



Supplier Name (Ltd Company)	Goods Services
GB RAILFREIGHT LTD	Locomotive Traction and related services
Network Rail Infrastructure Limited	Track Access agreement
CALEDONIAN SLEEPERS RAIL LEASING LTD	Rolling Stock Lease – new train fleet
ALSTOM TRANSPORT LTD	Train Services Agreement - Maintenance of new fleet
Sava Estates Limited	Lease of premises at Inverness
CAF and CALEDONIAN SLEEPERS RAIL LEASING LTD	Manufacturing and Supply Agreement
LONDON NORTH EASTERN RAILWAY LIMITED	Depot Access Agreement - Aberdeen
ScotRail Trains Limited	Lease of Guest Lounge – Dundee
ScotRail Trains Limited	Lease of Guest Lounge - Fort William
ScotRail Trains Limited	Lease of Guest Lounge – Leuchars
Network Rail Infrastructure Limited	Lease of Guest lounge and training centre
Sava Estates Limited	Lease of premises at Inverness
Network Rail Infrastructure Limited	Lease of Staff Accommodation area at London Euston



ScotRail Trains Limited	Depot Access Agreement - Inverness
FIRST TRENITALIA WEST COAST RAIL LTD	West Coast Station Access Agreement - Crewe, Preston, Carlisle
Network Rail Infrastructure Limited	Station Access Agreement - London Euston
WEST MIDLANDS TRAINS	Station Access Agreement - Watford Junction
Network Rail Infrastructure Limited	Station Access Agreement - Glasgow Central
Network Rail Infrastructure Limited	Lease of Staff Accommodation (non-retail space) Waverley Station
Network Rail Infrastructure Limited	Station Access Agreement - Edinburgh
ScotRail Trains Limited	Station Access Agreement - (Various Scottish Stations)
West Coast Traincare Limited (Alstom)	Depot Access Agreement - Wembley
West Coast Traincare Limited (Alstom)	Depot Access Agreement - Polmadie (Glasgow)
CAF RAIL UK LTD	New Train Spares (TSSSA)
HITACHI RAIL LTD	Fuel
LONDON NORTH EASTERN RAILWAY LIMITED	Edinburgh Lounge
ASSERTIS LTD	Rail Ticketing System



FIRST TRENITALIA WEST COAST RAIL LTD	Unregulated Station Services Agreement for services and Lounges at various locations
ScotRail Trains Limited	Various station services (under negotiation)
ABELLIO LONDON LTD	Rail Replacement
SOCOTEC UK LTD	Water Treatment
RAIL GOURMET UK LTD	Hot food
ARRAN AROMATICS LTD	On Board Toiletries
WEBER SHANDWICK	Emergency Response and Media Related Services
DHL SUPPLY CHAIN	Catering Logistics
EXPRETIO TECHNOLOGIES INC	Revenue and yield management
THOMAS KNEALE AND CO LTD	Linen supply
UIC Systems Limited	IT System for Operations Management
Global Pay UK LLP	Payment Card Machine. Global pay contract
FERROGRAPH LTD	Station Information Points
TECHNOLOGY SERVICES GROUP LTD	Traveller Case Management System
RAIL SAFETY AND STANDARDS BOARD	Industry Licence
ABERDEEN LAUNDRY SERVICES LTD	Aberdeen Linen & Laundry
LINSTOL UK LTD	Welcome Packs
CAOL	Fort William Linen & Laundry
SYSTOPIA CONSULTING LTD	EPOS and At Seat Ordering App
Bidfood / 3663	Grocery
DTF Limited	Property - Tara House
DESIGNLINE CREATIVE LTD	Marketing



BRITISH TRANSPORT POLICE	British Transport Police Agreement
CAF RAIL DIGITAL SERVICES SL	Data Services
BNP Paribas	Building Leases Management
WIRELESS LOGIC LTD	SIM cards for Wi-Fi
TOWER SUPPLIES	Uniforms
NOMAD DIGITAL LTD	On Train Wi-Fi system
AWIN LTD / DWL Limited (Digital Window Limited)	Third party ticket sales commission scheme
TRANSPORT FOCUS	Independent Watchdog for Transport Users
MATTHEW CLARK BIBENDUM LTD	Food & Bev
SELECT DRAMS LTD	Drinks
WK THOMAS TRAVEL	Catering disposables
RICHARD TOONE LIMITED	Audits for Rolling Stock
CPMS LTD	Property Maintenance
RAIL DELIVERY GROUP LTD	Membership - Industry Body
BUNZL CLEANING AND HYGIENE SUPPLIES	Cleaning Supplies
REGUS MANAGEMENT UK LTD	Edinburgh Office
CROWD TECHNOLOGIES LTD	Social Media Management - SoCrowd software system
SOFTRONIC AB	Website live chat. Provided by Vergic Engage



NERDS WITH WORDS LTD	Guest survey sentiment analysis
VERMTEK PEST CONTROL	Pest Control
Twilio Limited	SMS guest contact hosting service
FLIPSIDE GROUP TA WELLSET REPRO LTD	Website CMS
THE TICKET KEEPER LTD	Provision of eTVD
FUJITSU SERVICES LTD	Fujitsu Journey Planner IT - licenses, support services
BRITISH GAS TRADING LTD	Electricity for utilities for Glasgow office
MERCURY CLEANING LTD	Inverness office and lounge cleaning
APCOA PARKING UK LTD	Staff parking Edinburgh Waverley
LINK TEL COMMUNICATIONS LTD	Train Manager Radios
BRITISH TELECOMUNICATIONS PLC	Utilities - Inverness Broadband
Rail Professional Development Ltd	Competence management system - Assure On-line software
BRODIES LLP	Contract management
THE WEE TEA CO LTD	Catering-tea and coffee supplier
CHECKIT EUROPE LTD	Catering temperature monitoring system
HEALTH SHIELD FRIENDLY SOCIETY LTD	Employee Health plan provider
RPMI LTD	Railway pension scheme
Little Pond (or Prommt Ltd)	Credit Card payment link system
BSI STANDARDS LTD	Engineering Standards
WORLDLINE IT SERVICES UK LTD	VPN Access to Lennon (rail information system)
Blackhawk LTD	Staff Cycle to Work Scheme



SPOTLESS COMMERCIAL CLEANING LTD	Cleaning contract – office premises
KONICA MINOLTA BUSINESS SOLUTIONS	Printer supply and maintenance
OT GROUP LTD	Name Badges & Stationery
AMEY TPT LTD	Electricity Charges for Carlisle, Preston, Crewe Info Point
CIRAS	Confidential safety incident reporting organisation
JOHNSONS TEXTILE SERVICES LTD	Shunters overall laundry service
BELL FIRE AND SECURITY LTD	Intruder Alarm Office premises
GLENCRAFT ABERDEEN LTD	Train mattresses
NORTHERN SECURITY ALARMS LTD	Intruder Alarm Office Premises
BRAKE BROS LTD	Guest lounge Food & Beverage supplies
NORTHERN RECYCLING SOLUTIONS LTD	Recycling for Union Street Inverness
GLASGOW TAXIS LTD	Taxi provision
RAIL SETTLEMENT PLAN LTD	Industry Settlement Plan
TOTAL GAS AND POWER	Utilities for Inverness office and station lounges
WEST COUNTRY MILK CONSORTIUM LTD	Milk supply for trains
SHRED STATION LTD	Confidential waste disposal
WAVE	Utilities for Perth lounge
CAHA REGISTRAR LTD	Claims Handling - industry body
GRAHAMS THE FAMILY DAIRY LTD	Milk for office premises
CMS CAMERON MCKENNA NABARRO OLSWANG	Legal Services - Property
B DACS LTD	HVAC maintenance – office premises
ABERDEEN & GRAMPIAN CHAMBER OF COMM	Chamber Membership



BYTES SOFTWARE SERVICES LTD	In Design, Creative Cloud and Easy Badge Licence
AQUAID FRANCHISING LTD	Water cooler and supplies for London Euston
SOLOPROTECT LTD	Lone working safety system for lounges and Glasgow Guest Service Centre overnight operation
DELAY ATTRIBUTION BOARD	Industry Body for delay attribution
HIGHFIELD AWARDDING BODY FOR COMPLIANCE	Learning & Development for first aid training.
ACCESS DISPUTES COMMITTEE	Industry Body for access disputes
ROYAL MAIL LTD	Postage
PHS GROUP PLC	Sanitary waste disposal and equipment hire for lounges
RAILWAYS PENSION TRUSTEE CO LTD	Railway Pension scheme
PURE UTILITIES	Utilities - Water for DDE lounge
ATALIAN SERVEST LTD	Laundry Services – train linen
BUSINESS STREAM	Water rates Inverness
Clear Business	Utilities - water for office premises at Glasgow
American Express Limited	Credit Card payments
Lex Auto	Lease of Cars
Network Rail Infrastructure Limited and ScotRail Trains Ltd	Lease for location of Totems (digital information points)
Network Rail Infrastructure Limited	Collateral Agreement with Network Rail and Serco Caledonian Sleeper relating - ScotRail Station Access Agreement
Network Rail Infrastructure Limited	Collateral Agreement with Network Rail and Serco Caledonian Sleeper relating West Coast Station Access Agreement for Carlisle, Preston, and Crewe
Clear Business	Utilities - water for Tara House



Seatfrog	Guest upgrade system
Information Commissioners Office	GDPR / Data Protection Act 2018 - Data Protection Fee - Annual Renewal
Greenham Bunzl Ltd	Supply of Safety boots and branded overalls for TM's & shunters
WMF	Coffee machine maintenance and repair
DBCargo	IS Exams at Fort William
MGB	Catering Equipment Supplies
Navex Ltd	Navex Speakup software
WhereScape Ltd	WhereScape® RED software - for Database automation
Ernst & Young Ltd	VAT analysis & submission software for the submission of VAT returns
Bupa Ltd	Anytime Healthline and Private Medical insurance.
Vita Health	Employee assistance scheme.
Zurich	Employee benefit provider
Thrive	Mental Health App.
Rail Settlement Plan Ltd	Barcode Heads of Agreement between Serco Caledonian Sleeper Ltd. Agreement signed on or around April 2018
Health Management Ltd (to be MediGold)	Supplier of occupational health service and healthhub
BMI	Exec Health Screening. More details of provider
Network Rail Infrastructure Limited	Track Access Agreement
Network Rail Infrastructure Limited	Collateral Agreement with Network Rail and Serco Caledonian Sleeper relating Station Access Agreement with West Midlands for Watford Junction Station



Network Rail Infrastructure Limited	Collateral Agreement with NR relating to Glasgow Polmadie Depot
Network Rail Infrastructure Limited	Collateral Agreement with NR relating to Wembley Light Maintenance Depot
Network Rail Infrastructure Limited	Collateral Agreement with NR relating to Edinburgh Craightinny & Aberdeen Clayhills Depots
Empactis Ltd	Employee Absence manager system
Network Rail Infrastructure Limited	Collateral Agreement with Network Rail and Serco Caledonian Sleeper relating Inverness Passenger Light Maintenance Depot
Essential Employment	Agency Staff
Solta Consulting Limited (trading as Kaptea)	SMS guest contact hosting service and linked to Twilio
Personal Group	Hapi Benefits Portal. this will replace the Xexec (Rewards Gateway) system previously provided by Serco Group
Serco	Transitional Services