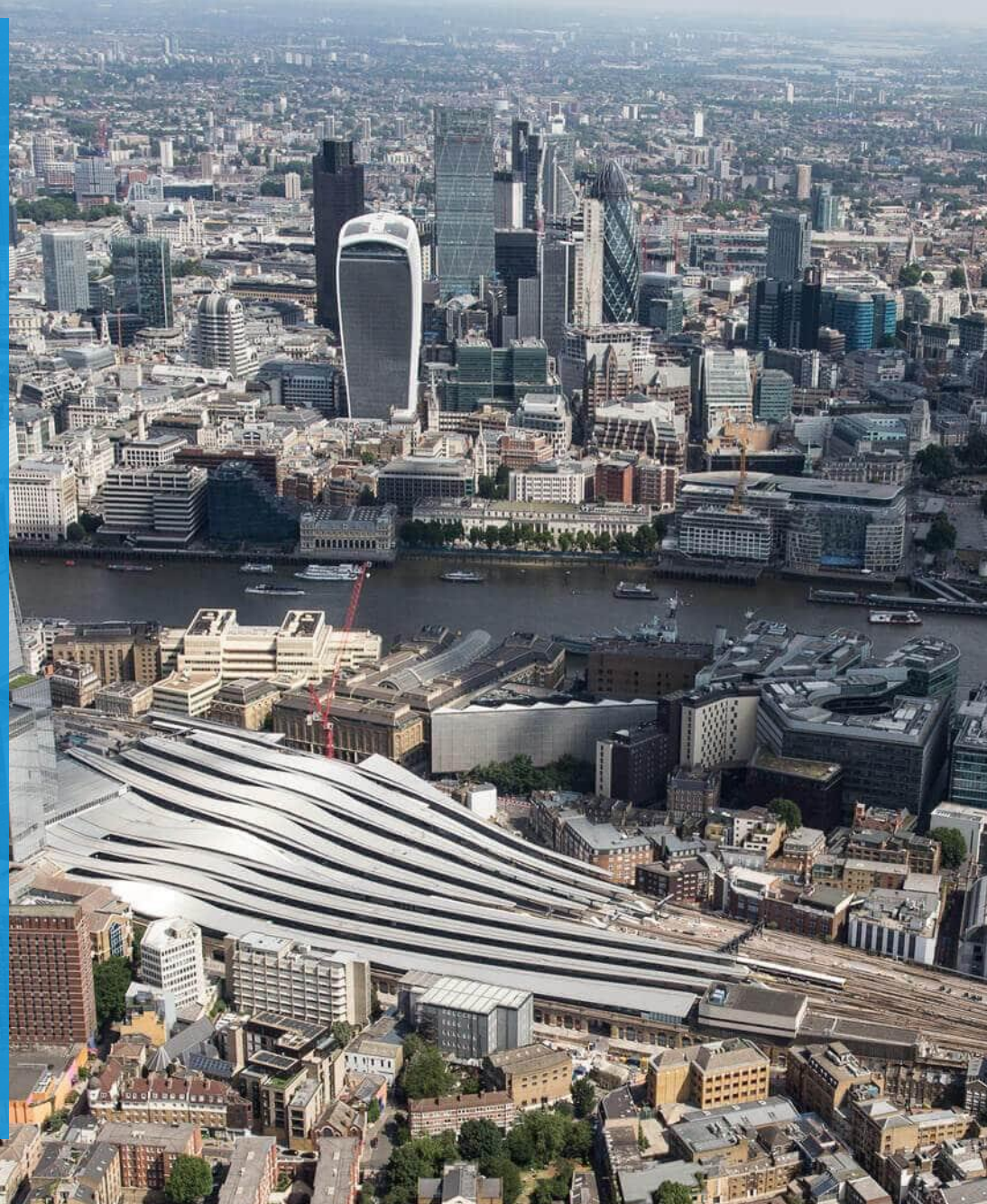


Developments on Southeastern



A year to remember at Southeastern

- Highly Commended passenger operator in the National Rail Awards
- Best ever punctuality
- Roll-out of Delay Repay 15
- Launch of SE Motion
- Sustained improvement in passenger satisfaction



World record colour-by-numbers at Herne Hill

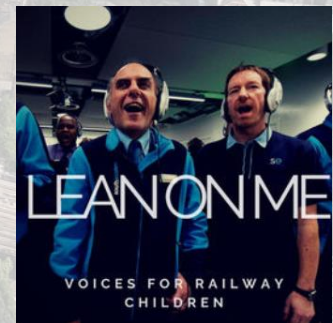
Emily Barr
@emily_barr

Well this is AMAZING. Thank you so much @Se_Railway for taking us from our wedding to our reception in a party carriage with Prosecco and decorations and balloons 🥂💖🎈 totally unexpected and wonderful



2:43 PM - 6 Apr 2023

Two proposals on-board, and a new arrival too

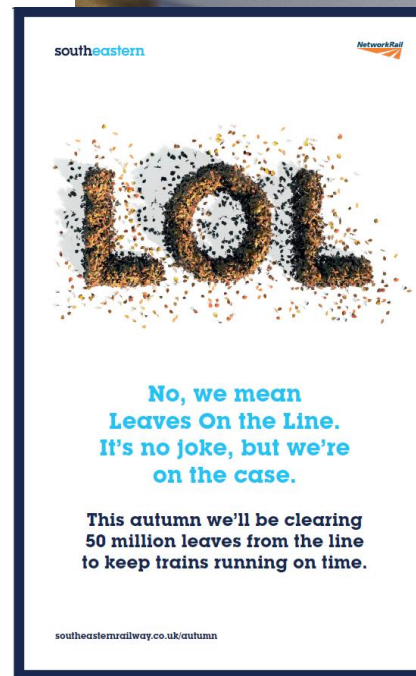


Our first ever charity single

On track for best ever passenger satisfaction

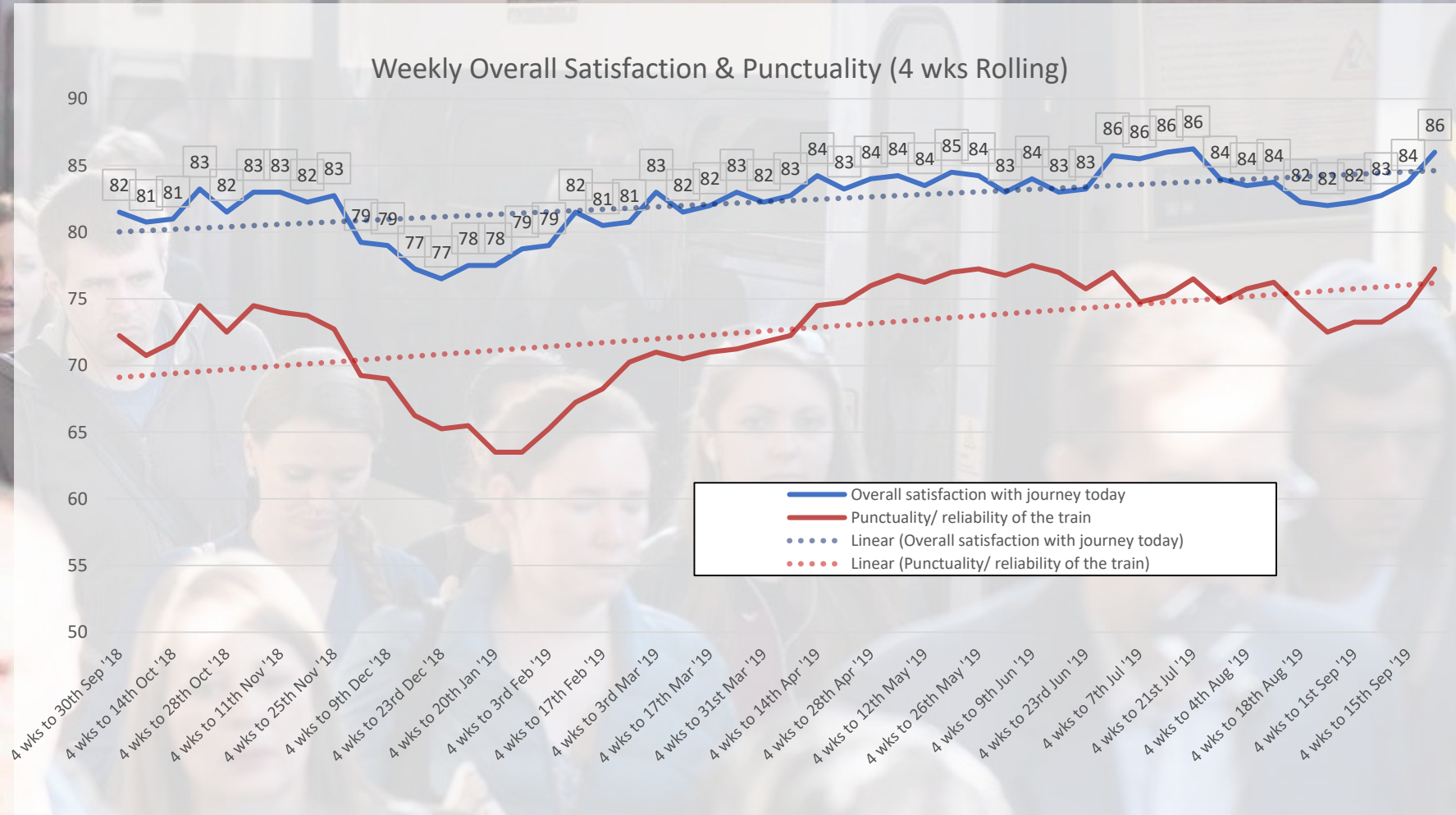
86% passenger satisfaction in July and September 2019

- Free Wi-Fi and on-board infotainment
- Smart ticketing
- Award-winning Customer Ambassadors
- Improved passenger information
- Weekly surveys and detailed journey mapping
- £80m targeted investment



Our best ever punctuality

- Nearly 10% increase in punctuality since 2017*
- 76.2% Right Time in May 2019
- Our most punctual ever Autumn – 2 years running
- Based on close partnership with Network Rail
- Strong correlation between punctuality/reliability of trains and customer satisfaction



*Right Time MAA

Fewer delays and cancellations

On-Time as a standard metric

In the first 24 weeks of 2019:

- 201,000 fewer delay minutes
- 132,000 more station stops were On Time
- 1,500 fewer services cancelled
- Four record-breaking days of On Time punctuality

2nd best performing out of large train operators Year on Year



Continued growth across our network

- 5% increase in passenger journeys in 2018
- 12% year-on-year increase in Highspeed journeys
- 100 million journeys on Highspeed since 2009
- £311 million boost to Kent's tourism economy over 10 years of Highspeed

Summer Offer

With tickets from £15 you can travel to 12 destinations packed with hidden gems to discover and great things to do, this summer.



Getting it right for passengers, even when it goes wrong

- Delay repay 15
- Industry-leading 24 hour passenger information and Twitter team
- Double compensation during severe incidents
- Coffee voucher handouts
- £75,000 to enhance customer information systems
- Real time information on-board – coming soon



Due	Origin	Platform	Expected		
14:21	London Charing Cross	3	On time	coaches	See details
14:28	London Charing Cross	3	On time	coaches	See details



Because of our people, and our partnerships

- Close partnership with Network Rail
- One Team at major stations
- Colleague network groups
- Women in Rail
- Investors in People Gold





Thank you