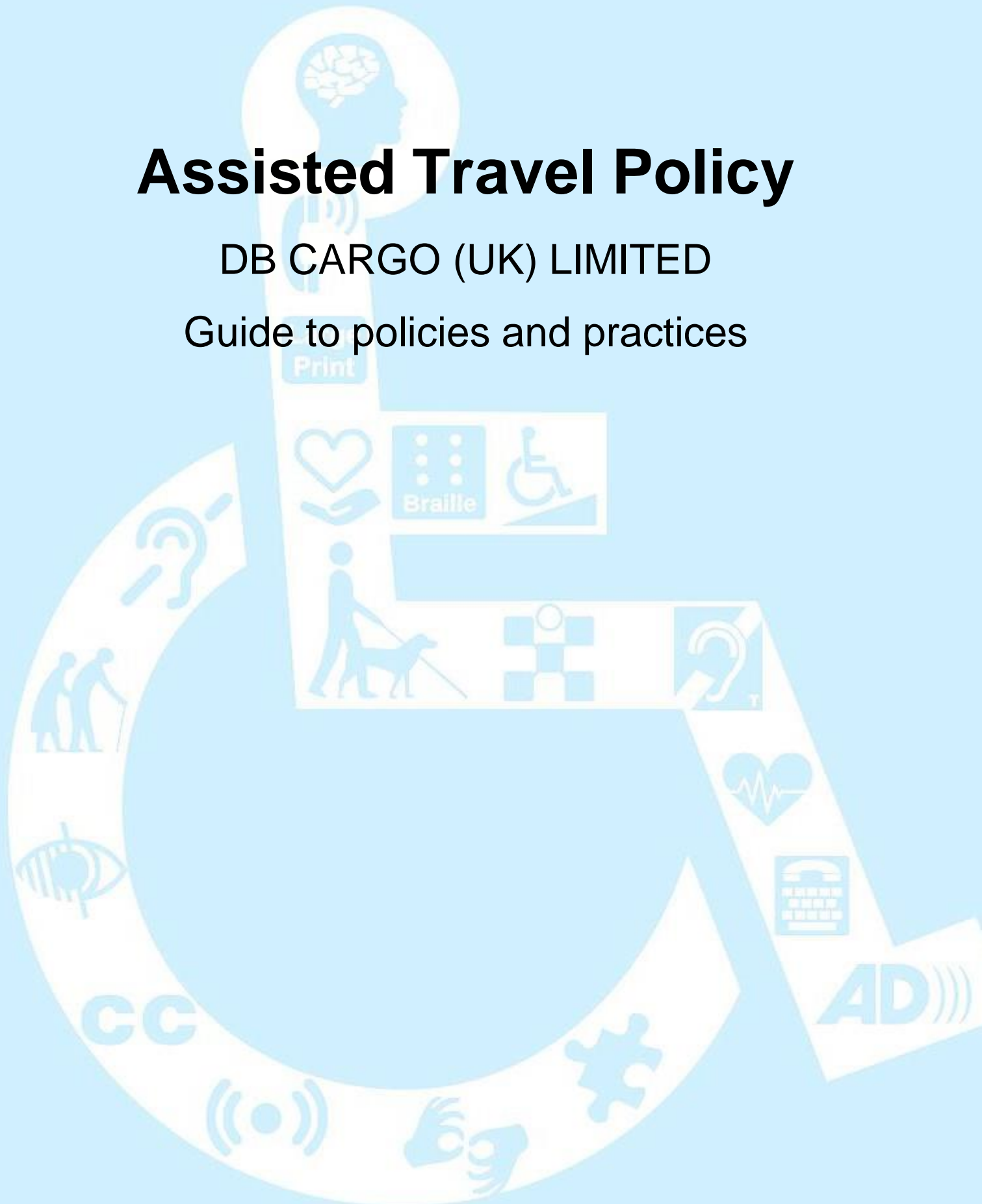


# Assisted Travel Policy

DB CARGO (UK) LIMITED

Guide to policies and practices



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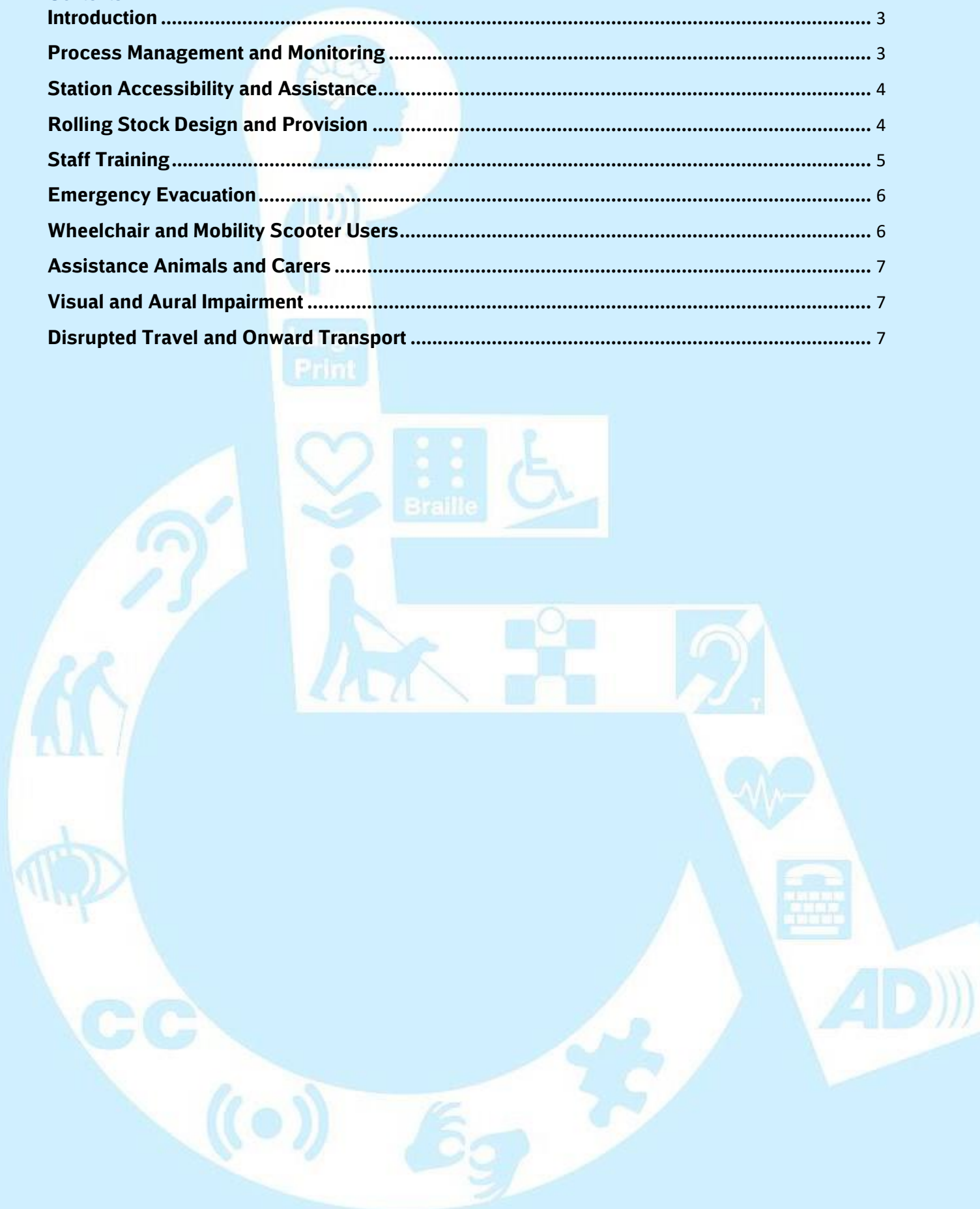
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## Introduction

This policy document is intended to provide guidance on how DB Cargo (UK) Limited, hereinafter known as “**DBC UK**”, will comply with legislation relating to the provision of rail transport services for those passengers who may be older, or are otherwise affected by some form of mobility impairment or disability.

DBC UK is the part of the DB group of UK companies which operates Charter train services within the UK. In doing this it provides rail haulage services to a wide range of tour operators, special interest groups and other organisations, but does not itself market the trains nor sell tickets for the services which it operates. Neither does it operate any station nor provide services to its passengers at stations – for this it relies on the relevant station operator, typically a franchised Train Operating Company (“**TOC**”s), Network Rail or occasionally by independent licensed or licence-exempt station operators. The latter may include stations operated as part of heritage railways.

The rolling stock used by DBC UK for its Charter train services is chosen by its customers and is supplied by third-party organisations. Such vehicles are almost invariably exempted from most of the current accessibility requirements due to their age. Irrespective of any exemptions from applicable legislation, DBC UK will use reasonable endeavours to ensure, where possible, suitable access is available for persons with reduced mobility or disabilities.

DBC UK works closely with the rail industry, including both franchised and open access train operators, station owners and operators, and rolling stock providers, to ensure that so far as is reasonably practicable all passengers conveyed on its Charter train services enjoy a travelling experience which is in no way inferior to that which would be provided by other train operators, without discrimination against persons with reduced mobility or other disabilities.

This document is reviewed on an ad hoc basis, with any changes being agreed with the Office of Rail and Road (the “**ORR**”). The latest version is available online on the DBC UK website (<https://uk.dbcargo.com/rail-uk-en/industries/passenger-transport>). Alternatively, this document can be provided in printed or aural form on application to DB Cargo (UK) Limited, Assisted Travel Policy, Lakeside Business Park, Carolina Way, Doncaster DN4 5PN (for the attention of the Communications Team), by e-mail to [Comms@deutschebahn.com](mailto:Comms@deutschebahn.com).

## Process Management and Monitoring

As noted above, DBC UK’s Assisted Travel Policy document is reviewed on an ad hoc basis, jointly by the Account Manager responsible for Charter trains, the Contract Delivery Manager responsible for overseeing the operation of Charter Services, and by DBC UK’s Legal and Regulatory Affairs Team, with input from relevant persons within Safety & Standards, Production, Engineering, Human Resources, and Communications Departments, plus our customer-facing on-train staff. Any changes proposed will be agreed with and signed off by the ORR.

Our reviews may also include input from our tour operator customers, rolling stock providers, and relevant disability interest groups. We also encourage feedback from passengers, either via our tour operator customers, or direct by e-mail, by on-train survey forms or other means. Such customer feedback is categorised and remitted twice-yearly to the ORR in accordance with DBC UK’s Licence conditions.

Where the issues highlighted are not under the control of DBC UK then these will be passed to the relevant party for comment and response.

Relevant passenger feedback is shared and discussed at regular forums with all DBC UK's Charter customers, with the aim of spreading best practice.

### **Station Accessibility and Assistance**

DBC UK does not itself operate any stations. Instead it has contractual arrangements with all station operators on the National Network to provide access to stations for its Charter train services. Those contracts ensure that the same level and standards of service are provided to Charter passengers at stations as would be provided to any other passengers travelling on franchised or open access services.

DBC UK is invariably consulted on any changes affecting the layout, facilities or operation of all stations covered by those contractual relationships, as proposed by station operators or other station stakeholders. DBC UK views any such changes which improve accessibility to stations and hence rail services in a positive light and is almost invariably supportive. Equally, DBC UK is likely to reject any such proposals which worsen accessibility.

Station operators are responsible for the safe operation of stations. In the case of staffed station platforms, DBC UK's and/or its customers' on-train staff will assist station staff where required with the provision of assistance to passengers, usually but not exclusively in relation to the platform-train interface.

Where station platforms are unstaffed our relevant on-train staff will provide suitable assistance to joining or alighting passengers. However, those staff may not be able to assist passengers beyond the confines of the station platform.

DBC UK maintains a list of stations with details of their accessibility for persons with reduced mobility. This list is shared with DBC UK's tour operator customers and is incorporated by reference in this document. The list is sourced from external sources, usually provided by Network Rail and station operators. Accordingly, DBC UK cannot be held responsible for any inaccuracies therein. In every case, however, DBC UK would advise that passengers should assure themselves that station accessibility will be suitable for their needs before committing to travel on any Charter train service.

Standard station equipment will normally include wheelchair ramps. However, such ramps are not necessarily a "one size fits all" item. Such are specified by the station operator to be compatible with rolling stock franchised services which call at the station. As noted later, such ramps are not always compatible with rolling stock used for Charter train services, so each DBC UK Charter train will include at least one vehicle containing a wheelchair ramp suitable for use with that stock.

### **Rolling Stock Design and Provision**

With very few minor exceptions DBC UK neither owns nor controls passenger rolling stock and thus relies upon third-party owners or its tour operator customers to provide the vehicles to be operated on DBC UK's Charter train services. DBC UK is conscious that rolling stock available for use on Charter train

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<sup>2</sup> Passenger Train Operative ("PTO") is the current equivalent to the traditional train Guard.

<sup>3</sup> Subsequently delayed by the Covid-19 pandemic. Training dates to be rearranged once the current National Emergency is over and training resources become available.

services will often not conform in all respects to the latest accessibility regulations, the relevant legislation being the Rail Vehicle Accessibility (Non-Interoperable Rail System) Regulations 2010 (the “**RVAR**”).

For vehicles built after 1998 the Railways (Interoperability) Regulations 2011 incorporate into UK law the European accessibility standard – the technical standard for interoperability for persons with reduced mobility (the “**PRM-TSI**”). Without exception all rail vehicles currently used for DBC UK’s Charter trains were built prior to 1999. Irrespective of any exemptions from relevant legislation, DBC UK will use reasonable endeavours to ensure suitable access is available for persons with reduced mobility or disabilities and will encourage its tour operator customers to source accessible rolling stock whenever possible.

In most cases Charter train rolling stock is unsuited to the conveyance of passengers using and confined to mobility scooters, and in many cases the same will apply to wheelchair users. DBC UK will request its tour operator customers advertise this fact when promoting their services.

All brake vans on trains operated by DBC UK contain wheelchair ramps to enable wheelchair or mobility scooter access to the train, subject to certain restrictions as noted later. As noted earlier, these ramps are required because ramps at stations may be unsuitable due to the bespoke nature and dimensions of rolling stock operated by DBC UK. Due to the nature of those rail vehicles, passengers may have to move to standard seating accommodation as corridors and internal doorways are generally too narrow to permit through movement of non-folding wheelchairs or mobility scooters. Any assistance required may need to be provided by the passengers’ carer(s), or by the tour operator’s on-train stewards. DBC UK’s tour operator customers are required to confirm that one of these options will, if required, be available for any affected passenger.

Due to the age and design of rolling stock used on DBC UK Charter train services there will generally be no disabled toilet provision. Tour operators will be required to advise its customers accordingly.

### **Staff Training**

DBC UK rolled out compulsory Equality, Diversity and Inclusion training for all staff in 2024 and will maintain this programme of training and any appropriate or relevant refreshers thereafter..

- Our training objectives will be in accordance with the ORR’s guidance issued in September 2020

DBC UK will also encourage its tour operator customers to provide suitable training to its own on-train staff with the expectation that there will be, where possible, at least one person on each Charter train, in addition to DBC UK's PTO, with the necessary knowledge to render assistance where necessary to disabled persons or persons of reduced mobility.

### **Emergency Evacuation**

DBC UK undertakes occasional joint exercises with the emergency services to inform and improve those organisations and the rail industry responses to railway incidents. These exercises are typically focused on incidents involving passenger trains, and so are particularly relevant to DBC UK's Charter train operations. In future exercises will specifically encompass procedures for the evacuation of passengers with impaired mobility or a variety of disabilities. DBC UK's on-train staff already participate in these exercises and, where appropriate, DBC UK will invite its tour operator customers to participate, or share its knowledge gained.

### **Wheelchair and Mobility Scooter Users**

DBC UK aims to make provision for occupants of folding wheelchairs and certain mobility scooters in at least one vehicle of all Charter trains which it operates. Accordingly, the brake vans of all DBC UK Charter trains convey wheelchair ramps, as noted previously. Where wheelchairs are unable to access the passenger compartments of vehicles passengers may need to remain in their wheelchairs and travel in the brake van if they are unable to transfer to normal seating accommodation with, or without, assistance. However, not all such brake vans may be licensed to carry passengers, and therefore it will not be possible to accommodate such passengers in certain circumstances.

Furthermore, even where such brake vans are licensed for passenger use, Charter trains often call at stations with short platforms where the brake van is not adjacent to the platform. In these circumstances passengers may be unable to access their wheelchairs at origin or destination stations. DBC UK will liaise with its tour operator customers in order to mitigate these restrictions.

All wheelchairs and mobility scooters, where conveyed, must be of the folding variety to enable them to be moved to and stored within a suitable passenger compartment or saloon where specific space is provided.

Wheelchairs and mobility scooters should not exceed the following dimensions (when unfolded):

- Width: 700 millimetres.
- Length (including footplates): 1200 millimetres.
- Weight (loaded): no more than 230kg (36 stone), which is the safe limit that many of our ramps can carry.

We can only accommodate standard designs of wheelchair and mobility scooter. Unfortunately, some larger chairs or scooters are too wide and heavy to traverse the ramp into our carriages.

Some powered scooters are effectively road vehicles and are unsuitable for carriage in heritage vehicles. This is because many mobility scooters have wider turning circles than wheelchairs occupying the same space and tend to be heavier and therefore are not appropriate to take on board trains with the confined space in the carriages.

We do undertake however to carry those models of scooter that can be folded down into lightweight and manageable components and those that fit within the wheelchair size above.

It is the passenger's responsibility to load the scooter on and off the train and we ask the disabled passenger or their travelling companion to ensure that the scooter is folded down ready for boarding prior to the train's arrival. Assistance may be requested from either a member of the station staff or train crew. The folded scooters can be stored safely in the luggage compartments.

For reasons of safety, powered wheelchairs and scooters must not exceed 2 mph on station platforms and **must not** go near the platform edge.

### **Assistance Animals and Carers**

DBC UK is happy, where practicable, to accommodate carers and suitable assistance animals on its Charter train services, subject to any requirements and restrictions of its tour operator customers, and of the rolling stock employed. Passengers wishing to be accompanied by a carer or their assistance animal must contact their tour operator to discuss whether this will be possible.

### **Visual and Aural Impairment**

DBC UK will encourage rolling stock providers to modify their vehicles to conform, where practical, with current standards relating to visual and aural disabilities. This will include fitment of visual display and public address systems, and other appropriate modifications.

DBC UK will require its tour operator customer's train managers, either directly or through their other on-train staff, to ensure that suitable arrangements are in place to keep passengers with visual or aural impairment advised in enough time of, for example, impending station calls, of service disruptions, or other relevant information.

### **Disrupted Travel and Onward Transport**

DBC UK's Charter trains services are never planned to operate on routes or at times when the national network is suffering planned disruption. Therefore, DBC UK never needs recourse to the use of accessible alternative transport in such circumstances. Moreover, any road services operated in conjunction with DBC UK's Charter trains are by definition "tour services", so the Passenger Service Vehicle Accessibility Regulations (2000), as generally applicable to rail-replacement services, do not apply to DBC UK's Charter trains.

However, when, during unplanned disruption to the rail network, rail replacement services are required, DBC UK will, and will encourage its tour operator customers to, cooperate with other rail industry parties to facilitate onward transport of passengers, whether by use of its own or other TOCs' train services, or by use of emergency road transport procured by the relevant franchised TOC. If such arrangements would fail to deliver DBC UK's passengers to their destination in a reasonable timescale then DBC UK will endeavour to, by agreement with its tour operator customers, procure suitable alternative transport, or in extreme cases, accommodation.