

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

04 February 2021

Matthew Golton
Managing Director
Great Western Railway
By Email

Dear Matthew,

Approval of Great Western Railway's (GWR) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting GWR's revised Accessible Travel Policy (ATP) for approval.

When I wrote to you on 9 March 2020 confirming approval of your interim ATP, I highlighted a number of commitments that would need to be included in the revised ATP by 20 April 2020, should GWR continue to operate services under a new contract beyond the end of its previous franchise term on 31 March 2020.

Following the successful conclusion of discussions on a number of topics, including the reduction in the notice period for booking assistance to 6 hours in April 2021 and 2 hours in April 2020, and the technical requirements of the handover protocol to be used to ensure alighting passengers are met by staff, we have now reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that GWR's ATP now meets the full range of requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

Please provide a branded version of all ATP documents by 5 March 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

Marcus Clements