



Chiltern Railways

If you think our way, travel our way.

Sector: **RAIL**

Service: **MANNED GUARDING AND
CAR PARK ENFORCEMENT**

Client: **CHILTERN RAILWAYS**

"It is vital that our customers feel safe when travelling with us. I have found the AOS team to be professional and supportive of our commitment to give our passengers an excellent travel experience."

Jenny Payne, Customer Service Director, Chiltern Railways

About Chiltern Railways

Chiltern Railways is one of the fastest growing franchised train companies in the UK, running services along the M40 corridor between Kidderminster, Birmingham and London Marylebone. Most recently, the company has announced a ground breaking project to create a new rail line between Oxford and London. It will be the first new rail link between London and a major city in over 100 years.

Chiltern Railways is committed to offering a fast, reliable, safe and value for money service on which their customers can rely.

AOS provides a manned guarding service at 20 stations from Marylebone to Birmingham Moor Street.

The Security Challenges

Excellent customer service is at the heart of Chiltern's proposition therefore it is vital that the security officers on their stations demonstrate a high level of customer high care.

The train operator found that their existing security company needed to be managed closely to reach the required standard of service. This was time consuming for Chiltern, who wanted a company that engaged with its officers on a regular basis and managed the contract by motivating them to recognise what excellent customer service looks like.

In addition, Chiltern wished to introduce car park enforcement at all of their stations.

Our Solution

AOS have two dedicated Contract Managers and a Relationship Manager to manage the contract, ensuring regular contact with every Officer and visible management.

Officers on the stations have been enrolled on NVQ Customer Service and the majority have now gained the qualification. In addition, because of the high level of suicides on the railways, our Officers receive Samaritan Suicide Awareness training.

The number of positive responses received through passenger feedback channels demonstrates that the AOS Officers are true ambassadors for Chiltern. They provide an excellent customer service and regularly receive CEO awards in recognition of their achievements.

AOS also collaborated with MET Car Parking to provide the enforcement at the stations and this initiative has increased revenues considerably for the client.