

Our Responsible Business Report 2019

Love the
journey



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Being a responsible business isn't just about doing the right thing. Our people want to work for an organisation that shares their values and our customers want us to stand for something more and make a real difference to their daily lives. Here at London North Eastern Railway (LNER), we pledge to deliver all of these things.

We aspire to put heart into everyone's journey and everyone at LNER is working towards this new shared purpose. Of course, it's not just about what a business says, but about what it does. Our Responsible Business Report demonstrates how we can bring this to life in a meaningful way across every part of our business, day in, day out.

We're at the start of our Responsible Business journey and we know we have quite some way to go, but ultimately, we're committed to becoming the most responsible train operating company in the UK.

This Report shows how we use key industry guidelines, especially the [Rail Safety and Standards Board \(RSSB\) Sustainable Development Principles](#). These ensure that we are delivering a railway network that is better for both the natural environment and for our local communities. At LNER, we believe in bringing everything together, helping communities flourish while advancing our plans for environmental excellence and working with sustainable suppliers for everything we do.

David Horne

Managing Director
London North Eastern Railway

01

Introduction



Love the journey

Our purpose as a business is to put heart into everyone's journey. We will drive this idea into action and enable our passionate people to turn purpose into practice every day.

Our big focus is to put heart back into communities. We pass through more than 50 villages, towns and cities everyday and many of these communities are facing tough times. Putting heart into our communities is so much more than funding, it's how we support employability, education, culture and the environment.

To do this, we'll pilot bold new initiatives, form local partnerships and deliver impact through our community investment fund to lift communities and support them to be their best. We'll also encourage our passionate people to lend their time to support communities through our volunteering programme.

This means running a business that's based on operational excellence and covers the basics, brilliantly, looking after people's health and well-being while delivering a service that has our customers' happiness, satisfaction and accessibility needs front of mind.

It also means working to reduce waste from our service while tackling climate change by bringing down carbon emissions. Compared to cars and planes, rail is unquestionably the most environmentally friendly ways to travel, but we have bold ambitions to go further and become the greenest choice of rail provider.

We will act with pride, passion and 100% commitment in running a responsible business, so we can all love the journey we are on.



Our Responsible Business Highlights At a Glance: 2018-2019

Introduction

01

We received over

1,200 LNER Customer Donations

to CALM through our [Delay Repay](#)

£92k

was fund-raised for CALM by LNER customers and colleagues

700

LNER volunteer hours supported the incredible work of CALM

3,000

Beneficiaries

were helped through LNER volunteering

30 schools

were engaged with through our educational programmes

38 offenders

were supported through our employability programmes



Love the journey



We raised

£295k

for charities through donating raffle and auction prizes

We planted

2,800

native trees at 32 schools along our LNER route



Applications

were received for our Customer & Community Investment Fund and we funded 27 of these essential charity projects

in June 2019 we achieved



0%

waste to landfill

WATER



Our water consumption was reduced by

24.1*

14

Water Refill Units

were approved to be fitted at 9 stations by March 2020

ENVIRONMENT



We reduced our passenger km carbon footprint by

10.5*

Our non-traction carbon footprint was reduced by

16.7*

* In comparison to 2017/18



Having a positive social impact

LNER is passionate about being an employer of choice, with a real community focus.

This passion is at the heart of what we call our Community Investment Strategy. Our dedicated team is focused on five key ways to improve local communities: **mental health, education, employability, diversity and inclusion,** and **community rail partnerships.**

These pillars are our way of addressing the specific social issues that affect our people, our customers and the communities we serve. They allow us to make a positive impact in several crucial areas.

02

Community investment





Mental health raising awareness

We all recognise that untreated mental health issues have a significant impact on society. The charity MIND estimates that a quarter of us experience some kind of mental health issue every single year.

The impact can be huge. Sadly, suicide is the single biggest killer of men under the age of 45 — in 2015, 75% of those who took their own lives were male. Over the past five years, nearly 1,300 people have taken their lives on railway tracks and we're committed to doing everything we can to help reduce this. For every life lost on the railway, six are saved. There are 19,000 railway employees and stakeholders now trained in suicide prevention techniques including 145 at LNER.

At LNER, we want to raise awareness of mental health among our employees and our customers, improving the dialogue and supporting people to ensure they get the help they need.

To date we've over 60 LNER colleagues trained in Mental Health First Aid with more joining our ongoing training schedule all the time.



CALM

World Mental Health Day in October 2018 saw the external launch of our LNER charity partnership with the Campaign Against Living Miserably (CALM). We developed a video in support of our work together that includes colleagues talking openly about the impact of suicide and how the partnership can highlight the social issues impacting the business. Our customers now have the option to donate their Delay Repay compensation to CALM to support their essential work. To date, there have been more than **1,200 donations**, amounting to nearly £75,000.

Our colleagues have also participated in more than 150 fundraising events, donating over 700 hours and raising more than **£55,000 to date**. We're hugely proud of the effort and energy they've put into their fundraising projects, from taking to the stage to pushing their physical limits. Our colleagues have also supported CALM at Pride events across our route.

In addition, more than 90 colleagues at every level, all the way up to our MD David Horne, have undertaken to become CALM Warriors. This specially trained role is a big commitment, giving them the tools they need to go into the community and talk about the charity and its work, supporting those who need it the most.

The Warriors' training also covers myth-busting, signposting and safeguarding, allowing them to address the wide-ranging and challenging situations that surround suicide. Our CALM Warriors make a real difference – over the past year, they've contributed to helping nearly 2,000 people in life-threatening situations get the extra support they need. We're incredibly grateful and proud to have such committed people in our team.

- In Newcastle, York, Peterborough and King's Cross, our team hosted CALM pop-up stalls, while Doncaster, Durham and Darlington were attended by the Samaritans.
- On trains on Scottish routes, onboard "Conversation Cafes" were held to encourage our customers to give themselves a chance to think and connect.
- Finally, we ran an internal initiative in partnership with CALM called "Give Yourself a Break". This encouraged our people to take 15 minutes to ask if a colleague/friend is OK, think more about their own mental health and learn about CALM.

On World Suicide Prevention day in September 2018, our community engagement team worked at events across all four regions to highlight LNER's work with both the [Samaritans](#) and the CALM partnership.

In March 2019, My Mental Breakdown: The Musical premiered at The Exchange Theatre in North Shields. Written by our hugely talented staff member Max Parrott, this impactful production tackled subjects of mental health and suicide, generating positive reviews from the audience. Future performances will be funded by our Customer and Community Investment Fund and will tour the LNER route later in 2019/20, helping to build awareness and a better understanding of the challenges faced by so many people.

**CAMPAIGN
AGAINST
LIVING
MISERABLY
CALM**





Education

bringing passion and opportunity for all

Business in the Community's (BITC) research shows that when employers engage directly with young people it can improve both their social mobility and future prospects. At LNER, we also believe that a young person's destiny should not be determined by their circumstances, which is why we have invested in a BITC Business Class Programme. By partnering with a school that will benefit from support from a business, the programme is a demonstration of recent research that links improved student prospects with working with industry.

We are determined to make a difference to young people's prospects. We hope to become an employer of choice for young people, offering them a diverse, challenging and fulfilling workplace. To help achieve this aim, we have partnered with St Mary Magdalene Academy in Islington, the Cockburn John Charles Academy in Leeds, the Excelsior Academy in Newcastle and Edinburgh's Trinity Academy.



I am particularly passionate about my role and how we can make an impact on people in positive ways through our charity work.

Rene Kotlar
Community Engagement Apprentice

Each of these academy schools serves an under-privileged area along LNER's route and has a high percentage of students receiving pupil premium funding, as well as being at a higher risk of not being in education, employment or training (NEET).

To give one example of the benefits of the partnership, a Trinity Academy student who was significantly at risk of becoming NEET was offered a weekly placement at LNER for six months. As a direct result, the student went on to exceed the school's expectations of academic attainment and subsequently secured employment.



our summer academy

In July 2018, we held our first Summer Academy for more than 40 students from these partner schools and colleges. The majority came from highly deprived neighbourhoods and attended the Academy in their own time. They were not only introduced to the idea of a career with us, but also given advice on developing skills to give them more options in their working future.

One of the students who attended was Rene Kotlar. After the Summer Academy, Rene went on to join LNER as a Community Engagement Apprentice. "Although I was aware of LNER as a large railway company, I didn't fully understand the opportunities or career paths available to me," Rene says. "It all changed when I attended the Summer Academy. I am particularly passionate about my role and how we can make an impact on people in positive ways through our charity work. I also enjoy stepping out of my comfort zone and working independently. I would describe my journey with LNER in three words: proactive, challenging and passionate."

So far, LNER has engaged with nearly 950 students from around 30 schools. In addition to the Summer Academy, there have been depot visits, work experience placements and internships, and the Platform X Art of the Possible competition, part of 2018's Great Exhibition of the North. The competition challenged children aged 4-19 from schools right across the North East to innovate and help solve real-life challenges facing the rail industry. Primary children were asked to envisage the train station of the future; secondary pupils had to find ways of making train travel the number one future transport choice and college-age students were challenged to create initiatives that would help the railway support the aims of the Northern Powerhouse.



Employability

guiding and helping the next generation

One of the most important ways in which we can improve the livelihoods of both individuals and communities is by creating meaningful and lasting employment. We work closely with community partners to support young people and those from marginalised groups into employment using the BITC employment framework of Inspire, Hire and Grow. This involves building skills and confidence to prepare people for the world of work, ensuring our recruitment practice is accessible and open to those not in work and by helping our employees develop their skills and careers.

LNER is using this framework in collaboration with its community partners, including the Prince's Trust, Askham Grange Prison and the Albert Kennedy Trust, to help develop employability skills among marginalised groups; as an example, nearly 40 offenders have received employability training to date. Our Community Engagement Team took part in Askham Grange's first "Employer's Week", hosting three workshops covering roles, skills and career journeys, interview practice and CV writing, as well as a day of mock interviews. All those who attended reported a positive benefit. This year, we also offered a similar support programme to five victims of human trafficking, opening up further our commitment to help those in need of support.



Working with schools to build a better understanding of the skills required to enter the world of work.

Diversity and inclusion

being stronger by embracing difference

Diversity is a strength in any organisation and our LNER Diversity and Inclusion Strategy will not only help us develop a more diverse workforce, but work towards our ambition to have the best levels of diversity and inclusion in our industry, therefore removing the barriers to travel by rail. We want all groups within our local communities to see travel with LNER as an accessible option. Our workforce must represent the diverse communities we serve and have an internal culture that allows our people to be themselves at work.

An individual's career prospects and progression must be independent of their personal characteristics, background and circumstances. We acknowledge that LNER needs to improve gender balance (currently 65% male, 35% female) and ethnicity (BAME currently 8% against a population of 15%). Creating a more inclusive workforce is essential. Recent initiatives include:



- Providing sponsorship and promotion for regional Pride events in York, Edinburgh, Newcastle and Doncaster.
- We've also undertaken [Stonewall's](#) Workplace Equality Assessment and the Working Families Benchmark to find and fill any gaps in our current practices and culture.
- We have joined Stonewall's Diversity Champions programme, helping to build a supportive working environment for our LGBT+ colleagues.
- In order to increase diversity among the next generation of train drivers, we're working closely with both the [Rail Delivery Group](#) and the [Train Driver Academy](#).
- We have joined the [Transport Salaried Staffs' Association's](#) #nobystander campaign, to help stand up to bullying and teasing language.
- We are hosting four Women in Rail events per year. In May 2019, we were proud to win the Highest Gender Balanced and Diverse Workforce Award 2019.
- We've received many accolades and recommendations for the passion of our approach to partnerships with schools and work with students in all our local communities.





Community rail partnerships spreading the message

We recognise that the railway doesn't just provide a vital transport service – it is also a key part of our economic future, both locally and nationally. LNER works closely with and provides funding to, the [Association of Community Rail Partnerships \(ACORP\)](#) and other community organisations to

bolster our economic contribution, promote social inclusion, increase customer satisfaction, create more jobs and increase diversity. Our LNER first Community Rail Partnership event was held in December 2018 and we look forward to hosting many more in the future.



Volunteering giving back

Many of our people volunteer their time to support projects that are close to their hearts. These include numerous regional Pride events, awareness events for CALM, workshops and employability sessions with HMP Askham Grange, and activities with our partner schools. To date, there have been more than 3,000 beneficiaries from our volunteers' time, including charity donations, sponsored events and activation days. Through ticket donations to raffles and auctions, we have raised nearly £300,000 for charity.





Customer and community investment fund

The Customer and Community Investment Fund (CCIF) is a demonstration of our commitment to responsible business. CCIF allows us to work in partnership with charities, our customers and the communities located along our route by providing financial support to causes that are of key importance to us and to the communities in which we operate. In 2018-19, CCIF provided over £500,000 of funding and supported a wide range of projects including:

- **Signage and wayfinding schemes** to improve connectivity between the station and town centres in Retford, Newark and Berwick-Upon-Tweed.
- **Subway improvements** in Retford and Grantham, providing better lighting, cleaner interiors and improved paths and steps.
- **Working with the Bee Friendly Trust** to plant areas within the station environment at Peterborough, enhancing its biodiversity, while a beehive was installed at Durham.
- **A water bottle refill unit** was fitted at Retford and a heritage drinking water fountain has been restored at Berwick-Upon-Tweed.



Our recently restored Heritage Water Fountain at Berwick-Upon-Tweed station gives customers access to free water.



Our Bee inspired sculpture at Peterborough Station was designed by Charlotte Pearson from Scarcroft School, York.

One of the core aims of the CCIF is to make a difference to communities along our 936-mile route from London to Inverness. In 2019/20, we will be making investments in Aviemore, Arbroath, Edinburgh, Berwick-Upon-Tweed, Newcastle, Darlington, Doncaster, Leeds, Hull, Grantham, Newark, Peterborough and London.

We received over 80 applications for 2019/20, worth over £4m. These applications were rated and ranked by our external customer panel, which represents the communities we serve.

The final list of projects target these key areas, ranging from heritage, environmental and educational projects, through to initiatives targeting physical and mental health, employability and social cohesion.

For example, the **South Tyneside Against Bullying** project provides training for a youth mental health first aider, while the **Roots and Shoots** outdoor activity programmes for primary schools is designed to support positive mental health strategies for both pupils and teachers. Other initiatives include support for performances of **My Mental Breakdown** at venues along our LNER route, helping raise awareness of the fact that suicide is the biggest killer of men under 45. In Peterborough, meanwhile, the CCIF helped **Crocus Café** provide outings for those living with dementia and their carers.

Education and social projects are a cornerstone of our community engagement. In Garforth, Ninelands Primary School is designing and building a play area with the theme "Garforth's Third Railway Station", while schools along the Highland Main Line route will all receive Rail Safety and Heritage sessions on the history of the railway. In Gateshead, we are proud to support the **Sage Gateshead's The Archers project**, which is aimed at improving the life chances of young people who are experiencing challenging circumstances.



Case study planting trees

We've worked with 32 schools along our route on a **tree-planting programme**. More than 2,800 native trees have been planted to date.

As John Buckley, Managing Director at Carbon Footprint, says: "What better way to do this than with local schools, engaging kids as the environmental ambassadors of the future." He described the scheme as a "very responsible step in supporting native tree planting in the UK".

At Weston St Mary's Church of England School in Spalding, the trees planted as part of this project will create a small wooded area, which will aid environmental learning and awareness of nature and provide a special place for the pupils to play.





Customer and community investment fund



LNER also support grassroots programmes in a number of different sectors, such as the **Panathlon Foundation**, which helps to engage younger special educational needs children to participate in sport. **Dame Kelly Holmes Trust's Get on Track** programme, meanwhile, provides world-class athletes as mentors for 16-25-year-olds who are not in education, employment or training, while the **Newcastle United Foundation** helps break down barriers to travel for disadvantaged groups in their communities and encourages the development of new skills.

Elsewhere, the **Nene Valley Railway** will receive funding to expand its youth group from 12 to 30 participants, while the **Jubilee Christian Fellowship** is being funded to create audio and film projects with school referrals, especially in areas of high deprivation. **TICBox Productions** has created an interactive performance for schools along the LNER route to tackle the impact of HBT (homophobic, biphobic and transphobic) bullying.

Business in the Community's Prep 4 Work project helps unemployed BAME individuals who face barriers to employment, helping to build skills, knowledge and confidence, while the **Lord's Taverners' Wicketz** community cricket programme acts as a catalyst for everyday interactions and improved community cohesion among young people from diverse BAME, Eastern European and Traveller groups in Hull. In Leeds, the **Foundation of Digital Creativity** will provide community education for more than 200 adults and children, helping intergenerational teams deliver environmental benefits in the city.

In Berwick, the **Aspire to Believe** project will receive funds for a range of new employability and enterprising opportunities, while the **Albert Kennedy Trust** is being funded for a Youth Engagement Officer for a year, helping to give a voice to young LGBTQ (lesbian, gay, bisexual, transgender, questioning) people who are homeless or living in a hostile environment. Nottinghamshire's **Reach Learning Disability Care**, meanwhile, will have funding to provide travel training for people with learning disabilities in Nottinghamshire. In Doncaster, **Age UK** is receiving funds towards the cost of an adapted minibus to improve access to social activities and **HMP Askham Grange** is being helped to purchase a vehicle for a dedicated service from York station to reduce the cost for visiting families.

Finally, we believe the CCIF can also make an impact on the environment and heritage of the communities along our route. From a **wild-flower meadow in Abroath** to enhance local wildlife, to the 6,000 trees planted in Peterborough by the **Peterborough Environment City Trust** CCIF is assisting with projects big and small. At Colburn in North Yorkshire, we're helping fund the **refurbishment of the village hall**, including new stage lighting and a PA System, and at East Haven in Scotland, a community project will see a new Railway Heritage Board in the former station. We're also fitting water bottle refill points at stations on our route.



Heading towards a low-carbon future

Rail is an efficient, low-carbon travel option. It has a critical role to play in helping the UK achieve de-carbonisation targets. As a responsible business, we have clear goals for managing and reducing our carbon emissions and environmental impact. Our Energy and Environmental Management System is certified to ISO 50001 and ISO 14001.

LNER's 2019-20 Environmental Sustainability Strategy sets out the following goals and aligns with the [RSSB's key Sustainable Development Principles](#) "Carbon Smart" and "Reducing our Environmental Impact":



Use less energy and become more efficient where energy use is unavoidable;



Reduce the total amount of waste we produce, recycle as much as possible and dispose of zero waste to landfill;



Reduce water consumption as far as practicable; and



To set new challenging targets for reduction of our carbon footprint.

03

Environmental sustainability



Our headline environmental performance figures

Not only do we know that compared to cars and planes, rail travel is the most environmentally friendly way to travel but as a responsible business, we also are committed to offering fair-pricing that encourages everyone including families and groups to travel by train and therefore reduce their carbon footprint. We've also introduced e-ticketing options, meaning less printed paper tickets, further enabling our customers to make environmentally friendly choices.

MEASURE	2015/16	2016/17	2017/18	2018/19
Traction Carbon ¹ kilograms CO ₂ per passenger kilometre (kg CO ₂ ppkm)	0.044	0.041	0.038	0.034
Non Traction Carbon ² tonnes carbon dioxide equivalent (tCO ₂ e)	7970	7402	6635	5525
Total Carbon Emissions ³ tonnes carbon dioxide equivalent (tCO ₂ e)	245,335	233,497	221,267	225,121
Total Energy Consumption ⁴ kilowatt hours (kWh)	553,332,121	561,357,478	577,443,343	589,263,824
Water ⁵ cubic metres (m ³)	61,643	61,147	91,447	69,431
Waste Recycling ⁶ % of total waste	19.4%	19.4%	18.7%	14.7%

¹ Traction refers to rolling stock

² Non traction refers to buildings and infrastructure associated with the rail industry, such as station buildings, depots and car parks

³ Total carbon emissions are the sum of traction and non traction energy, F-gas, business related air travel, grey fleet and road fleet travel

⁴ Total energy consumption is the sum of traction and non traction energy

⁵ Water consumption from managed supplies

⁶ Waste recycling from 11 managed stations, Head Office and Aberdeen Depot

⁷ 2018/19 Water data contains estimates due to malfunctioning dataloggers





Energy

Our energy use can be broken down into “traction” and “non-traction”. Traction refers to the energy consumed to drive our trains. We run over 1,000 services a week, calling at 48 stations and carrying more than 20 million passengers a year.

Non-traction includes the energy to light, power and heat our 11 managed stations, one light maintenance depot and our offices. We are also tenants at three Network Rail locations and in our Customer Solutions Centre.

Traction energy consumption is proportional to the distance we travel; the further we go, the more we use. In recent years, timetable changes have increased the services we offer and as a result our energy footprint is increasing. However, we are striving to use this energy as efficiently as possible.

MEASURE	2015/16	2016/17	2017/18	2018/19
Traction Electricity kilowatt hours (kWh) (modelled)	239,703,685	239,458,365	242,749,909	247,933,704
Traction Diesel litres	27,507,057	28,742,670	29,593,108	30,172,242
Non-Traction Electricity kilowatt hours (kWh)	12,321,405	12,986,094	13,158,179	13,399,198
Non-Traction Gas kilowatt hours (kWh)	4,234,627	3,305,901	3,634,247	3,808,634



Introducing **AZUMA**

In 2019/20, our 45 existing trains – 30 electric trains and 14 diesel trains – have started to be replaced by a fleet of 65 brand new Azuma trains, which will offer 12,200 extra seats for a new and expanded timetable. We plan to start investing in research into alternative fuels and technology to power the new trains, such as battery storage and discontinuous electrification, in partnership with our supplier Hitachi Europe.

We are also working on aligning our existing timetable and driver advisory systems, ultimately allowing them to connect to the traffic management system, which will enable more energy efficient driving styles.

Alongside this, we aim to optimise the diesel/electric split of Azuma so that we run on diesel, using as little as possible, thereby reducing our carbon emissions in comparison to our legacy diesel fleet.

Our non-traction energy consumption has increased due to increasing footfall through our stations. In addition, our improved commercial offering means our stations host more retail tenants. Where we expand services such as shops and waiting rooms and refurbish existing accommodation, we use energy efficient equipment and technologies such as LED lighting to minimise the increase in energy demand.



Waste

Train stations generate a considerable amount of waste. Currently, around 19% of our waste is taken for recycling from our locations. Our waste contractors achieve more than that as they sort and segregate all our waste. However, we want to do better up front and achieve 50% recycling segregation. To do this, we are working closely with station tenants, cleaners and colleagues to challenge behaviours and improve infrastructure on stations, for example increasing available bins and signage. To reduce coffee cup and plastic bottle waste, our customers can receive a discount onboard our trains if they use their own reusable coffee cups.

At Berwick and Retford, we now have water bottle refill points, which have been registered with Refill.org. The rest of our stations will follow suit early in the new year.

We're also working on recycling more waste. Subject to approval from the Department for Transport, our customers will soon be able to place their used disposable drinks cups into bespoke bins to help us collect and recycle them successfully.

Onboard our trains, we're driving out excess packaging in our retail offerings, including reducing the amount of flow wrap used to wrap cutlery and using glasses for First Class complimentary drinks rather than plastic.

We have reduced single use plastic by 36% by reducing the gauge of the flow wrap used to protect food, and using glasses for First Class complimentary drinks rather than plastic. We are also encouraging suppliers to change their packaging: Harrogate Water's bottles are now made from 50% recycled plastic for example.'

We continue to work with our waste contractors to improve the accuracy of our data and ensure our waste is diverted from landfill.

As of June 2019, we have successfully achieved zero waste to landfill, awarded by Valpak for waste generated that is within direct contractual control of LNER.



MEASURE	2015/16	2016/17	2017/18	2018/19
Recycled tonnes	273	305	279	211
Energy Recovery tonnes	1,137	1,201	1,143	1,182
Landfill tonnes	N/A	64	63	41

N/A: Not available





Water

Water consumption is not a significant environment impact for us in comparison to our energy consumption.

It is not feasible to make dramatic improvements in water consumption on our stations without compromising cleanliness and hygiene. The most effective action we can take to reduce water wastage is to monitor for leaks. We do this through installing dataloggers on to the water supplies to monitor for abnormal consumption. This then allows us to react quickly to fix the leak or engage with relevant stakeholders, such as Network Rail, to do so.

MEASURE	2015/16	2016/17	2017/18	2018/19
Water ¹ cubic metres (m ³)	61,643	61,147	91,447	69,431 ²

¹ Water consumption from managed supplies

² 2018/19 water data contains estimates due to malfunctioning dataloggers





Carbon

Our total carbon footprint in 2018/19 franchise year was 225,121 tCO₂e (tonnes carbon dioxide equivalent). This includes 196,172 tCO₂e from our traction activities, and 5,525 tCO₂e from our non-traction activities. The remainder comprising emissions from air travel, non rail business travel and refrigerant gases.

Our carbon reporting follows the [Greenhouse Gas Protocol Accounting and Reporting Standard](#). Therefore, our emissions are reported by Scope:

SCOPE 1: Direct emissions that result from activities within our organisation’s control, for example gas and heating oil consumption in heating systems, diesel fuel used to power trains, fuel use in owned vehicles such as depot vans and fugitive refrigerant gas emissions.

SCOPE 2: Indirect emissions from electricity we use in our stations and depots and to power trains. We report location-based emissions (taking into account the UK grid average).

SCOPE 3: Other indirect emissions from sources outside our direct control, including non-rail business travel and well-to-tank and transmission and distribution emissions associated with the use of electricity and liquid fuels.

Where we have operational control over a location, we have more ability to improve its environmental performance. However, our figures also include locations where we have a significant presence, but no control over the facility, for example three stations where we are the tenant of Network Rail.

Our calculations use actual data where this is available. However a number of our non-traction utility supplies are managed by Network Rail for which estimated consumption is supplied. Our traction energy consumption is also modelled and billed by Network Rail. We are working to improve the accuracy of our data and collection methodologies. Our carbon footprint is externally verified by EcoAct in accordance with ISO 14064-3:2006.

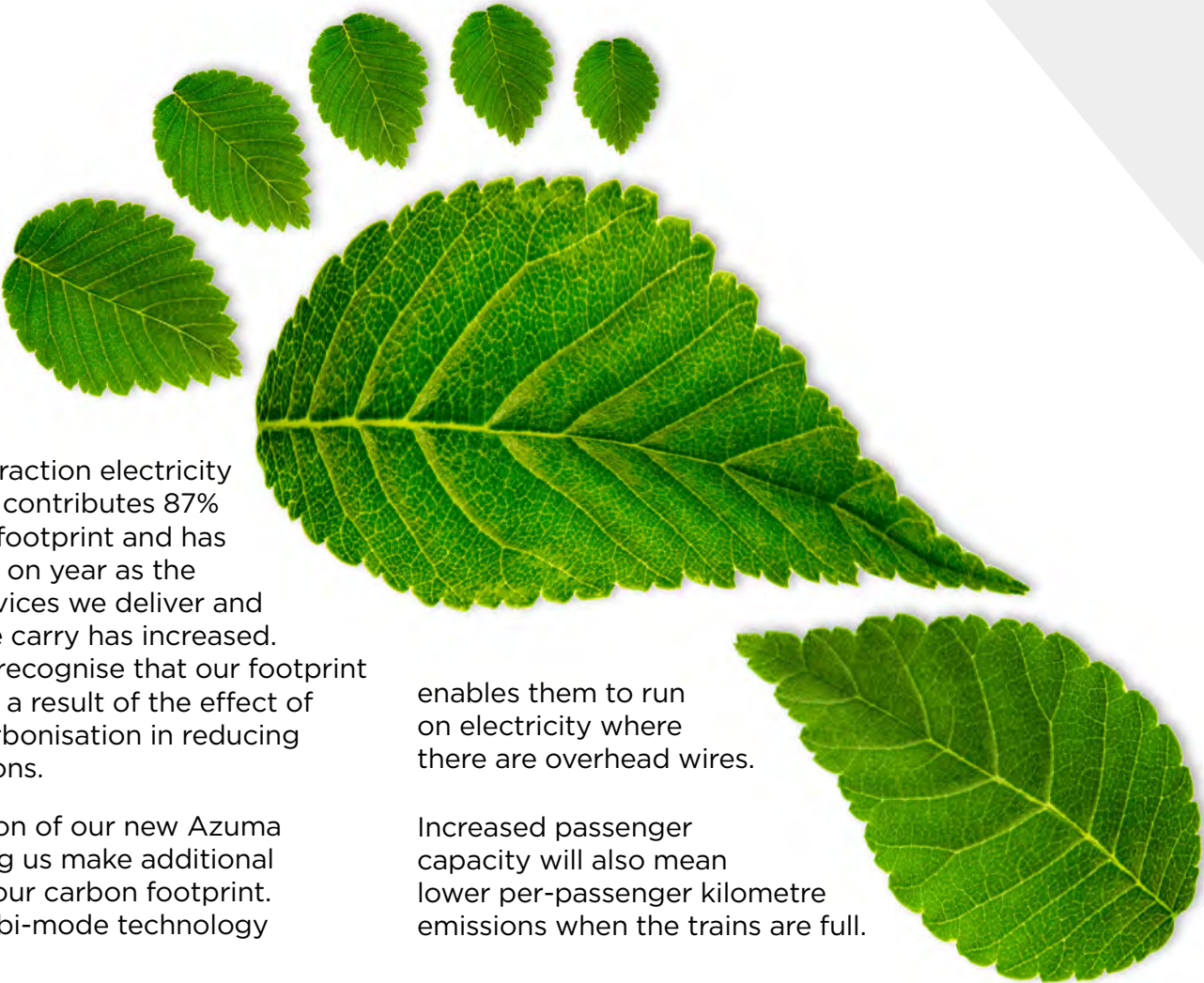
Our carbon footprint has reduced by 20,214 tonnes CO₂e since our baseline franchise year 2015/16 — a 8.2% decrease.

However, our traction electricity and diesel use contributes 87% of our carbon footprint and has increased year on year as the number of services we deliver and passengers we carry has increased. Therefore, we recognise that our footprint reduction is as a result of the effect of UK grid de-carbonisation in reducing carbon emissions.

The introduction of our new Azuma trains is helping us make additional reductions to our carbon footprint. Azuma trains’ bi-mode technology

enables them to run on electricity where there are overhead wires.

Increased passenger capacity will also mean lower per-passenger kilometre emissions when the trains are full.



MEASURE	2015/16	2016/17	2017/18	2018/19
Scope 1 tonnes carbon dioxide equivalent (tCO ₂ e)	84,157	86,681	88,375	109,372
Scope 2 tonnes carbon dioxide equivalent (tCO ₂ e)	116,525	104,051	90,021	73,975
Scope 3 tonnes carbon dioxide equivalent (tCO ₂ e)	44,653	42,765	42,871	41,774
Total tonnes carbon dioxide equivalent (tCO ₂ e)	245,335	233,497	221,267	225,121

Better together: improving standards for all

To be a responsible business, we implement a policy of sustainable procurement. By ensuring our need for goods, services, works and utilities achieves value for money on a whole life basis, we will generate benefits not only for our organisation, but also to society and the economy as a whole. We task all our suppliers with embedding standards and behaviours aligned to our own within their supply chains.

Our suppliers, sustainability and targets today:

1. We're working closely with Action Sustainability to undertake a gap analysis of LNER's existing processes and procedures. This matches our performance against those defined as being best in class.
2. Recent major tenders have a new focus on sustainability, especially the On-Train Catering and Fleet/Station Cleaning tenders, with a combined value of approximately £35m a year.
3. Our Supplier Code of Conduct is part of every tender. It highlights the standards we expect in areas such as labour practices, environment/waste and discrimination. Suppliers who are awarded contracts from a formal tender process must also agree to these terms.
4. Mandatory use of Railway Industry Supplier Qualification scheme (RISQs) for all works taking place on our stations to make sure suppliers meet our standards in key areas, including sustainability.
5. Members of the procurement team have studied best practice in this area. They've also completed an Ethical Procurement Supply e-learning module and received accreditation from the Chartered Institute of Procurement and Supply.
6. We refreshed our Waste Management contract following award of this service to Veolia to include additional KPIs including achievement of 0% waste to landfill.
7. We're continuing to ensure that our energy contracts encourage use of "green" energy by our suppliers.

Our sustainable procurement partners

04

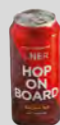


Our onboard food & drink sustainability

This year we:

Reduced aluminium consumption by

34 tonnes



Reduced glass packaging by

101 tonnes

Saved on paper and cardboard use by

33%

Lowered single use plastics by

36%

By working with our sandwich provider we lowered single use plastics in packaging by

70 tonnes

Straws

Don't use them and never have!



We love working with local suppliers

Our carbon footprint's a priority when sourcing packaging and products



Love the journey



Reduced food waste onboard by around

40,000+
tonnes a year



Customers bringing their own mugs save 25p

22,000+
fewer cups a year used



All our food suppliers are SALSA registered

All our hot drinks meet the Rainforest Alliance or Fairtrade agreements



All our suppliers abide by a strict anti-slavery policy

All our suppliers share our focus on reducing our carbon footprint and support our ethical sourcing



Every freshly made breakfast dishes up free range eggs



All our chickens are British



We only use sustainable fish





Our ongoing commitment to responsibility

We achieved a great deal in our first year of operation. However, we are very aware that we still have a significant way to go.

Our Responsible Business Strategy will bring our goals of Community Investment, Environmental Performance and Sustainable Procurement together under a clear vision, with measurable goals that will prioritise effort and drive the level of change that we are determined to make in order for us to lead with the most efficient and most effective Responsible Business approach in our industry.

Looking forward

If you have any comments or would like to contact us regarding our Responsible Business Report then please get in touch via customers@lner.co.uk

Love the
journey

