**Date issued:** 20 April 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.

**Your Questions Answered**

Please note that TfW is the parent company of - and is a separate organisation to - TfW Rail Limited (TfWRL). TfWRL is a subsidiary company of TfW. We have provided answers in relation to both organisations.

**1. Do all TFW staff get free travel on all TFW trains or do only certain employees and certain roles get this?**

TfW: All TFW employees have free travel on TfW trains anywhere within the Wales and Borders Network.

TfWRL: All TFWRL employees have free travel on TfW trains anywhere within the Wales and Borders Network.

**2. Do outsourced agency staff that you use get free travel on TFW trains?**

TfW: No

TfWRL: No

**3. Which other TOCs do TFW staff get free travel on?**

TfW: Group employees cannot travel with any other TOCs.

TfWRL: Some TfWRL employees are entitled to free travel on other TOC networks if they are safeguarded as per industry rules. A safeguarded employee is defined as an employee who has been in continuous employment since at least 31 March 1996 with an eligible Employer (including those who retired or were made redundant).

Safeguarded employees receive free boxes (up to 20 each year), and can also purchase discounted tickets.

Non-safeguarded employees are able to purchase reduced priced tickets on other TOCs (reduction of 75%). They do not get free travel on other TOCs.

**4. Which other TOCs staff get free travel on TFW trains?**

The definition of a safeguarded employees is an industry standard across UK TOCS. Safeguarded employees of other TOCs would be entitled to free travel on our services, whilst only safeguarded employees within TfWRL are eligible for free travel on other TOC networks.

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".