



PRIVATE & CONFIDENTIAL

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Dear John,

RE: Provision of free travel for cleaners during COVID-19

Thank you for raising the issue of free travel on TfL services for those ABM employees currently working on the TfL cleaning contract. You asked us to consider your request that they can travel free on our services during the current COVID-19 outbreak.

We have carefully considered this and have decided that it is not appropriate to provide free travel to these employees.

As you know we are facing significant financial challenges, with the loss of almost all passenger income for an undefined period. This is a huge problem for our cash position and business sustainability.

With this backdrop, we are determined in our decision-making to ensure that we are not adding cost to our business or losing further revenue, which would be the consequence of providing free travel to groups who do not currently have this concession.

As you will know, as of Monday of this week, all customers on London buses are no longer required to tap in at the start of their journey as we are currently running middle door only boarding to help enable better social distancing for our drivers and passengers. We know that London's key workers are doing an amazing job in these extraordinarily difficult times, and we hope that this temporary change will also be of benefit to all key workers, including London's cleaning workforce.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Fiona Brunskill', on a light-colored background.

Fiona Brunskill
Director of HR Business Partnering and Employee Relations