

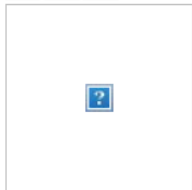
[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]



[REDACTED]

From: [REDACTED]
Sent: 17 February 2022 12:50
To: [REDACTED]@raildeliverygroup.com>; [REDACTED] (GT Railway)Railway
[REDACTED]@GTRailway.com>; Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Cc: [REDACTED]@gtrailway.com>; [REDACTED] (GTR) <[REDACTED]@gtrailway.com>; [REDACTED]
[REDACTED]@gtrailway.com>
Subject: RE: Alert: Storm preparation

I am not sure why ORR need to be told. This is an operational matter that the industry leads on, it is not an issue of policy.

If advising ORR, it should be on a good neighbour but not seeking their approval

Regards

[REDACTED]

[REDACTED]



[REDACTED] **Manager**

[REDACTED] [@scotrail.co.uk](mailto:[REDACTED]@scotrail.co.uk)

[Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.](#)

Classified as INTERNAL

From: [REDACTED] [@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)

Sent: 17 February 2022 12:33

To: [REDACTED] [@GTRailway.com](mailto:[REDACTED]@GTRailway.com); Accessibility Group
<AccessibilityGroup@raildeliverygroup.com>

Cc: [REDACTED] [@gtrailway.com](mailto:[REDACTED]@gtrailway.com); [REDACTED] [@gtrailway.com](mailto:[REDACTED]@gtrailway.com); [REDACTED]
[REDACTED] [@gtrailway.com](mailto:[REDACTED]@gtrailway.com)

Subject: RE: Alert: Storm preparation

CAUTION This email originated outside of ScotRail systems. Do not reply, click links or open attachments unless you recognise the sender and know the content is safe. Please contact the IT Service Desk for any assistance.

Hello

If "Do Not Travel" is in place, then you can't offer journeys that you are actively telling all customers not to make.

I will email the ORR to set out the situation if the group would like me to?

[REDACTED]

[REDACTED]

[REDACTED] **Manager | Rail Delivery Group**

[REDACTED] [@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)

From: [REDACTED] [@gtrailway.com](mailto:[REDACTED]@gtrailway.com)

Sent: 17 February 2022 12:31

To: [REDACTED] [@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com); Accessibility Group
<AccessibilityGroup@raildeliverygroup.com>

Cc: [REDACTED] [@gtrailway.com](mailto:[REDACTED]@gtrailway.com); [REDACTED] [@gtrailway.com](mailto:[REDACTED]@gtrailway.com); [REDACTED]
[REDACTED] [@gtrailway.com](mailto:[REDACTED]@gtrailway.com)

Subject: Re: Alert: Storm preparation

[REDACTED]

Hi [REDACTED]

Thanks. GTR Assisted Travel are already proactively contacting booked customers to make clear the likely impacts on booked travel tomorrow. Our web message already highlights extensive disruption on TLGN network and are now expecting this to be updated to a 'Do not travel' message across the whole GTR network imminently.

Given the strength of the 'Do not travel' message, we would appreciate industry clarity whether we should/could cancel booked travel altogether over this period as to take a booking for a journey that we know is highly likely to be disrupted may set an unrealistic expectation.

Conversely, refusing a booking, as we know goes against everything we would normally do, so this is uncharted territory.

Appreciate urgent guidance on this so the advice we provide to our booked customers is consistent with industry ie whether we should refuse a booking if there is a general 'Do not travel' message in place?

Thanks

[REDACTED]

[REDACTED]

[REDACTED] Manager

[REDACTED]



From: [REDACTED] <[\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)>

Sent: 17 February 2022 12:24

To: Accessibility Group <AccessibilityGroup@raildeliverygroup.com>

Subject: RE: Alert: Storm preparation

Dear all,

Please see the latest travel information at: https://www.nationalrail.co.uk/service_disruptions/290133.aspx

If you are the first TOC on a customers journey that is affected, please make contact with them soonest to rearrange journeys where applicable.

The following press release as also been issued: <https://media.raildeliverygroup.com/news/rail-companies-urge-customers-to-re-plan-journeys-as-storms-threaten-major-disruption>

If you have any issues, please alert me soonest.

[Redacted]

[Redacted]
[Redacted]
[Redacted]

Manager | Rail Delivery Group

[\[Redacted\]@raildeliverygroup.com](mailto:[Redacted]@raildeliverygroup.com)

From: [Redacted] [@raildeliverygroup.com](mailto:[Redacted]@raildeliverygroup.com)

Sent: 17 February 2022 11:20

To: Accessibility Group <AccessibilityGroup@raildeliverygroup.com>

Subject: Alert: Storm preparation

Importance: High

Dear all,

This is a pre-alert – I'm shortly to be sending you some urgent information about the next 72 hours and the incoming storm. Please be advised that there will be some clear comms regarding do not travel advice for Friday within that email.

In relation to this, there will likely be a need to contact customers who have requested assistance for travel on Friday. Please can I ask that you prepare resources to begin to proactively contacting customers from lunch time, as we notify you of that travel advice.

If you have not responded to my email yesterday regarding contact centre's receiving NRCC comms, please do so urgently.

Please accept my apologies for the short lines to this email .

[Redacted]



[Redacted]

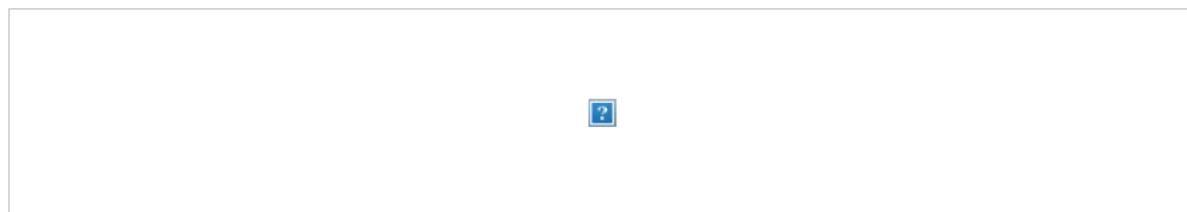
[Redacted]

Manager | Rail Delivery Group

[\[Redacted\]@raildeliverygroup.com](mailto:[Redacted]@raildeliverygroup.com)

2nd Floor, 200 Aldersgate Street, London EC1A 4HD

www.raildeliverygroup.com



The contents of this email and attachments are for the addressee only and should be treated as confidential. If you have received this email in error, please tell us, and delete it. Rail Delivery Group is the trading name of ATOC Limited, Rail Settlement Plan Limited, Rail Staff Travel Limited, Train Information Services Limited and NRES Limited, all of whose registered address is 200 Aldersgate Street, London EC1A 4HD.