



**The Institution of  
Railway Operators**

**Annual General Meeting  
Friday 17th June 2016**



**The Institution of  
Railway Operators**

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# Agenda for AGM

1. Minutes of the last AGM held on Thursday 11th December 2014

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2. Chairman's Introduction

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3. Statement of Accounts

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4. Chief Executive's Report

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5. Report on Retirement and Appointment of Directors

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6. Appointment of Auditors

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# Chief Executive's Report to the 2014/15 AGM



Fiona Tordoff  
**CEO, Institution of Railway Operators**

This period covered relates to 1st October 2014 – 30th September 2015

## The Areas

The Area Councils have organised an excellent events programme during 2014/15 with 57 events being run throughout the UK and Ireland including leading industry speakers, driving simulators, depot visits, company visits and social events. IRO marketing continues to promote the “behind the scenes access” that the Area’s events provide as one of the best reasons to join the IRO. Area events cards and Area brochures have been produced to raise both the profile of our Area events programme and our Area Council roles within the IRO.

There were three changes of Area Council Chair during 2014/15. In the South West and Wales Area, Lawrie Hall stepped down with Nick Edwards taking up the role as Chair. In the Midlands Area, Mike Christelow stepped down with Rachel Heath taking up the role as Chair. In the North West and Wales Area, Carl Phillips stepped down with Chris Mackenzie taking up the role as Chair.

Thank you to Lawrie, Mike and Carl for all their time and attentions throughout their tenure as Area Council Chair and we welcome Nick, Rachel and Chris who have already taken up where their predecessors left off.

The Chair of the Scottish Area stepped down from the role. This position is currently vacant and as a result the Scottish Area does not have a current events programme in place. REF events are being publicised for our members in the Scottish Area. A new Area Council is currently being recruited.

The South East Area has also continued with its excellent high profile involvement with the Golden Whistles Awards in conjunction with the Fourth Friday Club.

The North East, North West and Wales, Midlands and South West and Wales areas have created varied event programmes to appeal to the membership in their area.

## Corporate Members

We were supported by the following Corporate Members this year:

Abellio Greater Anglia	Freightliner	MTR Crossrail	Transnet Freight Rail
ACoRP	GB Railfreight	Network Rail	Transport for Greater Manchester
Arriva Trains Wales	Govia Thameslink Railway	Northern	Transport for London (London Underground, Tubelines)
c2c	Grand Central	RSSB	Victa Railfreight
Caledonian Sleeper	Great Western Railway	ScotRail	Virgin Trains
Carlisle Support Services	Heathrow Express	Serco	Virgin Trains East Coast
Chiltern Railways	Heritage Railway Association	Serco Middle East	Volker Rail
CrossCountry	Iarnrd Eireann	Southeastern	WSP Parsons Brinckerhoff
DB Schenker	KeolisAmey Docklands	South West Trains	
East Midlands Trains	London Midland	Steer Davies Gleave	
Edinburgh Trams	LOROL	Telent	
First Hull Trains	Ministry of Defence	Tracsis	
First TransPennine Express	Mott MacDonald	Translink	

## Corporate Members

abellio greateranglia

ACORP  
New life for local lines

ARRIVA  
Trains Wales  
Trenau Arllwyr Cymru

c2c  
Making local smarter



Carlisle  
SUPPORT SERVICES

Chiltern Railways

crosscountry

mtrcrossrail

DB SCHENKER

EAST MIDLANDS TRAINS

Edinburgh  
Trams

First Hull Trains  
relaxing our timetable

First TransPennine Express

Freightliner

GB Railfreight

GTR

GRAND CENTRAL

GWR  
Great Western  
Railway

Heathrow  
Express

HERITAGE  
RAILWAY  
ASSOCIATION

Iarnród Éireann  
Irish Rail

Keolis Amey  
DOCKLANDS

London midland

LOROL  
LONDON OVERSEAS  
RAIL OPERATIONS LTD

Mott MacDonald



Network Rail

northern

RSSB

ScotRail  
Scotland's Railway

serco

southeastern

SOUTH WEST TRAINS

steer davis gleave

telent

Tracsis

Translink

TRANSNET

Transport for  
Greater Manchester

Transport  
for London

VICTA  
RAIL FREIGHT LIMITED

Virgin  
trains

Virgin  
trains  
east coast

VolkerRail

WSP  
PARSONS  
BRINKERHOFF

## Industry Partners



Passengerfocus

myknowlegemap

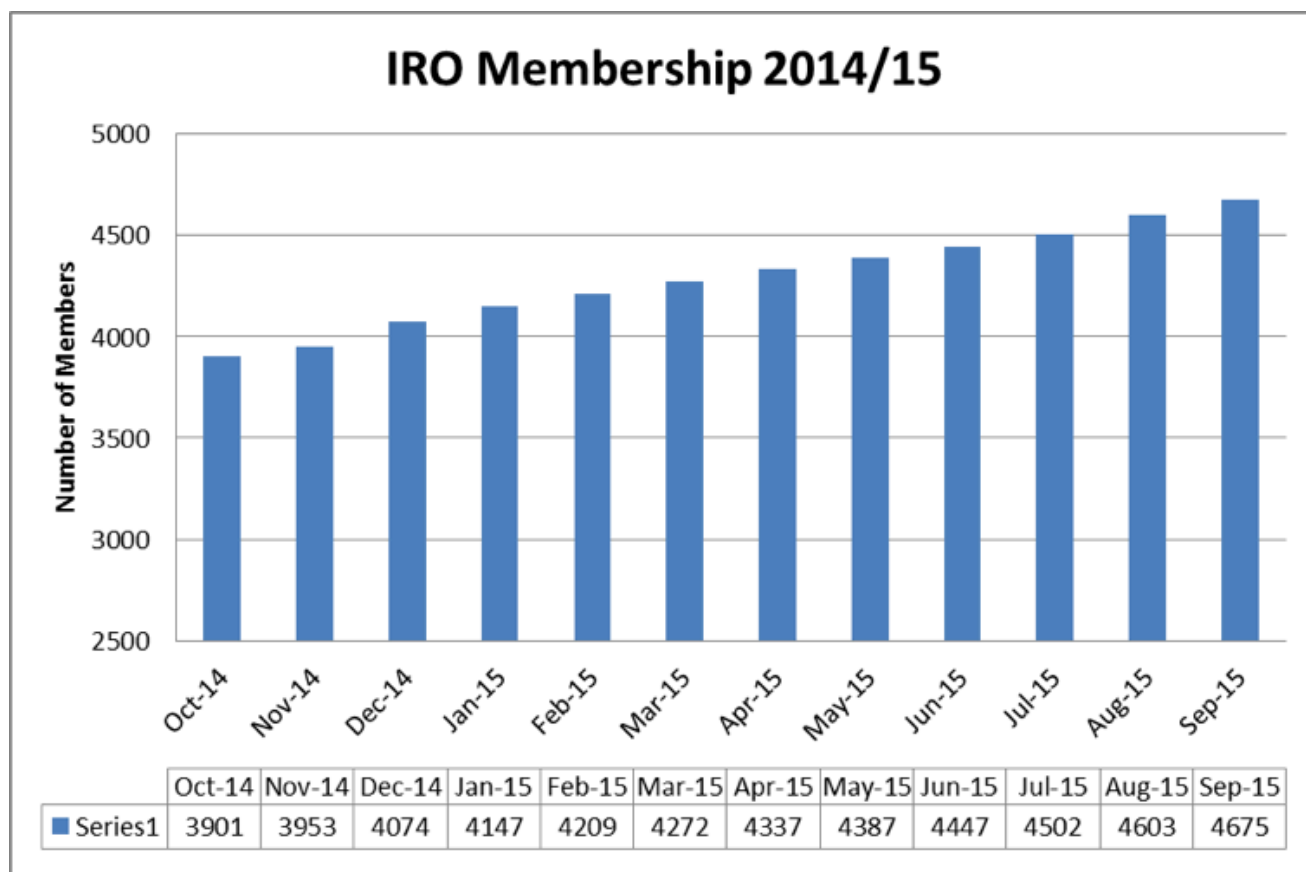
RSC  
Railway Safety Commission

We welcomed several new Corporate Members: Caledonian Sleeper, Carlisle Support Services, KeolisAmey Docklands, Mott MacDonald, the Ministry of Defence, MTR Crossrail, RSSB, Steer Davis Gleave, Telent, Transport for Greater Manchester, Victor Rail and WSP Parsons Brinkerhoff.

Arcadia Alive, Passenger Focus, MyKnowlegdeMap and Railway Safety Commission all joined us as Industry Partners.

We have continued to promote the benefits of IRO membership with our Corporate Members and we have seen a continued growth in individual membership growth as employees of our Corporate Members take up this opportunity to become a member of the IRO.

## Membership



The membership growth seen during 2013/14 has continued in 2014/15, resulting in a 28% year on year growth from Oct-14 to Sep-15.

4000th member: During December 2014 the IRO membership passed the 4000 mark.

The table below shows the membership by membership level at the end Sep-15.

	Affiliate	Associate	Member	Fellow
Number	3681	483	400	113

The main growth area has been at Affiliate level where we have welcomed employees from our Corporate Members followed by a 12% increase in Fellows.

Thank you to the Membership Panel for their continued support and commitment to professional excellence.

A list of Fellows as at the end of September 2015 is attached at the end of this report.

The membership turnover for 2014/15 is 1.0%. 40 leavers were recorded during this period with an overall increase in total membership of 834.

## Academic Programmes

The intake numbers compared to previous years.

	Intake 2014/15	Intake 2013/14	Intake 2012/13
<b>Certificate</b>	<b>28</b>	<b>47</b>	<b>67</b>
<b>Diploma</b>	<b>32</b>	<b>42</b>	<b>34</b>
<b>Degree</b>	<b>19</b>	<b>36</b>	<b>28</b>

## Learning Programmes

Progress to merge users between the main IRO website and IRO learn has been steady, MKM have projected this into the first quarter of next year and we hope to have a fully integrated password experience in place by then. This will improve member access to learning products and simplify the administration process, aiding further development of resources available to members.

We have produced a series of ERTMS learning videos in conjunction with the RSSB and further with groups of industry specialists whom have direct involvement with the roll out. Although continuing as work in progress, we have currently over 20 videos made available to view through IRO Learn, cataloguing different aspects of how ERTMS will change procedures and working methods for railway operators.

Video coverage and archive has continued throughout the year, recording IRO events and collaborating with other organisations to share media resources. The REF Freight, IRSE Capability and Competency seminars were notable successes, along with the IRO morning seminar at the annual lunch being well received. All these event productions are accessible to IRO members through IRO Learn.

Work has been completed on the redesign of the IRO Learn website to speed up user access and usability, also key elements of the existing railwayoperators.co.uk site have been modified to increase awareness of both academic and online courses. The IRO video content on the main IRO website has been refreshed to reflect staffing changes and new supporting course brochures.

The recent integration of Twitter on both website homepages has notably assisted in increasing social media traffic.

Development work has been done to provide an anonymous method of producing visual learning materials and videos for use in our Ops180 short courses. This development involves the production of 'cartoonified' video to support the scenario/role play sections of the taught courses, hopefully allowing them

to be delivered in many cases by a single member of staff or even by the company themselves without clash or conflict of any company branding appearing in the video content.

Work has continued with NR to bring together a focussed series of events and sponsored campaign to increase service quality and improve performance. The details of the programme have seen preliminary planning and discussion with speakers has begun, hopefully to begin in the middle of next year.

Work has been completed on a development website where Members and Fellows can support questions from any other IRO member on a dedicated Railway Operations discussion platform. This is seen as a great aid to learning for all members and will take the form of a specialist forum, only accessible to IRO membership. We are awaiting password integration across all sites to be provided by MKM before we advance further with this project.

The Operators Handbook is now being prepared for eventual on-line publication where it will reach a wider audience in the industry forming part of the benefits package available to all IRO members. Taking the book online will remove print production costs and enable updates and additions to be carried out with relative ease. The appointment of section heads who will have control over content in their specialist fields is under discussion. This will hopefully help to fill the industry gaps of the previous editions.



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## Finance

The accounts are displayed for a 12-month period ending 30th September 2015.

In 2015 the IRO made a profit of £8,391. The forecast profit for this period was £4,000 which included a development budget of £33,048 which was spent in full.

In summary, the IRO has made a bigger profit than forecast. Despite a drop in overall sales, a cautious attitude to spending has led to a bigger drop in overheads.

## People Updates

During this year, Tricia Meade left us and a change in the marketing team led to the appointment of Simon Rawlings who has kick started the IRO's social media presence.

## Conclusion

Despite a disappointing year on academic sales, the sales activity for 2015 was healthy and we have recovered and exceeded this ground for the current academic year.

This year the IRO has continued to increase the value of its offering to members and corporate members alike. Its rate of growth exceeds any comparators in membership organisations we benchmark. Many core businesses processes are now well established.

I would like to thank everyone in the IRO network for making the organisation and the brand what it is today.

As work continues at Board level on strategy development and the application for Chartered status, I would encourage any member to look out for opportunities to get involved with the work of taking the organisation forward.

# IRO 3 Year Plan

September 2013-2016

## Organisational Reach

Being a good, responsive working partner on industry issues requiring expertise and thought-leadership in Operations.

## Learning Products

Increase access to inclusive Continuing Professional Development routes, support mechanisms and learning products and experiences which connect best practice.

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## IRO V

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## Acad Progra

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delivery





## Areas

connected, well  
as serving the  
Operations  
unities.

## Members

Providing well defined  
standards, accessible processes,  
clear benefits and enjoyable,  
productive association.

## Values

Professional «  
Co-operative «  
Inclusive «  
Contemporary «

## Corporate Members

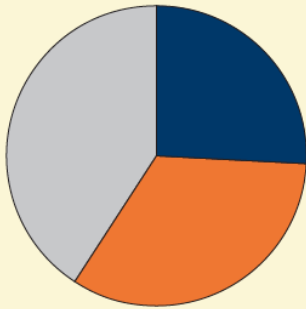
Serving the corporate  
member's requirements  
through provision of products,  
services and access to  
good practice industry  
groups.

## Academic Programmes

engaged student  
industry leading  
our academic  
and enjoying the  
of our expert  
network.

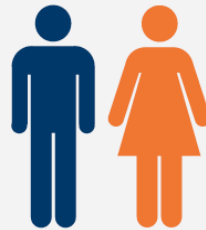
# Membership at a Glance

Total Members:  
4675



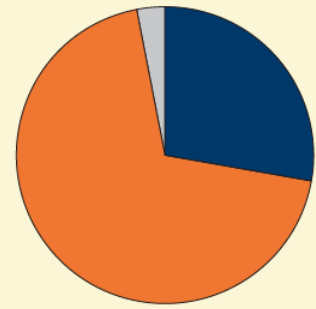
01/10/2013	2978
01/10/2014	3841
01/10/2015	4675

Gender:  
Male - Female



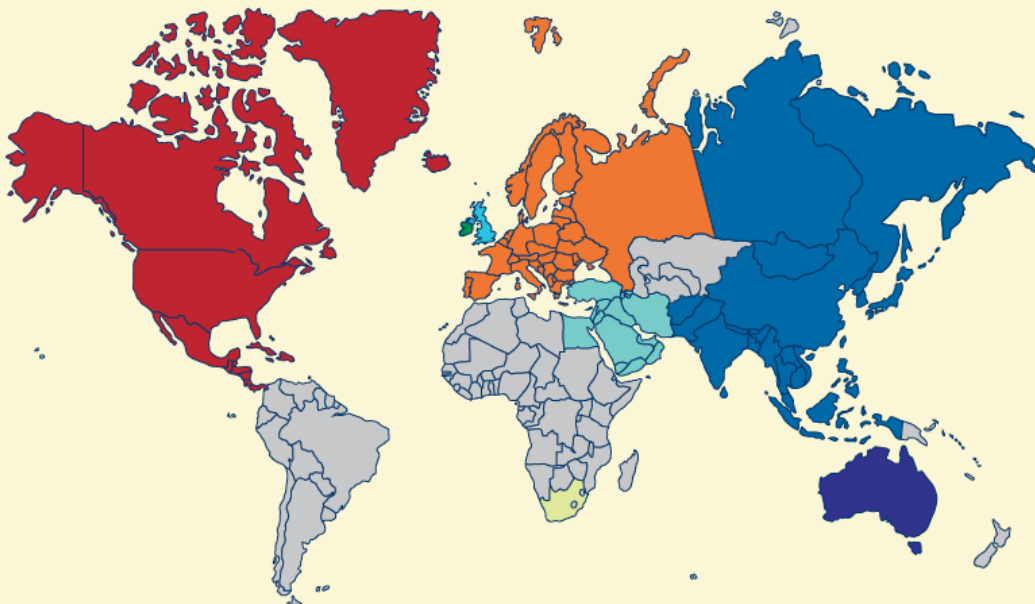
Date	Male	Female
as of 01/10/2013	2639	339
as of 01/10/2014	3314	527
as of 01/10/2015	4026	649

Average Age:  
43.2



<35 years	1309
35-65 years	3227
65> years	139

## Locations



Great Britain	3551	Australia	50
Ireland	515	Europe	6
Middle East	163	North America	9
South Africa	375	Far East	6

\*All information correct as of 01/10/2015

# Fellows

Below is a list of IRO Fellows as at the end of September 2015.

Mr Stan Hall	Mr Nick Edwards	Mr Lawrie A Hall
Mr Charles Horton	Mr Michael Woods	Mr John B Roffey
Mr David Knight	Mr Henry Knox	Mr David Kaye
Mr Jim Summers	Mr Keith Watson	Mr James Gibbons
Mr Andrew Munden	Mr Andrew Harvey	Mr Andrew Doherty
Mr Carl Phillips	Mr Raymond Metcalfe	Mr Robin Gisby
Mr Paul Abbott	Mr Paul Godier	Mr David Mason
Mr Michael Tham	Mr Clive Fletcher-Wood	Mr Philip Thickett
Miss Alison Forster	Mr Christopher Dickinson	Mr Ian Lake
Mr Richard Phillips	Mr Elwyn Roberts	Mr Ben Rule
Mr Mark O'Neill	Mr Alan Galley	Mr George Muir
Mr Andy Savage	Mr Colin Robey	Mr Mark Coyle
Mr Christopher Leah	Mr Denis Grimshaw	Mr James Morgan
Mr Richard Fearn	Mr Richard McClean	Mr Malachy McGreevy
Mr Carew Satchwell	Mr Gordon Dennis	Mr Anthony Cousins
Mr Tim Shoveller	Mr Peter Rayner	Mr David Simpson
Mr Robin Davis	Mr Dave Smart	Mr Jonathan Scott
Mr William Barter	Mr Richard Morris	Mr Richard Knox
Mr Frank Cheevers	Mr Kevin Gale	Mr Peter Williams
Mr Andrew Barr	Mr Seamus Scallon	Mr Howard Smith
Mr Michael Hodson	Mr Mark Hopwood	Mr Anthony Sadler
Mr Bob Goundry	Mr Colin Charman	Mr Jim Douglas
Mr Terry Worrall	Mr George Bryden	Mr Richard Brown
Mr Charles Belcher	Mr Stuart Baker	Mr Christopher Burchell
Mr Keith Winder	Mr Keith Ludeman	Mr Mark Philips
Mr Michael Hogg	Mr Tim Bell	Mr Paul Sutherland
Mr John Hillman	Ms Sarah Kendall	Mr Richard Maclennan
Mr Chris Prior	Mr David Monk-Steel	Mr Andrew Drury
Mr Keith Pym	Mr Christopher Gibb	Mr Keith Doughty
Mr Paul Le Vesconte	Mrs Jackie Chappell	Mr Ian Campbell
Mr David Franks	Prof Derek Portwood	Mr James Adeshiyan
Mr Ben Harding	Mr Nigel Murphy	Mr Kevin Hopper
Mr Alex McGregor	Mr Cliff Perry	Mr Mike Goggin
Mr Norman West	Mr Joseph Walsh	Dr Malcolm Reed
Dr Gordon Pettitt	Mr Jason Wade	Mr Mike Donnelly
Mr Donald Heath	Mr Steve Freeman	Mr Alan Jones
Mr Darren King	Mr Phillip Barker	Mr Andrew Petrie
Mr Bob Bayman	Mr Janion Glasscock	
Mr William Parker	Mr Ian Dobbs	<i>Denotes Honorary Fellow Status</i>



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