

The WINNERS



**Thursday
September 19
2019**

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AWARDS**

**20th
ANNIVERSARY**

2019

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20 years ago, three people sat around a table and said “enough of this rubbish”. Politicians, the media, so-called experts on rail, which included many who had never travelled on a train, had been denigrating the railway and thus the people who worked in it. Flawed, botched, unsustainable and unaffordable were some of the milder adjectives they used. They were all wrong. The three people who cried ‘enough’ were Nigel Harris, Clive Nicholls and Bob Horton. And from that outburst of frustration, and a shared belief that the railway deserved to be recognised for its huge contribution to the economy - in many aspects of its performance - the National Rail Awards was born. Twenty years on, we are still here, still celebrating the railway’s excellence and dedication, a railway that now faces many of the problems created by its own success and, inevitably, the subject of continuing debate as to its structure and governance.

Every year, the judges await with some apprehension the closing date for the entries: will people within the industry respond and make the effort to enter for an award in our categories? But every year people do. This year we introduced a new category: a Great Place to Work. You responded with some great entries. The railway IS a great place to work, and it was high time we recognised it.

It has been my privilege to have been chairman of the panel of judges for most of those 20 years, and to work alongside the judges, who are outstanding individuals (including our brilliant Young Rail Professionals). These people are committed, rigorous and hugely enthusiastic about what we do. They have assessed entries through due diligence, meeting railway people in all the interdependent roles they perform and reached conclusions on who should be the winners and who should be highly commended, the results of which were announced on September 19.

JOHN SWIFT QC

MEET THE PANEL

The NRA judges are among some of the most experienced minds in the rail industry. They are:



JOHN SWIFT QC, FCILT

John Swift QC has been Chairman of the Judges of the National Rail Awards since 2003. John was the UK's first Rail Regulator, appointed under the Railways Act 1993, and served from 1993 to 1998.

After 1998 John returned to full time practice at the Bar, including a period as Head of Monckton Chambers, Grays Inn, until retirement in 2014. He is currently Chairman of the Enforcement Decision Panel at Ofgem and an independent adviser to Ofwat and Monitor, the NHS Regulator. He maintains a keen interest in the fortunes of the railway, including its politics and its regulation.

John is a Fellow of the Institute of Logistics and Transport. "The National Rail Awards occupies a special position as the industry's best-known and best-supported awards scheme and promotes best practice within the railway. I encourage all those firms and individuals within the railway industry to continue to support the scheme with enthusiasm and pride in your achievements."



CAROLYN GRIFFITHS

Carolyn founded RAIB and was its Chief Inspector during its first ten years of operation. She has worked in heavy rail, metro and light rail systems; and in operations, manufacturing, consultancy, establishing new rail systems, regulation and managing projects both in the UK and overseas.



NICOLA SHAW CBE

Nicola joined National Grid in July 2016 after holding the CEO role at HS1 for five years. She has held senior positions in a number of regulatory, commercial and operational roles, including at the Strategic Rail Authority, the Office of the Rail Regulator and at FirstGroup PLC.



IAN BROWN CBE

Ian was Managing Director London Rail at Transport for London responsible for the DLR, London Tramlink and London Overground. He was awarded a CBE for services to railways. Ian has joined the Boards of Crossrail and Abellio UK Ltd.



STEPHEN JOSEPH OBE

Until recently, Stephen had been Chief Executive of Campaign for Better Transport, and its predecessor Transport 2000 since 1988. In that role he campaigned for sustainable transport policies and was a member of the Commission for Integrated Transport and various Government advisory groups.



SIR MICHAEL HOLDEN

Career railwayman, most recently as Chief Executive of Directly Operated Railways. Former Chairman of East Coast, Managing Director of South Eastern Trains, Regional Director Southern for Railtrack/Network Rail. Served on ATOC Board, British Transport Police Authority.



IRYNA TERLECKY

Former Managing Director of Operations in the Strategic Rail Authority, her career has spanned senior roles in almost all aspects of the privatised railway structure. She operates as an independent consultant for train operators and government departments.



JIM CORNELL CENG, FRENG, FICE, FCILT, FCSI

Former Executive Director Railway Heritage Trust, Non Executive Director Network Rail, Group Managing Director British Rail Infrastructure Services, Managing Director Regional Railways, Director of Civil Engineering, General Manager ScotRail.



DR MALCOLM REED CBE

Retired in 2009 as Chief Executive of Transport Scotland. Previously Director General of Strathclyde Passenger Transport Executive and a member of the Rail Safety & Standards Board Advisory Committee. Ex-deputy chairman of the Railway Heritage Committee.



SHAMIT GAIGER

Shamit Gaiger led several cross-industry strategies for the UK railway, from the Innovation Framework and Sustainable Development Principles, to the Rail Sector Skills Delivery Plan. Most recently she led the negotiations on the Rail Sector Deal on behalf of government. She is currently Director of Strategic Advisory at AECOM.



RICHARD WALLACE MA, FCILT

Richard has spent more than 40 years in the UK bus and rail industry, holding senior positions with London Underground, the ORR, TfL London Rail and ATOC, where latterly he managed European Policy. Although now retired, he still undertakes rail and European consultancy.



CLIFF PERRY MBE BSC, CENG, FIMECHE, FIRO, MCILT

Member of Iarnród Éireann Board. Former Managing Director of Thameslink and AEA Technology Rail. Past chairman of the Railway Division, Institution of Mechanical Engineers.



CLIVE NICHOLLS

Director of the NRA for many years, now a judge, Clive has always believed we should recognise and reward the best in the industry. Running a publishing company with a strong background in railway titles he brings experience from other customer-focused markets.



ANTHONY SMITH

Chief Executive of Transport Focus. A qualified solicitor, he worked for five years as principal consumer lawyer for the Consumers' Association. Prior to joining what was then Passenger Focus, Anthony was deputy and acting director of ICSTIS, the regulator of premium rate telephone services.



CLIVE FLETCHER-WOOD OBE, HON FIO

Clive's second career, as a lawyer, concentrated on railway-related work. He specialised in operational safety, but also dealt with contractual disputes within the industry. A former IRO tutor, he is a Hearing Chairman for the Access Disputes Committee.



DENISE LENNOX

A career railwaywoman, Denise has held senior roles in customer service, operations and change management across a number of train operating companies. Most recently she has acted as an independent consultant for companies bidding for rail franchises.



NINA LOCKWOOD

After spending the early part of her career in banking, specialising in the Service Profit Link, employee engagement and cultural change, Nina entered the world of Executive Search in 2000 and has focused on the transport sector, primarily rail, since setting up Intuitive Interim & Executive Search in 2013.



DICK FEARN

Former Chief Executive of Iarnród Éireann, Dick has 40 years' experience in the rail industry. He has overseen major improvements in terms of performance and reliability. Dick currently chairs the newly formed Western Route Supervisory Board.



PAUL CROWTHER OBE

Paul Crowther was appointed Chief Constable of British Transport Police (BTP) on May 1 2014. Prior to this he was Deputy Chief Constable responsible for Professional Standards, Strategic Development and Media and Marketing. He has 34 years of service with BTP.



HEIDI MOTTRAM OBE

Most recently Managing Director of Northern Rail, but with 25 years of railway experience in companies such as GNER, Midland Mainline and Arriva. She is now Chief Executive of Northumbrian Water Group.



CHRIS BOLT CB

A regulatory economist who worked in the water, rail and energy sectors, Chris has worked at the ORR, most recently as Chairman from 2004-2009. He was also Arbitrator for the London Underground PPP from 2002-2011. He now advises companies, regulators and Government on regulation.



CHRIS GREEN MA

Career railwayman in both public and private rail industry. Created the ScotRail brand when General Manager Scotland and then the Network SouthEast brand when MD NSE. Became MD InterCity before privatisation and then CEO Virgin Trains.



JIM STEER

Director and founder of Steer Davies Gleave (now Steer) and Greengauge 21. Formerly MD Strategic Planning at the Strategic Rail Authority. A chartered civil engineer, he has specialised in rail, covering market research, and business strategy. No longer an NRA judge, but still participates in an advisory capacity.



LUCY PRIOR MBE

Currently Business Engagement Director at 3Squared, Lucy has held a number of commercial positions within railway supply companies in traction, rolling stock and infrastructure focused organisations; she became heavily involved in supplier and workforce engagement through her work at the Rail Alliance.

The NRA judges are joined by a group of Young Rail Professionals who put themselves forward for the role in 2017. As a consequence, they have widened their network within the industry and gained valuable experience to help them in their careers in rail.



GEORGIA EHRMANN, HEAD OF COMMERCIAL TIMETABLE STRATEGY, VIRGIN TRAINS

Georgia's first role in the industry was in Chiltern Railways Business Development team. In 2018 she moved to York to work in the Performance and Planning team at Arriva Rail North. Georgia is currently at Virgin Trains managing commercial aspects of the timetable and fleet plan.



FJOLLE BUNJAKU, PROJECT MANAGER, NETWORK RAIL

An English and History graduate of the University of Leicester, Fjolle started working in the industry by entering Network Rail's Project Management scheme in September 2015. She has worked on the King's Cross remodelling project since May 2018, where she was promoted to Project Manager a year later.



ZAK SHAYLER, PROJECT MANAGER, TFL

Zak is a Project Manager working at Transport for London (TfL) on the multi-billion-pound signalling upgrade of the sub-surface railway. Having been in the industry for four years, he is currently based in Canada working alongside the contractor to deliver one of the most challenging parts of the entire programme.



PAUL CASE, PROJECT MANAGER, CPC

Paul is a Project Management specialist for CPC Project Services LLP, currently working as a Senior Testing and Commissioning Coordinator for Crossrail's Stations, Shafts and Portals (SSP) Programme. Prior to this, Paul completed the Transport for London Project Management Graduate scheme. Paul was National Chairman of Young Rail Professionals in 2017 and still sits on its executive committee.



KATHERINE HOWATSON, CITY PLANNER, TFL

Katherine joined the Transport for London (TfL) graduate scheme in 2015 following a degree in Geography at the University of Sheffield. Since then she has worked across TfL and undertaken a secondment with a transport research agency. She completed an MA in Transport and City Planning earlier this year.



RITA WILLIAMS, PROJECT MANAGER, TFL

Rita is our newest Young Rail Professional to join the panel and is a Project Manager at Transport for London (TfL) working in signalling and construction on the Four Lines Modernisation Programme. Having graduated with a 1st Class Honours in BSc Politics and International Relations, Rita started her career in rail five years ago.

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WINNER

NETWORK RAIL AND GOVIA THAMESLINK RAILWAY - BRIGHTON MAIN LINE IMPROVEMENT TEAM

The NRA judges described this winner as “setting a new benchmark in how to handle major engineering works”. Carrying out the first major upgrade to the line between Brighton and Three Bridges in more than 37 years was a challenging project. A nine-day blockade was put in place to correct a host of complex problems: asset-related faults on the southern end of the BML that were responsible for more delays to passengers than any other part of the new Thameslink network; signalling that had not been upgraded since the early 1980s; Victorian-era tunnels from



the early 1840s that had received no significant improvements in nearly 180 years; and track and signalling problems caused by tunnels prone to severe leakage. Over the course of the £38 million project, 20 miles of track and ten miles of conductor rails were renewed; tunnel leaks were stemmed; the third rail power system and signalling were

upgraded or replaced; track and points were replaced; fencing and security were improved, and cuttings and embankments were shored up. With such a huge undertaking, the potential for passenger disruption was significant. Recognising this, a Programme Management Office was set up 18 months ahead of work starting to carefully integrate all aspects of the project. Early engagement with customers and stakeholders meant that commuters could easily plan their journeys to avoid the disruption. To make this as simple

as possible, the teams even organised coaches for longer journeys, provided WiFi and USB charging ports and even free tea, coffee and snacks for passengers! Judges said that the eye-catching, clear advance publicity ensured that there was suppressed demand, and bus replacement services at Three Bridges and elsewhere were “crisp and good quality with proactive, visible staff”. They said the project showed outstanding attention to detail on such a huge project on Britain’s busiest stretch of line.



WINNER

NETWORK RAIL & IP TRACK DELIVERY - POLMADIE AND RUTHERGLEN IMPROVING FUNCTIONALITY

Polmadie and Rutherglen are located on the south-west side of Glasgow. The purpose of this project was to improve the functionality and operational efficiency of the one-mile East and Central Junction, improving journey times and increasing network capacity. The limitations of the existing infrastructure meant that a radical new design was needed to achieve the remodelling of the signalling and permanent way. An unusual approach was taken by erecting the new overhead lines while keeping the existing ones in situ. The complexity of this required high levels of collaboration between everyone involved, but it was necessary to limit the disruption to existing services. The NRA judges were impressed by the “imaginative solution to imposing heat-related temporary speed restrictions to



non-de-stressed track, which was introduced successfully through communication to drivers via the in-cab radio facilities”. The project received an award from the British Safety Council and it was delivered on time and to budget, with IP Track managing to deliver the OLE works with an efficiency saving of £4 million! Users of the line now benefit from increased main line

speeds from 75mph to 85mph and an increase from 40mph to 70mph on the crossovers. The new layout and renewal of the old infrastructure have provided much-improved network reliability, with train times down by two minutes and the journey time to Glasgow Central reduced. More trains have been timetabled and maintenance requirements have been reduced.

Overall, judges felt this was “a well organised and executed project providing increased network capacity, reduced journey times and improved train performance. “This was a relatively small project but was very well managed and has delivered significant benefits to a congested part of the railway on the approaches to Glasgow.”

HIGHLY COMMENDED

TRANSPENNINE EXPRESS - TRANSPENNINE EXPRESS LAUNCHES WHATSAPP

Earlier this year, TransPennine Express became the first train operating company to use WhatsApp as a customer service channel. Recognising that more people regularly use WhatsApp than Twitter, TPE felt that WhatsApp would be an appropriate way of engaging with its customers on a more individual basis. The channel allows passengers to book seat and cycle reservations, carry out lost property searches, check the status of delay repay claims



and amend ticket bookings. In just the first four days after its launch, customers sent more than 2,500 messages on the channel, quickly outstripping the TOC’s established channels such as Twitter. The NRA judges were impressed with how the idea helps to build trust and one-to-one communication. Other train operators are already looking to follow suit.



HIGHLY COMMENDED

NETWORK RAIL - EUSTON MOBILITY ASSISTANCE TEAM

Euston accounts for approximately 8% of all assistance bookings in the country, but the station had received negative press over the service offered in the past to disabled passengers. Numerous changes to roles and systems have transformed the team that was once criticised in negative social media comments and regular complaints into one that its passengers love. The changes have resulted in a 400% increase in the number



of compliments received by the team, a reduction in complaints and a dramatic fall in the number of failed assistances, meaning that 99.5% of all passengers are successfully assisted. The judges said that the team shows a real enthusiasm for doing the right thing for vulnerable customers. They were impressed that they now act on all feedback received, which even extends to visiting regular complainants at home!



HIGHLY COMMENDED

NETWORK RAIL - BRIGHTON MAIN LINE IMPROVEMENT PROJECT

“This was an imaginative approach to a significant challenge to improve asset performance and thus create more reliable infrastructure on a busy route,” said the judges. A nine-day blockade was put in place to carry out the first major upgrade in more than 37 years to the line between Brighton and Three Bridges. The £38 million project enabled



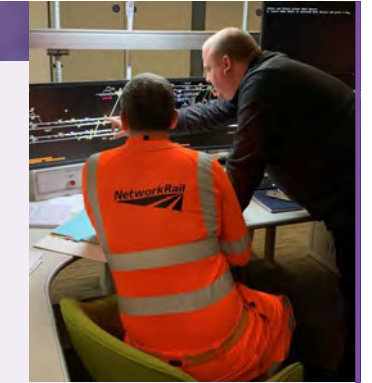
asset-related faults to be fixed, signalling that was last upgraded in the 1980s to be replaced and 1840s tunnels to be significantly improved for the first time in almost 180 years. The customer service elements of this project are this year’s NRA Customer Service Excellence award winner, in conjunction with GTR.



HIGHLY COMMENDED

SIEMENS MOBILITY & NETWORK RAIL - WEAVER TO WAVERTREE RESIGNALLING

This project to deliver new signalling between Edge Hill station near Liverpool and Winsford station was described by the NRA judges as “an interesting project with relatively complex technical systems and new signalling technology”. Reduced maintenance requirements and a more reliable and robust railway are the main outcomes of the scheme. Four new signal boxes were installed, a new Westrace Trackside System (the first scheme to feature this new system in a distributed configuration) has reduced delay minutes and connectivity to Northern Train’s Allerton train maintenance depot has improved. It also facilitated



the Halton Curve connection to Chester. The judges said: “Overall this was a challenging piece of work delivered to time and budget with significant benefits to passengers and freight businesses, which has embraced modern signalling and has demonstrated strong collaboration between partners.”



FREIGHT & LOGISTICS ACHIEVEMENT OF THE YEAR

WINNER

RAILFREIGHT CONSULTING, BRITISH AIRWAYS, BP, VTG, NETWORK RAIL AND FREIGHTLINER - JET FUEL TO HEATHROW

"The quality of this submission was evident at the first stage of judging, and the impressive collaborative presentation by all the parties was a further demonstration of the effective team working that ensured the project's successful implementation."

That was the NRA judges' glowing account of this winning entry. This collaboration between aviation and rail freight came about from British Airways' need to secure future delivery of fuel to Heathrow in the face of limited pipeline capacity and growing road congestion.

This initiative established a stable plan for 16 trains per week to carry more than one million tonnes of fuel for BA from a rebuilt facility at the Isle of Grain to an expanded terminal at Colnbrook, where the fuel is



pumped to Heathrow.

More than £20 million of private sector money has been invested in the scheme, including in the procurement of 42 new bogie wagons by VTG, which have been equipped to the standards for loading, carrying and discharging aviation fuel. Freightliner then provides haulage and ground staff to operate the service to Heathrow.

A host of complex planning issues had to be resolved to

allow the regular passage of hazardous material, so Network Rail put in place all the necessary arrangements with local authorities, including emergency services protocols in the event of an incident.

Consultancy support was provided to BA by Railfreight Consulting to help with the procurement of Freightliner and VTG, while advising BP on the development of the Isle of Grain terminal and obtaining approval

from the Office of Rail and Road.

The NRA judges were incredibly impressed with the scale of the modal shift achieved by this project and its potential to generate more. They concluded: "It is an extremely impressive example of collaborative working and joint commitment to delivering an effective multi-party commercial solution within a complex and constrained framework. Small wonder it was named 'Project Jigsaw'!"

HIGHLY COMMENDED

GB RAILFREIGHT - GROWTH IN INTERMODAL: BUSINESS IMPLEMENTATION TEAM

New contracts in the cement and aggregates markets and a distinctive approach to new business development are at the heart of this entry.

Impressively, GBRf put in place three new intermodal flows during the second half of 2018, contributing to more additional intermodal train miles than the entire industry had achieved in the first half of 2018! And there's more in the planning...

A five-year cement contract with Hanson was mobilised at just three weeks' notice, and at a fortnight's notice, GBRf was

GB Railfreight

running daily flows for Cemex.

This entry demonstrated proactive traffic development, good business practices, customer appreciation and significant modal shift - with the intermodal business it has taken on at ports.

Said the judges: "GBRf's presentation emphasised the importance that the company places on continuing to deliver growth without compromising either the flexibility or the good customer service and staff relationships that had secured its original niche in the sector, or its performance levels."



HIGHLY COMMENDED

VICTA RAILFREIGHT - IMPROVING RAIL FREIGHT COMPETITIVENESS

A contract with Cemex means that Victa now operates the shunting of arriving empty wagons at Cemex's Dove Holes quarry operation and prepares loaded aggregates trains for departure. Victa provides two main line-certified locomotives and up to 12 staff, enabling freight operators to reduce their activities at the quarry to 'hook and haul', rather than using their long-distance locomotives for shunting.

This has resulted in significant efficiency savings for both the FOCs and Cemex. Performance has vastly improved - in the ten months prior to the changes, less than 90% full loading was achieved and fewer than 85% of trains departed on time or early. In the ten months after the new contract, 99.7% loading



was achieved and 99% of trains departed on time or early!

The judges said: "The operational efficiencies and improvements that have been achieved in the first period of modified operations are more than sufficient to justify this commendation, but this entry also demonstrates that there can be value in taking a fresh look at how some rail freight operations are structured."



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We would like to thank our dedicated colleagues, without whom, success would not be possible. To our customers, whose valued business makes us strive for excellence, thank you. To our industry partners, whose collaborative efforts continue to show the power of teamwork, thank you. And, thank you to everyone else, who has followed us through great periods of change over the past 50+ years, thank you.

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WINNER

WINNER

LNER - PROJECT SENSa

Project Sensa has finally answered the age-old problem of identifying how many passengers are on a train and which seats are taken. LNER recognised that customers didn't know where to find available seats, so they set out to find a solution. The company's Innovation Team worked with McLaren Applied Technologies to test a potential answer that would measure capacity and loadings in real time.

The system uses electronic seat reservations. It pulls data from the National Reservation System and displays the information in the carriages. Above-seat sensors then send information back to

LNER about whether a seat is occupied. Linking sensors to seat reservations is the first of its kind in the world.

Project Sensa went live on all LNER trains in November 2018, and you may have noticed it from the pictograms that appear on the arrivals and departures boards at stations. It also incorporated a new seat-finder app, which allows passengers and staff to view accurate occupancy information.

It has already been a huge success, gaining press coverage in 197 different places, including the *Daily Telegraph* and the *Mail Online*. LNER's social media campaign for the project was



viewed by more than 33,000 people.

This innovative technology not only allows passengers to find a seat, and LNER to predict accurate loadings, it also enables front-line staff to help passengers find a seat in a less crowded

coach and enables staff to manage disruption better (when providing taxis, for example).

But LNER says this is just the beginning and it is already working on enhancements to the project.

The NRA judges said: "We were

impressed with this innovation not only for what it enables, but because LNER invested in fitting ageing stock (Mk 4s and HSTs) knowing that it would have to revert these vehicles to pre-modification at the end of the short remaining time on

the leases. This innovation has received very positive customer response. We were impressed with the system's versatility, its considerable benefits for passengers and front-line staff alike, as well as for operational/commercial planning."



HIGHLY COMMENDED

GOVIA THAMESLINK RAILWAY - THE BILLION JOURNEY PROJECT

With the increasing speed of change in technology across every industry, GTR decided to find a way to bring the best of that technology from across transport and elsewhere into GTR. The Billion Journey Project was launched in 2018 as the UK's largest privately funded multi-modal transport accelerator programme. Rather than simply looking to the rail industry for innovation, this new project sought to find innovative technology from other sectors and other countries.

GTR offers access to senior people, data, advice and information across GTR and its wider partners in exchange for companies joining the programme and delivering free, viable proof-of-concept solutions.

The project offered significant benefits to innovators through a 12-week programme of sessions with subject matter experts, depot tours and immersion days.

This was all about moving away from traditional solutions and bringing rail into the modern technological world. GTR has committed to working with 14 of the 20 companies that joined the programme in the form of trials, partnerships and full-scale projects.

Said the judges: "GTR has very actively sought out innovation. The rail industry is notoriously difficult from a supplier's perspective and slow to adopt innovation, and GTR is doing something to change this."



HIGHLY COMMENDED

NETWORK RAIL - MOBILE EXPANDABLE WELLBEING UNIT

This innovation is a potential life-saver. IP Track workers were having to walk up to 20 minutes, unaccompanied along the track, often in the middle of the night to reach the nearest welfare station or toilets. Everyone knew this was no longer acceptable, but a cost-effective alternative did not exist.

Working with the Track Safety Alliance and Selectequip, IP Track designed and developed a Mobile Expandable Wellbeing Unit (MEWU). Not only does the MEWU contain a toilet, but it can also house other features such as a life-saving defibrillator.

The system can be used in locations where other welfare facilities cannot be used, such as under overhead lines or on embankments, and is designed to be only one minute away from a worksite.



Judges said: "It may not be high tech, but this is a first and the rail industry wholesale adoption speaks for itself. This team's effort to change a long-standing acceptance of what in this day and age is totally unacceptable is also knocking down one more barrier preventing proper diversity and inclusion."

The units have already helped increase the proportion of female workers in IP Track from 1.5% to 21.3% and contributed to an improved performance of rail renewal, with a 20% reduction in overruns and 30% reduction in delay minutes.



HIGHLY COMMENDED

KELTBRAY GROUP - MOBILE ELEVATED WORK PLATFORM

This new design of road-rail vehicle combines a mobile elevating work platform and a crane on the same flat bed.

The judges said: "This has significant productivity and safety advantages avoiding the risks inherent in co-ordinating separate machines on one task."

The cab is designed to transport staff to site and the vehicle does not require any outriggers for stability, which enables much better use of possession time and space. And the system has demonstrated many advantages in minimising



manual handling, remote operations and simplifying a site by only having one vehicle, rather than two in close proximity.

It has already achieved some significant increases in productivity and the Office of Rail and Road has advocated the vehicle as an example of good practice.

The judges concluded: "The potential scale of efficiency improvement that this kind of development offers for major track and lineside works is immense."



HIGHLY COMMENDED

LOCO2 - INNOVATING THE RAIL BOOKING MARKET

Loco2, now owned by SNCF, began with a brother and sister who wanted to promote the use of public transport - before blossoming into a company that now employs 30 people. It claims to be the only app to enable passengers to book travel through multiple operators and countries via a single transaction.

An extensive help section enables customers to access information from all relevant operators on how to claim refunds, or what to do if they



miss a train, for example. Customers can view the site in five different languages and four currencies.

Unlike many other companies, there is no booking fee and the system finds competitive fares, including those previously only available by booking directly with an operator. It even has a split ticketing facility.

The NRA judges were impressed that 47,000 people have rated the product as excellent.

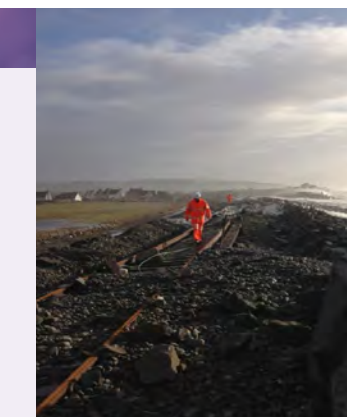


HIGHLY COMMENDED

NETWORK RAIL AND JBA CONSULTING - ASSETCOAST

Managing coastal assets is particularly challenging because they don't fit well into Network Rail's mainstream asset management system. This new system IT tool has app-based functionality to enable suppliers, maintainers, examiners and asset stewards to all have access to the same information easily, especially while on-site.

The tool has allowed the relevant teams to move from reactive to preventative maintenance and to be proactive and joined-up in the way they manage the risks associated with coastal assets. Staff can enter information and photographs from inspections directly onto the system via the app and rank all coastal defences based on erosion, overtopping and flood risk,



while also forecasting risk over different periods of time.

All the assets are presented on a map with descriptions and current condition information.

The judges were impressed with the improvement this brings to managing NR's vital assets using the same principles in a more sophisticated version as NR's embankment management tool.



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WINNER

NETWORK RAIL & SIEMENS MOBILITY – OXFORD CORRIDOR

Running from 2015 to July 2018, the Oxford Remodelling project has introduced a new track layout and signalling system in the Oxford area to improve punctuality and reliability. It also enabled the introduction of new services into London when Chiltern Railways commenced its Marylebone-Oxford services via Bicester in 2016.

The project was delivered on time and on budget following early engagement with contractors and effective integration with the supply chain, while the last of four commissioning works was delivered over 23 days during a very hot summer with no lost-time accidents or incidents. Only three complaints were received from the public, despite extensive night time work.

Disruption was also kept to a minimum by integrating with Great Western Railway to enable a reduced passenger service to run between Oxford and Reading



during the final commissioning, while the twice-daily freight service to BMW's central assembly plant at Cowley was able to continue uninterrupted.

There was also a strong focus on reducing energy costs, carbon emissions and noise through the use of hydrogen-powered lighting towers, plus other environmental improvements including the use of portable dust cannons to envelop airborne dust, encouraging staff to cycle

to work, recycling ballast, and the installation of an Electric Vehicle charging point for staff and visitors.

An enhanced habitat area was also created on the site of old sidings using locally sourced native species, and bird and bat boxes that will improve the biodiversity of the habitat. Evergreen trees were selected to visually enhance the area and to reduce operational noise for lineside neighbours throughout

the year. The overall programme was also maintained despite the collapse of Carillion and then MGB Engineering, with the decision to establish Western Enhancements Delivery as a Network Rail Principal Contractor credited with saving up to £20 million in additional costs compared with the alternative of delaying commissioning by a year.

The judges said they were impressed by the way the project had been developed and managed to meet the objectives of 15 different funders and, in particular, how it responded to the failure of the main contractor.



HIGHLY COMMENDED

NETWORK RAIL – TRANSFORMING THE GREAT WESTERN RAILWAY: MAIDENHEAD TO BRISTOL PARKWAY & READING TO NEWBURY ELECTRIFICATION

Although GWEP had a poor start, work following the reprogramming of the project by the Hendy Review in 2015 has been on time and on budget.

Following the installation of more than 9,000 concrete and steel foundations, 7,300 masts and 1,100 miles of wiring, the first electric trains ran between Maidenhead and Bristol Parkway on December 30 2018, and between Reading and Newbury four days later.

The final phase from Bristol Parkway to Cardiff is expected to be completed by the end of the year.

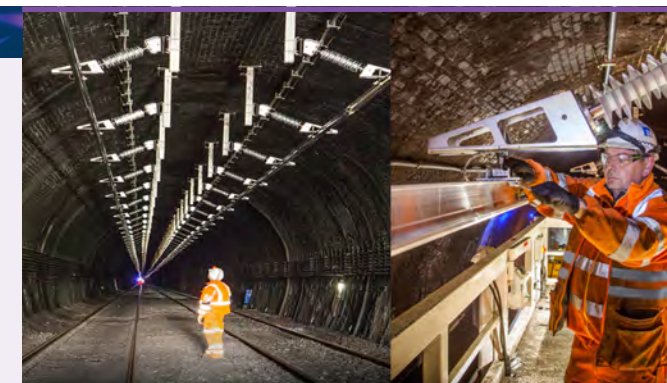
Since January, the Public Performance Measure (PPM) for GWR's high-speed services has improved by three percentage

points to 93%, while the percentage of right time arrivals at all stations has jumped from 50% to 60%.

With more than ten million hours worked, the project has averaged just one RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) per 1.2 million hours worked, with a strong focus on close-call reporting.

The project has required a significant amount of collaborative working in order to electrify an operational railway while maintaining a full passenger and freight service, which has been achieved by using blockades in addition to standard Saturday night access.

Network Rail has also focused heavily on the lessons learnt from GWEP, which has led to three new company standards being adopted as well as most of the new entries in the new NR National Lessons Learned database coming from this project.



SUSTAINABLE DEVELOPMENT AWARD

WINNER

CHILTERN RAILWAYS - TAKING ENVIRONMENTAL ISSUES TO A NEW LEVEL

It's easy to pay lip service to sustainability issues, but it takes real commitment to embed them into a business from the ground up, which is exactly what Chiltern has done, exceeding all its sustainability-related targets.

Over the course of 12 months, Chiltern has reduced its carbon footprint by 6.16% (against a target of 6%) and anticipates a decline in CO₂ equivalent output by 603,093kg (the amount of CO₂ that would be generated by travelling from London to Birmingham 14,224 times).

Several innovative initiatives are at the core of this success:

- The development of London's first ever clean air zone at a railway station.

- An industry-first coffee cup collection and recycling service at Marylebone station, which means passengers can easily dispose of cups, lids and liquids to prevent cross-contamination of waste.

- Replacement of all standard lighting across the Chiltern network (including maintenance depots, offices and access routes) with more energy-efficient LEDs.

- Development of a cross-platform interchange at Princes Risborough station, giving

passengers direct access to the Chinnor & Princes Risborough Railway tourist attraction.

- Promotion of World Book Day to help bridge the literacy gap - distributing railway-inspired children's books free of charge to commuters.

Chiltern aimed to take its sustainability agenda to the next level through innovative and creative solutions, and the judges felt that it had certainly delivered on this aim. The company has expanded its five-pillar strategy (people, performance, customer, safety and growth) to include

business excellence, in the belief that this is predicated on sustainable development values such as behaving responsibly and caring for the environment.

The NRA's judges said: "We were impressed with their holistic approach to sustainability and by the clear continuing efforts they make to involve staff and add value to the communities they serve across a wide geographic spread... In our view, the strategy, range of initiatives, focus across all aspects of the business, and measurable results, make Chiltern a worthy winner."



Chilternrailways
by arriva

HIGHLY COMMENDED

INFRA SKILLS LTD - BUILDING A LEGACY FOR CP6

This entry wove together a number of recruitment and training initiatives that are contributing to skills enhancements on the railways, particularly among the harder to reach sectors of society.

INFRA Skills receives funding from a number of different sources for its training programmes. The company liaises with businesses to identify skills gaps and then links with their sister enterprise to place recruits. Because of the way its funding works, INFRA Skills is constantly collecting and supplying evidence about the success of the programmes, including monitoring diversity across the spectrum.

The company is instrumental in increasing the quality of rail apprenticeships by becoming

the first company in the UK to deliver the Level 3 Rail Apprenticeship Standard. NSAR is supporting INFRA Skills in its vision and realises how the new standard can make rail apprenticeships more flexible and focused on employer needs.

The NRA judges commented: "Much about this entry was commendable - their focus on continually updating the skills of their recruits to avoid skills fade; their innovative competency card which allows individuals and employers to see the skills and competency sets; their drive to train beyond the minimum competency requirements; and their passion for taking individuals, whatever their background, on a journey into continuous employment... There is much here that is transferrable and worth celebrating."



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National Rail Awards 2019

Congratulations to our winners!



Safety initiative
Paramedics



Small station of the year
Templecombe



Outstanding personal contribution
Tarnia Rayment



Lifetime achievement award
Jeffery Fry

South Western
 Railway

www.southwesternrailway.com



WINNER

SOUTH WESTERN RAILWAY - PARAMEDICS

“Why didn’t anyone else think of this?” said the NRA judges, who were hugely impressed with this very worthwhile initiative.

South Western Railway was experiencing up to 400 incidents every year of passengers being ill, leading to 26,000 delay minutes (a third of them at just three stations - Wimbledon, Clapham Junction and Waterloo). And nearly three-quarters of these incidents were happening during the morning peak.

A team from SWR, Network Rail, the London Ambulance Service and British Transport Police set about finding a solution and, as a result of their discussions, a six-week trial of placing paramedics at Wimbledon and Clapham Junction stations began in November 2018.

Over the trial, more than 70 people were treated and only four



of them needed to go to hospital. Ten were people who needed to be removed from trains for treatment and three were treated before they began their journey. There were even two life-saving incidents at Wimbledon, one of which involved a gentleman who had suffered a cardiac arrest,

where the paramedics had to cut open his chest in the station to massage his heart. The other was a lady with a severe allergic reaction who was quickly given adrenaline.

Delays Per Incident at Wimbledon reduced by 90% and at Clapham Junction by 60%. It was quickly realised that 2,000 delay minutes could be saved every year in the morning peak alone by making this a permanent scheme.

After only six months, the number of incidents and delay minutes have been halved on this busy corridor. More than 200 ill passengers have been treated for

everything from the cardiac arrest and allergy attack to a stroke, an epileptic fit, and traumatised staff or customers.

The paramedics have even been helping ill passengers at other stations on their way home.

From a business perspective, what makes this scheme all the more impressive is that it is self-funding, with the costs of the paramedics neatly balancing with the reduced delay payments.

The judges felt that this clearly has immediate transfer potential to other busy commuter routes and were impressed to see that there are already plans to include other services.

South Western
 Railway

HIGHLY COMMENDED

NETWORK RAIL WORKS DELIVERY TRACK SCOTLAND - EYES ON SAFETY

Staff within the Network Rail Works Delivery Track team in Scotland wanted a better way of identifying, planning around and mitigating the hazards on a worksite. So they came up with one!

The new ‘Eyes on Safety’ scheme works with the team’s scoping pack to provide a comprehensive worksite assessment document. This makes it easier to identify hazards and to either control or remove them. Currently, the scheme includes a detailed guidance document that all staff can use and a large detailed site hazard map to help with the safety briefing ahead of works starting.

Introduced in mid-2018, Eyes on Safety has

contributed to a dramatic reduction in slips, trips and falls on worksites and a significant increase in the number and quantity of close call reporting. Other Network Rail teams are now looking to adapt the scheme for projects elsewhere in the UK.

The judges felt that this entry’s creation of a large-scale plan of any proposed worksite, marking clear access points and all hazards within the worksite, was impressive. “Clearly there is buy-in from frontline staff, especially team leaders, and it is seen as closing the gap between ‘the office’ and front-line staff,” they said.

This project has placed front-line colleagues at the core of a hazard identification-mitigation-feedback loop and it is delivering results.



TRAIN OF THE YEAR

hydrive
smarter, quieter, cleaner

WINNER

SCOTRAIL ALLIANCE - CLASS 365 INTRODUCTION

This is a project that went from idea to completion in under three months, to the significant benefit of passengers.

While awaiting the delivery of new Class 385s last year, ScotRail needed to replace some of its older trains that had come to the end of their lease. Ten Class 365 'happy train' units were identified that had recently left the service of Govia Thameslink Railway.

The trains provided an extra 17,200 seats each day on the Glasgow-Edinburgh via Falkirk High route and have been used since on Glasgow/Edinburgh and Stirling/Dunblane/Alloa services.

This was a complex task that required a Franchise Variation from Transport Scotland to recognise the Class 365s as being equivalent to the '385s' for delivering on ScotRail's franchise



commitments, to avoid an additional premium.

Fifty drivers, 30 depot operators and 120 conductors had to be trained and familiarisation courses carried out for dispatch, cleaning and hospitality staff. Impressively, all this was

achieved three weeks ahead of the original plan and ensured that any issues were identified well ahead of the 147th Open Golf at Carnoustie in July 2018, for which additional services were required.

"This entry demonstrates a strong commitment to service

provision with good project management, achieved alongside introducing the mainstream Class 385 electric train fleet and excellent communications to staff and the public.

And passengers love the 'smiley trains!'"

HIGHLY COMMENDED

BOMBARDIER AND ARRIVA RAIL LONDON - CLASS 378 ELECTROSTARS ON THE GOSPEL OAK TO BARKING LINE

The Bombardier Willesden and New Cross Gate maintenance teams for London Overground had a problem to solve - the effects of a delay in the introduction of new rolling stock for the network.

Working with Arriva Rail London and Transport for London, the existing Class 172 fleet was stretched to provide 100% availability and three Class 378 units were converted from five-car to four-car to replace the 172s as they gradually came off lease.

Everything was achieved in

BOMBARDIER

arriva rail london

record time and the team even managed to perform a mini-refresh on the trains to improve the passenger experience.

The judges felt this entry also demonstrated a strong commitment to service provision. They said: "It was clearly prudent to take contingency action, and this was very much a team effort between Bombardier staff at Willesden TMD, the train operator Arriva Rail London and the sponsor Transport for London. They clearly demonstrated to us the joint maintenance/operational nature of the project."



HIGHLY COMMENDED

SIEMENS MOBILITY - NEW BOGIE SERVICE CENTRE IN LINCOLN

An £8 million new Bogie Service Centre built on a brownfield site in Lincoln will have created 40 new high-skilled rail technician jobs by the end of the year. The decision to invest in the new centre was about addressing some of the shortcomings that existed in the previous servicing approach and Siemens Mobility decided to take control of the process to provide customers with the assurance that work would be carried out to meet their needs.

Siemens Mobility moved into the new centre in June last year and it was officially opened in November. A very high-profile first assignment got the centre off to a flying start - the first major overhaul of the Eurostar Class e320 16-car trains.

Through close collaboration with design and manufacturing company Graz and Eurostar, this project was delivered safely and



successfully.

Siemens Mobility says that the centre is focused primarily on safety, followed by quality and on-time delivery, allowing it to create the flexibility, capacity and resources needed to meet its customers' needs.

"Such a high volume, quick turnaround facility is a major initiative for such a major and complex component as train bogies," said the judges.

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WINNER

MERSEYRAIL

Merseyrail prides itself on placing employee engagement at the heart of everything it does, as demonstrated by the impressive (85%) engagement score achieved in its 2018 employee survey.

To help boost that engagement, Merseyrail hosts a range of events such as a yearly children's Christmas party, an annual long service awards ceremony, and the Merseyrail Achievement awards ceremony.

It also has a digital platform through which it promotes employee benefits packages.

Last year, 95.5% of nominations made through the rewards site were approved, meaning that 385 rewards were issued through the recognition platform totalling almost £10,000.

To help foster a 'family' spirit, Merseyrail is committed to working with local communities and good causes, with



community partnerships at 49 of its 66 stations. Staff have helped to raise more than £800,000 since the start of the concession in 2003.

Learning and development are also important, and in 2018 more than 100 guards were given the opportunity to sit Train Driver assessments in order to create a

transparent succession plan for driver roles into the future.

Merseyrail is set to launch a new and improved intranet for employees that's designed to encourage honest two-way communication.

Other internal platforms include video updates from the managing director, a staff Facebook group and a customer praise wall which gives staff the opportunity to see all the positive comments received by Merseyrail's customer relations team for staff to 'like' and 'share'.

In terms of health and wellbeing, a 24/7 confidential counselling service was launched in 2018 with access to telephone and face-to-face services. A virtual GP is also available to staff 24/7 through the operator's Healthshield benefit scheme.

Judges said: "We were particularly impressed by Merseyrail's clear commitment to continuous improvement, and since submitting its entry it has undertaken further initiatives to support its staff, including promoting mental health."



HIGHLY COMMENDED

LONDON NORTH EASTERN RAILWAY – CUSTOMER CONTACT CENTRE

LNER's Customer Contact Centre has been open for three years, initially under Virgin Trains East Coast before the franchise switched to LNER in June 2018.

Based in Gosforth, Newcastle, the 121-strong team typically handles more than 1,000 calls and responds to 1,500 pieces of customer correspondence a day.

Great importance has been placed on staff retention and providing a 'corporate ladder', with 80% of its current team leaders starting at colleague



level. Sickness levels remain low, owing to fair but firm absence management, while attrition averages at just 4% compared to the industry average for call centres of 50%.

Judges said: "LNER has managed to create a remarkable culture and environment of empowerment, respect and communication which has made the centre a far more desirable and enjoyable place to work."



HIGHLY COMMENDED

GB RAILFREIGHT

Staff surveys indicate that 89% of staff feel proud to work for GBRf and that 92.3% are willing to make extra effort to make the freight operator more successful.

This satisfaction and loyalty are owed, in part, to the multiple training and development opportunities available, but also a high reward culture which offers all-expenses paid social events, the highest traincrew salaries in the freight sector, and an equitable annual profit



sharing and pay rise mechanism.

At Christmas staff are issued with shopping vouchers and a letter, handwritten and signed by the managing director, while gift vouchers and thank-you notes are regularly sent by senior managers to staff who have gone the extra mile.

Staff have been known to receive healthcare well beyond GBRf's obligations, contributing to a turnover of just 8% in 2018.



WINNER

GOVIA THAMESLINK RAILWAY – RAIL ENFORCEMENT OFFICERS

GTR's 50-strong Rail Enforcement Team are employed to combat and deter a wide range of challenging issues, including anti-social behaviour, assaults, trespass and fare evasion.

Based in Brighton, Purley, Hitchin and at London Blackfriars, all officers are accredited with the British Transport Police to the same level as front-line officers and wear distinctive uniforms to help provide a visible deterrent towards those who might otherwise cause harm to the running of the network, and a reassuring presence to other passengers.

Over the last 12 months the



team has engaged with the BTP and local communities to increase personal security, and has taken an active part in BTP operations such as Byers, Wiggins, Carbuncle and Icebox to combat knife crime, vagrancy, theft, violence, cyber-crime and the 'County Line' drug problem.

During that time, the Rail Enforcement team has assisted

the emergency services on 801 occasions and actively generated 126 arrests for the BTP, while the team has also located numerous missing persons and intervened to potentially save the lives of 141 people suffering from mental health issues.

Rail Enforcement Officers have also submitted 980 Intelligence Reports to the BTP, and have issued 2,248 sanctions for fare evasion.

Some 10,000 children have been taught rail safety by team members in the form of an interactive presentation at safety

events and school visits, while more than 100 cycle surgeries have been conducted, helping to achieve a reduction in cycle crime and allowing the BTP to reallocate resources to more serious crime.

The judges said: "In a world where policing is seen by some to have gone online, GTR has recognised in an innovative way the gap between the role of law enforcement and that of front-line staff in dealing with issues such as anti-social behaviour, the education of young people and the supporting staff in incidents."



HIGHLY COMMENDED

NETWORK RAIL – THE BRIGHTON MAIN LINE IMPROVEMENT PROJECT TRAVEL DEMAND MANAGEMENT COMMUNICATIONS CAMPAIGN

In February there was a nine-day closure of the Brighton Main Line between Three Bridges and Brighton and Three Bridges and Lewes to enable a vital £67 million upgrade of tracks, stations and signalling equipment.

Recognising that such a closure could directly affect 40,000 passengers a day, Network Rail and Govia Thameslink Railway developed a highly collaborative and robust



service delivery and travel demand strategy.

The associated communications campaign studied the movement and needs of passengers before presenting the travel (or non-travel) options in order to manage demand for the alternatives offered.

The team's audience extended beyond regular commuters to the community, businesses and political stakeholders, plus tourism organisations, colleagues and lineside neighbours.

The strategy yielded impressive results with February's Transport Focus survey showing a 90% awareness of the closure among users of the BML, and 95% of those polled understanding the implications of the work.

Reduction in travel during the week fell by 40% compared to a target of 25%, with 81% of passengers indicating that they had made changes to their travel plans.



HIGHLY COMMENDED

ARRIVA RAIL LONDON – REVENUE PROTECTION INSPECTORS

With higher rates on its network of antisocial behaviour, crime and mental ill-health than in other parts of the UK, Arriva Rail London decided to adopt a more proactive and intelligence-led approach to combat ticketless travel and other problem areas.

Data on ticketless travel was analysed to shape Revenue Protection Inspectors' operations at key stations, while managers encouraged more regular dialogue with inspectors to seek their ideas and feedback on how their role can be made

more effective.

RPIs and the BTP also hold regular debriefs to pick up lessons on how best to manage conflict, and to sharpen awareness to conflict before it escalates. This has resulted in lower numbers of calls for support from RPIs to the BTP.

The new strategy has led to a decrease in ticketless travel from 1.43% in 2017 to 1.39% (of 190.1 million passenger journeys) in 2018 while verbal attacks on staff fell from 47 to just five between 2017 and 2018, and physical attacks from 19 to eight in the same period.



SMALL WINNER



TEMPLECOMBE - SOUTH WESTERN RAILWAY

This "jewel of the small stations", as dubbed by the NRA judges, was highly commended in 2018 and has come back in 2019 to take the top trophy. Situated on the West of England Main Line, Templecombe station opened in 1860, only to be closed just over 100 years later in 1966. Local demand brought about its reopening in 1983 as a station that now serves about 114,000 passengers a year.

Thanks to a partnership between South Western Railway and the Friends of Templecombe Station, 2018 was another year of surprises for the station, with further improvements to the extensive gardens. The ticket hall/waiting room is now in use as a centre for community activities, including a major Christmas party for passengers and the local community.



LARGE WINNER



DERBY - EAST MIDLANDS RAILWAY

Upgraded Derby created the biggest 'Wow' factor during this year's station judging.

Opened in 1839, Derby was at one stage one of the largest stations in the country, being the location of the headquarters of the Midland Railway, and it still serves more than four million passengers each year.

Judges felt the "superb" recent upgrade has transformed the station into the best large station in the UK, with entrances on both sides to provide easy access, good quality waiting rooms for both First and Standard class, excellent information systems and really proactive staff. "This station is a real winner," they said.



SMALL HIGHLY COMMENDED



PLUMPTON - GOVIA THAMESLINK RAILWAY

Serving the small village of the same name in East Sussex, this small outer suburban station has received what the judges describe as a "classic upgrade". Around 109,000 people use

the station each year. Opened in 1863, it serves nearby Plumpton Racecourse, with trains operated by Southern.

"It has been transformed by a heavy clean, a complete repaint and customer facilities in keeping with its setting," judges said.

SMALL HIGHLY COMMENDED



CHADWELL HEATH - MTR CROSSRAIL

Sited on the Great Eastern Main Line in Chadwell Heath, this station is just nine miles 79 chains from Liverpool Street. Opened in 1864, the station has served as the pilot upgrade for

the Anglian Crossrail stations. Chadwell Heath has been transformed from a tired suburban stop into what the NRA judges describe as "a beacon for public transport". Even flowers adorn the station, which serves 3.7 million people.

LARGE HIGHLY COMMENDED



NORTHAMPTON - LONDON NORTHWESTERN RAILWAY

Coming a close second to Derby in this category, the joint civic/rail upgrade has created what judges describe as "an iconic modern landmark for Northampton".

The station was opened in

1859 as Northampton Castle (the name being shortened in 1966), and was built on the site that had previously housed the famous Norman castle.

Around 3.1 million people use the station each year and its bright modern terminal building.

LARGE HIGHLY COMMENDED



DURHAM - LNER

"A beautifully upgraded station with excellent restoration of heritage aspects," the judges said.

Situated on the East Coast Main Line, Durham station is the

only survivor of four that at one stage served the city, the original one on the current site having been built in 1857. It is used by 2.7 million people.

Judges said that the staff are impressive and there is much evidence of community support.

MEDIUM WINNER



PITLOCHRY - SCOTRAIL

Visited by about 125,000 people each year, this Highland Main Line station serves the Caledonian Sleeper as well as ScotRail trains between Glasgow or Edinburgh and Inverness, and LNER services from the East Coast Main Line.

The local community here has worked with ScotRail to create a "superb gateway for

the Highlands" said the judges. It punches above its weight with a beautiful restoration; the judges were impressed by the inclusion of the Network Rail footbridge in the painting work. Facilities at the station include a ticket office, book shop, Sleeper waiting room, car parking and flowers. Judges said this station "is a delight to use".



MAJOR WINNER



LIVERPOOL LIME STREET - NETWORK RAIL

This winner has been transformed into an icon for Liverpool after painstaking work by Network Rail, the train operators and the city council.

Notable as the oldest grand terminus main line station in the world, Liverpool Lime Street opened in 1836 to serve Liverpool's city centre after the Liverpool and Manchester Railway realised

that the existing Crown Street station was too remote.

Lime Street now serves around 16 million passengers a year.

Judges felt that externally this station now blends into its historic setting once again. It has extensive retail facilities, additional platforms and a modern, customer-friendly atmosphere.



MEDIUM HIGHLY COMMENDED



PENRITH - VIRGIN TRAINS

"An exceptionally well maintained intercity station," said the judges.

This Cumbrian station serves just over half a million passengers a year from its location on the West Coast Main Line. Opened in 1846, at one

time Penrith was the terminus for the erstwhile Cockermouth, Keswick and Penrith Railway and the Eden Valley branch.

Though lacking in catering facilities, the judges felt that the impressive customer service ethos was ample compensation.

MEDIUM HIGHLY COMMENDED



AUDLEY END - GREATER ANGLIA

Just over a million people use Audley End station each year. NRA judges said that "a high-quality station has been achieved on a rather difficult site." Originally opened in 1845, the station's name was changed

on signage to 'Audley End for Saffron Walden' in 2012.

An "excellent" refurbishment has integrated the entire station, with a modern ticket office and shops offering a warm welcome and bright, smart platforms providing good facilities.

MAJOR HIGHLY COMMENDED



MANCHESTER PICCADILLY - NETWORK RAIL

Manchester Piccadilly has maintained a consistently high standard over the past 15 years. Originally opened as Store Street station in 1842, it has been under its current name since 1960 and

now serves around 27.7 million passengers every year.

Judges said that the customer and retail facilities have been further improved in the main station, so now the only thing holding it back from being a winner is platforms 13/14.

MAJOR HIGHLY COMMENDED



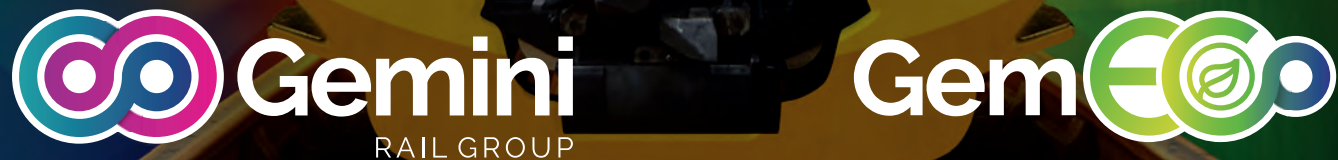
GLASGOW CENTRAL - NETWORK RAIL

"An impressive station which copes effortlessly with a huge number of passengers," said the judges.

One of the city's two main line stations, Glasgow Central

was opened by the Caledonian Railway in 1879 and is the northern terminus of the West Coast Main Line. Almost 33 million passengers use the station each year and the building itself is Category A listed.

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PASSENGER OPERATOR OF THE YEAR



WINNER

EAST MIDLANDS TRAINS

The last year has been one of significant change and challenge for East Midlands Trains.

Although in the final year of its franchise during the judging period, the operator continued to invest to improve services for its customers, impressing the judges with its achievements.

Here's a snapshot of the past year's many successes for this winning operator:

- Managing one of the biggest ever blockades to deliver a £200 million signalling upgrade to the railway in and around Derby, resulting in very positive feedback from affected passengers. This was a complex project, which took place over 79 days in six phases. Through a strategic communications plan, 73% of passengers were aware of the upcoming work a month beforehand, rising to 97% in the most affected areas.

- Successfully managing major May 2018 timetable changes to facilitate the new Thameslink



timetable, amidst significant negative press elsewhere in the industry.

- Implementing Sunday working for drivers, thereby reducing the reliance on overtime to operate a seven-day service. This was necessary because only 20% of main line drivers

were opting to work rostered Sundays as overtime, but there was a desire across the industry to enhance Sunday services. Through successful negotiation with drivers and their union, Sunday working is now an agreed rostered part of drivers' contracts.

- Achieving a National Rail Passenger Survey satisfaction score of 84%, which is higher than the national and long-distance averages.

The NRA judges said: "EMTs' successful handling of some major challenges over the last 12 months was a real achievement."

HIGHLY COMMENDED



SOUTHEASTERN

This is one of the biggest and busiest commuter operators on the network, with more than 640,000 passengers using its services every day from Kent to East Sussex. Southeastern facilitates more than 170 million passenger journeys each year.

In the past year, the TOC has invested significantly in improving the passenger experience through better passenger information, ticket-buying facilities and cleaner stations. It has also invested more in its people and committed to increasing the number of female applicants for its train driver roles, with the

percentage of applicants having already risen by 11%.

Southeastern has also improved its performance across the board, achieving its best ever autumn performance in 2018, bucking the national trend. During the judging period, its Right Time Performance was at 65.1% - the highest level since February 2014.

Said the NRA judges: "Southeastern is an operator whose train service performance results for punctuality have regularly exceeded those of the other large commuter train operators in London and the South East in recent years."



HIGHLY COMMENDED



MERSEYRAIL

"Last year's winner of this award, Merseyrail has delivered another year of continuous improvement in its operations," said the NRA judges.

This consistently punctual and reliable operator runs more than 600 regular services every day, every 15 minutes, to 68 stations throughout the Liverpool City Region, including four underground stations in the city centre.

More than 100,000 passengers use the network on an average weekday and the operator employs 1,200 people in what is one of the busiest

cities outside London. Over the past few years, a significant modernisation programme has enabled the introduction of smart ticketing, refurbishment of the underground stations, the opening of Maghull North station and re-opening of Ainsdale.

The judges concluded: "While it does not have the operational complexity of many other networks, Merseyrail's all-engaging focus on passenger service quality for its customers and its deep involvement in the communities it serves is without parallel in the UK in the judges' opinion."



WORKFORCE WINNER

South Western Railway

TARNIA RAYMENT, CUSTOMER AMBASSADOR, SOUTH WESTERN RAILWAY

“Tarnia is a customer ambassador at Kingston station and a real force of nature,” said the judges.

Prior to joining the railway, Tarnia was a black cab driver, but she wanted to work in the ticket office so she could look at her customers face to face, rather than them looking at the back of her head.

Her self-proclaimed mission in life is to “do the right thing by people” and there are plenty of examples of this to choose from.

She likes nothing more than to come out from behind the glass and help passengers plan their journeys and get the best deals. Meanwhile, she also likes to cheer up ‘miserable’ people, and help during times of disruption by finding alternatives such as cab shares.

Over and above ‘the day job’

Tarnia is a passionate ‘Try the Train’ advocate, which is a scheme to encourage staff to engage with groups in the local community that may have special needs and therefore be reluctant to use the railway.

For example, she accompanied Becky in an electric wheelchair journey on the network which has resulted in Becky taking her children on the train, and enjoying her new-found freedom.

Tarnia also supports charities both in and out of work, and is involved in bake sales, Marie Curie, British Legion poppy sales, and running a Befriending Tea Dance for the elderly.

The judges added: “She is a bundle of enthusiasm, energy and genuine friendliness. We felt she is a great example of customer service excellence on the railway who deserves recognition.”



WORKFORCE HIGHLY COMMENDED

NICOLA GARWOOD, NORWICH STATION WELCOME HOST, GREATER ANGLIA

Nicola loves her job as a Welcome Host at Norwich station but in her own words: “wanted to be much more than that”.

That wish prompted her to get involved with charity and community events, and she has now worked with Samaritans, Macmillan Cancer Support and Carcoma UK to name a few.

Greater Anglia describes her as the ‘go to’ person within the Abellio Group for how to run a successful charity event, and she has earned 100% support from management to do anything charity-related “as long as it’s legal”.

The judges said: “She clearly



enjoys the freedom that this trust brings her and has even had donkeys, Shetland ponies and reindeer on the station as part of her community engagement tactics.”

greateranglia

WORKFORCE (FINALIST)

Ashley Jordan
Testing and Commissioning Engineer, WJPS

Scott Nickels
Dispatcher, London Northwestern Railway

Rob Buckby
Senior Project Engineer, Network Rail

Kevin Ollerenshaw
Customer Service Officer, East Midlands Railway

Peter White
Ticket Examiner, Great Western Railway

Paul Lyons
Glasgow Central Station Tour Team, Network Rail

WORKFORCE HIGHLY COMMENDED

CHANEL MAIDMENT, STATION FACILITIES MANAGER, NETWORK RAIL

Based at London Bridge, Chanel impressed the judges with her outgoing personality and focus on safety, despite not being responsible for overseeing it.

She runs the soft services contract at the station, which involves liaising with cleaners, retail and the station management team, but says she became aware of safety issues around the 23 escalators on the station.

She found that colleagues were accepting the accidents occurring on the escalators



by adopting a “there’s nothing we can do” attitude, and by assuming that most people were tripping or falling due to alcohol intake.

On her own initiative, Chanel pulled together relevant accident data and introduced behavioural changes for the station staff that included approaching people on the escalators, and putting up posters warning them to pay attention and not look at their phones.

NetworkRail

MANAGEMENT WINNER

HELEN SIMPSON AND CHANDRA MORBEY, HEAD OF INNOVATION AND TECHNICAL SERVICES, PORTERBROOK

“Oh my goodness... these two ladies are the absolute poster girls for rail, engineering, innovation and encouraging more women into rail,” said the judges of Helen and Chandra, who job share as Head of Innovation and Technical Services at Porterbrook.

They have worked together in this way for nearly 14 years, and bring different skills to the role; Helen is the ‘inventor’ and has lots of ideas, while Chandra is the ‘project manager’ and brings logic and organisation to turn them into reality.

Between them, they run the innovation team at Porterbrook



that has developed many ‘firsts’ in the industry, including the UK’s first wheel slide protection system, the first tri-mode train (Class 769 ‘FLEX’) and the first on-train innovation hub where new entrants to the industry can

showcase their products.

The team also played a leading role (alongside the University of Birmingham) in bringing the UK’s first standard gauge hydrogen train from original concept to fruition in just over nine months, with the unit on display and test running at Rail Live on June 19-20.

The judges said that both Helen and Chandra exuded enthusiasm and passion for the project, and are “clearly addicted to pushing

the boundaries”.

This includes Helen’s determination to work in rail despite being told by a teacher to do “something sensible like nursing”, and Chandra’s deep involvement in charity work.

The judges added: “We wanted to bottle these two ladies’ passion and distribute it far and wide, especially into the education system. We would never have an issue with recruiting female engineers again.”

porterbrook

MANAGEMENT HIGHLY COMMENDED

MAGGIE TRELOAR, ON BOARD SERVICE MANAGER, GREAT WESTERN RAILWAY

Maggie has worked for GWR for 21 years, having started as a ‘Sleeper Host’ after gaining her Customer Service NVQ through the government’s YTS scheme in a local travel agent.

Having always had an ambition to become an air hostess, she opted for the tracks instead and became the first female train manager of the Cornish Riviera Express, running the depot in Penzance where she is responsible for 56 members of staff.

She said that there had been



“little or no management” at the depot when she took over, but Maggie has succeeded in winning hearts and minds by using her own experience as train crew to relate to her team, and then giving them the tools, techniques and confidence to succeed.

Penzance is also now the only On-Board Service depot to have exceeded its revenue target for the last three years, while accidents have also been reduced from one per month to just two a year.



MANAGEMENT (FINALIST)

Martin Cliff
Senior Guards Manager, Great Western Railway

Simon Ponter
Operations Manager, Network Rail

Stephanie Jarrett
Electrical Control Manager, Network Rail

Chris Reader
Senior Guards Manager, Great Western Railway

Lisa Hayter
Area Station Manager, c2c Rail

Andrea Barclay
Competency Training Manager, c2c Rail

Sharon Giffard
Guards Manager, Great Western Railway

Jackie Priest
Shift Station Manager, Network Rail

WINNER

SIR PETER HENDY CBE - CHAIRMAN, NETWORK RAIL

When Sir Peter Hendy CBE was appointed chairman of Network Rail in July 2015, he had completed more than ten years of dedicated and distinguished service to the capital - first as Transport for London's managing director of Surface Transport (2001-2006), and then as TfL's commissioner.

It was in the latter role that he led and prepared for the successful operation of London's transport system in the 2012 Olympic and Paralympic Games, which earned him a knighthood in 2013.

Peter's skills and experience were then deployed on the national stage when he joined NR in July 2015, where his first

task was to conduct a review into the organisation's troubled programme of investment for Control Period 5.

The subsequent overhaul of NR's enhancement portfolio ensured NR stayed within its funding envelope, while four years later Hendy would help to secure a record £48 billion from government for CP6.

An owner of an original London Routemaster bus, Peter was formerly deputy director of UK Bus for FirstGroup and managing director of CentreWest London Buses, after starting his transport career in 1975 as a London Transport graduate trainee.

As well as his day-to-day work, Peter supports the Railway Children and London Poppy Day charities and is a trustee of London's Transport Museum and the Science Museum Group.

He is also chairman of the London Legacy Development



Corporation and the London Freight Enforcement Partnership and president of the London Bus Museum.

Peter is international president for the Chartered Institute of Logistics and Transport, and is a fellow of both the Chartered

Institute of Highways and Transport and the Institute of Civil Engineers.

He holds honorary doctorates from City University, the University of Leeds, the University of Bath and Queen Mary University of London.



This year, there were four submissions for rail employees who had saved someone's life. The judges felt these Life Saver awards should be made to properly recognise these incredible acts of human bravery by members of staff who went above and beyond their everyday duties.

WINNER

HANIF PATEL & IAN INNS CUSTOMER SERVICE ASSISTANTS, NETWORK RAIL

In the early hours of June 6 2018, a very distressed man entered Paddington station and began to pour lighter fluid on his clothes. He then threatened to spray an aerosol can in front of a lighter to set himself alight.

Ian and Hanif approached the man and engaged him in conversation in order to try to prevent him from harming himself.

The man told Ian that he trusted him, enabling Hanif and BTP officers to approach more



closely during the exchange.

As the man became more agitated, they ran towards him and ultimately saved his life by stopping him from hurting himself.

The judges praised Ian and Hanif for going beyond their responsibilities to intervene in a life-threatening situation without consideration for their own safety.

Customer service assistant Ian Inns died in late July, shortly after he was interviewed by the judging panel.



WINNER

ASHLEY JOHN DRIVER, GOVIA THAMESLINK RAILWAY

On March 27 2017, Ashley prepared for work on only his second day as a qualified driver on Thameslink.

While bringing his train into London, a young woman decided she was going to take her own life and took a position close to the edge of the platform.

Ashley noticed, and sounded his horn to gain her attention. He then stopped to talk to her until emergency services could arrive, instead of continuing on with his journey.

Ashley's outstanding action is now used as an example to GTR employees of the impact they can have by taking extra steps to show they care.



The incident has also been highlighted in the national press to illustrate the advances being made by the industry in suicide prevention, and how simply talking to people can help pull them out of crisis.



WINNER

SILVIA SANGIORGIO DRIVER, ARRIVA RAIL LONDON

39-year-old Silvia was faced with a very serious incident one Friday evening in October 2018 when a man carrying a 12-inch knife stabbed another passenger through the heart, and then moved through her train screaming.

An instinctive reaction under such intense pressure would have been to stop the train, but Silvia remained calm and took the train a further quarter of a mile into Hackney Central, where the emergency situation could be dealt with more safely.

The protocol is for staff to 'run, hide and tell' but when she saw that the man had left the train and platform, she went to check on the victim and



provide support to station staff suddenly confronted by waves of frightened passengers.

As a result of Silvia's good judgement, the life of the victim was saved, no other passengers or staff were injured, and disruption to rush-hour services was minimal.



WINNER

JONO TODD CUSTOMER EXPERIENCE MANAGER, EAST MIDLANDS RAILWAY

In April 2018, Jono was at work when he heard a radio call requesting support from the British Transport Police because a man's behaviour was causing concern. The man was several floors up on Nottingham station's multi-storey car park and in some distress.

Having attended a Samaritan's course 18 months earlier, Jono remained calm and composed and kept the man talking for more than 45 minutes.

Due to the rapport Jono built with the man, and having gained his trust, the BTP decided to stand down their negotiator, and



Jono eventually persuaded the man to step away from the ledge and move into a safer space.

His actions were so significant he has been put forward for a special commendation by the District Chief Inspector of the Nottingham branch of the BTP.



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LIFETIME ACHIEVEMENT AWARD





This year, one individual was nominated for an Outstanding Personal Contribution award that judges felt should be properly recognised with a special accolade for his 58 years of dedicated service to the railway, and the extraordinary level of inspiration he provides to colleagues.

WINNER

JEFFERY FRY - WELCOME HOST AT LONDON WATERLOO, SOUTH WESTERN RAILWAY

Jeffery joined the railway in 1961, making him by far the longest serving employee at SWR and giving him the bragging rights of officially being employee number 000001. He has worked in different grades at Waterloo, including on the platforms, where he spent most of his long and varied career before moving to a part-time role with the Meet & Greet team at the age of 65. Throughout his 58 years of service he has been a role model to many of his colleagues, setting high standards and always putting the passenger first. His line manager said: "To him, the extra mile is just part of the journey." Jeffery's colleagues affectionately refer to him as 'Number One', and describe him as reliable, dependable and always generous when it comes to sharing his experience and knowledge. He is known by all for his contagious smile and for his positive outlook and attitude. Despite reaching retirement age, Jeffery continues to come to work for the love of the job, and because helping customers at Waterloo is all he has ever known. He regaled the judges with tales from his early days – when his daily wage was £3.80 – and shared stories about the 'old' Waterloo which had a cinema, shooting range and the 'Waterloo Club'. The judges said: "Jeffery clearly holds the station and his fellow workmates in great esteem. He is clearly held in much affection by his colleagues who feel, quite rightly, that he deserves some long-service recognition."

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