

WINNERS

Celebrating Excellence
And Achievement



Platinum Sponsors



Gold Sponsor



Silver Sponsors



Bronze Sponsors



SIEMENS
Ingenuity for life

More people are now choosing the train

We see our job as making sure they can travel safely and reliably from A to B. That's ingenuity for life.

We're significantly increasing the number of Siemens trains that travel around the UK over the next few years. So that more people can travel, on more advanced trains, in more comfort. And we're investing in the teams who look after them to create skills for the future. The latest generation of trains, maintained by a new generation of highly skilled people.

[siemens.co.uk/mobility](https://www.siemens.co.uk/mobility)

WELCOME



CONTENTS

- 6** CUSTOMER SERVICE EXCELLENCE
- 7** INFRASTRUCTURE ACHIEVEMENT OF THE YEAR
- 8** FREIGHT AND LOGISTICS ACHIEVEMENT OF THE YEAR
- 10** INNOVATION OF THE YEAR
- 13** MAJOR PROJECT OF THE YEAR
- 14** SUSTAINABLE DEVELOPMENT AWARD
- 17** SAFETY AWARD
- 18** TRAIN OF THE YEAR
- 21** OUTSTANDING TEAMWORK AWARD
- 22** STATION OF THE YEAR
- 27** PASSENGER OPERATOR OF THE YEAR
- 28** OUTSTANDING PERSONAL CONTRIBUTION
- 30** JUDGES' SPECIAL AWARDS

Welcome. This is, by long tradition, an evening of celebration of excellence in the resurgent railway. It comes in the autumn of a year in which the Government and the railway industry have, in the view of many, so mismanaged their responsibilities as to cause misery for many passengers and doubts as to the sustainability of the post-privatisation structure of the railway. Should we have cancelled the National Rail Awards for 2018 on that account? Of course not. The UK's railway remains hugely successful, and carries 1.7 billion passengers a year, a figure beyond any of the expectations of those, including the Government, who invested in its future structure 25 years ago.

This year, as in previous years, the industry has supplied the judges with many examples of excellence in the operation of the passenger and freight railway, from innovation in infrastructure and operations, to services to the community, to team-working in testing conditions, and including, in our Outstanding Personal Contribution category, the remarkable achievements of individuals working at all levels and locations.

The judges applaud them. There should, as a consequence of these and other achievements, be high morale in the industry, and those who win or are highly commended in the National Rail Awards have rightly gained the recognition of their peers in this annual and prestigious event. There are many significant achievements in this year's awards but one theme stands out...

...the commitment of railwaymen and women to serve their local communities, to contribute to their welfare and thus to embed the railway within them.

Sincere thanks are due to the following:

To the industry for your support, without which the NRA cannot do what you expect us to do - to showcase the best in the industry for others to recognise, admire and build upon;

To my fellow judges, including our splendid Young Rail Professionals, for their excellence of acumen, hard work, and dedication to finding the best in their categories, involving due diligence testing of shortlisted entries;

To Nigel Harris, who pioneered these awards, so as to highlight the best of what the railway is doing, and has himself made an outstanding contribution to the railway, as writer, critic, polemicist but, above all, as one who believes that the railway has a unique contribution to make to our economy and to our society, and who encourages others to believe and act so as to achieve that vision. Bravo!

JOHN SWIFT QC

THE JUDGES

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."



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.



MILLY AYLIFFE

A consultant to Norton Rose Fulbright, specialising entirely in rail financing transactions. Milly has been involved with rail since before the privatisation of British Rail, when she acted on behalf of the UK Government in setting up the ROSCOs.



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 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 FIRO

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 railway woman, 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 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.



ANDREW HAINES

Andrew was previously Chief Executive of the Civil Aviation Authority, which he joined after a wide-ranging career in the rail industry. Andrew joined the NRA judges for a few short months, before being appointed CEO of Network Rail.

YRP JUDGES

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 EH RMANN, TRACK ACCESS MANAGER, ARRIVA RAIL NORTH

Georgia's first role in the industry was in Chiltern Railways' Business Development team. In March, she moved to York to work in the Performance and Planning team at Arriva Rail North. Georgia sees herself as working for the rail industry and not just for the one company.



FJOLLE BUNJAKU, SCHEME PROJECT MANAGER, NETWORK RAIL

Fjolle started working in the rail industry by gaining a place on Network Rail's Project Management Graduate Scheme in September 2015. She graduated with a BA degree in English and History from the University of Leicester. She is now working on the Crossrail Programme as a Sheme Project Manager.



ZAK SHAYLER, ASSISTANT PROJECT MANAGER, TRANSPORT FOR LONDON

Zak is an Assistant Project Manager working at Transport for London as part of London Underground's Step Free Access programme. Having completed the two-year Project Management Scheme, Zak transitioned in to his new role in September 2017.



PAUL CASE, PROJECT MANAGER, CPC PROJECT SERVICES

Until recently, Paul was a Project Manager for London Underground. He joined the rail industry four years ago as a trainee Graduate Project Manager. Paul was National Chairman of Young Rail Professionals in 2017 and still sits on its executive committee.



KATHERINE HOWATSON, CITY PLANNER, TRANSPORT FOR LONDON

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.



MICHAEL CLAPHAM, FIELD ENGINEER, BECHTEL

Michael joined Bechtel three years ago and his first two projects were Crossrail and Vauxhall Underground station. He now works for Bechtel as a project engineer at London City Airport, supporting the design work for the City Airport Development Programme. Michael is writing a book he hopes will be useful to others like him in years to come.

NATIONAL RAIL AWARDS

2019

September 19

Grosvenor House Hotel
Park Lane, London

We are pleased to announce the **National Rail Awards 2019** on **September 19** at the **Grosvenor House Hotel, Park Lane, London.**

For information on sponsorship opportunities please contact **Julie Howard** at julie.howard@bauermedia.com or on **01733 366475**

With thanks to our 2018 sponsors



WINNER

MERSEYRAIL, MERSEYTRAVEL & NETWORK RAIL - WIRRAL LOOP LINE TRACK RENEWAL

The Wirral loop line which connects Wirral and Liverpool is one of only three ways of crossing the River Mersey (the others being road tunnels or ferries). On January 2 2017, the line was closed for essential maintenance.

The planned work would offer no visible improvements as far as passengers were concerned, and could even have forced them to switch to other modes of transport, such as buses, ferries or cars. The latter option had the potential to cause traffic chaos if passengers chose to drive rather than use rail replacement options. The local media was predicting mayhem.

Merseyrail's approach was a collaborative strategy with



Merseytravel and Network Rail to engage not only Merseyrail passengers but also stakeholders and residents across the Liverpool City Region. It was vital that the local economy should not be affected by the six-month project.

A strategic industry communications group was created to disseminate consistent information across all parties, using an eye-catching retro

design and coordinated social media coverage to reach the audience. Using the approach taken during the Olympics, travel demand forecasting was used to provide information and advice to passengers to reduce pressure on the network in key locations.

The teams even provided passengers with bacon rolls in the cold weather and umbrellas when it rained!

The result of this coordinated messaging was that 80% of Merseytravel customers agreed the information provided had enabled them to make informed journey choices, there was no 'travel chaos', as predicted by the local media, and only 0.0001% of passengers complained.

Judges said: "The pre-planning and early advice to passengers of the proposed closure through numerous media campaigns ensured passengers were well informed before the closure. There was an amazing level of passenger focus, a continuous stream of feedback during the bus replacement operation, superb partnership with Arriva Buses (including the purchase of new buses and the fitting out of 'bike bus', great eye-grabbing (Liverpool-themed) information and a very high percentage of people returning to the service when it came back into use.

"This project demonstrated excellence in planning, execution and delivery; it has set the benchmark for all future major infrastructure works."



HIGHLY COMMENDED

KEOLISAMEY DOCKLANDS - PASSENGER SERVICE AGENT PERSONALISED ANNOUNCEMENTS

In 2016, KeolisAmey Docklands launched a popular new initiative. Its Passenger Service Agents were encouraged to make informative and humorous announcements on board the operator's trains to change many of the public's misconceptions of the DLR.

In 2017, the scheme became a social media sensation and is now leading the way in customer service satisfaction across the industry.

One particular PSA (Jacob) gained a following on Twitter, being dubbed the 'smooth-voiced operator' and later 'Barry White of the DLR'. He became so popular that he



even appeared on ITV's *This Morning*.

The judges said: "There is real evidence of making a difference here. Coaching, empowering and encouraging a train crew to make personalised announcements has gone down a storm. The fact that PSAs were always on a DLR train had somehow been forgotten and many passengers were unaware that there was a staff presence on the train. Now passengers are fully aware that a member of staff is on board every train and have also made positive comparisons with other modes. The initiative has promoted public transport with a human, positive face."



WINNER

SIEMENS & NETWORK RAIL - BIRMINGHAM NEW STREET PHASE 4 & 5 RENEWALS

Between April 2016 and March 2017, Birmingham New Street was in the top six busiest stations outside London, with 62 million passengers using it each year. It is also one of the busiest interchanges in the country, with nearly 170,000 passengers changing trains at the station every day. With the increasing demand for public transport, it is forecast that rail travel between Birmingham and London will more than double in 20 years. As such, action was needed to prepare the station for that future demand.

A complex, multi-disciplinary feat of economic and strategic engineering, the Birmingham New Street Phase 4 & 5 renewals represented the start of a portfolio of renewals across the network. This was a £47 million project made necessary by the digital railway and technological advancements required for HS2, presenting many new challenges.

It was also a significant project involving civil engineering, signalling and telecommunications disciplines but, despite the complexity, it was achieved on time and within budget, while providing significant benefits to passengers in and around Birmingham because of improved capacity and infrastructure reliability.

Five years of detailed

development enabled many alternative approaches to be considered, and it was recognised very early on that an innovative, collaborative partnership was the only way that the project could be delivered in such a demanding schedule. As such, a strong collaboration between Siemens and Network Rail was established.

The teams said that the project spirit meant that all participants would win or all of them would lose based on the project outcomes, and they all committed to a culture that would drive collaboration, innovation and outstanding performance.

They also showed impressive commitment to the local community by working hard to communicate with it and mitigate the impact of the work wherever possible. A number of schemes were followed to involve people living in affected areas, such as fundraising for charities and supporting the renovation of community sculptures.

The judges said: "Network Rail regards the methodologies used on this project as 'a new way of working' and a standard for future projects. Lessons learned from the project have been documented for future use. This was an impressive entry and, in the panel's view, deserves recognition."



HIGHLY COMMENDED

ATKINS - BLACKBURN DEPOT

This was a £28 million project to build a new depot at King Street in Blackburn. It would provide rolling stock stabling and light maintenance facilities for up to 30 diesel trains serving the rail network in the North West, as part of the Great North Rail Project and North West Electrification Programme.

At the start, the design work

had barely begun, but 12 months later the depot was complete, despite the discovery of badly contaminated ground during the works that resulted in the removal of 32,000 tonnes of material.

The work was delivered on time and under budget with a good safety record. The judges said that lessons learned on the project are already being put into practice at Liverpool Lime Street.



Member of the SNC-Lavalin Group



WINNER

GB RAILFREIGHT - TRAINING AND STANDARDS TEAM

GB Railfreight's Training and Standards team provides an important function for the whole company, meeting all training, mentoring and competency assurance needs. Growing from a team of just five in 2017, there are now 14 individuals. There are plans to grow the capabilities further by making greater use of technology to provide more support for drivers returning to work after incidents, and the creation of a new training school.

The newly enlarged team is also now providing training for third-party clients and having a key input into industry-wide processes, including digital railway requirements.

GBRf sees investment in training as essential to future-proofing the business and this commitment is already producing measurable benefits - commercially it is expected to yield a positive



payback within two to three years. A support network has been set up, in collaboration with the British Transport Police, to provide additional assistance to drivers who have been exposed to suicide on the network. Likewise, a

partnership with the Rail Accident Investigation Branch provides support for GBRf's fatigue management programme. Currently, the team is overseeing the establishment of a new training school that is being built to accommodate the only full-cab, ERTMS-capable Class 66 simulators. This provides the best possible learning environment for new trainees.

An extension of this is a real first for the industry - GBRf's team is

also working on the development of a driver course aimed at trainees recruited 'off the street'.

All in all, GBRf is positioning itself at the leading edge of training and standards and is helping others in the industry to improve.

Judges said: "We were impressed by the knowledge and breadth of experience of the small leadership team and by their clear appreciation of the strategic issues that their company and the wider industry is facing."

GB Railfreight

HIGHLY COMMENDED

COLAS RAIL - ROUTE KNOWLEDGE SYSTEM

There are around 400 drivers working for Colas Rail. Senior management within the company recognised that a user-friendly digitised system to view drivers' route knowledge capabilities was vital for business efficiency. It would avoid reliance on retrospective records that were labour-intensive to compile and work with.

The GPS-based system that Colas developed has been in use since June 2017 and automatically captures a driver's passage through identified nodes on the network in real time. That information is fed into a database which can automatically issue a notification when a driver's route knowledge of that

section needs to be refreshed. Colas Rail is heavily involved in Network Rail's track maintenance and renewal activities, and as such is exposed to contractual penalties if a rostered driver lacks some of the necessary route knowledge, and that results in the cancellation of a job. Since this system went live, Colas has not incurred any further penalties as a result of insufficient route knowledge.

The judges said that this entry had considerable substance and the route knowledge system is being applied in a way that has transformative potential, which is already being recognised elsewhere in the industry.



Pioneering The Digital Rail Freight Revolution

GB Railfreight



GB Railfreight leading the way with logistics through innovation, dedication & technology



Rail Services



European Rail Services



Terminal Services



Supply Chain Management



Intermodal Services

GB Railfreight Head Office:

3rd Floor, 55 Old Broad Street, London EC2M 1RX

T. +44 (0)20 7904 3393 E. info@gbrailfreight.com Twitter: @GBRailfreight

WINNER

NETWORK RAIL, UK POWER NETWORKS, ABB & SIEMENS - RATIONALISED AUTOTRANSFORMER SYSTEM AUTOMATION

This is an innovation that involved the implementation of a wide-area IEC 61850-compliant communications protection scheme on the Great Western Electrification Programme between Maidenhead and Didcot. It involves the use of load break switches, instead of more expensive and circuit breakers at non-sectioning distribution substation sites.

In a nutshell, the significant benefits to this new way of working are:

- A reduction in costs, because there is a reduced need for lineside substations and cabling (estimated to save about £1 million per 10km).
- A major improvement in the time it takes to clear faults, thereby reducing equipment damage and



traffic interruption.

Judges said: "We were blown away by the description of what this innovation has achieved. It appears to be a world first in the electricity industry. It represents a big step change in design and standards, offering numerous future benefits, including cost reduction, construction timescale reduction, less maintenance, more reliability and less damage through faults."



HIGHLY COMMENDED

ALUN GRIFFITHS (CONTRACTORS) - BRIDGE DECK LIFTING SYSTEM

This innovation is a simple concept - a bridge deck lifting system for timber viaducts and other structures to enable the replacement of structural elements. The system's simplicity belies its potential. It can reduce the time taken in a possession to replace a single crosshead from five days to just 15 hours, saving about £250,000 per possession. It avoids the need for road-mounted cranes and all the associated site

GRIFFITHS

civil engineering and construction

access and preparation costs.

Judges said: "This technique has the potential to dramatically reduce the costs and scale of disruptive possessions on wood construction piled bridges in Wales. Given that £26 million has been provided in CP6 for 1,000 similar piles in need of replacement on Barmouth bridge alone, there is significant scope for ongoing benefits to Network Rail and train operators in Wales."



HIGHLY COMMENDED

12SPACEMEDIA - SENTRY BUSINESS EFFICIENCY & LEAN TOOL

Developed essentially by a one-man operation who normally makes industrial films, Sentry is a low-cost and rugged system which has already delivered benefits to the S&C South Alliance and the London Underground Track Partnership.

Sentry is a process analysis and safety tool that can be used for 'Lean' (a systematic method of business process optimisation) studies of large and small operations in both civil and track renewal works, whether on the national rail network or LU. The innovation comes from environmental analysis provided by the camera box and the proven time-stamping of multiple site images from different angles. These can be viewed in real time or used for subsequent review and analysis.



Laser-measuring and mapping are done separately, but the locations of measurement can then be superimposed onto images taken by the Sentry cameras.

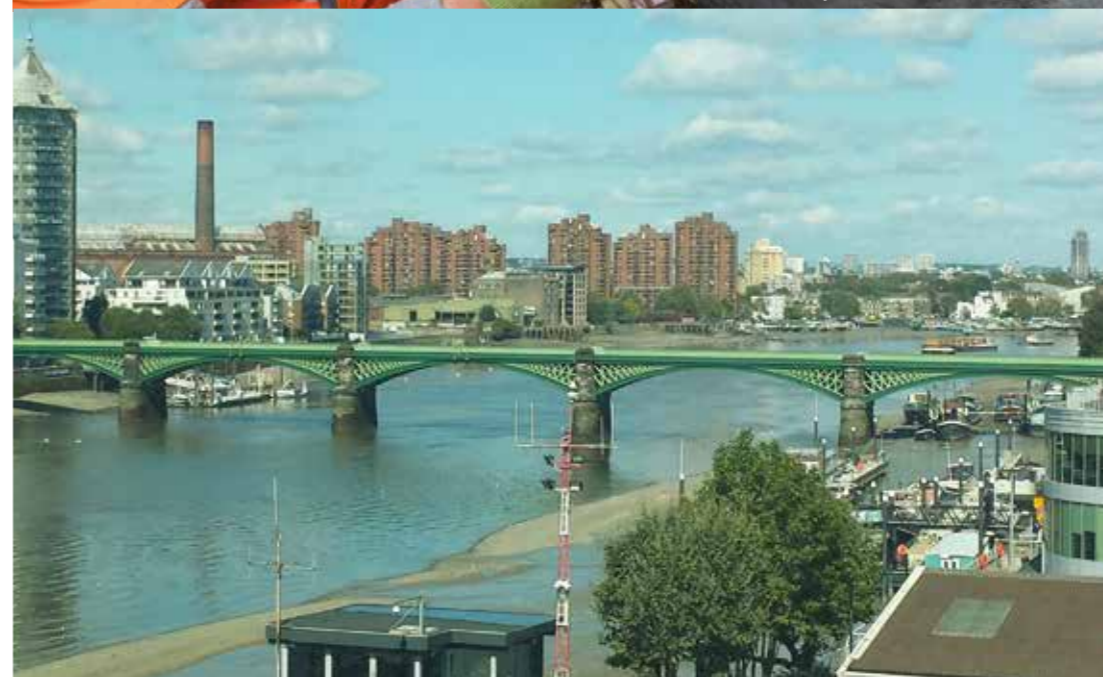
If an incident occurs, the authorised person on site can contact a control office to request a greater degree of detail whereby more frequent photographs are taken of the site.

The judges felt this was a really sound and simple innovation with clear benefits for the railway.

Seven decades of rail solutions



Photo courtesy of Crossrail Limited



From civil engineering to power and signals, Kier has the experience to deliver world class rail projects

For more information - www.kier.co.uk/rail



Your expert rail partner



INFRASTRUCTURE
 MINING & METALS
 NUCLEAR, SECURITY & ENVIRONMENTAL
 OIL, GAS & CHEMICALS

51°27'11"N | 0°58'31"W

STOCKLEY FLYOVER, ENGLAND

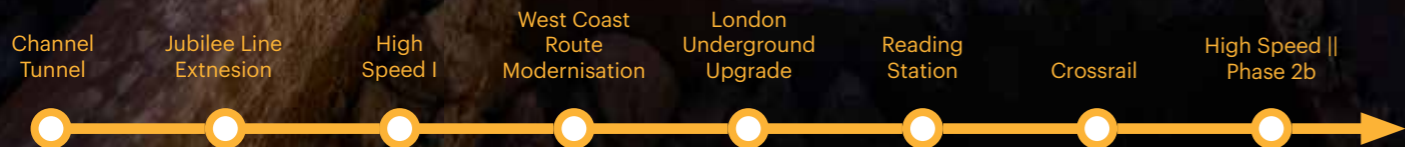
Seven decades delivering UK rail & building strong partnerships

Bechtel rail people know that success requires delivery focus – and much more besides. We work hard with our customers, communities and suppliers to understand the priorities of the UK railway businesses. Our engineers and project managers help deliver the most challenging projects efficiently and effectively.

Bechtel & Network Rail Winner



We are incredibly proud to share this year's Major Project Award with our long-term partners Network Rail, for Crossrail West. Together with the supply chain, we hit or surpassed every milestone upgrading the 26-mile stretch of iconic Brunel-built railway between Maidenhead and London Paddington. This is a story of extraordinary collaboration, nimble working to drive best outcomes, and a 'one team' approach across the entire project.



bechtel.com

MAJOR PROJECT OF THE YEAR

WINNER

NETWORK RAIL, BECHTEL & THE SUPPLY CHAIN - DELIVERING CROSSRAIL WEST

Covering all of the Network Rail works west of Paddington, this project cost £1.4 billion, which was an increase on its original budget of £1.1bn, reflecting the scope changes that were necessary to accommodate the extension of Crossrail services to Reading and the Intercity Express Programme. Despite the changes, all stages of the project were delivered on time or ahead of schedule.

Although the project was delivered under a traditional 'hub and spoke' contracting model, delivery partner Bechtel recognised early on that a different mindset would be needed, and so the separate target price contracts were amended to a collaborative approach that allowed for the sharing of workites, possessions and expertise.

The programme entailed a number of large elements, including electrification to allow the introduction of three new sets of rolling stock within a year, adding 4,000 seats into Paddington each morning, and resignalling at Paddington over Christmas 2017.

Safety on the project was the best within Network Rail's Infrastructure Projects division, achieved through the adoption of



integrated safety teams and a 'no blame' culture to encourage reporting of close calls. Collaboration with Great

Western Railway was also a key element of the project and there has already been a positive reaction from passengers to the new Maidenhead services.

The judges said that they believe this project will change the way Network Rail approaches such major projects in future, in particular by ensuring operational design is fully taken into account at the development phase, by

retaining expertise across the whole project, and ensuring that learning is transferred (many of the Crossrail West team are now working on the Paddington to Reading project).

The judges felt that in light of this and the fact that it was delivered to time, on budget, with a good safety record, and is already benefiting passengers, it was a clear winner.



HIGHLY COMMENDED

THE NORTHERN HUB ALLIANCE - ORDSALL CHORD

The Ordsall Chord has created a direct link between the three major Manchester stations for the first time and is designed to enable an increase of 400,000 journeys a day. Though not all the planned services are in operation as yet, the new link is already delivering benefits to passengers.

Delivered on time and just under its £317 million budget, the project was completed using a 'pure alliance' model, which contributed to a shorter build programme and reduced risk.

Around 25% of the contract value was awarded to local



businesses. Those involved said it reduced the risk to the project and created a local sense of pride in its success.

It was important for the project to create a statement, given its proximity to the original Stephenson bridge, so a 'network arch' bridge style was used (the first of its kind on UK railways).

The NRA judges were impressed with the delivery of the project, as well as the knowledge and enthusiasm of those who worked on it.



SUSTAINABLE DEVELOPMENT AWARD

SIEMENS
Ingenuity for life

WINNER

MERSEYRAIL - INVESTING IN TOMORROW TODAY

Merseyrail adheres to a number of different areas of sustainability principles and was, therefore, a prime candidate in this category. The operator is committed to sustainability despite there being no contractual obligations or reporting requirements as part of its 25-year concession, which started in 2003.

Merseyrail decided to take a review of the UN Sustainable Development Goals and RSSB's Rail Sustainable Development Principles to identify areas where the operator could make a difference. This review identified that all of Merseyrail's strategies should contribute towards achieving a sustainable railway in some way.

A number of key initiatives were put forward to the judges as evidence of this commitment, but the main one is known as The Blue Garden & Inclusion Project. Everton Football Club



contacted Merseyrail to explore the possibility of adopting Kirkdale station to help regenerate it, in a similar way to how other stations have been adopted on the network. It would enhance the feeling of community by engaging with young people and open up new communication channels with

what is often seen as a hard-to-reach group.

Pupils of the Everton Free School installed a 'blue garden' at the station as part of Everton's pledge to make the area around Goodison Park 'more blue'. This included three planters the pupils had designed and made. The football club donated three stadium seats so that passengers can sit in the garden area, and the school maintains both the planters and seats. An information panel was installed to explain the

significance of the garden and the project.

There are already a number of other plans under way to involve pupils from the school in community projects with Merseyrail.

The judges said: "Merseyrail is an excellent example of how a train operator can become an integral part of the community it serves and the mutual benefits that can be achieved through commitment to sustainable business practices."



HIGHLY COMMENDED

GREAT WESTERN RAILWAY - SIRENIUM

While this piece of technology started out as a scheduling and payroll tool, it has become so much more. The system does away with separate registers and spreadsheets not only for all staff rostering rules (including consecutive hours and days worked) but also for the wider Office of Rail and Road health and safety fatigue rules and risk assessments. Alerts show up on the system if any of these are breached.

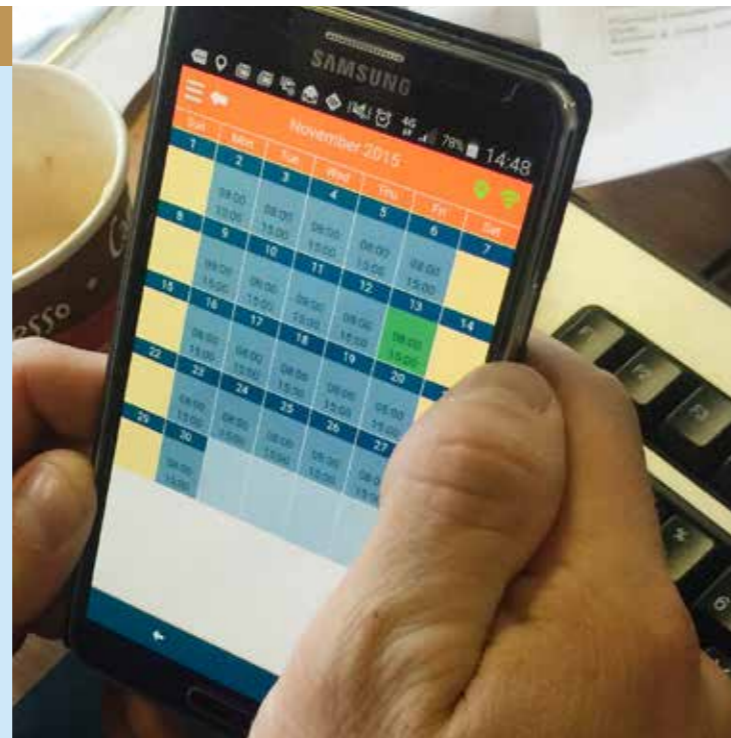
It also included staff competency certification and provides an alert when a competency needs to be refreshed (preventing the rostering of a member of staff until they have been re-certified).

Every member of staff can see his or her record and roster,

GWR

allowing staff more flexibility in changing shifts with their colleagues.

The judges said that GWR presented this system to them as an efficiency tool which improves transparency and safety management across the business, but also shows signs of having wider benefits in terms of a reduction in health and safety breaches, a reduction in sickness rates - and a huge reduction in wasted paper! Judges felt this is a sustainable system that improves staff safety and wellbeing while being good for the business - and there is clear transferability to other railway companies.



Velaro Novo

It's time to rethink velocity

Discover a train that offers a whole new perspective on high-speed and intercity transportation. 30% lower energy consumption, 10% more available space and lower maintenance costs: these and many other benefits make the Velaro Novo unique when it comes to increasing value sustainably over the entire lifecycle and enhanced passenger experience.

siemens.com/velaro-novo



BRITISH STEEL

PROUD TO HELP OUR CUSTOMERS SUCCEED

Building close relationships and fully understanding our customers' needs are key to helping them succeed.

We're proud to partner the National Rail Awards and help to recognise the best in the railway industry.

PRIDE / PASSION / PERFORMANCE
BRITISHSTEEL.CO.UK

BUILDING STRONGER FUTURES

SAFETY INITIATIVE OF THE YEAR



WINNER

SIEMENS - NEW EMERGENCY ROOF ACCESS SYSTEM

Safely accessing the roof of trains after the overhead wires have become tangled is a long-standing problem for the railway, affecting all parts of the electrified network. Overhead lines can become tangled in the pantograph equipment, meaning that the wires must be isolated and someone then has to climb on the roof to untangle them before the train can be rescued.

Past solutions to this problem have been inconsistently applied across the country, and the risk to staff of falling off the train was too significant to ignore.

Siemens' answer was to develop a new emergency roof access system to enable staff to access the roof safely and efficiently. The system can be carried by two people and includes a stable and secure ladder-type assembly featuring three-point anchorage.

Improvements have already

been made to make the system smaller and lighter to carry and each set of equipment only costs about £800. It has not yet been needed for many incidents, but it proved itself in September 2017. A London Midland Class 350 had stopped on the main line at Birmingham International following an entanglement with the overhead line equipment. Network Rail allowed Siemens to demonstrate the new system on its behalf; staff safely accessed the roof, untangled the wire, vacated the roof and rescued the train, all within 45 minutes.

Without the new system, the train could have remained stationary until a rescue plan had been formulated, resulting in financial loss for Network Rail and the train operator, as well as significant disruption to passengers.

The judges said: "This is an excellent initiative which undoubtedly solves a problem and will reduce recovery time after dewirements and similar incidents."



SIEMENS

Ingenuity for life

HIGHLY COMMENDED

GB RAILFREIGHT - FATIGUE INDEX TOOL

Historically, rail companies have only looked at the problem of fatigue in workers retrospectively, to see who, when and where they were at risk. But GB Railfreight set its performance team the challenge of creating a system that would warn planning managers when a member of staff could be in breach of the Health and Safety Executive's Fatigue Index (FI) before it happened, thereby reducing fatigue-related problems in the workplace.

The tool that was developed looks at all staff working patterns every four hours and predicts their FI scores for the next ten days. It can then display the information via an internet browser, showing the most fatigued individuals at the top of the report. Automated emails are then sent to the planning managers highlighting any potential breaches so that the managers can take action.

The company can now mitigate any issues that may arise as a result of overworking. Incidents of the FI being exceeded



have dropped dramatically (by around 80%) as a result of the new system, resulting in a more productive and happier workforce.

Judges could see that this system has the potential for implementation more widely across the rail sector, leading to a safer railway.



GET YOUR CAREER ON THE RIGHT TRACKS WITH MORSON

"THE UK'S NO.1 RAIL RECRUITER"

WORKING WITH SOME OF THE BIGGEST COMPANIES IN THE SECTOR TO SOURCE AND RECRUIT HIGHLY EXPERIENCED & KNOWLEDGEABLE RAIL PERSONNEL. MORSON HAS SOME OF THE MOST EXCITING RAILWAY JOBS IN THE INDUSTRY.

E: RAIL@MORSON.COM | T: +44 (0)161 707 1516 | WWW.MORSON.COM

#THEBESTTALENT   

GB Railfreight

TRAIN OF THE YEAR



PASSENGER WINNER

SIEMENS - CLASS 700 DESIRO CITY

This represents the industry's most intensive fleet implementation, with all 115 trains delivered on time, by May 2018. The Class 700 fleet introduction involved 1,140 new vehicles being delivered in 30 months (averaging nine per week).

The trains are 30% lighter than previous units on the route, which has been achieved by

using aluminium body shells and elimination of duplicated equipment by the use of a fixed formation train with a single set of controls. This also means they are 20% more fuel-efficient.

The reliability of these eight and 12-car trains has now reached 10,000 miles per incident.

Judges felt the design of the doorways and interior space was good for passenger flow, with more than the usual space

SIEMENS Ingenuity for life



allowed for luggage on a route serving Gatwick and Luton Airports. The judges were also impressed that there are no seats without windows, which compares favourably with other train designs.

Overall, they felt that this was probably the most successful and significant train introduction programme, with a train that sets new standards in life cycle design, operational efficiency and passenger amenity.



PASSENGER HIGHLY COMMENDED

GREATER ANGLIA - CLASS 156 WHEEL SLIP PROTECTION PROJECT

In 2015, wheel slippage resulted in 600 cancellations in a two-month period, and two routes had to be suspended and replaced by buses for several days at a time because of Diesel Multiple Unit fleet non-availability. Greater Anglia recognised

that a solution was urgently needed.

It became clear that the older diesel units with clasp brakes were far more prone to wheel slip than newer units with disc brakes. An innovative solution was developed to fit wheel slip protection to the

Class 156s with clasp brakes.

As a result, there was an 88% reduction in cancellations and a 4% increase in punctuality on routes served by Class 156s. The modification is being made available to other operators, and is to be applied to Class 153s.



FREIGHT/MIXED TRAFFIC WINNER

DIRECT RAIL SERVICES - CLASS 88

This locomotive was presented to the judges as a potential game-changer in terms of electric freight train operation, owing to the provision of a 750kW diesel engine capable of last-mile operation into terminals, as well as for train rescue. It is capable of hauling a 1,500t intermodal train over Shap at

5mph from a standing start in diesel mode.

Direct Rail Services is using a single Class 88 on its regular daily intermodal services between Daventry and Mossend. Currently, it has operated without incident, day in, day out, over the past year. It has also been used to operate a nuclear flask service nationwide, utilising electric power on the West and East Coast Main lines and diesel

power for quite long stretches.

The judges felt that the Class 88 has achieved its objective in operation as a potential solution to efficient freight train operation into terminals. The ability to use metered electric power where available has also achieved considerable fuel cost savings.

Judges said this is a very impressive market-focused development pioneered within DRS.



FREIGHT/MIXED TRAFFIC HIGHLY COMMENDED

GB RAILFREIGHT - CLASS 92 FLEET OPTIMISATION

With the introduction of the new Caledonian Sleeper rolling stock (CAF Mk 5s), GB Railfreight decided to implement a modification programme to reduce the historic sensitivity

of its Class 92 locomotives to improve reliability for running the sleeper service. Despite being the most powerful locomotives ever to operate in Britain, they have been dogged by poor reliability.

GBRf has modified 14 of its 16 locomotives and, as a result, miles

per failure now exceed 50,000. The judges felt that applying engineering innovation to obtain a fleet of highly reliable, high-power locomotives has allowed GBRf to grow the business at a much reduced cost, and avoided the need to buy new units.



We're very proud that Ipswich station has been named Large Station of the Year 2018

Thank you to all the members of our team and our partners who have made Ipswich such a great station for our customers and such an impressive gateway to Ipswich and Suffolk





Railways for the world of tomorrow.

Engineering, consulting and testing for rolling stock and infrastructure.



Photos: ESG Rail, Hitachi Rail, Torsten Spiller

db-esgrail.com

ESG Rail
DB Systemtechnik
DB Engineering & Consulting

OUTSTANDING TEAMWORK AWARD



EAST MIDLANDS TRAINS & PARTNERS - NOTTINGHAM STATION FIRE

On January 12 2018, Nottingham was having a particularly bad day. A murder in the city had resulted in the closure of part of the tram system, a power outage was affecting the other end of the system, two buses had collided outside Nottingham station and, inside the station, someone had started what became a major fire in the toilets.

The arsonist struck at around 0620, and the resulting blaze meant that 200 people had to be evacuated from six trains and ushered out of the station. At this point, closely coordinated teamwork from all those responding was paramount to ensure everyone's safety.

Just three months before the incident, East Midlands Trains had reviewed its evacuation procedures. The operator reported the fire to the emergency services, who arrived to find such an efficient evacuation in progress that they included the railway agencies in the joint command structure. NRA judges commented that this was a rare statement of confidence in the competence of a site owner



and indicates fresh thinking and behaviour.

Once it was established that the only casualties were two railway staff who were affected by smoke inhalation, the objective was to avoid as much

disruption as possible and to maintain communications with the public so they could amend their travel plans.

Through the close teamwork of EMT, Network Rail, Nottinghamshire Fire and Rescue Service and the specialist railway knowledge of the British Transport Police, and despite £2 million of damage, the station

reopened for business at 0500 the following morning.

Judges said the whole exercise has been written up for the benefit of others, sharing the experiences of this incident, using the Joint Emergency Services Incident Protocol, which will reduce the risks associated with future incidents of this nature.

EAST MIDLANDS TRAINS

HIGHLY COMMENDED

SOUTHEASTERN & NETWORK RAIL - LONDON BRIDGE REBUILD

Over the August 2017 Bank Holiday weekend, there was a four-day closure of Waterloo East, Charing Cross and London Bridge stations to enable the rebuilding work on London Bridge, as part of the Thameslink programme.

Southeastern, Network Rail and South Western Railway worked closely to create a one-off timetable, which successfully provided enough seats to get

passengers home, despite the closure of Southeastern's busiest stations.

The scale of the task was significant - around 7,000 journeys per day were re-routed to Waterloo, in which Waterloo International was reopened (the first time in 100 years that Southeastern services would run through and terminate at the station).

This part of the project involved the use of driver managers as 'pilot' drivers who had been trained for three weeks prior to the work so that they could drive through Waterloo, and additional staff to dispatch the Southeastern trains terminating at the station. This provided much-needed capacity to avoid the major disruption of passengers



during the engineering work. Judges were impressed with the extent of the planning and liaison with operations in both Southeastern and Network Rail and felt that the overall project

was a major success. That success was thanks to creative thinking and effective teamwork, and sets a precedent for collaborative project work in the industry.




Working for you

VTG - more than just wagon hire

The UK's market leading, best resourced independent wagon company

Aggregates | Biomass | Cement | Chemicals | Coal | Containers | Petroleum | Steel

STATION OF THE YEAR

SMALL WINNER



ABERDOUR - SCOTRAIL

Aberdour station is in the village of the same name in Fife (Scotland) and is situated on the Fife Circle Line. It was opened in 1890 as part of the approach routes linking the Edinburgh and Northern Railway to the then new Forth Rail Bridge. It then became part of the London and North Eastern Railway during the Grouping of 1923, before passing to the Scottish Region of British Railways upon nationalisation in 1948.

The station is served by two trains

per hour on weekdays, serving around 125,000 passengers per year, and has won several awards over the years for its gardens.

The NRA judges said that Aberdour offers the ultimate small station experience. Its extensive gardens join seamlessly into the village and the whole local community seems to support its local station. Its welcoming staff have become ambassadors for Scotland and ScotRail, and the judges said it made them feel as though they were on a film set!



SMALL HIGHLY COMMENDED



TEMPLECOMBE - FRIENDS OF TEMPLECOMBE STATION

Templecombe in Somerset is on the West of England Main Line and is operated by South Western Railway. Growing passenger numbers mean that 126,000 now visit every year. Judges said this

was the only small station they visited that could give the winner a run for its money! The 24 Friends of Templecombe Station work tirelessly with local staff to improve the station environment.

SMALL HIGHLY COMMENDED



GREAT MISSENDEN - CHILTERN RAILWAYS

This is a classic small-town station that enjoys a strong sense of community ownership. Serving the village of the same name in Buckinghamshire, Great

Missenden handles around 623,000 passengers each year. Judges said the impeccable station boasts helpful ticket office staff, and an active cafe.

MEDIUM WINNER



HEXHAM - NORTHERN

Hexham station in Northumberland is located on the Tyne Valley Line, running from Newcastle upon Tyne to Carlisle. Last year, the station served around 344,000 passengers, an increase of 12,000 on the previous year.

The station dates from 1835, making it one of the oldest purpose-built stations in the world. It now has an hourly Northern service on weekdays to

Carlisle and two trains per hour to Newcastle. Hexham's floral displays have won several awards from the Britain in Bloom scheme.

The judges said that Hexham has turned itself into a railhead of the Hadrian Wall area. The station feels both part of the town and part of regional tourism. It is smartly presented and well integrated into the community. There is a tourism office as well as taxis, buses and bicycle hire. Staff greet each arriving train and help passengers on their way.



MEDIUM HIGHLY COMMENDED



KEMBLE - GREAT WESTERN RAILWAY

Judges said Kemble shows a classic restoration of a market town station which has been beautifully modernised within a listed Cotswold stone exterior. A major car park extension has also been opened to take into

account the new Intercity Express Train services. Serving the village of Kemble in Gloucestershire, the station is on the Swindon to Gloucester 'Golden Valley' Line and serves around 367,000 passengers a year.

MEDIUM HIGHLY COMMENDED



FORRES - SCOTRAIL

This is a new station, following a major redevelopment in 2017, which judges said is an exemplar for all market towns. The architecture and station facilities are excellent, with a

well-lit ticket office, waiting area and extensive parking for cars and bicycles. Situated on the Aberdeen to Inverness Line, the station serves around 123,000 passengers a year.

Congratulations

to all the nominees and winners at the National Rail Awards 2018

(Save us a seat, we'll be back next year!)



Operated by West Midlands Trains

SYSTRA

SYSTRA and Digital Rail

SYSTRA has extensive Digital Railway knowledge gained over sixteen years' supporting clients implementing digital technology on railway systems in eight countries.

In the UK, SYSTRA has supported all three UK ETCS projects: Cambrian Line, Thameslink and Crossrail West. We are proud to have been part of the team that introduced the first applications of Automatic Train Operation over ETCS on Thameslink.

SYSTRA is proactively developing innovative solutions to industry challenges, including automation of testing activities. Collaborating with Newcastle University, we have developed a unique 'SafeCap' approach, which automates the testing process for signalling schemes - this has the potential to save millions of pounds, improve safety and drastically reduce possession times.

We are part of the Interim Joint Development Group, managed by the Digital Railway Programme that uses multiple suppliers to respond to problem statements. This collaborative approach brings together leading industry experts and innovation to support development of a Digital Railway for the UK.



Ashford International Signalling
For more information please contact:
Sarah White: swhite@systra.com

Images © SYSTRA, Shutterstock and Crossrail 2018

STATION OF THE YEAR

LARGE WINNER **greateranglia**

IPSWICH - GREATER ANGLIA

This station is a winner because it has been transformed in recent years into what judges describe as an impressive county railhead. Ipswich has been well modernised and includes an excellent transport interchange, together with generous bicycle and car parking facilities. The complex rail interchanges between five routes are handled well by the station's proactive staff and good information.

Situated in Suffolk, on the Great Eastern Main Line, the station serves approximately 3.3 million passengers per year.

Ipswich station was opened on its current site in 1860, following relocation from its 1846 site and original name - Ipswich Stoke Hill. The station is just to the north of Stoke Tunnel, which was constructed as part of the Ipswich to Ely Line.

The station also has a number of goods facilities with private sidings and extensive railways in the docks.



LARGE HIGHLY COMMENDED **NetworkRail**

READING - NETWORK RAIL

Reading is the ninth-busiest station outside London and the second-busiest interchange, with more than 3.8 million passengers changing trains there each year.

Judges said the station has radically improved the passenger

service it offers in terms of both train performance and customer experience.

They said a particular success of the station is the distribution of customer facilities across all platforms.

LARGE HIGHLY COMMENDED **Merseyrail**

LIVERPOOL SOUTH PARKWAY - MERSEYRAIL

Judges said this striking 2006 station has maintained the highest standards and looks as good as new 12 years on. It continues to offer a high-profile transport interchange

and is kept spotlessly clean by enthusiastic staff who were very visible. Serving 1.9 million passengers per year, the station is on the southern end of Merseyrail's Northern Line.

MAJOR WINNER **NetworkRail**

LONDON BRIDGE - NETWORK RAIL

This has given the UK a new 'Cathedral' station in place of a mundane and congested legacy, said the NRA judges. Serving around 55 million passengers a year, the vast new concourse and generous escalators allow for faster interchanges, while the full-length canopies on 15 platforms are both customer-friendly and expedite departures. The extra street accesses are already well used and staffed by proactive

staff who volunteer assistance. London Bridge station was originally opened in 1836, making it the oldest of the London railway termini that are still in use. It was comprehensively redeveloped between 2009 and 2017 as part of the Thameslink Programme, which included rebuilding all of the platforms, the addition of two new street-level entrances and changes to the passenger concourses and retail facilities.

It is the fourth-busiest station in the UK.



MAJOR HIGHLY COMMENDED **NetworkRail**

BIRMINGHAM NEW STREET - NETWORK RAIL

Birmingham New Street provides a light and modern station concourse with a full range of major station facilities, supplemented by high-quality retail.

Judges noted that the

interchange challenge is better signed, and the platform level is now complete.

The largest and busiest of Birmingham's three main railway stations, it serves around 42 million passengers a year.

MAJOR HIGHLY COMMENDED **Great Northern** **GX** **Thameslink**

BRIGHTON - GOVIA THAMESLINK RAILWAY

Judges said Brighton should be highly commended for its outstanding presentation as a bright, clean and well-modernised station with extensive retail facilities and

outstanding staff. Passenger satisfaction levels have jumped 11 points in a year and the judges have recorded continuous improvement on visits to the station over the past three years.

Delivering Service Excellence Every Day



keolis amey
DOCKLANDS

Celebrating success at the National Rail Awards.

Thanks to our staff and partners who have helped make Merseyrail the Passenger Operator of the Year, deliver Customer Service Excellence and achieve Sustainable Development projects.

Congratulations to all nominees and winners.

merseyrail.org



PASSENGER OPERATOR OF THE YEAR

WINNER

MERSEYRAIL

Years of underinvestment, unreliable services, dirty trains and stations, plus high levels of fare evasion and difficult industrial relations left Merseyrail with a dire reputation. But when Merseytravel took over the management of the 25-year concession in 2003, things began to change, and the Liverpool-based operator has transformed the network in the intervening years.

Now, on an average weekday, the operator runs 800 trains and carries more than 100,000 passengers, through 66 stations, six of which are underground. Covering 120km of track, the network is one of the most intensively used in the UK.

NRA judges said that Merseyrail has shown clear evidence of maintaining excellent levels of customer service, even during a period of major track renewal works on the Wirral Loop line and also during the first phase of the Liverpool Lime Street upgrade project. During that work, other operators' main line services began and terminated at Liverpool South Parkway, and from there it was Merseyrail's responsibility to transport an additional 150,000 passengers into and out of the city



centre. All of these objectives were achieved.

High levels of punctuality and reliability underpin Merseyrail's customer service with a moving annual average Public Performance Measure (PPM) of

94.9% and a Cancellations and Significant Lateness (CaSL) figure of just 2%.

Importantly, the operator takes its responsibilities in the local community very seriously and proactively engages with it in many ways. This involves arranging a very successful safety education programme in schools and also arranging enhanced train service levels for big sports

and leisure events that are held in Merseyside.

In Transport Focus' most recent National Rail Passenger Survey (NRPS), Merseyrail achieved an impressive 92% satisfaction result.

The judges said that, while Merseyrail is regularly one of the leading contenders for this award, this year's entry was particularly strong, winning them the major accolade.



HIGHLY COMMENDED

TRENITALIA c2c

c2c was one of the least favoured London commuter routes in the 1980s and 1990s but, over the past two decades, it has transformed itself into a highly reliable mass transit system for North Thameside, delivering frequency and capacity with high levels of punctuality and reliability, according to NRA judges.

Judges felt that the change of ownership from National Express to Trenitalia within the current franchise has proved to be far from disruptive and has been a positive experience for the c2c team, who are still led by long-serving Managing Director Julian Drury.

"There is clear evidence that the new owners have empowered the

incumbent team to take a long-term view of the business and to endeavour to achieve much more than just basic franchise compliance," said the judges.

c2c now has a moving annual average PPM figure of 95.3% and a CaSL result of just 2.3%. A number of customer service initiatives have been well received. In many cases they exceed its franchise commitments; its market-leading 15-minute delay repay threshold is one example.

The operator is now planning for its next challenge, which is to increase commuter capacity to meet the population growth in the area it serves, for which it has ordered a fleet of new trains, to be delivered in 2021.



OUTSTANDING PERSONAL CONTRIBUTION



WORKFORCE WINNER

PETER KODUA, CUSTOMER SERVICE AMBASSADOR, ARRIVA RAIL LONDON

Peter Kodua has worked for Arriva for the past 15 years in various roles. His current line manager says that he brings unprecedented dedication to his job and is always prepared to go the extra mile for his customers, the local community and his colleagues.

Peter says that he is defined by three things:

- His despatch lance, and the fact that he no longer needs it for his job. He keeps hold of it anyway so that he can support his colleagues whenever necessary. He checks the work rosters every week and steps in to cover any gaps in a shift, because "the trains have to run".

- His nickname at work is 'Teddy Bear', because he is warm and friendly. When it comes to dealing with customers' problems, his mantra is that 'it may not be our fault, but it is our problem'.

- Peter was voted 2018's Employee of the Year, and his picture was on the front page of Arriva's *Exchange* magazine. He was very proud of this accolade, and judges said it was humbling to see how surprised he was to receive this recognition by Arriva. He told the judges: "I love my job. Nothing is difficult for

me, I just do everything I can. It doesn't feel like overworking."

Peter has regularly gone above and beyond the brief over the years. He is always the first to put on his high-vis vest and get out among the passengers during a disruption. His polite and calm demeanour, combined with his incredible rail knowledge, means that even the most aggressive customers are disarmed.

On Boxing Day last year, he received a call to say that there were trespassers on New Cross Gate station, so he went down to investigate. Instead of sending them away, he helped them to top up their payment cards and showed them how to get to their destination, all of which took him two and a half hours.

One day on his way to work, an unconscious passenger was discovered on board his train; out came the high-vis vest. He looked after the passenger until the train reached the next station, where everything was in place to look after them because he had been in touch with the control rooms and British Transport Police en route.

The judges felt that Peter embodied everything they look for in an OPC winner - dignity and pride in his work.



WORKFORCE HIGHLY COMMENDED

LAURA WILDING, DRIVER, EAST MIDLANDS TRAINS

Laura's manager describes her as the "perfect ambassador for all train drivers". In the past year, she has intervened twice in very difficult situations involving potential suicides, each time showing unbelievable moral courage and compassion. She is passionate about her job and says she has "the best office in the world". As a child, a teacher told her: "You'll never get anywhere in this world staring out of the window". She'd really love to see that teacher now!



MANAGEMENT WINNER

STEVE NAYBOUR, HEAD OF TRANSFORMATION, S&C SOUTH ALLIANCE, NETWORK RAIL

"Steve was the outright winner, showing incredible enthusiasm, professionalism and dynamism," said the judges.

Steve Naybour, aka 'Engineer Steve', saw Mark Carne, the Network Rail Chief Executive at the time, on the BBC News explaining what NR was doing at Waterloo. Steve felt he could help. So he set about producing a series of video blogs explaining the problems that NR was dealing with in relation to its inherited Victorian assets at Waterloo, and how they are being replaced. His goal was to pitch the blogs at a level his mum could understand!

The response on Twitter was amazing - one of his videos has had more than 15,000 views. The success and positive feedback from the videos are all as a result of Steve's passion for his work at NR and his desire to communicate better about what it is they do. He is currently in the process of appointing 'Engineer Charmaine' to carry on his legacy!

This is not Steve's only incredible achievement though. He was also instrumental in the planning and success of a Christmas Day project for 200 homeless and disadvantaged people in the Euston area in 2017. He assembled a team and took on responsibility for liaising with the British Transport Police to deal with the complex security issues surrounding a high-profile venue. This special project is the subject of its own Special Judges' Award this year (see page 70 for more on this).



SENIOR MANAGEMENT WINNER

IAN PROSSER CBE, HM CHIEF INSPECTOR OF RAILWAYS AND DIRECTOR OF RAIL SAFETY, OFFICE OF RAIL AND ROAD

Ian Prosser CBE is an unassuming, calm and low-profile character. Appointed as Director of Rail Safety at the Office of Rail and Road (ORR) in May 2008, he also carries the historic title of Chief Inspector of Railways for Her Majesty's Railway Inspectorate - only the 26th holder of this office since the Railway Inspectorate was founded at the instigation of George Stephenson in 1840.

It is Prosser's superb contribution to rail safety that won him this very special judges' award. He has been a constant, unyielding and relentless presence behind four Network Rail chief executives (Iain Coucher, Sir David Higgins, Mark Carne and now Andrew Haines).

During Prosser's time at ORR



so far, most safety indicators are moving consistently in the right direction and, as it stands, there have been no fatalities on a passenger train since February 2007. This statistic compares incredibly well with the rest of Europe where passenger deaths are still far too common.

Judges said that Ian's relentless pursuit of rail safety, on behalf of passengers, public and workforce, has led the way in giving the UK the safest railway in Europe.

His approach is polite but determined and collegiate, yet thoughtful. He is unafraid to prosecute under relevant

legislation where required and he secures convictions.

Over the decade of his period in office thus far, a significant change and improvement in safety culture have been achieved which, while difficult to bring about, has been a welcome and important improvement on the railway.

JUDGES' SPECIAL AWARDS

Sometimes an entry stands out and deserves specific recognition. This year, the judges felt that two entries met that criteria and warranted distinct awards...

WINNER

NETWORK RAIL, ST MUNGO'S & STREETS KITCHEN - EUSTON CHRISTMAS 2017

Back in Christmas 2017, a group of four individuals working for Network Rail decided to turn an empty Euston station into a Christmas Day meal venue for 200 homeless and deprived people in the area.

But this couldn't just be any old dinner, it had to have all the joy and sparkle of a proper Christmas feast. S&C South Alliance Head of Transformation Steve Naybour (also the winner of an Outstanding Personal



Contribution award this year) took on responsibility to partner with homeless charity St Mungo's and outreach organisation Streets Kitchen to ensure every guest had a Christmas Day to remember, including a new sleeping bag and warm clothes to take away with them.

The concept was strong enough

to overcome a host of possible objections, including the potential security risks of hosting such an event in a large station, greatly helped by the British Transport Police.

No taxpayer funds went into the initiative - everything was donated by around 40 companies to create this very special day.

This generated a huge amount of positive feeling towards the railway - so much so that antisocial behaviour and crime have halved at the station. A long-term benefit has also been created for the local community, with Euston station building relationships with the *Big Issue* and the Camden Foodbank.

The success of this first event has inspired at least five other Network Rail stations to plan similar events for Christmas 2018.

The judges said this initiative was a brilliant innovation that was carefully executed and which has lasting benefits.



WINNER

JOHN PHARE, PLYMOUTH STATION BOOKING OFFICE, GREAT WESTERN RAILWAY



August 8 2017: it was a busy morning at Plymouth station and parents were out with their children, enjoying the summer sunshine.

John Phare was working in the ticket office when he witnessed an incident for which no amount of training could have prepared him. He saw a man repeatedly stabbing another person. The terror attack at London Bridge station had taken place only a few months earlier, and John feared the worst.

He left the safety of his ticket office to try to stop the assault.

John said: "I could see that a man was being stabbed. I just didn't think, and I rugby tackled the assailant to the ground."

He tackled him with an unorthodox rugby tackle and held him down while colleagues assisted.

"At one stage he pointed the knife at me," said John "But I just carried on. I managed to get hold of the knife and throw it to one side."

John was covered in the blood of the victim - Wayne Fenton - who had received 40 knife injuries and, sadly, died in hospital an hour later. John restrained the attacker - Jamie Skinner - for ten minutes until the British Transport Police arrived. Skinner was later convicted of murder and received a life sentence.

John could have stayed in the safety of his booking office. Instead, he chose to put himself in



harm's way, despite being warned by the taxi drivers outside not to go onto the platform.

He told the NRA judges that he took a calculated risk, that he would only get stabbed somewhere non-fatal, such as in the arm or leg. He said there was no way he could have stayed in his office when there were women

and children on the platform. "They are my responsibility," he said. For me not to do anything and for that to lead to someone else being killed or injured would have been like a life sentence."

The next morning, John was the first member of staff in the booking office, ready to start his shift as normal.

HITACHI
Inspire the Next



EXPERIENCE
HITACHI
WORKING
FOR YOU

At Hitachi, high speed trains are in our DNA. From our extensive delivery record in Japan to our Class 395 Javelin™ fleet operating across HS1, we understand how important it is to connect cities and people using innovative solutions that work out-of-the-box. We are delivering new trains across the UK network, find out more here:

hitachirail.com HitachiRailEU



It's not just our trains that are highly specialised.

Trains may be our business, but it's people who are our strength. Our workforce consists of over 100 individuals, who are specialists in many aspects of train leasing, from finance and engineering to procurement, project management and customer service.

Together, we create a proactive can-do culture that overcomes challenges, creates innovative solutions and drives the company forward.

**See what the UK's biggest rolling stock
asset manager can do for you.**

www.angeltrains.co.uk

angelTrains
Rail People
Real Expertise