

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

04 February 2021

Tom Joyner
Managing Director
CrossCountry
By Email

Dear Tom,

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

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

I confirm that we have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that CrossCountry'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 21 May 2020, confirming approval of CrossCountry's previous ATP I asked to be updated on the plan to training the CrossCountry Social Media team to handle Passenger Assist bookings between 2000-2200 once COVID-19 restrictions on social distancing were relaxed. You have confirmed this has now taken place.

Please provide a branded version of all ATP documents by 5 March 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 'M. Clements', written in a cursive style.

Marcus Clements