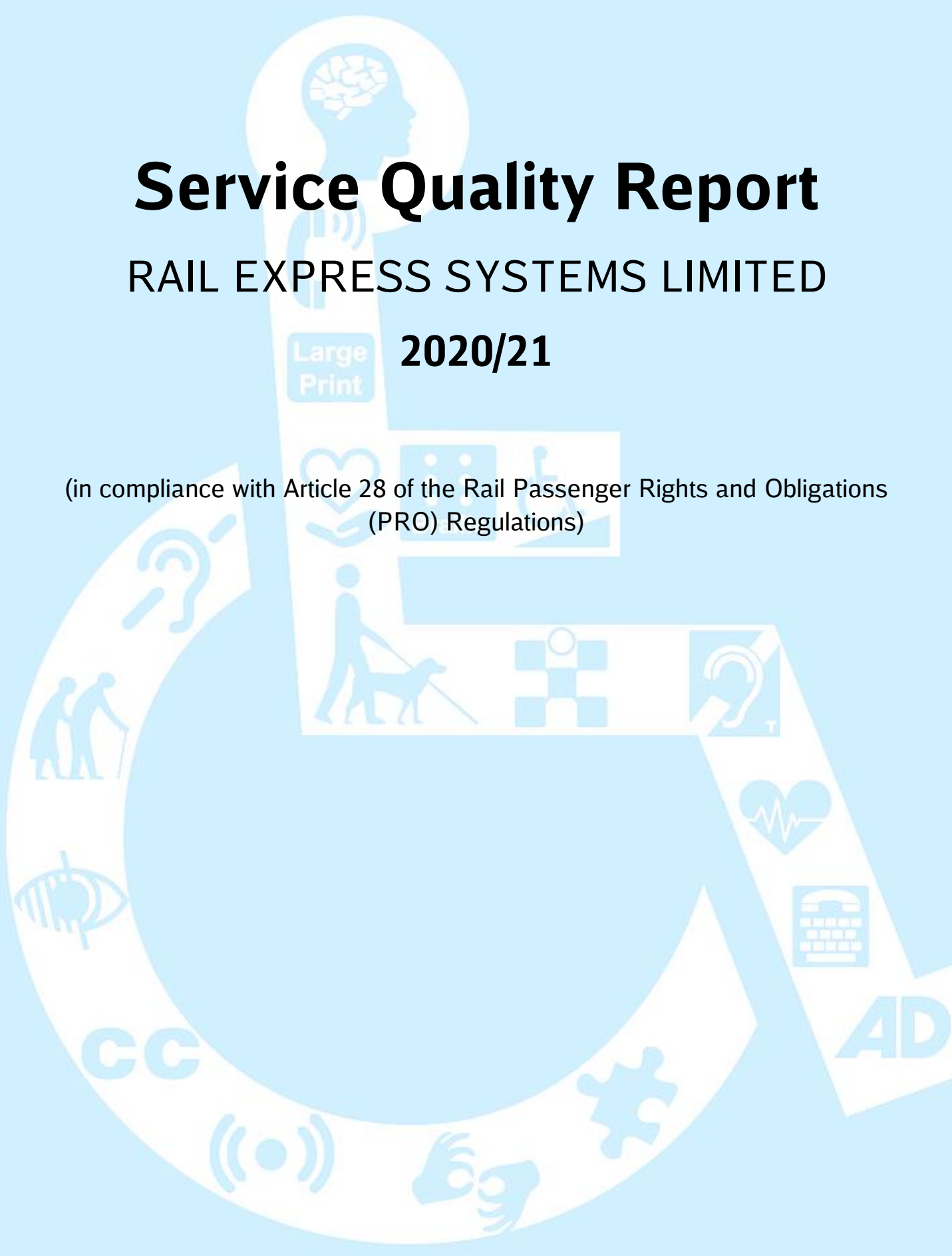


Service Quality Report

RAIL EXPRESS SYSTEMS LIMITED

Large Print **2020/21**

(in compliance with Article 28 of the Rail Passenger Rights and Obligations (PRO) Regulations)



Introduction

This Service Quality Report is produced in compliance with the requirements of the Rail Passenger Rights and Obligations (PRO) Regulations as a condition of the European Passenger Licence held by Rail Express Systems Limited (“RES”). It covers the period from 1st April 2020 to 31st March 2021.

RES is the part of the DB group of UK companies which operates charter train services on the UK national network on behalf of a wide range of customers that include tour operators, special interest groups and other organisations. However, it does not itself market those trains, nor sell tickets, these functions being undertaken by RES’s customers mentioned above. Consequently, RES has no direct contractual relationship with passengers conveyed on its charter trains. Notwithstanding this, RES does raise any concerns or comments disclosed to it by passengers or other third parties directly with its customers during regular liaison meetings. This is done with the aim of ensuring continuous improvement.

Further information applicable to RES’ charter train operations and associated services appears in subsequent paragraphs.

Information and Ticketing

RES has no input to the ticketing process nor ticket prices for charter trains, nor is it responsible for the dissemination of information to passengers in advance of the operation of the charter train. However, RES will endeavour to ensure that suitable station announcements are made and/or relevant information is available, in accordance with its contractual arrangements with the appropriate station operators. On board the train RES’ on-board representative will liaise with its customer’s on-board Train Manager and other such staff to ensure that any relevant operational information is relayed to passengers in a timely manner.

It remains the passengers’ responsibility to make their own arrangements for travel to and from the origin point before departure and from the destination point on arrival.

Punctuality, Cancellations and Disruption

During the year to 31st March 2021 RES operated 14 charter trains. This number was much reduced from previous years due to the COVID pandemic. RES does not currently collect punctuality data relating to its charter trains.

No services terminated short of destination during this period.

Stations and Rolling Stock – Cleanliness and Hygiene

RES does not operate any stations, but it does have contracts with the operators of more than 99% of stations on the UK national network. It therefore relies on those operators to provide station services and facilities, and to provide them in accordance with relevant laws and accepted industry standards, including those relating to cleanliness and hygiene. RES will, on becoming aware, challenge station operators who are believed to have fallen short of the expected service standards or provision. Any complaints received in this respect will be forwarded to the responsible party for resolution.

Rolling stock used for RES charter trains is supplied or procured by its customers. Such vehicles are almost invariably exempted from most of the current accessibility requirements due to their age. Irrespective of any exemptions from applicable legislation, RES takes care to ensure a suitable standard of accommodation is available for all passengers, including for persons with reduced mobility or other disabilities. RES is not responsible for the cleanliness or otherwise of the rolling stock, but it will review and discuss any issues in this area with the appropriate customer.

RES complies with, any relevant health and safety, food hygiene or other legislation (including any such relating to the COVID pandemic). It also requires its customers to do likewise.

RES works closely with other rail industry stakeholders, 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 at least comparable to that which would be provided by other passenger train operators, without discrimination against persons with reduced mobility or other disabilities.

Customer Satisfaction

As noted earlier, RES has regular meetings with its customers. Complaints raised by passengers to either party are discussed and remedial action, where appropriate is agreed and actioned. RES undertakes no customer satisfaction surveys. Such surveys (if any) would be carried out by RES's customers.

Complaints Handling, Refunds and Compensation

RES has recently introduced a Complaints Handling Procedure which is, however still under development. It is intended that this will be refined once operations and train numbers return to "normal" when COVID restrictions and uncertainties cease to apply. It will then be published in full on the DB Cargo (UK) website. For the year 2020/21 RES has received no complaints from charter train passengers. The current address for any complaints, however, is:

Rail Express Systems, Lakeside Business Park, Carolina Way, Doncaster DN4 5PN (for the attention of the Communications Team); or by e-mail to:

Comms@deutschebahn.com

Refunds and compensation to passengers are not dealt with by RES as the contract for conveyance is between the passenger and RES's customer. Accordingly, any claim for whatever reason should be directed to the organisation that sold the tickets for the train concerned.

Mobility Assistance

Details of how persons with reduced mobility or other disabilities are catered for are available on the DB Cargo (UK) website at <https://uk.dbcargo.com/rail-uk-en/industries/passenger-transport>

RES receives a very small number of requests for mobility assistance. A summary of these is provided 6-monthly to the Office of Rail and Road.