**Date issued:** 23 March 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

Here we are responding to your two separate requests for this information from TfW and TfW Rail Limited. TfW Rail Limited is a subsidiary company of, and is wholly owned by, TfW; and as such, our response includes the position of both companies.

**You asked for the following information:**

“Do you have any foreign call centres (or customer service centres or whatever you call them) dealing with customers via phone and/or email and/or social media and/or any other methods?

I am defining "foreign" as meaning outside of, England, Wales, Scotland, Northern Ireland, Jersey, Guernsey, Alderney, Herm, Sark, Isle Of Man, so anywhere outside of these places is what i am asking about.

If the answer is no then just tell me that and you can ignore the rest of my request below:

However if the answer is yes then please tell me:

What countries and what cities within these countries are these call centres located in?

How many people work in these call centres?

How many people work during one shift in these call centres?

How many hours do these call centre employees work per day and per week and per month?

What are the shift times (in the local time of that country) that the employees work?

How much (in the local currency of that country) do these call centre employees get paid?

How is the wage worked out (eg is it per hour or per day or a salary)?

How often do they get paid (eg weekly or monthly)?

How are they paid (eg cash or cheque or direct to bank account)?

Are they directly employed by you or by another company or agency on behalf of you?

What is the minimum age of the people that work in these call centres?

What measures have you put in place to ensure the employees are treated well and fairly especially if they are located in a country without any decent labour laws?”

**Having reviewed your questions, we are able to provide the following information:**

Transport for Wales does not have any foreign call centres.

Transport for Wales Rail Limited does not have any foreign call centres.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".