Annex A

Document 1

From: [redacted]
Sent: 16 July 2021 17:44
To: [redacted]
Cc: [redacted]
Subject: IMMEDIATE - CORRECTION NEEDED FW: What the latest UK government announcement means for your LNER journey

Dear [redacted]

I am somewhat surprised and disappointed to read the assertion below that Transport Scotland would be content to approve non-compliance with Scottish Law on trains in Scotland. I can confirm this is not the case.

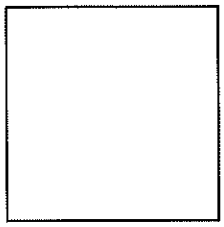
I would be grateful if this could be corrected immediately.

Regards,

[redacted]

[redacted]

From: LNER <info@e.lner.co.uk>
Sent: 16 July 2021 17:38
[redacted]
Subject: What the latest UK government announcement means for your LNER journey



Important LNER travel update
Can't see this email? Click here.

Hi [redacted]

As you may be aware, following the UK government's recent announcement, guidance for England on social distancing and the wearing of face coverings

means for your journeys with us and how it affects the measures we currently have in place.

Social distancing

As UK government guidance for England on social distancing is changing, you may be seated next to another passenger when travelling after 19 July. If you booked a ticket before 13 July, for travel with LNER from 19 July onwards, we're keeping your seat socially distanced. However, customers with flexible tickets may take seats around yours if there is limited space onboard.

Whilst social distancing guidance remains in place in Scotland, we have reached an agreement with Transport Scotland that LNER will operate under English guidance. This will ensure a consistent experience for customers on our cross-border services. However, face coverings remain mandatory in Scotland for the time being.

Face coverings

From 19 July, please continue to wear a face covering on our trains, in our stations and our Travel Centres. Thank you for being considerate of other customers and our colleagues. We understand if you are unable to wear a face covering due to medical reasons.

If you're travelling in Scotland, please note it is still a legal requirement to wear a face covering, unless exempt.

Seat reservations

We highly recommend that you reserve a seat to travel on an LNER service. Most seats on our trains require a reservation. Reserving a seat is quick and simple and can be done up to five minutes before departure on our website or on the LNER app. There will be a number of unreserved seats in the Standard and First Class areas of each of our trains.

Enhanced cleaning

We are continuing with increased cleaning on our trains and in our stations. To help protect others, you can do your part by regularly washing your hands. We have toilets available at stations and onboard to help with this.

You can find out more on the UK government's latest announcement and what that means when travelling with LNER here.

Kind regards,

The LNER Team

Click here to view online.

Please do not reply directly to this email. This email was sent from a notification-only address that cannot accept incoming mail. If you have questions or need assistance, ask us here.

London North Eastern Railway Limited. Registered in England No.04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

Document 2

From: [redacted] **On Behalf Of** [redacted]
Sent: 16 July 2021 18:41
To: [redacted]
Subject: LNER's Inside Track (CORRECTION) Travel in confidence this summer

View in web browser

Dear all, further to our previous email, please see an edited version of our Inside Track newsletter below. The previous edition incorrectly referred to our seating/reservation approach for cross-border services being based on an agreement with Transport Scotland. Kind regards, LNER

16 July 2021

Travel in confidence this summer

As official restrictions are lifting, the safety of our customers and colleagues remains our top priority. We are maintaining key safety measures while continuing to transform travel to make journeys for people returning to rail even simpler, giving customers greater choice and confidence.

With government restrictions easing on Monday, albeit in different ways in England and Scotland, we are continuing to deliver enhanced cleaning while encouraging everyone to wear a face covering unless exempt – and reminding customers that face coverings remain a legal requirement in Scotland. Alongside this, we are also encouraging customers to wash their hands regularly and maintain distance where possible.

As you are aware, in response to COVID-19 and the need to maintain social distancing, LNER accelerated plans to trial reservation only services. Since it was introduced, everyone travelling has been assured a seat, even those catching a train at short notice and those with 'walk-up' tickets.

With social distancing no longer legally required by the UK government from 19 July, we are adapting our approach. From 19 July, we are introducing Seat Sure – assuring a seat for the vast majority of our customers, while increasing the flexibility for those who want to travel without making a reservation.

Whilst social distancing guidance remains in place in Scotland, we have taken the decision to operate the same seating/reservation approach on all our services, including our cross-border services, to ensure a consistent experience for customers.

To provide customers with comfortable journeys on LNER services and give confidence that trains will not be overcrowded, most seats on our trains will continue to require a reservation. To protect the flexibility of the walk-up railway, there will be a number of unreserved seats in the Standard and First Class areas of each of our trains – which we will clearly advertise. . They are in Coach C for Standard Class and a number of seats in Coach M for First Class. Also, with regards to First Class, in ten-coach trains they will be in E and M, and E in five-coach trains.

Most tickets include a seat reservation as standard. Those who don't have a reservation can make or change one free of charge up to five minutes before departure from any station, or travel in the unreserved areas of the train.

Seat Sure is based on the feedback we have received to the current system. YouGov research, conducted on behalf of LNER, found that one in three British adults would be more likely to take a long-distance train journey instead of by car if they were guaranteed a seat, while 14 per cent said they were less likely. We are therefore seeking to keep the benefits of reservations, while protecting flexibility for those who don't want to reserve. As ever, we continue to innovate to improve our reservation approach, keeping it under constant review, undertaking fresh research and welcome continued feedback

We are seeing an increased demand for travel across the UK so we would very much welcome your support in encouraging others to plan ahead and reserve a seat. Our quick and easy quieter train tool can help find quieter services.

Some other updates: Alcohol is now permitted on board and we are now offering alcoholic drinks within First Class and from the Cafe Bar. We recently increased our catering offering with a new Deli menu introduced into First Class, and a wider range of food and drink now available in Standard Class. We have exciting plans in the next few months for our onboard catering offering.

Bike reservations: You can now book your bike space when you're buying a ticket on our website. You can also call 03457 225 333.

Click here for further information

Respond to LNER's May 2022 timetable consultation by 5 August

With just a few weeks left in our May 2022 timetable consultation, we are encouraging people to have their say on the proposed changes – which are based on the rail capacity unlocked by the East Coast Upgrade and introduction of our new Azuma fleet.

The significant changes we propose to introduce from next May include more and faster services between Scotland, the North of England, the East Midlands and London – and our consultation seeks views on these proposals.

We have been holding online briefing sessions in recent weeks, sharing details, answering questions and receiving feedback. There are a few remaining sessions taking place over the coming few weeks for certain areas which haven't been covered so far (see below). During these briefings, we are being joined by representatives from Network Rail and some of the other train operators on the route.

This proposed timetable has developed by LNER, Network Rail and other passenger and freight operators on the East Coast Main Line. It has involved balancing long-distance, high-speed, regional and commuter/local services alongside the needs of the rail freight sector, and we have worked together to balance improved journeys with better reliability while managing several remaining capacity constraints on this busy route.

Our consultation runs until 5 August 2021 and you can provide your views by either responding to the short online survey, or downloading, completing and returning a form – which can be found here.

To read more, please visit www.lner.co.uk/Timetable2022, where you can find our consultation document, the proposed timetable itself and a summary of changes proposed by the other East Coast Main Line train operators too. In the FAQs page, you will also find links to more details on the proposals of other train operators.

To discuss the proposals, please join one of our remaining online consultation sessions:

- 20 July (3pm-4.30pm) - North Yorkshire
- 23 July (11am-12.30pm) - Scottish East Coast
- 23 July (2pm-3.30pm) - Cambridgeshire to London

Click here to register to attend one of our briefing sessions

COP26 children's poster competition inspires eco-friendly travel

Children and young people are being encouraged to take part in a new LNER poster competition to capture their visions of eco-friendly travel.

The competition that we have launched this week, including a range of prizes for different age groups, focuses on the importance of sustainable travel. Winning entries will be put on display at stations and concourses ahead of and during UN Climate Change Conference (COP26) later this year.

We welcome anything you can do to encourage children aged seven to 17 years of age to share what sustainable travel and the environment means to them.

To find out more information about the competition and submit an entry visit: www.lner.co.uk/cop26poster.

Continuing our engagement

From engagement sessions with business groups to meetings with parliamentarians, the LNER team has continued to be busy in recent weeks discussing our plans and hearing about the plans of others across our route.

In addition to our May 2022 timetable consultations sessions and meetings, we have also been attending stakeholder briefings and events organised by you. This has included a briefing with Forever Edinburgh about future working and campaigns, in person meetings in York with MPs about local developments there, and engagement with those interested in our provision for cyclists, in our stations and onboard.

Next week, we will be hosting further timetable sessions (see above article for full details) as well as a briefing specifically for business and tourism stakeholders on our route.

If you have an event you'd like us to attend or would like to speak to someone in the team about our activities, please email publicaffairs@lner.co.uk.

Help us shape our plan to become the most responsible train operator

At LNER, we're on a mission to become the UK's most responsible train operator. To help us set a road map to get there, we need to understand which responsible business issues to focus on. There are many social, environmental and governance issues which impact our business and that our business operations have an impact on, and we want to hear your thoughts on what our priorities should be.

We will soon be sharing a short survey to gather feedback on this and look forward to reading your responses.

Contact Us

You have received this newsletter as you are a key stakeholder and partner. If you would no longer like to receive LNER correspondence please email publicaffairs@lner.co.uk.

Archive / Print-Friendly Version / Send to a Friend

This email was sent to [redacted]

Unsubscribe | Report Misuse | Receive in Plain Text

Document 3

From: [redacted]
Sent: 16 July 2021 18:56
To: [redacted]
Cc: [redacted]
Subject: RE: IMMEDIATE - CORRECTION NEEDED FW: What the latest UK government announcement means for your LNER journey

Dear [redacted]

We are very sorry about that. It was poor wording on our part, and the error was entirely unintentional.

We have since re-issued our newsletter, stating that we had incorrectly referred to our seating/reservation approach for cross-border services being based on an agreement with Transport Scotland.

We have updated our message to say that we have taken the decision to operate the same seating/reservation approach on all our services, including our cross-border services, to ensure a consistent experience for customers. We will ensure that is used in all relevant places going forward.

Please accept our apologies.

[redacted]
Begin forwarded message:

LNER [redacted]
LONDON NORTH EASTERN RAILWAY

From: [redacted]
Date: 16 July 2021 at 17:44:08 BST
To: [redacted]
Cc: [redacted]
Subject: IMMEDIATE - CORRECTION NEEDED FW: What the latest UK government announcement means for your LNER journey

Dear [redacted]

I am somewhat surprised and disappointed to read the assertion below that Transport Scotland would be content to approve non-compliance with Scottish Law on trains in Scotland. I can confirm this is not the case.

I would be grateful if this could be corrected immediately.

Regards,

[redacted]

From: LNER <info@e.lner.co.uk>
Sent: 16 July 2021 17:38
To: [redacted]
Subject: What the latest UK government announcement means for your LNER journey

Important LNER travel update
Can't see this email? Click here.

Hi [redacted]

As you may be aware, following the UK government's recent announcement, guidance for England on social distancing and the wearing of face coverings will be changing from 19 July. We're getting in touch to let you know what this means for your journeys with us and how it affects the measures we currently have in place.

Social distancing

As UK government guidance for England on social distancing is changing, you may be seated next to another passenger when travelling after 19 July. If you booked a ticket before 13 July, for travel with LNER from 19 July onwards, we're keeping your seat socially distanced. However, customers with flexible tickets may take seats around yours if there is limited space onboard.

Whilst social distancing guidance remains in place in Scotland, we have reached an agreement with Transport Scotland that LNER will operate under English guidance. This will ensure a consistent experience for customers on our cross-border services. However, face coverings remain mandatory in Scotland for the time being.

Face coverings

and our Travel Centres. Thank you for being considerate of other customers and our colleagues. We understand if you are unable to wear a face covering due to medical reasons.

If you're travelling in Scotland, please note it is still a legal requirement to wear a face covering, unless exempt.

Seat reservations

We highly recommend that you reserve a seat to travel on an LNER service. Most seats on our trains require a reservation. Reserving a seat is quick and simple and can be done up to five minutes before departure on our website or on the LNER app. There will be a number of unreserved seats in the Standard and First Class areas of each of our trains.

Enhanced cleaning

We are continuing with increased cleaning on our trains and in our stations. To help protect others, you can do your part by regularly washing your hands. We have toilets available at stations and onboard to help with this.

You can find out more on the UK government's latest announcement and what that means when travelling with LNER here.

We look forward to welcoming you back onboard.

Kind regards,

The LNER Team

Click here to view online.

Please do not reply directly to this email. This email was sent from a notification-only address that cannot accept incoming mail. If you have questions or need assistance, ask us here.

London North Eastern Railway Limited. Registered in England No.04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

****
This e-mail (and any files or other attachments transmitted with it) is intended solely for the attention of the addressee(s). Unauthorised use, disclosure, storage, copying or distribution of any part of this e-mail is not permitted. If you are not the intended recipient please destroy the email, remove any copies from your system and inform the sender immediately by return.
Communications with the Scottish Government may be monitored or recorded in order to secure the effective operation of the system and for other lawful purposes. The views or opinions contained within this e-mail may not necessarily reflect those of the Scottish Government.
****

This message has been scanned for malware by Proofpoint Protection Server.
****
****

This email is sent for and on behalf of London North Eastern Railway Limited, registered in England and Wales with company number 04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

This email and its attachments, if any, is for or from the above named company only and may contain confidential or proprietary information and/or information which may be legally privileged.

If you are not the intended recipient, please delete all copies and notify the sender by replying to this e-mail and highlighting the error. You must take no action based on the email and/or its attachments, nor must you use, distribute, print, disclose, copy, or rely on this e-mail and/or its attachments.

Whilst reasonable caution has been taken to ensure that this email and any attachments are free from viruses, it is your responsibility to check for viruses before opening this email or

forwarding it.

To the fullest extent permitted by law, London North Eastern Railway Limited accepts no liability for any losses arising from your receipt or use of this email including but not limited to those caused by viruses. Any opinions or information expressed in this email and its attachments do not necessarily represent the views held by London North Eastern Railway Limited.

Document 4

From: [redacted]
Sent: 16 July 2021 19:04
To: [redacted]
Cc: [redacted]
Subject: RE: IMMEDIATE - CORRECTION NEEDED FW: What the latest UK government announcement means for your LNER journey

Dear [redacted]

The swift correction is very much appreciated.

Thank-you.

[redacted]

[redacted]

From: [redacted]
Sent: 16 Jul 2021 18:56
To: [redacted]
Cc: [redacted]
Subject: RE: IMMEDIATE - CORRECTION NEEDED FW: What the latest UK government announcement means for your LNER journey

Dear [redacted]

We are very sorry about that. It was poor wording on our part, and the error was entirely unintentional.

We have since re-issued our newsletter, stating that we had incorrectly referred to our seating/reservation approach for cross-border services being based on an agreement with Transport Scotland.

We have updated our message to say that we have taken the decision to operate the same seating/reservation approach on all our services, including our cross-border services, to ensure a consistent experience for customers. We will ensure that is used in all relevant places going forward.

Please accept our apologies.

[redacted]
Begin forwarded message:

LNER [redacted]

From [redacted]
Date: 16 July 2021 at 17:44:08 BST
To: [redacted]>
Cc [redacted]
Subject: IMMEDIATE - CORRECTION NEEDED FW: What the latest UK government announcement means for your LNER journey

Dear [redacted]

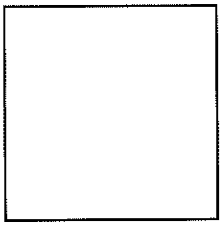
I am somewhat surprised and disappointed to read the assertion below that Transport Scotland would be content to approve non-compliance with Scottish Law on trains in Scotland. I can confirm this is not the case.

I would be grateful if this could be corrected immediately.

Regards,

[redacted]

From: LNER <info@e.lner.co.uk>
Sent: 16 July 2021 17:38
To: [redacted]>
Subject: What the latest UK government announcement means for your LNER journey



Important LNER travel update
Can't see this email? Click here.

Hi [redacted]

As you may be aware, following the UK government's recent announcement, guidance for England on social distancing and the wearing of face coverings

means for your journeys with us and how it affects the measures we currently have in place.

Social distancing

As UK government guidance for England on social distancing is changing, you may be seated next to another passenger when travelling after 19 July. If you booked a ticket before 13 July, for travel with LNER from 19 July onwards, we're keeping your seat socially distanced. However, customers with flexible tickets may take seats around yours if there is limited space onboard.

Whilst social distancing guidance remains in place in Scotland, we have reached an agreement with Transport Scotland that LNER will operate under English guidance. This will ensure a consistent experience for customers on our cross-border services. However, face coverings remain mandatory in Scotland for the time being.

Face coverings

From 19 July, please continue to wear a face covering on our trains, in our stations and our Travel Centres. Thank you for being considerate of other customers and our colleagues. We understand if you are unable to wear a face covering due to medical reasons.

If you're travelling in Scotland, please note it is still a legal requirement to wear a face covering, unless exempt.

Seat reservations

We highly recommend that you reserve a seat to travel on an LNER service. Most seats on our trains require a reservation. Reserving a seat is quick and simple and can be done up to five minutes before departure on our website or on the LNER app. There will be a number of unreserved seats in the Standard and First Class areas of each of our trains.

Enhanced cleaning

We are continuing with increased cleaning on our trains and in our stations. To help protect others, you can do your part by regularly washing your hands. We have toilets available at stations and onboard to help with this.

You can find out more on the UK government's latest announcement and what that means when travelling with LNER here.

Kind regards,

The LNER Team

Click here to view online.

Please do not reply directly to this email. This email was sent from a notification-only address that cannot accept incoming mail. If you have questions or need assistance, ask us here.

London North Eastern Railway Limited. Registered in England No.04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

****

This e-mail (and any files or other attachments transmitted with it) is intended solely for the attention of the addressee(s). Unauthorised use, disclosure, storage, copying or distribution of any part of this e-mail is not permitted. If you are not the intended recipient please destroy the email, remove any copies from your system and inform the sender immediately by return.

Communications with the Scottish Government may be monitored or recorded in order to secure the effective operation of the system and for other lawful purposes. The views or opinions contained within this e-mail may not necessarily reflect those of the Scottish Government.

****

This message has been scanned for malware by Proofpoint Protection Server.

****

****

This email is sent for and on behalf of London North Eastern Railway Limited, registered in England and Wales with company number 04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

This email and its attachments, if any, is for or from the above named company only and may contain confidential or proprietary information and/or information which may be legally privileged.

If you are not the intended recipient, please delete all copies and notify the sender by replying to this e-mail and highlighting the error. You must take no action based on the email and/or its attachments, nor must you use, distribute, print, disclose, copy, or rely on this e-mail and/or its attachments.

Whilst reasonable caution has been taken to ensure that this email and any attachments are free from viruses, it is your responsibility to check for viruses before opening this email or forwarding it.

To the fullest extent permitted by law, London North Eastern Railway Limited accepts no liability for any losses arising from your receipt or use of this email including but not limited to those caused by viruses. Any opinions or information expressed in this email and its attachments do not necessarily represent the views held by London North Eastern Railway Limited.

Document 5

From: [redacted]
Sent: 21 July 2021 11:01
To: [redacted]
Cc: [redacted]
Subject: LNER's updated approach - for your review
Importance: High

Hi [redacted]

Further to our conversation yesterday, we are revising our approach to physical distancing to make clearer to customers how we are supporting them in conforming with Scottish government guidance.

Please find a summary of our proposed approach attached, which also includes our proposed media statement to explain it. We will also share this statement with those stakeholders, including some MSPs, who have raised the matter with us.

Would you mind reviewing the attached and letting us know whether you are content it conforms with official guidance? Secondly, would you be content for us to inform media – as background information – that we have liaised with Transport Scotland on this approach. We will not say that you have approved it, as it is our role decide our approach in line with the guidance, but we will be asked whether we have discussed it with TS, and we want to be able to say that we have.

Looking forward to hearing from you, and please let me know whether you'd like to discuss this over the phone at all. If you could come back to us by 2pm that would be ideal.

Best wishes,

[redacted]

LNER
LONDON NORTH EASTERN RAILWAY

[redacted]

t. [redacted] m. [redacted]

This message has been scanned for malware by Proofpoint Protection Server.
****
****

This email is sent for and on behalf of London North Eastern Railway Limited, registered in England and Wales with company number 04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

This email and its attachments, if any, is for or from the above named company only and may contain confidential or proprietary information and/or information which may be legally privileged.

If you are not the intended recipient, please delete all copies and notify the sender by replying to this e-mail and highlighting the error. You must take no action based on the email and/or its attachments, nor must you use, distribute, print, disclose, copy, or rely on this e-mail and/or its attachments.

Whilst reasonable caution has been taken to ensure that this email and any attachments are free from viruses, it is your responsibility to check for viruses before opening this email or forwarding it.

To the fullest extent permitted by law, London North Eastern Railway Limited accepts no liability for any losses arising from your receipt or use of this email including but not limited to those caused by viruses. Any opinions or information expressed in this email and its attachments do not necessarily represent the views held by London North Eastern Railway Limited.

LNER physical distancing plans Jul

Attachment included in Document 5

LNER

Social Distancing in Scotland.

21 Jul 2021

To be the most loved, progressive and responsible way to travel for generations to come

OVERVIEW

- Following feedback from customers and stakeholders we have made adjustments to our approach to continue supporting physical distancing onboard LNER services in Scotland

- To enable this we are using a range of measures specific to those travelling through Scotland, including pre-travel and on-the-day travel information, combined with our reservation system that spaces customers through our trains

- LNER is engaging with other cross border rail operators to achieve consistency of message and approach for customers

OUR RANGE OF MEASURES

Targeted at customers in Scotland

Pre-Travel

- Monitor demand / capacity in Scotland and take mitigating action to limit / stop further bookings once a pre-determined capacity is reached
- Highlight busy services and quieter times to travel through the booking flow and within pre-travel communications (email / SMS / App push)
- Update website and App customer messaging to remove references to "government guidance," as it is not uniform in the UK and change messaging to "at busier times you may be sat next to another passenger – in Scotland, the guidance remains to keep physical distance wherever possible"
- Reinforce Seat Sure tool and the benefits of reserving a seat
- Highlight the Book with Confidence guarantee to reassurance customers of flexibility should travel plans change

Targeted at those travelling into and through Scotland and Scottish stations

On the day

- Specific station announcements to remind of Scottish guidance the need to keep your distance where possible, and that face coverings must be worn onboard and in our stations in Scotland unless exempt. We will also encourage customers to use available capacity onboard to maintain social distancing, or take a quieter service.
- Onboard staff available to assist customers who may wish to move seats to ensure physical distancing
- Reinforce Seat Sure tool and benefits
- Update CIS (in station information) screens to highlight key information (space allowing): eg
  - "This is a busy service" / "Social distancing applies in Scotland" / "Face coverings must be worn onboard in Scotland, unless exempt"
- Station posters with messages to encourage travel at quieter times, adhere to social distancing, wear a face covering
- Onboard announcement from a Train Manager when entering Scotland, and when departing Scottish stations, to highlight:
  - "Social distancing continues to apply in Scotland so please keep your distance where possible, and face coverings must be worn onboard in Scotland unless you are exempt. If space allows please do use available capacity to maintain social distancing onboard. A member of the LNER team will be able to assist you."

MEDIA AND STAKEHOLDER STATEMENT

An LNER spokesperson, said:

We have made adjustments to our approach to support physical distancing onboard LNER services in Scotland. Our reservation system spaces customers through our trains and we are also informing customers of which are our busier services, and helping customers should they wish to change their seats or travel plans.

Our onboard colleagues will make announcements on trains advising of social distancing rules in Scotland, and assisting them to move seats if they need or prefer.

We are strongly recommending customers make a seat reservation for free by going to lner.co.uk/reserve or using the LNER app, if a reservation is not already included as part of the ticket, and reminding customers that they must wear a face covering in Scotland, unless exempt.

Document 6

From: [redacted]
Sent: 21 July 2021 14:52
To: [redacted]
Cc: [redacted]
Subject: RE: LNER's updated approach - for your review

Dear [redacted]

Thank you for sharing your proposals which seem well-reasoned and appropriate. I am happy for to state that you have shared and discussed your proposed mitigation measures with Transport Scotland.

On a point of information the term 'social distancing' applies in England & Wales, the term 'physical distancing' in Scotland. I'll leave you to reflect on that matter.

Thanks again

Kind regards

[redacted]

I am working remotely and can be contacted by email and mobile 'phone.

Tel: [redacted]
Mobile [redacted]
e: [redacted]

From: [redacted]
Sent: 21 July 2021 11:01
To: [redacted]
Cc: [redacted]
Subject: LNER's updated approach - for your review
Importance: High

Hi [redacted]

Further to our conversation yesterday, we are revising our approach to physical distancing to make clearer to customers how we are supporting them in conforming with Scottish government guidance.

Please find a summary of our proposed approach attached, which also includes our proposed media statement to explain it. We will also share this statement with those stakeholders, including some MSPs, who have raised the matter with us.

Would you mind reviewing the attached and letting us know whether you are content it conforms with official guidance? Secondly, would you be content for us to inform media – as background information – that we have liaised with Transport Scotland on this approach. We will not say that you have approved it, as it is our role decide our approach in line with the guidance, but we will be asked whether we have discussed it with TS, and we want to be able to say that we have.

Looking forward to hearing from you, and please let me know whether you'd like to discuss this over the phone at all. If you could come back to us by 2pm that would be ideal.

Best wishes,

[redacted]

LNER
LONDON NORTH EASTERN RAILWAY

[redacted]
t. [redacted] m. [redacted]

This message has been scanned for malware by Proofpoint Protection Server.
****
****

This email is sent for and on behalf of London North Eastern Railway Limited, registered in England and Wales with company number 04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

This email and its attachments, if any, is for or from the above named company only and may contain confidential or proprietary information and/or information which may be legally privileged.

If you are not the intended recipient, please delete all copies and notify the sender by replying to this e-mail and highlighting the error. You must take no action based on the email and/or its attachments, nor must you use, distribute, print, disclose, copy, or rely on this e-mail and/or its attachments.

Whilst reasonable caution has been taken to ensure that this email and any attachments are free from viruses, it is your responsibility to check for viruses before opening this email or forwarding it.

To the fullest extent permitted by law, London North Eastern Railway Limited accepts no liability for any losses arising from your receipt or use of this email including but not limited to those caused by viruses. Any opinions or information expressed in this email and its attachments do not necessarily represent the views held by London North Eastern Railway Limited.