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Registration No: 7604164

Rail Operational Development Ltd
Safety, Training & Performance



Rail Operational Development Limited Capability Statement 2012

Our client needs remain our first consideration, understanding these requirements ensure that Rail Operational Development Ltd (RODL) develop and deliver solutions which are built around your strategic aims and objectives.

This approach reflects the fact that many of our team have spent a considerable amount of time working within client organisations and in doing so they are able to share the real hands on experience they have acquired at all levels within the industry.

We seek to build long term relationships with clients and we will ensure a fundamental understanding of your business needs, enabling us to deliver cost effective and practical solutions which result in realistic and valued benefits to your business.



Introduction to Rail Operational Development Ltd

Rail Operational Development Ltd (RODL) is a solutions driven consultancy working within the rail industry.

RODL provides cross-functional 'best practice' business solutions to all sectors of the industry and, in particular, is making significant contributions and helping to improve the operational and safety performance of the railway with key players, such as, RSSB, Network Rail, Iarnród Éireann, Infrastructure Maintenance Providers, Train Maintenance Providers and Passenger, Freight and Light Rail Operating Companies.

Our success, in delivering an effective, solution driven contribution to the industry is assured by building upon and continually extending our skill base. We achieve this through employing key personnel who are able to demonstrate their expertise and competence in a wide range of professional skills.

As this Capability Statement demonstrates, our profile is such that we retain the ability to adapt to the specific needs and requirements of each client. We pride ourselves on our ability to deliver successful, cost effective solutions in all areas of Railway Operations.

Our philosophy and approach

RODL philosophy and approach is simply to meet and exceed your needs and expectation by:

- Ensuring you receive first class cost effective support; and
- An output that adds value to their business;

In doing so, we recognise our **clients seek value for money** with appropriate and suitable solutions.

Our hands-on approach will help to ensure your specific needs are fully understood and met.

We recognise that whilst competence and experience are essential in ensuring successful delivery there are other aspects which are of equal importance to you.

Therefore, we work closely with you to maintain a close personal relationship throughout the duration of the project. We believe that this approach allows you to develop your systems and people to be cost effective to the business.

Our aim is to find the most effective way of addressing and mitigating risk, and to this end we will fully outline all available options.

You have our commitment that we will utilise our knowledge and expertise to deliver the performance enhancing solutions that meets and exceed your expectations.

Our aim is to address your needs within agreed timescales to your complete satisfaction.

We have one simple objective, and that is

“On completion of the project the output has added value to your business”

The extensive knowledge and the wide range of skills within RODL enable us to ensure support and assistance in the following areas:

Safety Management

1. Product and system verification & validation
2. Systems development & audit
3. Development of mainline certification for new operators
4. Hazard identification and risk assessments

Training

1. Development of competence management systems
2. Delivery of accident & incident Investigation
3. Production of supporting training needs and task analysis
4. Delivery of Train Operator Liaison Officer (TOLO)
5. Delivery of GSM-R (including IVRS) radio training
6. Delivery of operational training covering:
 - Train Driving, Shunting, On Train working (i.e. Conductors/Train Managers) etc.
 - We can also provide management appreciation training in operational rules, railway awareness, ROGS etc.
 - Every training course is developed specifically to a company's needs; and comes with:
 - a) A fully documented task and training needs analysis (see below)
 - b) A comprehensive training plan with detailed instructor notes
 - c) Complete PowerPoint training material, associated handouts and end of training assessment plan
 - d) Fully documented verification and validation report
 - All **RODL trainers** have the necessary industry training and assessment qualifications and are currently supporting Network Rail in the training of trainers to deliver GSM-R cab radio training.

Productivity, Performance & Business Development

1. Support in Franchise Bids and Mobilisation
2. Resource Management & Resource Planning
3. Support in Interim Management
4. Train planning
5. Undertaking of company specific productivity and performance audits
6. Performance Improvement and Service Control & Recovery Plans

Policies and Procedures

1. Operational standards & procedures for heavy & light rail
2. Management procedures
3. Station procedures

Examples of our recent experiences and achievements

Interim Head of Operations First Hull Trains (Dec 2010 to Oct 2011)

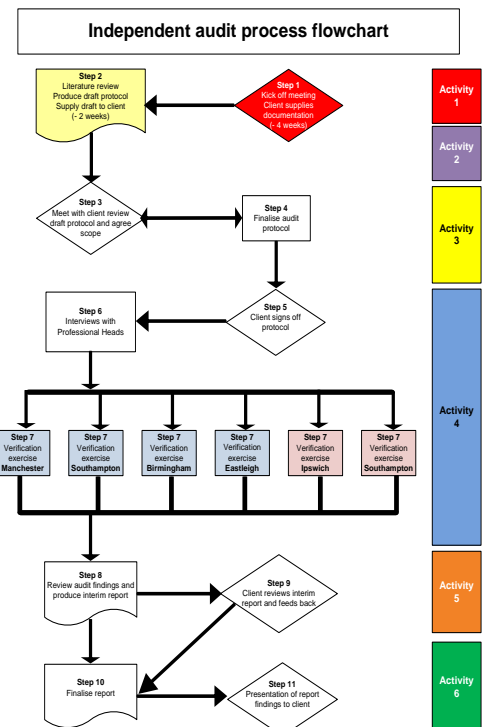
Responsible for the day to day operation of First Hull Trains, covering planning, performance, safety management, competence and resourcing



Freightliner Intermodal safety management system audit and review

RODL designed and undertook an audit process aimed at testing both systems and individuals against the SMS, identifying areas of good practice, identifying any areas of non-compliance in respect to the SMS requirements; and establishing whether non-compliances were localised or systemic

The audit was designed, delivered and reported on in accordance with the adjacent independent audit process flowchart. To assist all managers involved in the process a simplistic traffic light system was applied



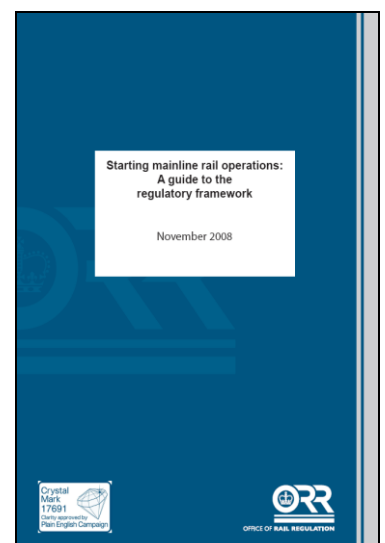
System Requirement Ratings (SRR)

0	Non Compliant	Applies when there is evidence that (1) previous shortcomings have not been addressed, (2) the system requirement is weak in a number of areas, or (3) the procedures in use are ineffectual in addressing the risk.
1	Partially Compliant	Applies when procedures exist across the majority of areas and have been implemented and to a level, work well. However, there remain areas where there is a failure to fully implement the requirements.
2	Fully Compliant	Applies where there is a fully effective system in all areas.

UK “open access” certification and authorisation

RODL have just completed a project for IOWA Pacific and British American Rail Services for Devon & Cornwall Railway (their UK train operator) to become the latest “UK mainline open access” passenger and freight train operator. This work included:

- Development of a safety management systems tailored to the company’s needs
- Drafting of all operational procedures to ensure they are fully compliant with the UK legislation and rail industry requirements
- Producing the company’s high level safety certification application document



Introduction of the new national radio system Global system for mobile communications for railway networks (GSM-R)

RODL supported the development of the specification for both radio training simulators and subsequently developed the training plans for both systems.



We are now providing training resources for the in-cab (driver/ conductor) and train the trainer courses as part of the national rollout for the in-cab radio system.



Testimonial from Network Rail project manager

"I am very pleased with the progress and feel that we are going from strength to strength"

Training Needs and Task Based risk assessments for Drivers & Guards

In 2011 RODL undertook to exercises with Train Operating companies to comprehensively review the risk associated with train driving and train working, to ensure all safety related tasks were tracked to their CMS and the respective training programmes.

Company log		TASK BASED RISK ASSESSMENT Traction Unit Driving						Originally issued:		March 2011								
		Network Rail & Mersey Rail Infrastructure						Last Revised:		Version 3.0								
1 TASKS OR COMPONENTS OF ACTIVITY		2 TASK RISK		3 ASSOCIATED HAZARDS	4 CONSEQUENCES	5 EXISTING CONTROL MEASURES	6 CHAMPION	7 RISK RATING L x S = R		8 Covered in Training?		9 Most effective means of training		10 Covered in CMS?		11 CMS most effective means		
		H	M					L	Y	N	T	P	S	O	Y	N	O	U
1. Driver fails to report any potential hazard affecting the authorised walking route.		M		Slip or Trip Struck by traction unit	Injury Fatality	Safety Critical Communications Safety Briefings & Bulletins Joint Safety Tours Inspections	Operations Manager Operations Trainers Operations Director	2	5	10	?		+		?		+	

- 1 Tasks or components of activity Identified and agreed by the workshop attendees
- 2 Task risks High, medium and low as discussed and agreed by workshop attendees
- 3 Associated hazards What could occur if the risk is left unmanaged/uncontrolled
- 4 Consequences The consequences of not managing the hazard
- 5 Existing control measures What currently exists within Merseyrail for controlling this risk
- 6 Champion The person responsible for the control measure
- 7 Risk rating The likelihood, severity and rating based on existing control measures (workshop attendees opinion)
- 8 Covered in training Yes/No or ? (I.e. need to check/not sure)
- 9 Most effective means of training ✓ most effective means where a + is shown, this highlights that this can be used to support/consolidate the most effective training means
- 10 Covered in competence management system Yes/No or? (I.e. need to check/not sure)
- 11 Most effective means of assessing ✓ most effective means where a + is shown, this highlights that this can be used to support/consolidate the most effective assessment means

Rolling stock introduction (safety verification and validation)



RODL has provided project management for a variety of new rolling stock (class 180 and 185).

In addition to the development of a Hazard Log and subsequent assistance in removing, or controlling all associated risks, RODL has also advised clients on 'Stepping' distance exceedances and correlation of the optimum platform stopping position. In doing so, RODL has provided clients with comprehensive risk based data-base including thousands of pictures of all platforms associated with the new rolling stock.





RODL recently completed a contract for Irish Rail which covered the production of new traction/driver manuals and operating arrangements.

This work included the development and validation of a simplified brake continuity test, preparation, disposal and mobilisation/immobilisation instructions, which have all delivered a significant benefit for the client.

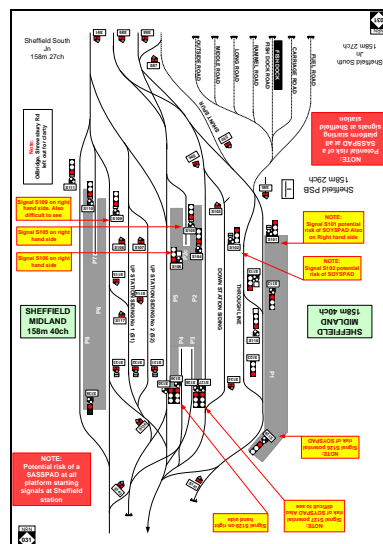
Management of route knowledge (acquisition & retention)

At the end of the day, outside of basic Operator training, route learning and route refreshing is probably your biggest non productive cost, wouldn't **it be nice to reduce this cost!**

RODL has developed a comprehensive route knowledge programme which includes all of the potential hazards and operational route risks. These are used to identify training needs, route learning norms and also support driver briefing and training requirements, confirmation of underpinning knowledge, and both interim and final competence assessments requirements.

We have made full use of all available technologies and our detailed maps and videos are captured on DVD's. The route maps are produced in Microsoft Visio and are exclusive to each individual client

In 2009 RODL undertook a major exercise for First TransPennine Express covering all their core and diversionary routes across the Northwest and Northeast of England, including Glasgow and Edinburgh.



RODL has the ability and proven track record to support companies achieve something similar (individually or collectively).

Interim management appointments

We are always on hand to provide immediate support to clients who find themselves with a short term need. Our executives and senior managers have held a variety of operational roles and we can be relied upon to help ensure the seamless continuity of your business. RODL are able to supply Interim Managers for a wide variety of roles and most recently have supplied resources for the following roles:

- Professional Head of Operations and Operations Standards Manager.

Dangerous Goods certification

RODL completed a project in 2010 to gain Colas Rail a licence to operate dangerous goods traffic in the UK. This work included the development of a safety management systems tailored to the company's need, drafting of supporting procedures to ensure they were fully compliant with the UK legislation and rail industry requirements, the production of a comprehensive hazard log, and the production of the company's high level safety certification application documentation.

Operational training

Accident & Incident investigation



RODL has developed and delivered company specific training courses which provides the trainees with the skills and competence to undertake the role of an accident & incident investigator. Each course is delivered by RODL personnel who have significant experience in undertaking accident & incident investigations from Local Investigations to Formal Investigations.

Testimonials

"Probably one of the best training courses I have attended very interesting. Lots of practical, 1st day hard work lots of info"

"Another excellent course from RODL, I now feel fully equipped to be able to carry out my on call commitments"

Train Operator Liaison Officer & Station Incident Officer

Our TOLO/SIO course provides candidates with the skills and knowledge to undertake the role and responsibilities of a TOLO with a confident and competent approach. Through a selection of TOLO related incident scenarios we teach candidates the importance of decision making, their role during an incident, and the importance of communication.



"A very well presented course totally relevant to our role. Good in depth, knowledge and covered by approachable friendly Tutors"

Train driver training including steam driver training

The
train
train



wealth of talent within RODL includes five qualified and competent driver trainers including a qualified certificated steam train driver trainer. We recently completed a Verification & Validation of steam operation for an overseas client to enable continued steam train operation.

RODL recently delivered QUADS On Train Monitoring Recorder (OTMR) training for a Train Operating Company.

Depot operations – service delivery plans

RODL has developed and delivered train service scenarios to test the robustness of the railway operational systems of work regarding train arrivals and departures at a major train depot. These exercises have led to changes which optimised the requirements of train maintenance and train service delivery.



Keeping abreast of continual change

RODL continues to maintain a close involvement and association with key Rail Industry Groups.

We recognise the importance and significance of ensuring that our knowledge remains current and updated at all times. We have a real interest in ensuring that we keep pace with technological developments. Our recent work with train operating companies that involved their safety management system and compliance with currently regulatory requirements, are some examples of how we have remained active in this field.

Previous involvement with Industry Groups

Some of the Industry Groups Alan Macdonald has personally been involved in:

- Rail Safety and Standards Board (RSSB) - SPADWEB
- Health and Safety Executive (HSE) – Safety critical work (RIAC)
- Association of Train Operators (ATOC) – Driver management group
- Network Rail GSM-R training working group (TWG)

Current client list

We are proud of our associations with the Rail Industry, and in particular, those clients who have used our services to support them in a diverse range of activities.

CORPORATE/INDUSTRY	TOC/FOC	
RSSB	LOROL	First Hull Trains
Network Rail	FTPE	East Coast
First Group	London Midland	GBRf
Stagecoach	East Midlands	NXEA
Siemens	Freightliner Intermodal	EWS
Keolis	First Scotrail	Merseyrail
Seco-Rail	Victa Westlink	DB Schenker
Harsco Track Technologies	Jarvis Fastline	Arriva Cross Country
Irish Railways	Devon & Cornwall Railway	Southern
AEA Technology	Central Trains	Freightliner Heavyhaul
BAE Systems	Chiltern Railways	Colas Rail
CORYS Tess	First Capital Connect	
	Virgin Trains	
	Grant Rail	

Our Commitment to You

Rail Operational Development Ltd has developed many positive and lasting relationships with a wide and diverse range of clients across the industry. We are proud of the fact that we have satisfied and in many cases exceeded all of our customer expectations. It is particularly rewarding that much of our business has been built around a shared understanding and desire to achieve professional, timely, efficient and cost effective solutions.

We will always ensure that our resource and our solutions are tailored to meet the individual and specific needs of each customer. We respect and are bound by the confidentiality which is necessary to ensure an open and trusting relationship. We shall work to ensure that our contributions and inputs are always aligned with current and best practise.

RODL believes in continued development and will always invest in any new and appropriate technologies which will enhance our ability to ensure that customers receive the most effective and efficient solution. We are committed to maintaining and developing our skills base and will always ensure our understanding of any new and upcoming legislation which may influence or impact on your ability to operate a safe and efficient railway.

We recognise the increasing constraints within the industry and have determined that our contribution and input must ensure a measured return on investment. Our customer's needs and aspirations will remain paramount at all times and our efforts will be directed towards ensuring your best interests at all times.

Contacts

For further information please contact us at: **enquiries@rodl.co.uk** or you may wish to call us directly on:

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Alternatively you can write to us at:

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