

East Coast Main Line Company Limited

East Coast House, 25 Skeldergate

York YO1 6DH

[eastcoast.co.uk](http://eastcoast.co.uk)

Peter

[request-244771-dfa7f88a@whatdotheyknow.com](mailto:request-244771-dfa7f88a@whatdotheyknow.com)

20 January 2015

Dear Peter,

I am writing in response to your Freedom of Information request, dated 17 December, concerning East Coast's cleaning services and contract.

No decision has been made, during the length of East Coast, to outsource the on-board cleaning service. The service was already outsourced when East Coast commenced operating in November 2009. We therefore have no such documents to provide.

With regard to the documents you requested pertaining to the award of the onboard cleaning contract; please find attached a paper dated July 2013 that was submitted to the Directly Operated Railways Limited Board (DOR) to receive approval to enter into a new cleaning contract with ISS. I have also attached a supporting presentation for this board paper.

I have also attached East Coast's cleaning contract with ISS, dated 27 May 2014. This document also contains the information you requested regarding the ongoing operation of the cleaning contract.

Please note that the pricing information for the cleaning services provided by ISS has been withheld from disclosure in both documents. This information is commercially sensitive and its disclosure would be harmful to the commercial interests of both East Coast and ISS. Its disclosure is therefore exempt under Section 43 of the Freedom of Information Act (2000). The commercial interests are the ability of East Coast to procure, and for ISS to provide, cleaning services in a competitive market. East Coast must consider the impact on the suppliers it works with.

The prejudice that would be likely is on the ability of East Coast to negotiate the most favourable deal when procuring future cleaning services and on the price ISS receives for the services it provides. There is a significant risk that through disclosure of this information, there will be a detrimental effect on both East Coast and ISS.

East Coast has applied the public interest test. It has recognised that there is a public interest in general in public authorities being as transparent as possible. However, it has also considered the need for public authorities to be able to negotiate the best possible deal on behalf of the taxpayer and to protect the interests of the suppliers they work with. Therefore, taking account of all the circumstances, East Coast believes that the public interest is served by applying the exemption in Section 43 of the Act to the withheld information.

I hope the above is helpful to you. If you are not satisfied with this response, you have the right to ask for a review. In the first instance you should contact me again to request this. If you choose to exercise that right, and are not satisfied with the outcome of the review, you have the right to complain to the Information Commissioner by contacting:

The Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

Telephone: 08456 30 60 60 or 01625 54 57 45  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'MS', with a long horizontal stroke extending to the right.

Matt Short  
East Coast Main Line Company Limited