

# Our approach to accessibility and inclusion



**Everyone should be able to benefit from intuitive, safe and simple transport and we know that when services are genuinely inclusive, everyone gets a better experience. East West Rail is for everyone. We are committed to putting people at the heart of the railway right from the start and our team is working hard to set a new benchmark for customer experience.**

We are working to find new standards and approaches, creating a culture that recognises and values inclusivity - for our customers, our supply chain, our team, and the communities we serve.

For EWR Co, inclusivity includes looking at physical and mobility needs. It also takes into consideration mental wellbeing, neurodiversity, and assessing where we can remove barriers for our customers.

The team is currently developing an Inclusion Strategy which will formally embed inclusion across our organisation and into our programme. We have defined our outline commitments below, which we will use to build practical guidance to inform our decision making. We recognise that we are at the beginning of this journey, so welcome all comments to help shape the path we take.

## **Our commitments to accessibility and inclusivity:**

- We will ensure that all stages of our Project are inclusive, from our consultations through to our construction and, ultimately, our operations
- We will actively look for ways to make your stations, trains and digital services and experiences inclusive for all
- We will work with local communities, and consult with user groups, to ensure East West Rail is a railway for everyone
- We will create a workplace of mutual trust and respect. Our team, our customers and our stakeholders must all feel welcome, without exception
- We will set goals, track our progress, and continuously evaluate to ensure that East West Rail is inclusive for all.

## **Help us shape a truly accessible and inclusive railway**

We are continually looking to increase our understanding of the needs of communities and customers to inform our ongoing activities. This is a unique opportunity for you, as future customers, to share what makes good customer experience and your views on accessibility and inclusion. We will take all the responses into consideration as we design the railway.

## **Get in touch**

You can email, call or write to us

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