**Date issued:** 10th of February 2023

**Freedom of Information Request** 09/23

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.

**You asked for the following information:**

**Recently in the past year or two you have added "zone" automated announcements for GWR trains that call at your stations. These are the announcements that tell you what zone to find standard class and first class and cycle spaces and wheelchair spaces etc. I have heard a rumour that GWR paid you to do these new recordings and add them to your system. So under the Freedom Of Information Act 2000 please advise did First Greater Western Limited (GWR) pay you to add the new "zone" automated announcements to your Worldline system at TFW stations that are served by GWR trains. If yes then please advise the total amount of money that they paid you for this.**

**RESPONSE**

**Question 1**

Transport for Wales didn’t receive payment from GWR to do this work – GWR went straight to Worldine.

We hope this information is of use to you.

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".