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6 September 2024 (Date of Redactions Approval) (CCT 4599211)

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(1) The Secretary of State for Transport

(2) XC Trains Limited

National Rail Contract

**Cross Country
NRC dated 19 September 2023**

**Business Plan Commitments
Business Plan Year – 2024/2025 (agreed on 7 June 2025)**

National Rail Contract

Schedule of Business Plan Commitments (as annexed to the Business Plan)

Explanatory Note 1: The Business Plan Commitments are subject to the provisions of and shall be interpreted in accordance with the National Rail Contract.

Explanatory Note 2: Paragraph 8 of Chapter 7.7 (*Business Plan*) of the National Rail Contract states:

- “8.1 *In the event of any conflict between the Contract and any Business Plan Commitment or other element of the Operator's then current Business Plan:*
- (a) *each Party shall notify the other promptly on becoming aware of any such conflict; and*
 - (b) *subject to paragraph 8.2 below, the provisions of the Contract shall prevail.*
- 8.2 *If at any time there is a conflict between the Contract and any Business Plan Commitment or other element of the Operator's then current Business Plan, the Parties may agree or the Secretary of State may give notice to vary this Contract in accordance with the provisions of paragraph 6 (Variations) of Chapter 9.7 (Miscellaneous Legal Terms).”*

TABLE OF BUSINESS PLAN COMMITMENTS**Part 1: Standardised BPCs**

No	Business Plan Component to which the Business Plan Commitment relates	Name of Business Plan Commitment	Business Plan Commitment
1	People	Apprenticeship: Digital Account and D&I Strategy	<p>1.1. The Operator shall use the government “Apprenticeship Service” which is accessed online at .gov.uk and create a digital account (“Apprenticeship Service Digital Account”) (set up via Sign in to your apprenticeship service account - GOV.UK (www.gov.uk)) by no later than 30 April 2024.</p> <p>1.2. The Operator shall, throughout the Business Plan Year, use all reasonable endeavours to utilise the entirety of the funds allocated to the Operator within the Apprenticeship Service Digital Account to support the continued training of the Operator’s apprentices.</p>
2	People	D&I Strategy	<p>2.1. By no later than 30 June 2024 the Operator shall update their D&I Strategy to include a commentary on how the Operator will work towards recruiting apprentices from its existing workforce and new recruits from veterans, ethnic minorities, women, and other underrepresented groups.</p> <p>2.2. The Operator shall report on its performance in relation to the recruitment of apprentices as part of its D&I Annual Report.</p>
3	Environment and Sustainability	Environment Sustainability Plan	3.1 The Operator shall, by no later than [REDACTED], develop and agree with the Secretary of State, their strategy and long-term pathway towards decarbonisation by 2050 for both traction and non-traction carbon.
4	Environment and Sustainability	Science Based Targets	4.1 The Operator shall, by no later than [REDACTED], develop validated Science Based Targets in order to meet the targets for Net Zero Carbon Rail.
5	Environment and Sustainability	Diesel Rolling Stock Emission Reduction Initiatives	<p>5.1 The Operator shall, by no later than [REDACTED], produce and submit to the Secretary of State a report which:</p> <ul style="list-style-type: none"> (a) identifies and appraises the options to reduce air quality emissions from its diesel rolling stock forming part of the Train Fleet; and (b) appraises the business case for each potential initiative identified, including consideration of: <ul style="list-style-type: none"> 1 the anticipated implementation costs and timescales; 2 deliverability; and 3 quantification of the anticipated benefits in terms of air quality emissions reduction. (c) plan to deliver [REDACTED].
6	Environment and Sustainability	Air Quality Improvement Plans	NOT USED.
7	Environment and Sustainability	Noise Monitoring	7.1 The Operator shall, by no later than [REDACTED], submit an updated version of its Noise Management Strategy incorporating Defra's Strategic Noise Mapping data.
8	Environment and Sustainability	Network Rail's Biodiversity Action Plan	<p>8.1 The Operator shall work with Network Rail to produce a report on the biodiversity impact of its operations by [REDACTED].</p> <p>8.2 The Operator shall by [REDACTED], submit to the Secretary of State a plan that would, subject to confirmation of funding from the Secretary of State, offset the Operator’s biodiversity impact within the next Contract Year.</p>

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9	Environment and Sustainability	Seamless Journeys	<p>9.1 The Operator shall:</p> <p>(a) subject to limb (c) below, throughout the Business Plan Year commencing on 1 April 2024, use all reasonable endeavours to engage with shared transport operators (including bike and car sharing schemes) and any planned or built mobility hubs local to stations served by the Operator, with the aim of providing customers with a seamless journey when transitioning from shared transport to the railway and from the railway to any shared transport.</p> <p>(b) by no later than [REDACTED], provide to the Secretary of State a report detailing what changes have been made as a result of it's obligations under limb (a) above; and</p> <p>(c) submit any proposal to make changes under limb (a) above to the Secretary of State for their consent before any work commences.</p>
10	Leadership and Management Plan	Rail Data Marketplace: Data Publication	<p>10.1 The Operator shall, from 30 September 2024, as reasonably practicable, publish data to the Rail Data Marketplace, using either an API or other dynamic data feed.</p> <p>For the purposes of these Business Plan Commitments:</p> <p>"Rail Data Marketplace" means the online publishing platform for rail data found at www.raildata.org.uk</p>
11	Leadership and Management Plan	Rail Data Marketplace: open data publication pipeline	<p>11.1 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.</p>
12	Leadership and Management Plan	Open Data Champion	<p>12.1 The Operator shall, throughout the Business Plan Year commencing on 1 July 2024, ensure the Open Data Champion attends consultative meetings such as the open data champion forum which meets every other month.</p>
13	Leadership and Management Plan	Rail Data Marketplace: Passengers	<p>13.1 The Operator shall publish a file twice per year (i.e. each major timetable change) with planned capacities and formation for their full timetable, including updates to reflect short term changes where possible (using best endeavours).</p>
14	Leadership and Management Plan	Rail Data Marketplace: Capacity	<p>14.1 The Operator shall publish average loading (absolute values) per service, station stop and day of week for each major timetable change, and for all services with indicative loading data, to the Rail Data Marketplace (via Darwin if possible).</p>
15	Leadership and Management Plan	Rail Data Marketplace: Planned Train Formation	<p>15.1 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 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>and the Operator shall grant the Secretary of State access at all times to the Rail Data Marketplace.</p>
16	Leadership and Management Plan	Suicide Prevention plan	NOT USED
17	Leadership and Management Plan	Safeguarding on Rail Scheme	<p>17.1 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>

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			<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.
18	Leadership and Management Plan	Customer Perception of Safety and Security	18.1 The Operator shall, throughout the Business Plan year commencing on 01 April 2024, ensure that passenger perceptions of safety and security on the network are measured as part of any relevant passenger survey.
19	Leadership and Management Plan	Rail Staff Perception of Safety and Security	19.1 The Operator shall, throughout the Business Plan year commencing on 01 April 2024, ensure that rail staff perceptions of safety and security on the network are measured as part of any relevant rail staff survey.
20	Leadership and Management Plan	Body Worn Video Equipment	<p>20.1 The Operator shall</p> <ul style="list-style-type: none"> (a) by no later than 1 September 2024, provide a report to the Secretary of State setting out: <ul style="list-style-type: none"> (i) the current utilisation of Business Employees wearing the Body Worn Video equipment already available to them; (ii) how the usage rate is assessed; and (iii) how the Operator plans to maximise the usage of Body Worn Video Equipment. (b) throughout the Business Plan Year commencing on 01 April 2024, use all reasonable endeavours to maximise the utilisation rate reported in limb (a) above; and (c) by no later than [REDACTED] provide a report to the Secretary of State setting out what steps have been taken by the Operator to maximise the utilization, and the maximisation rate.
21	Leadership and Management Plan	Data Governance	<p>21.1 The Operator shall, by no later than 30 April 2024, identify an accountable individual who must have the authority to make decisions, delegate suitable tasks as needed to other competent persons, and sponsor initiatives to achieve reform objectives (the Data Owner) and commence work on data sharing.</p> <p>21.2 The Operator shall, throughout the Business Plan Year commencing on 1 April 2024, ensure that the Data Owner will:</p> <ul style="list-style-type: none"> (a) where appropriate, ensure that data is shared across the industry to support collaborative working (including the development of a data interface where required); (b) ensure that improvements are made to data quality and standardisation (including the data itself, the processes, governance and ways of working with the data); and (c) work across organisations to build an understanding and capability for data and associated technologies and to deliver joint data initiatives for improving analytics and services for passengers.
22	Accessibility	Station Accessibility Measures	22.1 The Operator shall, during the Business Plan Year commencing on 1 April 2024, provide all reasonable cooperation to the relevant station Facility Owner as required for the relevant station Facility Owner to

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			deliver its accessibility improvement projects.
23	Accessibility	Availability of Assistance at Stations	23.1 The Operator shall, by no later than [REDACTED], provide to the Secretary of State a report showing the availability of booked passenger assistance (for travel on the Operator's Services) at all stations within the Business Plan Year in a format which can be used as a baseline for improvements in subsequent Business Plan Years including, where possible the ability, for such data to be filtered by individual station.
24	Accessibility	Accessibility Complaints Monitoring	24.1 The Operator shall, throughout the Business Plan Year commencing on 1 April 2024, seek to reduce repeated complaints on the same accessibility areas by taking pro-active steps to address the underlying cause of such complaints. 24.2 The Operator shall, throughout the Business Plan Year commencing on 01 April 2024, monitor and record all accessibility related complaints from passengers in a format which can be used as a baseline for improvement in subsequent Business Plan Years.
25	Accessibility	Customer Service Standards	25.1 The Operator shall, throughout the Business Plan Year commencing on 1 April 2024, do everything a Good and Efficient Operator would do to work with and assist GBRTT and the Rail Delivery Group in developing an industry standard for training with the aim of providing consistent and improved customer service.
26	Accessibility	Accessibility Awareness Campaign	26.1 The Operator shall, by no later than [REDACTED], deliver an awareness campaign through their standard marketing and social media channels, which is aligned in approach with Network Rail and the Rail Delivery Group campaigns, with the aim of improving customer awareness of what passenger assistance options are available to them.
27	Accessibility	Accessibility Audit Data	27.1 The Operator shall, by no later than [REDACTED], 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.
28	Customer and Communities	Row 56 Report	28.1 The Operator shall: <ul style="list-style-type: none"> (a) by no later than [REDACTED], produce and issue to the Secretary of State the details of projects, aims and measures which the Operator shall implement within the Business Plan Year, with the intention of leaving a positive and lasting impact on the local communities in relation to which the Passenger Services are provided; and (b) by no later than [REDACTED] publish a social value report utilising the RSSB Rail Social Value Tool, which shall include: <ul style="list-style-type: none"> i. an overview of the progress the Operator has made in delivering the projects detailed under limb (a) above; and ii. detail of future projects and aims and measures which the Operator shall develop and implement within the next Business Plan Year with the intention of leaving a positive and lasting impact on the local communities in relation to which the Passenger Services are provided.
29	Customer and Communities		29.1 The Operator shall, by no later than [REDACTED], deliver [REDACTED] vocational skills training and work experience course, working with a local provider, such as the King's Trust (or a suitable alternative).

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30	Customer and Communities	Customer & Communities Investment (CCI)	<p>30.1 In this Business Plan Commitment</p> <p>“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>"CCIF Amount" means the sum of [REDACTED] per Contract Year (reduced pro-rata) in respect of any Contract Year of less than three hundred and sixty five (365) days."</p> <p>"CCIF Application Process means the process by which the Operator shall:</p> <ul style="list-style-type: none"> a) Advertise the CCIF via its website and through stakeholder communications b) Receive and evaluate CCIF Scheme proposals from Consulted CCIF Stakeholders c) Provide feedback to Consulted CCIF Stakeholders who have submitted CCIF Schemes on whether they have been approved by the Operator d) Achieve approval from the Secretary of State for CCIF Schemes e) Provide feedback to Consulted CCIF Stakeholders who have submitted CCIF Schemes on whether they have been approved by the Secretary of State." <p>“Consulted CCIF Stakeholders” means: passengers, potential passengers, Stakeholders and other users of the rail network; and persons who covered by an Accessible Travel Policy; and persons with other protected characteristics within the meaning of the Equality Act and; excluding Community Rail Partnerships.</p> <p>“CCIF Schemes” means a Scheme designed to resolve or mitigate issues raised by Consulted CCIF Stakeholders with the Operator via the Customer and Communities Investment Fund Application Process.</p> <p>“Approved CCIF Schemes” means the CCIF Schemes approved by the Secretary of State</p> <p>30.2 The Operator shall run a CCIF Application Process throughout the second Contract Year, using the CCIF Amount available for Consulted CCIF Stakeholders to apply for and deliver CCIF Schemes.</p> <p>30.3 For each CCIF Scheme the Operator wishes to fund, the Operator shall produce and submit a proposal to the Secretary of State at least two months before the proposed start date of the CCIF Scheme.</p> <p>30.4 The Operator shall consult with each stakeholder responsible for the delivery of an Approved CCIF Scheme to produce reports detailing the progress of each Approved CCIF Scheme, including key deliverables and milestone dates.</p> <p>30.5 The Operator shall regularly report on the progress of Approved CCIF Schemes to the Secretary of State, including an annual report to be submitted by [REDACTED] evidencing the status of all approved schemes.</p>
31	Customer and Communities	Station Social and Commercial Development Plan	NOT USED
32	Collaboration	Train Fleet updates to comply with Digital Signalling	<p>32.1 The Operator shall, during the Business Plan Year commencing on 1 April 2024 (or unless otherwise agreed or specified by the Secretary of State), do everything a Good and Efficient Operator would to work towards ensuring that by [REDACTED] all the Class 220 and 221 Voyager Train Fleet used for the provision of Passenger Services are</p>

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			<p>fitted with European Train Control System (ETCS) equipment or equipment compatible with any signaling renewal or enhancement under an ETCS programme.</p> <p>32.2 The obligation under paragraph 32 includes working with the Secretary of State and the Digital Signalling Portfolio Team:</p> <ul style="list-style-type: none"> (a) to plan procurement and fitment activities, commence design, place orders for long lead materials, and/or commence fitment of rolling stock for relevant fleets in accordance with the Long Term Deployment Portfolio; and (b) to plan for driver and other staff training in support of the future deployment of ETCS, and the fitment of relevant equipment to trains.
33	Collaboration	Digital Signalling	<p>33.1 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, <p>and such collaboration shall be based on the Operator's knowledge at the time of the European Rail Traffic Management System (ERTMS) for the TransPennine Route Upgrade (TRU).</p>
34	Revenue	Ticketless travel	NOT USED
35	Revenue	Ticketless travel	<p>35.1 The Operator shall, during the Business Plan Year commencing on 01 April 2024:</p> <ul style="list-style-type: none"> (a) deliver four (4) Ticketless Travel Surveys; (b) develop and submit to the Secretary of State for consideration a proposal focusing on reducing ticketless travel rates.
36	Revenue	Ticketing and Retailing	NOT USED

Part 2: Bespoke BPCs

No	Business Plan Component to which the Business Plan Commitment relates	Name of Business Plan Commitment	Business Plan Commitment
37	Leadership, Management and Resourcing	BTP Vulnerable Female Strategy	37.1 The Operator shall continue to work with the British Transport Police on the development of its strategy in relation to sexual violence against women including attending and participating in meetings on the strategy.
38	People	Train Driver Recruitment and Training Strategy	38.1 The Operator shall continue to recruit [REDACTED]. 38.2 The Operator shall incur a maximum expenditure which does not exceed [REDACTED] in carrying out its obligations under paragraph 38.1.
39	People	Review of Recruitment Practices	39.1 The Operator shall by 30 June 2024 publish its Diversity and Inclusion Strategy setting out how it proposes to improve recruitment to attract more women and other candidates underrepresented in the rail workforce, with an aim to: (a) implement blind recruitment practices for operational staff from [REDACTED]. (b) implement blind recruitment practices for all grades by [REDACTED].
40	People	MyIntergrale	40.1 For the purposes of this Business Plan Commitment: “[REDACTED] Mobile Application” means the “[REDACTED]” (or replacement supplier) mobile application for use by Operator/Business Employees who are train crew, rolling stock operations and maintenance staff and other customer-facing staff on their tablets and other mobile devices which provides access to information that relates to their work that day, including in respect of work allocation and late changes to that allocation, train stopping patterns, rolling stock defects and updates on repair of such defects, and information relating to disruption. 40.2 The Operator shall, from the Start Date: (a) continue to maintain the [REDACTED] for use by Business Employees throughout the Contract Period; or (b) propose for approval by the Secretary of State (acting reasonably), an alternative mobile application which meets the requirements of paragraph 4.1 and which is, in the Operator's reasonable opinion, an improvement on the [REDACTED]. Where such alternative mobile application is approved by the Secretary of State, the Operator shall introduce and maintain such mobile application throughout the Contract Period for use by Business Employees. 40.3 The Operator agrees and acknowledges that in performing the activities under this paragraph 4, the Operator shall incur expenditure of not more than [REDACTED] per Contract Year (pro-rated where a Contract Year is less than thirteen (13) Reporting Periods), unless additional funding is agreed to introduce an alternative mobile application in accordance with paragraph 40.2(b).
41	People	Staff Mobile App	41.1 The Operator shall continue to maintain a staff mobile application for use by Business Employees which provides enhanced real-time train running and service disruption information to allow Operator/Business Employees to receive accurate passenger information to be able to inform passengers, while on-board trains or in any other passenger environment. 41.2 The Operator shall incur expenditure of not more than [REDACTED] per Contract Year (pro-rated where a Contract Year is less than thirteen (13) Reporting Periods) in performing the obligation under paragraph 41.1.
42	Train Service Operations	Digital Train Control	NOT USED

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43	Train Service Operations	Additional Vehicles	<p>43.1 For this Business Plan Commitment:</p> <p style="padding-left: 40px;">“Additional Vehicles” means 60 Voyager vehicles;</p> <p>43.2 The Operator shall co-operate with other relevant Train Operators to facilitate the completion of the planned cascade of 15 of the Additional Vehicles by 30 June 2024 and the remaining 45 Additional Vehicles by [REDACTED].</p>
44	Train Service Operations	Fuel Efficiency Measures	NOT USED
45	Train Service Operations	Battery and Associated Trials	NOT USED
46	Train Service Operations	Refurbishment	NOT USED
47	Train Service Operations	Efficiency Options Report	NOT USED
48	Customer and Communities	Customer & Communities Investment (CCI)	NOT USED
49	Customer and Communities	RSSB Social Value Framework	NOT USED
50	Customer and Communities	Online community	<p>50.1 For the purposes of this Business Plan Commitment:</p> <p style="padding-left: 40px;">“Online Community” means the online community established by the Operator of at least [REDACTED] existing and potential passengers who are prepared to give feedback about any aspect of their passenger experiences via an online portal.</p> <p>50.2 The Operator shall continue to use the Online Community to collect feedback to help inform the Operator's business decisions and to monitor service delivery from a passenger perspective. The activities for which the Online Community shall be engaged shall include carrying out mini-surveys either on one-off subjects or to monitor opinions on particular matters on an ongoing basis and conducting ad hoc market research.</p> <p>50.3 The Operator shall conduct no fewer than 4 mini-surveys in each Contract Year. Providing that the Secretary of State provides the questions in reasonable time to be included, The Operator shall include in each mini-survey all questions which the Secretary of State proposes to be included in that mini-survey.</p> <p>50.4 The Operator shall incur expenditure of not more than [REDACTED] in the Business Plan Year commencing on 1 April 2024 in undertaking its obligation under this paragraph 50.</p>
51	Customer and Communities	Guide Dog Reservations	<p>51.1 The Operator shall throughout Business Plan Year commencing on 1 April 2024:</p> <ul style="list-style-type: none"> (a) ensure that Customers who travel with a guide dog are, on reasonable notice and subject to availability, able to book a second seat to accommodate their guide dog; and (b) design, produce and promote a guide dog seat reservation coupon that Customers can request from Customer Relations to be used on the train to highlight to other customers that the second seat is occupied by a guide dog. <p>51.2 The Operator shall incur [REDACTED] in complying with its obligations under this paragraph 51.</p>

No	Business Plan Component to which the Business Plan Commitment relates	Name of Business Plan Commitment	Business Plan Commitment
52	Customer and Communities	ACSR Pilot	<p>52.1 For the purpose of this Business Plan Commitment:</p> <p>“ACSR Pilot” means the approved pilot with a duration of at least [REDACTED] of the carrying out the Accessible Customer Service Quality Inspections in accordance with the requirements set out in relation to Accessible Customer Service Quality Inspections in Part 1 of Chapter 5.5 of the National Rail Contract in order to gather baseline data to support the calibration of the SQR Accessible Customer Service Benchmark and the applicable weightings to for the Service Quality Indicators set out in the table in Part 4 of Chapter 5.5 of the National Rail Contract, and as set out in the ACSR Plan provided to the Secretary of State in the first Contract Year</p> <p>52.2 The Operator shall commence and carry out:</p> <p style="margin-left: 20px;">(a) the ACSR Pilot in the Business Plan Year commencing on the 01 April 2024; and</p> <p style="margin-left: 20px;">(b) the procurement exercise (including market engagement) required to identify and appoint a reasonably qualified supplier to conduct the ACSR Pilot and the Accessible Customer Service Quality Inspections from the ACSR Date,</p> <p>52.3 The Operator shall, in the Business Plan Year commencing on the 01 April 2024, incur a maximum expenditure which does not exceed [REDACTED] in carrying out its obligations under this paragraph 52.</p>
53	Customer and Communities	SQR	NOT USED
54	Revenue	Combatting Overcrowding	NOT USED
55	Revenue	Marketing	NOT USED
56	Revenue	Marketing	<p>56.1 The Operator shall by no later than [REDACTED] produce and submit to the Secretary of State for approval a plan for promoting the:</p> <p style="margin-left: 20px;">(a) the planned introduction, of the Additional Vehicles planned to come into force during the Business Plan Year commencing on 01 April 2025;</p> <p style="margin-left: 20px;">(b) improvement measures that are expected to be implemented by the Operator during the Business Plan Year commencing on 01 April 2025, including improved timetables, additional Passenger Rail Services and increased capacity;</p> <p style="margin-left: 20px;">(c) the programme and benefits of the refurbishment of the Turbostar Fleet and the Voyager Fleet; and</p> <p style="margin-left: 20px;">(d) appropriate use of Marks owned by the Secretary of State that are appropriate to regions served by, and the heritage of the “Inter-City” Routes</p> <p style="margin-left: 40px;">(the “Marketing Plan”)</p> <p>56.2 The Secretary of State may:</p> <p style="margin-left: 20px;">(a) approve the Marketing Plan; or</p> <p style="margin-left: 20px;">(b) provide the Operator with comments in respect of the Marketing Plan.</p> <p>56.3 If the Secretary of State provides comments to the Operator in accordance with paragraph 56.2, the Operator shall revise the Marketing Plan to reflect such comments and revised timescales if necessary and use reasonable endeavours to provide the Secretary of State with the revised Marketing Plan within twenty-eight (28) days of receipt of such comments for the Secretary of State’s approval.</p> <p>56.4 Following approval of the Marketing Plan, and subject to the Secretary of State agreeing to the funding of any additional initiatives required by the Secretary of State under paragraph 56.2(b) the Operator shall take all steps necessary to allow it to implement the Marketing Plan during the Business Plan Year commencing 01 April</p>

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			<p>2025 in accordance with its terms.</p> <p>56.5 The Operator shall in the Business Plan Year commencing on 01 April 2024, incur a maximum expenditure which does not exceed [REDACTED] in carrying out its obligations pursuant to the marketing plan submitted by the Operator on or around 22 March 2024.</p>
57	Revenue	Fuel Hedge	<p>57.1 From the Start Date to 31 March 2024, the Operator shall:</p> <ul style="list-style-type: none"> (a) monitor the fuel supply market and explore reasonable opportunities for a commercially advantageous fuel hedging arrangement; (b) report to the Secretary of State on a Quarterly basis on its findings; (c) provide such additional information as the Secretary of State may reasonably require following any such report provided pursuant to paragraph 57.1(b) and is in the possession of the Operator and to the extent permitted under any confidentiality provisions. <p>57.2 The Operator shall in the Business Plan Year commencing on 01 April 2024 incur a maximum expenditure which does not exceed [REDACTED] in carrying out its obligations under paragraph 57.1.</p>
58	Environment and Sustainability	Waste Reduction Targets	<p>58.1 The Operator shall throughout the Business Plan Year commencing on 01 April 2024:</p> <ul style="list-style-type: none"> (a) ensure none of its waste goes landfill; (b) reduce colleague waste generated by [REDACTED] per annum (as compared to the 2019 baseline) to ensure that a least [REDACTED] of colleague waste is recycled each Contract Year; (c) continue to work with suppliers to reduce non-recyclable materials on board trains. <p>58.2 The Operator shall incur [REDACTED] in complying with its obligations under this paragraph 58.1, unless additional funding is agreed to procure different products identified under paragraph 58.1(c).</p>
59	Environment and Sustainability	Installation of water reading devices	NOT USED
60	Environment and Sustainability	Noise reduction	NOT USED
61	Accessibility	Increasing usage of the Passenger Assistance Mobile App and Web App	NOT USED