

Date issued: 26 November 2020

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 information access policy.

You asked for the following information:

“Please can you provide me with TfW's policy or procedure which covers how it assesses the behaviour of its contractors in terms of ethics, including health and safety. For example, the approach taken by TIL staff towards passengers in a public place such as a rail station risks harming the mental health and wellbeing of passengers.”

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

TfW does not have a specific policy or procedure which covers how it assesses the behaviour of its contractors in terms of ethics, health and safety. Instead, all our contractors sign up and commit to the same policies, procedures and framework guidance as our own staff, and it is these which govern their behaviour, as well as the specific clauses of their contract with TfW. This includes policies and procedures covering all aspects of health and safety, human resources, code of conduct, anti-fraud, bribery and corruption and whistleblowing.

There are a number of quality measures stipulated in the contracts between TfW and each contractor we employ, and these are reviewed on a monthly basis by our Head of Revenue Protection. TIL are also monitored against complaints, subject to mystery-shopper visits, as well as unplanned visits from TfW and TfW Rail Services.

We hope this information is of use to you.

Yours sincerely,

Transport for Wales