



INSPIRATION

The Railway 200 Exhibition Train

Past. Present. Future

Welcome to the Inspiration Volunteer Briefing



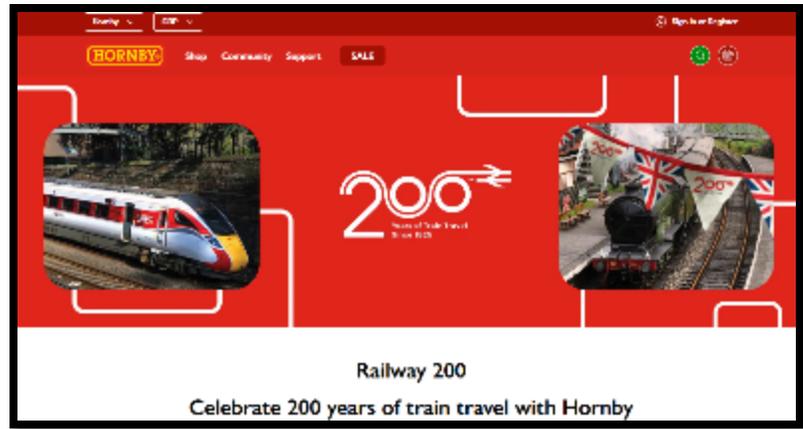
Agenda

- **Welcome and Introduction** – *What is the Railway 200 Campaign?*
- **Inspiration: The Railway 200 Exhibition Train** - *Objectives and purpose of the visitor attraction*
- ***What 's Inside the Carriages?***
- **Your Role as a Volunteer** – Responsibilities, disable visitors & safeguarding, key information
- ***Health and Safety***
- ***Volunteer Impact*** – *How you make a difference*
- **Frequently Asked Questions**
- **Spreading the word on social media**

Railway 200 Campaign



The Longest Serving Railway Family



Historical Timeline
540 views • 2 months ago



HS2 celebrates Railway 200 at newly built Colne Valley...



New Year's Day 2025 - Whistle Up



Inspiration - Railway 200's Exhibition Train
604 views • 3 weeks ago



The Feltham Rocket



Rail Art Collection at the National Railway Museum



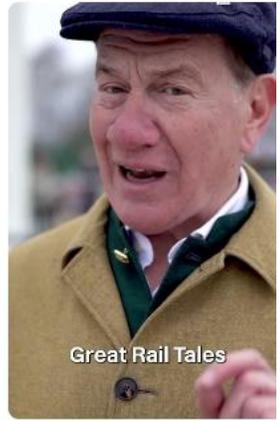
The UK's Favourite Railway Artwork



Leeds' Middleton Railway
3.3K views • 2 months ago



West Midlands children challenged to visit 200 stations during Railway 200



Listen to the launch selection or add your ...
1K views





INSPIRATION

An iconic travelling visitor attraction that will showcase 200 years of railway innovations, combining past, present, and future railway milestones with hands-on interactivity and career-focused activities.

Launching in June 2025, *Inspiration* will excite, engage and entertain over 100,000 people and will visit 60 locations across the mainline network (England, Scotland and Wales) over 12 months.

A significant number of visitors will be school aged children (11–14-years).

Objectives

- The experience will be recognised as being of high quality
- The exhibition will attract over 100,000 visitors including a significant number of school children
- Visitor satisfaction: the likelihood to recommend target will be >70%
- The exhibition will visit England, Scotland, and Wales
- To ensure the experience is accessible



Bloomberg Connects App

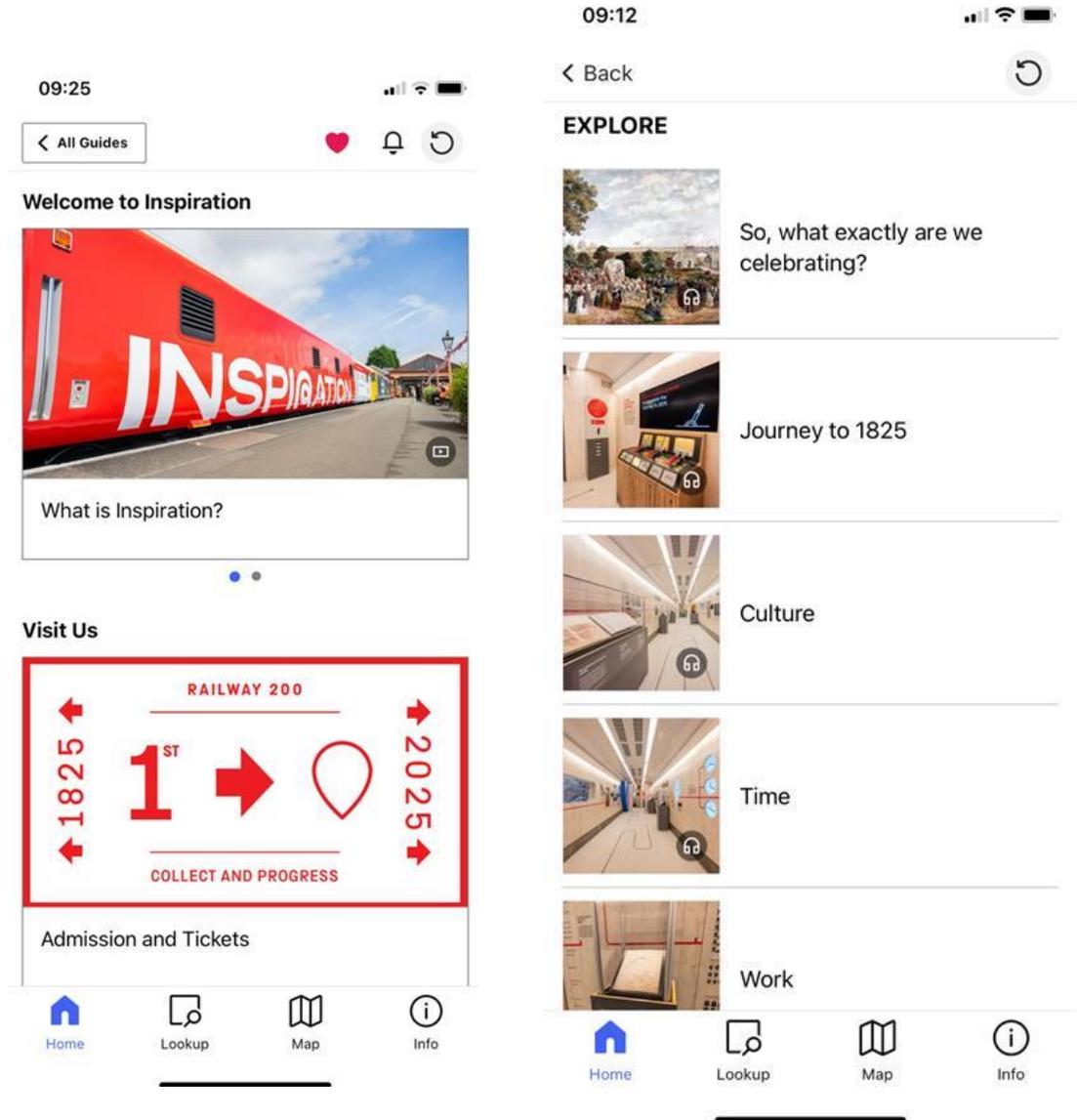
[Bloomberg Connects](#)

Virtual Guide of Inspiration

Download here [Bloomberg Connects](#)

Search for 'Railway 200' or 'Inspiration train'

Contains images of exhibition and narrated overview of content from curators



What's inside the carriages?

2025 is the 200th anniversary of the birth of the modern railway. Britain and the world changed forever. Join us as we celebrate the past, present and future of rail.

Welcome aboard

Railway Firsts

1

Journey through time and discover the ways that railways have helped shape our lives.

2

Wonderlab on Wheels

Think you've got what it takes to make the railways run smoothly? It's time to put your skills to the test.

3

Your Railway Future

Shape the railway's next 200 years with a career in rail.

4

The Partner Zone

Round off your railway journey and get inspired by our friends and partners.

Carriage 1: Railway Firsts

In carriage one, we invite visitors to journey through time and discover the ways that railways have helped shape our lives.



RAILWAY
MUSEUM

What happened 200 years ago?

The Stockton and Darlington railway opened in 1825 on 27th September, it's on this day the first steam-hauled fare-paying passenger journey on a public railway took place.

There are 30 groundbreaking and innovative railway first stories within this carriage to explore.



JOURNEY STAMP
No. 1



PULL
LEVER
TO OPEN

TICKET
HERE

COLLECT
YOUR
TICKET

Railway Firsts

OFFICIAL



Welcome aboard

Wonderlab on Wheels

2

Think you've got what it takes
to make the railways run smoothly?
It's time to put your skills to the test.

1

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The Partner Zone

Round off your railway
journey and get inspired
by our friends and partners.

Carriage 2: Wonderlab on Wheels

In Carriage 2, we're bringing the excitement of the Wonderlabs on Wheels to life with hands-on interactives that appear at the Wonderlab at National Railway Museum.



**RAILWAY
MUSEUM**

It's an unmissable interactive family experience where children can test their scientific and engineering skills.

Whether it's kids or adults, we are demonstrating how engineers' problem-solve, experiment, and work together as part of a team. We're using different types of technology for each exhibit, for example on Sandscapes – it's augmented reality for visitors to test railway typography through motion design.



TICKET
HERE →

Wonderlab on Wheels



Welcome aboard

Your Railway Future

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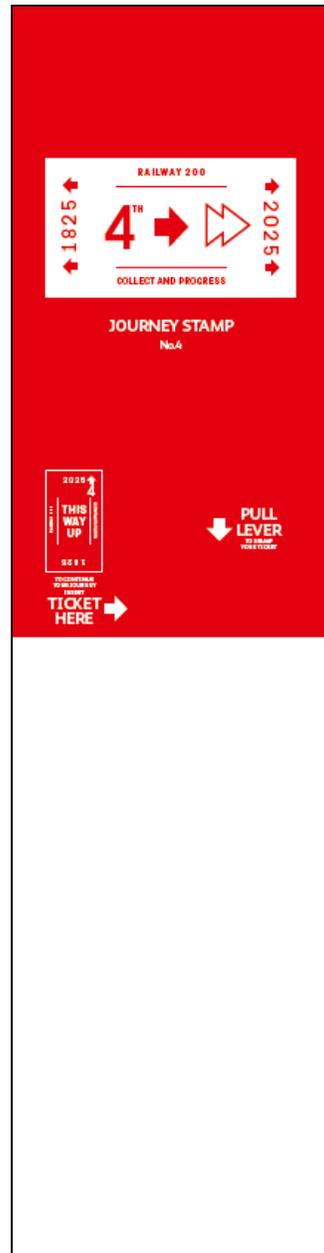


Carriage 3: Your Railway Future

In this carriage, we're showing young people how exciting a future in rail can be. Also, how they can help shape the railway's next 200 years with a career in rail.

Whether they're passionate about saving the planet, love creating awesome videos, or you're a gaming whizz, there'll be something just for everyone!

Visitors can test their coding skills on a train set and see if they're able to programme the perfect journey, a fun way to explore real-world tech skills.



Your Railway Future

OFFICIAL

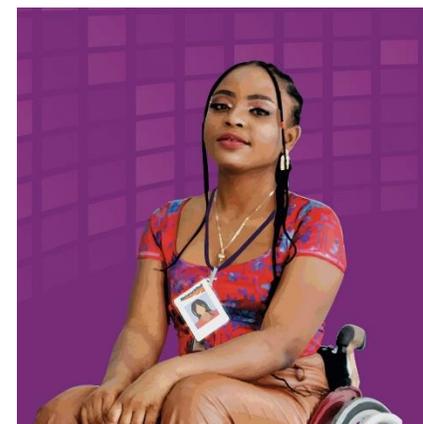
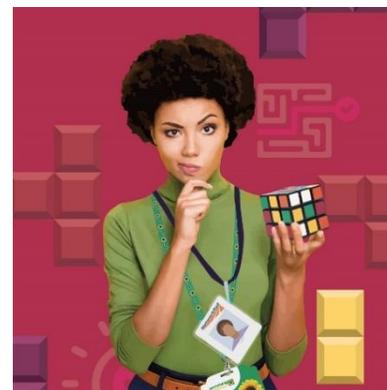


- Freight Manager
- Engineer
- Timetable Planner
- Camera Operator
- Ecologist
- I.T Apprentice
- Railway Teacher
- Coder
- Weather Analyst
- Project Manager

Introducing our 10 Hidden Roles

Key messages: There is a role in rail for everyone. It takes hundreds of different roles to run today's railway. With jobs in cyber security, sustainability, air operations and IT, not all careers on the railway are what you might expect. Features a career quiz (for school visits) and signposts Routes into Rail for advice on career pathways.

1. Coder
2. Railway Teacher
3. Camera Operator
4. Freight Manager
5. IT Apprentice
6. Project Manager
7. Engineer
8. Timetable Planner
9. Ecologist
10. Weather Analyst



The Partner Zone

Round off your railway journey and get inspired by our friends and partners

4

200
Years of Great Travel
Since 1825

1

Railway Firsts

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2

Wonderlab on Wheels

Think you've got what it takes to make the railways run smoothly? It's time to put your skills to the test.

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The Partner Zone

Round off your railway journey and get inspired by our friends and partners.

This carriage is all about a community space and outreach engagement. Here, visitors can explore stories from our partners and local organisation. It's a flexible exhibition space that brings Railway 200 to life through local voices.

Carriage 4: The Partner Zone



Partner Zone

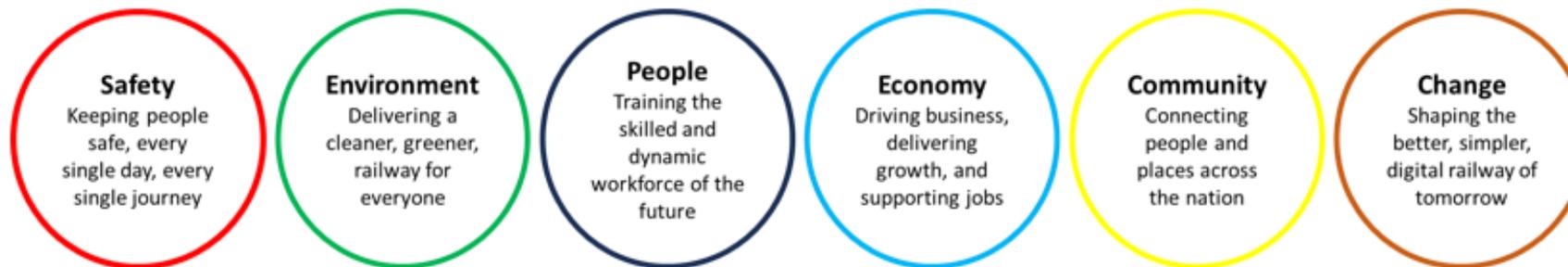


The Partner Zone

A flexible exhibition space for local storytelling and Railway 200 related activity

The carriage is in two sections, one half is exhibition space, and the other section is for storage.

The carriage interior follows the same design theme as the other carriages and talks about the benefits of rail.



There is a donation point to support our charity campaign and a screen for partners to showcase local content.

Capacity is 20 people.

WiFi and furniture is not provided, and nothing can be 'stuck' to the interior walls

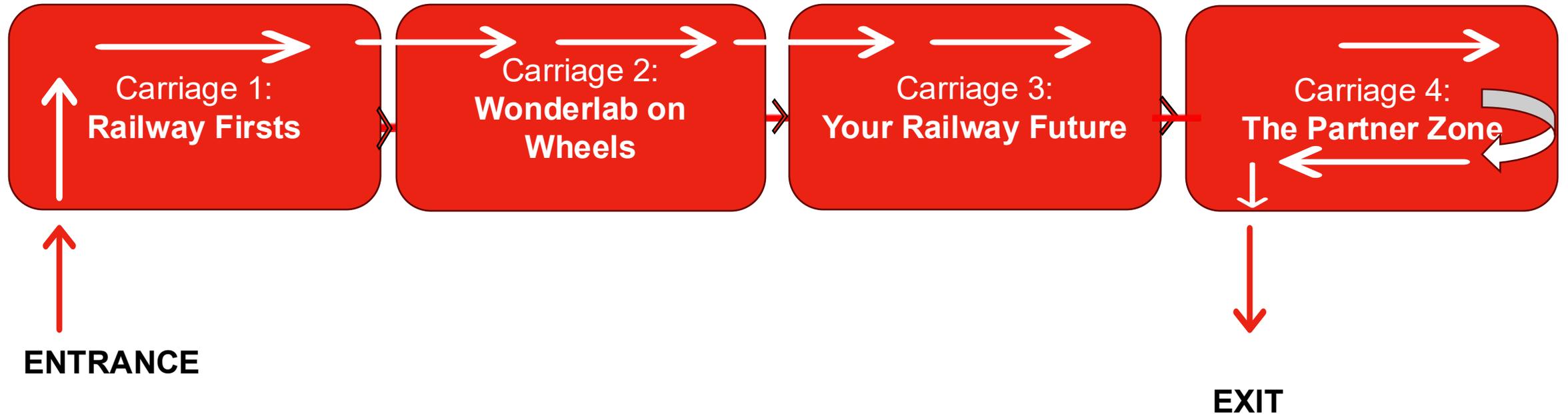
Visitors movement & Flow Management

Managing Visitor Movement Aboard the Train

There will be a designated single entry and exit point.

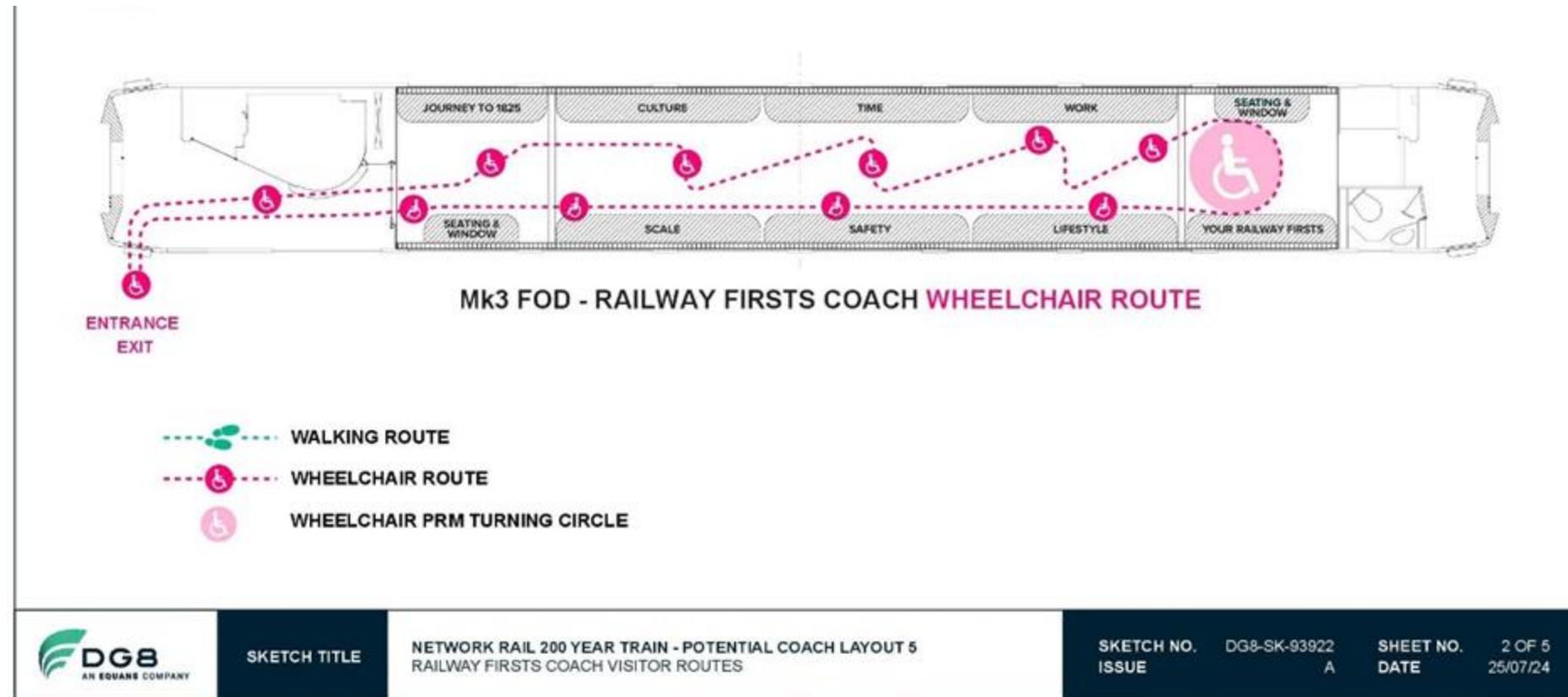
Visitors will walk through each carriage using the internal gangways.

Visitors with full mobility & the majority of wheelchair users



Managing Visitor Movement Aboard the Train

For individuals with larger wheelchairs: They will enter and exit each carriage through one designated accessible door. Each carriage includes a minimum of two wheelchair turning circles, allowing disabled visitors to turn around safely and exit through the same door they entered. The Event Manager will be responsible for deploying the ramps as needed and removing them once no longer required.



Volunteers: Roles & Responsibilities

Your roles and responsibilities

Proposed Plan - Positions on the Train

2x Volunteers at the entry door

2x Volunteers in Firsts carriage

2x Volunteers in Wonderlab carriage

2x Volunteers in the Careers carriage

2x Volunteers at the exit door

Exhibition Train Event Team (2 members from Autograph Event Management Company)

Your roles and responsibilities

When visitors are ready to board....

- Welcome visitors as they board and remind them that they have 15 minutes in each carriage.
- Remind visitors to watch their step and mind the gap between the platform and the train when boarding.
- Offer extra assistance to families with children, elderly visitors, or those with mobility needs.
- Ensure the queue is orderly and doesn't obstruct other visitors or pathways.
- Help people move along inside the exhibition, preventing people from stopping too long at the first interactive. Your role is to keep the flow moving smoothly and avoid bottlenecks at the entrance.
- If capacity is reached near the entrance, stop further entry
- Inform visitors politely that the area is full and they will need to wait a few minutes before entering.
- Keep communication calm and friendly, reassuring visitors that they will be able to enter shortly.
- When visitors inside have moved further along the exhibition, allow a few more people to enter.
- In case of any conflict, safety concerns, overcrowding, or accessibility issues, inform the Event Autograph Team immediately.

Your roles and responsibilities

Onboard Volunteers

- Every 15 minutes, politely remind visitors to move on to the next carriage to help maintain the flow of the exhibition.
- Keep the exhibition space tidy throughout the day.
- Monitor the flow to avoid overcrowding in each carriage (no more than 30 people).
- Report any safety concerns or trip hazards immediately to the Event Autograph Team.

Volunteers in Carriage 1 (Railway Firsts) to encourage visitor to share their memory at the memory wall and notify the Event Manager when the cards have run out.



Volunteers in Carriage 2 (the Wonderlab) to monitor the yellow blocks at bridge-builder interactive to make sure they don't go missing.



Volunteers in Carriage 3 (Futures or careers) to encourage young children to take part in a career quiz using the tablets available.



Your roles and responsibilities

Two (2) Exit Train Door Stewards

- Remind visitors to "mind the gap" between the train and platform.
- Offer extra assistance to families with children, elderly visitors, or those with mobility needs.
- Monitor the flow to avoid overcrowding at exit point.
- Be polite and encourage visitors to take part in the feedback survey that is going to be sent to their email.
- Politely stop any visitor who might carry the yellow blocks from the bridge-builder interactive.
- Report any safety concerns or trip hazards immediately to the Event Autograph Team.
- Provide clear directions to the station exit if asked by visitors, and offer further assistance where needed.

End-of-day duties will include light cleaning tasks

Volunteers: Dusting of surfaces, wiping down visible surfaces (spot-cleaning smudges on glass, mirrors, or doors), vacuuming or sweeping floors, emptying bins, light mopping of floors.

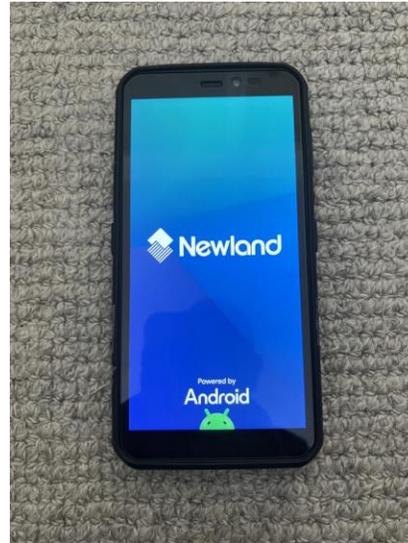
If you have a preferred position for your volunteer role, please speak directly with the Site Lead.

Railway 200: Entry Control & Ticket Checks

Two (2) volunteers at the entry door

Ticket checks

- Politely remind visitors to have their tickets (printed or digital) ready before reaching the checkpoint
- Validate tickets, either inside the station or at the train door, depending on the setup



- Use the clicker provided to count each person as they enter
- Ensure people board the exhibition train at their **designated** time slot. The event team will provide training on how to manage drop-in visitors and latecomers. If you are unsure or need assistance at any time, please radio the event team for support.

Creating a Safe Environment: Visitor Expectations and Safeguarding Overview

Disable Visitors & Safeguarding

- **Volunteers should ask if they would like any assistance — never assume.**
- **The Event Autograph Team will deploy the ramp for each door – not the volunteers.**
- **For visitors with a wheelchair, never touch a wheelchair without permission and to speak directly to the person.**
- **Volunteers should remind disabled visitors that the recommended time in each carriage is 15 minutes, but they are welcome to take more time if needed.**
- **When a wheelchair user is ready to exit through the entry door, give them priority over incoming visitors.**
- **Allow extra time and never rush or pressure a disabled visitor.**
- **Report any racist or inappropriate behavior from other visitors to the Event Autograph Team immediately.**

The Event Autograph Team have DBS checks and are trained to handle safeguarding matters. Any concerns should be reported directly to them, and they will liaise with the school's teachers.

- Do not exchange personal contact details with visiting children.
- Do not be alone with a child in a private or unsupervised area.
- Work in pairs. Do not undertake tasks involving children alone.
- Avoid physical contact unless absolutely necessary for safety.
- Volunteers must not take photographs or videos of children unless authorised.
- Do not share any event content involving children on personal social media accounts.

Health and Safety

Your Safety is Our Priority

Volunteer Emergency Reporting: In case of an emergency inside the train, the Event Autograph Team is the designated point of contact. For incidents that take place on the platform or elsewhere within the site, the Site Lead is the designated point of contact.

In the event of an emergency, both the train and site event teams will work closely together to ensure a coordinated response.

- ✓ A safety briefing regarding the train will be delivered by the Event Autograph Team at the beginning of the day.
- ✓ A separate safety briefing specific to the site will be delivered by the Site Lead at the beginning of the day.
- ✓ These videos are available on demand and can be revisited at any time. A PDF file containing all the information will also be provided via your Site Lead.

If you ever have a question, notice something concerning, or need assistance, please **speak immediately with a member of the Event Autograph Team**. They will be there to support you.

- Be aware of your surroundings
- Follow the guidance provided
- Look after yourself and others

Two-Way Radio Training



2) Speak here

1) Press and hold the button to speak.

3) Release the button to listen



Keep messages brief and clear
Help is needed in carriage....

Break request in carriage....

When the event team passes a message, please acknowledge it by replying '**Received**' or '**OK**'

Volunteer impact

Let's make Inspiration a No:1 visitor attraction

Connecting People with the Past, Present, and Future of Rail

- As a volunteer on the Railway 200 Inspiration Exhibition Train, you are at the heart of something unique.
- You are not just helping run exhibition train events, you are the face of Railway 200's visitor attraction.
- This is more than just an exhibition, it's a hands-on, experiential journey through 200 years of railway history and innovation.
- Designed to engage young people, families, and develop curiosity about the career opportunities in rail.
- Your role is key to making this a fun, welcoming, and memorable day out for every visitor. You're supporting to create a lasting memory.



Railway 200 Inspiration Exhibition Train Volunteers at Edinburgh Waverley station
(credit: Scotland Railways)

Key information

General House Keeping



Arrival instructions

- Arrive at the designated time that been specified by the station team to sign in, and you will be directed to the train platform. Please bring a valid form of photo ID and watch.



Dress code

- Please wear something that is comfortable, smart casual and weather appropriate with suitable footwear that is closed-toe shoes, as you will be standing as part of your volunteer tasks. You will be provided with the branded Railway 200 hi-vis vest to wear so that members of the public are able to easily identify you as a volunteer to ask for support.



Rota for breaks

- There will be scheduled rota for break times coordinated by the train events team each morning upon your arrival. Breakout room and toilets are available at each site.

Frequently asked questions (FAQs)

Inspiration Railway 200 Train - FAQs

What times the train will be open to the public

The exhibition train will be open to the public from 10:00am to 5:00pm, with the last entry at 4:00pm.

For school bookings, the train will be open from 9:00am to 4:00pm, with the last entry at 1:30pm. On some days, there may be a combination of school bookings and public visits scheduled in different time slots.

How many people are expected to visit the train

The total opening time will remain fixed at seven hours per day. We are expecting a potential daily footfall of up to 750 members of the public, along with approximately 120 children from school groups.

Ticketing

The visit to the exhibition train is free, but visitors must register in advance to gain entry. Ticketing is organised into 15-minute time slots, with up to 30 visitors per slot. To ensure a smooth experience, each group will have a 15-minute window to move through the carriages, as a new group will arrive every 15 minutes

Wheelchairs and Mobility Scooters

Standard wheelchairs can be accommodated on the train. Mobility scooters are welcome; however, size and weight restrictions apply. If a visitor has limited mobility or needs extra help getting on or off the train, please notify the Event Autograph Team so they can assist you.

Train FAQs (continued)

Use of the toilets

The train has three fully functional gender-neutral accessible toilets, located in the Railway First, Wonderlab, and Railway Futures carriages. There is no accessible toilet available in the Partner Zone. However, none of these toilets will be available for use by the public or staff. They will remain locked at all times and will only be made available in exceptional circumstances, at the discretion of the Event Autograph Team. All visitors, staff, and volunteers should be advised to use the toilet facilities available at the stations/heritage centres.

Task assignment & breaks

Rotate the task between demanding and less demanding responsibilities. Include one 45-minute lunch break per volunteer, staggered with provision for toilet breaks as required. Stagger breaks so at least 4 volunteers, 1 STEM ambassadors and 1 Event Manager at all times.

What equipment I'll be provided

At the start of each day, you will be issued with a high-visibility vest and a radio. These items must be returned and signed back in at the end of the day to the Event Autograph Team

Some useful information

- Large bags or suitcases are not allowed on the train
- Food and drinks are not permitted on the train, except for water
- Single prams are allowed on the train; however, it is recommended that they remain folded while on board.
- Mobility scooters can accommodate but there is size and weight restrictions. Please radio the Event Autograph Team.
- Storage facilities are not available on the train
- Toilet facilities are available at the station

General Volunteer FAQs

What time should I arrive before my event?

Arrive **30 minutes** before your event starts for sign-in and safety briefings. Confirm your arrival time with the Site Lead.

Where can I leave my personal belongings?

There is limited space for storage at the station, we recommend that you don't bring any bags onsite as we can't guarantee your personal belongings will be kept in a safe and locked space. The station and event teams can't take responsibility for any loss or damage to items.

Can I volunteer for multiple location events?

Yes, you can sign up for multiple event days.

What if I can't make my volunteering day?

Please inform the train events team by phone as soon as possible so we can arrange for a volunteer replacement.

Will I get a certificate or recognition?

Yes, all volunteers receive a certificate of appreciation for their time and contribution.

What should I do if there is any anti-social behaviour?

Immediately notify the train events team and remove yourself from the situation

Thank you for listening and your time