Whole Life Cost Reduction Strategies & Technical Solutions For:
Optimal Prioritisation, Planning And Delivery Of Track Maintenance & Renewals
Achieving The Most Cost Effective And Time Efficient Programmes Of Work

Join Strategic And Technical Discussions On Key Issues Impacting Effective Delivery Of Track Maintenance And Renewals Including:

**TRACK ASSET MANAGEMENT STRATEGIES:** Learn About The Practical Application Of Asset Management Strategies For Optimising The Prioritisation Of Work And Contributing To Maintenance And Renewal Forecasting

**DETAILED PLANNING:** Hear Industry Leaders Present Their Processes For Conducting Comprehensive Planning Of Maintenance And Renewals To Ensure Accurate, Feasible, And Cost Effective Programmes Of Work

**INNOVATIVE SOLUTIONS FOR MANAGING POSSESSIONS:** Uncovering Logistical And Technical Solutions For Maximising Productivity During Possessions To Ensure The Completion Of Work And To Minimise Life-Cycle Costs

**WHOLE LIFE CYCLE COST REDUCTION:** Delivering Current And Relevant Strategies For Adopting A Whole-Life-Cost Approach To Maintenance And Renewal To Optimise The Performance Output Of Track Assets And Minimising Life-Cycle Costs

**REMOTE DIAGNOSTICS:** Hear Real End User Experiences On What Infrastructure Parameters They Are Measuring, How They Are Using The Data To Influence Their Current Physical Maintenance Regimes, And What The Achieved Cost Benefits Have Been

**SWITCHES & CROSSINGS:** Providing Logistical And Technical Solutions For Conducting The Most Cost Effective Maintenance And Renewal Of S&C Assets, Eliminating Point Failures, And Enhancing The Durability Of Components

**AUTOMATION & MECHANISATION:** Gain Insights On Advances In Automation Machinery For Track Works And Learn About The Decision Criteria Being Used To Justify An Outlay On Machinery

**Expert Insights From 20+ Infrastructure Owner/Operators Leading Track Maintenance & Renewal Projects:**

- Steve Featherstone
  Track Programme Director
  Network Rail

- Jiri Kolar
  Director General
  SZDC

- Jose Clemente
  Director Of Engineering
  REFER

- Soren Boysen
  Director Of Technical Operations
  Banedanmark

- Paul Godart
  Assistant Director Of Infrastructure
  Infrabel

- Jan Swier
  Strategic Advisor & Project Leader: Asset Management Division
  ProRail

- Dr Marc Antoni
  Head Of Technological Innovation: Asset Management & Safety
  SNCF

- Mario Testa
  Head Of Track Division: Technical Department
  RFI

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Well organised, attended and delivered key industry topics well. Was good to see so many delegates and speakers come together for this transport initiative. Look forward to the next event.

Railway Industry Association (RIA)

Dear Colleague,


If so, we invite you to join us at the Cost Optimisation Track Maintenance & Renewals Congress 2012, where you will hear from 20+ Directors, Department Heads, and Chief Engineers from the major European infrastructure owner/operators.

Now more than ever we are faced with the dilemma of how to continue delivering improvements in performance and reliability whilst reducing whole life-cycle costs. Improving the quality of track asset data, and understanding how best to use that data to influence maintenance and renewals strategy, is a key driver for optimising planning and prioritisation decisions to secure these long-term efficiency goals.

The Cost Optimisation Track Maintenance & Renewals Congress 2012 offers you a valuable opportunity to benchmark your practices, approaches and methods of working as carefully selected speakers discuss the application of their asset management tools, practices and processes to understand the best possible balance between renewal and maintenance.

As the only track infrastructure congress focusing on maximising efficiencies and minimising whole life-cycle costs, this is your opportunity to benefit from invaluable lessons from senior decision makers to help you improve planning, capitalise on new technologies, and ultimately ensure increased reliability of infrastructure.

Please take a look through the enclosed agenda and visit www.track-maintenance-cost-optimisation.com for the fastest way to register.

I look forward to welcoming you to this integral Congress at the Millennium Hotel, Mayfair, London this November.

Lindsay Bleakley
Rail Initiatives Director

Sponsorship And Exhibition Opportunities At Cost Optimisation Track Maintenance & Renewals Congress 2012

Need to generate new sales leads, engage decision makers, build new future business relationships in this growth market, or simply educate the industry about your new product? Then you need to exhibit at the Cost Optimisation Track Maintenance & Renewals Congress 2012. Our busy exhibit area is an integral part of the Congress and is of genuine practical value to delegates, who are looking for new solutions and technologies. Becoming a Conference Sponsor will help you position yourself as a market leader and centre of excellence to the key decision makers from across the industry.

See page 7 for further information.

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8.50 Chair's Opening Remarks

OPENING KEYNOTE PANEL: TRACK ASSET MANAGEMENT

9.00 Achieving The Right Balance Between Renewal And Maintenance Activity: Exploring The Practical Application of Track Asset Management Strategies For Effective Prioritisation Of Work And The Lowest Possible Life-Cycle Cost

- Assessing tools and models for calculating the "economic limit of repair" that identifies the point when maintenance is no longer cost effective compared to renewal
- Highlighting best practices for recording of asset cost and performance data to ensure a quality of information that is conducive to forecasting and prioritising works – pragmatic solutions for improving results
- Exploring different life-cycle cost calculation instruments and the best use of these tools for improved decision making processes
- Identifying a working system for structuring data in an accessible, readable and user friendly format that supports efficient and proactive maintenance activity
- Exploring the potential efficiency benefits of recording GPS coordinates for all track asset data
- Exploring innovations in software for analysing diagnostics data to support more accurate forecasting of track maintenance and renewals
- Benchmarking industry asset management approaches and techniques for reducing overall maintenance and renewal costs

Paul Godart, Assistant Director Of Infrastructure, Infrabel
Sue Coverdale, Head Of Track Asset Management, Network Rail
Dr. Marc Antoni, Head Of Technological Innovation: Asset Management & Safety, SNCF
Dr. Florian Auer, Head Of Life-Cycle Management, OBB

9.40 Question & Answer Session

ASSET MANAGEMENT: INVESTIGATING THE PRACTICAL APPLICATION OF ASSET MANAGEMENT STRATEGIES FOR OPTIMISING THE PERFORMANCE OUTPUT OF TRACK ASSETS, MAINTAINING RELIABILITY, AND MINIMISING LIFE-CYCLE COSTS (LCC)

10.00 Implementing A Risk Based Maintenance Regime Determined By Track Asset Performance And The Operational Usage Of The Route To Optimise Life-Cycle Cost

- Developing maintenance standards using a risk based assessment to determine the necessary level of maintenance activity for controlling a certain level of risk
- Exploring the extent to which maintenance tolerances for non-compliment geometry can be relaxed depending on the operational usage of the route
- Analysing the different risk assessment techniques that can be used for arriving at a solution that optimally balances safety, cost and performance
- Balancing increases in standards on high-speed lines that experience greater dynamic forces with decreases on slower rural lines for an optimal maintenance regime
- Investigating tools for understanding the performance of the assets to enable amore accurate assessment of risk
- Examining the decision criteria for factoring level of risk against maintenance frequency

Jan Swier, Strategic Advisor & Project Leader: Asset Management Division, ProRail

10.30 Question & Answer Session

10.40 Morning Refreshments In Exhibition Showcase Area

MEASURING INPUT AGAINST OUTPUT

11.10 Using Analysis Tools For Improving Maintenance Input Vs. Performance Output Calculations To Maximise The Lifespan Return From Track Assets And Enable Informed Prioritisation Decisions

- Introducing the concept of maintenance input vs performance output as a tool for enhancing prioritisation decision making
- Uncovering measuring solutions for accurately determining the residual performance of track assets as they degrade with age and usage
- Investigating tools and software for mapping maintenance inputs and the resulting asset performance outputs to contribute to optimal prioritisation of works
- Assessing how maintenance frequency impacts on residual asset lifespan to determine the most cost effective strategy for renewing infrastructure
- Identifying tools for measuring the optimal maintenance frequency for minimising life-cycle costs by extending asset lifespan

Soren Boysen, Director Of Technical Operations, Banedanmark
Sue Coverdale, Head Of Track Asset Management, Network Rail

11.50 Question & Answer Session

BALANCING TOP DOWN ASSET MANAGEMENT DATA RESULTS VS BOTTOM UP ACTUAL OBSERVATIONS

12.00 Analysing The Gap Between Asset Management Based Recommendations For Maintenance And Actual Infrastructure Requirements To Improve Asset Data Quality And Accuracy Of Maintenance Forecasting

- Investigating strategies, tools, and processes for relating the asset database to the reality outside to improve data quality and forecasting accuracy
- Exploring strategies for optimising asset data quality by identifying discrepancies with top down asset forecasting and actual current maintenance needs
- Highlighting commonly occurring discrepancies and the strategies for aligning data quality with condition reality
- Strategies for managing the effects of discrepancies on budget calculations for maintenance forecasting

Dr. Florian Auer, Head Of Life-Cycle Management, OBB

12.30 Question & Answer Session

12.40 Networking Lunch In Exhibition Showcase Area

MATCHING TRACK ASSETS WITH OPERATIONAL ROUTE CONDITIONS


- Assessing tools for modelling rail degradation from rolling contact fatigue to establish the tolerances and operational load condition limits for track choice
- Analysing best practices for using track asset degradation knowledge to enable an informed selection criteria and an asset knowledge that supports maintenance forecasting
- Investigating the application of heat hardened rail products for installation in high wearing areas that are subject to intense dynamic forces
- Comparing the performance of heat hardened rail and standard rail grades in areas that are subject to intense dynamic forces to determine the actual whole LCC benefit

Dr. Marc Antoni, Head Of Technological Innovation: Asset Management & Safety, SNCF
Brian Whitney, Principal Track Engineer, Network Rail

2.20 Question & Answer Session

REMOTE MONITORING AND DIAGNOSTICS:

2.30 – 4.40 DETAILED ANALYSIS ON EFFECTIVE USE OF REMOTE DIAGNOSTICS DATA

A) CASE STUDY: PLAIN LINE PATTERN RECOGNITION AT NETWORK RAIL

- Introducing Network Rail's Plain Line Pattern Recognition (PLPR) system for capturing line-scan, thermal, and 3D imagery as part of an advanced remote condition monitoring programme
- Identifying the diagnostic parameters that are being captured by the system as part of a track condition, track geometry and ballast measurement analysis
- Examining an applied strategy for integrating PLPR analysis with a physical inspection and maintenance regime
- Reviewing calculations on the level of manual track inspections that can be reduced with PLPR analysis
- Comparing time, cost and accuracy factors for manual track inspection and video surveillance inspection to give the actual LCC benefits of implementing a remote

Gary Walsh, Head Of Network Solutions, Network Rail
Tim Flower, Programme Manager: PLPR, Network Rail

3.00 Question & Answer Session

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Day One
Tuesday 20th November, 2012

(CONTINUED)

B) CASE STUDY: SWITCH DIAGNOSTICS

3.10 Implementing Switch Monitoring Diagnostic Technology Combined With An Optimal Maintenance Regime For Enhancing The Performance Of S&C Assets And Eliminating Point Failures

- Implementing a system for remote monitoring of switches to enhance point operating performance and significantly reduce failures
- Specifying what data is collected from remote switch point monitoring and how it is used to influence a maintenance regime that optimises the performance and reliability of S&C assets
- Reviewing the effectiveness of the remote condition monitoring system for identifying inspection and maintenance requirements
- Integrating preventive maintenance concepts using remote switch point monitoring data for triggering interventions as part of an optimal maintenance regime
- Examining the maintenance regime that must be carried out in alongside diagnostic analysis for eliminating point failures and optimising the performance of switches
- Showcasing actual result of LCC reductions resulting from minimised inspection costs, enhanced asset performance, and reduced maintenance interventions
- Investigating the process for ensuring switch and point setup dimensions are consistent for assurance of condition and quality

Gian-Piero Pavirani, Head Of Maintenance Engineering, RFI

3.40 Question & Answer Session

3.50 Afternoon Refreshments Break In Exhibition Showcase Area

C) TRACK GEOMETRY


- Investigating the latest non-contact optical technology for measuring geometric track parameters at speed to signiﬁcantly reduce manual inspection costs
- Identifying the geometric parameters that are being measured and what the analysis of these parameters indicates: What exactly is being monitored? How can the information be constructively used? What beneﬁts are being achieved as a result?
- Validating the frequency of which the diagnostic results are analysed to satisfy an assessment of risk
- Looking beyond failure prevention to develop strategies for integrating diagnostic information analyses with existing maintenance regimes to build integrity, reliability, and safety into a system that is easy to operate
- Reviewing the system for efficiently coordinating diagnostic recommendations with the visually recognised maintenance requirements for optimising planning and prioritising

Gian-Piero Pavirani, Head Of Maintenance Engineering, RFI

4.40 Question & Answer Session

5.20 Question & Answer Session

5.30 Implementing The Standardisation Of Assets And Processes To Simplify Maintenance And Renewal Works Enabling A Greater Level Of Competency And Reducing Overall Costs

- Benchmarking decision making criteria and processes used for arriving at selected organisational standards
- Balancing the trade-off between the continual innovation to improve infrastructure specifications and standardising working processes for a more efﬁcient build
- Examining the standardisation of maintenance processes for achieving a better ﬁnal product by increasing competency levels
- Investigating tools for measuring the cost beneﬁt of standardising track and switch assets to deliver cost beneﬁts by reducing the spare parts inventory
- Reviewing how best to maximise the safety beneﬁts of implementing a standardisation of processes

Gary Walsh, Head Of Network Solutions, Network Rail

6.00 Question & Answer Session, Followed By Chair’s Day One Closing Remarks

6.15 - 7.15 Networking Drinks In The Exhibition Showcase Area

Full Speaker Faculty At Cost Optimisation Track Maintenance & Renewals Congress 2012

- Steve Featherstone, Track Programme Director, Network Rail
- Jiri Kolar, Director General, SZDC
- Jose Clemente, Director Of Engineering, REFER
- Soren Boysen, Director Of Technical Operations, Banedanmark
- Paul Godart, Assistant Director Of Infrastructure, Infrabel
- Jan Swier, Strategic Advisor & Project Leader: Asset Management Division, ProRail
- Dr Marc Antoni, Head Of Technological Innovation: Asset Management & Safety, SNCF
- Mario Testa, Head Of Track Division: Technical Department, RFI
- Sue Coverdale, Head Of Track Asset Management, Network Rail
- Dr Florian Auer, Head Of Lifecycle Management, OBB
- Gian-Piero Pavirani, Head Of Maintenance Engineering, RFI
- Gary Walsh, Head Of Network Solutions, Network Rail
- Jan Mys, Head Of Track Engineering Studies, Infrabel
- Barney Daley, Head Of Infrastructure Reliability, Network Rail
- Brian Whitney, Principal Track Engineer, Network Rail
- Tim Flower, Programme Manager: P1PR, Network Rail
- Marco Baldeiras, Track Inspection Engineer, REFER
- Peter Juel Jensen, Track System Supervisor, Banedanmark
- Prof. Paulo Teixeira, Engineering Professor, Technical University Of Lisbon (IST)
**Day Two  Wednesday 21st November, 2012**

ASSESSING REAL EXPERIENCES IN APPLYING EFFECTIVE PLANNING AND MANAGEMENT STRATEGIES WITH THE USE OF INNOVATIVE TECHNIQUES AND TECHNOLOGIES FOR DELIVERING IMPROVED ASSET PERFORMANCE WHILST MINIMISING WHOLE LIFE COSTS

8.50 Chair's Opening Remarks

OPENING KEYNOTE ADDRESS: MAXIMISING PRODUCTIVITY DURING POSSESSIONS

9.00 Showcasing Innovative Machinery And Cost Effective Methods Of Working For Maximising Productivity During Possessions
- Examining the actual achieved productivity and LCC benefits of the latest plant and maintenance equipment for maximising productivity during track possessions.
- Reviewing the latest high output track machines that facilitate installation with less downtime on the railway.
- Investigating opportunities for maximising the application of a modular technique for track and S&C renewals to significantly increase productivity during possessions.
- Exploring track maintenance technologies and machinery for enabling work with adjacent lines open to increase opportunities for taking possession of tracks.

Steve Featherstone, Track Programme Director, Network Rail

9.30 Question & Answer Session

SPECIAL KEYNOTE ADDRESS: MODERNIZATION OF SZDC INFRASTRUCTURE

9.50 Exploring The Progression Of SZDC And The Future Plans For Efficiently Modernising And Developing The Network Infrastructure: Lessons On Planning And Prioritising To Deliver Efficiency
- Reviewing the founding of the Czech Railway Infrastructure Administration (SZDC), the legal framework, rights and obligations, liberalisation, and the transfer of activities from Czech Railways.
- Examining the characteristic of SZDC lines, what the priorities are for modernising and developing the rail network, and how those priorities were decided.
- Applying a whole-system whole-life strategy for modernising the railway infrastructure: Exploring how and why decisions were reached to find a solution that fits all disciplines.
- Exploring the how and why choices are made at SZDC for investment in track maintenance and renewal technologies: What are the long-term cost and efficiency benefits, and what are the plans for future investment?

Jiri Kolar, Director General, SZDC

10.05 Question & Answer Session

OPTIMAL PLANNING OF TRACK WORK

10.10 Leading Infrastructure Owner/Operator Approaches For Implementing Highly Detailed Planning Ensuring More Feasible, Deliverable And Cost Effective Programmes Of Work
- Identifying the key elements of a highly effective, detailed planning regime that sets out realistic timescales and delivers cost efficiencies: Eliminating knock-on costs associated with design changes, additional possessions, and alternative plant requirements.
- Optimal planning of plant and staff deployment to maximise productivity during track possessions to avoid the associated inefficiencies with the incorrect specification of fleet size.
- Appraising assessment matrixes and 3D surveying tools for evaluating site suitability and ensuring the accuracy of planning for major track and S&C works.
- Examining effective processes for validating new equipment to minimise the cost implications of failures when they are first introduced.

Jose Clemente, Director of Engineering, REFEER
Marcos Balderas, Track Inspection Engineer, REFEER
Professor Paulo Teixeira, IST, Technical University Of Lisbon

10.40 Question & Answer Session

11.00 Morning Refreshment Break In The Exhibition Area

INTER-DISCIPLINARY COORDINATION

11.30 Improving Sequencing And Coordination Of Maintenance And Renewal Work Between Departments To Enable The Most Efficient Use Of Access Slots And Prevent Duplication Of Effort
- Taking a more coordinated, inter-disciplinary approach to scheduling activity for best use of possessions to produce cost savings and enhance overall productivity.
- Overcoming the costly knock-on effects that occur when making changes to a maintenance regime that impacts on the maintenance regime of other disciplines.

Paul Godart, Assistant Director Of Infrastructure, Infrabel

12.00 Question & Answer Session

MANAGING MAINTENANCE CONTRACTORS

12.10 Managing And Incentivising Contractors To Adopt A Whole-System Whole-Life Cost Ethos To Support The Optimal Management Of Track Assets And Reduce Costs
- Overview of strategies for engaging the supply chain to fulfil their shareholder responsibilities.
- Improving contractors performance by taking a more collaborative, partnership-based approach to give greater ownership of the work.
- Balancing the stakeholders to achieve a commonality of purpose which a focus on optimising whole-life-cycle costs.
- Reviewing successes in challenging the maintenance contractor to lengthen the lifespan of assets and postpone renewals.
- Using performance based contracts to incentivise the contractor emphasising ownership and empowering them to decide on the best strategy or the best maintenance activity for minimising LCC.

Paul Godart, Assistant Director Of Infrastructure, Infrabel

12.40 Question & Answer Session

12.50 Networking Lunch In The Exhibition Showcase Area

INCREASING ASSET RELIABILITY AND WORKING EFFICIENCIES ON CONDUCTING MAINTENANCE AND RENEWAL OF SWITCHES: USING MODULAR TECHNIQUES, OPTIMISED DESIGN, AND RETROFITTING OF COMPONENTS

RETROFITTING OF S&C COMPONENTS

1.50 Retro-Fitting Of Harder Wearing More Reliable Switch Components To Reduce Maintenance, Enhance Performance And Extend Asset Life-Cycle
- Identifying innovative hard wearing component replacements for switch assets that support an extended life-cycle: Stretchers bars, frogs, crossing noses.
- Reviewing the performance results of retro-fitted high wearing switch component replacements in terms of increased lifespan and reliability of switches.
- Examining the LCC benefits of retro-fitting switch profiles with higher grade rail in wear-prone areas that are subject to high dynamic forces.
- Exploring innovative fastenings for retro-fitting with track and switch to increase stability and enable a significantly increased line-speed and higher dynamic forces from traffic.

Marlo Testa, Head Of Track Maintenance, RFI

2.20 Question & Answer Session

CASE STUDY: OPTIMISATION OF THE INFRABEL POINT MAINTENANCE STRATEGY

2.10 Examining The Infrabel Point System Design and Maintenance Strategy That Minimises The Effect Of Rolling Contact Fatigue, Increases The Life Of Switch Components And Enhances Overall Performance And Reliability
- Defining the turnout strategy at Infrabel and how it contributes to significantly improved performance and reliability.
- Optimising the design of switch component geometries and dimensions to considerably reduce mechanical failures and wear from rolling contact fatigue caused by the dynamic load of traffic.
- Investigating the innovative methods and technologies used for measuring and maintaining switch profiles.
- Revealing investments in the Infrabel turnout factory and how they contribute to increased productivity and efficiency.
- Detailing the achieved and expected future performance and whole-life-cost reduction results.

Jan Mys, Head Of Track Engineering Studies, Infrabel

3.00 Question & Answer Session

3.10 Afternoon Refreshments Break In Exhibition Area
Day Two Wednesday 21st November, 2012
(CONTINUED)

CASE STUDY: HIGH DRIVE POINT OPERATING SYSTEM

3.40 Improving The Reliability Of The High Drive Point Operating System To Significantly Reduce Maintenance Frequency And The Consequence Of Point Failures

- Introducing a High Drive System For Operating Points: reviewing potential benefits against cost drivers
- Assessing the LCC and asset performance criteria considered for justifying the initial outlay for the equipment
- Highlighting design improvements to counter the initial malfunctions in the High Drive Point Operating System and dramatically reduce point failures
- Examining how the supplementary drive behaves under stresses and how to optimise the component by design
- Calculating the optimal pressure is required to create the correct alignment to reduce point failures while switches are in operation

Barny Daley, Head Of Infrastructure Reliability, Network Rail

4.10 Question & Answer Session

CASE STUDY: MODULAR TECHNIQUES FOR S&C INSTALLATION

3.50 Effective Application Of Modular Techniques For S&C Renewals To Overcome Limitations Of Short Possession Windows

- Using detailed front end feasibility planning for overcoming the strategic and logistical barriers of using a modular technique for S&C renewals
- Reviewing evaluation tools for assessing site suitability and ensuring accurate timescales are imposed on works
- Co-ordinating S&C renewals with signalling discipline for optimising the possession time to include multiple necessary works
- Uncovering the technical and logistical solutions for safely installing out of gauge S&C when working with adjacent lines open
- Resolving the technical challenges of using a modular technique for installing S&C on curve
- Examining best practices for assembling and installing the supplementary drive on site when delivering points in the most efficient and cost effective way

4.20 Question & Answer Session, Followed By Chair's Closing Remarks

5.00 End Of Conference

Venue Info

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Floor Plan

This conference addressed all of the key issues in an engaging and fresh way - it was good to meet with my peers to discuss industry developments, both present and for the future also.

Peter Luchetti, Table Rock Capital
DEMONSTRATE THOUGHT LEADERSHIP

Increasing reliability and efficiency of track infrastructure assets is a growing area of technological development and investment. You may be pioneering these advances, but do your customers know what differentiates you from your competitors? Use targeted, editorially reviewed keynotes and case studies to demonstrate thought leadership to your target audience.

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Any solutions selected by Infrastructure Owner/Operators must be subjected to careful comparative cost-benefit analysis. Of course Project Directors & Chief Engineers take into account, profile, credibility and market leadership when selecting suppliers to support their maintenance and renewals strategies. Your organisation must be at the forefront when these decisions are made. Cement your leadership position with targeted branding and profiling campaigns directed at the major Infrastructure Owner/Operators as they search for solutions to reduce operating costs and improve track infrastructure reliability.

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Who Will You Meet?

Attendees By Organisation Type

- 45% Infrastructure Owner/Operators
- 31% Engineering Contractors
- 20% Service & Technology Providers
- 4% Academic / Consultant / Trade Associations

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The **Cost Optimisation Track Maintenance & Renewals Congress 2012** offers a unique platform for you to deliver your message, raise awareness and network with industry leaders working on maximising efficiencies across track maintenance and renewal works through cutting-edge solutions to balance cost with increased reliability.
I would like to register the delegate(s) below for the 2 day conference
Cost Optimisation Track Maintenance & Renewals Congress 2012

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