



ScotRail Rail Holdings Limited

Publication Scheme and Guide to Information

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Draft Publication Scheme and Guide to Information

The Freedom of Information (Scotland) Act 2002 (FOISA) provides individuals with a right to request any recorded information held by Scotland's public authorities. Anyone can use this right, and information can only be withheld where FOISA expressly permits it.

Section 23 of FOISA also requires that all Scottish public authorities maintain a publication scheme. A publication scheme sets out the types of information that a public authority routinely makes available.

Scottish Rail Holdings Limited (SRH) has adopted the [Model Publication Scheme](#) developed and approved by the Scottish Information Commissioner without amendment and has produced this guide to the information that we publish within the classes in the scheme.

1 Availability and formats

The information we publish through the model scheme is, wherever possible, available on this website.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises.

For example, we can usually arrange to post information in paper copy (although there may be a charge for this).

2 Information that we may withhold

Our aim is to be as open as possible. However, there may be circumstances where information will be withheld from publication.

Information will only be withheld, where FOISA (or, in the case of environmental information, the Environmental Information (Scotland) Regulations 2004) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm commercial interests, or endanger the protection of the environment. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Where we withhold information, we will remove it or redact it before publication and explain why.

If you wish to complain about any information which has been withheld from you, please [contact us](#).

3 Our charging policy

Unless otherwise stated, all information contained within our scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you by email.

We reserve the right to impose charges for providing information in paper copy or on CD or other media. Charges will reflect the actual costs to SRH for reproduction and postage in line with the Schedule of Fees set out below.

Schedule of Fees

Photocopying	Fee
Black and white photocopying	10p per side of paper
Colour photocopying	20p per side of paper
USB flash drive	
Information provided on USB flash drive	Cost SRH of flash drive(s)

Postage costs will be recharged at the rate we pay to send the information to you. Unless otherwise agreed, our default postage method will be Royal Mail First Class.

We will let you know when a fee may be charged. We will let you know the charge and how it has been calculated. Where a charge applies, information will not be provided to you until payment has been received.

We are required by the Equality Act 2010 to take steps to meet the needs of people who share a relevant protected characteristic. In terms of access to information, this means making reasonable adjustments to our practices to ensure that information is physically accessible. This may, for example, involve producing information in a larger script or different format where it is practicable to do so. The costs of this will be met by us.

4 Our copyright policy

Where SRH holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is identified

Where SRH does not hold the copyright in information we publish, we will make this clear.

5 How to access information which we do not publish

We would encourage you to please consult our publication scheme before submitting a request as the information you seek may already be available.

If you would like to request information which we do not publish, then please contact us:

By Email: correspondence@railholdings.scot

Or by post:

Freedom of Information Requests
 Scottish Rail Holdings Limited
 St Vincent Plaza, 3rd Floor
 319 St Vincent Street, Glasgow
 G2 5LD

When writing to us to request information, please include:

- Your full name and an email or postal address
- Full details of the information or documents you would like to receive.

6 Charges for information available only through request

6.1 Freedom of Information requests

SRH does not charge anyone for making requests, nor for providing, information under FOISA, but we will refuse to deal with a request where we estimate that it will cost more than £600 to locate, retrieve and provide the information.

6.2 Environmental information requests (EIR)

SRH does not charge anyone for making requests, nor for providing, environmental information under the EIRs, up to a limit of £600. Thereafter we may charge the full cost of providing the information.

In the event that we decide to charge for the full cost of a request under the EIRs costing over £600, we will issue you with notification of the charge and how it has been calculated. If you decide not to proceed with the request, there will be no charge to you.

Charges will be calculated on the basis of the actual cost to SRH of locating, retrieving, and providing the environmental information.

Staff time is calculated at actual cost of employing the staff member in question. The lowest grade member(s) of staff available to carry out the task (being of an appropriate grade to be dealing with the information in question and having the requisite skills and knowledge) will be used.

7 The classes of information that we publish

We publish information that we hold within the classes set out in the publication scheme.

Class 1: About Scottish Rail Holdings Limited

Information about SRH – who we are, where to find us, how to contact us, how we are managed, and our external relations.

Documents/links to be provided:

- Link to Contact Us section of SRH website <https://railholdings.scot/contact-us/>
- Organisational structure [SRH Governance Structure and Organograms - Scottish Rail Holdings](#)
- Roles and responsibilities for Board Members and senior officers' section of SRH website [Our People - Scottish Rail Holdings](#)
- SRH Complaints Handling procedure [SRH Complaints Handling Procedure](#)
- Link to contact section of this publication scheme to request information from SRH [Contact Us - Scottish Rail Holdings](#)
- Link to Companies House SRH entry <https://find-and-update.company-information.service.gov.uk/company/SC548826>
- SRH Articles of Association [application-pdf](#)
- Framework Agreement & Financial Memorandum - [scottish-rail-holdings-framework-agreement.pdf](#)
- Diagram/description of governance structure [SRH Governance Structure and Organograms - Scottish Rail Holdings](#)
- Code of Conduct for Board Members [SRH Code of Conduct for Board Members](#)

- Terms of reference for the Board and Committees [Our People - Scottish Rail Holdings](#)
- Register of Director's Interests [SRH Directors Register of Interests - Scottish Rail Holdings](#)
- Corporate policies [Latest - Scottish Rail Holdings](#)
- Links to ScotRail and Caledonian Sleeper websites
[Train Tickets](#) | [Train Journey Planner](#) | [ScotRail Home](#) | [Caledonian Sleeper](#) |
- Link to Transport Scotland website [Home](#) | [Transport Scotland](#)
- Link to Network Rail website [Network Rail – we run, look after and improve Britain's railway](#)
- Link to Office of Rail and Road website [Home page](#) | [Office of Rail and Road](#)

Class 2: How we deliver functions and services

Information about our work, our strategy and policies for delivering functions and services.

Documents/links to be provided:

- SRH Strategic Plan [SRH Strategic Plan 2025-2030 - Scottish Rail Holdings](#)
- ScotRail Grant Agreement and the Policy Compendium [ScotRailGrantAgreement-24June2022_Published.pdf](#)
- Caledonian Sleeper Grant Agreement and the Policy Compendium Sleeper Addendum [caledonian-sleeper-grant-agreement-current.pdf](#)
- Annual report and Accounts [SRH Annual Report and Accounts 2023-24-with-Reg-Number.pdf](#)
- SRH Annual Business Plan - [SRH Annual Business Plan 2025-2026 - Scottish Rail Holdings](#)

Class 3: How we take decisions

Information about the decisions we take, how we make decisions and how we involve others.

Documents/links to be provided:

- SRH Board meeting minutes [Latest - Scottish Rail Holdings](#)
- SRH Audit and Risk Committee meeting minutes [Latest - Scottish Rail Holdings](#)
- SRH Remuneration Committee minutes [Latest - Scottish Rail Holdings](#)
- Link to Audit Scotland reports on SRH [Site Search](#) | [Audit Scotland](#)

Class 4: What we spend

Information about our strategy for, and management of, financial resources in sufficient detail to explain how we plan to spend public money and what has actually been spent.

Documents/links to be provided:

- Annual report and accounts [SRH Annual Report and Accounts 2023-24-with-Reg-Number.pdf](#)
- Accounts Direction – [Accounts Direction - Scottish Rail Holdings](#)

- Board member remuneration costs, other than expenses – link to relevant page in annual report and accounts [SRH Annual Report and Accounts 2023-24-with-Reg-Number.pdf](#) page 40/41
- Executive staff salaries [Our People - Scottish Rail Holdings](#)
- Staff pay and grading structures (levels of pay not individual salaries) - [Financial rewards - Scottish Government Jobs](#)
- Gifts and Hospitality Register [SRH-Directors-Gifts-and-Hospitality-Register-1.pdf](#)
- Link to the SPFM and FreM
- [Scottish Public Finance Manual - gov.scot](#)
- [MASTER FINAL DRAFT 2024-25 FReM APRIL 2025 RELEASE.pdf](#)

Class 5: How we manage our human, physical and information resources

Information about how we manage the human, physical and information resources of SRH.

Documents/links to be provided:

- Staffing structure [SRH Governance Structure and Organograms - Scottish Rail Holdings](#)
- Grievance policy [SRH Grievance Policy - Scottish Rail Holdings](#)
- Whistleblowing policy [SRH Whistleblowing Policy](#)
- Staff code of conduct [SRH Code of Conduct - Scottish Rail Holdings](#)
- Data Protection policies
 - Data Protection Policy [SRH Data Protection Policy - Scottish Rail Holdings](#)
 - Data Retention Policy [SRH Data Retention Policy - Scottish Rail Holdings](#)
- Publication and Freedom of Information policy [SRH Freedom of Information and Publication Policy - Scottish Rail Holdings](#)

Class 6: How we procure goods and services

Information about how we procure goods and services, and our contracts with external providers.

Documents/links to be provided:

- Procurement policy [SRH Procurement Supplier and Payment Policy - Scottish Rail Holdings](#)
- Current Invitations to tender – none at present
- Procurement information SRH publishes on Public Contracts Scotland website [Home - Public Contracts Scotland](#)
- Standard purchase order terms and conditions [Purchase Order Terms and Conditions - Scottish Rail Holdings](#)

Class 7: How we are performing

Information about how we perform as an organisation, and how well we deliver our functions and services.

Documents/links to be provided:

- Link to annual report and accounts [SRH Annual Report and Accounts 2023/2024 - Scottish Rail Holdings](#)
- Link to Audit Scotland reports [Site Search | Audit Scotland](#)

Class 8: Our commercial publications

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet.

SRH does not hold or publish information under this Class of information, at this time.

Class 9: Our open data

Open data we make available as described by the Scottish Government's Open Data Strategy and Resource Pack.

SRH does not make available any open data sources.

8 Scottish Information Commissioner

You have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing (verbal requests for environmental information carry similar rights) or another recordable format. If you are unhappy with our responses to your request you can ask us to review it internally and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner by:

- Post: Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
- Telephone: 01334 464610
- Email: enquiries@itspublicknowledge.info
- Scottish Information Commissioner website - <https://www.foi.scot>

9 Data Protection

You can request a copy of any personal data we hold about you by making a subject access request (**SAR**) under the General Data Protection Regulation.

To make a SAR, contact us at: DPO@railholdings.scot

10 Last Updated

This page was last updated on 19 September 2025.