



DIRECT RAIL SERVICES LIMITED

PUBLICATION SCHEME PREPARED IN ACCORDANCE WITH SECTION 19 OF THE FREEDOM OF INFORMATION ACT 2000



January 2008

DIRECT RAIL SERVICES

PUBLICATION SCHEME

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Direct Rail Services Publication Scheme

1. Introduction

Welcome to Direct Rail Services (DRS) Publication Scheme. These pages and links are intended to provide you with an easy access to information routinely published by the Company, covering its activities and the way in which it operates.

Direct Rail Services is a rail freight company with its head office in North West of England and depots at the South East, York, Crewe, Carlisle, Sellafield, and Scotland. Currently the company employs 260 staff covering all of its depots.

DRS' expertise in the nuclear industry has led to the company becoming the first choice to provide specialist transport solutions. Operating to the exacting standards of the rail and nuclear industry – one of the world's most heavily regulated industries – has made DRS the purveyor of excellence in this operation.

DRS extends the reputation of safe, secure and reliable service to its expanding general freight market by providing inter-modal services, Rail Head Treatment Trains, hire of locomotives and train crew, in support of its core business.

2. Our Vision – ‘ Safe, Secure and Reliable’

Our mission is to continue to operate under our reputation of being safe, secure and reliable and offering both our specialist nuclear and general freight markets an unrivalled high quality service delivery.

We work in close partnership with the regulatory bodies that govern our operations as well as our customers to ensure that we meet both customer demands and corporate responsibility towards the general public.

3. About Direct Rail Services

Direct Rail Services Limited (DRS) was established in 1995 to provide the parent company, then British Nuclear Fuels Limited (BNFL), with a strategic rail transport service. Since April 2005, DRS has been a wholly owned subsidiary of the Nuclear Decommissioning Authority (NDA). The NDA is a non-departmental public body set up to ensure that the public sector nuclear

sites under its ownership are decommissioned and cleaned up safely, securely and cost effectively.

4. Who we work with

Direct Rail Services works along side and in partnership with Independent government bodies such as Her Majesty's Rail Inspectorate (HMRI), the Office for Civil Nuclear Security (OCNS) and British Transport Police. These bodies audit and approve the company's safety and security system to ensure that our operation is conducted within extremely stringent safety, security and driver performance standards.

DRS' customers are a vital part of the company and we work in very close partnership with all customers to develop tailor made services that will fit in with individual business requirement.

5. What is a Publication Scheme?

The Freedom of Information (FOI) Act 2000 requires all public authorities to make available a publication scheme in order to promote greater openness and transparency.

5.1 Direct Rail Service's Publication Scheme

The scheme has been compiled to reflect the various work activities, and is intended as a framework for accessing information. It brings together in a clear and structured way the many types of information we produce.

5.2 Will all information be available?

The scheme lists information that we are required to make available . However, there are permissible exemptions under FOIA in the Code of Practice in Access to certain information or stipulated by the Data Protection Act 1998, which requires us to respect the privacy of individuals.

5.3 Exemptions

The FOIA sets out different types of exemption to the general right of access to information, where we need not disclose information. There are two categories: qualified 'public interest' exemptions, and absolute exemptions. Exemptions subject to the 'public interest' test only apply after we have considered whether, despite the exemption, it might be in the public interest to disclose the information, and have concluded that it

would not. An absolute exemption does not require us to make such a judgement – we simply have no duty to disclose the information.

Examples of information that we cannot give would include personal data about living individuals; information concerning legal advice, security procedures; or confidential information that might compromise commercial interests.

We cannot always state in advance that an exemption applies to a particular piece of information. If you request information that is covered by an exemption, we will tell you this and explain why. If you request different types of information, we will give you the information not affected by any exemption.

If you wish to complain or appeal against the use of an exemption, you should submit your complaint via the Direct Rail Services complaints procedure provided in Section 9 - Feedback and Complaints.

5.4 Charges for Supplying Information

Any charges for supplying information will be passed on to yourself. Most is provided free of charge, although there may be a charge for photocopying, postage and for providing in alternative formats.

As a general guide, the following circumstances may apply in regard to charges:

Documents or information are available free of charge from our website. You should of course have to meet any charges by your internet service provider, as well as personal printing costs, etc. If you do not have internet access, but are able to get to the local library, you can use the PC's available for public use. Any charges for use of these PCs will be available at point of use.

Alternatively, you can request a single print-out, from the website. Requests for multiple print-outs, or for archived copies of documents no longer available on the web, may result in a charge for the cost of retrieval, photocopying, postage, etc. We would let you know this at the time of your request, as the charge would be payable in advance.

Documents such as brochures and general marketing information are free of charge.

Some printed documents, CD-ROMs and other media, may carry a charge.

If you request information not available under the scheme, we will aim to supply as much as possible to you free of charge. However, if it takes considerable time to gather or prepare the information you want, we will need to charge for that work. If your request does attract any charges, we

will ask whether you wish to continue with the request before we do the work in accordance with The Freedom of Information Act and Data Protection Regulations 2004.

As a general rule, we do not charge V.A.T. The charges stated in the scheme are subject to regular review.

5.5 How Will the Scheme Be Updated?

In order to keep the Publication Scheme up to date we will review it periodically so please let us know whether there is any information, which you feel should be included in the scheme.

5.6 Copyright

All rights in the design, text graphics and other material obtained through this scheme and the selection or arrangement thereof is copyright of Direct Rail Services or other third parties. Permission is granted to electronically copy and print, in hard copy, portions of our website sole for non-commercial use, provided that no changes are made to the material and that Direct Rail Services is acknowledged as the owner if this is the case.

Material provided by any third party, including material obtained through links to other sites from Direct Rail Services web pages, is likely to be copyright material of the author. Permission to copy or otherwise use such material must be obtained from the author.

Any other use of the materials provided through this scheme (including reproduction for purposes other than noted above and alteration, modification, distribution and republication) without our written permission is strictly prohibited. Should you require such permission please contact the Scheme Editor – Eva Foran, Communications Liaison Manager on 01228 406600.

5.7 How Do I Obtain Information Contained in the Scheme?

Some of the information in this scheme is available on our website www.directrailservices.com

Information that is available in hard copy can be requested by writing to:

Eva Foran
Direct Rail Services Limited
Kingmoor Depot
Etterby Road
Carlisle CA3 9NZ
Tel: 01228 406600

Email: eva.foran@drsl.co.uk

We aim to respond to request for information within 20 working days.

6. **Note on Accessibility**

Direct Rail Services is committed to providing online services to all sections of the public and one of our key objectives in the design of our website has been to make it easily accessible to as many people as possible. We hope the site is straightforward to navigate welcome comments from site users who experienced difficulties in locating information on the web.

7. **Websites**

Certain links, including hypertext links, on www.directrailservices.com will take you outside the site and this will be indicated on the website. Direct Rail Services is not responsible for the content of the websites that are not maintained by ourselves.

8. **Further Information**

If you would like further information on Freedom of Information you can contact the Scheme Editor:

Eva Foran
Communications Liaison Manager
Direct Rail Services Limited
Kingmoor Depot
Etterby Street
Carlisle CA3 9NZ

9. **Feedback and Complaints**

Your views are important to Direct Rail Services. We want to hear your feedback on how we present our information and if you have any complaints about the way we have handled your requests, please direct them to:

Eva Foran
Communications Liaison Manager
Direct Rail Services Limited
Kingmoor Depot
Etterby Street
Carlisle CA3 9NZ

Tel: 01228 406600

Email: eva.foran@drsl.co.uk

If you are not satisfied with the outcome of your complaint, you have the right to appeal to the Information Commissioner Office

Information Commissioner
Wycliffe House
Water Lane
Wimslow
Cheshire SK9 5AF

Website :- www.ico.gov.uk
Tel: 08456 306060

10. Class Descriptions

Information published as part of the Direct Rail Services publication scheme will be subject to the following principles of publication:

- * **Any information which is deemed exempt under the Freedom of Information Act (2000) will not be included.**
- * **Any information which is deemed exempt under the Environmental Information Regulations (2004) will not be included.**
- * **The publication scheme will also be consistent with it's obligations under the Data Protection Act.**

Information about DRS

Annual Reports and Accounts – published annual report and accounts from year end 31st March 2003.

Company Policy – Top level company policy statements including Security, Environment, Quality and Health and Safety.

Company Structure – The internal structure of DRS, explaining the links between departments and the senior management team.

News – Press Releases and Company Newsletters.