

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

08 March 2021

Julian Drury
Managing Director
c2c
By Email

Dear Julian,

Approval of Trenitalia c2c Limited's (c2c's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting c2c'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 c2c'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 27 August 2020, confirming the approval of your previous ATP, I asked for further details of c2c's disability awareness training package, and updates on progress towards meeting WCAG standards for website accessibility. This information has now been provided. I shall be grateful for ongoing updates on these two issues during the ATP Quarterly meetings we plan to hold throughout 2021.

I also referred to the provision of assistance at stations where ticket office hours were reduced. We will continue to keep the provision of unbooked assistance under review to ensure that, when passenger numbers increase, waiting times remain within reasonable parameters.

Please provide a branded version of all ATP documents by 5 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', with a large loop at the end.

Marcus Clements