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5 January 2012

Dear Richard

Network Rail Operational Performance

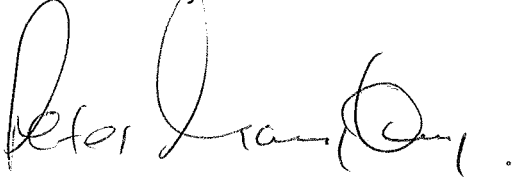
Thank you for your letter dated 19th December 2011 regarding Network Rail's performance in respect of delay to freight services. I have also received a letter from Tim Robinson at Network Rail with regard to participating in the proposed Performance Recovery Board and I am responding to that separately. We are pleased that Network Rail is now giving some urgency to the matter of freight performance, as we have been concerned for some time that little improvement has been made.

Freightliner is committing to fully participate in the Performance Recovery Board and I will appoint the most appropriate people from Freightliner over the next few days. I believe the overriding objective of the group should be the reduction of delay on the network to the benefit of freight operators and their customers.

We are keen however that the proposed Performance Recovery Board focuses not just on reducing delay caused by Network Rail to freight operators but also on delay caused by freight operators so that we can jointly target to improve the overall product to the customer. It is clear from the data available that there is a link in the trends of operator and Network Rail delay, meaning that reducing both should be a virtuous circle.

The next step is for the freight operators to agree the remit for the Performance Recovery Board and we hope that we will be able to achieve this over the next couple of weeks.

Yours sincerely



Peter Maybury
Chief Executive