



GTR

Stakeholder Update

*Our plan for customers and Thameslink Upgrades
June 2026*



Upcoming Thameslink Improvements

John Whitehurst – Chief Executive Officer

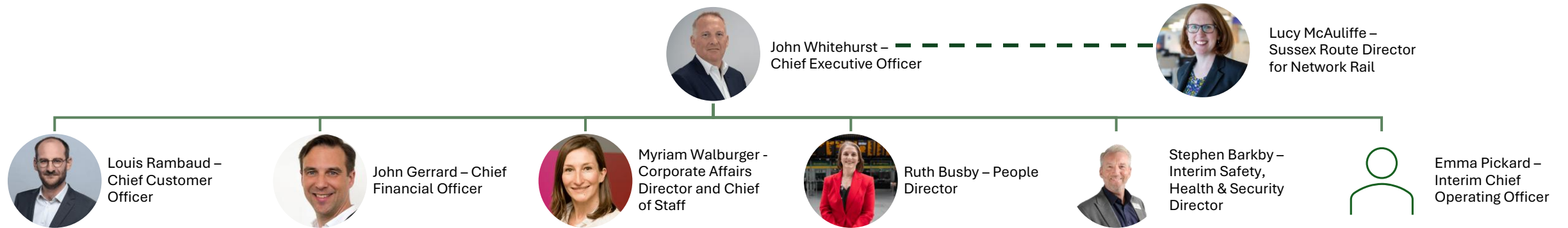


John Whitehurst - CEO

- Chartered **Engineer**
- Started my career at **British Rail** as a Management Trainee
- Worked at **Network Rail** for eight years in Infrastructure Maintenance as a Director across WMCL, Kent & Sussex and Anglia Routes
- 11 years at **Serco** – five years in the Middle East as MD of Dubai Metro & Tram; six years as MD of Transport for UK and Europe
- Been with **GTR** two years as Chief Operating Officer
- **Non-executive** roles at multiple UK TOCs



Our leadership team



A smooth transfer



We're part of something bigger

TODAY



Part of DFTO



Soon to transfer



We're part of something bigger

2027



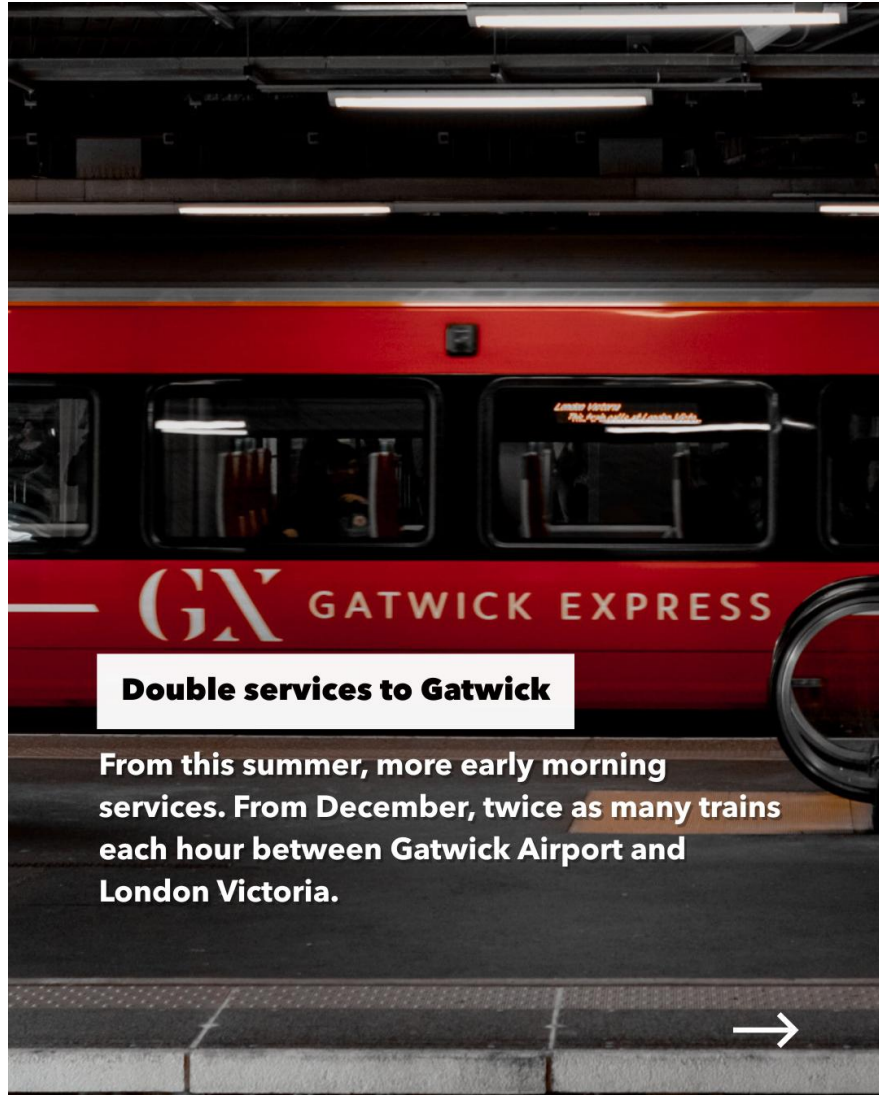
Department
for Transport



**Great British
Railways**

The logo for Great British Railways, featuring a stylized white symbol of three horizontal lines with a vertical line through them, set against a dark blue background. The text "Great British Railways" is written in white, bold, sans-serif font.

Our plan for customers



Double services to Gatwick

From this summer, more early morning services. From December, twice as many trains each hour between Gatwick Airport and London Victoria.



Reduce delays by recruiting more drivers

75 additional drivers across Thameslink and Great Northern will complete training this year, alongside a further 40 at Southern and Gatwick Express.



Our plan for customers



Create cleaner trains

Refreshing train exteriors and Thameslink train toilets to tackle graffiti and improve the onboard environment.



Improve security

110 Travel Safe Officers will be trained to improve security and tackle anti-social behaviour.

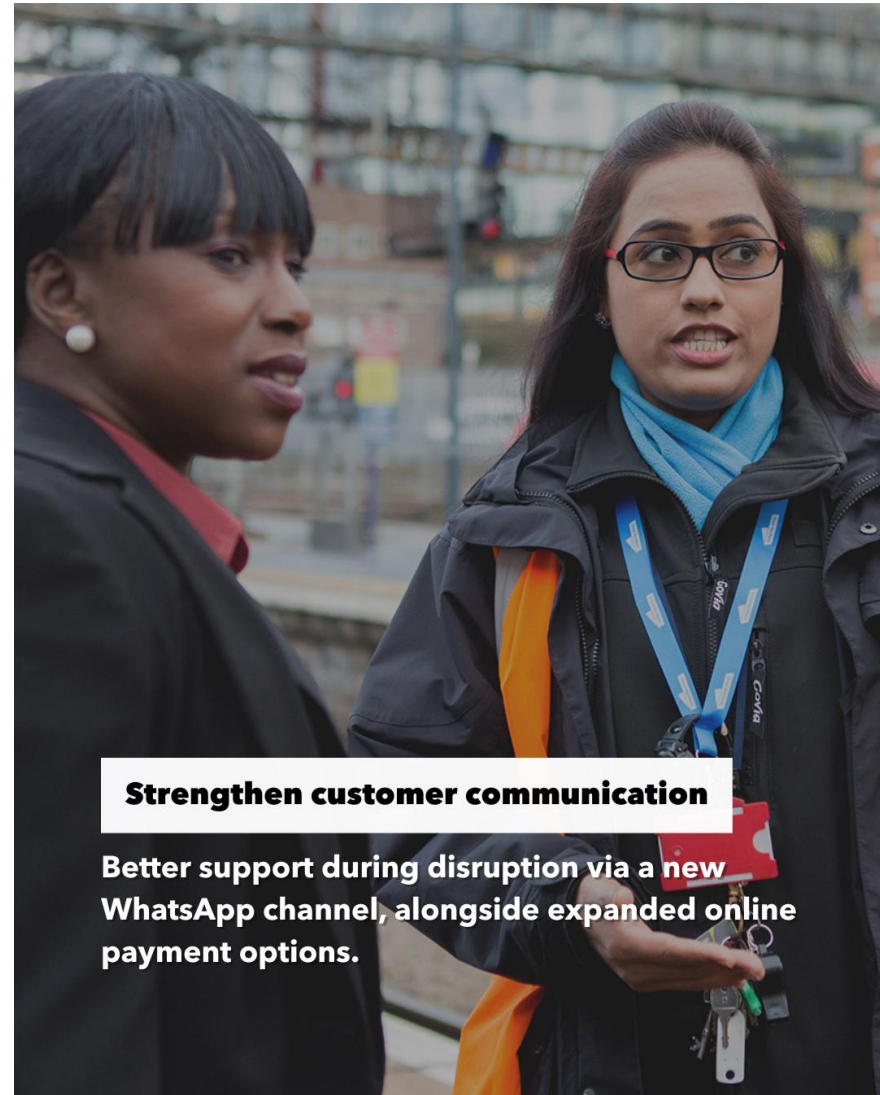


Our plan for customers



Improve standards at stations

Improved and better customer signage; refreshed uniforms and the opening of Cambridge South which is forecast to support 1.8 million passengers each year.



Strengthen customer communication

Better support during disruption via a new WhatsApp channel, alongside expanded online payment options.

Thameslink Improvement Plan



Creating a resilient Thameslink core

The Thameslink Core is seeing significant investment from Network Rail (NR) to improve its resilience, and deliver more reliable and punctual journeys for customers:

- ✓ **Back up train detection system** - improve performance, reducing delays and disruption
- ✓ NR is funding an **axle counter overlay** – a secondary signalling system (Farringdon to Blackfriars)
- ✓ Associated works: power upgrades, improvements to drainage



Improving the quality of Thameslink trains

The presentation of our trains is a key driver of customer satisfaction and feeling safe. Three schemes below are underway - on top of our regular maintenance activities - **providing a better experience for customers:**

- ✓ **Toilets are being wrapped** to deter graffiti, and make the graffiti easier and less expensive to remove - toilets on two units being wrapped a week
- ✓ We are carrying out **enhanced cleaning of the inside of Thameslink trains**
- ✓ We are **cleaning the outside of Thameslink trains to bring back their white polished appearance** – working on three to four units a week





GTR

Thank you