

SWGR to transform customer experience with new facility

June 22, 2021



Rail infrastructure support service provider SWGR has announced the opening of a new delivery unit in Middlewich to further enhance its customer-focused delivery throughout England and Wales.

The new facility complements the company's existing UK footprint -with facilities including purpose-built National Skills Academy for Rail (NSAR)-accredited training centres, PPE distribution centres and SWGR's round-the-clock control centre.

Based in the centre of Network Rail's London North West and Central region, SWGR's new office will further build on the isolations and safety critical services it currently delivers to a wide range of clients.

SWGR's Terry Tickle said: "We have successfully delivered essential infrastructure services through highly-trained personnel across Britain's railways for more than 30 years. We have a tremendous heritage and are determined to enhance our offering to clients.

"Our new home in Middlewich, which has seen a considerable investment, will be a strong platform for us to continue to deliver frontline services for Network Rail, HS2 and the Tier One contractors throughout the

country.”

Kevin Boyle, SWGR Head of HSQE, said: “We continue to invest in our people, ensuring that we continually deliver safely and consistently.

“This new delivery unit will ensure that our continued focus on fatigue management is the benchmark for success. It complements our investment in additional services not only provide better access and communication through SWGR, but also to further improve how we work with clients and supply chain partners.

“Our mobile health, safety and wellbeing units help us to provide free health checks and mental wellbeing support for all SWGR, supply chain and client colleagues at the sites in which we operate.

“In addition, our safety app and our new fleet of electric vehicles are just a few examples of the initiatives that we have pioneered in order that the additional services we can provide to customers drives efficiency and a better way of working on UK railways.

“Our new delivery unit will be a great place to engage with clients, continue to deliver high quality rail solutions and respond effectively to the growing needs of our wide-ranging customers and supply chain partners.”

SWGR’s vision is to deliver industry-leading, best-in-class services for many years to come. The establishment and investment in new facilities with 450-plus colleagues acts as a catalyst for ongoing growth as SWGR continues to play its role in building a better railway and better future for generations to come. Visit www.sw-gr.com for more details.

Photo credit: SWGR