

Marcus Clements

Head of Consumer Policy
Economics, Markets & Strategy
Email: ATP@orr.gov.uk

12 May 2021

Helen Wylde
Managing Director
East Coast Trains Limited
By Email

Dear Helen,

Approval of East Coast Trains Limited's (ECTL's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

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

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

We welcome the following initiatives, which we anticipate will be of benefit to passengers.

- The provision of additional support for carers;
- The creation of a guide specifically aimed at passengers with autism;

Please provide a branded version of all ATP documents by 9 June 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 by the end of every calendar year. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

Marcus Clements