

CrossCountry Noise Management Strategy

March 2025

Executive Summary

Rail travel, as a sustainable mode of transportation, plays a critical role in the socio-economic development of the communities CrossCountry serves. However, the day-to-day railway operation can produce disruptive noise which may impact lineside neighbours. Prolonged exposure to noise can lead to health issues such as sleep disturbances.

At CrossCountry, we manage noise as part of our wider Sustainability Strategy, within our Environmental Impact Coalition. The instances of noise complaints are comparably low compared to other train operators as we do not operate any stations or maintenance depots. However, we recognise that the management of noise presents significant challenges to all train operators, as these are inherent aspects of the railway.

To mitigate the concerns, CrossCountry have developed a Noise Management Strategy aimed at identifying areas where noise presents a risk to our neighbouring communities and outlining how we are managing our noise emissions.

The Noise Strategy's Objectives

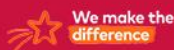
- We will identify and address railway noise challenges in each of our four regions.
- We will ensure compliance with environmental noise legislation and government policies.
- We will reduce and manage noise emissions from rail operations.
- We will create a framework that considers stakeholder needs and prioritises public health.
- We will develop understanding of the characteristics of noise across the network, including sources and impacted areas.
- We will engage with communities to collaboratively address concerns.

By implementing this strategy, CrossCountry aims to grow responsibly, safeguard residents and promote sustainable operations.

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1. Introduction

Helping to shape the economic, social and environmental landscape of the UK, railways drive economic development and investment, create employment opportunities, support tourism and connect people. In addition to this, as a sustainable mode of transport, rail travel is essential in facilitating the UK's transition to net zero by 2050.

While there are many benefits of the UK rail network, there are however some negative environmental impacts that require careful management, including those relating to noise and vibration. These impacts can affect the quality of life for individuals and communities living or working near rail lines and stations. Noise and vibration are inherent consequences of railway operations and maintenance. As defined in the Noise Policy Statement for England (NPSE), noise is considered unwanted sound that can harm health and disrupt the well-being of passengers, residents and employees. Vibration can also cause damage to buildings and create discomfort for those living and working near rail corridors. As outlined in Section Three of the RSSB's Sustainable Rail Strategy Blueprint, both noise and vibration can have detrimental effects on local businesses, social infrastructure, cultural heritage and wildlife.

As a responsible operator and neighbour, CrossCountry recognise the importance of noise and vibration management. The Noise Strategy illustrates how we are managing our noise emissions as part of our broader Sustainability Strategy, which is updated annually. The document also outlines how we record, report and manage noise complaints. By minimising the negative effects of noise and vibration, we will deliver the objectives of 'A Quieter Railway', outlined in RSSB's Sustainable Rail Blueprint.

The document complies with the requirements of the Noise Action Plan: Railways (2019 or later) and Noise Action Plan: Agglomerations (2019 or later). The objectives, approach and deliverables contained within this Strategy are guided by the requirements of the Noise Policy Statement for England (2010) and Noise Action Plans under the Environmental Noise (England) Regulations 2006.

2. Objectives

The overarching objective of CrossCountry's Noise Strategy is to support the industry initiative - 'A Quieter Railway', as outlined in RSSB's Sustainable Rail Blueprint. Through applying the guidance, we strive to manage noise and vibration effectively, working to protect the health and well-being of lineside neighbours, customers, colleagues and wildlife.

Through the proactive management and mitigation of noise emissions, by 2035 we are committed to understanding how our operations contribute to the noise emissions of the railway and identify the key areas where noise management actions are most needed.

We will consider the impact of future changes to our operations on noise and vibration, ensuring that this is considered as part of any future rolling stock procurement activity to potentially reduce our noise emissions and contribute to a quieter railway.

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On our journey to a quieter railway, there are four vulnerable stakeholder groups in noise and vibration management we will consider, each allocated with specific objectives aligned with the RSSB Sustainable Rail Blueprint.

SRB Strategic Area	Recipients of noise and vibration	Aims of the noise management strategy
Quieter Journeys	Passengers	<p>Strategic aim: Noise management contributes to improved customer experience and attracts growth.</p> <p>Objective: Improve customer experience on our trains and stations, promote modal shift, improve accessibility for persons with hearing impairment and sensitivity to noise and generate growth opportunities.</p>
Quieter Workplace	Colleagues	<p>Strategic aim: Noise management contributes to an improved and inclusive working environment.</p> <p>Objective: Ensure safety and improve the working environment on trains, at stations, and maintenance sites.</p>
Quieter for communities	Neighbours	<p>Strategic aim: Protect the wellbeing of our local communities and vulnerable people.</p> <p>Objective: Be inclusive in our approach to protect the quality of life, social infrastructure, and vulnerable people by:</p> <ul style="list-style-type: none"> a) Reducing significant adverse effects of noise on health and quality of life. b) Mitigating and minimising adverse effects on health and quality of life. c) Protecting and preserving areas where the environmental noise levels are low.
Quieter for communities	Wildlife and Heritage Assets	<p>Strategic aim: Protect the health of local flora and fauna.</p> <p>Objective: Protecting and preserving the quiet areas, local green spaces, areas of outstanding natural beauty (AONB), and significant habitats for breeding animals.</p> <p>Protecting and preserving rural areas where the environmental noise levels are low. Protecting and preserving heritage sites and sites of scientific significance.</p>

These objectives align with the overarching vision of CrossCountry's Sustainability Strategy, published in September 2024. Focusing on these objectives will enable us to actively manage noise and vibration, ultimately contributing to a quieter, more sustainable railway that works to benefit all stakeholders and the surrounding environment.

2.1. Approach to achieving the Noise Strategy's objectives

Upon completion of the complaints review and the network analysis, we have established an internal governance process to address the identified noise and vibration issues.

In implementing this strategy, we commit to acting as a responsible neighbour under Section 122 of the Railways Act 1993, and act with care and reasonable regard to neighbours under the common law.

- We will demonstrate a positive contribution to the communities and environment, under the Maximising Social Value and Rail at the Heart of Communities goals within the Sustainable Rail Blueprint.
- We will apply the principles of sustainable development as defined by the Government in the UK Sustainable Development Management Plan.
- We will support the DfT Rail Environment Policy Statement (July 2021).
- We will fulfil the obligations of our National Rail Contract.

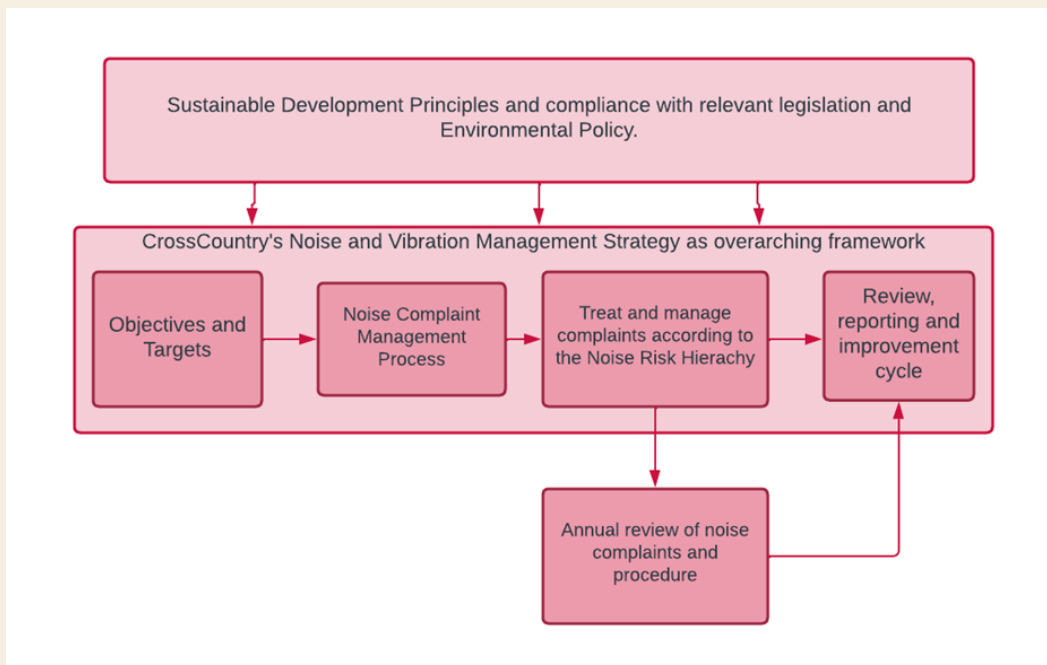


Figure 1 CrossCountry's Noise and Vibration Management Objectives Integration Process





2.2. Timeframe

The transformation to a quieter railway will be gradual process. This strategy endeavours to support noise reduction in the short term (1–3-year period) but also provides a long-term outlook up to 2035.

3. Scope

The Strategy addresses all our operating routes, as outlined in the Network Overview section, and applies to managing noise from CrossCountry's operations. Reference to 'noise' within this paper signifies 'environmental airbourne and ground-bourne noise and vibration'.

The scope includes:

- a) Environmental airborne noise emitted by rolling stock, locomotives and other equipment used by CrossCountry or its subcontractors during operations.
- b) Environmental ground-borne noise and vibration emitted by rolling stock, locomotives and other equipment used by CrossCountry or its subcontractors.

3.1. Limitations

This strategy applies to the activities carried out by CrossCountry under its operating licence. Where changes to our operation take place, we will review our Strategy and update it as relevant. This Strategy also does not apply to any maintenance, renewals or other activities carried out by Network Rail. We recognise that train operators are restricted in their means of addressing wheel-rail interface noise. To overcome this restriction, we rely on collaborative working with Network Rail as set out in the Engagement and Collaboration section of the Strategy.

Noise related to rolling stock interior environments and workplace noise is excluded from the scope of this strategy.

An annual review of noise complaints will be undertaken, and escalation will be applied where required, as per the Governance and Organisational Culture section. Should noise complaints become a significant challenge within CrossCountry, a further review of this strategy will be undertaken.





4. Targets

In producing this document, CrossCountry have achieved the following targets:

1. Prepare and publish Noise Management Strategy document in line with RSSB's guidance.
2. Define governance around noise management: its importance and order within the organisation's business priorities, include as a standing agenda item for SSEG, allocate roles and responsibilities, define reporting and escalation lines, review and update schedule.
3. Prepare and approve complaints management policy for noise-related complaints.
4. Identify, map out and prioritise agglomerations on the network using Industry Guidance 4: Identification of priority areas for noise management: agglomerations (urban areas), Important Areas, local hotspots, quiet areas, local green spaces and Metropolitan Open Land (London).


Immediate Term (Phase 1) - By December 2025:

1. Review the structure of our complaints database, identify gaps and implement improvements in data collection, recording and audit trails.
2. Collect and analyse existing information on noise and vibration related complaints.
3. Review our engine shut down policy to reduce engine idling in stations.
4. Roll out IESS technology on our fleet to reduce noise pollution.

Short-term (Phase 2) – By 31 March 2026

1. Identify and map out local noise source hotspots based on local knowledge and complaints database.
2. Identify and describe noise sources typical for the railway.
3. Prepare an annual report by adapting the Noise Management Annual Report template provided by the RSSB to suit CrossCountry's operation.





Medium term (Phase 3) - By 31 March 2027

1. Identify and map out local noise source hotspots based on local knowledge and complaints database.
2. Define the requirements around establishing a noise footprint and identify what is needed to implement it.
3. Set targets for addressing noise issues that require collaboration, for example with the Infrastructure Managers and maintainers
4. Prepare our second annual report by adapting the Noise Management Annual Report template provided by the RSSB to suit CrossCountry's operation.

Long term (Phase 4) - By 31 March 2030

1. Establish first drafts of the noise footprint within selected areas for noise monitoring.
2. Achieve a Quieter Railway by 2035 (subject to rolling stock dependencies)

5. Governance and Organisational Culture

In alignment with the National Rail Contract requirements, Chapter 6 Environment and Sustainability, clause 3.1(a), CrossCountry has established its ISO 14001:2015 accreditation to manage environmental impacts, including noise. This accreditation will be regularly maintained and renewed as necessary.

CrossCountry's approach to noise and vibration management is supported by the following key documents, each of which plays a role in ensuring compliance and continual improvement:

- a) Environmental Policy – [XCTL-109- Environmental & Energy Policy Statement, Issue 16, May 2024]
- b) Health and Safety Policy – [XCTL-101 – Health and Safety Policy Statement, Issue 17, June 2024]
- c) HR Policy – [XCTL-1117 – Humans Resources Policy, Issue 1, June 2023]
- d) Public Announcements Policy – [XCTL-202, Management of Train Managers & Senior Conductors, Issue 9, October 2022] and PID 1001
- e) Depot Operations and Maintenance Activities Policy – [XCTL-244 Depot Working Instructions – Tyldesley, Depot Working Instructions, Issue 4, January 2021]
- f) Noise Policy - In accordance with the National Rulebook we abide by GERT/8000 - (Nighttime quiet period is typically 12:00-06:00 – this policy is depot-specific)

These documents collectively ensure that noise management is integrated into the operational framework of CrossCountry, providing clear guidance on how noise and vibration impacts are mitigated across our services and infrastructure.

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5.1. Governance Structure

The Noise Strategy's governance structure ensures clear accountability for noise management across all levels of the organisation. The responsibilities of key stakeholders are outlined in the table below.

Role	Responsibilities	Escalation to
Environment & Sustainability Manager	<ul style="list-style-type: none"> Preparation and implementation of the Noise Strategy. Maintain records of noise complaints, monitoring, management, and mitigations and make these available to the appropriate authority as necessary. Facilitate noise response actions, track their progress and report on their results. Communicate the Noise Strategy with the organisation and relevant stakeholders. Facilitate, organise, and sponsor investigation of noise complaints by the local managers. Validate compliance to CrossCountry's Engine Shut Down Policy through audit checks with Local Managers. 	Operations and Safety Director
The Sustainability Team	<ul style="list-style-type: none"> Responsible for development of the wider Sustainability Strategy. Responsible for co-ordinating the Environmental Impact Coalition. 	Operations and Safety Director
Environmental Impact Coalition	<ul style="list-style-type: none"> Responsible for reviewing noise complaints as per procedure. 	Operations and Safety Director
Customer Relations Team	<ul style="list-style-type: none"> Provide initial response to the complainant. Record noise complaints in the system, ensuring the full details pertaining to the noise incident are captured. Ensure that the Environment and Sustainability Manager is alerted to any received complaints for investigation. 	Environment & Sustainability Manager
Frontline Staff	<ul style="list-style-type: none"> Report instances of abnormal or excessive noise through the defect reporting procedure. 	Local Managers



The Environment & Sustainability Manager is tasked with safeguarding compliance with legislative and contractual noise management requirements, enforcing governance, and reviewing and approving the Noise Strategy, with escalations handed to the Head of Strategy for high-level oversight and budget approvals.

The Sustainability Team leads the preparation and implementation of the Strategy. When appropriate the team will liaise with external stakeholders, including the DfT and Network Rail to maintain records on complaints, manage noise action plans, monitor progress and other noise related activities. Internally, the Sustainability Team collaborate with the Environmental Impact Coalition, one of three sustainability coalition groups as part of wider Sustainability Strategy.

The Environmental Impact Coalition is comprised of relevant stakeholders across the business. Members meet quarterly to discuss how noise among other natural environmental impacts can be appropriately managed. More detail around our Sustainability Coalitions can be found in our Sustainability Strategy, available on our website.

At the ground level, Operations and Service Delivery staff carry out noise management in their day-to-day roles, recording complaints, investigating noise incidents and liaising with the Sustainability Team on response strategies.

The Customer Relations Team ensures that noise complaints are logged in the CRM system, responds to complainants and escalates issues as needed. The Customer Relations Team supports communication efforts, engaging with communities to manage expectations and address concerns. Frontline staff, such as drivers and train crew, are responsible for reporting abnormal noise occurrences, while all personnel are expected to comply with the noise management policy, provide feedback and contribute to continuous improvement. Regular reviews and updates are conducted to ensure the effectiveness of noise management measures across the organisation.

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6. Network Description

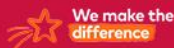
6.1. Governance Structure

CrossCountry is a long-distance operator, running services across covering the length and breadth of Great Britain. It provides connectivity between major cities, as well as connecting local communities to key transport hubs, catering to both leisure and business customers. It unites three nations, Scotland, England, and Wales, with core routes including Edinburgh to Penzance, Cardiff to Nottingham and Manchester to Bournemouth. The network is centred around Birmingham New Street Station and does not serve Greater London.

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The CrossCountry network interacts with every Network Rail region and most of its routes, without being the lead operator in any, calling at over 120 stations, without having any of our own station infrastructure. CrossCountry's position in UK rail is therefore unique, so collaboration with its industry partners is crucial to CrossCountry's success.

CrossCountry currently operate a diesel-only fleet comprised of Class 220/ 221 Voyagers and Class 170 Turbostars, which are maintained by Alstom and West Midlands Trains (WMT) respectively. CrossCountry do not carry out or manage any maintenance infrastructure.

Our network is divided into four regions: West and Wales, East Midlands and East Anglia, West Midlands and North West, and North East and Scotland. Each region is led by a Regional Director, supported by an organisational structure encompassing Customer Service Managers, Driver Team Managers, and front-line crews.

6.2. Challenges and Opportunities

As an operator that runs trains from early morning until late in the evening, throughout the week and weekend, we recognise the potential for CrossCountry to disturb the sleep of communities near our network. We want to ensure that our operations have limited impact on local communities. This involves actively working to reduce engine idling to decrease noise and air pollution. We are rolling out an advanced Intelligent Engine Stop Start (IESS) technology throughout our fleet, to reduce the number of engines used across the fleet, this will help to reducing noise across our network.

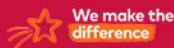
Network Rail has outlined plans to commence significant infrastructure enhancements, including the development of a new track and electrification projects by 2030, to align with the introduction of the European Rail Traffic Management System (ERTMS) by 2035. Furthermore, the installation of footbridges across the network are being constructed to eliminate level crossings in 2024 and 2026. While this development will reduce noise across the network in the long-term, the potential high noise output emitted through the construction process will require CrossCountry to monitor and respond to any significant consequential increases in noise emissions.

As more residential/hotel/office developments are built near the network, the growing need for proactive noise management in lineside areas where the railway interacts with urban growth further emphasises the importance of effective noise management.

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7. Management of complaints related to noise and vibration

CrossCountry operates the largest geographical area of any UK TOC, and further detail on our routes of operation can be found above in Section 6 Network description.

7.1. Agglomerations

Defra's 'Strategic Noise Mapping for Railway Noise' refers to an urban area as an 'agglomeration' if it has a population more than 100,000 persons and a population density equal to or greater than 500 people per km². These areas have a significant number of people living and working closely together and are often in cities of metropolitan regions. These areas are particularly important for noise management, as agglomerations tend to have a concentrated presence of transportation infrastructure like railways, roads, and airports, coinciding with a high number of people living or working alongside. The agglomerations are identified in round three of the strategic noise mapping by DEFRA within CrossCountry's operation are listed below.

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Agglomerations within the CrossCountry Network



Figure 2 Agglomerations within the CrossCountry Network.



7.2. Complaints Procedure

Complaints management within CrossCountry is governed by our Complaints Handling Procedure, which addresses environmental noise- and vibration-related complaints. The procedure process is reviewed regularly, and changes are made when appropriate. Reviews will be carried out in consultation with RSSB, Station Facility Operators, Network Rail and where required, the Office of Rail and Road.

CrossCountry are committed to ensuring a timely resolution to complaints. Where appropriate, these complaints are investigated further with the Sustainability team to ensure the complaint is resolved efficiently and effectively.

Telephone complaints are manually entered into the system and then follow the same triage process through the specialist team. From here, the complaint would be investigated internally to identify the source of the noise. The specialist would liaise with internal Sustainability, Safety and Fleet teams to provide a response to the customer. If multiple complaints are logged within the same agglomeration, actions will be taken to best address the complaint.

The structure, roles and responsibilities associated with complaints management are detailed at crosscountrytrains.co.uk, outlining clear escalation paths and assigning accountability at each level of the organisation, from frontline staff to senior management. This structure ensures that all noise and vibration-related concerns are managed in a transparent, efficient, and consistent manner across CrossCountry.

Complaints can be received by the customer service department which can be contacted by telephone 0344 736 9123 or via a General Enquiries form on the website.

By following the above procedure, complaints will be reported, managed, and resolved effectively. Any noise complaints will be discussed and heard at our periodic safety meeting for awareness and to maintain focus throughout the company.

We recognise that a main cause of noise disturbance is the wheel-track interface. As we have limited control over the rail infrastructure, we will ensure that any future fleet procurement or modifications will consider the impacts of noise and aim to reduce noise where this is reasonably practicable.

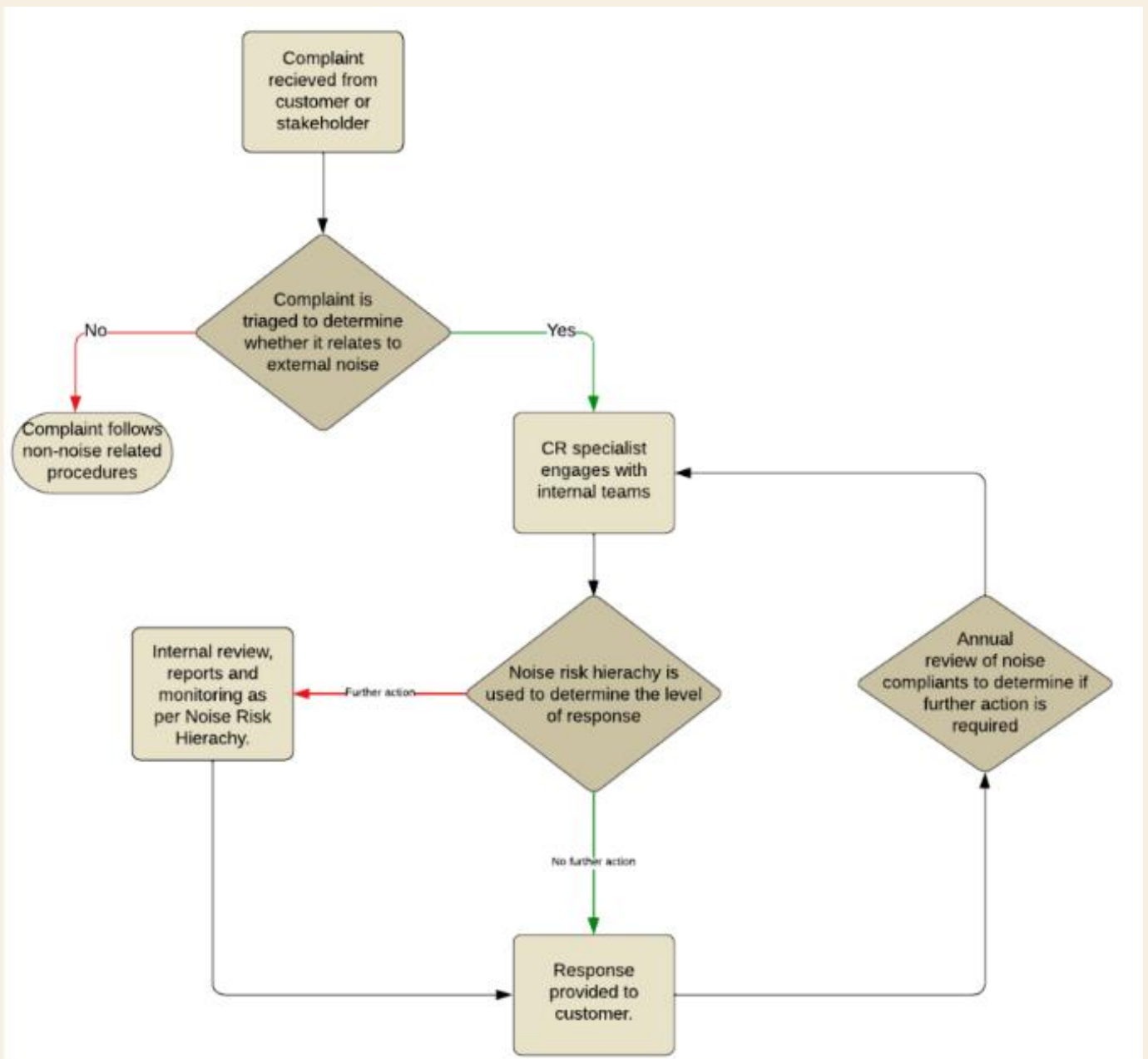


Figure 3 Noise Complaint Process Map

High	10+ Complaints Recieved	In addition to the below:	Noise monitoring of the site to determine decibel levels and source of noise.	Produce specific noise action plan for that site	Review the Noise strategy
Medium	5+ Complaints Recieved	In addition to the below:	Hold an internal minuted meeting dedicated to discussing the ongoing issue.	Attendees: Local teams, local management, environment teams, safety executive	
Low	1+ Complaints Recieved	In addition to the below:	Review current procedures in place to reduce noise within the location of the complaint.	- Review timetabling and idling minutes	Respond to complainant and validate their satisfaction with the outcome
Very Low	0 Complaints Recieved	Collaborate with Industry partners on Noise Monitoring	Validate adherence to Engine Shut down policy through Audit Check		
Potential Risk Factor	Cumulative complaints, per annum, per agglomeration	Actions required; NB at each step, all actions below that step are also required.			

Figure 4 CrossCountry's Noise Risk Hierarchy



8. Engagement and Collaboration

The purpose of this section is to outline CrossCountry's strategic approach to stakeholder engagement and collaboration in the context of our approaches to noise management. Recognising the diverse and often complex impact of railway noise on various communities and environments, we are dedicated to engaging with a wide range of stakeholders, including residents, community groups, environmental organisations, regulatory authorities and railway employees.

As we do not own or manage any infrastructure on the network, it is unlikely we will be responsible for any large-scale developments or projects which may create noise pollution. In such instances, CrossCountry will work with the Station Facilities Owners or Maintenance Providers, to limit the disruption caused by noise on the network.


Our engagement strategy is built on the principles of inclusivity, transparency and responsiveness, ensuring that all voices are heard and that stakeholder concerns are addressed meaningfully. We are committed to maintaining clarity and providing comprehensive information on noise-related matters, tailoring our engagement approach to suit the needs of different stakeholder groups. This will include specific engagement plans for long-term projects, particular locations or unique noise concerns, ensuring that stakeholder input is consistently considered in our decision-making processes.

To ensure robust and transparent stakeholder engagement, if CrossCountry plan to undertake large scale development work on the network themselves, the Environment & Sustainability Manager and Public Relations Team will oversee the following activities:

- a) Where we have targeted interventions for noise management, we will engage with the local communities to foster good working relationships.
- b) Maintain a comprehensive database of all stakeholder engagement activities relating to noise management.
- c) Catalogue all stakeholder comments and feedback, documenting outcomes and the rationale for decisions made.
- d) Conduct an initial review and classification of all representations received from stakeholders.
- e) Coordinate decision-making processes, including the arrangement of meetings, conferences, workshops, and discussions, where necessary.
- f) Ensure all stakeholders are informed about the timetable of events and the agendas for engagement activities.
- g) Keep thorough records of all meetings, conferences, workshops and discussions.

This strategic approach to engagement and collaboration ensures that noise management decisions are well-informed and reflective of the concerns and priorities of all relevant stakeholders, supporting our ongoing commitment to environmental stewardship and community relations.





To foster a quieter railway, CrossCountry aims to manage and, where possible, reduce the noise impacts of our operations. Achieving this goal requires an ongoing, proactive approach to noise management, and we expect a variety of activities to contribute to the strategy's evolution over time. These activities will not only shape the current version of our Noise Strategy but will also be integral to its future iterations. Our long-term outlook focuses on continuous improvement and the implementation of innovative solutions, backed by close collaboration with stakeholders and the broader community, supporting the UK rail industry to continue good management of noise.

Key activities that will contribute to our long-term noise management objectives include:

Ongoing Fleet Modernisation: We are committed to the continuous modernisation of our fleet, with a focus on incorporating what we can to deliver noise reduction on the interior and exterior of our trains. This will help reduce both ground and air-borne noise emissions from our trains, supporting quieter journeys for passengers and less disruption for local communities.

Optimising Railway Operations: We will design and manage our railway operations to minimise adverse noise impacts. This includes regular reviews of our operational practices and identifying opportunities to reduce noise levels, particularly in sensitive areas, and maximise relief for residents.

Night-Time Operations: Recognising the unique challenges posed by night-time operations, we will consider improving measures designed to reduce their impact. This will include the adoption of quieter operational practices and, if noise levels are causing significant harm, work with maintenance providers where possible to adjust schedules to minimise disturbance during late-night and early-morning hours.

Enhanced Monitoring and Reporting: A robust system for monitoring, reporting, and managing all ground- and air-borne noise emissions will be a cornerstone of our long-term strategy. By increasing the frequency and quality of noise data, we will ensure that our noise management efforts are based on reliable, up-to-date information, stored in our sustainability business intelligence data hub.

Clear and Transparent Engagement: We are committed to clear and transparent communication with community groups, regulatory bodies, and industry stakeholders, should noise issues arise. Ongoing engagement will be key to ensuring that our noise management efforts are collaborative, responsive to feedback and beneficial to all parties involved.

9. Long-term Outlook

CrossCountry are committed to contributing to a quieter railway by 2035. This long-term outlook ensures that CrossCountry remains committed to achieving a quieter railway by 2030, continually refining our strategies and fostering collaboration to reduce the impact of railway noise for the benefit of communities and the environment. Our noise management strategies as established in the 'Network description' section detail our ambitions in further detail.

We will consider the impact of future changes to our operations on noise and vibration, ensuring that this is considered as part of any future rolling stock procurement activity to potentially reduce our noise emissions and contribute to a quieter railway.



10. Review of the Strategy and Reporting

Frequency of Strategy Updates

CrossCountry's Noise Management Strategy will be reviewed every year to ensure its continued relevance and alignment with both national standards and the latest data. This periodic review will also coincide with the publication of Strategic Noise Mapping by Defra to incorporate any new insights and developments.

Significant Changes

In cases where significant changes occur in railway operations—such as the introduction of new rolling stock, alterations to train service patterns, or the construction of new infrastructure—the Strategy will undergo a review and update within six months of such changes. These updates will address any changes in noise levels resulting from the alterations and will propose additional or adjusted noise mitigation measures where necessary.

Stakeholder Consultation

Before the updated Noise Management Strategy is formally issued, a draft version will be submitted to the Department for Transport for discussion and approval. This consultation step ensures that the revised strategy is consistent with both regulatory requirements and broader transport policy objectives, maintaining alignment with governmental and industry expectations.


10.1 Sustainability Strategy and Reporting

Sustainability Strategy

Our Sustainability Strategy is published externally to our website, on an annual basis. The principal document will be supported by tactical papers that detail how CrossCountry is embedding sustainability across the business. This noise strategy is managed by our Environmental Impact Coalition as part of the wider strategy. Where there are significantly high levels of noise, targeted actions will be implemented to reduce our noise footprint. Actions taken will be reported on and stored to a build a library of data that will inform our future noise management strategy. We will share annual noise management reports with Network Rail.

CSRD Reporting

As part of CrossCountry's Environmental, Social, and Governance (ESG) commitments, an annual CSRD report will be generated through our owning group Arriva from 2026, detailing the steps taken to manage noise and vibration and their impacts on local communities and the environment. This report will serve to highlight our dedication to sustainability and responsible environmental stewardship.



By adhering to this structured review and reporting framework, CrossCountry ensures a transparent, data-driven, and accountable approach to noise management. This process will allow us to continuously improve our strategy, enhance our operations, and remain responsive to the needs of affected communities and regulatory requirements.

11. References

RSSB Sustainable Rail Blueprint – <https://www.rssb.co.uk/sustainability/the-sustainable-railblueprint>

Noise Action Plans – <https://www.gov.uk/government/publications/noise-action-plans-large-urban-areas-roadsand-railways-2019> Noise Action plan for Railways - <https://assets.publishing.service.gov.uk/media/5d1aec3c40f0b609dde41806/noise-actionplan-2019-railways.pdf>

Noise Action Plan for Agglomerations- <https://assets.publishing.service.gov.uk/media/5d1aec26ed915d0bc6a0a11c/noise-actionplan-2019-agglomerations.pdf> Noise policy statement for England – <https://www.gov.uk/government/publications/noise-policy-statement-for-england>

Environmental Noise (England) Regulations 2006 - <https://www.legislation.gov.uk/uksi/2006/2238/contents/made> The Railways Act 1993 - <https://www.legislation.gov.uk/ukpga/1993/43/contents> UK Sustainable Development

Management Plan. – https://assets.publishing.service.gov.uk/media/5f2ace79d3bf7f1b17facde1/PHE_SDMP_2020_25-2.pdf

Rail Environment Policy Statement (July 2021) - <https://assets.publishing.service.gov.uk/media/60eee7498fa8f50c7f08ae4b/rail-environmentpolicy-statement>

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