Equality Information and Objectives 2025

ORR is committed to advancing the aims of the Equality Act 2010, both as an employer and as a regulator. The following pages set out our Equality Objectives for 2024-2028 and our Equality Information, providing an overview of the work we are currently doing across our rail and road responsibilities, as well as external communications and corporate activities.

Both are required under the Public Sector Equality Duty (PSED).

Our Equality Objectives

1. ORR will continue to ensure that operators take steps to improve the reliability of assistance provided to disabled people and others with reduced mobility.
2. ORR will use its role as sponsor of the Rail Ombudsman to improve the accessibility of the service for users with disabilities and additional support needs.
3. ORR will strive to make all digital content materials as accessible as possible.
4. ORR will make full use of our capability to address the specific needs and challenges faced by individuals with protected characteristics within the framework of health and safety regulations, interoperability standards, and authorisation processes for the rail sectors.

- → Next Transformation programme