

PRESS RELEASE

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Oxford to London line a clear winner for Chiltern Railways

Chiltern Railways has been added another accolade to its growing list of awards so far in 2018.

On Thursday 15 March, the company was awarded the Innovation in Customer Experience Award at the 2018 Business Quality Foundation UK Excellence Awards at the historic Guildhall in London.

The award recognises organisations that have enhanced the customer experience by implementing new and innovative strategies. Chiltern's entry focussed on the implementation of the Oxford to London line, the first new rail line between London and a major city in over 100 years.

Alan Riley, Customer Services Director, Chiltern Railways said:

"It's a huge honour to have been acknowledged alongside some of the UK's most recognisable brands at these prestigious awards. The award recognises the spirit of continuous improvement that we strive to achieve. We put the customer at the heart of everything we do, and we are so proud to be one of the driving forces behind the new Oxford to London rail line, which has changed the face of rail travel for the people of Oxfordshire and will continue to be a key part of their lives for generations to come."

Chiltern was also shortlisted for the Business Quality Foundation's major award of the night, the UK Excellence Award, which is one of the highest accolades a business in the UK can achieve.

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For further media information please contact the Chiltern Railways press office on 020 3856 2226 or press@chilternrailways.co.uk.

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Chiltern Railways is part of the [Arriva group](#), one of the leading providers of passenger transport in Europe. Arriva employs more than 60,000 people and delivers over 2 billion passenger journeys across 14 European countries each year.