



RailBusiness  
AWARDS

Produced by:  
 Railway Gazette  
EVENTS

23 February 2022 • Royal Lancaster Hotel, London

# CELEBRATING SUCCESS



2022

# ENTRY GUIDE

[www.railbusinessawards.com](http://www.railbusinessawards.com) • #RBAAwards • @RB\_Awards



## WHO CAN ENTER?

The 24th Rail Business Awards are open to any company or organisation working in the UK rail sector during the year to December 31 2021.

We welcome you to enter and take part!

## TIMINGS

Entries open on 10 May 2021 and the closing date for entries is midnight on 24 September 2021.

## HOW TO ENTER

All work should be entered using our [online entry system](#)

**1. Select the category you wish to enter**

(You can select additional categories from the drop down menu in the basket and clicking the green + button)

**2. You will then be redirected to a registration page for new users or login page for returning users**

**3. You will need to supply the following information for each category you enter:**

- Company name
- Project name / initiative
- 50 word summary
- Written statement (no more than 2500 words)
- Supporting material (optional)
- Image that represents the project - this will be used in the awards presentation if shortlisted
- Company logo - this will be used on the entrants directory page on our website
- Company website - this will be used on the entrants directory page on our website
- Twitter handle
- Video link (optional)

It is the entrant's responsibility to ensure that they have (written) permission from any owner of the supporting material they are wishing to upload.

**4. Once all mandatory fields have been answered you can proceed to payment. Here you should complete your company's billing address.**

**5. Once completed you will then be asked to select to pay via credit card or invoice.**

Invoices will be emailed directly to the email address assigned to the login credentials. For credit card payments you will be redirected to an online payment page hosted by Paypal. Please note that we are currently unable to accept payments from American Express credit cards.

**6. A confirmation email will be automatically emailed to the address assigned to the login credentials as soon as you complete your order. If this is not received check your junk mail folder and contact [info@railbusinessawards.com](mailto:info@railbusinessawards.com)**



## TABLE BOOKING DISCOUNT:

**Seats purchased by 19 November  
will be charged at:**

Early bird rate table of 10  
£2,350 + VAT

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**Seats purchased after 19 November  
will be charged at:**

Standard rate seat  
£280 + VAT

Standard rate table of 10  
£2,550 + VAT



## JUDGING

Entries will be judged by a panel of independent experts drawn from the rail industry selected by Railway Gazette Group. The decisions of the judging panel will be final. No correspondence will be entered into.

If an entry is deemed more appropriate for another category, Rail Business Awards reserve the right to move this without notifying the entrant in advance.

## SHORTLIST AND WINNERS

The shortlist will be announced on 11 November 2021.

You will be informed by email if your entry has been shortlisted.

## ENTRY FEE

Entries can be paid via credit card at the time of submission or you can select to pay by invoice.

Entries must be paid before judging commences in September. If we have not received payment for entries by this date you will be disqualified.



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# RAIL BUSINESS AWARDS 2022 CATEGORIES



## PEOPLE AWARDS

- Young Professional
- Wellbeing in Rail Award
- Diversity in Rail Award
- Education & Training Excellence
- Rail Team of the Year
- Industry Leader
- Richard Hope Award (outstanding personal contribution)



## TECHNICAL AND ENGINEERING AWARDS

- Asset Management & Maintenance Excellence
- Innovation of the Year
- Rolling Stock Excellence
- Infrastructure Project Excellence
- Supplier & Contractor Excellence
- Sustainability & Environmental Excellence



## OPERATIONS AWARDS

- Customer Service Excellence
- Safety & Security Excellence
- Marketing & Communications
- Rail Freight & Logistics Excellence
- Train Operator of the Year



## RAIL BUSINESS OF THE YEAR

# CATEGORIES AND CRITERIA

## Young Professional

For the most outstanding young professional working within the UK rail industry.

**Eligibility:** A professional under the age of 35 as at 31/12/21 (DOB to be stated on entry). This award is for excellence in any of the functions relating to the management of a rail business.

**Criteria:** The judges will be looking for a person with a proven ability to achieve at a level beyond that normally expected from professionals of this age and experience, who displays:

- passion and drive for working within the rail industry;
- leadership and direction at any level within their company;
- dedication to the development of their company's business;
- evidence of initiative and going the extra mile;
- exceptional progression or potential in their career;
- an outstanding personal contribution to the rail industry.

## Wellbeing in Rail Award



Supported by RSSB / Rail Wellbeing Alliance

To recognise efforts to improve mental or physical health & wellbeing across the UK rail industry.

**Criteria:** Judges will be looking for evidence that an individual or company has demonstrated:

- a strong personal or corporate commitment to improving the physical and mental health of railway staff;
- positive action to promote best practice in addressing health concerns and preventing ill health;

- a strong personal or corporate commitment to the assessment, monitoring and elimination of occupational health hazards;
- the value and business benefits of encouraging a healthy workforce;
- workforce health and wellbeing initiatives that have delivered positive results.

## Diversity in Rail Award

To recognise efforts to improve gender balance, diversity and inclusion within the UK rail industry.

**Criteria:** Judges will be looking for an individual or company that has demonstrated:

- commitment to improving gender balance by actively supporting the employment and career development of women in rail;
- positive action to encourage applications from under-represented groups;
- strong personal or corporate commitment to inclusive working practices;
- the value and business benefits of encouraging a diverse and inclusive workforce;
- initiatives that have delivered positive results in terms of equality, staff engagement, recruitment and retention.

## Education & Training Excellence

For any company or organisation providing education or training services for the UK rail industry or putting training and development at the heart of their business.

**Criteria:** Judges will be looking for:

- a positive commitment to the education or training of railway employees
- leadership in the provision or delivery of apprenticeship or graduate schemes
- evidence of career development programmes that support business objectives

- evidence that trainees have gained the skills needed to maximise their business contribution
- proof of how investment in education and training has brought business success
- evidence that investment in education and training has created a committed, motivated and effective workforce.

## Rail Team of the Year

For the most outstanding team working within the UK rail industry.

**Eligibility:** This award is for any team providing functions relating to rail business management, development or service delivery, whether customer-facing or behind the scenes.

**Criteria:** The judges will be looking for a team that:

- makes an outstanding contribution to the rail industry;
- consistently works 'above and beyond' to improve their business area;
- demonstrates evidence of initiative or the ability to overcome significant challenges;
- maintains high standards and ensures good working relations between team members;
- encourages and supports their colleagues to improve;
- makes a positive impact on the business performance of their company or organisation.

## Industry Leader

For the most outstanding industry leader within the UK rail sector.

This award is by nomination from the judging panel, although recommendations are invited. Such nominations should include a brief explanation of how the nominee:

- demonstrates a level of industry statesmanship and guardianship;
- identifies and addresses key business and industry issues;
- is able to react rapidly to changing circumstances and business objectives;
- demonstrates clear leadership within their organisation and public engagement;
- has contributed to the growth of market share or the development of their organisation.

## Richard Hope Award

To recognise an outstanding personal contribution from anyone employed in the UK rail sector, whether over many years or on a noteworthy occasion.

This award is by nomination from the judging panel, although recommendations are invited. Such recommendations should include a brief explanation of how the nominee:

- has made an outstanding personal contribution to the rail industry;
- has maintained high standards and contributed to the success of their organisation;
- has provided inspiration and encouragement to those around them;
- has supported the delivery of high quality services for end customers and rail users;
- has demonstrated professionalism and dedication for the benefit of the wider rail sector.

# CATEGORIES AND CRITERIA

## Asset Management & Maintenance Excellence

For excellence in the management and maintenance of rolling stock or infrastructure assets across the UK rail sector.

**Criteria:** Judges will be looking for evidence of:

- efforts to optimise the efficiency of maintenance regimes and minimise the impact of maintenance on the operational railway;
- the deployment of smart asset management systems such as remote condition monitoring and/or predictive maintenance models;
- value engineering and innovative thinking to improve cost-effectiveness and ensure the 'best bang for the buck';
- attention to the trade-offs between maintenance and renewals and the opportunities to deliver minor enhancements;
- a reduction in the level of unplanned maintenance and rectification of failures in service;
- adherence to budget and timescales.

## Rolling Stock Excellence

For the most successful innovation in passenger or freight rolling stock for the UK rail sector, whether new build, modernisation or re-engineering.

**Criteria:** Judges will be looking for:

- benefits to passengers including:
  - new or improved on-train facilities, including accessibility, safety and security, toilets, seating or passenger entertainment;
  - facilitating the operation of new or enhanced passenger services;
- benefits to freight customers including:
  - Innovative use of technology to provide cost-effective solutions,
  - maximise payload or facilitate new freight traffic by rail;
- evidence of business benefits including:
  - improved availability and service levels;
  - increases in traffic volumes;
  - reduced operating costs or improved performance.

## Supplier & Contractor Excellence

For any company demonstrating excellence within the UK rail supply chain, providing products or services to any part of the UK rail sector.

**Criteria:** The judges will be looking for evidence of one or more of the following:

- the provision of high-quality services and/or products to the rail sector;
- a positive impact on the rail industry resulting from the company's products or services;
- innovation in product or service delivery to improve efficiency or quality of service;
- positive benefits from collaborative, alliance or partnership working;
- a reduction in the cost of rail operations to ensure better value for money;
- improved business performance and/or cost management.

## Innovation of the Year

Sponsored by the Rail Operations Group

For the development of innovative technology, products, systems or services within the rail industry.

**Criteria:** Judges will be looking for evidence of:

- an effective environment to encourage innovation within the company;
- the development process from concept to use;
- how candidates made the economic case for investment in the technology;
- the criteria used to ascertain whether the organisation had the capability to develop and exploit the technology, and what steps were taken to develop that capability;
- how the innovation has made a difference to the business and/or its customers' businesses.

## Infrastructure Project Excellence

For the most successful infrastructure enhancement or station development project, including schemes to improve accessibility and/or facilitate multi-modal integration.

**Criteria:** Judges will be looking for evidence of:

- benefits to customers including enhanced facilities and/or improved quality of service;
- business benefits such as new revenue opportunities, improved capacity, better performance and reduced operating costs;
- the use of innovative materials, techniques or systems to enhance project delivery;
- effective co-operation between all stakeholders;
- efficient planning of the work to maximise overall benefits and minimise any impact on the operational railway;
- effective delivery of works on time and within budget.

## Sustainability & Environmental Excellence

For the most successful sustainability or environmental initiative within the UK rail industry.

**Criteria:** Judges will be looking for evidence of:

- a commitment to improving sustainability or reducing the environmental impact of rail services or projects through technical or process innovation;
- the introduction of environmental, social and financial policies that support more sustainable ways of working;
- evidence of environmental improvements across specific areas within the business;
- involvement of both senior management and staff in implementing sustainability initiatives;
- evidence that sustainability is built in to the whole business planning process;
- the impact of initiatives on operational effectiveness and commercial performance.

# CATEGORIES AND CRITERIA

## Customer Service Excellence

For excellence in the provision of services to rail users, whether passenger or freight.

**Eligibility:** This category is open to any organisation involved in the delivery of services to rail users, including train operators, local authorities, developers, infrastructure service suppliers and station owners or operators.

**Criteria:** Judges will be looking for evidence of:

- measures to enhance the quality of service and evidence of positive customer reaction;
- improvement to the overall customer experience during any or all aspects of their journey;
- the provision of real-time information, including during periods of disruption;
- staff knowledge and behaviour;
- crisis management, the dissemination of customer-critical information, support and problem resolution;
- value-added services to improve customer experience which are not commonly part of a rail organisation's business model;
- a positive impact on overall business and financial performance.

## Safety & Security Excellence

For the most successful railway safety and/or security initiatives.

**Criteria:** Judges will be looking for evidence of improvements to safety and/or security through:

- the introduction or deployment of new technology, products or systems, or the innovative application to the rail sector of existing products and services from other industries;
- improved systems of work or working environments;
- improved company safety performance such as falling accident rates;
- benefits to staff, customers or external stakeholders, including neighbours;
- business benefits.

## Marketing & Communications

For the most successful marketing campaign, external or internal communications project.

**Criteria:** Judges will be looking for evidence of:

- the commercial and/or communications context in which the campaign was developed;
- programmes that work with one or more audiences, effectively managing the profile and reputation of the organisation and as an employer;
- the quality and use of techniques employed, including the versatility and effective use of various media (both external and internal as appropriate);
- communication effectiveness and the originality of the messages and materials;
- the business benefits of the campaign, including enhancement to reputation and awareness, improved organisational behaviour, industrial relations and/or business performance;
- post-campaign evaluation and measurement against tactical/strategic objectives, including a review of message delivery and key learnings'
- return on investment, demonstrating value for money.

## Rail Freight & Logistics Excellence

For any business or other organisation operating within the UK's rail freight sector including train and terminal operators, logistics companies and supply chain or forwarding agents.

**Criteria:** Judges will be looking for evidence of:

- the attraction of new freight traffic to rail, resulting in modal shift, revenue improvements or business growth;
- innovation and flexibility in meeting customer requirements, including the adaptation of services or products to improve efficiency or attract new business;
- regular communication with customers and suppliers;
- targeted, planned investment;
- performance and safety improvements.

## Train Operator of the Year

For the UK passenger or freight train operator demonstrating overall business excellence and providing the most outstanding customer service.

**Criteria:** Judges will look for excellence in the following areas:

- improving performance and delay management;
- effective co-operation with key stakeholders, both locally and nationally;
- customer service and communication, including the provision of customer information during disruption;
- investment in the development and introduction of new services and products;
- growth in ridership, market share and/or revenue.

## Rail Business of the Year

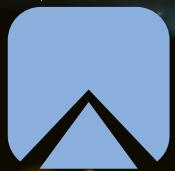
Our panel of judges will select the Rail Business of the Year on the basis of the results from the other categories.

# CATEGORY SPONSORSHIP IS NOW AVAILABLE

Sponsoring the RBAs demonstrates your support for all the hard work and effort of the many entrants and nominees, as well as the actual winners on the night. It also provides year-round coverage and superb exposure to the rail market through Railway Gazette International, our Rail Business UK e-newsletter and our media partner channels.

## CATEGORY SPONSORSHIP INCLUDES:

- Association with your sponsored category throughout the year
- RBA e-newsletter alert, notifying subscribers of the category you are sponsoring
- Branding included on all RBA marketing material via our media partner channels all year round. This includes entry packs, e-newsletter updates, and print advertising promotion
- Dedicated company branded meeting area at pre-dinner drinks reception for welcoming your guests
- Additional company branding throughout the venue on the night
- Prime position table for ten on the awards night, for you to invite guests of your choice
- Presentation of the award trophy for your sponsored category by a representative from your company on stage
- Company logo included on winner's trophy
- Photo and interview opportunities after awards presentation with the winner
- Company logo printed on RBA guest list which sits on every table throughout the venue



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