

# Case Study

# 5

## Class 395 EMU Full Fleet Interior Refurbishment

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**DIAMOND**  
RAIL SERVICES

**DIAMOND**  
RAIL SERVICE



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# Our Client

Hitachi Rail is connecting the future of mobility - helping every passenger, customer and community enjoy the benefits of more seamless, sustainable journeys.

The company's pioneering technology enables more than 18 billion passenger journeys every year and helps to safely transport millions of tonnes of freight.

As a trusted partner to operators around the world, Hitachi Rail delivers every part of the railway, from manufacturing and maintaining high speed bullet trains to digital signalling infrastructure and more.

Hitachi Rail is delivering value for its customers through Digital Transformation. The company's new Smart Mobility and Digital Asset Management solutions are cutting costs, carbon and congestion, while offering more choice and convenience to passengers than ever before.

Hitachi Rail's reach is global, but its business is local - with success built on investing in the people and communities that it serves.



**10 UK  
Locations**



**10,000+  
Employees**



**Presence Across 3  
Continents, in 38  
Countries**

**HITACHI**  
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# Project Purpose

Southeastern began operating high-speed services using a purpose-built fleet of Hitachi Class 395 high-speed trains on 14 December 2009. These trains, popularly known as Javelins, were introduced as part of the High Speed 1 (HS1) project. Over the past 15 years, Southeastern's high-speed service has facilitated more than 100 million passenger journeys between London and key towns and cities in the South East of the UK.

Southeastern Trains is undertaking a full programme of mid life refurbishment for its Class 395 'Javelin' high-speed passenger trains. Hitachi, as the fleet builder and maintainer, is carrying out the £27 million programme, which will see all 29 of its high-speed trains improved in a bid to provide passengers with a better experience, more reliable and environmentally friendly service.



# Scope of Work

The scope of work was a full interior refurbishment. This included interior painting, labour provision on site to strip the train, seat refurbishment, materials procurement, powder coating, new grab handles and the labour provision to reinstall onto the unit, full interior cleaning. All works were subject to compliance, fire testing and full turnkey project management for our customer.



## The Trains

The scope of work covered the full fleet of Class 395 EMU trains operated by Southeastern Trains



**29**  
Trains



**174**  
Vehicles



**10,208**  
Seats

29 x 6 Car **southeastern**

5

# Scope of Work

## Interior Design Gallery



# Project Delivery

Full production saw several vehicles being completed at Ashford depot simultaneously. Our on-site teams strip out the unit, deep clean all interior components and bring the seat frames and cushions to our Sheffield site for re-work.

Our on-site team of permanent vehicle builders undertook the various elements of the interior refurbishment works, and the team in Sheffield attended to all aspects of the seats before returning these to re-fit into the unit. This approach made the project particularly cost effective as the labour required was smart and lean.

The complete supply chain was managed with suppliers in Milton Keynes, Northampton, Huddersfield and Cornwall. All materials delivered and coordinated to site in Ashford for installation.

A full sign off process was completed with the client checking all aspects of the work to achieve the desired finish and a full quality check was completed before we left site.



# Project Delivery

All delivery personnel and works labour were fully trained and inducted. A swift load and unload process following depot risk assessments and method statements was affected to allow the fitting team to maintain a light footprint on the clients site.

During the project we were able to provide comprehensive project reviews, regular meetings and onsite support. Any issues were quickly responded to with supervisor or manager attendance and client engagement.





# Project Logistics

Resources were mobilised to Ashford depot for this project. This involved our transport planner using our dedicated vans together with our chosen haulage partners on a weekly basis to collect and deliver the seats from site.

Our fleet of vehicles is tracked in real time and journey updates are sent to the client, so the on-site stakeholders are notified of arrivals and departures daily.

Tracking information shows time, speed, course, arrival time and incident reports. This information can be viewed by the client for a period of time specific to the delivery of their goods allowing the client to align on-site resources if required.



Turn Around Time for each Unit Refurbishment:

**3 WEEKS**

*Depending on depot unit availability*



This contract required logistics management and transportation to one geographic location



# Contract Details



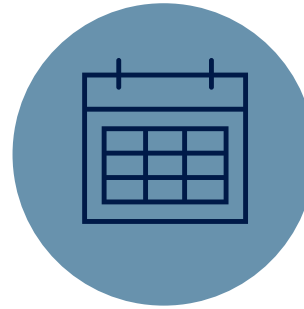
Contract Value

**£ 6 Million**



Client

**Hitachi Rail**



Contract Delivered

**19/06/23-Ongoing**



**Client Contact  
for this Contract**



**southeastern**

**southeastern.** **highspeed**

Please contact us at Diamond for details of references and/or testimonials about this project.

# Gallery

## Project Gallery



Pre  
Refurbishment



Post  
Refurbishment

