



# Responsibility over the years

Responsible Business Report  
2024/25



**LNER**  
LONDON NORTH EASTERN RAILWAY



# 200 years of transforming rail



Two hundred years after the birth of the modern railway, our ambition is to continue to be the most responsible way to travel, today and for generations to come. Every day, our services along the East Coast Main Line bring together families and friends, connect cities and provide vital transport links that enable businesses and communities to thrive.

Our responsible business strategy guides our actions as we work to embed sustainability, equity and just practices into everything we do. We believe this is crucial to our ability to deliver a high-quality rail service, enabling low-carbon travel across the UK.

→ See page 11 for more on this year's reporting theme



## In this report

In this report, we cover the issues that affect our business, and that our business creates, with a focus on action and progress achieved in the financial year 2024/25.



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**We are committed to reporting transparently on our responsible business strategy, commitments and progress.**

Our suite of Environmental, Social and Governance (ESG) reports, documents and policies aims to provide comprehensive and comparable disclosures for a broad range of stakeholders.

Links to a range of other documents and policies can be found below.



- [2024 Social value report](#)
- [Sustainable Procurement Commitment](#)



- [Environment and Energy Policy](#)
- [Find out about our policies](#)

Welcome from David Horne

# Making LNER better for people, places and planet



**David Horne**  
Managing Director

This year marks the 200th anniversary of the railway. And anything that can last for more than two centuries must have innovation at its heart, with the continual push to be better.

As we reflect on the last year as a responsible business, it's important to think within this context of continual improvement as we make strides to make LNER better for people, better for places and better for planet.

We are a people business, and recruiting, retaining and developing our people is crucial to improving what we can offer our customers. And we continue to ensure we better reflect the communities we serve too.

Across over 900 miles, LNER touches many communities, both urban and rural, spanning the east coast of England and Scotland. Our on-board menus reflect this diversity in the food and drink we offer, and we engage with a whole host of businesses through our supply chain. As a responsible business, we deliver



economic growth and social value through our own actions, and the actions our work supports too.

Our Customer and Community Investment Fund (CCIF) allows us to support charities along our route through small financial awards that deliver huge benefits. Reflecting our focus on people, places and planet, these range from environmental and community projects, to those helping support individuals facing barriers in their everyday lives.

## Welcome from David Horne continued

We know that choosing the train is the greener option, with our trains on average producing 15 times less carbon dioxide emissions than flying and seven times less than driving. We need to continue to attract passengers to our network and away from less environmentally friendly alternatives.

Still guided by our long-term goal of net-zero emissions by 2045, we have the ambitious interim goal of a 50% reduction in diesel emissions by 2032. Across our estate we are working hard to develop carbon neutral train stations, and continually looking at ways to reduce waste across our network. Each year, we make further progress on becoming the greenest we can be, and our future tri-mode trains will help us on this journey.

Our ambition is to continue to be the most responsible way to travel, today and for generations to come. At the heart of this is being a responsible business. The railway, across the last 200 years, has always had an eye to the future, and we continue in that spirit at LNER with decision-making that focuses on the long-term benefits for our customers and the communities we serve.

The year 2025 is also a year of celebration for Bradford as it becomes the UK's City of Culture. To mark this, we are the official travel

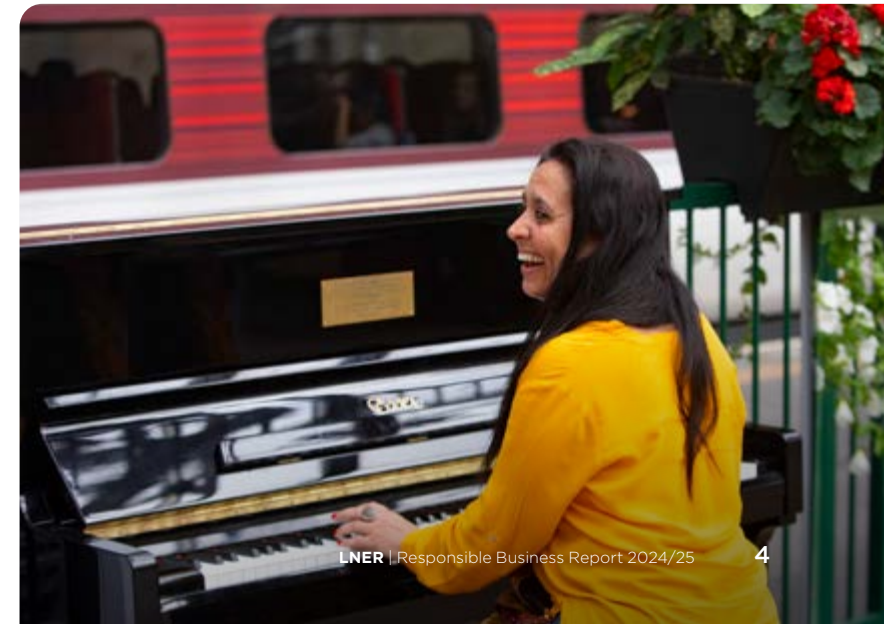


**The railway, across the last 200 years, has always had an eye to the future, and we continue in that spirit at LNER with decision-making that focuses on the long-term benefits for our customers and the communities we serve.**

partner of Bradford 2025, and from May we will be more than tripling daily direct connections between Bradford and London King's Cross – making it even easier to visit the region.

I am delighted to present our latest Responsible Business Report. This is a snapshot of the work and achievements from the financial year 2024/25, with a nod to the work still ongoing. I hope you enjoy reading about how we are doing in our continual journey to be the most responsible business we can be.

**David Horne**  
Managing Director



## Responsible Business at LNER from Warrick Dent

# Matching our words with actions

The 200th anniversary of the modern railway in September 2025 gives us pause for thought, as we commit to our Decarbonisation Strategy and continue to focus on maximising the positive impacts of our organisation.

On a personal level, I reflect on the history of engineering, innovation, prosperity and connectivity that the railways and the founders gave to the world. I feel proud and responsible to continue their legacy of making a meaningful difference to people and communities.

I've also seen the industry transformed by electrification, welcoming a diverse and multicultural workforce, and prioritising safety, accessibility and wellbeing for all customers and colleagues. And that's why, despite the geopolitical turmoil of 2025, we remain committed to net-zero by 2045, to building a fairer and more equitable organisation, and to delivering a better journey for all.

“

**I'm proud of the improvements and progress the business continues to make.**

This has been a year of putting plans into action and delivering against those unwavering commitments. The many great projects we have invested in range from exciting research on battery trains to reducing bottled water, from generating additional social value to the impact of our inclusion network.

Our Responsible Business Group continues to mature and build awareness of responsible business among colleagues and customers, and I'm really proud of the role our employee networks are playing in making sure the Equality, diversity and inclusion (EDI) and wellbeing topics we are talking about and improving are the ones of importance to our people.

This is an important year for LNER as we deliver our transformational Velocity Timetable in December 2025. This promises to bring more customers, services and colleagues into our growing business and improve our financial sustainability. While this growth in our service will result in greater responsible business challenges, it will not shake our commitment.

Going forward, we remain committed to matching our words with actions. I'm excited by our growing social value proposition and our environmental progress as we look to complete our first solar projects. We will also develop our climate change adaptation with a new dedicated strategy.

I'm so heartened by people across LNER embracing the role they can play in achieving our responsibility goals.



**Warrick Dent**  
Safety & Operations Director  
and Executive Sponsor of  
the Responsible Business  
Steering Group

At a glance

# Delivering a better journey for all

We are the rail operator for the East Coast Main Line.

Every year, we carry millions of people across our 956-mile route. We also manage 11 stations as well as being responsible for passenger assistance and ticket retailing at London King's Cross Station and Edinburgh Waverley Station.

LNER is publicly owned by the Department for Transport and headquartered in York.



Overview

People

Places

Planet

### Our vision

To be the most loved, progressive and responsible way to travel, for generations to come.

### Our purpose

We put heart into everyone's journey.

### Our values:



Always care



Bring passion



Be bold



Own it

LNER people

**3,632**

employed

East Coast route

**956**

miles

More than

**160**

daily services

Fleet

**65**

Azuma trains and 8 electric IC225 trains in service

Passengers

**67k**

journeys per day

LNER manages

**11 stations**

alongside operating from London King's Cross Station, Edinburgh Waverley Station and Leeds Station

## Our approach to responsible business

### People



Employee accidents

**-65%**

since 2019/2020



Inclusive Employers  
Silver accreditation

**Achieved**

### Places



Charities supported

**130+**

Over 130 charities supported via  
CCIF since its initiation in 2018/2019



Funds raised

**£58,415**

for CALM between 1/4/24 to  
31/3/25

### Planet



Saving the planet

**44%**

We have reduced our carbon  
emissions by 44% since the launch  
of our fleet of Azuma trains in 2019



Supporting local  
environments

**47**

Environmental funding applications  
for our CCIF up from 15 in 2022/23  
to 47 in 2024/25

## Growing our business without increasing our impact

Railways have shaped national life for 200 years, and we recognise our responsibility to do business in the right way, every day. We expect all our stakeholders, including our people and suppliers, to demonstrate integrity, live our values and behave in an ethical way.

### Materiality

Materiality is a way for companies to prioritise what is essential for their success and to ensure their priorities are aligned to the needs of stakeholders, as well as those of the sector and wider society.

We are currently in the process of undertaking a materiality assessment to ensure our responsible business focus areas remain aligned with the expectations of our customers, employees, suppliers and the industry as it stands today.

## Our approach to responsible business continued

### External frameworks

We have been working to align our environmental approach with the Sustainable Rail Blueprint (SRB). We are in the process of restructuring our environmental management system to ensure it covers all key aspects of the SRB, and the environment section of our annual business plan has also been aligned with the SRB priority areas.

Our ongoing materiality assessment will also consider the UN Sustainable Development Goals (SDGs) and help us to prioritise the goals we can contribute to.

### Stakeholder engagement

Engaging with our stakeholders is an important part of our responsible business strategy. From serving locally sourced food on our trains to supporting young people with meaningful employment, we consider the impact we can have across the entire value chain.

Priority stakeholders include our colleagues, customers, suppliers, regulators and the communities we serve.

### Our principles

These principles underpin our approach to responsible business:

- Alignment with the RSSB Sustainable Rail Blueprint and industry standards.
- Long-term sustainability.
- Use of innovation.
- Zero waste to landfill.
- Maximising social value.
- Care and consideration for others.
- Removing barriers to travel.
- Championing rail travel.
- Performance focused.



Our responsible business strategy

 A better journey

# Embedding ethical and sustainable practices across our business

Our Responsible Business Strategy – A Better Journey – sets out our vision to deliver a service which is Better for People, Better for Places and Better for Planet.



## Better for people

Helping everyone thrive and reach their potential.

### Fair and equal opportunities

To be reflective of the diverse populations along our route, particularly improving gender and ethnic minority representation across key roles including drivers and leadership.

- 45% women by 2025.
- 11% ethnic minority by 2025.

### Belonging

To create an inclusive workplace where diversity is celebrated, everyone feels they can belong and can connect with others.

- Inclusive Employer Silver Status (Spring 2025).

### Healthy and safe

To provide an environment where health and wellbeing is an integral element of day-to-day work.

- Period Positive & Menopause Friendly accreditation (September 2024).
- Achieve Safe Effective Quality Occupational Health Service Accreditation (2025).

→ Find out more about People on page 12

## Our responsible business strategy continued



### Better for places

Supporting the communities along our route.

#### Accessible for all

Removing barriers and providing services that make our stations and trains safe and accessible for more people.

- Maintain the highest reliability rate for Passenger Assist in the industry.
- Open a second Passenger Assist Lounge on our route in 2025.

#### Doing business with purpose

Supporting the economic and social prosperity of the communities we serve.

- Embed social value and sustainability across all procurement activity, ensuring suppliers deliver benefits for the communities we serve.
- Removing barriers to travel.
- Championing rail travel.

#### Giving back

Helping charitable organisations and community projects aligned to our values and responsibilities.

- Ensure we continue to support charities and community groups within a 15-mile radius of the LNER route, that support our people, our places and our planet.

→ Find out more about Places on page 20



### Better for planet

Limiting the impact on our natural environment.

#### Net-zero emissions

Deliver projects that cut our emissions and achieve carbon net-zero by 2045.

- Traction:
- 50% reduction in diesel emissions by 2032.\*

- Non-traction:
- 50% reduction in Scope 1 and 2 emissions by 2032.\*

- Reducing Scope 3 emissions at all levels:
- 30% reduction in Scope 3 emissions by 2032.\*

#### Conserve and protect

To minimise use of natural resources, reduce waste and increase circular systems.

- Maintain zero waste to landfill across our trains, stations and offices and extend to contractors.
- 50% circular economy rate by 2025.
- Reduce nitrogen dioxide and particulate matter pollution at York station.

#### A shift to rail

Drive awareness of the sustainable credentials of rail travel to encourage modal shift and support a low-carbon economy.

- To be part of a wider movement to increase trust in rail (improving value and reliability).
- Increase market share of rail on key routes vs car and plane (metrics yet to be set).

→ Find out more about Planet on page 29

\*Compared to a 2022/23 baseline.

## 200 Years of Rail



**200 Years of Rail is a celebration marking two centuries since this historic railway first ran, commemorating the rail industry's impact on transport, engineering and society.**

The Stockton & Darlington Railway opened on 27 September 1825, connecting places, people, communities and ideas, and ultimately transforming the world.

Across a nine-month festival in 2025, we will be supporting events and activities spanning the region to honour this pivotal moment in the industrial age and its lasting impact on transportation, engineering and cultural heritage.

To kick off a year of celebrations, we unveiled a commemorative livery on one of our Azuma trains to mark Darlington's world-changing contribution to the railway. In a special event at Darlington Station, the train was launched with help from Voices of Darlington Choir and Durham singer-songwriter Sam Slatcher.

## A history of electrification

The journey to make rail the most environmentally friendly form of mass public transport.

**1825**

Stockton & Darlington Railway opens – the world's first locomotive hauled passenger railway using steam locomotives.

**1904**

North Eastern Railway introduces the 'Tyneside Electrics' services.

**1954**

British Rail opens Britain's first electrified main line linking Sheffield and Manchester.

**1980s**

ECML electrification begins, Intercity 225 electric trains enter ECML service and ECML electrification reaches Leeds and York.

**1970s**

London King's Cross suburban electrification commences and 'InterCity 125' High Speed Trains are introduced to the ECML.

**Late 1960s**

Withdrawal of steam traction from the East Coast Main Line (ECML) in favour of diesel trains.

**1990s**



ECML electrification reaches Edinburgh.

**2019**

LNER introduce the Class 800 bi-mode units, capable of running on diesel and electric.

**2020s**

LNER will add 10 Class 897 tri-mode trains, capable of running on electric, diesel and battery power, to its fleet.



# Better for people



Our organisation thrives on the commitment, talent and effort of our team of over 3,500 exceptional people. Our vision is that working together we create an inclusive, supportive and empowering environment so individually and collectively we can perform at our peak.

Our goal is for everyone at LNER to feel valued because they can belong, they know how they contribute and they're clear on how they can grow here and beyond LNER.

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## 2024/25 highlights

### Employee engagement

# 81%

Improvement to our employee engagement score - 81% would recommend LNER as a great place to work (+9 points year-on-year)

### Women in workforce

# 44%

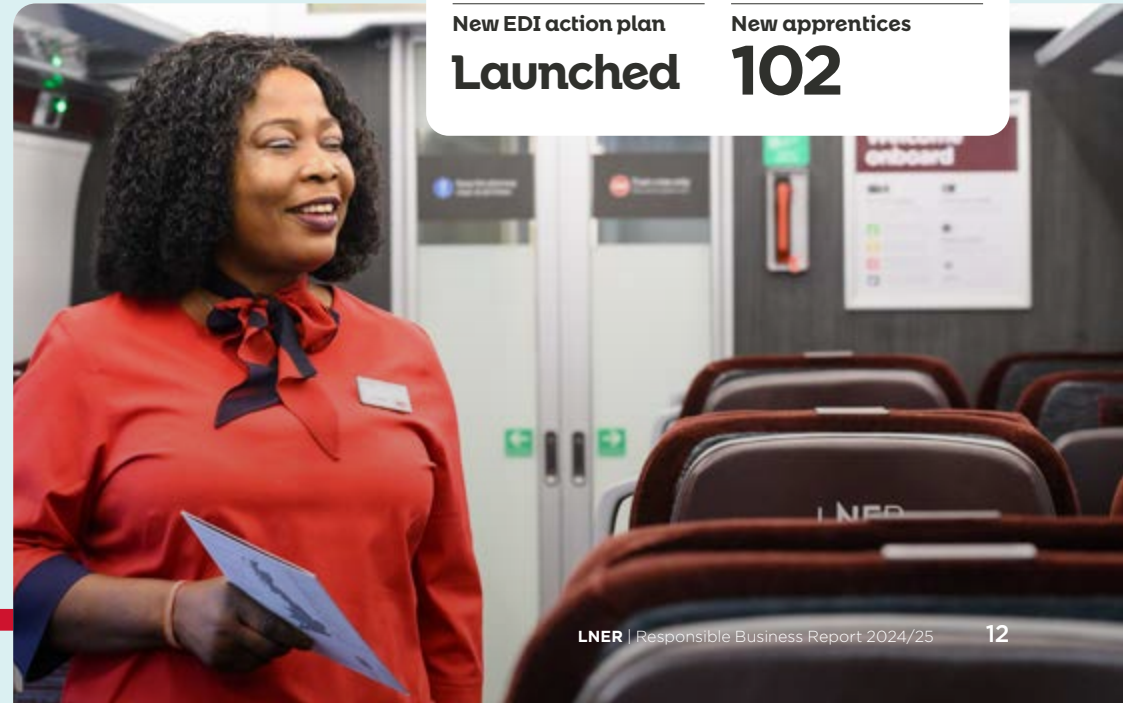
Women now make up 44% of our workforce, well above industry averages

### New EDI action plan

# Launched

### New apprentices

# 102





## Building a diverse workforce

### Creating a great place to work for our people.

Our aim is to reflect the communities we serve – we know this is the way we'll provide the best service possible for our customers and their diverse needs. We are focused on attracting and developing the talent we need to achieve our goals.



### Developing skills and careers

Our investments in career development initiatives are designed to foster continuous learning and growth. Our development framework encourages colleagues to take control of their progress, offering a range of training and development opportunities and support at all levels – from leadership through to those at the start of their career in rail. For example, trialling a new leadership development programme, with more cohorts due to start in 2025/26.

We have specific training for our different job roles, complemented by general courses on IT skills, presentation skills and finding collaborative solutions.



This year, we began to develop a new early careers framework enhancing how we bring people into the business and making sure we're prepared for the future.

**Keith Herriott,**  
HR Operations Manager

We have a Colleague Hub at London King's Cross Station, opened in 2024, as a dedicated space for colleagues to collaborate, connect and receive support to help with their day-to-day job. We are currently considering plans to open further colleague hubs.

This year, we began to develop a new early careers framework to enhance how we bring talent into the business and ensure our workforce is well prepared for the future. Working alongside schools, colleges and universities, it will make us more strategic about identifying and addressing skills gaps, how they can be filled and where we're lacking diversity.

## Building a diverse workforce continued

We also introduced a hiring essentials training course for our managers to better equip them for recruitment, as well as ensuring inclusivity and candidate experience are front of mind. Over 300 people have completed the course so far, with positive feedback on the key takeaways being candidate experience and understanding unconscious bias.

### Valued behaviours

Building on our existing values, this year we launched a new set of valued behaviours to reinforce what they mean for our colleagues and make them more tangible in day-to-day work. Under the four values of Always care, Be bold, Bring passion and Own it, we have formalised a series of actions and habits we expect our colleagues to live by, as well as some we want to leave behind.

The behaviours were developed in collaboration with colleagues. This year, they will be used in recruitment, appraisals and performance conversations.

### Employee engagement

All employees receive a weekly email from LNER Managing Director David Horne to increase awareness and focus on key topics like EDI, values or wellbeing. Another key engagement channel is a series of personal stories on our intranet called 'This is Me', in which people across the business share

personal experiences. This helps our people better understand each other – our challenges and our experience – so we can better connect. The series also makes it easier for people to share their own challenges, creating a more open environment for support and engagement.

### Employees

# 81%

of employees would recommend LNER as a great place to work

Our annual engagement survey and pulse surveys provide the opportunity for our colleagues to let us know about their motivation, satisfaction and values.

Our 2025 survey saw improvement to scores across the board, with our overall engagement score (81%), health and wellbeing index (70%), inclusion index (55%) and LNER recommendation score (81%) all rising from 2024. Some other statements that participants strongly agreed with included:

- I know how my work contributes to the goals of LNER.
- I have enough autonomy to perform my job effectively.
- I have access to the equipment (e.g. materials, tools, etc.) I need to do my job effectively.

- I know how to access my employee benefits and they meet my needs.
- I am paid fairly for the work I do at LNER.

### Apprentices

We are working to build a pipeline of talent to meet the needs of our business and tackle the rail industry's ongoing skills crisis. Our apprenticeship programme offers meaningful employment and on-the-job training to nurture the rail workers of the future. Across 41 apprenticeship standards, we strive to provide opportunities for people up and down our route.

In 2024/25, 102 people started an apprenticeship with us, bringing our total up to 202 apprentices across LNER. We saw 37 train managers and 50 drivers pass their final assessments, and more than a third (36.6%) of new apprentices in driver or engineering and technical roles were women. Through the Government Apprenticeship Levy, the total value was £1,292,149. This Levy boosts essential training and developing apprenticeship programmes at LNER as well as helping to fund apprenticeships for other employers in the UK.

### New apprentices

# 202

### Final assessments passed

# 37

train managers

# 50

drivers



## Belonging

We are fostering a safe, diverse and inclusive culture, where everyone feels a sense of belonging and can thrive.



We have a big impact on the lives of colleagues, their families and our communities, and we want to provide the best possible working experience, underpinned by a supportive, inclusive and diverse culture.

### Equality, diversity and inclusion (EDI)

This year, we are refreshing our Being You approach and renaming it Belong, to better reflect our focus on inclusivity. We launched a new EDI action plan, supported by key pillars and a comprehensive plan that runs to 2026/27. The plan's focuses are grouped under four themes:

1. Equip our leaders and line managers to embed our work on EDI.
2. Provide opportunities for people to connect based on shared identities and interests.
3. Recruit for potential, harness the skills and abilities of all our people and attract top talent.
4. Use data to inform our EDI plans and measure our progress.

These plans will overhaul our processes, data, training, resources and oversight, as we strive to reflect the communities we serve. In financial year 2024/25, we have rolled out active bystander and inclusive language training to our frontline colleagues, launched inclusive recruitment training for hiring managers and held championing EDI training for our frontline managers.

We have also been monitoring and tracking representation throughout the recruitment process, reviewing data to understand trends in drop-out rates throughout all stages and working to ensure inclusivity is front of mind.

### Promoting gender and ethnic equality

We aim to reflect the communities we serve at all levels of our business. This year, we have seen more women join the company, with representation increasing to 44%. Meaning we are on track to achieve a 45% women/55% men split by 2025 and grow from there.

Women now make up

**44%**

of our workforce (against an industry average of 17.5%)

Ethnic minority backgrounds

**11.2%**

of employees are from ethnic minority backgrounds

The figure should also be considered in comparison with an industry average of 17.5% of employees being women.

We have also increased representation from ethnic minority backgrounds. Just over a tenth (11.2%) of our employees are now from ethnic minority backgrounds as of 2025, up from 10.2% last year.



## Belonging continued

### Our employee networks

To drive our EDI action and engage people across the business, we have an overall inclusion network made up of several employee networks that are employee-led, intersectional and closely aligned with our values and EDI action plan goals.

These groups help encourage active participation and representation, fostering an environment where everyone feels they can belong. They engage in various activities such as celebrating key EDI events, providing safe spaces for discussions and contributing to business decisions.

All group co-chairs are given one day away from their normal day job every four weeks to focus on group activity.

This year we introduced Reveille, our armed forces network dedicated to supporting, connecting and empowering our veterans, reservists, adult cadets, family members of current or ex-service personnel and allies.



### Our colleague networks

- Empower (women's network)
- Together (LGBTQIA+ network)
- Elevate (ethnic minority and race network)
- ManKind (men's wellbeing network)
- Nurture (parents and carers network)
- Reveille (our armed forces network)



### Case study

## Men for Miles Step Challenge 2025

Driven by ManKind, our men's support network, the Men for Miles Step Challenge saw over 700 colleagues using an app to track their daily steps in May 2025.

£1,000 donation to a local men's mental health charity. The prize went to the UK Men's Sheds Association.

The month-long initiative was designed to promote healthier habits, foster connection and highlight the link between physical activity and mental wellbeing. Teams represented our North, Yorkshire and South regions, competing for a chance to secure a

From feedback and discussions across the business, many colleagues were encouraged to increase their step count, with the average person achieving more than 9,000 steps a day, and 89% of participants said the challenge had positively impacted their mental wellbeing.

→ [Read more about our mental health initiatives in the Wellbeing section on page 18](#)

Conserve and protect continued

Case study

# Marking Remembrance Day and supporting the Armed Forces

As signatories to the Armed Forces Covenant, we recognise the role we can play in supporting and including members of the Armed Forces, veterans and family members in our society.

In line with Armed Forces Week 2024, we created a new colleague network – Reveille – as a space for any colleagues with military connections to come together and support each other.

For Remembrance Day 2024, we offered free return travel to serving military personnel and veterans who attended Services of Remembrance across the country. That included travel to and from the Submariners' Remembrance Service and the National Service of Remembrance at the Cenotaph. We also named an Azuma train 'Thank You' and wrapped it in a poppy design in recognition of those who have served and continue to serve.

James Downey, Director of Business Services, and Executive Sponsor of LNER's veterans' community, said: "We are proud to stand with veterans and serving military personnel and offer free travel to Remembrance Services across the country. We hope this special livery acts as a moving reminder to all who see 'Thank You' on our route."





# Healthy and safe

## Keeping all our stakeholders safe, healthy and well is paramount to our success.

### Health and wellbeing

The health and wellbeing of all LNER colleagues is a key focus for the business. Our annual health and wellbeing plan, delivered by our Health and Wellbeing team, prioritises data-driven preventative, proactive and reactive initiatives.

One of last year's focus areas was improving our top 2 health risks – mental ill-health and musculoskeletal disorders. We continue to deliver our 6 mental health commitments – increasing mental health first aiders across the network, improving support resources and increasing and supporting local team initiatives.

We introduced a trial in-house physiotherapy service to augment our existing outsourced service. This reduced sickness absence due to musculoskeletal disorders by 22% in the trial region.

The H&W Index increased from 67% to 70% – this index score relates to survey questions around how LNER colleagues feel supported in managing their health and accessing support. The WHO 5 score (a measure of happiness) increased to 63.

The H&W service scores all improved with trust at 83 and respect at 92. Our facilities scores increased from 76 to 83 as we opened a larger clinic in Newcastle and extended our facilities in King's Cross.

These changes have meant we have had a year of meeting our service KPIs around appointment wait times and managing safety critical licensing.

We continue to support the industry by leading and supporting various health and wellbeing steering groups and specialist groups in UK and international rail.

We introduced a new Occupational Health software system that enables us to look at health trends, report health stats and monitoring wellbeing metrics like Diabetic and cardiac risk scoring. This enables us to target our wellbeing and preventative services to have the greatest impact for LNER colleagues.

### Customer wellbeing

The Package for a Friend scheme we launched last year has gone from strength to strength. During 2024/5 we have distributed 906 sanitary products via our Let's Eat at your seat app,

whilst we don't monitor those collected in person, those requested from on board colleagues or those used in colleague facilities, we have distributed circa 24000 across all areas.

### Case study

## LNER is officially Period Positive

This year, LNER became the first UK train operator to receive a Period Positive Workplace Certification. The recognition of our position as a leader in promoting period positivity in the workplace and on our trains is largely due to our industry-first Package for a Friend scheme, which makes sure free, organic period products are available on our trains, in our stations and at our offices.

Research shared by The Period Positive Workplace Coalition found that 80% of respondents had experienced a time when their period started unexpectedly,

without access to care products. We want anyone in this situation to know there are products available when they're with LNER.

Jess Strait from The Period Positive Workplace Coalition said, "When organisations like LNER make the effort to meet the menstrual health needs of their employees, they're demonstrating not only their dedication to advancing gender equity in the workplace, but also their commitment to ensuring their employees can thrive at any time of the month."

## Healthy and safe continued

### Safety

We have a responsibility to keep a variety of stakeholders safe, from our employees to the passengers travelling onboard our trains and in our stations.

Our approach to and ambitions for safety are captured in our five-year Safety and Environment Strategy. Among the four themes of the strategy, we are focused on understanding and managing our risks, encouraging all employees and suppliers to be safety leaders and building a culture of sharing and learning.

We have a very strong safety culture and a fantastic reporting culture with colleagues proactively raising concerns and self-reporting safety incidents. Ensuring our people have the confidence and ability to speak up, and that we the right resource in place to collaborate on putting things right, is vital to meeting our high safety standards. We have achieved a 65% reduction in employee accidents since 2019/2020.

Through engagement and training with our investigating managers, we have improved the quality of our accident and incident reporting. This allows us to better understand the root causes of incidents and helps us to prevent similar events occurring in future.

This year, we held 3 safety focus weeks and our annual Keeping Safe Keeping Time conference for managers, health and safety representatives and industry colleagues.

We have also trialled and implemented a pioneering new process for dispatch which uses fewer whistles and lowers noise levels in the station to lower the risks to hearing. This has led to a 200% reduction in measured station loudness.

As part of another safety project, funding was approved to replace the floor tiling at Newcastle, York and Doncaster. The current terrazzo tiles can become slippery in adverse weather leading to slips, trips and falls. The floor replacement will be a multi-year project, but we anticipate it will reduce future accidents by over 30%.

Finally, we delivered a successful family safety campaign highlighting the potential risks when boarding and alighting with young children, utilising our CCTV footage to highlight near miss events and help families understand and manage the potential risks in station environments. This campaign received national coverage, and was at one time the most read story on BBC News.

➔ See Safeguarding on page 22 for some of the ways we are protecting our vulnerable customers.





# Better for places



We are committed to supporting the prosperity of the incredible places on our route and striving to make our services more accessible to any customers facing barriers to travelling with us.

Alongside providing travel and mobility services fundamental to happy lives and thriving communities, we support a diverse range of community projects, with a history of supporting causes relating to mental health, employability, the environment and diversity and inclusion.

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## 2024/25 highlights

### Social economic value

**£31.6m**

generated

### Satisfaction rate

**96%**

for Passenger Assist customers surveyed by the ORR

### Charities supported

**22**

through the CCIF

### Passenger assist

**97.3%**

requests were marked as successfully completed





## Accessible for all

**We are focused on making all aspects of rail travel more accessible for all our potential customer base.**

We have a growing team dedicated to accessibility across LNER. Alongside managing all aspects of our service, improvements and customer engagement, the team also works to ensure that accessibility is understood by all employees through induction training, annual refreshers and engagement days. A focus this year has been to get on-train staff more involved with Passenger Assist. We're also auditing all our accessibility training materials to ensure they remain fit for purpose.



We engage with our customers on accessibility through dedicated questions in our customer satisfaction surveys and through follow up contact with customers who have had bad experiences by our senior customer relations manager. We are also a member of the Rail Accessibility & Inclusion Forum for the North (RAIFN), a customer forum, alongside four other train operators.

We also have an accessibility forum, which meets several times a year to allow a focused group of customers to provide feedback and input on new projects. Over the past year or so, the accessibility forum has been involved in a number of sessions regarding the design of our new fleet of trains and have contributed to important signage changes on our existing trains and other station improvements.

### Passenger Assist

The focal point of our accessibility work is Passenger Assist, a national system used by all train companies, which allows us to make the necessary arrangements for passengers with disabilities, non-visible impairments or mobility impairments.

This year, we saw 305,000 Passenger Assist requests (up from 252,000 last year). 97.3% of requests were marked as successfully completed, significantly higher than other train operators.

The Office of Rail and Road conducts annual research into passenger experiences with Passenger Assist. In the most recent data from 2023-24, passengers travelling through LNER stations reported more positive outcomes than for any other train operator, with LNER receiving the highest satisfaction score (96%) and the smallest proportion of failed assistance (7%).

## Accessible for all continued

Passenger Assist continues to grow on average 20% every year. As we promote our offering more and the service improves, more passengers use it and more passengers request assistance. We have been focused on these resource challenges this year, responding by bringing in a role dedicated to Passenger Assist management and forecasting. Our first attempt at forecasting proved very accurate and valuable during the busy Christmas period, ensuring that increased demand was met.

We have also been focused on improving our reporting and response to instances where we have failed to provide assistance. Through changes to our system, we are ensuring staff are reporting on these incidents with much greater detail (now providing them with 30 possible reasons for failure). With that data provided to our team in real time, it will help us to be more proactive when contacting customers and addressing failures. This is leading to changes in how we consider and report on the reliability of service, looking beyond customer complaints to a wider range of metrics covering reasons for failure, seriousness and more.

Looking ahead, the timetable changes and increased services that will launch in December 2025 will provide further resource challenges. Our machine learning team will be building a model to assist our forecasting and help us to

deal with this increased demand. We will also introduce more resource at every station, as well as moving to an approach with more roles completely dedicated to Passenger Assist. This will also be important for a planned pilot of an emergency SMS service to provide live help with assistance issues.

Following the introduction of our Passenger Assist lounges at London King's Cross and Newcastle, we have started developments to introduce a lounge at Edinburgh Waverley. Significant improvements are also planned for the London King's Cross lounge.

### Station developments

As reported on last year, we have invested in rolling out British Sign Language (BSL) across our customer information screens. We are proud to now have some BSL in every station we manage and this year we entered a second phase of that project to expand it further.

We continue to deliver a significant number of accessibility improvements at our stations each year as part of our minor work scheme. Last year we focused on improving signage across all stations, reviewing clarity, placement and usefulness of all signs. An example has been improved lift mapping to make it easier for customers to understand where lifts are and where they can take you.

We've also made improvements to our accessible toilets and made preparations to replace all our help points with newer models with greater capabilities.

### Family lounges

Our commitment to making rail travel as easy and enjoyable as possible for everyone includes families too. Following our first family room, which opened at London King's Cross in October 2022, we opened our second family lounge at York Station in December 2024. It features a children's play area, games, soft flooring and crawl spaces, and specially commissioned murals focusing on York's famous landmarks. The lounge has been well received as part of wider station enhancements. The next family lounge is planned for Edinburgh Waverley Station and is expected to open in late 2025.

### Safeguarding

The safety of the people who travel with us and work for us is paramount. Everyone's welfare is key, and safeguarding is a priority.

In 2024, we received the Safeguarding on Rail Scheme Accreditation from the British Transport Police for the third consecutive year, recognising our efforts in identifying and assisting vulnerable people on our network.

### Passenger Assist requests

# 305,000

(up from 252,000 last year)

In November 2024, we received White Ribbon accreditation for our pledge to develop and implement a three-year plan to educate, influence and change behaviours within our workforce and the wider community. The White Ribbon charity campaigns to prevent violence against women and girls by encouraging active allyship from men and boys.



## Doing business that adds value

We aim to create social value through our supply chain and strive to make a positive impact on local communities and society as a whole.

### Our social value performance

- £31.6m social economic value generated
- 861 full-time equivalent jobs created
- >£1.5m spent by our suppliers using local suppliers
- >£365k invested in local community projects
- >3,000 hours of mental health support



We use our spending power to generate meaningful value and positive impact for our customers, stakeholders and the communities along the route.

### Delivering social value

Social value in procurement means delivering additional economic, social and environmental benefits beyond the core requirements of contracts for goods, works and services.

By embedding social value into our procurement practices, we influence how suppliers deliver their services and ultimately encourage responsible, inclusive and sustainable outcomes. Social value delivery is embedded in our strategy, with all tenders over £100,000 required to include social value considerations.

Through our activities in 2024/25, we unlocked £31.6 million of social and local economic value, an increase of £10 million from financial year 2023/24. This is partly due to extended monitoring to other parts of the business to gain a fuller picture of LNER's true social value contribution. We have increased our contribution in four of the five categories (jobs, growth, social and innovation) measured by the SVP's National Themes Outcomes and Measures (TOMS) framework.

In this financial year, we were delighted to be shortlisted for two national awards recognising our work on social value, both for our internal progress and for the role we play in championing social value across the rail sector.

As well as the social value we embed in our own activities, our Customer and Community Investment Fund (CCIF) programme generates its own social value. Measuring the impact of this activity is at an early stage and we are still developing our approach and methodology, in order to get a better understanding of our overall social value contribution.

We are also pleased to be connecting our supply chain with local charities and causes. We connect unsuccessful CCIF applicants with suppliers looking for community partners. In the past two years, we have tripled the number of charities on our list and have heard about many positive relationships that have developed from our introductions.

Looking ahead, we have joined the Social Value Pledge this year, which commits us to delivering £40 million of social value by the end of 2026. With this goal in mind, we will continue to build awareness among our teams and to further develop our approach.

## Doing business that adds value continued



### Case study

## Social value embedded in a train station refurbishment project

We're working to make social value a key component to any project which requires us to work with a supplier.

A great example from this year was a project to upgrade to the Berwick-upon-Tweed Station Travel Centre. Alongside the 10 weeks of refurbishment work, The Consortia Group committed to a range of activities that would benefit the local community and economy.

A standout initiative was an interactive visit to Holy Trinity First School, where pupils learned about the construction industry through hands-on activities. The supplier also volunteered with Berwickshire Riding for the Disabled and provided a three-week placement for an NVQ Level 3 Electrical Installation apprentice.

In total, The Consortia Group delivered beyond their targeted social value, equating to £10,950.54.

### Sustainable procurement

Bringing our top suppliers on our responsible business journey is vital for increasing our positive impact. By working closely with our supply chain, we can understand challenges and opportunities, and collaborate on solutions, share ideas and gain a much clearer understanding of our shared impact.

As discussed above, we have social value criteria embedded in our procurement. This year, as part of our new Decarbonisation Strategy (see more on page 30), we have set our Scope 3 target and roadmap, which will guide how we tackle our supply chain emissions as we work towards our ultimate ambition of achieving net-zero by 2045. This will include criteria that will require suppliers to have environmental performance metrics and net-zero plans.

### Social value

# £40 million

We have committed to delivering £40 million of social value by the end of 2026

Our procurement practices are externally audited under the ISO 20400 standard for sustainable procurement. In 2024, we undertook an ISO 20400 assessment by Action Sustainability and improved by one level from our previous assessment, placing us in the 'Mature' group.

### Partnerships and collaboration

We continue to partner with Social Value Portal (SVP) to evaluate, measure and report on the social value generated by our supply chain. We also attend the Rail Safety and Standards Board's Social Sustainability Working Group to facilitate cross industry collaboration on the social sustainability agenda. Finally, we support the work of the Community Rail Network, a membership body for over 75 community rail partnerships and 1,300 station adoption groups.

### ISO 20400 assessment

# Achieved

Achieved mature status in ISO 20400 assessment



## Giving back

**Our community work supports charities and causes that do amazing work along our route. Through our investment fund and our charity partnerships, we strive to increase our engagement with and positive impact on the world around us.**

### **Our Customer and Community Investment Fund**

Since 2018, the Customer and Community Investment Fund (CCIF) has provided vital financial support to over 140 small and medium-sized projects that are aligned to our own goals of doing things better for people, places and the planet. All activities are delivered within a 15-mile radius of the LNER route, with focus on supporting communities situated in deprived areas of Scotland, the North East and Yorkshire and the Humber.

We received 347 applications for funding in 2024/25. Following a thorough review process, we selected 22 charities to support. This included 11 projects dedicated to mental health, six focused on the environment, two for EDI and two for education and employability. The growth in environmental funding applications (up from 15 in 2022/23 to 47 in 2024/25) is pleasing as we have identified biodiversity, sustainable travel and the circular economy as areas we want to contribute to beyond our own activities. See the case study on our work with Yorkshire Wildlife Trust and Durham Wildlife Trust for examples of our biodiversity focus in Conserve and protect on page 34.

Across the 22 charities, we've been able to touch a wide range of people and communities. For example, North East charity Wag & Company aims to reduce loneliness and social isolation for older dog-lovers, who because of health or mobility reasons, are no longer able to care for their own dog. Our funding means Wag & Company will be able to recruit and match another 40 volunteer owners and their very special dogs.

Another great initiative we've supported this year is FareShare Yorkshire, which redistributes surplus food to foodbanks and community groups. We funded a new van for their operations, enabling them to deliver food to an additional 40 organisations. And finally, we supported Step2, a Bradford-based charity which equips young people with the skills to build positive mental health.

### **Charities supported**

# 22

in 2024/25

### **Environmental funding applications**

# +32

up from 15 in 2022/23 to 47 in 2024/25



### **Case study**

## Helping unsung heroes take the spotlight

We don't just support charities, we celebrate them and the people that keep them going too. This year, we created the Unsung Heroes series to highlight the dedication and effort that goes into running charities and non-profit organisations across the UK. We have made a series of videos featuring special people from charities our CCIF has supported and showcasing the work they do to make a difference for their communities. Watch two of our Bfriend and Bonnyrigg Rose Unsung Heroes videos via the links above.

## Giving back continued

### Community sport

We proudly support clubs across our route. In Scotland we continue to partner with Edinburgh's Heart of Midlothian and Hibernian Football Clubs on a range of initiatives that support the local Edinburgh community. In 2024 Heart of Midlothian FC and their Community Coaching and Football Development department launched a kids community football programme supported by LNER. You can watch the programme and the kids in action by clicking the link below.



In England we also support York City Football Club and their home LNER Community Stadium and Lincoln City Football Club who play at LNER Stadium.

### Our charity partner

Alongside the CCIF, we continue to support our long-term charity partner Campaign Against Living Miserably (CALM) through our Delay Repay scheme and other colleague and customer initiatives. Since our partnership commenced in May 2018 we have raised over £700,000 for CALM up to September 2025. We are in the process of agreeing a new partnership agreement with CALM.

### Other charity initiatives

We continue to partner with Edinburgh's Heart of Midlothian and Hibernian Football Clubs on a range of initiatives that support the local

Edinburgh community. An example from 2024 was the community football programme launched last year between LNER, Heart of Midlothian FC and their Community Coaching and Football Development department.

In December, we organised a special carol service at the National Railway Museum in York. The event was attended by the Lord Mayor of York, Councillor Margaret Wells, the Sheriff of York and children from St Barnabas CE Primary School, alongside colleagues from other train operators and representatives from the wider railway including Network Rail, Northern and the British Transport Police.

Ahead of International Women's Day in March, we were proud to support and participate in York Women's Counselling Service's (YWCS) 'Cook Off' at York's Grand Hotel Cookery School. We competed against two other businesses in York in a night which raised more than £5,300.

We continue to support charities and schools along the route with raffle and auction prizes to support their fundraising efforts, alongside providing discounted travel for educational and community groups.

### Case study



## Supporting over 100 young football players

LNER FC is a grassroots, FA-accredited football club, based at the LNER Sports and Social Club in Wembley. The sports facility was founded in 1923 as an area for train drivers and engineers to enjoy their breaks and has been home to numerous sports teams over the last 100 years.

Today, LNER is sponsoring the club to help more than 100 players in its youth teams

to learn new skills, enjoy some exercise and socialise regularly. Through a £10,000 investment this year, LNER is helping to pay for new footballs and pitches, as well as referee and leagues fees. We are also very pleased to see the LNER branding on the new kits.

Rachael Wilson, Community Investment Manager at LNER, said of the sponsorship: "We are delighted to support LNER FC, a vital community hub that encourages children and young people to enjoy sport and all the benefits it brings."

**Giving back** continued



### Case study

## Partnership with a bakery that changes lives

The First Class Lounge at London King's Cross is now selling biscuits produced through Half the Story, a social enterprise that is helping tackle homelessness.

Half the Story was set up by two charities, Grace Enterprises and Green Pastures, to offer meaningful job opportunities to people who have experienced barriers to work, such as homelessness and addiction. By providing a Real Living Wage, stable hours and mentoring support, employees can take control of their future and start to move forward in their lives.

Through this new partnership, eight new part-time roles have been created to produce the snacks for the First Class Lounge.

### Jobs created in partnership

## 8 new roles

Commenting on the new partnership, Richard Judge, Head of Customer Experience at LNER, said: "We're thrilled to be able to offer Half the Story biscuits to our customers. Not only are they delicious, but every bite also makes a real difference to someone's life. We're really excited to be working with Half the Story, helping to offer positive employment opportunities."



## Giving back continued

### Engaging with schools

We promote both rail safety awareness and career opportunities for young people in schools along our routes. This year, we supported a careers event at the Locomotion Museum, planned by one of our community rail partners, The Bishop Line.

We continually champion rail safety to young people, and over the past year we have supported judging of the Backtrack rail safety

poster competition. We continued to support the Rail Safe Friendly Programme and we worked alongside industry partners to deliver the annual Leeds Station Safety week, see more in the case study.

Looking ahead, we are writing a new education and community strategy to formalise our ambition and better capture our impact in this important area.

#### Case study

## Educating children on railway and station safety

Alarming research showed that across Network Rail's North and East route, there were 356 incidents involving young people dangerously using the railway between April 2023 and beginning of April 2024. That equates to almost one incident per day. With 130 of those happening in the Leeds area, we continue to take part in Leeds Station Safety Week to warn children of the dangers of playing near railways.

Working alongside Network Rail, other train operators and the British Transport Police, in 2024 we helped to educate a record-

breaking 700 Year 6 students on railway safety. Students from 15 schools across West Yorkshire took part in sessions and had the chance to use LNER's train simulator for a driver's view of the railway, hear about the potential consequences of trespassing and learn how to safely navigate through a station.

Chloe Creffield, Community Safety Manager for Network Rail's North & East route, said: "These sessions are a great way to engage with schoolchildren about railway safety and show that the railways are not a playground."



#### Case study

## Connecting children to unique experiences

LNER regularly supports charities through the Charity Group Travel discount. One such organisation is Hull and East Yorkshire Children's University, which aims to broaden children's horizons by giving them experiences they otherwise would not have had. More than 13,000 children a year take part in these enlightening experiences.

During the 2024 festive period, we teamed up with the charity to offer children a ride on our 46-metre-tall Ferris wheel in Edinburgh to mark its launch. From their seats, the

group got to see skyline views across Edinburgh's historic Old Town, Castle and Arthur's Seat, as well as the glittering Christmas attractions' lights below.

David Flesher, LNER's Commercial Director, said: "The LNER Big Wheel has proved incredibly popular since its opening in November. We are delighted to mark the official launch in such a special way, providing schoolchildren with an experience that will have hopefully created magical, long-lasting memories."



# Better for planet



## 2024/25 highlights

### Carbon emissions

**-44%**

We have reduced our carbon emissions by 44% since the launch of our fleet of Azuma trains in 2019

### Decarbonisation Strategy

**Created**

**Our first heat pump delivered an outstanding 86% reduction in carbon emissions and an 85% decrease in heating energy use within its first month in operation**

**Over 500kg of plastic waste was removed in the first 10 months of removing bottled water from York First Class Lounge**

We're reducing our impact on the environment and taking action to achieve net-zero carbon emissions by 2045. We're also protecting natural resources with industry-leading initiatives to minimise waste, increase circular systems and make every aspect of our business as efficient as possible.

Our central environment team is growing, and across recent years we've also added environmental specialists to departments including engineering, estates and procurement to demonstrate our commitment and embed expertise. This is matched by increased communication and engagement on these topics for all staff.

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### Our Planet train

We launched another named train in September 2024. The 'Our Planet' train livery was applied using an innovative bio-based material, a first for the UK rail industry, and serves as a constant reminder of our commitment to more sustainable travel.





## Net-zero emissions

A key component of our 'Better for Planet' workstream is to achieve net-zero carbon emissions by 2045, five years ahead of the national target. By doing so, we can ensure that rail remains as one of the most sustainable travel options and can support the decarbonisation of the wider transport system in the UK.

### Decarbonisation and net-zero

This year, we have balanced our focus on short-term delivery and long-term planning. Our key achievement has been the creation of a Decarbonisation Strategy, which sets out our overall approach and roadmap to achieve our net-zero goal. It focuses on:

#### Traction decarbonisation

Traction operations – the movement of our fleet of trains – make up a significant proportion of our total emissions.

#### Non-traction decarbonisation

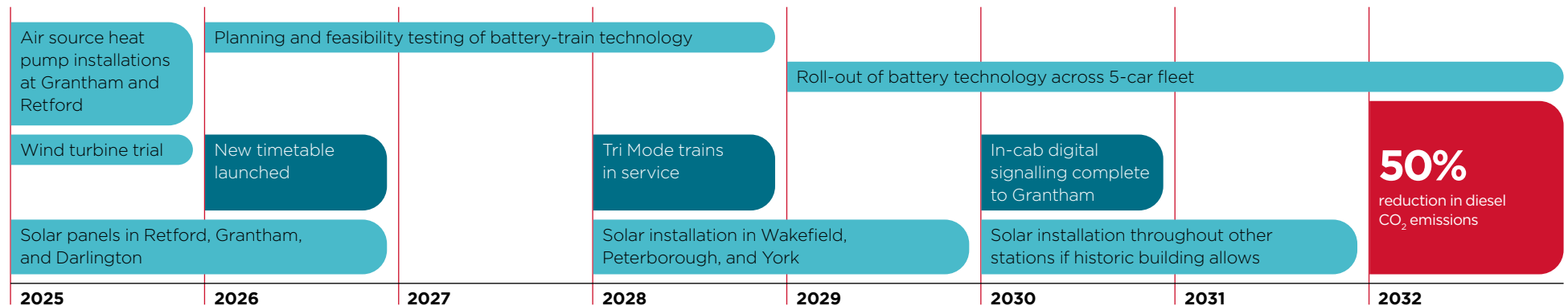
Non-traction operations refer to all energy use not connected to the movement of our trains,

predominantly the energy use in stations, offices, depots and road vehicles. While this accounts for a relatively small proportion of our emissions (around 3% of our Scope 1 and 2), it is a very visible area to tackle for our staff and customers.

#### Upstream and downstream emissions (Scope 3) decarbonisation

Scope 3 emissions make up a significant proportion of our total emissions – 49% in 2023/24 (2024/25 data not available at time of publishing). As a large corporation with significant annual expenditure on suppliers across the UK, we have a responsibility to use our buying power to influence emissions throughout our value chain.

## Decarbonisation roadmap



## Net-zero emissions continued

While we have not submitted targets to the Science Based Targets initiative (SBTi) for validation, we have followed the SBTi methodology and approach to set three near-term targets:

- Traction: Scope 1 target – 50% reduction in Scope 1 traction emissions by 2032, compared to a 2022/23 baseline.
- Non-traction: Scope 1 and 2 target – 50% reduction in Scope 1 and 2 non-traction emissions by 2032, compared to a 2022/23 baseline.
- Upstream and downstream: Scope 3 target – 30% reduction in Scope 3 emissions by 2032, compared to a 2022/23 baseline.

Dedicated working groups are responsible for governance and implementation of each strand. They report into the Executive Safety, Sustainability and Security Board (ESSSB), which is accountable for overall delivery of the strategy.

### Our 2024/25 emissions

Overall, our Scope 1 and 2 traction and non-traction carbon emissions for 2024/25 rose by 6% from 2023/24, primarily due to higher vehicle kilometres, such as from a new shuttle service between Newcastle and York in December 2024, and fewer days of industrial action. LNER experienced only 12 days of industrial action in 2024/25 (66 in 2023/24). Increased CO<sub>2</sub> emissions from diesel

consumption, particularly linked to diesel-only diversionary routes being required due to engineering works, appears to also be a potential key factor. We are conducting further in-depth analysis to better understand these underlying causes.

Despite this rise, our 2024/25 carbon emissions were still 44% lower than our emissions in 2018/19, with traction diesel consumption down 82% over the same period.

### Traction

Our total traction carbon emissions have fallen significantly over the last decade. However, in 2024/25, traction operations still accounted for 96% of our energy use. Our work to reduce this impact consists of two approaches: working continually to improve efficiency and incrementally remove unnecessary emissions in the short term, and larger-scale projects to decarbonise operations in the long term.

Projects to target energy savings are focused on fleet design and maintenance, as well as encouraging and incentivising efficient operations such as energy-saving modes and eco-driving practices.

Long-term decarbonisation plans for our traction energy use are centred around fuel switching, including battery train development and updating our fleet.

We have procured 10 new electric-battery-diesel (tri-mode) hybrid trains to replace older, less efficient models, allowing us to run on electricity in non-electrified stations and urban areas. These will be in service from 2027.

As battery technology is currently considered the most viable technology to achieve net-zero by 2045, we are heavily involved in projects to develop, trial and study battery trains alongside Hitachi Rail, Network Rail and other train operators. Started in this financial year and continuing into next, we are developing plans to possibly retrofit an LNER electric five-car unit to convert to a battery-electric unit as a major pilot project.



## Net-zero emissions continued

### Carbon neutral stations

While our stations account for a relatively small proportion of our emissions (around 4% of our Scope 1 and 2 emissions), we continue to focus on achieving carbon neutrality across our sites through air source heat pump and solar installation projects.

Our first heat pump was installed at Grantham in autumn 2024. The heat pump at Grantham delivered an outstanding 86% reduction in carbon emissions and an 85% decrease in heating energy use within its first month in operation. Our second heat pump, at Retford Station, was installed after the end of the 2024/25 financial year.

Having received approval for our first solar installation at Retford Station last year, this year we managed to acquire funding for the design phase of our second solar project at Grantham.

The Retford project is for solar panels along an existing walkway that connects two different sets of platforms within the station, and the project at Grantham is to install a solar carport over the car park. Expectations are that the Grantham panels will cover the total electricity demand of the station, while the Retford scheme will cover 25–30% of the station's electricity use.

### Heat pump at Grantham delivered an outstanding


# 86% reduction

in carbon emissions in its first month

Progressing these important projects alongside other efficiency works to make Retford and Grantham our first carbon neutral stations will be a key focus for 2025/26. We will then be able to apply the lessons we have learned to our plans for the next stations we target, which are likely to be Newark Northgate and Doncaster.

### Carbon capture

Carbon capture is another aspect of our carbon neutral stations approach. This year, we continued to scale our pilots of a microalgae carbon capture solution alongside our partner Algacraft as we test the viability of this innovative new technology.



# Treeva

Case study

## Capturing energy from passing trains

We are partnering with a technology startup to test an innovative turbine that can generate energy by harnessing the turbulent airflow of passing trains.

As part of the latest group of startups selected to join our flagship accelerator programme, FutureLabs, we will be working with Treeva to pilot this exciting renewable energy solution.

The modular design is easy to install and maintain on the side of railways, and we will be working with Network Rail and Hitachi to find locations for pilots. If proven viable,

these turbines could be a new source of reliable, cost-effective power generation for our stations and another step towards our net-zero goals.

At the FutureLabs EXPO in December, Treeva beat eight other finalists to be named as 'People's Choice'.

## Net-zero emissions continued

### Improving air quality

We continue to monitor and implement initiatives to improve air quality at our stations and along our routes. We have conducted several studies to analyse the impact of idling diesel trains in our stations, including workplace exposure monitoring for our staff. Though we found that employee exposure to pollution is well below limits set by the government, we are exploring the potential of reducing pollution further with air filtration systems.

### Climate risk and adaptation

Adapting to climate change remains a business imperative for LNER. It's essential to being able to continue to deliver a high-quality service and enable low-carbon travel across the UK.

We continuously look at ways to improve our understanding and management of climate risks, collaborating with our industry peers within the DfTO group (Department for Transport Operator Limited) to forge a joined-up approach in the best interests of our customers and communities. We apply the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to ensure this is appropriately reflected in our governance, risk management and business strategy.

### Workshop attendance

## 120 managers

attended a workshop on preparing for climate-related weather

At our Keeping Safe Keeping Time conference in June 2024, around 120 managers attended a full-day workshop on preparing for the challenges posed by climate-related extreme weather events. Read more about it in last year's report [here](#).

Looking ahead, we will develop a weather resilience and climate change adaptation strategy in 2025/26. We will also be holding workshops with different departments to discuss key risks and develop adaptation plans.





## Conserve and protect

### Our approach to responsible business means protecting natural resources through innovative waste management and circularity.

As we strive to reduce and eliminate waste and make better use of our planet's limited resources, we are investing in implementing circular economy processes and technology.

Within a station and train environment, much of the waste generated is brought by customers, giving us less control over the quantities or materials in our waste stream and leading to high rates of contamination and low recycling levels. We are working to change this.

#### Waste and circularity

We are committed to reducing our waste, increase re-use and recycling, and enabling a circular approach to resource use. We continually review and adapt our processes and embrace new technologies to reduce our impact.

We have waste sorting hubs at Newcastle, Doncaster and Peterborough stations with the capacity to sort up to 100kg of waste a day in each. A further sorting hub at York is currently in development.

This year, we launched our first circular economy hub in Peterborough (see more on this in the case study opposite) and we are reviewing the potential for scaling it up as well as defining a model that could be used at other locations.

Following a successful trial last year, we have removed bottled still water from our First Class lounge in York to encourage customers to fill reusable containers from the filtered still water taps instead. Over 500kg of plastic waste was removed in the first 10 months, and consensus from our staff has been that customers are positive about the move.

Looking ahead, we will progress removing water bottles from the remaining First Class Lounges, alongside exploring further opportunities to reduce waste associated with complimentary water at our stations and on our trains.

#### Case study

### Introducing our award-winning new circular economy hub

2024 saw the launch of our first circular economy hub at Peterborough Station. We partnered with start-up Automedi, the winner of our 2023 Future Labs programme, to develop and operate the recycling and 3D printing facility where we turn hard-to-recycle waste from our trains and stations into new products.

After the waste is sorted, the on-site team from Automedi uses cutting-edge technology to turn waste plastic into filament, which is then used in 3D printing to create items we need. One example is a plug-drainer, which has been custom designed for use in an Azuma train kitchen.

CO<sub>2</sub> saved

**~7 tonnes**

in first four months of operation

Between November 2024 and March 2025, over a tonne of waste plastic was turned into usable products through this process, avoiding nearly seven tonnes of carbon emissions. There are a wide range of other benefits as well, from reducing resources brought into the business to providing local employment opportunities.

The project has since been recognised at the UK Green Business Awards, winning the prize for Circular Economy Project of the Year.

## Conserve and protect continued

Bottles saved

# 21,600

bottles saved in first 10 months after removing them from York First Class Lounge

We also increased food donations to charities and community groups across our route, providing a three-fold benefit: supporting the community, helping to reduce food waste and avoiding carbon emissions. We donated over 5,900kg of food in 2024, avoiding over 4,100kg CO<sub>2</sub>.

### Water

Though our water use is minimal – predominantly for domestic purposes at our stations and offices, as well as train cleaning at our depot – our priority is to ensure we are as efficient as possible. In 2025/26, we will launch a new water metering strategy, which will provide broader and more accurate data and help us to identify opportunities for efficiency improvements.

### Biodiversity

As an organisation with minimal land impacting local biodiversity, we are using the CCIF to support and fund community groups and charities focused on biodiversity loss, habitat restoration and more. See the two case studies for more details on our impact this year.

### Case study

## Helping wildlife to thrive along our route

CCIF support is enabled two wildlife charities to create new havens for a diverse range of insects and mammals.

The Great North Fen restoration is a long-term project managed by Durham Wildlife Trust, which is bringing back grassland, fens, ponds and wet woodland to a site in County Durham. The site, which can be seen from services travelling along the East Coast Main Line, could extend over 850 hectares to not only help wildlife but tackle climate change too.



Jim Cokill, Durham Wildlife Trust Director, said: “Partners like LNER are helping to deliver nature’s recovery at a landscape scale and creating better environments for wildlife and people.”

Our funds allowed Yorkshire Wildlife Trust to transform a stretch of land near Doncaster into a wildlife haven. Introducing 650 metres of hedgerow to the Parson’s Carr Nature Reserve has established a new wildlife corridor which will support insects, birds and animals like dragonflies, marsh harriers and brown hares.

Sophie Pinder, Reserve Manager at Yorkshire Wildlife Trust, said: “Thanks to generous funding from LNER, more wildlife will find a welcoming home here as we make improvements to the reserve and habitats.”



**Saving otters, water voles and more with Durham Wildlife Trust**



**Creating a South Yorkshire wildlife haven!**

Conserve and protect continued

Case study

## Our award-winning Deer Deterrent System

An Automated Deer Deterrent System created by LNER has been awarded 'Remarkable Innovation for Large Organisations' at the 2024 Dynamites IT and Tech Awards.

Deer activity on our railways can be hugely impactful. Strikes are devastating for the animal and can shock our drivers, as well as causing significant damage to trains and delays to our services. To prevent these events, we developed a deterrent system that uses AI technology to recognise deer approaching the track and deploy alarms and lights to deter the animal away.

Since the technology was installed in May 2023, more than 6,000 deterrent events have been recorded.

Ross Welham, LNER's Lead Digital Research and Innovation Manager, said: "The deer population has grown and we were seeing more deer strikes on the east coast route. This technology greatly reduces the likelihood of an incident and the results speak for themselves. Some hotspot areas have seen no strikes since the introduction of the system, protecting the deer population and improving railway performance for our customers."





## A shift to rail

### We continue to promote the sustainable credentials of rail travel to encourage a modal shift and support a low-carbon economy.

We have an important responsibility to make rail the natural choice for travellers, even when other modes are available. This shift will support the UK's transition to a low carbon economy.

To support this shift, it's essential that rail travel becomes the natural choice for passengers. Each department plays a role in this effort by enhancing our services and making train journeys easier. This is vital for encouraging more people to pick rail instead of less environmentally friendly forms of transport.

Through initiatives like our Carbon Saving Departures Board, an information board created to demystify 'carbon jargon' and show customers the impact of their travel choices in a simple and creative way, to the 'Our Planet Can't Wait-ing Room' in Edinburgh Waverley Station (see more below), we are investing in educating our customers about how taking the train is better for the environment.

We are also engaging our people on sustainability across their employee lifecycle, from induction to training modules, regular communications and engagement activity. Our Responsible Business Group continues to thrive and promote sustainability and our Environmental Pioneers Programme empowers employees to take active roles in our sustainability efforts.

### Case study

## Educating current and future generations on sustainable choices

After LNER-commissioned research revealed 23% of people in Scotland are baffled by climate-related terminology, we created a pop-up educational experience in a waiting room at Edinburgh Waverley Station to inspire people to make more sustainable travel choices.

The free 'Our Planet Can't Wait-ing Room' enabled visitors to discover the secret carbon capture superpowers of algae technology being trialled at Berwick-Upon-Tweed Station, turn plastic waste into products through 3D printing, make a selection from a pick 'n' mix seed wall and take part in a plant-a-thon.

Broadcaster Kate Humble unveiled the waiting room and commented: "Being armed with the facts is the first step we can take in being more sustainable. This experience is a fantastic way to raise awareness of the effect of our travel choices on the environment and to share more information about what you can do to be more sustainable."



A shift to rail continued



### Case study

## Using AI to minimise disruption

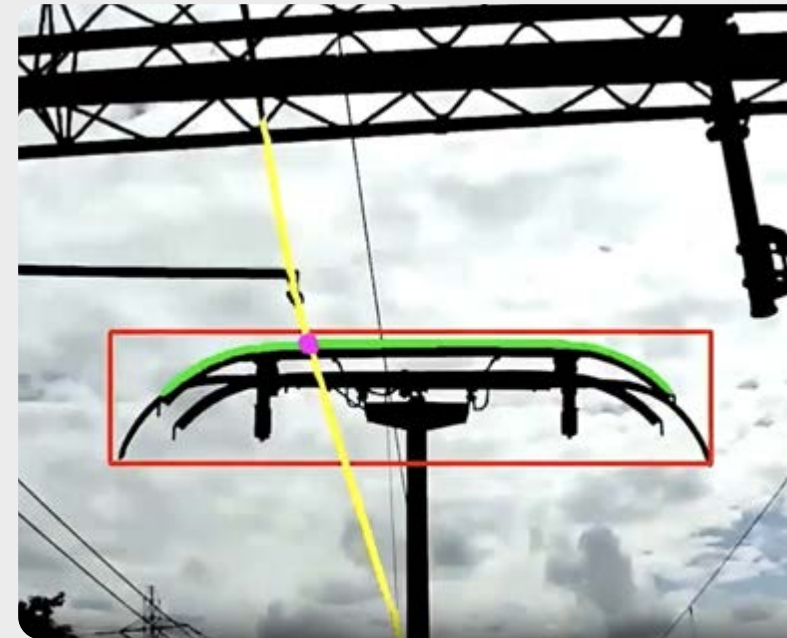
Part of making rail travel attractive to customers is ensuring that we leverage the latest technology to make our service as good as it can be.

We are currently involved in a 12-month trial of AI camera sensor technology to inspect hundreds of miles of track in real time. By spotting issues such as damage, overhanging trees, subsidence or obstacles on the track, information can be shared with National Rail so that maintenance teams can carry out targeted inspections, respond to risks and complete any necessary work.



This initiative will allow us to make passengers' journeys more reliable and help minimise the risk of infrastructure-related disruption on the network.

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