

This has been a difficult time for all our colleagues as we come to terms with losing friends to this virus. Belly worked with us at Victoria for nine years, she was a very well-liked member of our team and is sorely missed.

We wanted to make sure you are aware of the conclusions of the investigation carried out by British Transport Police (BTP) as well as to share what we have already done, and are continuing to do, to keep our staff and customers safe.

The British Transport Police has completed its investigation of the alleged incident that took place between Belly and a member of the public on the 21st March 2020. The BTP's Major Serious and Organised Crime team (MSOC) has reviewed CCTV of the interaction on the concourse, interviewed colleagues and the member of the public concerned. The BTP has been clear that there was no spitting, no assault and that Belly did not contract Covid-19 as a result of the encounter, which was prior to the introduction of lockdown and shielding measures in the United Kingdom. In recognition of the public concern regarding the case, the BTP has invited a second, independent review by the Crown Prosecution Service.

While it is comforting for our colleagues to know that their friends were not spat at in a shocking and deliberate vile act, this has still been an extremely difficult time for Belly's family and her colleagues at Victoria station. The latest BTP update is available at:

https://media.btp.police.uk/r/17239/update_statement_regarding_victoria_station_inve

We have been reassuring all our colleagues about health and safety measures at work, giving them time to air their feelings and any concerns, and we have also been implementing a series of measures, so they can stay safe, emphasising social distancing and hygiene measures. We have followed Government guidelines, implementing them as quickly as we can, including adjusting shift patterns, issuing face coverings to all frontline colleagues, and introducing an enhanced cleaning regime on stations and trains through extra staff, focusing particularly on high touch points such as handles and grab-rails.

Please be assured that we are continuing to support Belly's family and all our colleagues, listening to their concerns and we are keeping our safety measures under constant review throughout this difficult time.

Kind Regards

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