

PRESS RELEASE

23 February 2018

Rail Business Awards

Chiltern Railways named Train Operator of the Year

Chiltern Railways was named Train Operator of the Year at the 20th Rail Business Awards in London last night.

In making the award, the Rail Business Awards judges said this was Chiltern's year. They noted that in addition to completing and launching the new route to Oxford, Chiltern has achieved some impressive scores in the National Passenger Survey for punctuality, reliability and overall customer service. They also said that Chiltern was a "worthy winner" and commended the company for carrying increased numbers of passengers without compromising its high service standards.

Dave Penney, Managing Director of Chiltern Railways, said:

"I am tremendously proud that Chiltern Railways has been recognised at the Rail Business Awards. It's a huge achievement, one that would not be possible without the hundreds of people in the company that are committed to making journeys better and work tirelessly to help us put the customers at the heart of everything we do."

The company, together with partners WIFI SPARK and Icomera, was also awarded highly commended in the Customer Service Excellence category for the Continuously Connected Wi-Fi project, which in 2017 saw seamless platform to train Wi-Fi rolled out across all its services.

-Ends-

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

Visit our website - <http://www.chilternrailways.co.uk/news/press-releases> to view the most recent press releases.

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.

Photo l-r: Richard Bew, Sales Director, Knorr-Bremse Rail Systems; Emyl Lewicki, Head of Customer Experience South, Chiltern Railways; Nicola Clark, Head of External Affairs & Brand, Chiltern Railways; Sandi Toksvig, TV & Radio Personality.