A better journey

Creating Lasting Value

LNER Impact Report 2025/26







LNER
LONDON NORTH EASTERN RAILWAY

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Connecting people, places and opportunities across the UK

As the operator of the East Coast Mainline, LNER (London North Eastern Railway) helps communities and economies thrive. Every day, our services support better access to family, employment, education, healthcare and leisure.

Given that we are a publicly-owned transport provider, our responsibilities extend beyond the delivery of rail services. Our decisions have a lasting impact on our customers, colleagues, communities and the environment. We keep this front of mind as we strive to create greater value for the people and places we serve and minimise any negative consequences.

This report explores the progress of our business, outlining the positive outcomes for people, places and the planet that we have delivered through many dedicated programmes and initiatives.

Our greatest impacts still come from the role rail itself plays in

connecting people, supporting economic growth, and enabling more sustainable travel.



Connecting people



Ignite

Creating pathways into employment and long-term careers.

4

interns completed placements through York College

Read more in **creating opportunities**

Supporting economic growth





RED CHAIR HIGHLAND

Investing in 22 charities through the Customer and Community Investment Fund.

£3.97m

of social value created by the CCIF

Read more in **Community partnerships and investment**

Enabling more sustainable travel



beryl

A rail journey does not begin and end at the station.

569

e-bikes and 135 e-scooters in the Leeds scheme

Read more in **Shift to Rail**



Our impact in 2025/26

As the rail industry continues to transition towards public ownership under Great British Railways (GBR), there is an increasing focus on understanding the wider value rail creates for society.

Success should not be measured solely by passenger numbers and revenue, but also by the positive outcomes delivered for people, places and the planet. The following actions and progress are taken from the financial year 2025/26.

People

436 vulnerable people referred for further support

Expansion of our Future Talent and Ignite development programmes

Accredited as silver as part of the Inclusive Employers Standard

Places

The **highest Passenger Assist satisfaction rating** of any train operator

Responsible procurement led to our supply chain delivering **£5.59m** in social value

£200,000 invested in 22 charities through our CCIF

Planet

128 tonnes of waste sorted by our hubs, with **73% sent for recycling**

LNER is **generating renewable energy** by capturing airflow from passing trains

Increasing services is making rail travel work for more people

Delivering great journeys every day

LNER is publicly owned by the Department for Transport Operator (DFTO) and serves more than 50 stations between London, Yorkshire, the North East and Scotland along the East Coast Main Line.

Our mission is to transform rail travel by bringing people, businesses and communities closer together. We help the regions we serve to grow and thrive while making rail an attractive, sustainable choice for future generations.

Together with our partners at Network Rail East Coast, we're working to create a simpler, better railway for everyone.



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**

900+
miles of route
Linking London, Yorkshire, the North East and Scotland

4000+
colleagues
Delivering great journeys every day

28m+
customer journeys each year
Trusted by millions of passengers

3,500
services every week
Keeping people and businesses moving

£3.11bn
annual economic contribution
Supporting jobs, tourism and regional growth

£3.70
social, economic and environmental value
Generated for every £1 invested in LNER

Creating lasting value across the regions we serve

At LNER, we believe a successful railway does more than move people from one place to another. As a publicly-owned operator, we have a responsibility to create positive outcomes not only for our customers, but also for our colleagues, communities and the environment.

From improving accessibility and supporting local communities to reducing our environmental impact and facilitating more sustainable travel, we are committed to creating lasting value across the regions we serve. This impact report highlights how we are delivering progress through our Better Journey framework, focusing on People, Places and Planet.

Our positive impact continues to grow. We have delivered more Passenger Assist journeys. We’ve welcomed more apprentices and increased the number of women in senior leadership positions. Our Customer and Community Investment Fund continues to support a wide range of good causes. And we have exciting new initiatives reducing our emissions and generating renewable energy.

We’re being recognised for our work too. LNER participated in the pilot of the Safer Railway Scheme and achieved full accreditation, receiving an excellent 84% score. In the Office of Rail and Road's 2025 benchmarking report, we achieved a Passenger Assistance satisfaction score of 96%, the highest rate of any train operator. Finally, we were awarded silver accreditation by Inclusive Employers and recognised as a top employer in 2025.

In the last railway year, customers took almost 29 million journeys with us.

> **“I am proud of the contribution our colleagues and partners make by enabling these journeys every day, and of the positive impact rail continues to have on society.**

While there is always more to do, this report demonstrates the progress we are making and our unrelenting focus on delivering a better journey for everyone.



David Horne
LNER Managing Director

Maximising rail's positive role in society

Many of the challenges facing society today are challenges also facing the railway.

Climate change is increasing the frequency of extreme weather events that affect services and infrastructure. The country's workforce wants accessible and inclusive opportunities to develop. And there are increasing expectations that organisations should help society and the environment alongside generating economic value.

Our Better Journey framework helps us understand and respond to these interconnected challenges.

We believe responsible business goes hand in hand with delivering a successful railway. By improving accessibility, investing in people and communities, and reducing our environmental impact, we strengthen the resilience, sustainability and long-term performance of our business and create lasting value for society.

The framework is built around three pillars – People, Places and Planet – representing the areas where we can make the most difference.



Our networks:

People

Focuses on creating positive outcomes for colleagues and customers through safety, safeguarding, inclusion, wellbeing, learning and development.

Places

Recognises the role rail plays in supporting communities and local economies through accessibility, social value, community investment, partnerships and regional growth.

Planet

Guides how we will reduce our environmental impacts, improve climate resilience, become more resource efficient and protect the natural environment.

Furthering our understanding

To grow our positive impact, we have to understand what matters most and where the greatest need exists.

During 2025/26, we completed our first materiality assessment, which identified the social, environmental and economic issues most relevant to our business and stakeholders. This exercise validated our existing approach, highlighting a range of issues we already prioritise, from accessibility and community impact, to colleague wellbeing and climate change.

Alongside our materiality assessment, we built our awareness further through the development of a local needs analysis. Bringing together socioeconomic, environmental and community data from across our route, the analysis provides an evidence-based picture of the challenges and opportunities facing the communities we serve.

While this work is an ongoing process, it provides a strong foundation for a more informed and targeted approach to community investment, partnerships and delivering social value through procurement.

We are also changing how we measure success. Activity and data remain important, but we want to focus on the human stories our actions are impacting. Throughout this report, we combine operational performance data, case studies and other impact measures to provide a broader picture of the value we are creating.





Better for people



Creating positive outcomes for people is fundamental to how we operate



Every day, our railway helps people get where they need to go. To deliver the services our customers expect, we want to inspire our 4,000 colleagues to ignite positive change and lead best practice across the rail industry.

Whether protecting vulnerable people, creating pathways into employment or fostering an inclusive workplace where colleagues feel they belong, we believe that supporting people strengthens the railway itself. Ultimately, we want customers to feel safe, colleagues to feel supported and communities to thrive.



Our impact on People

436

vulnerable people referred for further support

112

new apprenticeships started

31%

women in senior leadership roles increased from 22% last year

Looking out for vulnerable people and creating a safer railway for all

Our colleagues interact with thousands of customers at stations and on trains each day.

This uniquely positions us to identify people who may be vulnerable, at risk or in need of support. The railway is a place where vulnerability becomes visible and where timely intervention can make a significant difference.

Protecting people goes beyond maintaining a safe operational environment, it means recognising vulnerability, acting with compassion and helping people access the support they need. Safeguarding is everyone's responsibility at LNER, and we work to ensure colleagues have the confidence, awareness and training to identify concerns and take appropriate action.

Our approach is underpinned by simple principles: be aware, be concerned, listen, reassure and report. By working closely with specialist organisations and providing clear pathways for support, we aim to protect vulnerable people and create a safer railway for all.

Protecting people in action

Embedding safeguarding across the railway

Our safeguarding awareness training helps colleagues recognise signs of vulnerability and respond appropriately. All customer-facing colleagues receive refresher safeguarding training every two years, ensuring their knowledge remains current and colleagues feel confident to take action where somebody may be at risk.

Connecting vulnerable people with the right support

Working alongside organisations including the British Transport Police, Railway Children and local support services, our colleagues help connect vulnerable people with specialist support. This ensures those who need assistance are referred quickly and safely to organisations that can help.

To further strengthen colleague capability, we are accredited to deliver the Samaritans' Managing Suicidal Contacts training internally. This specialist programme helps colleagues recognise when someone may be experiencing emotional distress or suicidal thoughts and provides practical guidance on how to engage, support and signpost them to appropriate help.

Strengthening our safeguarding standards

In 2025/26, LNER participated in the pilot of the Safer Railway Scheme and achieved full accreditation, receiving a score of 84%. This reflects our commitment to safeguarding, supporting vulnerable people and creating a safe railway environment.

93

missing people identified by LNER colleagues

84%

score achieved under the Safer Railway Scheme accreditation



Case study

Supporting vulnerable young people through safeguarding partnerships

Our safeguarding is most effective when we help vulnerable people discover and access support from specialist organisations and public services.

During 2025/26, our colleagues reported concerns for welfare which resulted in 436 safeguarding referrals, including 210 involving children and young people.

One example is Callum*, who following a report made by rail staff was referred to by British Transport Police to Railway Children after being identified on the railway network whilst experiencing significant challenges in his personal life.

At the time, Callum was isolated, struggling with bullying and frequently using the railway to run away from home. His mental health had deteriorated and he felt he had nowhere safe to turn.

Following intervention and ongoing support, Callum was helped into safe accommodation, supported to access further education and provided with practical and emotional support to rebuild his confidence and stability. Through this support, he has improved his mental wellbeing, strengthened relationships and begun planning for a future career in the railway industry.

Stories such as Callum's demonstrate how a simple intervention by a member of rail staff can become the first step towards helping somebody access the support they need to create a better future.

210

safeguarding referrals involved children and young people this year



*Name changed to protect identity.

Committed to diverse and sustainable talent

We want to ensure more people can benefit from careers with the railway, regardless of their background or circumstances.

By supporting young people into employment, working with communities to raise aspirations and helping our people develop new skills, we are creating opportunities that are inclusive, accessible and open to all.

As workforce needs evolve and GBR begins to shape the future of the industry, attracting, developing and retaining talented people is essential. We are focused on providing learning and development opportunities across the business. Combined with collaboration with education providers, community organisations and industry partners, we are helping people build the confidence, skills and experience we need to succeed.

By removing barriers to rail employment and investing in professional development, we are also helping more people realise their potential and ensuring our teams reflect the communities we serve.

Creating opportunities in action

Creating pathways into rail

Increasing access and understanding of careers in rail is our foundation for creating opportunities. During 2025/26, we expanded our Future Talent and Ignite programmes. By working with education providers, community organisations and industry partners, we created more meaningful pathways into employment.

This year, we created more opportunities by:

Development of the Introduction to Rail programme with Network Rail for young people at risk of becoming not in education, employment or training (NEET).

Strengthening partnerships with education providers like Leeds City College, helping to position rail as an employer of choice for students studying travel, tourism and hospitality.

Working with community rail partnerships (CRPs) and community organisations like Hamara (read more below), to ensure opportunities reach the communities we serve and support more young people into rail careers.

Delivering careers events, insight days and employer engagement activities to raise awareness of opportunities across the rail industry.



Broadening access to opportunities

Creating opportunities also means increasing awareness. Our work with community organisations allows us to engage with people who may not have traditionally considered a career in the rail industry. Through targeted outreach and events, we not only raise awareness but provide practical support to give people the confidence to explore a career with us.

One example is our partnership with Hamara, an organisation in Leeds working to empower minority communities. Our insight days provided 21 young women from Pakistani and Bangladeshi backgrounds with the opportunity to meet colleagues, receive interview support and explore careers across the rail industry.

112

apprenticeship starts supported during 2025/26

“It was interesting to see that there are many different roles involved, both on and off the trains and that every role plays an important part in the overall service. LNER feels like a place where employees are encouraged to keep developing, improving their skills and progressing in their careers.”

A participant also spoke positively about their experience

Diversity

targets exceeded for women across apprenticeship recruitment



“LNER has really seized the opportunity to learn new ways to support young people and work more inclusively. Not only does having LNER on board give our Inspiring Futures programme credibility and profile, it encourages other businesses to step up.”

Programme Manager, Hamara

Investing in our people

Our colleagues have access to learning and development opportunities at every stage of their career. From structured induction programmes and regular development days for customer-facing colleagues, to technical and safety training, leadership development and digital learning.

We offer apprenticeship pathways across a wide range of disciplines, creating routes into long-term careers. As an apprenticeship employer provider, we ensure all opportunities are accessible and inclusive. For example, we provide neurodiversity assessments that support inclusive learning and help us to recruit apprentices from a broad range of backgrounds and lived experiences.

£1.29m

invested through the apprenticeship levy

Case study

Igniting opportunities for future talent

Through our Ignite Future Talent Programmes, we are creating pathways into employment and long-term careers.

Like our partnership with York College, which provides internship opportunities for young people with Education, Health and Care Plans (EHCPs). During 2025/26, four young people completed placements through the programme, gaining workplace experience and developing skills to support their transition from education into employment.

4

interns completed placements through York College



Empowering people to perform at their best



Once people join us, we want them to feel welcomed, valued and supported. Our approach begins with developing inclusive leaders, who support wellbeing in their teams and create an environment where everyone has the opportunity to succeed, regardless of their background or circumstances.

With a culture founded on people feeling happy and confident, we are able to attract and retain talented colleagues, and build a stronger organisation.

Silver

accreditation was achieved by LNER from Inclusive Employers and was recognised as a top employer in 2025

Belonging at LNER in action

Building an inclusive culture

Across LNER, colleague-led networks help create opportunities for people to connect through shared identities, experiences and interests. These networks ensure colleague voices are heard and provide valuable insights that help shape our approach to inclusion.

Creating equitable opportunities

We continue to remove barriers that prevent colleagues from reaching their potential. More than 500 colleagues have completed inclusive hiring training and we have introduced diverse interview panels to support fair recruitment decisions and attract talented people from a broad range of backgrounds and experiences.

Through mentoring, inclusive recruitment practices and leadership development, ~we are creating fairer access to career opportunities across the organisation.

44%

of LNER colleagues are women

31%

women in senior leadership roles increased from 22% last year

Supporting colleague wellbeing

Creating an environment where people can thrive means recognising that wellbeing is fundamental to both individual and organisational success. We focus on our top two health risks – mental ill-health and musculoskeletal disorders – through our mental health first aiders (read more below) and physiotherapy service. Our commitment to colleague wellbeing is also demonstrated by our Period Positive Workplace Certification.

Through these schemes, we are helping colleagues perform at their best while strengthening engagement, retention and the overall colleague experience.

Developing people-focused leaders

Managers play a vital role in shaping a colleague's experience of work. We invest in our leaders so they can lead inclusively, support wellbeing and create positive team cultures. Development opportunities include leadership programmes, coaching and practical training, with topics covered including recruitment, one-to-one conversations and handling grievances.

14%+

increase on our Inclusion Index since its introduction in 2024

500+

colleagues have completed inclusive hiring training

Case study

Mental Health First Aiders creating a culture where colleagues feel supported

A supportive culture gives people the confidence to ask for help before they reach a crisis point.

While formal wellbeing services are important, many colleagues find it easier to talk to someone they know and trust first.

Over the past three years, our network of 147 Mental Health First Aiders has had a significant impact, with demand increasing as awareness and trust has grown.

In that time, they have delivered:

- 244 colleague interactions
- With one in three colleagues returning for further support
- 116 interactions took place at work, potentially preventing issues escalating into absence

By providing timely support and connecting colleagues with the right services, the network helps people remain in work where appropriate and improves their overall wellbeing.

Beyond supporting individuals, the network fosters a culture where conversations about mental health are normalised and colleagues feel safe to seek support.

147

Mental Health First Aiders across LNER

244

colleague interactions in three years




Better
for places



Our impact extends beyond the journeys we provide

We want the places connected by our network to thrive. This commitment means striving to understand, support and invest in the communities that host our railway.

We are proud of our stations. For many customers, a station is one of the first points of contact in their day, and often the first impression of a town or city for visitors arriving by rail. We recognise the importance of these local assets, the jobs they provide, the economic activity they host and the gateways they provide to many.

Railways ensuring opportunities are within reach

LNER is committed to doing more than getting people from A to B. The services we provide, alongside the impact of our other initiatives and partnerships, have a vital role to play in increasing social mobility for the communities we serve.

Social mobility is about ensuring that people's opportunities are not limited by their background, circumstances or where they live. LNER drives greater social mobility through a range of activities, from improving accessibility and independent travel, to creating jobs and skills opportunities through our supply chain and investing in local communities.

While transport alone cannot remove all barriers, access to reliable, affordable and inclusive travel can help people connect with a wider range of employment, education, training and other development opportunities.

Our impact on Places

355,671

Passenger Assist journeys in 2025/26

£5.59m

of independently validated social value delivered by our supply chain

£3.11bn

is contributed annually to the UK economy by investment in and spending associated with LNER services, according to independent research

Enabling people to participate fully in everyday life

Whatever your reason for travelling, everyone should be able to use the railway with confidence and independence.

For many people, accessible transport is the difference between travelling independently and being unable or unwilling to travel at all. A poor experience can leave customers feeling excluded, anxious or lacking confidence.

At LNER, we are committed to removing barriers to travel and creating an inclusive railway that everyone can use regardless of disability, mobility needs or personal circumstances. By embedding accessibility into the design of our services, stations and customer experience, we aim to ensure that all customers benefit from rail travel.

Accessible for all in action

An accessible rail network relies on action across every stage of the customer journey, from station facilities and information provision to onboard experiences and assisted travel services.

Delivering infrastructure improvements

During the year, we further progressed in making our infrastructure more accessible for our customers. We opened a new Passenger Assist Lounge at Edinburgh and refurbished the Changing Places facility at York station, providing essential amenities for customers with complex accessibility needs. We also installed 17 new customer help points across our stations, making it easier for customers to access support when they need it. To improve access to information, new customer information screens were installed at York and Newcastle stations, including content presented in British Sign Language.

96%

Passenger Assistance satisfaction rate – the highest of any train operator

17

new customer help points across our stations

Considering onboard accessibility

Accessibility improvements on our trains included clearer priority seating signage, additional signage within wheelchair spaces and the introduction of braille on priority seat grab handles.

Accessibility considerations are also embedded into future improvements. The LNER Accessibility Forum, made up of customers with lived experience of disability and accessibility barriers, has been involved in the design of our new Serenza fleet, helping to ensure that accessibility is considered from the outset rather than addressed retrospectively.



Supporting independent travel through Passenger Assist

Passenger Assist is one of the most important ways we help customers travel with confidence and independence. The service provides support before, during and after journeys, helping customers who may require assistance boarding, alighting or navigating stations.

Staff training on the Passenger Assistance App has been incorporated into Train Manager development, while Passenger Assist Champions have been established to help embed best practice and drive continuous improvement.

Customer feedback is reviewed through regular accessibility and Passenger Assist reporting, helping us identify opportunities to further improve the experience for customers requiring assistance.

This demonstrates increasing demand for accessible travel and the importance of reliable support services in enabling more people to use rail. Customer satisfaction remains consistently high.

355,671

Passenger Assist journeys in 2025/26 a 16% increase on the previous year

In the Transport Focus Rail Customer Experience Survey, LNER achieved a 94.6% Passenger Assistance satisfaction score. In the Office of Rail and Road's 2025 benchmarking report, LNER achieved the highest Passenger Assistance satisfaction rate of any train operator, with a score of 96%.

These results reflect our focus on improving accessibility, investing in staff capability and listening to customer feedback. Most importantly, they represent thousands of journeys that may otherwise have been more difficult, or in some cases impossible, to make.



Case study

Award-winning predictive technology improving Passenger Assistance

As demand for Passenger Assistance continues to grow, we are using artificial intelligence to help ensure customers who require additional support can travel with greater confidence, dignity and independence.

Predictive Passenger Assistance (PPA) is a forecasting tool powered by machine learning. It helps station, accessibility and resource-planning teams anticipate assistance demand from the day of travel up to 12 weeks in advance. Using historical trends, current bookings and seasonal patterns, it provides daily refreshed forecasts at station level, enabling teams to plan resources proactively rather than reactively.

During the Christmas 2025 peak period, PPA improved forecast accuracy by around 60% on average and contributed to an approximate 50% reduction in staff-availability-related failed assists.

By helping colleagues identify potential demand spikes earlier, the tool supports more reliable delivery of assistance services at busy times and reduces the risk of customers not receiving the help they need.

Beyond operational benefits, PPA is helping LNER implement a more proactive, accessible approach to service design, using data and technology to better meet the needs of customers and create a more inclusive railway.

~50%

PPA reduced staff-availability-related failed assists by approximately 50% during the Christmas 2025 peak period



Every pound LNER spends is an opportunity to create additional value

As a publicly-funded organisation, we have a responsibility to ensure our spending delivers the greatest possible benefit for customers, communities and the taxpayer.

Responsible procurement means looking beyond cost and quality to consider the broader impact of our spending. Through the suppliers we choose to work with, we can support employment and skills, strengthen local economies, encourage ethical business practices and reduce environmental impacts across our route.

We believe good procurement should deliver value, reduce risk and create positive impact at the same time. By embedding responsible procurement principles throughout our sourcing and contract management activities, we seek to ensure that the money we spend leaves a positive legacy beyond the goods and services we purchase.

Case study

Our social value performance

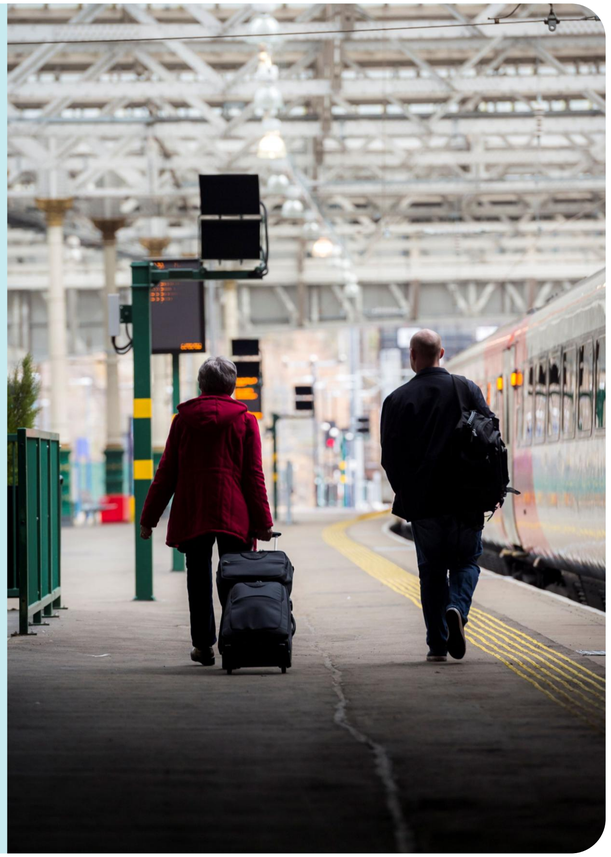
During 2025/26, LNER's supply chain delivered £5.59 million of independently validated social value. Generated through supplier activity and verified through the Social Value Portal, this value reflects tangible outcomes for communities, businesses and the environment.

The largest contribution came through employment and skills outcomes, where we generated £3.85 million of validated social value, alongside £1.37 million supporting responsible regional business growth and £356,000 supporting healthier, safer and more resilient communities.

By measuring and independently validating these outcomes, we can demonstrate how procurement and our supply chain is helping to create economic opportunities, strengthen communities and maximise the value delivered through public spending.

£3.85m

of validated social value generated through employment and skills activities





Responsible procurement in action

Social value is embedded within our procurement approach, meaning suppliers are encouraged to deliver positive social, economic and environmental outcomes alongside the core goods and services they provide.

£5.59m

of independently validated social value delivered by our supply chain

2025/26

we developed our first Social Value Strategy

During the year, we developed a Social Value Strategy to establish clear priorities for delivering impact across the business. To ensure these commitments translate into real-world impact, we work with the Social Value Portal, a specialist organisation that supports the evaluation, measurement, reporting and validation of the social value delivered through our supply chain. Using the National TOMs (Themes, Outcomes and Measures) framework, suppliers provide evidence that is independently reviewed and validated, providing assurance that reported outcomes have been achieved.

We also collaborate across the rail industry in responsible procurement and social value working groups, supporting greater consistency, shared learning and the development of best practice across the sector.

LNER is generating the most social value in employment and skills

Making a positive contribution beyond the railway itself



We go beyond getting people from A to B. Our approach combines direct investment through the Customer and Community Investment Fund (CCIF) with long-term partnerships, fundraising and support for community-led initiatives. By working with charities, schools, community organisations and CRPs, we support projects that improve wellbeing, develop skills, strengthen communities and create opportunities for people across our route.

We are working to better understand the impact of our funding on the charities and communities we support along the East Coast Mainline.

£3.97m

of social value created by the CCIF

Community partnerships and investment in action

£17

of measurable social value for every £1 the CCIF invests

Understanding the impact of our community investment

Our CCIF has supported community organisations across the route since 2018/19. Historically, our reporting focused on activities delivered, funding provided and the number of beneficiaries reached. While this provided valuable insight, it did not fully capture the wider social, economic and environmental value created through the fund.

We have partnered with the Social Value Portal since 2024 to introduce a more robust and consistent approach to measuring outcomes. Using a methodology aligned to HM Treasury Green Book principles, the approach combines charity reporting, beneficiary outcome data and recognised social value metrics to assess the wider value created through investment.

Improved data collection requirements, clearer outcome measures and enhanced analysis now allow projects to be compared consistently across regions, beneficiary groups and themes. This provides a much richer understanding of where impact is being created. Read more about our 2025/26 impact in the case study on the next page.

Strengthening local connections through CRPs

We work closely with CRPs to provide funding and support for projects that encourage sustainable travel, improve rail confidence, boost education, promote tourism and strengthen local connections. These partnerships play an important role in place making, skills development, economic development and connecting communities, helping to ensure local voices are represented and community needs are understood.

Supporting a range of other initiatives and partnerships

Alongside a range of fundraising activity, we have ongoing relationships with the Campaign Against Living Miserably (CALM) and The King's Trust, and we contribute to rail safety education programmes delivered through Rail Safe Friendly and Leeds Station Safety Week. Railway 200 celebrations also provided opportunities to engage with communities about the history of the railway and inspire interest in its future.

Case study

The social value impact of our CCIF

In 2025/26, our support for 22 charities was assessed through the Social Value Portal framework.

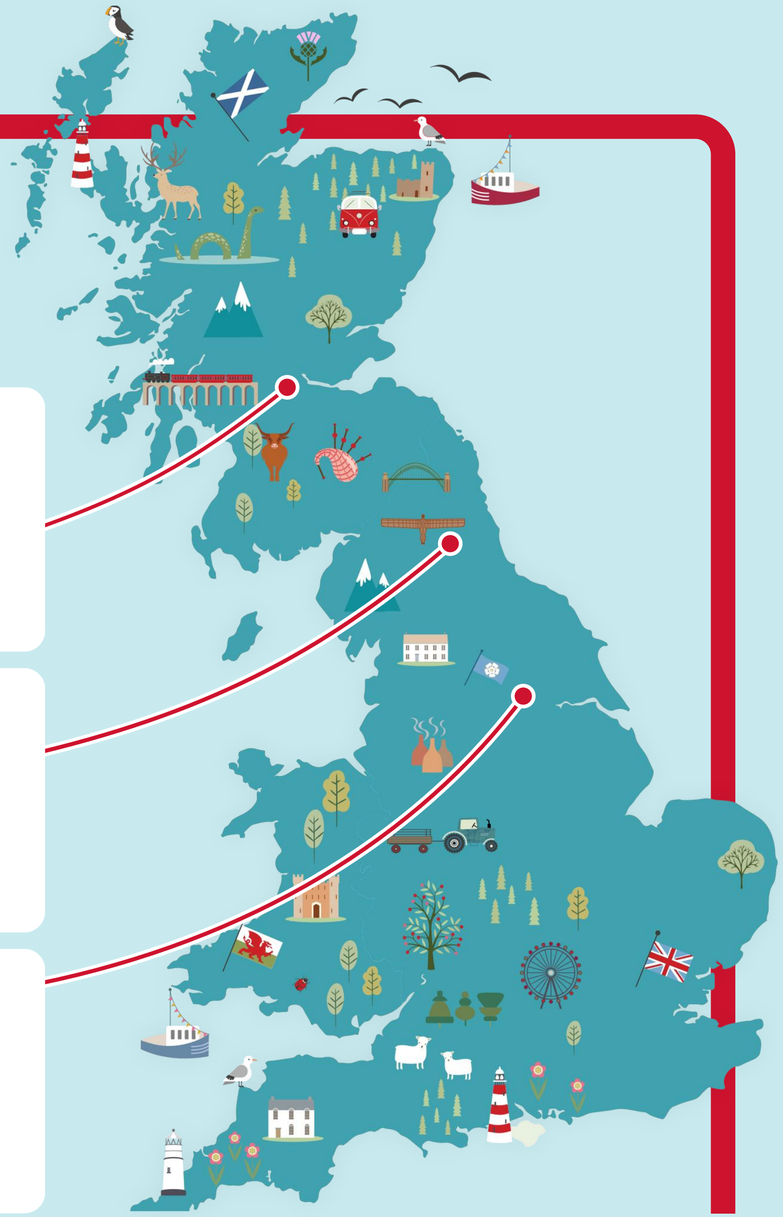
An investment of £200,000 generated £3.97 million of social value, delivering an overall Social Return on Investment (SROI) of 17.47, or approximately £17 for every £1 invested. Yorkshire delivered the highest regional impact, literacy projects the highest thematic impact and economically disadvantaged groups the highest measurable benefit.

One example is Red Chair Highland. With £9,988 of funding, it delivered a digital inclusion and employability programme across the Scottish Highlands, supporting 82 young people through access to refurbished devices, employability workshops and tailored one-to-one support. Independent assessment found it generated more than £213,000 of social value, showing how relatively small investments can create significant outcomes for individuals and communities.

£200,000
invested in 22 charities

£3.97m
of social value created





Scotland
Cost: **£29,544**
Benefits: **£368,191**
SROI **12.28**

North East
Cost: **£49,404**
Benefits: **£856,308**
SROI **17.30**

Yorkshire and the Humber
Cost: **£82,899**
Benefits: **£2,331,834**
SROI **22.17**



Better for planet

Rail plays a critical role in the UK's transition to a low carbon future



Increasing the Velocity of the shift to rail

In December 2025, we introduced our new 'Velocity' timetable. The biggest change on the East Coast route in more than a decade delivered more services, greater capacity, faster journey times and cheaper fares for our customers.

With 32 additional services to and from King's Cross each weekday, we're providing more than 60,000 additional seats across the route each week and nearly 10,000 additional services a year. Though more services will result in an uplift in emissions in the short term, the long-term benefits of making the rail work better for people are clear.

On average, travelling by LNER trains produces 14 times less carbon dioxide than flying and seven times less carbon dioxide than driving. 'Velocity' is another example of how we are creating the conditions for more people to choose rail over higher-carbon forms of transport.

The changes also led to us recruiting 350 new colleagues and will result in us generating an estimated £105m of additional economic benefit annually.

Our impact on Planet

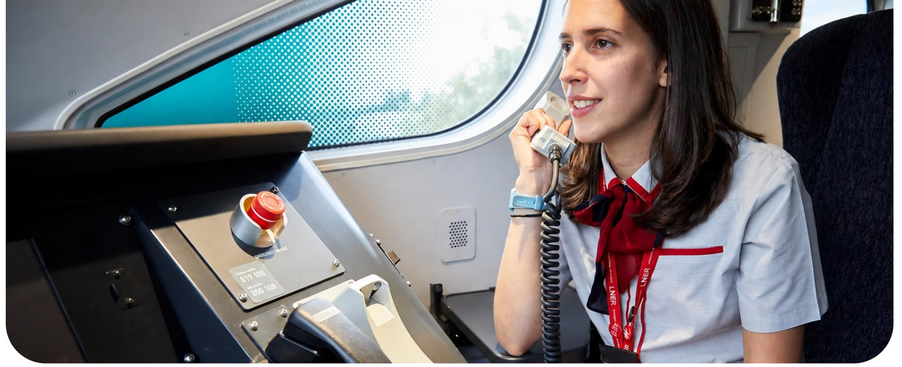
128
tonnes of waste, sorted by our hubs

73%
of that waste was sent for recycling

We are aiming to be net zero by
2045

We sponsored new e-bike and e-scooter schemes in Leeds and Bradford

Taking action to reduce our impacts



Reducing greenhouse gas emissions is a key part of LNER's environmental strategy.

While rail already provides a lower carbon alternative to other forms of travel, our services still generate emissions. Taking action to reduce these impacts is essential to supporting the UK's transition to net zero.

As demand for rail grows, so too does the importance of managing this impact effectively. We are reducing emissions by improving efficiency, lowering energy use and exploring cleaner technologies. These improvements protect the railway from the impacts of climate change and also reduce our reliance on volatile energy markets.

Our approach

is guided by both national and organisational ambitions, with a target to achieve **net zero by 2045, five years ahead of the government's 2050 national target.**

Net-zero emissions in action

Reducing emissions requires a combination of immediate operational improvements and longer-term innovation. During the year, we focused on increasing efficiency across our operations while continuing to explore technologies that could support the future decarbonisation of rail.

Targeting operational efficiency

Turnaround mode is an example of how we can improve the way our services operate. Automatically shutting down engines when trains are stationary at terminal stations or during extended stops reduces fuel consumption, lowers emissions, improves local air quality and reduces noise. In 2025/26, turnaround mode was used in 90% of eligible occasions, an increase from 79%. This improvement is expected to save approximately 27,100 litres of diesel each year, reducing emissions by around 74.7 tonnes of CO_2 and delivering an estimated annual cost saving of £18,400.

Alongside these enhancements, we are exploring technologies with the potential to advance operational efficiency. One example is the Driver Advisory System (DAS), which is currently being validated on the East Coast Main Line in partnership with Hitachi and wider industry partners. Once implemented, DAS will provide drivers with real-time advice to support more efficient train operation, helping to optimise energy use and deliver significant environmental benefits.

By working collaboratively with industry partners to trial and validate new technologies, LNER is helping develop the innovations needed to support the future decarbonisation of rail.

Reducing emissions from depots and stations

We are working to reduce energy consumption across our depots and operational assets. At Doncaster depot, changes to overnight train stabling arrangements have reduced electricity consumption by approximately 1,455 kWh per night. This is equivalent to a reduction of around 357kg of CO_2 emissions and delivers estimated savings of approximately £294 per night. Similar opportunities are being explored across other depots, with potential combined savings at Bounds Green and Craigentinny exceeding 4,300 kWh and 1,060kg of CO_2 per night.

We are also improving the environmental performance of stations and operational assets through renewable energy generation and targeted infrastructure upgrades.

74.7

tonnes of CO_2 saved through increased use of turnaround mode

Exploring future technologies

Achieving long-term decarbonisation will require the development and adoption of new technologies. We continue to assess the role battery-powered trains could play in reducing reliance on diesel traction. Early modelling suggests that converting the five-car fleet could reduce diesel emissions by approximately 3,461 tonnes of CO_2 per year, representing a 19.2% reduction in diesel emissions. Ongoing feasibility work is exploring the technical, operational and environmental considerations associated with this transition, including the embedded carbon associated with battery manufacture and infrastructure requirements.

Alongside this, we continue to explore innovative approaches to reducing environmental impact through projects such as Treeva (read more in the case study below) and Algacraft.

Our carbon capture partnership with Algacraft is aiming to develop bioreactors capable of sequestering up to one tonne of CO_2 per year.

Current trials are also exploring its potential to treat wastewater naturally. The technology remains in the research and development stage, with successful small-scale trials helping us test, learn and build the evidence needed to understand its potential for future scaling.

357kg

of CO_2 emissions a night saved by changes at Doncaster depot



Case study

Strong early results from the UK's first trial of railway wind turbines

A new trial is demonstrating how wind turbines can convert the airflow generated by passing LNER trains into clean, renewable energy. Delivered through the DFTO's Future Labs programme, the collaboration with clean energy infrastructure experts Treeva is transforming previously lost kinetic energy into a local power source. During the trial, the energy generated is being stored in a battery and used to power local assets including a wildlife camera and weather station, while the longer-term potential includes powering railway infrastructure such as lighting, CCTV and passenger information systems. The initial trial at Craigentinny depot in Edinburgh saw three compact, off-grid turbines installed to test performance, operational fit and scalability in a live rail environment. Early results have exceeded initial modelling. In the first two months of operation (25 April – 21 June 2026), the turbines generated 206kWh of renewable energy, equivalent to powering around 30 homes for a day. This delivered an initial carbon saving of approximately 50kgCO_2e compared with using grid electricity. If deployed to replace diesel generators, the three turbines could save around 7.47 tonnes of CO_2e each year.

As the UK's first trial of its kind in a live rail environment, the project is providing the vital operational and safety evidence needed to support future rollout across the network.

In the first two months, the turbines generated enough energy to power around

30 homes

for a day









A staff competition named the three turbines, with the winning names turned into plaques using recycled LNER plastic.

Reducing waste and improving resource efficiency

Managing resources responsibly is an important part of reducing our overall environmental impact and running an efficient business.

We focus on delivering practical operational changes, alongside innovation and collaboration, to reduce waste, recycle more and keep materials in use for longer.

Though continuous improvement within a live railway presents unique challenges, we remain committed to maintaining our Zero Waste to Landfill status while supporting biodiversity and ecological improvements across our route.



Conserve and protect in action

Reducing waste and improving our resource efficiency requires action across the business. While many of the initiatives remain at an early stage, they provide valuable insight and highlight the importance of customer engagement and behaviour change, particularly in busy station environments where effective waste segregation remains an ongoing challenge.

Improving waste management across our estate

We are improving waste sorting and segregation processes across our stations and operational sites, helping to increase the amount of material that can be recycled or recovered. We operate three waste sorting hubs at our stations, where waste is hand segregated to maximise recycling rates. These hubs sorted approximately 128 tonnes of waste by hand this year, separating out 73% for recycling.

Working with partners to improve resource use

Many of the environmental impacts associated with operating a railway are influenced by how resources are planned, supplied and consumed. We work closely with catering, operational and waste management partners to review processes, analyse data and explore ways to better align supply with demand. This helps to reduce unnecessary consumption while maintaining service quality for customers. Read more in the case study on the following page.

Reducing single-use materials and improving recycling

Reducing avoidable waste remains an important area of focus, from installing more water refill stations, removing bottled water in key locations and introducing specialist recycling streams. We swapped bottled water for water points at both Doncaster's and Newcastle's First Class Lounges this year. Over three months, this has saved nearly 35,000 bottles of water and over 500kg of plastic waste.

Another focus is vape recycling, which ensures valuable materials such as lithium, copper and plastics can be recovered and reused, while also reducing the fire and safety risks associated with incorrect disposal.

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During 2025/26

165kg

of vapes were collected for recycling

Avoiding an estimated

38kg

of CO_2 emissions from incineration

Taking early steps towards a circular economy

Alongside reducing waste, we are exploring how to keep materials in use for longer and recover value from resources that might otherwise be discarded. Our circular economy hub – where we turn hard-to-recycle plastics into 3D printer filament to allow production of new products – helps us better understand how circular economy principles can be applied within a railway environment.

Supporting environmental improvement through partnerships

We recognise that our environmental impact extends beyond the resources we consume directly. Through partnerships with charities, community organisations and environmental groups, we support initiatives that contribute to environmental improvement and protect biodiversity across our route. Alongside delivering local benefits, these partnerships help strengthen community engagement and encourage wider participation in environmental action.

128

tonnes of waste processed this year, across our three waste sorting hubs

500kg

of plastic waste saved thanks to bottled water being replaced by refill points in First Class Lounges in Newcastle and Doncaster

165kg

of vapes were collected for recycling this year

Case study



Using data to stop sandwiches going to waste

We are better aligning our onboard catering supply with customer demand using machine learning (ML). The predictive catering solution uses an ML forecasting model to predict demand for individual products and journeys, turning historic sales, passenger and operational data into recommended stock levels for each service. By improving how stock levels are set, we can reduce unnecessary waste while maintaining product availability for customers.

The solution is now live and modelling has identified a significant opportunity to reduce food waste through more accurate forecasting and stock planning. Modelling identified the potential to avoid an estimated £175,000 of chilled sandwiches going to waste annually, while also demonstrating a 21% reduction in over-ordering and a 51% improvement in under-predictions compared to existing ordering approaches.

This project is demonstrating how data and technology are key to identifying opportunities to reduce waste across the railway. With the predictive catering solution active, benefits are being progressively realised as further operational changes are implemented. This includes reducing manual adjustments to recommended stock levels and increasing end-to-end automation between forecasting and ordering. Work is already planned in these areas to translate the modelled opportunity into measurable reductions in food waste.

Encouraging more people to choose rail over road and air

While reducing emissions from our own operations is important, the greatest opportunity to reduce overall transport emissions comes from shifting journeys from road and air to rail.

Alongside its environmental benefits, rail provides a convenient, accessible and comfortable alternative to road and air travel. We want to encourage more people to choose rail by improving the customer experience, connectivity and capacity of the network. For example, though introducing more services increases operational emissions in the short term, it enables a much greater long-term impact by enabling people to move away from higher-carbon modes of transport.

Our approach prioritises making rail the best possible option for customers and supporting the wider transition to more sustainable travel. This impact is reflected in passenger growth and usage trends, which we monitor for insight into how travel choices are shifting towards rail.

Shift to rail in action

Supporting a shift towards rail requires ongoing investment in the customer experience. That means improving connectivity, enhancing journeys and strengthening links between rail and other forms of sustainable transport.

LNER

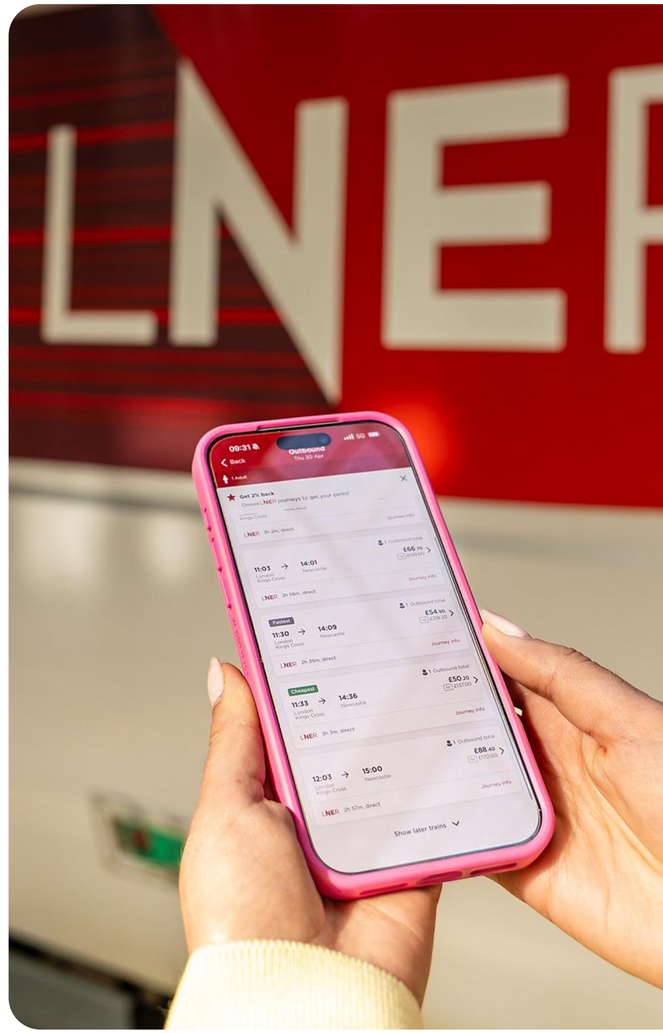
has sponsored new e-bike and e-scooter schemes in Leeds and Bradford

Increasing connectivity

The introduction of a new timetable has increased the number of services available across the route, providing customers with greater flexibility. By increasing the availability of rail services, we are helping to create more opportunities for customers to choose rail over alternative modes of transport.

Delivering a better customer experience

Customer experience plays an important role in travel choices. Improvements to stations, onboard environments, accessibility and customer service help make rail a more convenient and attractive option. By reducing barriers to travel and improving journey quality, these investments support customer satisfaction and the long-term appeal of rail as a sustainable mode of transport.



Case study

Supporting first and last mile journeys

A rail journey does not begin and end at the station. Making it easier for customers to connect with rail using sustainable transport is an important part of creating a more convenient, lower-carbon end-to-end journey.

During 2025/26, LNER began a new partnership with Beryl to support sustainable first and last mile travel across our route. Our sponsorship of the existing Leeds e-bike scheme launched in September 2025, followed by the expansion of the partnership into Bradford in March 2026.

The partnership has continued to grow since the end of the reporting year, with e-scooters introduced in Leeds in April 2026. As of 11 August 2026, the schemes provide 569 e-bikes and 135 e-scooters in Leeds, alongside 142 e-bikes in Bradford.

By supporting and expanding access to shared sustainable transport, we are strengthening connections between rail and other lower-carbon ways to travel, making it easier for customers to complete their journeys without relying on a car.

The Leeds scheme has:

569
e-bikes

135
e-scooters



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LONDON NORTH EASTERN RAILWAY