



FOR OPERATOR EXCELLENCE

# THE SEARCH FOR EXCELLENCE HAS BEGUN

Wednesday 8 November  
Hilton Birmingham Metropole

[ROUTEONEAWARDS.COM](https://routeoneawards.com)

# THE SEARCH FOR EXCELLENCE

**The routeone Awards are the most sought-after accolades for the coach and bus sector. They reward exceptional standards, innovation and achievement in all aspects of operating.**

Exemplary operators and individuals will be recognised as the industry's elite at a presentation evening on 8 November (coinciding with industry showcase, Coach & Bus UK).

The route to success starts with nominations and is followed by entries, shortlisting and finally, judging. This ensures the results are conclusive and credible.

A new category joins the line-up this year, to recognise those that represent the very best of coach tourism. There is sure to be much competition for it, as there will be across the 16 categories. But, to be in the running for one of the honours, candidates must first be nominated by those within the industry.

## It's time to identify those worthy of recognition

### **RIISING STAR**

This category focuses specifically on managers within the industry of any age or discipline who are already showing great potential. Finalists must show clear evidence of progress to date, and how their skills will be used in the future to take on the most senior roles within the business.

### **MANAGER OF THE YEAR SMALL/MEDIUM OPERATOR** (up to 150 vehicles)

This category is for the manager who has shown commitment and enthusiasm and an excellent ability to motivate, and how they have made a personal contribution to a small/medium-sized operator.

### **MANAGER OF THE YEAR LARGE OPERATOR** (over 150 vehicles)

This category is for the manager with proven abilities and who has shown commitment and enthusiasm and an excellent ability to motivate. They have also personally contributed to their organisation.

### **OUTSTANDING CUSTOMER EXPERIENCE**

This category recognises and rewards the individual or team of individuals that has put their customers' experience at the forefront of their thinking and intends to keep it there. Entrants must demonstrate an unwavering commitment to the customer and how such an approach has delivered benefits to the business.

### **ENGINEER OF THE YEAR SMALL/MEDIUM OPERATOR** (up to 150 vehicles)

This category recognises and rewards the talents of a skilled engineer within a small- or medium-sized operator. Entrants must demonstrate how they have managed complex tasks and processes, met specified targets and shown effective communication skills.

### **ENGINEER OF THE YEAR LARGE OPERATOR** (over 150 vehicles)

This category recognises and rewards the talent of a skilled engineer within a large operator. Entrants must demonstrate how they have managed complex tasks and process, met specified targets and shown effective communication skills.

### **COACH TOURISM PROGRAMME OF THE YEAR**

**NEW**

This category is strictly for the coach operator that has delivered its own coach tourism programme, including holidays and/or day trips. Entrants will display innovation and derive commercial success through that work, while also delighting their customers and showcasing coach tourism at its finest.

### **BEST USE OF TECHNOLOGY** (up to 150 vehicles)

This category recognises high-level success where the introduction of the latest technology or technology-related products has delivered quantifiable and significant benefits for the business and its customers.

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### **ENVIRONMENT AWARD**

This category is for the operator with an exceptional commitment to a green agenda. It will provide evidence that will show the nature of the project, idea or innovation and a report on its benefits, including how they have been achieved.

## SMALL COACH OPERATOR OF THE YEAR

(up to 15 coaches)

This category is for the small coach operator that demonstrates a commitment to quality, innovation and customer service. *Eligibility for this category is strictly dependent on the combined total number of coaches and minicoaches operated, not overall fleet size, and it is open to all eligible businesses regardless of the predominant size of vehicle that they run.*

## MEDIUM COACH OPERATOR OF THE YEAR

(16 to 40 coaches)

This category is for the medium-sized coach operator that demonstrates a commitment to quality, innovation and customer service. *Eligibility for this category is strictly dependent on the combined total number of coaches and minicoaches operated, not overall fleet size, and it is open to all eligible businesses regardless of the predominant size of vehicle that they run.*

## SMALL/MEDIUM BUS OPERATOR OF THE YEAR

(up to 150 buses)

This category focuses on exceptional performance of small/medium bus operators, with evidence to show exemplary service in every respect. *Eligibility for this category is strictly dependent on the total number of buses operated, not overall fleet size.*

## LARGE COACH OPERATOR OF THE YEAR

(Over 40 coaches)

This category is for the large coach operator that demonstrates a commitment to quality, innovation and customer service. *Eligibility for this category is strictly dependent on the combined total number of coaches and minicoaches operated, not overall fleet size, and it is open to all eligible businesses regardless of the predominant size of vehicle that they run.*

## LARGE BUS OPERATOR OF THE YEAR

(over 150 buses)

This category focuses on exceptional performance of large bus operators, with evidence to show exemplary service in every respect. *Eligibility for this category is strictly dependent on the total number of buses operated, not overall fleet size.*

## SPECIAL AWARD

For the individual who is judged to have made a very special contribution to the industry.

# NOMINATE THE BEST IN THE INDUSTRY

The **routeone Awards** are by the industry, for the industry. While the nomination process is simple, its outcome is vital.

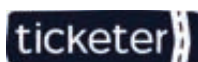
**As thanks for industry input, all those who nominate will be entered into a prize draw to win a £500 media spend with routeone\*.**

Made in confidence, nominations are invited from manufacturers, dealers and suppliers. Nominations for the people categories are also welcome via third-party recommendation, or by individuals directly if they are endorsed by the business proprietor or Managing Director.

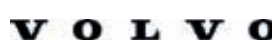
All nominees will be asked to complete an entry form that will allow the panel of judges to determine the shortlist of potential winners.

**NOMINATE NOW AT  
ROUTEONEAWARDS.COM/NOMINATE**

### HEADLINE PARTNER



### AWARD PARTNERS



### EVENT PARTNERS



\*Terms apply, see [routeoneawards.com/prize-draw](http://routeoneawards.com/prize-draw)



NEC Birmingham  
8-9 November 2023



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# COACH & BUS UK<sup>23</sup>



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