

# Technology Innovation – Challenges

## Customer



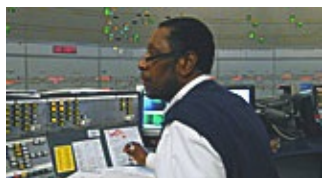
We want to develop innovative solutions to deliver faster, more frequent and more reliable services to our customers while improving the information provided via frontline staff as well as mobile and internet technology.

## Value and sustainability



We want to use technology to minimise the impact we have on the environment by improving energy efficiency and reducing noise, while minimising the impact of external factors, such as weather and theft, on our services.

## People



We want to ensure that our workforce is world class by developing tools and frameworks to encourage high performance whilst increasing motivation, collaboration and flexibility.

## Delivery



We are looking for new technologies and processes to help us achieve reliable and safe world class delivery, requiring minimal closures whilst driving for efficiencies and cost reductions.

## Reliability and dependability



We want to use smart data, technology and processes to achieve world class performance with a 30% reliability improvement, by predicting and preventing failures and introducing more reliable assets.

## Safety



We want to develop innovative solutions to improve customer safety and security and the safety of everyone working on the network.

**Note: each challenge group is broken down into specific challenges**