



Managing Director's Sustainability and Energy Policy Statement

At Lumo, our Sustainability Policy integrates economic progress (seeking to be profitable, but not at any cost), social responsibility (people), and environmental (planet) concerns with the objective of improving quality of life. We believe in integrating our business values and operations to meet the expectations of our customers, colleagues, the railway family, and the public.

- Lumo recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.
- We will uphold the values of honesty, partnership, and fairness in our relationship with stakeholders, encouraging and supporting our partners to adopt responsible business Policies, Business Ethics, and our Code of Conduct Standards.
- We will strive to consistently enhance our value proposition to the customers and adhere to our promised standards of service delivery.
- We shall provide and maintain a clean, healthy, and safe working environment for employees, customers, partners, and the community.
- We will encourage our colleagues to serve communities by volunteering and by sharing their skills and expertise.
- We will strive to deploy sustainable technologies and processes in all our operations and use scarce natural resources efficiently in our facilities.
- Work with wider industry in investigating further potential for renewable energy sources in power generation for our trains.
- Develop strategies to limit the reliance on single-use items on our services.
- Provide robust environmental awareness and communications to all our colleagues and support their input to sustainable decision making.

Lumo is fully committed to managing our energy consumption with the purpose of improving our energy performance and reducing the environmental impact associated with our business needs. Lumo uses two key energy sources; electrical energy drawn from overhead line equipment (OLE) to power our rolling stock, and electrical energy within our office.

To deliver this objective Lumo will:

- Ensure compliance with all energy-related legislative requirements.
- Establish, implement, and maintain a formal documented energy management system with a view to future compliance with ISO 50001:2018.
- Set energy management objectives and targets, reviewing the results at least annually.
- Understand and document the aspects and impacts our energy usage has on our business and our wider community and key stakeholders.
- Provide any necessary information and make available adequate resources to deliver the objectives and targets.
- Monitor all energy, on a period-by-period basis, reporting this at East Coast Trains Ltd. (T/A Lumo) Board level each period for review.

Lumo acknowledge most of its energy consumption is directly correlated to the electrical energy drawn from the OLE used in delivering train services. We therefore accept that energy consumption may rise as a direct result of increases in passenger loadings or additions to our train timetable.

Our single objective however remains: To continually improve energy performance through managing energy performance and achieving sustainable service levels.

Stuart Jones, Managing Director

16-Jun-2025

A handwritten signature in black ink, appearing to read "Stuart Jones", is written below the printed name and date.