

Subject: NEX-61968 - CA Vaping Response CRM:05220002094
From: Customer Relations <customerrelations@nexus.org.uk>
Date: 12/02/2026, 10:51
To: Unknown Unknown <advocacy@thereasonableadjustment.co.uk>

Dear Kieron,

Apologies for the delay providing this response. To provide you with the correct and relevant information I needed to liaise with other departments within the organisation.

Please see set out below, your questions followed by our response.

That the Metro byelaw does not confer any power on Nexus staff to confiscate, require surrender of, or otherwise interfere with lawfully prescribed medical cannabis or associated medical devices, where no vaping is taking place.

I can confirm that Nexus Customer Service Advisors will not remove or confiscate medical cannabis or associated devices.

That Nexus staff have no authority to treat the lawful possession of prescribed medical cannabis as a criminal matter, nor to involve the police solely on the basis of cannabis possession where a valid prescription exists.

I can confirm that Nexus Customer Service Advisors will not remove any personal belongings from passengers, this includes prescribed medication. Police may be called, if a passenger is breaching the Bylaw by using a vaping device on our infrastructure. Nexus Customer Service Advisors are not medically trained and therefore cannot determine what is medical cannabis or illegal cannabis, they can only enforce the Bylaw which states that vaping devices of any type cannot be used on our infrastructure.

That enforcement action under the byelaw is limited strictly to observed vaping, and that possession of a device, the presence of prescribed medication, or perceived smell alone does not constitute an offence under the byelaw.

This is correct.

That staff are instructed not to assume illegality, misuse, or criminal intent in relation to prescribed cannabis patients, and that such passengers must not be removed, detained, reported, or penalised solely due to their status as medical cannabis patients.

I can confirm that Nexus Customer Service Assistants will only intervene if they witness a passenger breaching a Bylaw. They are not medically trained and have no legal power or authority to remove or detain passengers. If Nexus Customer Service Assistants believe a Bylaw is being breached they may request a assistance from the Metro Police Unit.

What specific guidance, training materials, or operational instructions have been issued to Metro staff to ensure compliance with:

- *the Misuse of Drugs Regulations 2001,*
- *the Equality Act 2010 (including reasonable treatment of disabled passengers),*
- *and the avoidance of discriminatory or disproportionate enforcement*
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Misuse of Drugs Regulations 2001:

Metro Customer Service staff are not trained in the Misuse of Drugs Regulations 2001. Customer Relations Advisors do not undertake law enforcement activities. Their primary role is to provide help and assistance to passengers and to protect revenue.

Equality Act 2010:

All Customer Service staff receive an introduction and training on the Equality Act 2010 including how to support passengers who are protected under the Act's key characteristics relevant to our services. The training also includes a mandatory assessment focused on supporting customers who are protected under the Equality Act. Our colleagues receive regular refresher training.

We make reasonable adjustments for passengers as needed, and this is implemented through our Accessibility Policy, which has been provided for your convenience.

All new Customer Service staff undertake three weeks of comprehensive in-person training, covering:

Metro values and customer-service standards

- Revenue protection procedures
- Scenario-based learning to prepare staff for real-world situations
- Hazard identification
- Recognition of suspicious items
- Customer service development
- Conflict management skills

Avoidance of Discriminatory or Disproportionate Enforcement:

We always endeavour to ensure that all customer interactions are fair, proportionate, and non-discriminatory. Customer Relations Advisors are trained to engage with passengers in a supportive manner, with a focus on assistance and revenue protection rather than enforcement.

I hope this explanation meet with your approval.

Kind regards

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[Complaints Handling Procedure can be viewed by clicking here](#)

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