

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

29 March 2021

Jamie Burles
Managing Director
Greater Anglia
By Email

Dear Jamie,

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

Thank you for submitting Greater Anglia's Accessible Travel Policy (ATP) for approval.

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

As part of the review process, we discussed the implementation of the new handover protocol, which requires that when passenger assistance is to be provided by station-based staff, at the boarding station staff call ahead to the alighting station to ensure it can be delivered. I welcome Greater Anglia's full commitment to this process.

We also discussed the provision of disability awareness / equality training to staff. I am pleased Greater Anglia has confirmed its commitment to delivering refresher training to frontline staff by 31 July 2021.

We have continued to explore the opportunity to improve the provision of assistance to passengers when stations are unstaffed on Greater Anglia routes operated by trains that are Driver Only Operation (DOO). Following previous discussions in 2020, at a meeting this January Greater Anglia indicated it is considering options in this area. We will continue to discuss this with you, and we look forward to an update at our planned ATP quarterly meeting in April.

Please provide a final proofed and branded version of all ATP documents by 26 April 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021. Under Licence Condition 5 ORR is able to request a review of Greater Anglia's ATP if required at an earlier date if required.

Yours sincerely,

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

Marcus Clements