needs.
- 41.2 The Operator shall, by no later than 29 February 2024, report to Secretary of State on actions in relation to the delivery of the try the train days and the expenditure actually incurred in relation to such actions.
- 41.3 The Operator shall, in carrying out its obligations under paragraph 54.1, incur a maximum spend which does not exceed [REDACTED³⁹]

42. Support RDG in delivering their roadmap of Passenger Assist improvements ACC3-007

- 42.1 The Operator shall work with Rail Delivery Group (RDG) to support RDG's roadmap of improvements to its Passenger Assist Programme and shall engage its accessibility panels in doing so.
- 42.2 The Operator shall report progress to the Secretary of State at each Quarterly review meeting.

Collaboration

43. [REDACTED⁴⁰] Relationship Management Structure COL3-005

- 43.1 The Operator shall, by no later than 29 February 2024 and subject to the agreement of all parties, [REDACTED⁴¹] structure among TPE, CAF, Alstom, Beacon Rail Leasing Limited and DRS (Nuclear Transportation Services).

³⁹ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

⁴⁰ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

⁴¹ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

Customer Experience

44. Customer Service Accreditation CEX3-001

44.1 The Operator shall, by no later than 29 February 2024, progress the Operator's attainment of a recognised customer service accreditation starting with Huddersfield Station.

44.2 The Operator shall, by no later than 29 February 2024, report to Secretary of State on actions in relation to the progress of the attainment of a customer service accreditation and the expenditure actually incurred in relation to such actions.

44.3 The Operator shall, in carrying out its obligations under paragraph 57.1, incur a maximum spend which does not exceed [REDACTED⁴²]

45. Cleaning Standards Review CEX3-003

45.1 The Operator shall by no later than 14 September 2023 deliver and issue to the Secretary of State a report setting out the Operator's value for money review of cleaning standards and the resulting resource requirements to inform planning for 24/25 Business Plan Year.

Environment and Sustainability

46. Reduce Train Idling Time EAS3-007

46.1 The Operator shall, by no later than 29 February 2024, provide to the Secretary of State a report setting out the Operator's progress in to reducing train idling time including:

1. encouraging and incentivising participation in the Operator's eco-drive Scheme; and 2.
- evaluating further rollout of eco-drive scheme on the Operator's new fleets.

47. Environmental and climate awareness training EAS3-008

47.1 In this Business Plan Commitment, "Environmental Champions" means advocates of the TPE Sustainability Strategy who work across the network and champion for environmental improvements and good performance.

⁴² 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.

47.2 The Operator shall, by no later than 29 February 2024, deliver environmental and climate awareness training to the Operator's senior managers and Environmental Champions.

48. Air quality data and improvement plan EAS3-009

48.1 The Operator shall, by no later than 12 October 2024, provide to the Secretary of State an air quality improvement plan that shall include:

1. commitment to engage and review baseline air quality data via the RSSB Air Quality Monitoring Network
2. agreed priorities and potential mitigations with key stakeholders in line with data analysis
3. alignment to agreed policy approach and industry targets

49. Validated science-based targets EAS3-010

49.1 The Operator shall, by no later than 12 October 2024, publish science based targets and roadmap to net zero and provide to the Secretary of State evidence of validated Science Based Targets by the Science Based Target Initiative.

Revenue

50. Single Leg Pricing Trial REV3-001

50.1 The Operator shall by no later than 26 May 2023 develop a proposal in collaboration with the Secretary of State to trial single leg pricing on a part of the TPE network, such trial to be implemented in the September 2023 Fares Setting Round, subject to the approval by the Secretary of State by 30 June 2023

50.2 The Operator shall issue to the Secretary of State for comment a report evaluating the outcomes of the single leg pricing trial early in 24/25 (such specific date to be agreed with the Secretary of State) when there is sufficient take up data from which to form meaningful conclusions.

51. Digital Developments REV3-008

51.1 Subject to commercial evaluation and contractual agreements, the Operator shall, by no later than 29 February 2024, implement a plan as agreed with the Secretary of State to attract and retain customers through the TransPennine Express digital retail channels.

Leadership, Management and Resourcing

52. Sustainable Procurement and Supply Chain Strategy - ISO20400 LMR3-010

52.1 The Operator shall by no later than 29 February 2024, issue to the Secretary of State for comment an independent assessment of the Operator's Sustainable Procurement and Supply Chain Strategy (LMR16a approved in September 2021) against ISO20400.

Train Service Operation

53. Depot and Stabling Strategy (Phase 2) TSO3-003

53.1 The Operator shall, by no later than 29 February 2024, deliver and issue to the Secretary of State for comment a feasibility proposal relating to its Depot and Stabling Strategy which shall include:

1. the Operator's review of the existing depot and stabling locations;
2. improvements to the efficient delivery of train maintenance and train movements to support the timetable with reference to the decisions or input required in terms of fleet competition.

54. Cab desk mods - Class 397 and Mk5a Driving Trailers TSO3-007

54.1 The Operator shall, by no later than 14 September 2023 and subject to agreement of the specification by the relevant Trade Unions(s) and approval from the Secretary of State, use reasonable endeavours to enter into a contract to deliver cab desk modifications to Class 397s and Mk5a driving trailers, with such cab desk modification work to commence during 23/24 Business Plan Year and conclude by no later than 28 February 2025 (the "Cab Modifications Contract").

54.2 Subject to the Secretary of State approving the Cab Modifications Contract the Operator shall thereafter complete the delivery of the cab desk modifications in accordance with the timescales set out above and shall report to the Secretary of State, on a Quarterly basis, on actions in relation to the delivery of cab desk modifications and the expenditure actually incurred in relation to such actions.

54.3 The Operator shall incur a maximum expenditure which does not exceed [REDACTED⁴³] in delivering the cab desk modifications in 23/24.

⁴³ 18 August 2023 (Date of Redactions Approval) - R(TPT)-18102023- 001- BPC Redactions- 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.