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**2 September 2024 (Date of Redactions Approval) (CCT 4507327)
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- (1) The Secretary of State for Transport
- (2) Trenitalia c2c Limited

Essex Thameside

**Business Plan Commitments
1 April 2024 – 31 March 2025
(agreed 28 March 2024)**

Business Plan Commitments – c2c

Business Plan Component to which the Business Plan Commitment relates	Reference	Name of Business Plan Commitment	Business Plan Commitment
Environment and Sustainability	BPC 1	Science Based Targets	1.1 The Operator shall, by no later than 31 May 2024, develop validated Science Based Targets in order to meet the targets for Net Zero Carbon Rail.
Environment and Sustainability	BPC 2	Noise Monitoring	2.1 The Operator shall, by no later than 30 September 2024, submit an updated version of its Noise Management Strategy incorporating Defra's Strategic Noise Mapping data.
Leadership and Management Plan	BPC 3	Rail Data Marketplace: Data Publication	3.1 The Operator shall, from 30 September 2024 onwards, publish data to the Rail Data Marketplace in real time or, where that is not practicable, on a daily basis, using either an API or other dynamic data feed. 3.2 For the purposes of these Business Plan Commitments: "Rail Data Marketplace" means the online publishing platform for rail data found at www.raildata.org.uk .
Leadership and Management	BPC 4	Rail Data Marketplace: Open Data Publication	4.1 The Operator shall, by no later than 30 September 2024, make available to the Secretary of State a Rail Data Marketplace open data publication pipeline, setting out specific and timed plans to publish open datasets.

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Plan		Pipeline	
Leadership and Management Plan	BPC 5	Open Data Champion	5.1 The Operator shall, throughout the Business Plan Year commencing on 1 April 2024, ensure the Open Data Champion attends consultative meetings such as the open data champion forum which meets every other month.
Leadership and Management Plan	BPC 6	Rail Data Marketplace:	<p>6.1 From 30 September 2024, the Operator shall publish, on the Rail Data Marketplace (using a dynamic data feed such as Darwin) on at least a daily basis, the representative rolling average of the number of passengers (where possible differentiated between standard class, first class, and standard premium) on each train service using a minimum of four (4) Automatic Passenger Counts (APC) or manual (e.g. guard) counts, wherever such data is available and for each train service in the current timetable period:</p> <ul style="list-style-type: none"> • per train • per station shop • per day of week, <p>and the Operator shall publish this data free of charge and at all times, on the Rail Data Marketplace.</p>

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Leadership and Management Plan	BPC 7	Rail Data Marketplace: Capacity Data	<p>7.1 From 30 September 2024, the Operator shall publish, on the Rail Data Marketplace (using either an API or other dynamic data feed) on at least a daily basis, the planned seating and standing capacity data (where possible and applicable differentiated between standard class, first class, and standard premium) for each train service in the current timetable period:</p> <ul style="list-style-type: none"> • per train • per station stop • per day of week <p>7.2 and the Operator shall grant the Secretary of State access at all times to the Rail Data Marketplace.</p>
Leadership and Management Plan	BPC 8	Rail Data Marketplace: Train Formation	<p>8.1 From 30 September 2024, the Operator shall publish, on the Rail Data Marketplace (using either an API or other dynamic data feed) on at least a daily basis, the planned train formation and orientation for each train service in the current timetable period:</p> <ul style="list-style-type: none"> • per train • per station stop • per day of week <p>8.2 and the Operator shall grant the Secretary of State access at all times to the</p>

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			Rail Data Marketplace.
Leadership and Management Plan	BPC 9	Safeguarding on Rail Scheme	<p>9.1 The Operator shall, throughout the Business Plan year commencing on 01 April 2024 and in line with their Safeguarding on Rail Scheme accreditation, demonstrate continuous improvement in all areas of safeguarding and the Operator shall increase the numbers of:</p> <ul style="list-style-type: none"> (a) safeguarding incidents being reported through Operator systems; (b) safeguarding incidents being reported to the British Transport Police and resulting in a police Safeguarding and Vulnerability Report; (c) new starters undergoing a basic DBS check (or higher if required for the role); (d) public facing staff trained in safeguarding; and (e) Safeguarding Champions within the organisation.
Accessibility	BPC 10	Station Accessibility Measures	<p>10.1 The Operator shall,</p> <ul style="list-style-type: none"> (a) by no later than [REDACTED], deliver the following accessibility improvement projects at stations:

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			<ul style="list-style-type: none"> i. install and trial British Sign Language screens at a Station; ii. implement and make available to customer an app that allows customer to navigate through the Station[s] with a live view; and <p>10.2 by no later than 13 December 2024, propose to the Secretary of State, for its approval, station improvement measures (up to the value of funding confirmed by the Secretary of State for that year) to deliver in the Business Plan year commencing on 1 April 2025.</p>
Accessibility	BPC 11	Accessibility Audit Data	11.1 The Operator shall, by no later than 31 March 2025, embed improvements to accessibility audit data into their customer facing channels, including the Station Information pages on their website, National Rail enquiries, as well as within passenger assist channels for both customers and staff.
Customer and Communities	BPC 12	Vocational Skills Training	12.1 The Operator shall, by no later than [REDACTED] , deliver one vocational skills training and work experience courses, working with a local provider, such as the Prince's Trust (or a suitable alternative).

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Customer and Communities	BPC 13	Customer & Communities Investment (CCI)	<p>13.1 In this Business Plan Commitment “CCI Projects” means funding for the development and implementation of local rail improvement schemes which provide community benefits or address areas of social need.</p> <p>13.2 The Operator shall, by no later than REDACTED]:</p> <ul style="list-style-type: none"> (a) deliver the following CCI Projects as agreed with the Secretary of State within Business Plan year ended on 31 March 2024: <ul style="list-style-type: none"> (i) refurbishment of the toilets at Southend Central station, including refurbishment of disabled toilets to ensure that customers have access to toilets in compliance with the Equality Act 2010. (ii) in partnership with the Essex Wildlife Trust Partnership, redevelop scrubland at Pitsea station into habitats for wildlife and create seating spaces for customers and the wider community; and (b) propose to the Secretary of State, for its approval, several CCI Projects (up to the value of funding confirmed by the Secretary of State for that year) to deliver in the Business Plan year commencing on 1 April 2025.

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Customer and Communities	BPC 14	Community Use Stations	<p>14.1 In this Business Plan Commitment “Community Use Stations” means the stations situated at Ockendon, Shoeburyness, Southend Central and Westcliff as identified in the Station Social and Commercial Development Plan. The “Station Social and Commercial Development Plan” means the Operator’s Plan for utilising space at its Stations for community use.</p> <p>14.2 Subject to agreement and the provision of funding by the Secretary of State (it being acknowledged that such funding is not currently included in the Cost Budget) the Operator shall undertake such works at such Community Use Station(s) as may be agreed by the Secretary of State and the Operator (which shall be based on the Operator's proposal provided to the Secretary of State in the immediately preceding Business Plan Year).</p> <p>14.3 The Operator shall, by no later than 31 July 2024, undertake stakeholder engagement with public sector partners, local authorities and local communities to identify potential uses for areas at the Community Use Stations.</p> <p>14.4 The Operator shall, by no later than [REDACTED], undertake a feasibility study at each of the Community Use Stations to:</p>

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			<p>14.4.1 understand any potential constraints connected with the use of particular areas for the potential uses identified as part of the stakeholder engagement;</p> <p>14.4.2 clarify the impact of those constraints on cost, programme and delivery; and</p> <p>14.4.3 identify any potential opportunities to generate renewable energy and/or increase resource efficiency at that station.</p> <p>14.5 The Operator shall, by no later than [REDACTED] submit a proposal to the Secretary of State setting out the Operator's findings and recommendations from the Station Social and Commercial Development Plan on the option(s) to progress.</p> <p>14.6 The Operator shall use reasonable endeavours to agree with the Secretary of State, by no later than 28 February 2025, a plan and relevant Cost Budget to allow the Operator to undertake the relevant works at the agreed Community Use Station(s).</p> <p>14.7 The Operator shall, throughout the remainder of the third and future Business Plan Years, subject to the inclusion (and terms) of Business Plan Commitments in the relevant Business Plan, and subject to the inclusion of the costs in the relevant Cost Budget, implement the agreed plan to undertake the</p>

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			relevant works at the agreed Community Use Station(s) or (where applicable) take such steps during the term of the National Rail Contract that would allow a Successor Operator to complete the implementation of such agreed plan.
Customer & Communities	BPC 15	Basildon Station	15.1 The Operator shall, by no later than [REDACTED], complete GRIP stage 4 for works at Basildon station.
Accessibility	BPC 16	National Accessibility Audit	16.1 The Operator shall, by no later than 30 April 2024, update its National Accessibility Audit plan and submit such plan to the Secretary of State.
Leadership and Management Plan	BPC 17	Revenue Protection and Security Strategy	<p>17.1 The Operator shall, by no later than 30 September 2024, submit to the Secretary of State a revenue protection and security strategy which shall detail how the Operator proposes to reduce ticketless travel and deliver a safer and more secure rail network for the Operator, it's employees and customers. (the "Revenue Protection and Security Strategy")</p> <p>17.2 Once the Revenue Protection and Security Strategy as submitted under paragraph 17.1 above has been approved by the Secretary of State, the Operator shall by no later than 13 December 2024, propose specific initiatives which will be included within their Annual Business Plan for implementation within the Business Plan Year beginning on 1 April 2025.</p>

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Collaboration	BPC 18	Digital Signalling	<p>18.1 The Operator shall, during the Business Plan Year commencing on 1 April 2024, collaborate with the Secretary of State and Network Rail in planning for the migration of the network to ETCS Level 2 as part of the Digital Signalling Portfolio. This may encompass various activities, such as:</p> <ul style="list-style-type: none"> (a) the establishment of a cross Train Operator stakeholder group that will convene every two months; (b) supporting individual Train Operator sessions as required by the Secretary of State and the Digital Signalling Portfolio team to develop individual operator plans for migration to ETCS; and (c) Supporting and contributing as required to wider industry initiative relating to ETCS considering, for example, approaches to procurement for onboard fitment, driver training and business change and the trackside.