CrossCountry 2024/2025 Emissions Report

Our Values

We care passionately

We make the difference

We do the right thing

crosscountry

Executive Summary

CrossCountry has continued to improve the efficiency of its operations during FY2024/25, achieving a reduction in Scope 1 carbon intensity per mile. When normalised against activity, Scope 1 traction emissions per fleet mile decreased, demonstrating more efficient use of fuel and improved operational performance. This highlights that, even as services expanded, CrossCountry delivered meaningful gains in carbon efficiency across the network.

CrossCountry services also remain significantly more carbon-efficient than road transport. On average, rail travel on our network is 2.4 times more carbon-efficient per mile than equivalent road travel, meaning that increased mileage and additional passenger capacity deliver system-wide environmental and social benefits. In 2024/25 compared to the previous year, CrossCountry facilitated five million more journeys, and almost half a billion more kilometres travelled by passengers. By enabling more people to choose rail instead of higher-carbon road alternatives, CrossCountry helped reduce wider UK transport emissions - offsetting an estimated 36,000 tonnes of CO_2e from national net emissions. That's the equivalent of the CO2e absorbed by 1.4 Million Trees each year!

A further factor shaping this year's results is the update to national emissions factors used for spend-based Purchased Goods and Services (PGS). These factors - derived from Standard Industrial Classification (SIC) code groupings - rose this year, reflecting changes in national datasets rather than CrossCountry's underlying environmental performance. While this proxy indicates an increase in PGS emissions, it is primarily a methodological effect. CrossCountry is actively transitioning towards more accurate, activity-based supplier data, which will improve the precision and reliability of future reporting.

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Methodology

In May 2025, CrossCountry achieved a validated near-term Science Based Target (SBT) against the Corporate Net Zero Standard v1.2. Using the operational control approach within the GHG Protocol, the scope and boundaries were established, considering CrossCountry's operations and RSSB's Rail Carbon Accounting Framework (RCAF) guidance. The process included collecting and checking activity data across all relevant emissions scopes for FY2023/24 (baseline year) and calculating the associated carbon emissions using DEFRA / DESNZ emissions factor databases. This process developed a carbon baseline for CrossCountry and the subsequent near-term targets using the Science Based Targets initiative's (SBTi's) framework, forms and tools.

This report follows the same process for FY2024/25 (most recent year) using the same guiding principles, scope, and boundaries. There are no methodical changes impacting the inventory or boundary for the 24/25 year.

Scope of Emissions

Breakdown by Scope

CrossCountry's scope of carbon emissions includes the following:

Scope	Category	Description	Sources
Scope 1		Direct Emissions	natural gas, diesel consumption and F-gas fugitive emissions
Scope 2		Indirect energy emissions	Grid electricity
Scope 3	Category 1	Purchased goods and services	Purchased goods and services and water supply
Scope 3	Category 3	Fuel- and energy-related activities	Well-to-Tank (WTT) emissions from natural gas, diesel and electricity (including transportation and distribution emissions)
Scope 3	Category 5	Waste generated in operations	Solid waste and wastewater
Scope 3	Category 6	Business travel	Flights and employee mileage
Scope 3	Category 7	Employee commuting	Employee commuting

Optional Emissions

Additional optional emissions, calculated but outside the minimum reporting boundary as defined in the SBTi submission, include hotel stays under Scope 3 Category 6 (business travel) and homeworking under Scope 3 Category 7 (employee commuting). Although these emissions fall beyond the mandatory SBT target boundary for corporate GHG reporting, they will continue to be monitored and reduced as part of CrossCountry's ongoing commitment to robust and comprehensive emissions management.

Out of scopes emissions:

Biogenic CO_2 emissions are so-called 'out of scopes' emissions; they must be reported, but separately from direct Scope 1 emissions. For CrossCountry they represent 'net 0' emissions as it is assumed that the fuel source itself absorbed an equivalent amount of emissions during the growth phase as it emits during combustion.

Total Emissions

The total emissions of FY2024/25 are 278,988 tCO_2e, excluding the optional and biogenic emissions. The key hotspot areas are Scope 1 (fuel), Scope 3 Category 1 (purchased goods and services) and Scope 3 Category 3 (fuel-related emissions). The emission split is shown in Figure 1.

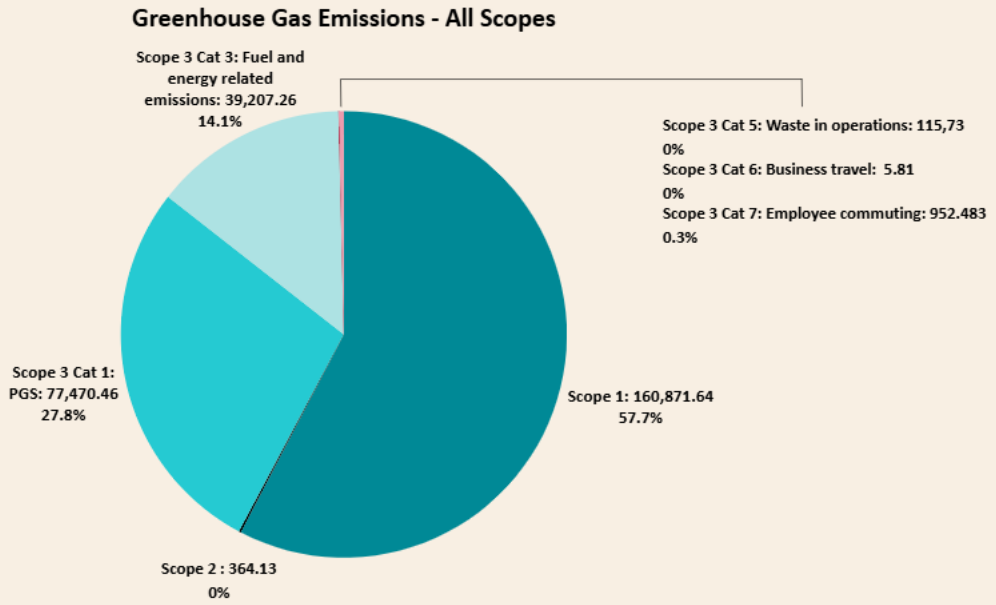

Figure 1 (above): CrossCountry FY2024/25 GHG emissions for all scopes of emissions (excl. optional/out of scopes)

In the baseline year FY2023/24 the total emissions were **248,087 tCO_2e**. This highlights a year-on-year (YOY) emissions increase of 12.5% (Table 1).

Scope / category (aligned with SBTi submission)	FY2023/24 emissions (tCO2e)	FY2023/24 % of total emissions	FY 2024/25 emissions (tCO2e)	FY 2024/25 % of total emissions	% change
Scope 1 (Traction Diesel)	149,614.79	60%	160,732.52	58%	7.4%
Scope 1 (F-gases and Natural Gas)	165.83	0%	139.11	0%	-16.1%
Scope 2 (Electric Energy)	288.06	0%	364.13	0%	26.4%
Scope 3 Cat 1: Purchased Goods & Services	60,425.77	24%	77,470.46	28%	28.2%
Scope 3 Cat 3: Fuel and energy related emissions	36,489.70	15%	39,207.26	14%	7.4%
Scope 3 Cat 5: Waste in operations	159.73	0%	115.73	0%	-27.6%
Scope 3 Cat 6: Business travel	7.01	0%	5.81	0%	-17.1%
Scope 3 Cat 7: Employee commuting	936.55	0%	952.48	0%	1.7%
Total S1 (tCO2e)	149,780.62	60%	160,871.64	58%	7.4%
Total S2 (tCO2e)	288.06	0%	364.13	0%	26.4%
SubTotal S1 and S2 (tCO2e)	*150,068.68*	*60%*	*161,235.77*	*58%*	7.4%
Total S3 (tCO2e)	98,018.76	40%	117,751.74	42%	20.1%
Total S1, S2 and S3 (tCO2e)	**248,087.44**	**100%**	**278,987.51**	**100%**	12.5%

Table 1 (above): Emissions comparison from FY2023/24 to FY2024/25 (tCO_2e)

Scope / category	FY2023/24 emissions (tCO_2e)	FY2023/24 % of total emissions	FY2024/25 emissions (tCO2e)	FY2024/25 % of total emissions	% change
Scope 3 Cat 6: Business travel (hotel stays)	84	0%	62	0%	-25.9%
Scope 3 Cat 7: Employee commuting (homeworking)	182	0%	184	0%	+1.3%

Table 2 (above): Additional, optional emissions – beyond minimum reporting boundary

Scope / category	FY2023/24 emissions (tCO_2e)	FY2024/25 emissions (tCO_2e)	% change
Out of scopes: Biogenic CO_2 emissions	8,498	10,437	+22.8%
Out of scopes: Biogenic CO_2 removals	8,498	10,437	+22.8%
Out of scopes: Net Biogenic CO_2 emissions	0	0	0%

Table 3 (above): Out of scopes emissions

Scope 1 emissions make up the largest portion of CrossCountry's footprint, accounting for 57.6% of total emissions in FY2024/25. However, Scope 3 Category 1 PGS also continues to be a hotspot for emissions, accounting for 27.8%. These two categories make up 85.4% of CrossCountry's total emissions.

Carbon intensity

Scope 1

When assessing emissions performance, a carbon intensity metric has been used to understand how efficiently CrossCountry delivers its services relative to environmental impact. This approach compares emissions per unit of activity, providing a clear picture of how effectively fuel is being used across the network.

Scope 1 emissions are the direct emissions through the use of diesel fuel, therefore, these emissions can be used to calculate a carbon intensity value. This metric is calculated by dividing total Scope 1 emissions by the total fleet miles travelled in each year. The results show a strong and encouraging trend:

- FY2023/24: 0.0021531 tCO_2e per mile
- FY2024/25: 0.0021455 tCO_2e per mile

This represents a 0.35% reduction in Scope 1 carbon intensity, a particularly positive achievement given that mileage increased during the same period. The improvement demonstrates that CrossCountry is operating its diesel fleet more efficiently, extracting greater value from each litre of fuel and reducing emissions per mile travelled. This year's performance highlights the tangible impact of technology advancements, emissions driven policy review, and staff engagement. By reducing the carbon intensity of passenger services, CrossCountry are able to deliver increasingly lower carbon journeys, and further strengthen the position of rail as the most environmentally friendly travel mode.

This positive shift underscores the organisation's commitment to continuous improvement and strengthens the foundation for future decarbonisation efforts.

Changes in emissions

Where a change of more than 5% is observed between 2023/24 and 2024/25, further analysis has taken place.

Decrease in emissions

Scope 1: F-Gases and Natural Gas

Non-traction Scope 1 emissions have fallen by 16.1%. This is attributed to increase in data accuracy and reporting, and a decrease in natural gas used across leased sites.

Scope 3 Category 5: Waste In Operations

The volume of waste produced at sites has decreased, along with improved waste management. For 2024/25, CrossCountry were able to dispose of and record more mixed recycling waste effectively, therefore reducing the associated total emissions.

Scope 3 Category 6: Business Travel

In 2024/25, the number of business travel flights decreased. Where required, staff policy dictates that staff should only use flights as a ‘last resort’ where train travel or public transport is not available.

Increase in emissions

Scope 1: Traction Diesel

CrossCountry’s total fleet miles travelled increased from 69,489,569 miles in FY2023/24 to 74,917,693 miles in FY2024/25, a rise of 7.81%. This increase aligns closely with the 7.4% growth in Scope 1 emissions reported in Table 1, reflecting the direct relationship between mileage and diesel consumption. However, as outlined in the carbon-intensity section, emissions per mile have decreased over the same period, demonstrating improved operational efficiency.

Crucially, the expansion of services has facilitated over five million additional passenger journeys and enabled almost half a billion more passenger kilometres travelled across the network compared with the previous year. As CrossCountry remains more than 2.4 times more carbon-efficient per passenger kilometre than equivalent road transport, this growth in journeys represents a significant environmental benefit. Increasing service mileage - and therefore passenger capacity - supports a wider net reduction in UK transport emissions by shifting travellers from higher-carbon modes to rail. If all our passengers chose to travel by road transport instead of rail, net UK transport emissions would increase by over approximately 200,000 tonnes for this reporting year.

Scope 2: Electric Energy

Electric energy consumption was 1,758,672 kWh in FY2024/25, compared with 1,391,114 kWh in FY2023/24. Until June 2025 (outside of this reporting period), CrossCountry relied on landlord-provided invoices to obtain non-traction electricity consumption data. This approach was often inaccurate and frequently delayed, resulting in incomplete or late-arriving information that contributed to an apparent increase in FY2024/25 emissions when previously unreported usage was subsequently captured.

To address this, CrossCountry has now installed dedicated energy sub-meters across all sites, enabling accurate, real-time monitoring of electricity consumption. Alongside this, a dedicated energy-reduction programme has been launched to better track, manage and actively reduce future energy use.

Scope 3 Cat 1: Purchased Goods & Services

Total emissions from purchased goods and services increased by 28.7%. This rise is driven by higher emissions factors. Each year, emissions factors are updated to reflect real-world changes in production processes, energy consumption and broader operational data. For FY2024/25, these updated factors were notably higher - particularly for spend-based categories - resulting in an overall increase in emissions. It is important to note that these emissions factors provide a proxy for supply chain emissions, and do not reflect changes in CrossCountry's direct emissions or actions.

- If the same emissions factors used in the baseline year had been applied again for FY2024/25, purchased goods and services would have shown a 6.2% decrease in emissions. In turn, total Scope 1, 2 and 3 emissions would have increased by only 4.1%, rather than the actual 12.6% increase.

Scope 3 Cat 3: Fuel and energy related emissions

As diesel fuel use increased to accommodate the increase in services provided, the associated Scope 3 Category 7 related emissions rose in parallel. These emissions are associated with the processing and supply of diesel fuel.

Our Strategy

CrossCountry is committed to achieving Net Zero and continues to deliver its Sustainability Strategy, which sets out our long-term plan across three pillars: People, Places and Planet. As part of this commitment, we are taking forward a clear programme of actions to reduce emissions across our operations and supply chain.

Carbon Reduction Plan

Scope 1

To reduce emissions from traction diesel, CrossCountry is progressing plans for future fleet upgrades, working closely with the Department for Transport. In parallel, we are exploring the use of Hydrotreated Vegetable Oil (HVO) as a lower-carbon alternative to conventional diesel, supporting long-term reductions in traction emissions as services continue to expand.

We will also ensure that any new rolling stock, vehicles or machinery are reported under Scope 3 Category 2: Capital Goods in line with RCAF guidance, strengthening the accuracy and completeness of our emissions reporting.

Scope 2

For Scope 2 electricity emissions, CrossCountry is strengthening the accuracy, completeness and long-term management of energy data across all sites. We are installing smart energy meters network-wide to ensure that reporting reflects real-time consumption instead of historical averages or delayed landlord-provided invoices. This investment supports our ability to track energy use accurately and target reductions effectively.

CrossCountry has also established a dedicated budget and site-energy reduction programme aimed at systematically lowering emissions from buildings. This programme includes measures such as secondary glazing, PIR-controlled lighting, improved insulation, and the exploration of on-site renewable generation where feasible. We are also working with energy suppliers to obtain market-based emissions factors, enabling transparent reporting under both market- and location-based methodologies in line with RCAF guidance.

Scope 3

For Scope 3 purchased goods and services, we are improving the quality of data by moving from spend-based to activity-based reporting wherever possible. This shift will be supported through enhanced engagement with key suppliers to improve data availability, strengthen emissions reporting and identify reduction opportunities across the supply chain.

CrossCountry will also report carbon intensity using passenger km, in line with Rail Carbon Accounting Framework (RCAF) recommendations published in October 2025 (outside of this reporting period), providing a clearer measure of operational efficiency over time. To maintain the integrity of our long-term targets, we are developing a robust recalculation policy that sets out when the carbon baseline must be restated - such as in cases of methodological changes, organisational changes, or other adjustments exceeding 5% of total Scope 1–3 emissions.

Finally, in line with updated RCAF guidance published in October 2025 (outside of this reporting period), emissions from rail replacement bus and taxi services will be reported under Scope 3 Category 4: Upstream Transportation and Distribution, reflecting the reclassification of these activities from Category 1.

Appendix

Appendix A: Assumptions

For the data calculations, several assumptions have been made:

- For the calculation of carbon absorbed by trees for offset emissions (page 2), it is assumed each tree absorbs 25kg of Co2e a year, taken from 'What is Green Living', 2025
    - https://whatisgreenliving.com/how-much-co2-does-a-tree-absorb/
- For voyager fugitive emissions the same refrigerant kg was used as the baseline year, with the updated associated emission factors.
- Commuting and homeworking data is calculated by applying travel habit assumptions to available data on employee commutes. The assumptions made in 2024/25 are the same as those made in 2023/24.
    - Changes in 2024 working days have been accounted for in the FY2024/25 calculations.
- In lieu of real-time data from sub-meters for electric energy reporting prior to June 2025, assumptions are made from invoices provided, or the most recent available data.

Appendix B: Rail replacement split as per RCAF guidance

Scope / category	FY2023/24 emissions (tCO_2e)	FY2024/25 emissions (tCO_2e)
Scope 3 Cat 1: PGS	47,692.67	70,494.69
Scope 3 Cat 4: Upstream Transportation and Distribution	12,733.10	7,249.46