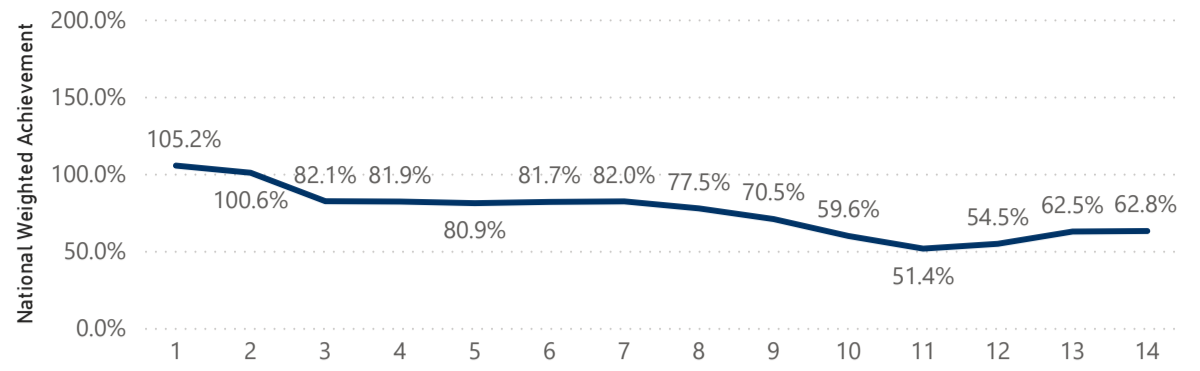


For each wedge:
Width = Weighting
Length = Achievement

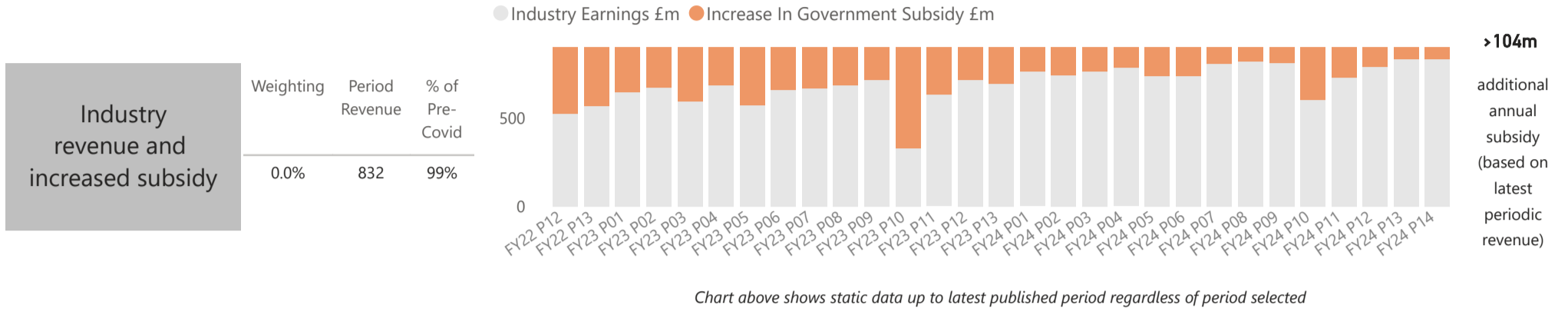
*The total number may not reflect the sum of the metrics due to local management performance adjustments

FYF scorecard outturn at each period



On target performance now delivers 100% achievement with above upper taper performance delivering 200% achievement

Industry Perspective



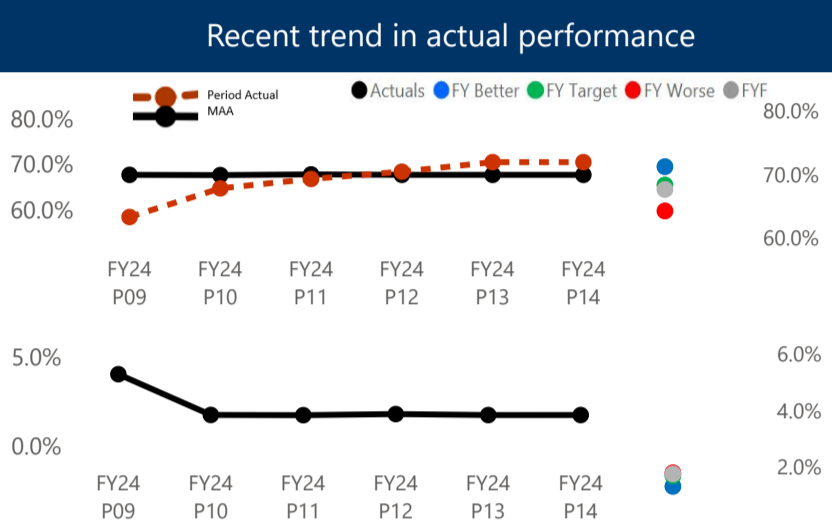
TRAIN SERVICE DELIVERY

On Time

Weighting	YTD (MAA)	FYF	Achievement
15.0%	67.6% ^	67.6%	82.9%

Freight Cancellations

Weighting	YTD (MAA)	FYF	Achievement
7.5%	1.74% ^	1.74%	38.6%



SAFETY

Passenger Safety – Train Accident Risk Reduction (TARR)

Weighting	YTD	FYF	Achievement
10.0%	92.0%	92.0%	40.0%

Workforce Fatalities and Weighted Injuries

Weighting	YTD	FYF	Achievement
5.0%	0.063 ^	0.063	0.0%

Personal Accountability for Safety

Weighting	YTD	FYF	Achievement
5.0%	913	913	16.9%



SUSTAINABLE GROWTH

Enhancement Milestones and Acceleration

Weighting	YTD	FYF	Achievement
10.0%	133.0%	133.0%	133.0%

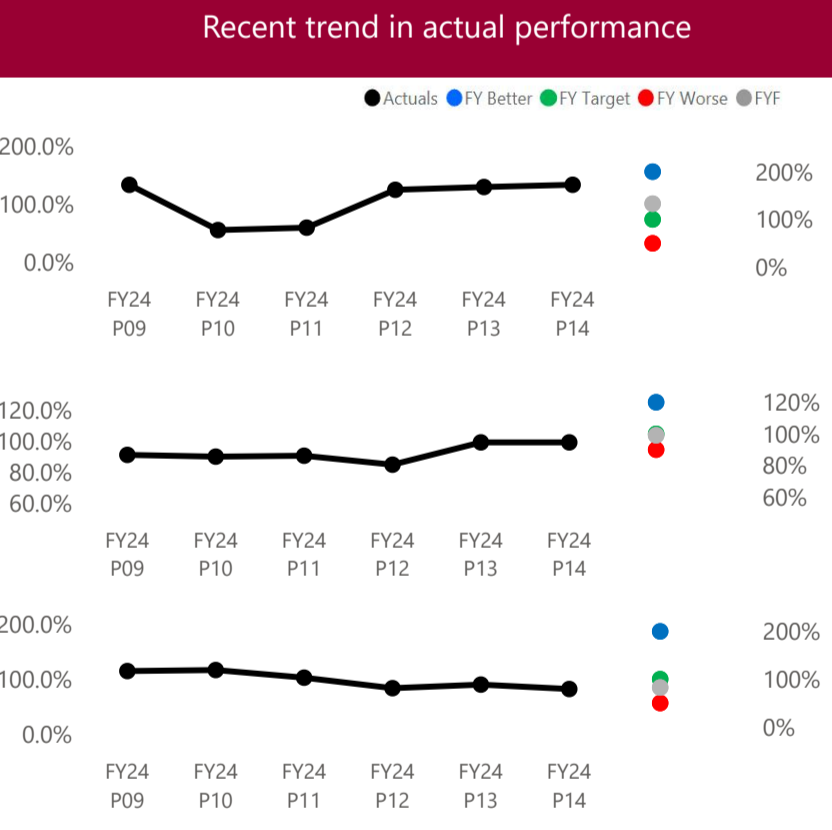
Effective Volumes

Weighting	YTD	FYF	Achievement
5.0%	99.1%	99.1%	91.0%

Environmental Sustainability Index

Weighting	YTD	FYF	Achievement
5.0%	82.6%	82.6%	82.6%

*Environmental Sustainability Index YTD reported 2 periods in arrears



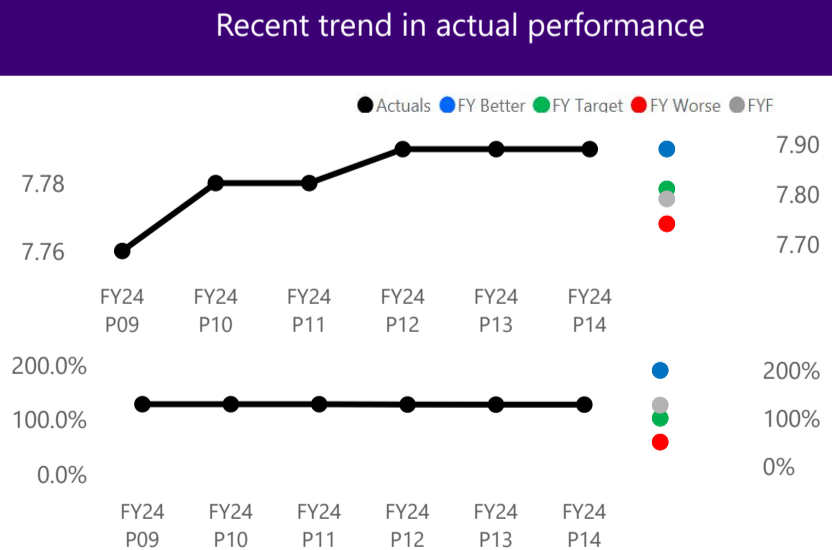
CUSTOMERS & COMMUNITIES

Passenger Satisfaction (Wavelength)

Weighting	YTD	FYF	Achievement
12.5%	7.79 ^	7.79	71.4%

Customer Contact Management (Complaints Handling)

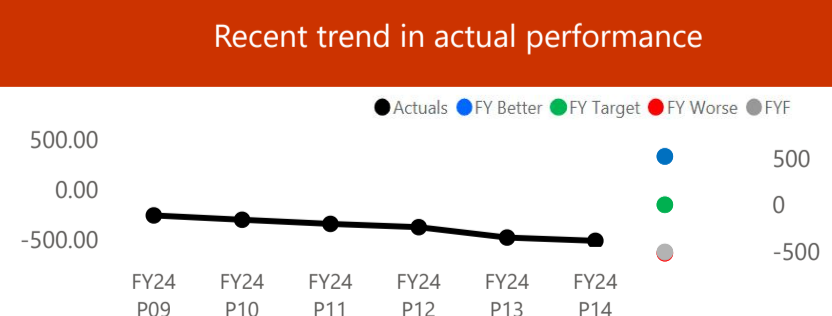
Weighting	YTD	FYF	Achievement
5.0%	127.3%	127.3%	127.3%



EFFICIENCY

Financial Performance Measure (FPM)

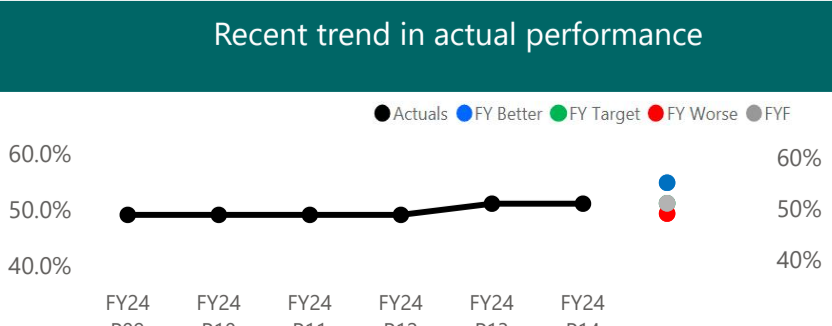
Weighting	YTD	FYF	Achievement
15.0%	£511.4m	£511.4m	2.4%

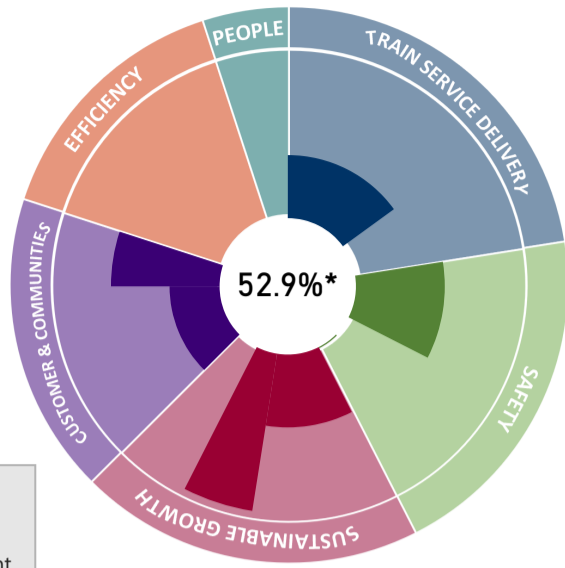


PEOPLE

Employee Engagement

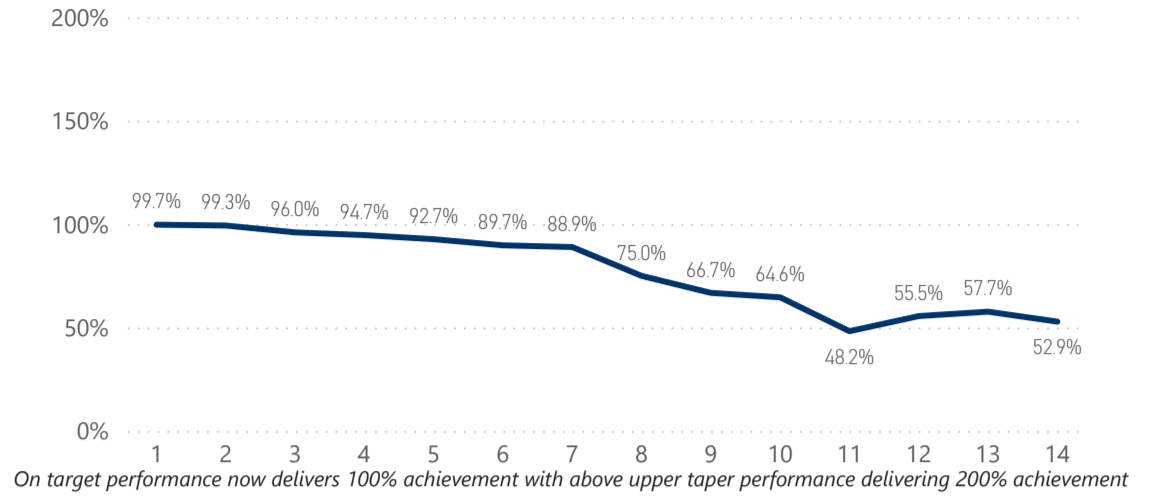
Weighting	YTD	FYF	Achievement
5.0%	51.0%	51.0%	100.0%





For each wedge:
Width = Weighting
Length = Achievement

FYF scorecard outturn at each period



*The total number may not reflect the sum of the metrics due to local management performance adjustments

TRAIN SERVICE DELIVERY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
On Time	15.0%	69.4% [^]	69.4%	73.5%
Freight Cancellations	7.5%	1.91% [^]	1.91%	0.0%
Consistent Region Measure – Performance (CRM-P)	0.0%	1.79 [^]	1.79	0.0%
Freight Delivery Metric (FDM)	0.0%	90.5% [^]	90.5%	0.0%
Composite Reliability Index (CRI)	0.0%	4.90% [^]	4.90%	149.3%
Service Affecting Failures (SAFs) excl. Telecoms	0.0%	7434	7434	184.3%
North & East Route Scorecard	0.0%	93.2%	93.2%	86.4%
East Coast Route Scorecard	0.0%	87.2%	87.2%	74.4%
East Midlands Route Scorecard	0.0%	103.0%	103.0%	103.0%
Anglia Route Scorecard	0.0%	119.7%	119.7%	119.7%

SAFETY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Safety – Train Accident Risk Reduction (TARR)	10.0%	95.2%	95.2%	103.6%
Personal Accountability for Safety	5.0%	297	297	0.0%
Workforce Fatalities and Weighted Injuries	5.0%	0.052 [^]	0.052	1.5%

SUSTAINABLE GROWTH

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Enhancement Milestones and Acceleration	10.0%	84.9%	84.9%	84.9%
Effective Volumes	5.0%	117.1%	117.1%	185.5%
Environmental Sustainability Index	5.0%	32.3%	32.3%	0.0%

CUSTOMER & COMMUNITIES

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Satisfaction (Wavelength)	12.5%	7.80 [^]	7.80	58.3%
Customer Contact Management (Complaints Handling)	5.0%	126.7%	126.7%	126.7%
Passenger Satisfaction (Managed Stations)	0.0%	80.0%	80.0%	165.0%

EFFICIENCY

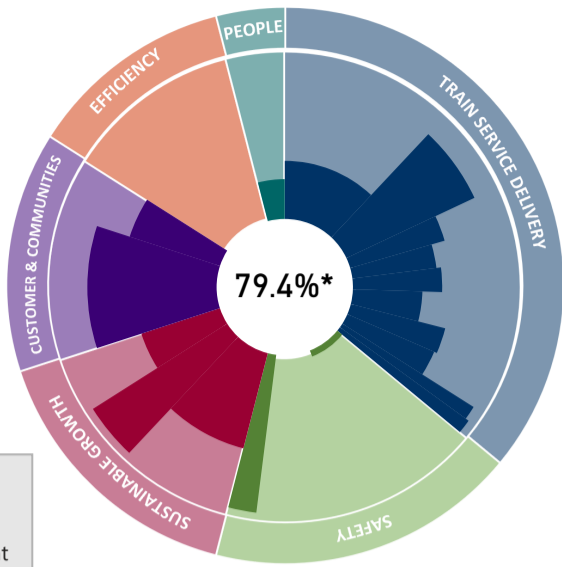
^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Financial Performance Measure (FPM)	15.0%	-£195.0m	-£195.0m	0.0%

PEOPLE

^ = YTD reported as MAA (Moving Annual Average)

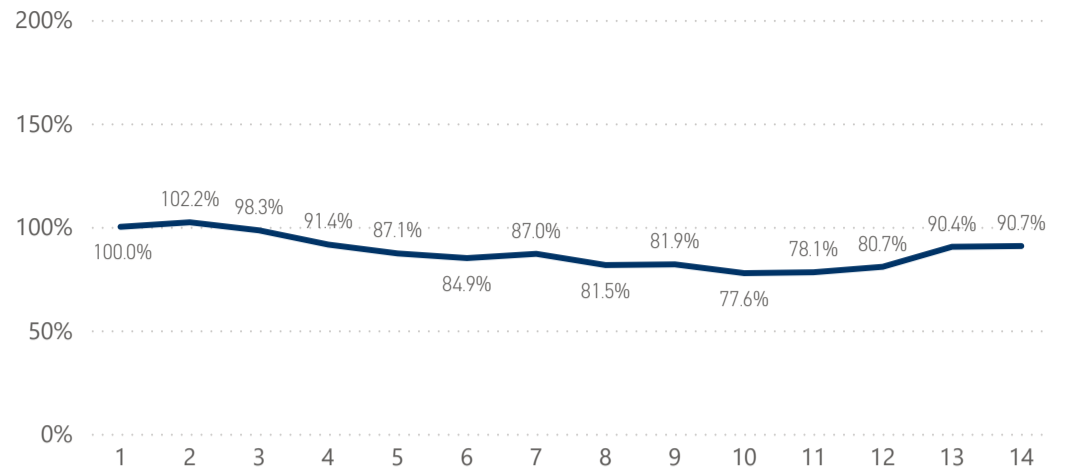
KPI	Weighting	YTD/MAA	FYF	Achievement
Employee Engagement	5.0%	50.0%	50.0%	0.0%



For each wedge:
Width = Weighting
Length = Achievement

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FYF scorecard outturn at each period



On target performance now delivers 100% achievement with above upper taper performance delivering 200% achievement

TRAIN SERVICE DELIVERY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
On Time	12.0%	63.4% [^]	63.4%	73.0%
Freight Cancellations	6.0%	1.27% [^]	1.27%	177.9%
Consistent Region Measure – Performance (CRM-P)	0.0%	1.93 [^]	1.93	0.0%
Freight Delivery Metric (FDM)	0.0%	91.6% [^]	91.6%	0.0%
Composite Reliability Index (CRI)	0.0%	0.28% [^]	0.28%	49.4%
Service Affecting Failures (SAFs) excl. Telecoms	0.0%	5378	5378	62.6%
Time to 3	0.0%	82.3%	82.3%	90.7%
Chiltern	2.5%	123.6%	123.6%	123.6%
Merseyrail	2.5%	106.5%	106.5%	106.5%
TPE	2.5%	112.2%	112.2%	112.2%
Avanti	3.5%	87.4%	87.4%	87.4%
WMT	2.5%	122.6%	122.6%	122.6%
Northern	2.5%	119.0%	119.0%	119.0%
XC delay minutes caused by incidents on Central Route	1.0%	84928	84928	195.5%
Caledonian Sleeper RTA	1.0%	86.0%	86.0%	200.0%

SAFETY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Safety – Train Accident Risk Reduction (TARR)	8.0%	90.4%	90.4%	8.0%
Personal Accountability for Safety	4.0%	261	261	0.0%
Workforce Fatalities and Weighted Injuries	4.0%	0.078 [^]	0.078	0.0%
Safety Conversations	2.0%	4872	4872	200.0%

SUSTAINABLE GROWTH

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Enhancement Milestones and Acceleration	8.0%	123.5%	123.5%	123.5%
Effective Volumes	4.0%	134.8%	134.8%	200.0%
Environmental Sustainability Index	4.0%	103.8%	103.8%	103.8%

CUSTOMER & COMMUNITIES

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Satisfaction (Wavelength)	10.0%	7.83 [^]	7.83	162.5%
Customer Contact Management (Complaints Handling)	4.0%	119.3%	119.3%	119.3%
Passenger Satisfaction (Managed Stations)	0.0%	63.1%	63.1%	66.7%

EFFICIENCY

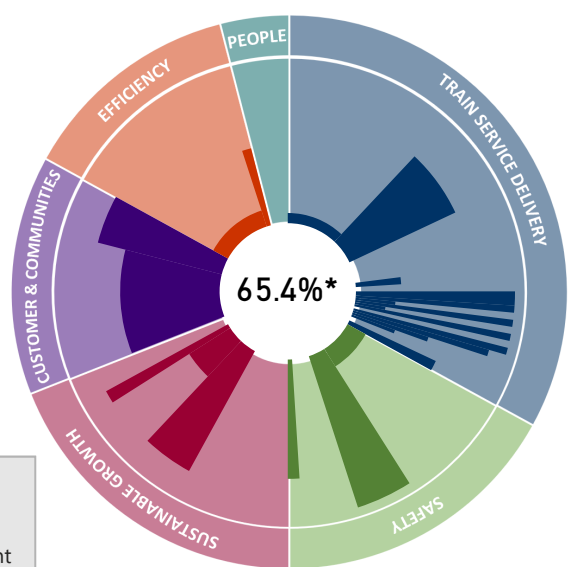
^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Financial Performance Measure (FPM)	12.0%	-£168.4m	-£168.4m	0.0%

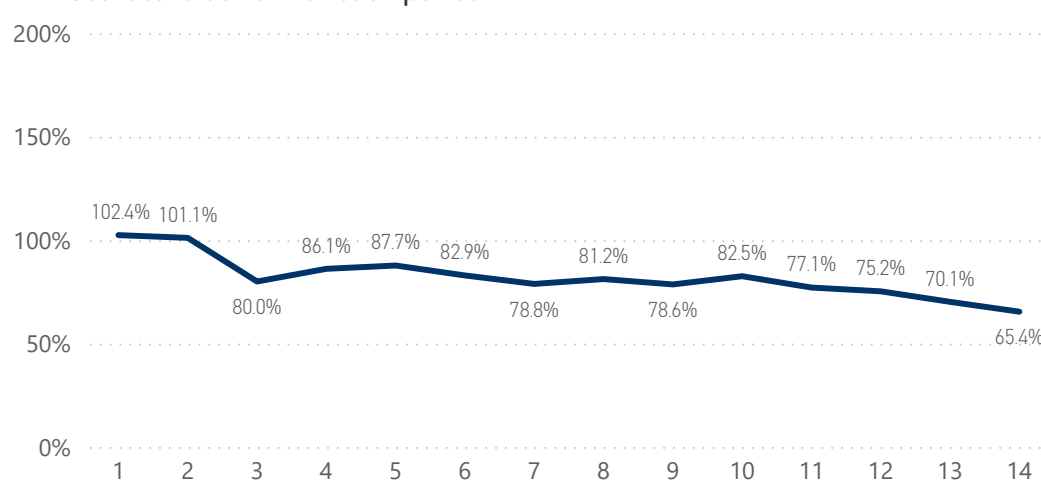
PEOPLE

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Employee Engagement	4.0%	49.0%	49.0%	50.0%



FYF scorecard outturn at each period



On target performance now delivers 100% achievement with above upper taper performance delivering 200% achievement

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TRAIN SERVICE DELIVERY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
ScotRail PPM	12.0%	89.4%	89.4%	12.8%
Freight Cancellations	6.0%	1.76%^	1.76%	147.1%
Freight Delivery Metric (FDM)	2.0%	93.0%^	93.0%	0.0%
Consistent Region Measure – Performance (CRM-P)	0.0%	1.33^	1.33	0.0%
Service Affecting Failures (SAFs) excl. Telecoms	1.5%	1946	1946	0.0%
Composite Reliability Index (CRI)	1.5%	17.1%^	17.1%	0.0%
ScotRail Journey Times	1.0%	90.0%	90.0%	57.1%
Average Speed of Freight Services, % Improvement	1.0%	3.3%	3.3%	0.0%
Caledonian Sleeper Right Time Arrivals	1.0%	86.0%	86.0%	200.0%
Cross Country BPI Northbound (T-3)	0.5%	1.06	1.06	200.0%
Cross Country BPI Southbound (T-3)	0.5%	0.95	0.95	50.3%
Transpennine Express BPI Northbound (T-3)	0.5%	1.27	1.27	200.0%
Transpennine Express BPI Southbound (T-3)	0.5%	0.91	0.91	38.7%
LNER BPI Northbound (T-3)	0.5%	1.15	1.15	200.0%
LNER BPI Southbound (T-3)	0.5%	0.93	0.93	0.0%
Avanti BPI Northbound (T-3)	0.5%	1.37	1.37	200.0%
Avanti West Coast BPI Southbound (T-3)	0.5%	0.86	0.86	177.9%
Lumo BPI Northbound	0.5%	1.00	1.00	100.3%
Lumo BPI Southbound	0.5%	0.97	0.97	57.7%
PPM failures as a result of extreme weather incidents	1.0%	8430	8430	0.0%
ScotRail Passenger Numbers (million pasenger journeys)	1.0%	81.09	81.09	120.0%

SAFETY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Safety – Train Accident Risk Reduction (TARR)	8.0%	91.3%	91.3%	26.0%
Personal Accountability for Safety	4.0%	13	13	200.0%
Workforce Fatalities and Weighted Injuries	4.0%	0.086^	0.086	0.0%
Top 10 Milestones to Reduce Level Crossing Risk	1.0%	9	9	150.0%

SUSTAINABLE GROWTH

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Enhancement Milestones and Acceleration	8.0%	56.5%	56.5%	0.0%
Effective Volumes	4.0%	114.4%	114.4%	172.0%
Environmental Sustainability Index	4.0%	61.0%	61.0%	61.0%
Sustainability Strategy - % of milestones delivered	1.0%	95.0%	95.0%	175.0%
Non-Traction Energy Usage, % Reduction	1.0%	11.9%	11.9%	0.0%
Scottish Freight Growth on Baseline	1.0%	-10.0%	-10.0%	0.0%

CUSTOMER & COMMUNITIES

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Satisfaction (Wavelength)	10.0%	8.10^	8.10	125.0%
Customer Contact Management (Complaints Handling)	4.0%	160.8%	160.8%	160.8%
Passenger Satisfaction (Managed Stations)	0.0%	69.7%	69.7%	82.6%

EFFICIENCY

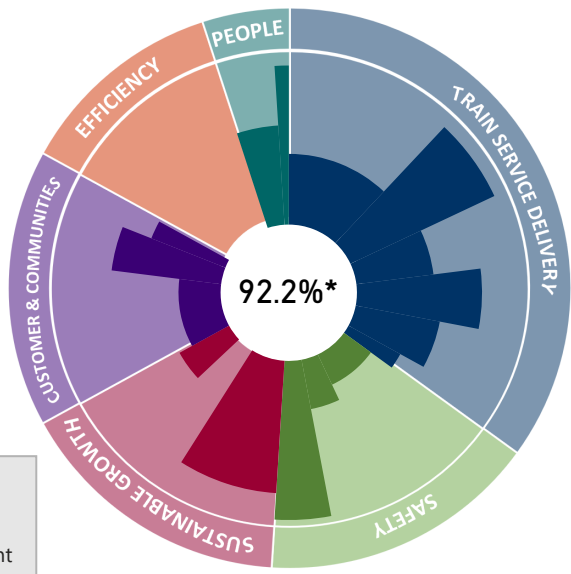
^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Financial Performance Measure (FPM)	12.0%	-£35.7m	-£35.7m	21.2%
Funding Compliance – cash vs CP6 Network Grant Funding Settlement	1.0%	£2.25B	£2.25B	100.0%

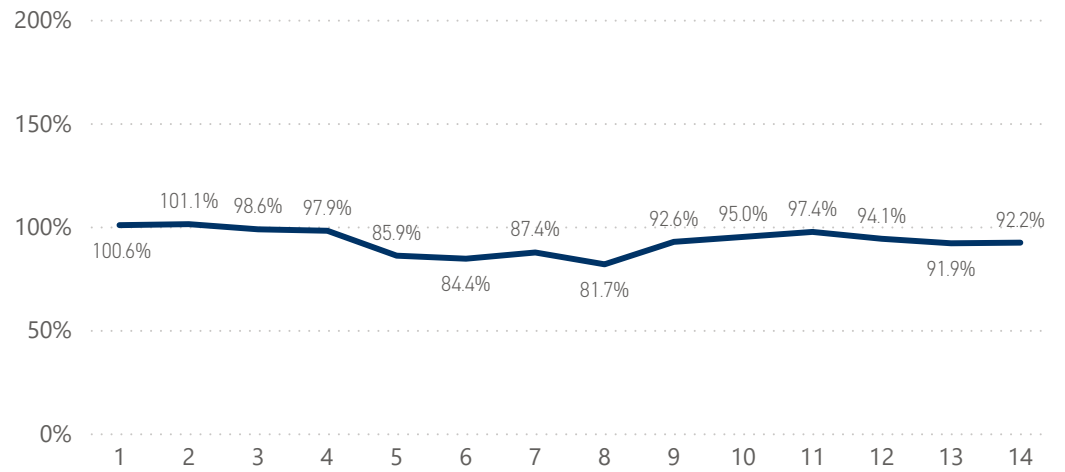
PEOPLE

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Employee Engagement	4.0%	54.0%	54.0%	0.0%



FYF scorecard outturn at each period



On target performance now delivers 100% achievement with above upper taper performance delivering 200%

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TRAIN SERVICE DELIVERY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
On Time	12.0%	68.8% [^]	68.8%	88.9%
Freight Cancellations	6.0%	1.15% [^]	1.15%	200.0%
Consistent Region Measure – Performance (CRM-P)	0.0%	2.50 [^]	2.50	90.4%
Freight Delivery Metric (FDM)	0.0%	90.1% [^]	90.1%	0.0%
Composite Reliability Index (CRI)	0.0%	12.68% [^]	12.68%	60.5%
Service Affecting Failures (SAFs) excl. Telecoms	0.0%	4890	4890	0.0%
Kent	5.0%	97.7%	97.7%	97.7%
Sussex	5.0%	157.3%	157.3%	157.3%
Wessex	5.0%	107.6%	107.6%	107.6%
NRHS	2.0%	74.3%	74.3%	74.3%

SAFETY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Safety – Train Accident Risk Reduction (TARR)	8.0%	92.1%	92.1%	42.0%
Personal Accountability for Safety	4.0%	156	156	63.2%
Workforce Fatalities and Weighted Injuries	4.0%	0.053 [^]	0.053	200.0%

SUSTAINABLE GROWTH

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Enhancement Milestones and Acceleration	8.0%	93.3%	93.3%	166.7%
Effective Volumes	4.0%	82.4%	82.4%	0.0%
Environmental Sustainability Index	4.0%	71.0%	71.0%	71.0%

CUSTOMER & COMMUNITIES

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Satisfaction (Wavelength)	10.0%	7.68 [^]	7.68	52.9%
Customer Contact Management (Complaints Handling)	4.0%	138.8%	138.8%	138.8%
Passenger Satisfaction (Managed Stations)	0.0%	83.9%	83.9%	43.3%
Stations	2.0%	100.1%	100.1%	100.1%

EFFICIENCY

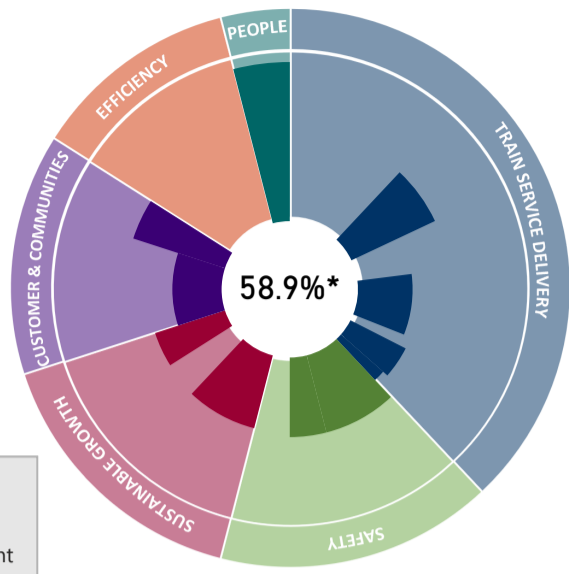
^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Financial Performance Measure (FPM)	12.0%	-£86.1m	-£86.1m	0.0%

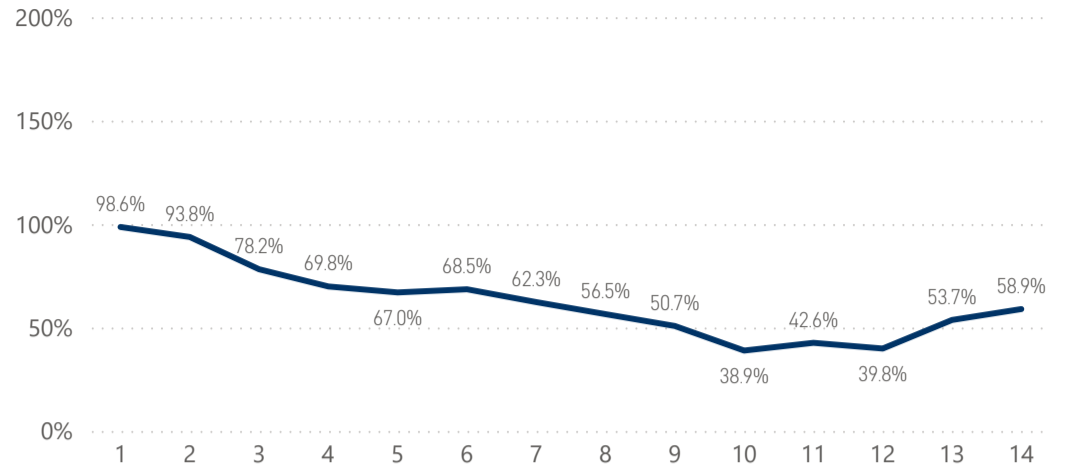
PEOPLE

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Employee Engagement	4.0%	49.0%	49.0%	125.0%
Uptake of wellbeing aspect of HSW medicals	1.0%	52.7%	52.7%	200.0%



FYF scorecard outturn at each period



On target performance now delivers 100% achievement with above upper taper performance delivering 200% achievement

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TRAIN SERVICE DELIVERY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
On Time	12.0%	58.6%^	58.6%	0.0%
Freight Cancellations	6.0%	2.43%^	2.43%	116.0%
Consistent Region Measure – Performance (CRM-P)	0.0%	2.80^	2.80	0.0%
Freight Delivery Metric (FDM)	0.0%	87.2%^	87.2%	0.0%
Composite Reliability Index (CRI)	0.0%	-14.25%^	-14.25%	0.0%
Service Affecting Failures (SAFs) excl. Telecoms	0.0%	3659	3659	0.0%
Transport for Wales - Customer Scorecard	5.0%	47.4%	47.4%	0.0%
Great Western Railway - Customer Scorecard	8.0%	68.7%	68.7%	68.7%
Heathrow Express - Customer Scorecard	1.5%	30.0%	30.0%	0.0%
MTR - Customer Scorecard	4.0%	77.8%	77.8%	77.8%
NR Wales Route delay minutes impacting Cross Country	1.5%	16999	16999	70.8%

SAFETY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Safety – Train Accident Risk Reduction (TARR)	8.0%	95.0%	95.0%	100.0%
Personal Accountability for Safety	4.0%	110	110	100.0%
Workforce Fatalities and Weighted Injuries	4.0%	0.084^	0.084	0.0%

SUSTAINABLE GROWTH

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Enhancement Milestones and Acceleration	8.0%	94.5%	94.5%	94.5%
Effective Volumes	4.0%	84.6%	84.6%	0.0%
Environmental Sustainability Index	4.0%	92.3%	92.3%	92.3%

CUSTOMER & COMMUNITIES

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Passenger Satisfaction (Wavelength)	10.0%	7.73^	7.73	61.9%
Customer Contact Management (Complaints Handling)	4.0%	121.2%	121.2%	121.2%
Passenger Satisfaction (Managed Stations)	0.0%	70.8%	70.8%	39.2%

EFFICIENCY

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Financial Performance Measure (FPM)	12.0%	-£233.1m	-£233.1m	0.0%

PEOPLE

^ = YTD reported as MAA (Moving Annual Average)

KPI	Weighting	YTD/MAA	FYF	Achievement
Employee Engagement	4.0%	52.0%	52.0%	200.0%