**Date issued:** 4th of July 2023

**Freedom of Information Request** 79/23

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 US…**

What Service Level Agreements (SLA) are in place?

Where can I find the emergency incident procedure?

**RESPONSE**

Question 1

Please see the below SLA.

A picture containing text, screenshot, font, number

Description automatically generated

Question 2

Emergency incident procedures can be found on trains. We have attached a copy of our 'Passenger Information During Disruption (PIDD) procedure'

Below are two examples of the onboard safety information posters:

IA picture containing text, screenshot, software, diagram

Description automatically generated A picture containing text, screenshot, diagram, number

Description automatically generated

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".