

Marcus Clements
Head of Consumer Policy
Economics, Markets, and Strategy



Email ATP@orr.gov.uk

Sophie Chapman
Managing Director
Heathrow Express

By email

23 July 2021

Dear Sophie,

Approval of Heathrow Express Operating Company Ltd. (trading as Heathrow Express) Accessible Travel Policy (Condition 5 of the GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting Heathrow Express'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" (Guidance). As part of our review process we also sought views on the draft ATP from Disabled Persons Transport Advisory Committee, Transport Focus and London TravelWatch and had several exchanges with you to clarify its commitments.

During the course of our exchanges we discussed the potential for Heathrow Express to participate in the Passenger Assist system. We recognise the unique operation Heathrow Express currently delivers via its services every 15 minutes and fully staffed network who provide a Turn up and Go service. Nevertheless, we welcome Heathrow Express's commitment to participate in the Passenger Assist system by September 2021. This will enable passengers to request assistance in advance, and will provide them with the assurance that in doing so their needs will be met when travelling on your service.

Based on this commitment I can confirm Heathrow Express's ATP now meets the requirements of Condition 5 of the GB Statement of National Regulatory Conditions: Passenger.

We welcome the following commitments which form part of your ATP, and which we believe are likely to be positive for passengers:

- the provision of a text relay number for your telephone service by September 2021;
- the achievement of full compliance with the Web Content Accessibility Guidelines (WCAG 2.1) for the Heathrow Express website by 31 December 2021, and
- whilst meeting the gap tolerance levels with the introduction of your new fleet, you have engineering solutions to further reduce the size of the gap through the installation of onboard step boards and station gap fillers.

Please provide a final proofed and branded accessible version of your ATP documents by 3 September 2021. A copy of these 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 your ATP annual review report and an updated ATP to ORR for review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Marcus Clements', is enclosed within a thin black rectangular border.

Marcus Clements