

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

12 March 2021

Alex Hynes
Managing Director
Abellio Scotrail
By Email

Dear Alex,

Approval of Abellio Scotrail's (Scotrail's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

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

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that Scotrail's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I last wrote to you on 18 June 2020, confirming the approval of your previous ATP, I noted Scotrail's intention to have designated meeting points in place by the end of June 2020. You have since indicated that COVID-19 restrictions have prevented this from taking place, but that that work will be carried out as soon as it is safe to do so. We will ask for updates at our regular ATP quarterly meetings.

Please provide a final proofed and branded version of all ATP documents by 9 April 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 'MC', is located below the 'Yours sincerely,' text.

Marcus Clements