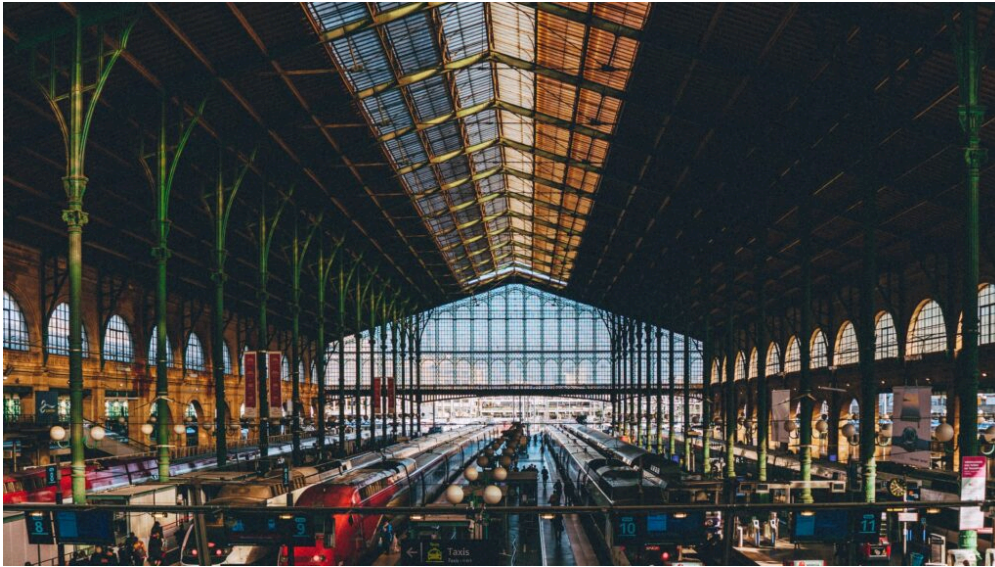


# Churchill Group wins train presentation and cleaning contract with Eurostar

3 years ago



[Churchill Group](#) is delighted to announce that it has won a contract with [Eurostar](#) for the provision of train presentation services, depot cleaning, office cleaning and the running of a minibus service for visitors and employees to Eurostar's Temple Mills depot.

The five-year contract with the premium brand in rail travel, worth in excess of £20 million, started in 2021 following a very technical implementation carried out over a six-week period. This was supported by the employment of a transformation manager for a 6-month period to ensure delivery against all implementation milestones.

Churchill is well-placed to support Eurostar, having built strong partnerships with numerous other rail brands. These include Arriva, GTR, East Midlands Railway, Grand Central, Nexus and Siemens.

Churchill has employed teams based at St Pancras International providing turnaround cleaning on trains between journeys. It is also providing in-transit, inter capital train presentation operatives to ensure that cleaning and hygiene standards remain high throughout a journey. The impetus is very much around customer satisfaction and passenger experience, and Churchill will employ its hygiene programme PRISM to ensure customer safety and confidence.

The contract also includes cleaning and train presentation services at Eurostar's Temple Mills depot in Stratford. Train presentation work at the depot includes overnight cleans, periodic heavy cleans and external cleaning.

A focus on sustainability and technology

Churchill is investing significantly in technology. It has integrated its Mo:dus system with Eurostar to

provide complete visibility of performance and productivity, and a new state of the art Uber style app for the minibus service to improve customer and user experience.

A new management team has been employed, including a dedicated QHSE partner to maximise focus on safety and competency. Churchill have worked with Eurostar to implement an open book reporting system to manage costs as the sector recovers from the impact of Covid.

Sustainability is a key issue for Eurostar and Churchill will be recovering as much recyclable waste from trains as possible, moving to chemical free cleaning where possible & introducing electric 8 seat vehicles for the minibus service.

Loredana Nistor, train presentation manager at Eurostar International, said: "At such a critical time for our industry we needed a partner with a strong track record of excellent cleaning and hygiene work. Churchill impressed us throughout the tender process, from its commitment to sustainability through to its use of data. Hiring a transition manager to bridge the period between our previous supplier and Churchill has been greatly appreciated and we're confident that Churchill will help us maintain the excellent standards our passengers expect."

Antony Law, managing director at Churchill, added: "The Eurostar brand is synonymous with quality, and we're delighted to have started this partnership. We're using the full range of tools at our disposal to deliver an excellent service, including PRISM, Mo:dus and of course our highly trained cleaning operatives. We look forward to supporting Eurostar in helping passengers travel in comfort and safety."

*Image credit: Unsplash*