

Accessibility

The Group is committed to supporting those with disabilities to access our public transport services. We are determined to improve the facilities and services that are accessible to disabled people and appreciate that access to transport services enables independence. We appreciate that it's not just physical improvements that are needed to improve access to the transport services for disabled people and we understand the contribution our people make to ensuring passengers have trouble-free journeys on public services. Training will be given to all customer-facing employees so they appreciate the wide-range of factors that can be a barrier to using public transport for many people and give them the confidence to offer assistance.

We will work in partnership with local authorities and organisations such as Network Rail and bid for government grants through the 'Access for All' scheme to support changes to the infrastructure to improve physical access to our train and bus services.

All our operating companies work with and local disability groups, and in some cases national organisations, to improve the service we offer those with disabilities, for example, through better employee training