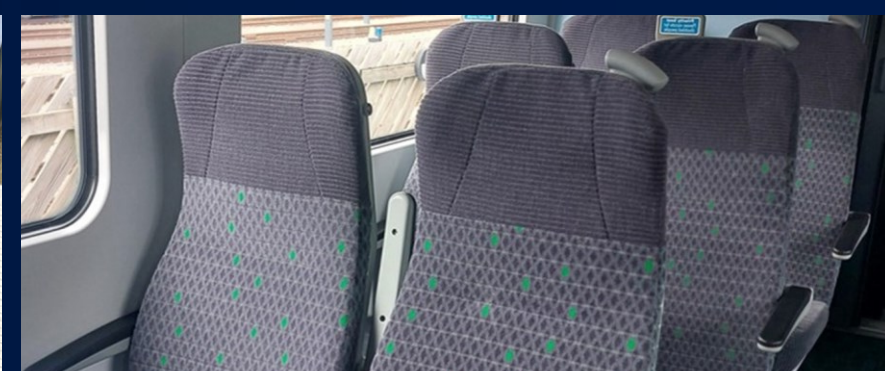
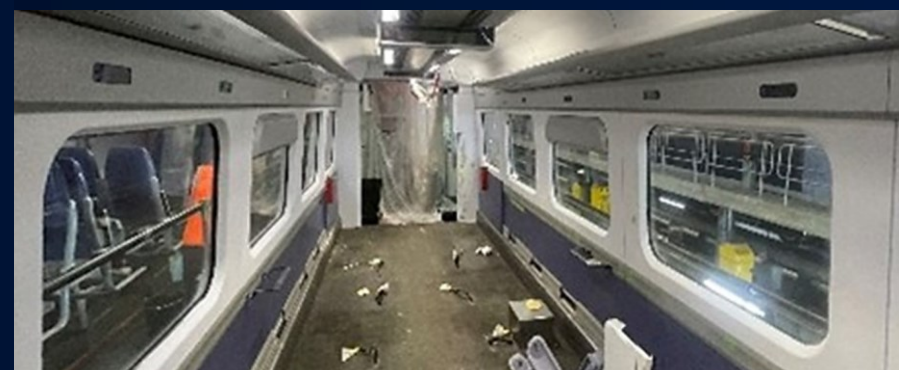
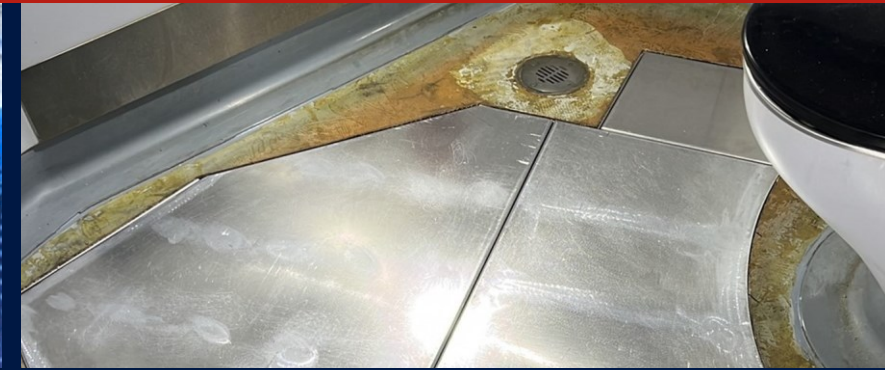


# SERVICE OFFER 2025

Delivering for your customer, together



# ABOUT DIAMOND

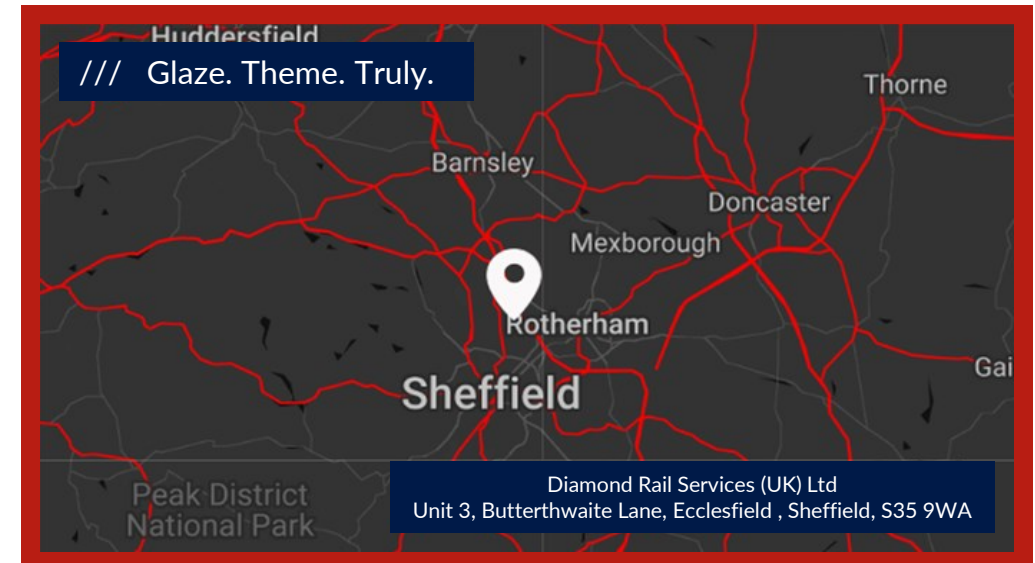
## Specialist Services Delivery Partner

Welcome to Diamond Rail Services, your trusted partner in the railway industry. With a reputation built on excellence and reliability, we specialise in providing a comprehensive range of services tailored to meet the diverse needs of your rolling stock and property refurbishment projects.

Whether you're seeking full turnkey project delivery or individual elements to seamlessly integrate into your existing plans, our experienced team is here to deliver collaborative solutions with precision and efficiency.



## Our Accreditations



### Get In Touch

Talk to us about your specific project requirements and let our dedicated team develop your ideal solution...

0114 2570909

[diamondrail.co.uk](http://diamondrail.co.uk)

[info@diamondrail.co.uk](mailto:info@diamondrail.co.uk)

# ABOUT DIAMOND

## Our Vision

As we continue to develop a broad portfolio of service offerings, and the railway meets the many challenges ahead, our vision is to become the go to industry partner for collaborative working relationships and to deliver high quality and value-added services throughout the rail sector.

**Delivering for your customer, together.**

## Our Customer Promise

“ We are extremely proud of our customer centric ethos and way of working and will continue this following project completion by offering a minimum of a 2-year warranty.

Customer perception is imperative, and we will ensure that once your project is complete, it will continue to deliver as intended, day in day out.”



**Jenny Dempsey**  
Diamond Managing Director

## Our Values and Commitments



**We Care**  
Our customer-first approach continues even after a project ends.



**We Listen**  
Every project starts with site visits, risk assessments, and clear discussions to define the scope.



**We're Growing**  
Learning and development are key to improving our skills and services.



**We Support**  
We build on what's in place and work closely to meet your needs.



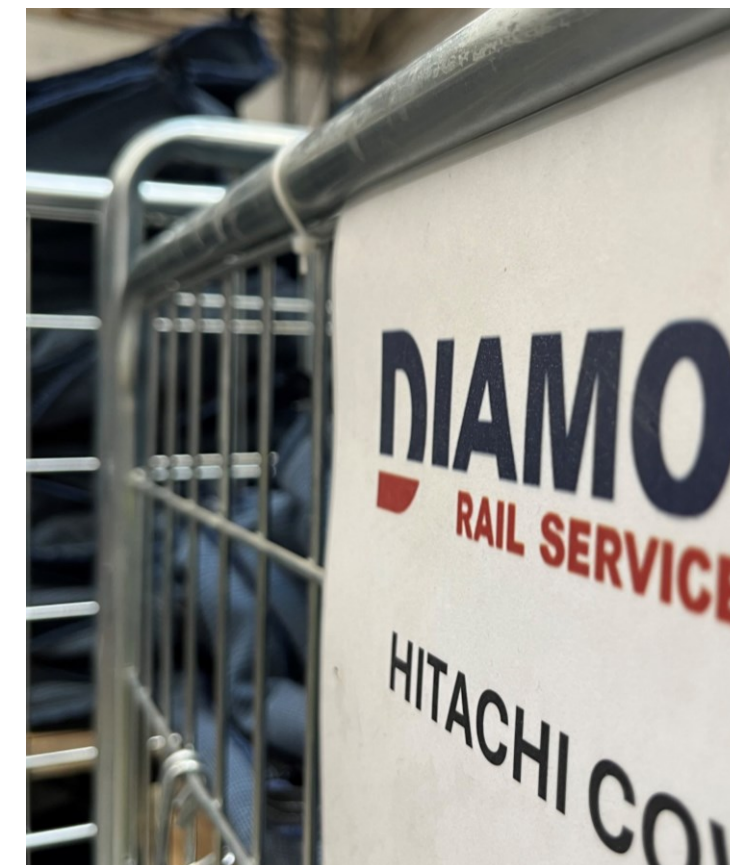
**We're Flexible**  
We adapt to provide the best solutions for every customer.



**We're Committed**  
Quality and customer satisfaction drive us from start to finish.



**We're Positive**  
We face challenges with optimism and find solutions.



Some of Our Customers



# A COMPLETE PACKAGE

## Full Turnkey Provision

Refurbishment of rolling stock can be a complex task, with many interdependencies affecting successful delivery.

At Diamond we specialise in providing full turnkey project management for works packages, ensuring seamless execution from inception to completion.

In-depth quality plans are key to a successful project, and we have a track record of our project team working with customers to ensure on time and on budget delivery of refurbishment projects.

We handle every aspect of the process, including planning, design, procurement, coordination, and delivery, tailored to meet your specific requirements.

Whether it's a single works package or a complex multi-discipline project, our comprehensive approach ensures that timelines, budgets, and quality standards are consistently met.

Partner with us to experience efficient, hassle-free project management that drives your project success.



## Project Management



Dedicated project manager assigned to customer.



Scope and objectives identified and agreed with customer.



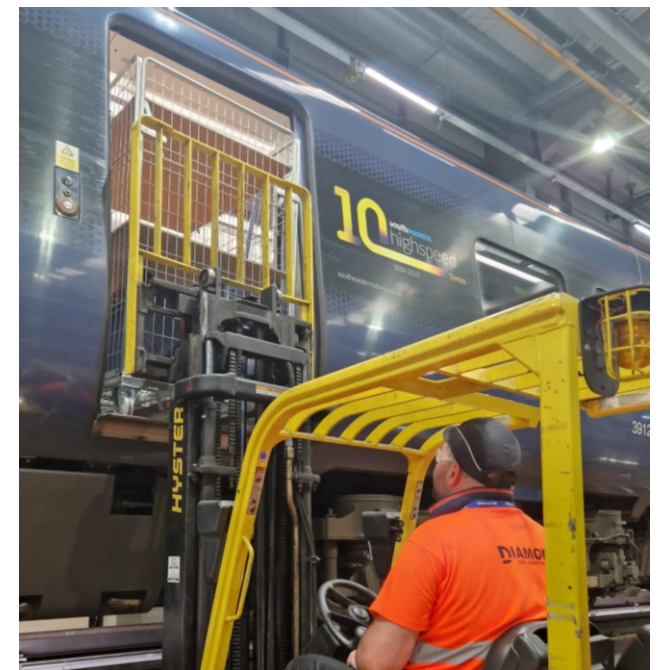
Design and development of deliverables.



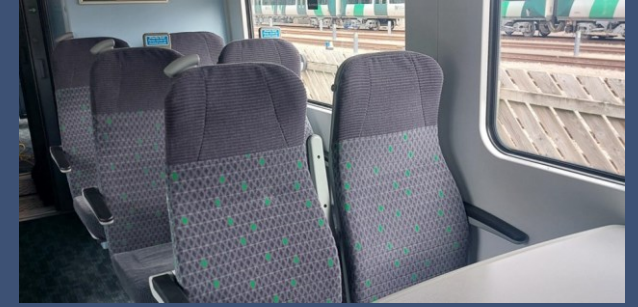
Manufacture, supply and installation, including labour supply.



Certification and compliance, asset management and aftercare.

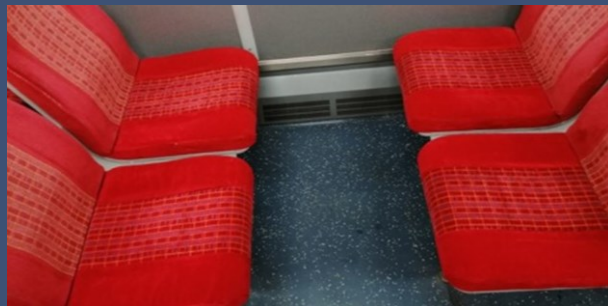


# SEATING SOLUTIONS



Passenger Seating

Whatever your sector - light rail, heavy rail, mainline or heritage, we are your go to supplier for rail vehicle seating.



# SEATING SOLUTIONS

## Seat Refurbishment

Diamond are the experts in train seating refurbishment, working on contracts for most of the major train operators and rolling stock owning companies.

Our offer includes a full turnkey seating refurbishment package, including project management, procurement, delivery and certification, meeting all your possible rolling stock seating needs.

## Quality Assured

We collaborate closely with industry-leading materials suppliers to guarantee that every seat we deliver meets or exceeds our customers' specifications.

By leveraging the expertise and high-quality offerings of trusted suppliers, we ensure consistency, performance, and durability in our end product.

## In House Manufacturing

Our expert team of machinists can deliver any product to your exact specifications, following strict quality control and assurance processes.

We can also utilise a custom foam forming facility which enables us to produce seat bases and backs to your exact design, including relevant fire barriers and certification.



## Seating Capabilities





## Drivers Seats

“Diamond have recently increased our capacity for driver's seat refurbishment due to market demand.

We recognise the critical nature of driver's seats and the impact on fleet availability, so we now have dedicated resources to deliver a fast-track servicing offer for our customers.

This process typically takes 1-2 days, and we aim to have the seat back on site within 7 days.”



**Kevin Gadd**  
Head of Engineering

## Fast Track Process

The seat arrives and we conduct a full audit.



The customer receives photos and audit data together with a price for refurbishment.



This typically includes foam and covers and mechanical checks but can include all components.



Other parts can be ordered, or reverse engineered as required.



A completed seat then undergoes a detailed quality inspection and is wrapped and moved to our dedicated dispatch area.

## Heritage and Preservation

We have vast experience of refurbishing, repairing and reengineering all BR era seating designs and associated components, and can bring these specific skills to any refurbishment project involving more modern rolling stock such as Mark 3 carriages or Pacer DMUs.

We have stocks of out of production moquette and can work with suppliers to source specific fabrics to meet your project needs.





## Our Engineering Services

Diamond offer a comprehensive range of engineering services to the UK railway sector, enabling us to meet all your rolling stock and infrastructure engineering project requirements.

Our rail experts work alongside a team of highly dedicated and experienced engineers within our sister and partner engineering companies to deliver cost effective deliverables for your specific project.

## Engineering Partners



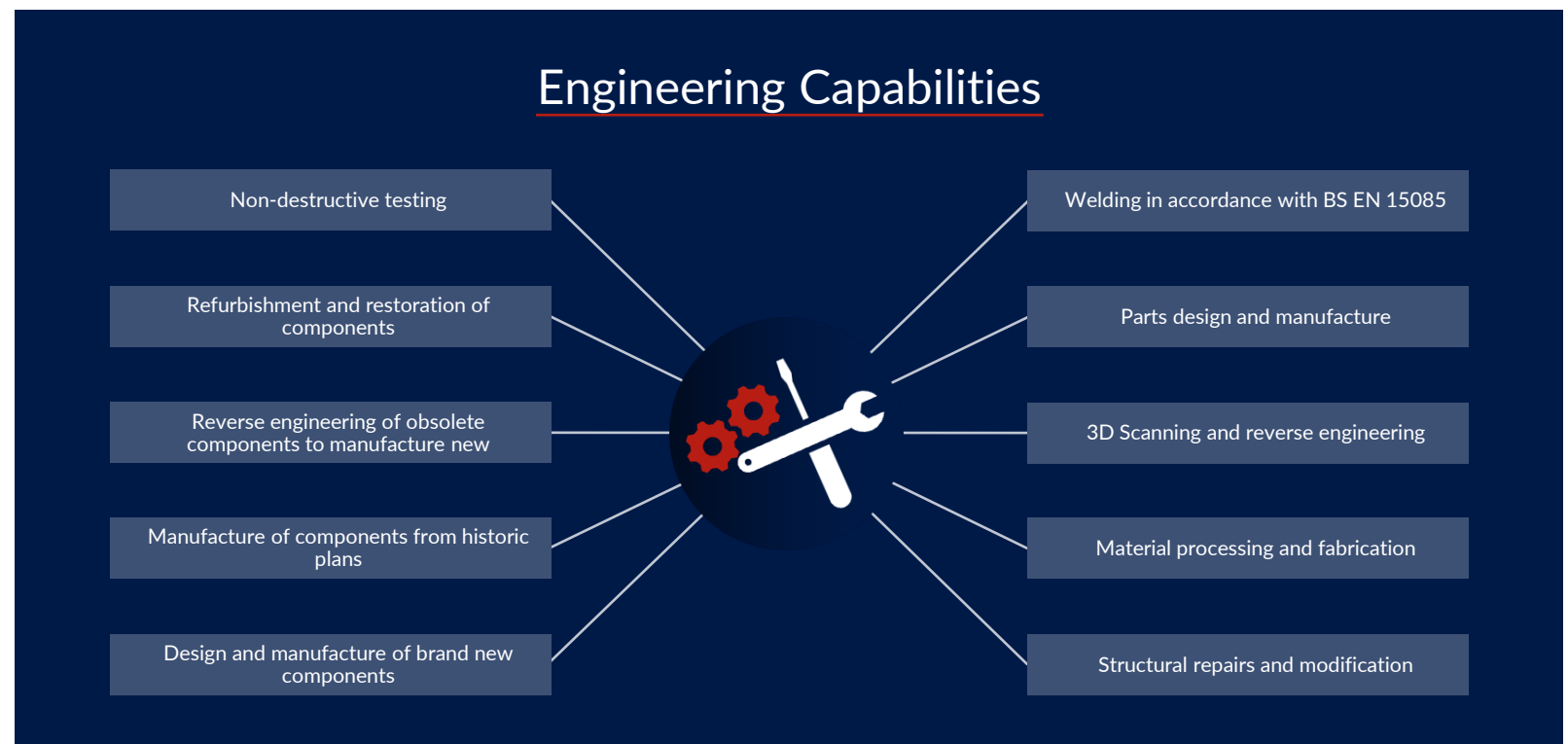
## Quality Engineering

CTL Seal and TFL Responsive Engineering have a combined experience in delivering specialised engineering and infrastructure projects across a range of sectors.

They have a proven track record with a number of public and private clients across the rail, marine, energy, nuclear and large infrastructure markets.



## Engineering Capabilities



### Kitting Solutions



Our kitting service is a comprehensive solution that equips clients with all the essential components necessary to independently carry out specific engineering tasks in-house.

### Component Tooling



We can create tooling for the full range of components required for engineering and refurbishment projects.

### Reverse Engineering



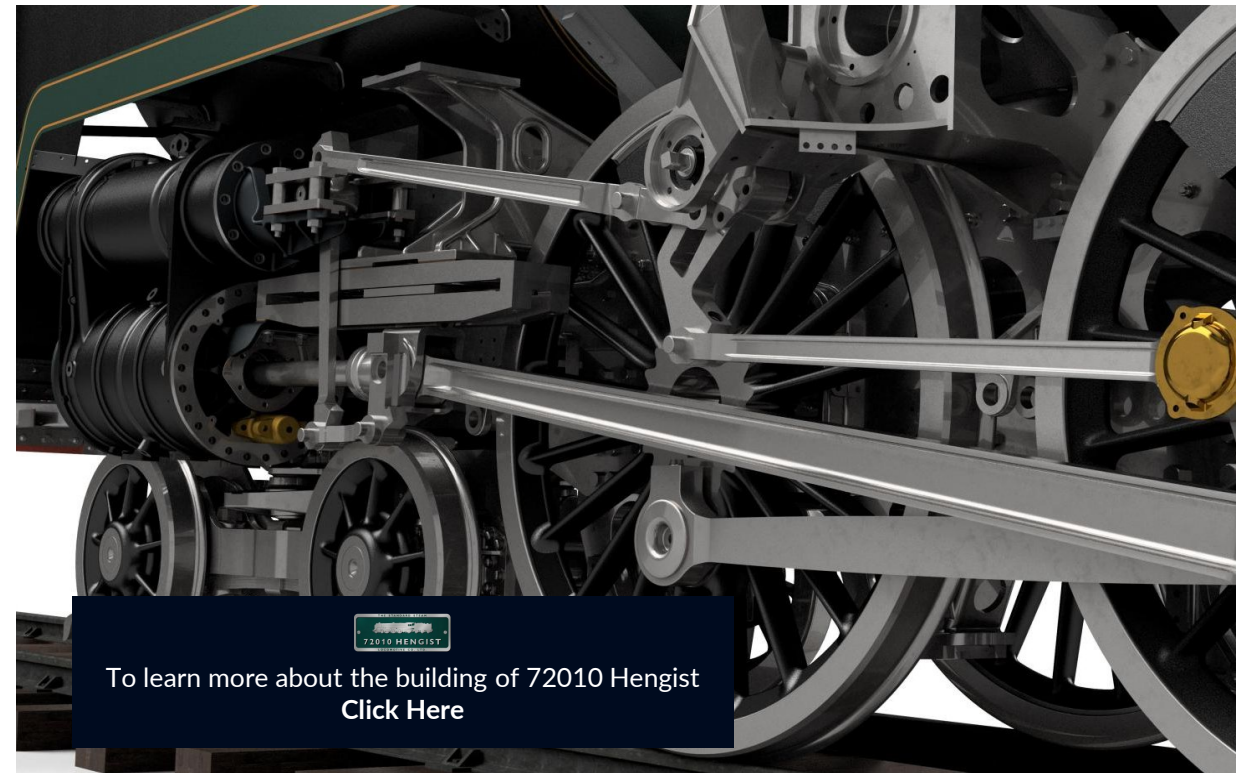
We offer reverse engineering and/or refurbishment of specific components to life extend expensive assets and maximise long term value.



### Heritage and Preservation

Our team can mitigate obsolescence issues for a range of components ranging from the smallest bracket to complete rolling stock build or restoration.

Diamond are one of the key collaborators investing in the re-creation, build, operation and maintenance of a lost class of British steam locomotive, using original design drawings, but incorporating 21st century design and manufacturing techniques.



To learn more about the building of 72010 Hengist  
[Click Here](#)

# REFURBISHMENT SOLUTIONS



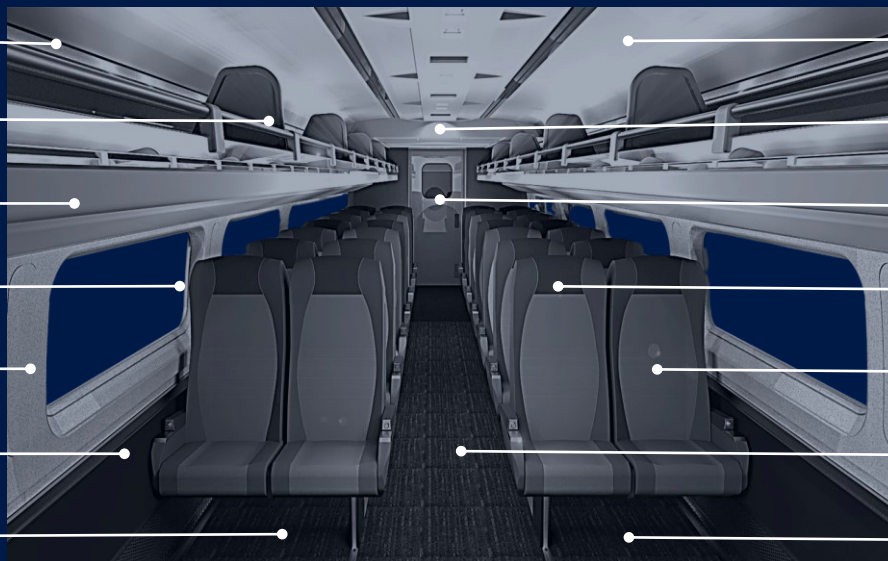
## Our Refurbishment Services

Our continued growth and delivery is now proven with the completion of several turnkey interior refurbishment projects. Positive customer feedback and continued custom is testimony to the committed Diamond Team.

Our strength is that we take a unique approach to problem solving and work collaboratively to find solutions for your specific business needs. Our experience means that in addition to fulfilling technical requirements, we understand the end user of your finished product. For example; cleaning specifications, spares provisions and customer perception.

## Rolling Stock Interior Capabilities

- Luggage rack repair and painting or replacement
- Painting and powder coating of handrails and grab handles
- Interior labels and signage design and application
- Window seals
- Sidewall panel repair or replacement
- Interior trim repair and painting or replacement
- Deep cleaning



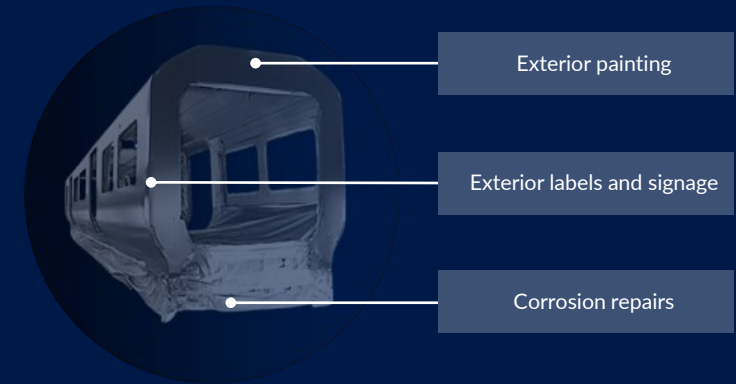
- Ceiling panel repair and painting
- Lighting installation
- Bulkhead and door panel painting or covering
- Fixed and folding table repairs, recovering and replacement
- Full seating refurbishment
- Floor covering installation
- Flooring repairs and modification



### Station and Depot Capabilities



### Rolling Stock Exterior Capabilities



### Our Refurbishment Services

By formally collaborating with industry experts such as SCC, we gain access to advanced coatings and innovative solutions tailored to the unique demands of railway industry refurbishment projects, be it rolling stock or depot and station property assets.

Their experience and skill allow Diamond to offer the complimentary scope of interior and exterior painting, repairs, and aesthetic requirements. This partnership enhances the efficiency of project work and lean planning. The two businesses work together to ensure a successful programme of works is maintained.

Diamond and SCC are similar size businesses that share the same values. Together we consistently achieve quality and high customer satisfaction due to our shared drive for excellence.



### Project Delivery

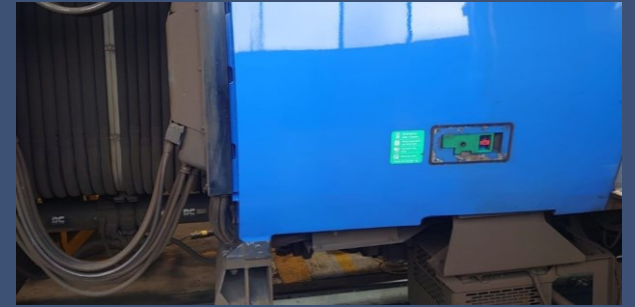
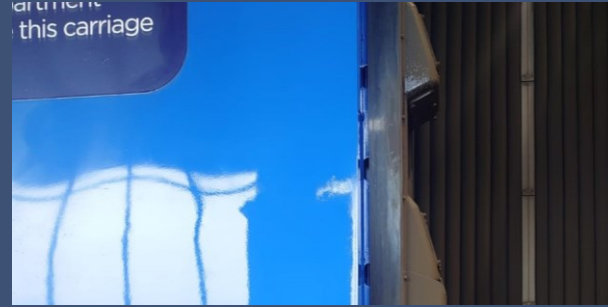
“By working closely with our customers, the refurbishment services we deliver are meticulously planned to accommodate the operational needs of the operator, ensuring minimal disruption to daily activities.”



**Sara Pierrepont**  
Project Director

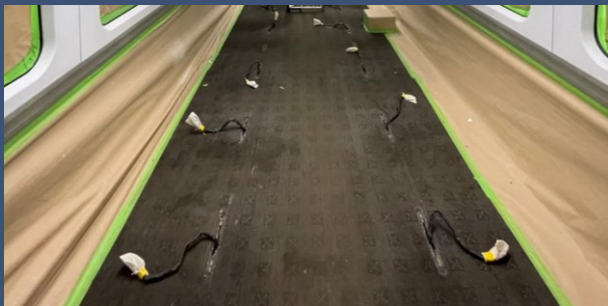
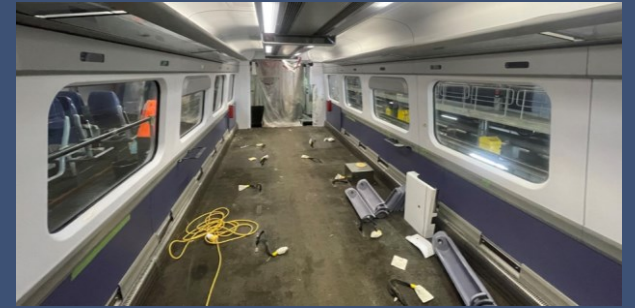


# REFURBISHMENT SOLUTIONS



## Collaboration and Partnership

Rolling stock refurbishment carried out in partnership with Specialist Compliant Coatings.

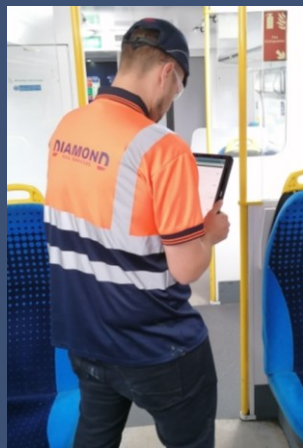


## Our Unique Package Front of House

Our Front of House service offers a bespoke inspection and maintenance regime, as defined by your business needs, to identify and rectify issues with assets that fall into the gap between train presentation and train maintenance, delivering rectification works required as a one stop shop.

This could be defined at specific intervals or ad hoc. This service covers maintenance, train presentation, customer experience and service quality. We are confident we can tick several boxes with one service, whilst saving operators money.

## Front of House Capabilities



## Data Recording

Diamond use auditing software to capture the current condition of rolling stock and facilities. This can be completed with the customer to agree a defined scope.

The software is used to record works complete, including photographs showing before and after rectifications are completed. The software produces a smart report to share with the customer and stakeholders.



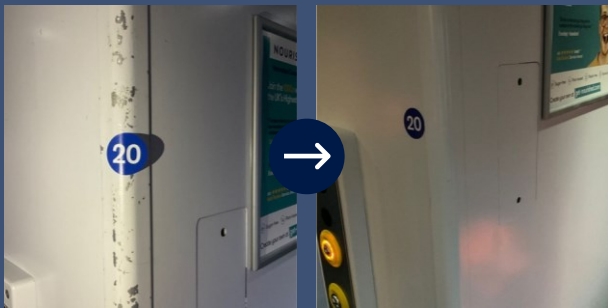
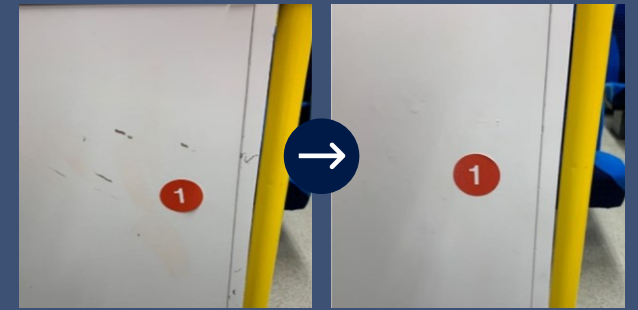
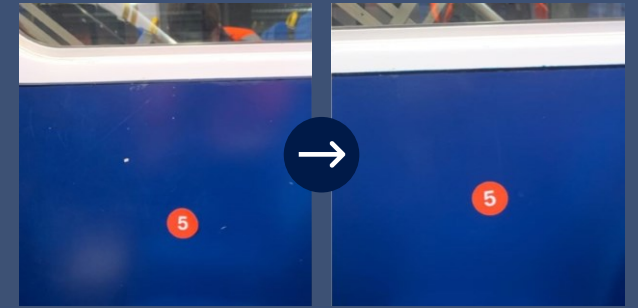
## Audit Services

Our audit are delivered by a team of qualified and objective assessors who can provide a comprehensive assessment of physical assets and/or service delivery against clearly defined and agreed standards.

In addition, can audit customer experience services such as call centers, websites and any customer facing technology and interactions.

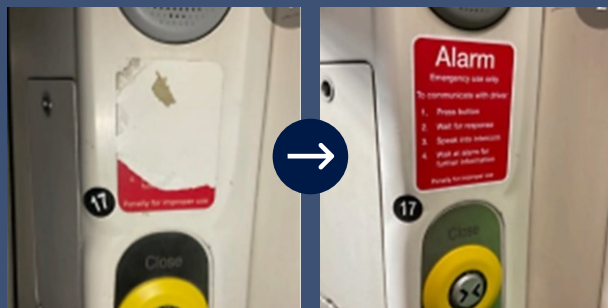
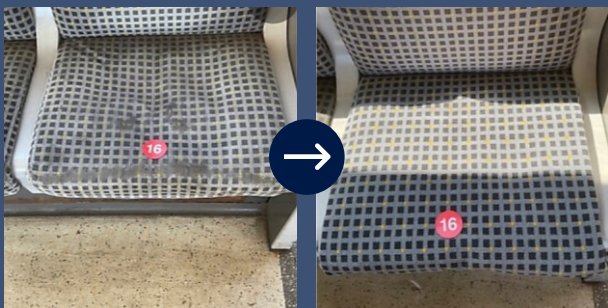
With this service we strive to increase Service Quality and NRPS results as well as save you money on dilapidation costs.

ASSET MANAGEMENT



**Front of House in Action**

Our front of house service making a difference to service quality delivery and customer perceptions.



## A Sustainable Railway

Diamond understand that refurbishing long-life assets like rolling stock plays a crucial role in promoting a sustainable railway industry by extending the lifespan of existing vehicles and reducing the need for new manufacturing.

This not only helps conserve raw materials and minimizes energy consumption but also decreases waste. By focusing on refurbishment and re engineering, especially as we transition towards long term replacement for wholly diesel-powered trains, the industry can achieve significant environmental benefits from maximising the life cycle of rolling stock and the associated embedded carbon footprint.

## Sustainability at Diamond

At Diamond we recognise that we operate in a resource intensive area of the industry, however, we are constantly exploring ways to align our operations with sustainable practices to better serve both our clients and the environment.

We are making incremental changes in our operations and processes, with the goal of contributing to a more sustainable future for the railway industry. For example:

Business wide plan to net zero



Low energy LED lighting on site



Sustainable facility upgrades



Electric vehicles and charging points on site



Waste and recycling management







## Alstom/Transport for Wales Class 175 DMU Refurbishment

- 26 x 2 and 3 car units.
- Frames, shells, foams, covers, arm rests, grab handles and all painting and powder coating.
- Full installation on site.



## Case Studies and Testimonials

The following pages showcase a selection of case studies and customer testimonials from projects we have undertaken for clients.

“Diamond supplied the seat moquette and foams for the Class 323 Northern refresh programme.

The quality of the materials supplied were to an exceptionally high standard and the installation carried out by Diamond was professional and hassle free. The seating made the appearance of the trains.”

**Cara Smith**

Project Manager - Porterbrook

“Diamond’s seats have brought a uniform brand across our variety of rolling stock.

Throughout the 3-year refurbishment project, we’ve been impressed by the quality delivered and Diamond’s flexibility to adapt to our changing requirements.”

**Tom Parker**

Rolling Stock Graduate - Transport for Wales



## Hitachi Class 395 EMU Full Refurbishment

- 29 x 6 car units having full seating and interior refurbishment.
- Modified toilet floors - design and installation.
- Turnkey service and project management.
- All procurement and supplier management.





SIEMENS

## Class 350/3 Full Refurbishment

- First and standard class seat refurbishment
- New grab handles produced and fitted.
- Carpet installation.
- Seat removal and installation.
- Full turnkey labour provision.



Stagecoach  
**SUPERTRAM**

## Sheffield Supertram Depot Refurbishment

- Supertram depot repair and repaint.
- Working within customer availability and rotating to ensure the depot could continue to operate around works on site.
- Material procurement with a 10-year warranty.

“ I worked alongside Diamond on a collaborative project, they were easy to communicate with and product delivery was always on time. ”

**Rachel Hawksworth**  
Project Manager - Chrysalis Rail



## BR Standard Class 6 Locomotive 72010 Hengist

- Conversion of historic recorded plans to modern day usable versions.
- 3D CAD modelling of parts prior to production.
- Construction of parts - tooling, casting, machining and assembly.
- Non-destructive testing and quality assurance.
- Compliance with modern standards for mainline running.
- Certification and acceptance procedures developed.
- Assembly of the full locomotive on our site in Sheffield.



SIEMENS

### Siemens Class 350 EMU Refurbishment

- 30 x 350/1 units and 10 x 350/4 units completed.
- Standard and first class seating fully refurbished.
- Frames, shells, foams, covers, arm rests, grab handles and all painting and powder coating.



CAF

### CAF Drivers Footrests

- Solution needed for new trains.
- Design of adjustable footrest
- Crashworthiness accredited.
- Manufactured by Diamond.
- Installation on customer site.



northern  
by arriva

### Northern Full Fleet Seating

- 268 trains complete.
- Across the UK at 9 locations.
- Frames, shells, foams, covers and installation.
- All fire certification managed.
- Spares programme.

“Diamond have worked with Northern over the past three years providing an excellent service in manufacturing and delivering refurbished seats for our fleet refurbishment project including the transition from “flat cloth” to “moquette” seat coverings. Customer feedback has seen improved passenger survey results, and the seats compliment the overall product.”

**Andy Marden**

Head of Transformation - Engineering Northern Rail





### Class 170 DMU Front of House

- 29 units receiving seat repairs.
- A new cast tool was created to manufacture new grab handles.
- Painting of interior components requiring dilapidation repair.
- Vinyl and labels removed and replaced.



### Toilet Floor Modifications

- Engineering solution developed for identified problem.
- Design and manufacture of floor plate modification.
- Modification procedure written.
- Engineering change supported.



### Siemens Class 185 DMU Seating Refurbishment

- 51 trains complete.
- Standard and first-class seating shells painted.
- Painting, foams, covers and frames.
- Spares programme.



“ I worked closely with a number of suppliers, one of which being Diamond . Whilst the contract was via the operator, I found them to be responsive to programme updates and the quality of the product and installation team exceeded expectation. Regular communication was key to a good working relationship, and I would not hesitate to use them again in support of delivering a refresh/refurbishment project. ”

**Alison Smith**  
Senior project Manager - Gemini Rail group