Dear Mr Wells,

I write further to my acknowledgement of 1st June I am now in a position to respond to your request for information.

We do not hold copies of documents that give details the proportion or numbers of its staff who have given details of their ethnicity and racial origins.

However, we do hold this information on electronic employee records within our HR department. The breakdown of BW employee ethnicity is as follows:

African = 2
Bangladeshi = 6
British = 1,342
Caribbean = 3
Chinese = 2
Indian = 2
Irish = 5
Mixed Other = 2
Other Black = 1
Pakistani = 1
White & Asian = 4
White & Black Caribbean = 1
White Other = 17
Other = 3

517 records have no ethnic origin assigned at all.

The report includes all of our seasonal employees and the casual employees we pay on an ad hoc basis. I would also like to add that we cannot guarantee the data extract is 100% accurate. This is because BW has never carried out a data gathering exercise among current employees; only new hires since these electronic records began (in 2003) will have the correct ethnic origin assigned.

If we haven’t reasonably met your expectations in relation to a request for information or you believe we may not have acted in accordance with the above legislation you should write in the first instance to Kelly Radley Head of Customer Relations, 64 Clarendon Road, Watford, Herts WD17 1DA outlining your concerns and asking for a review to be undertaken. Your correspondence will be acknowledged and a review of your case will be undertaken by one of British Waterways’ directors.

Should you remain unsatisfied by the response you receive you are able to contact the Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF [www.ico.gov.uk/Global/contact\_us.aspx](http://www.ico.gov.uk/Global/contact_us.aspx).

Yours Sincerely,

Sarina Young
Customer Service Co-Ordinator
British Waterways  |  The Kiln  |  Mather Road  |  Newark  |  NG24 1FB  | Tel:  01636 675740 | Mob:  07785 295 274 | Fax:  01636 705584 |
Follow the BW Customer Service team on Twitter at <http://twitter.com/BWCustServ>