

# LNER cleaning partnership shortlisted for prestigious national award

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London North Eastern Railway (LNER) and its cleaning partner, Atalian Servest, are proud to be named as finalists in a hotly contested, prestigious industry award for their work in keeping customers safe throughout the pandemic.

A team of 360 specialists have been working around-the-clock delivering more than 600,000 hours of enhanced cleaning since March 2020 as part of LNER's 'COVID Secure' pledge to ensure customers can travel with confidence.

LNER and Atalian Servest have been shortlisted in the 'Partners in Cleaning-Public Sector' category of the Professional Facilities Management (PFM) Partnership Awards 2021.

The awards, which have been running for 28 years, are described as the facility management sector's premier event and are designed to recognise best practice in collaborative working.

Warrick Dent, Safety and Operations Director at LNER, said: "The safety of our customers and colleagues is always our top priority. We are working closely with our cleaning partners to deliver a world-class regime,

with our dedicated teams delivering record levels of cleaning to the highest standards right across our route, in our stations and onboard our trains.”

LNER’s cleaning teams are equipped with high-grade equipment and sustainable products. They use a two-stage disinfectant process to clean customer touch points, surfaces and toilets, along with ‘fogging’ devices, which kill viruses on hard surfaces.

Since the start of the coronavirus pandemic, more than 14,000 hours of intensive, deep cleaning has also taken place across the East Coast route. Regular routine swab tests for traces of COVID-19 on high-frequency touch points have been carried out since July 2020.

Daniel Dickson, CEO UK & Ireland at Atalian Servest, said: “Being shortlisted for the Partners in Cleaning award with LNER is in testament to our collaborative approach to improve, innovate and deliver exceptional service. I wish everyone involved the best of luck, it’s fantastic to see the teams being recognised for their hard work.”

The winners will be announced at the awards ceremony in November.

To ensure customers can travel with confidence, LNER services are reservation only and face coverings must be worn onboard and in stations, unless people are exempt.

In addition to the enhanced cleaning, onboard ventilation systems are providing a continuing supply of fresh air which is cycled every six minutes on all LNER trains.

*Photo credit: LNER*