I have been asked to respond to the follow up questions from the Committee. Please see our response below.

Accessibility - To share the results of Calmac’s equality impact assessments and outline any measures planned to improve accessibility (Col 18-19)

Our Equalities Impact Assessment (EIA) Project will review all of our internal and customer facing policies, and ensure that they are inclusive.

We will undertake EIAs working in partnership with bodies such as Scottish Accessible Transport Alliance (SATA), Stonewall, Age Concern, and others. We will work with these organisations on topics that are internally focused on our staff and externally focused on customers. Working with outside agencies will support our planning processes and allow us to ensure that any new or proposed policies, services and operations do not discriminate or disadvantage people and promote equality and inclusion. Our commitment to implementing forward-looking EIAs covering both customer facing and internal policies will bring added value by demonstrating that our ferry services are genuinely inclusive.

This work is part of the overall £6m investment in our ports and vessels - an intrinsic element of our broader strategy, aligned with and reinforcing our commitments to the community and our customers.

The EIA project is in its early stages. Initial discussions have begun with colleagues in the wider business, with the Initial Business Case starting in the next few weeks. Current timescales suggest that the project will complete within contract year 1.

Ardrossan -

Given that the Scottish Government is undertaking a consultation on the Ardrossan-Arran ferry service and the potential to move the ferry service to Troon clearly this will impact Calmac and its operations. I therefore ask if any consideration to the potential move has been given on the matter and has any input been given to the consultation or views expressed by Calmac?

· Has Calmac undertaken any impact analysis on either a relocation to Troon or the retention of the status quo?

· Does Calmac believe that a ferry homeport relocation would have an impact on its own Ardrossan workforce and if so, to what extent?

· Finally, is Calmac able to affirm a positive view either way to a relocation or retention of status quo, which it thinks would best serve both the interests of Calmac as company but also the travelling public?

The use of Ardrossan as the mainland port serving the Isle of Arran is set by Transport Scotland in the Clyde and Hebrides Ferry Services (CHFS) contract. If, as a result of its review, Transport Scotland deems that a switch to Troon is required then, we will do so, but as operator we have no formal view on the relative merits of each port. We have provided data to the current 'STAG-type' review at the request
Mallaig-Armadale
To provide a breakdown of the operating costs on the Mallaig to Armadale route in the following years (Col 17) –
1 vessel in 2015
3 vessels in 2016
2 vessels in 2017

Due to the deployment of single vessels across multiple routes, and multiple vessels operating from the same ports, we do not routinely track single route operating costs. In addition, information relating both to the operating and vessel-only costs of a route are deemed by the Company to be commercially sensitive. We have received similar requests under the Freedom of Information (Scotland) 2002 Act and declined to release as this information would provide valuable information for any potential competitor to formulate a plan to place a competing service on the route. This would have a substantially adverse effect on the Company's revenue on the route. However, in the spirit of openness we are willing to provide some vessel only information to the committee, but only on the understanding that our commercial interests are respected and that the information is not made public. It should be stressed that our concerns in this regard are not confined to the Mallaig-Armadale route. If costs for this route are placed into the public domain, it would mean that we would have to release the same information, if requested, for any other route - or indeed all our routes, which would seriously damage our competitiveness and be a significant administrative burden.

The information we would provide would be the vessel costs whilst operating on the route, for the 2015/2016 and 2016/2017. The costs for 2017/2018 have not yet been allocated. This will include the costs for crew, fuel, maintenance/insurance and vessel lease. However, we would reiterate the need for confidentiality on this information.