

## Accessibility

The Group is committed to ensuring all our trains and buses are easily accessible for everybody.

We believe in providing good quality, accessible public transport that connects people with education, work, leisure and health services.

We will continue to work with non-for-profit organisations, disability groups, councils and other stakeholders, locally and nationally, so that our colleagues have up-to-date disability awareness training. This means our colleagues can confidently deliver the highest standards of customer care for disabled people.

Our bus and rail operators are always looking at new ways to improve the travelling experience for our passengers. This includes participating in running award-winning campaigns such as our Helping Hand or Dementia Friends schemes.

Customers want an organisation to listen to their concerns and put them at the heart of decision making. We encourage our passengers to give us feedback and we will keep using this feedback to improve our services, as well as continue to innovate in order to provide customers with new, more accessible solutions.

We welcome the recommendations of the Department of Transport's Inclusive Transport Strategy and we aim to lead the industry on accessibility standards.