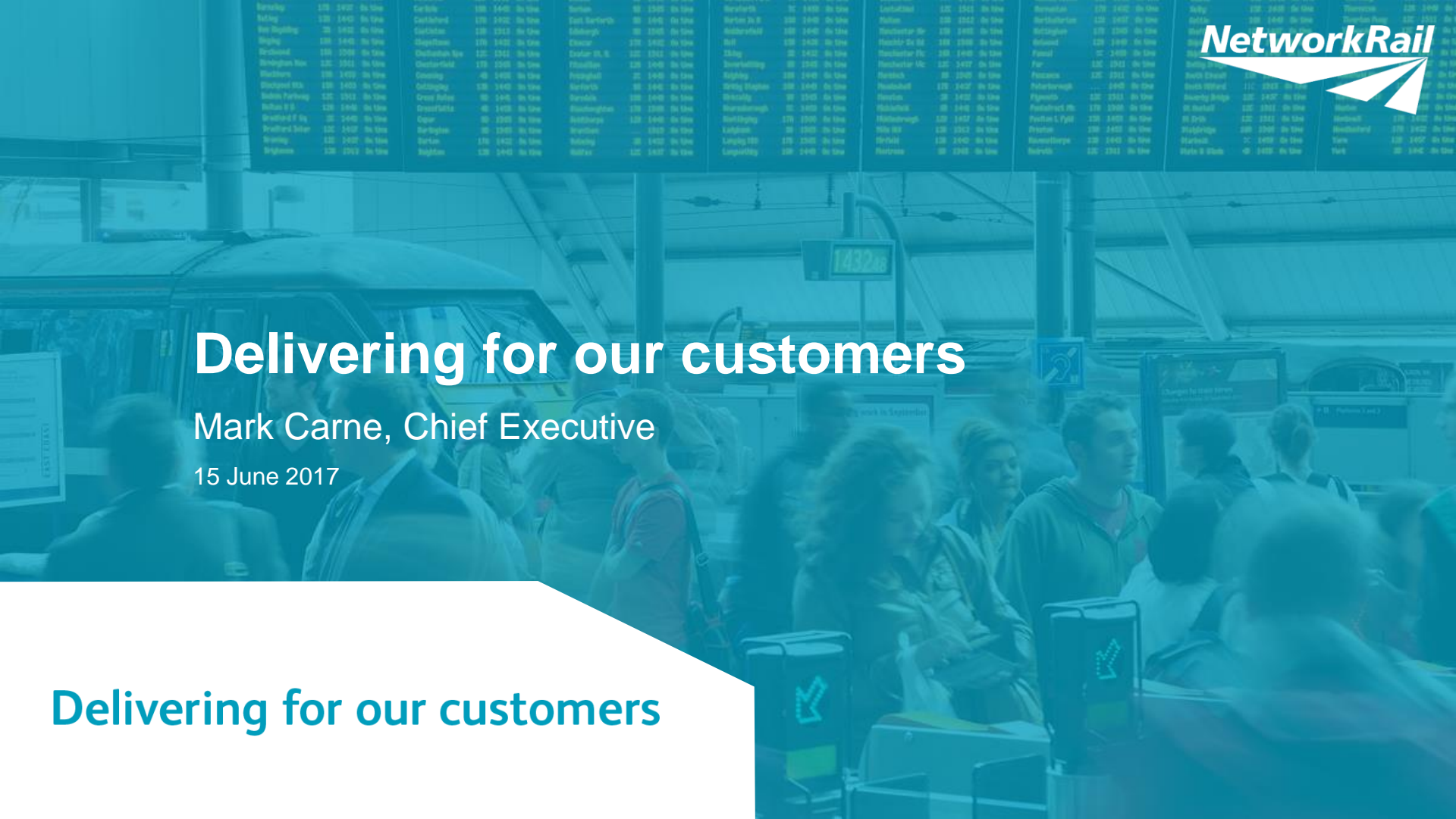


Delivering for our customers

Mark Carne, Chief Executive

15 June 2017

Delivering for our customers



Delivering on major projects... here in Glasgow!









Transformation

5Cs





Delivering for passengers in an alliance

Network Rail

Network Rail specific targets



Alliance Board
 Passenger focused
 Aligned objectives
 Shared risk and reward

Abellio

Abellio specific targets

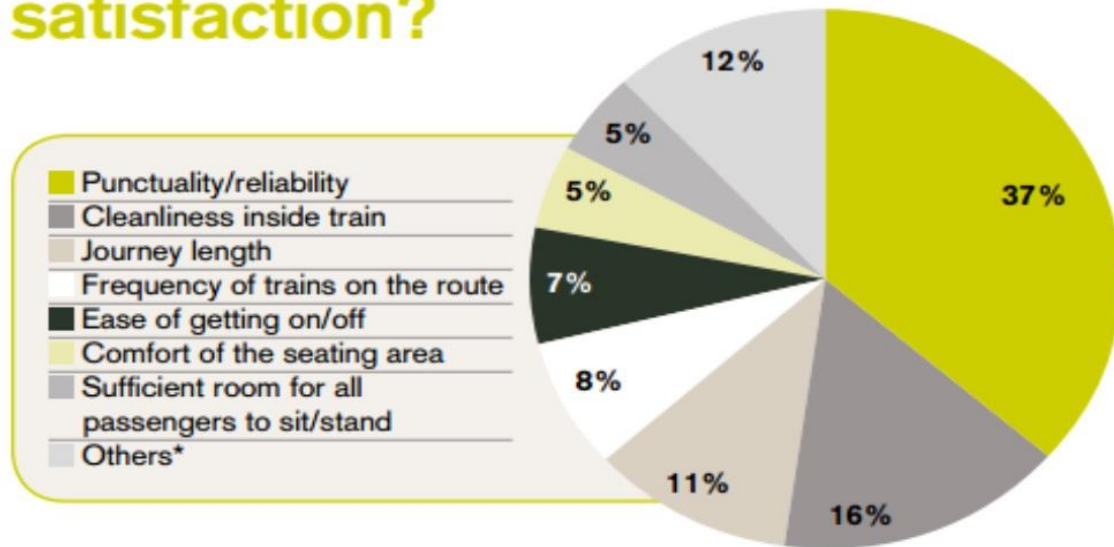


Aligned / shared targets
 between track and train



What do our passengers want?

What has the biggest impact on overall satisfaction?



Cost competitive



Businesses



Projects



Services



Better Every Day



Modernising - Digital Railway

More trains

Greater reliability

Faster trains

Lower cost

Safer

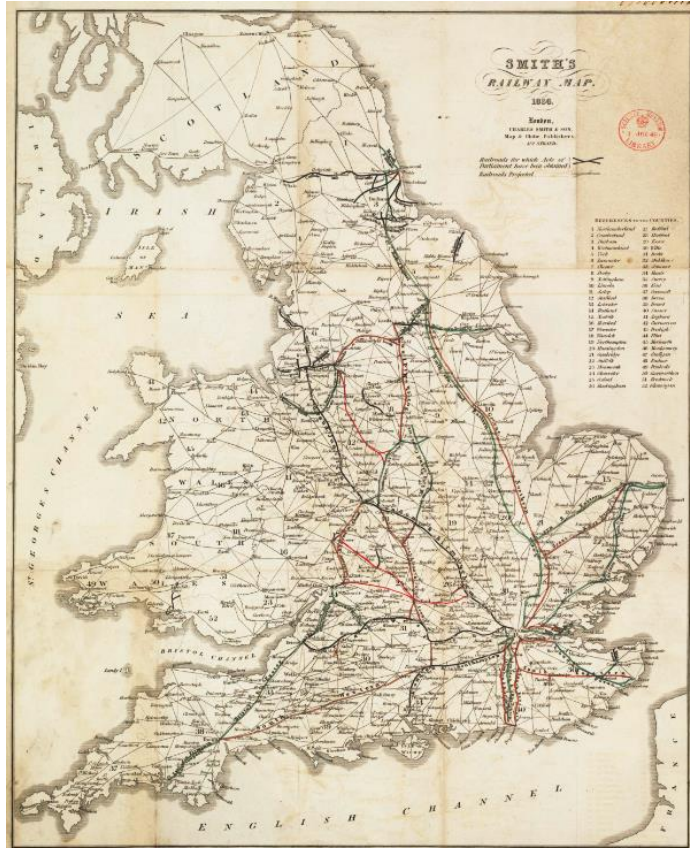
Lower carbon footprint



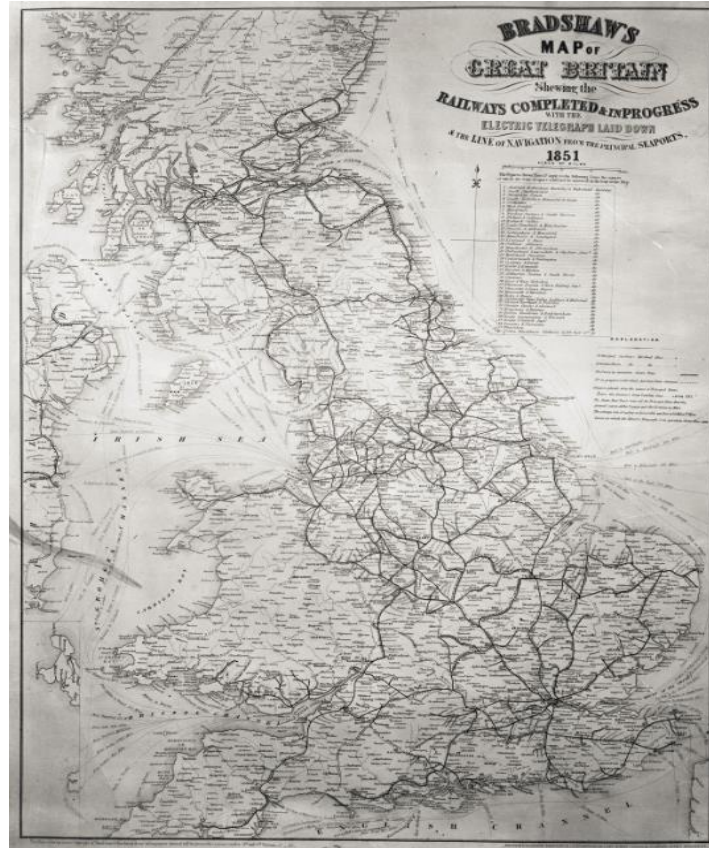
Digital Railway



1836



1851



We're increasing the frequency of our services

*Our rail companies are working together to run more trains as part of a Railway Upgrade Plan. Search **RUNS ON RAIL***



**SCOTLAND
RUNS
ON RAIL**

