

# ON STAGE



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## Who are your Stagecoach Champions?

The search has begun for the Stagecoach Champions of 2014 – and we are looking for even more nominations than ever before.

WE are now in the fifth year of the awards and, so far, more than 70 employees have been honoured for their outstanding efforts across a number of fields.

The 2014 awards will recognise success in the categories of Safety, Environment, Community, Health, Customer Service and Innovation. Employees from across the Group's businesses in the UK and North America are invited to nominate colleagues who they believe are making a real difference in any of these areas.

This year's awards will feature two changes as part of the drive to discover and reward the best at Stagecoach. New ideas have been the driver of

Stagecoach's growth over the past three decades. This year, the Innovation category will be looking forward and recognising employees who have ideas that could make a difference to the business and our customers in the future.

It could be an idea for an innovative transport service, a way to improve customer service, a new technical solution, an idea to improve environmental performance or ways to save money.

For the Customer Service category we will be calling on the help of the millions of passengers who use our bus and rail services each year, inviting them to put forward their recommendations for their Stagecoach Champion. Their views and those of our own team of employees will be considered in deciding the award. The awards are judged by Helen

Mahy, Chair of the Health, Safety and Environment Committee. Gold, Silver and Bronze awards are presented for each category and shortlisted entrants receive a trophy and a cash prize.

This year we are looking to encourage even more entries from our bus and rail companies across the UK, North America and Canada.

To nominate your Champion, all you need to do is download a nomination form from the FAQ section, under 'Media', at [www.stagecoach.com](http://www.stagecoach.com). Then email the completed form to [champions@stagecoachgroup.com](mailto:champions@stagecoachgroup.com) or send it by post to Lindsay Reid, Corporate Communications Manager, Stagecoach Group, 10 Dunkeld Road, Perth PH1 5TW. You can nominate yourself or one of your colleagues.

Innovation nominations can be made direct to the email and postal addresses above without the need to complete the form. All that's needed is a short explanation of the idea being put forward and contact details for the person submitting it. Nominations for the 2014 Stagecoach Champions awards close on **Friday 28 March 2014**. Look out for updates on the awards in future editions of On Stage.

### CATEGORIES FOR 2014

**Safety Champion:** Awarded to employees who have championed good safety or excelled in dealing with a specific situation or incident.  
**Environment Champion:** Presented to individuals who have championed greener working practices and sustainability such as by improving energy efficiency, reducing the company's carbon emissions or developing innovative ways to get people to switch from the car to public transport. ■ **CONTINUED ON P2**



## Admirable achievement

STAGECOACH Group is one of the top 10 most admired businesses in the UK, according to an annual survey of corporate reputation.

The Group was rated 6th out of nearly 250 businesses across 26 sectors in the Britain's Most Admired Companies (BMAC) 2013 Awards and was ranked above well-known businesses including Marks & Spencer, easyJet, Whitbread and Rolls-Royce.

Stagecoach was also voted the top transport operator in the survey. "Reputations have to be earned," said Steven Stewart, Stagecoach Group's Director of Communications. "We are delighted to have been recognised once again by our peers for the strength of our business."

## Mo-mentous appeal

MOUSTACHES fixed to the front of trains were some of the more unusual sights to be enjoyed as the South West Trains-Network Rail Alliance supported the men's health charity Movember.

As a number of staff sprouted 'taches for the campaign, moustaches also adorned a number of trains on the Waterloo to Reading line – each named after a well-known moustached person. The Alliance asked anyone spotting one of the special trains to tweet a picture to [@SW\\_trains](https://twitter.com/SW_trains) using the hashtag [#SpotMoTrain](https://twitter.com/SpotMoTrain).

Christian Roth, Fleet Director for the South West Trains-Network Rail Alliance, said: "I'm delighted that we are able to



Alliance Fleet Director Christian Roth is joined by Movember's Communities Manager Jon Sim to see the special trains receive their moustaches.

help raise awareness of a charity that is dedicated to such worthy causes. "



Do you have a work issue which needs to be addressed? Concerns ranging from safety to corruption are covered by Speaking Up, Stagecoach Group's whistleblowing policy. **Find out more about this important scheme on page 3.**

## What a Laugh! LOL!

A CUSTOMER sent the following tweet to the Stagecoach East Scotland Twitter account.

**'Thanks to the chubby fella on the @StagecoachEScot who sat beside me today and snuggled into me as he slept. Appreciate the affection shown!'**

If you have seen or heard something funny – online, in the papers, on social media or just while out and about – send your contributions for the 'What a Laugh' section in the next edition to [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com)

## Lest we forget...

Stagecoach supported the Royal British Legion's 2013 Poppy Appeal by helping staff and customers honour and remember Service personnel who have lost their lives in the line of duty.



ON rail, armed forces personnel or veterans travelled free of charge on South West Trains and East Midlands Trains before, during and after London Poppy Day on Thursday, November 7, while ex-services rail employees were invited to wear their military decorations at work.

East Midlands Trains employee Ron Wiltshire, with the help of station staff and on-train employees, raised more than £20,600 through collections on services between Sheffield and London.

At Stagecoach Supertram in Sheffield, every tram was fitted with a giant poppy at each end to represent the donation made by the company to the charity.

*The launch of the Royal British Legion Gloucestershire Poppy Appeal at Imjin Barracks in Innsworth with the Military Wives Choir and Stagecoach Poppy bus.*

Stagecoach's UK Bus division made a large donation to provide poppies for its 23,000 staff, and Stagecoach West worked with their local Poppy Appeal to design a 'Poppy Bus' for Gloucester. Meanwhile, bus companies Stagecoach South West and Stagecoach Yorkshire both donated advertising space on their buses to help promote their local appeals, and two Stagecoach London buses were specially decorated in poppy-themed livery to mark the annual London Poppy Day events.

## A big following

A MAJOR milestone for megabus.com in the US was achieved when the company surpassed 200,000 social media fans.

The company's first step into the world of social media was on Myspace in 2008 and now more than 200,000 people engage with megabus.com through Twitter, Facebook, Google+, Tumblr and YouTube to receive service updates, promotions, news and customer service information.

## Best in class

MEGABUS.COM low-cost in North America has been recognised for its best-in-class safety standards, becoming the first motor carrier to receive approval by the Transportation Safety Exchange (TSX) for all of its operations.

Don Carmichael, Executive Vice President and Senior Vice President Safety at Coach USA, said: "We are very proud of this recognition, which demonstrates that we are committed to the highest standards of safety and leading the industry in taking care of our passengers and our employees. "We will continue to invest in safety policies, programmes and systems."

## It was a jungle in there!

COACH Canada's annual kids' Christmas party was a truly wild affair.

The festive children were joined by a host of exotic animals for the event – including a Burmese python, tarantula, lynx and lemur – and also enjoyed trying out a 40-foot bouncy castle.

Party-goers were asked to bring non-perishable food, which was donated to the local food banks. Some 700lbs of groceries and more than \$300 were donated to the good cause.

*The team of Coach Canada kids' party organisers.*



## Stagecoach Champions

### CONTINUED FROM P1

**Community Champion:** Recognising employees who have made a significant contribution to the local community through charitable fund-raising or volunteering.

**Health Champion:** For employees who have done most to promote employee health within the Group.

**Customer Service Champion:** Presented to individuals who have gone the extra mile to deliver exceptional customer service.

**Innovation Champion:** For employees who can suggest the best new ideas across any area of the business, whether it's the launch of a new product, the introduction of a new system or a way of saving the company money.



## Biker's big on the buses

A MOTORCYCLE champion's roaring success has been celebrated in Scunthorpe.

Local man Tai Woffinden won the World Speedway Championship in 2013, becoming the first British rider to win the world title since 2000.

To mark his triumph, Stagecoach in Scunthorpe emblazoned Tai's image on the side of a bus.

*World Speedway Champion Tai Woffinden (centre) with drivers Keith Allison (left) and Mick Footitt.*

## Speaking up

NOW that we are into a new year we'd like to take this chance to remind employees about our whistleblowing policy called Speaking Up. For normal, everyday enquiries, employees are advised to contact their line manager in the first instance. However, the Speaking Up policy provides a way for employees with serious concerns about the interests of others or the Group to come forward. Staff are actively encouraged to report any concerns about malpractice – including bribery, corrupt practices and financial impropriety. Measures are in place to ensure complaints are treated confidentially, and all complaints are logged and investigated before appropriate action is taken. Copies of the Speaking Up policy are available online at [www.stagecoach.com](http://www.stagecoach.com) or from your line manager. For any questions, advice or further information, please get in touch with one of the following contacts:

**Andrew Levy, Group Legal Director** – tel: +44(0)20 7620 5976, email: [Andrew.levy@stagecoachgroup.com](mailto:Andrew.levy@stagecoachgroup.com), write to: Stagecoach UK Bus & Rail, Friars Bridge Court, 41-45 Blackfriars Road, London, SE1 8NZ

**Michael Vaux, Company Secretary** – tel: +44(0)1738 642043, email: [Michael.vaux@stagecoachgroup.com](mailto:Michael.vaux@stagecoachgroup.com), write to: Stagecoach Group plc, 10 Dunkeld Road, Perth, PH1 5TW

**Lindsay Reid, Senior Group Communications Manager** – tel: +44(0)1738 642019, email: [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com), write to: Stagecoach Group plc, 10 Dunkeld Road, Perth, PH1 5TW

**George Hanthorn, Senior VP & General Counsel, Coach USA** – tel: (001) 469 310 5315, email: [George.Hanthorn@coachusa.com](mailto:George.Hanthorn@coachusa.com), write to: Coach USA, 8150 North Central Expressway, Suite M-1050, Dallas, TX 75206.

## Wheels to wellness

COACH USA has announced a new corporate wellness initiative for employees to further improve existing wellness education and to introduce new programs focusing on the wellbeing of staff. The 'Wheels to Wellness' program initiatives are driven by a Wellness Committee made up of eight Coach USA employees representing a variety of operations across the US. Since the inception of Wheels to Wellness, successful programs include a Smoking Cessation Program and a Gym Network Discount Program. Most recently, Coach USA has partnered with Weight Watchers to introduce convenient weight loss solutions. The company's also makes a 50% financial incentive towards each participant's monthly fees. Coach USA will also pilot an Accelerometer Program to promote increased employee physical activity by allowing employees to monitor their physical activity and set goals.



## Onesie way to raise money

STYLISH Stagecoach Winchester colleagues supported Children in Need by wearing onesies to work. Fifteen members of staff, including drivers, collected individual sponsors for wearing their onesies and collection buckets were available on buses to give passengers the chance to donate. Martin Gibbon, Operation Manager for Winchester area, said: "This was a great opportunity for our staff to get involved with helping a great charity."

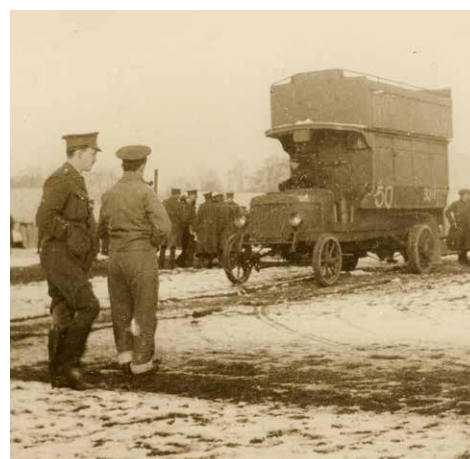
*Operations Manager Martin Gibbon with the onesie-wearing Winchester fundraisers.*

## War bus restored

TO mark the centenary of the First World War, London Transport Museum is restoring one of the last surviving B-type buses to full working order. Once restored, it will act as the centrepiece for a programme of commemorative events and displays.

Over 1,000 B-type buses were commandeered for transporting troops to and from the Western Front throughout the war.

The Museum needs to raise a further £100,000 towards the restoration. To find out more about the project and to help get Battle Bus back on the road by making a donation, please visit [www.ltmuseum.co.uk/battlebus](http://www.ltmuseum.co.uk/battlebus) or email [development@ltmuseum.co.uk](mailto:development@ltmuseum.co.uk)



*One of the original B-type buses in action.*



*The new graduates are (pictured from left): Gillian Robertson, Louis Ferguson, Emma Johnston, Elizabeth Walker, Jamie Kind, William McCartney and Vivien Stephenson.*

## Graduates get on board

SEVEN new recruits have been welcomed on-board at Stagecoach UK Bus's widely respected Graduate Development Programme. The new employees have now started their intensive two-year training course and hope to replicate the success of other UK Bus graduates from the programme, which has now produced nine directors and 33 managers.

## Supertram Man saves the day

LOOK to the skies! Stagecoach Supertram has introduced a new superhero to the people of Sheffield. Supertram Man and his trusty assistant Treana Hudson visit schools and vulnerable groups to raise awareness and deliver key safety messages, helping passengers identify potential hazards on and around trams.

*Supertram Man and his assistant Treana make a dynamic duo.*



## ■ Tops for transportation

COACH USA Elko has been voted Best Transportation Company in the Elko Daily Free Press Readers' Choice Awards, beating several other carriers in bulk transport. The company was also voted Best Mining Support Company in the award scheme run by the Nevada newspaper. The local leadership team accepted the awards at an awards banquet in November and the win was also acknowledged in a special edition Sunday paper and the Mining Quarterly magazine.

## ■ Rail connections

EIGHTEEN million rail passengers can now enjoy free, fast internet at East Midlands Trains' stations. The move – which is part of an investment programme delivered in partnership with WiFi provider The Cloud – is the latest stage of a plan to ensure passengers have access to wireless internet across East Midlands Trains' mainline route network, both on board trains and at stations. The company began introducing internet access on board its London trains three years ago. Neil Micklethwaite, Customer Service and Commercial Director for East Midlands Trains, said: "This will further improve the experience of our passengers, giving them more options for entertainment or work when travelling with us."



The South West Trains – Network Rail Alliance team (from left): Malcolm Page, Phil Dominey and Sam MacCarthy.

## ■ Cycling champions

THE South West Trains – Network Rail Alliance has proved perfect for pedallers. The Alliance was named Cycling Operator of the Year at the 2013 National Cycling Awards, recognising its contribution to providing more bike facilities and encouraging cycling in the South West where passengers now have access to over 9000 cycle spaces. Commercial Director Sam McCarthy said: "We deliver additional parking facilities to encourage more people to cycle to rail stations to continue their journeys by train. "The railways are one of the most environmentally friendly means of transport and if we can encourage our passengers to travel to the station using their bike, then it will help to reduce their carbon footprint even further."



## ■ PICTURE THIS

Our Picture of the Season slot has now changed to Picture This – photos no longer need to include a bus, train or tram but should be transport-related in some way. This edition's Picture This winner was taken by **Stuart Hands**, who works in the Stagecoach UK Bus IT team. It shows a motorbike on the Isle of Skye. Congratulations to Stuart who will shortly receive his prize of £50 of M&S vouchers. If you have any good photos for Picture This please send them to Lindsay Reid, On Stage, Stagecoach Group, 10 Dunkeld Road, Perth, PH1 5TW, or email it to [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com)

## Dover diamonds are shining stars

THREE employees at Dover bus depot have been honoured for setting shining examples in their work.

The trio were hailed as 'depot diamonds' after Stagecoach asked staff to secretly nominate colleagues who deserved recognition for their good customer service, charity work or for simply having a cheery demeanour at work.

The winners were service monitor Brenda Law from Whitfield, depot cleaner Mark Barrett from Dover and controller Ben Bridges from Deal, and all three are now pictured on the back of local buses. Philip Norwell, Managing Director of Stagecoach in East Kent, said: "We were delighted to hear



Shining examples: Managing Director Philip Norwell (second left) with depot diamonds Brenda, Mark and Ben.

so much praise from our staff about their fellow colleagues.

"It's always nice to recognise those who make a positive difference in the depot and having staff being able to secretly nominate others gave us a chance to honour the more humble, unassuming characters who would never draw attention to their own hard work."

## Rich rewards

FIT fundraiser Rich Burke completed 400 continuous exercises under the eyes of strict adjudicators in just over seven minutes to generate £1160 for charity. The Midlands engineer had a time limit of ten minutes to complete 100 each of press-ups, sit-ups, bench dips and mountain-climb leg exercises. His strenuous efforts made £660 for Myton Hospice and Stagecoach Midlands added a further £500 to his total.

## Costume crackers



STAFF from depots across Strathtay raised a fabulous £2058 by dressing up for Children in Need this year. Drivers, conductors and travel office staff joined in the fun by appearing as everything from Batman and Robin to the Minion characters. A huge thank you and well done to everyone involved.

Strathtay staff in fancy dress for Children in Need.

## Apprentices mark major milestone

STAGECOACH'S fourth-year UK Bus Apprentices have celebrated the conclusion of their apprenticeship programme.

To mark their achievement, the apprentices were presented with certificates by Robert Andrew, Stagecoach Regional Director South.

Fourth-year UK Bus Apprentices celebrate the successful completion of their apprenticeships.



### ACE achievement

AWESOME customer service is being rewarded by megabus.com in the USA. The company recently launched a test program to recognise employees delivering superior customer service in the New York, Philadelphia and Washington DC hubs. Each week over 20,000 customers were emailed a request to name a megabus.com staff member who had provided an Awesome Customer Experience (ACE). A winner was then drawn and awarded \$100 in cash as well as being recognised in their home garage /office facility. At the end of the six-month test period, Wendell Hill from the New York City hub was selected as the grand winner, receiving \$500 in cash. Program results have now been reviewed for extension and rollout to other USA megabus.com locations.

### Bon voyage to Rob

STAGECOACH East Midlands has marked the retirement of Assistant Training Manager Rob Pontin after 36 years in the bus industry. Rob was presented with a Kindle Fire, and his wife June received a bouquet, before colleagues wished him a long and happy retirement.



### Top of the chops

A WATERLOO train driver certainly knows his chops when it comes to martial arts. John Marchadier now reigns as European Karate Champion after winning two gold medals and a bronze at the recent European Championships held in Sheffield. John previously won a bronze medal at the World Karate Championships in Bucharest.

### Santa in the driving seat

SANTA swapped his sleigh for a Stagecoach bus in Aberdeenshire. Stagecoach Bluebird driver Scott Burnett surprised his colleagues by dressing up as Father Christmas for a day. The seasonal stunt raised money for local charity Cash for Kids.



### LETTER OF PRAISE

This very welcome letter was received recently at Group Headquarters.

If you or one of your colleagues has received a letter of praise from a customer, please email a copy to [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com) or post it to Lindsay Reid, Senior Group Communications Manager, Stagecoach Group, 10 Dunkeld Road, Perth, PH1 5TW. We will publish as many as possible.

Dear Sir,

For the last 12 weeks my wife has been receiving treatment at Ninewells Hospital, Dundee, as an outpatient three times a week. To travel from Larbert to Dundee we have, on the majority of occasions, used your Citylink service M8 from Stirling to Dundee and your Strathtay bus route No. 73 from Dundee Seagate to Ninewells. I am writing to express our appreciation of the excellence of the service provided by your two companies. The Citylink buses ran amazingly well to time, were clean and the drivers helpful, especially getting luggage out of the hold for passengers. Compared with some trains I have travelled on recently, the toilets on the buses were clean and in working order. The 73 service was excellent, with the conductor you get right on – no need to stand outside. The service was fast and the staff very helpful. Wheelchair users were well catered for with the conductor/ conductress deploying the ramp to gain access and egress from the bus. These conductors must be the fittest of all your employees, going through the bus selling tickets and running up and down the stairs. As this is National Customer Service Week I would like to nominate all the conductors/conductress and drivers of route 73 for the superb customer service they provide.

Yours faithfully, Lawrence Kemp

## Outstanding service

EAST Midlands Trains' top employees have been recognised at the company's second annual Customer Service Awards. Eighteen employees and one full team were awarded for their outstanding performance and commitment to customer service at a ceremony in Nottingham. The winners received vouchers and individual trophies presented by Managing Director David Horne.

The overall winner for Outstanding Personal Contribution was Glen Fiddy, a Station Supervisor from Melton Mowbray, who received many nominations from customers and from his colleagues. Customers using Melton Mowbray station commented that Glen had "made the station feel like home" and that he "made train travel extra-special". Glen, who has worked with East Midlands Trains since early 2012 said that winning the award had been the highlight of his career. Neil Micklethwaite, Customer Service and



The winners of the East Midlands Trains Customer Service Awards.

Commercial Director for East Midlands Trains, said: "Our staff all have a vital role to play in providing a great service to our customers – be that a driver, a cleaner or a train manager – and it's great that we've been able to recognise and reward such a large cross section of employees in this year's awards.



The Gloucester and Swindon soccer squads.

## Back of the net!

IT was a high-scoring clash when two teams of Stagecoach West employees took to the football field recently. Stagecoach in Swindon hosted the Stagecoach in Gloucester team for the highly competitive match that saw the Swindon side winning 8-5. A large crowd turned out to witness the spectacle and a return fixture is planned.

## ■ Cooking on gas

GAS-POWERED buses are cutting carbon and cleaning up the air in Sheffield. Five Stagecoach Sheffield vehicles are being retro-fitted with dedicated Compressed Natural Gas engines, running on biomethane, as part of a £1m Department for Transport Clean Bus Technology-funded scheme to improve local air quality. The project, part-funded by Stagecoach, will reduce engine noise by 5% and achieve carbon savings of between 85 and 140 per cent. Meanwhile, Stagecoach Yorkshire's efforts to improve local air quality have been rewarded with a four-star rating in the Care4Air ECO Stars Fleet Recognition programme.



Christopher Bowles is joined by Howard Hartley, Head of Bus at Transport for Greater Manchester, and Trafford councillor Mike Cordingley to launch the new hybrid buses.

## ■ Hybrids hit the road

STAGECOACH Manchester has introduced 13 new hybrid buses to the 256 route connecting Trafford to the city centre. The vehicles will help reduce CO<sub>2</sub> emissions by up to 35% over the course of one year, compared to a standard bus. Managing Director Christopher Bowles said: "We do our best to respond to our customer requests and on this occasion we were able to introduce a significant number of new buses in an environmentally friendly way."

## ■ Operator honoured

MEGABUS.COM US has received the American Bus Association's (ABA) 2014 Green Operator Award. The company was selected by motorcoach industry peers after an extensive review of operations, including megabus.com's commitment to environmentally friendly ways to drive; the use of anti-idling techniques when the bus is not in use; the safest and greenest ways to recycle oil and other engine fluids and overall business practices which promote environmental protection and awareness. "megabus.com is honored by this additional recognition of our environmental stewardship and industry leadership," said Dale Moser, President and COO of megabus.com.

## Off to a frying start

USED chip fat is being put to good use, fuelling London buses. Stagecoach London and Transport for London (TfL) have launched a pilot to run buses on diesel made from food waste in a scheme being spearheaded by the Mayor of London. All 120 buses operating from the Barking depot now run on a blend of 80 per cent regular diesel and 20 per cent biodiesel, an environmentally friendly fuel which will help cut the carbon emissions of each bus by about 15 per cent. Ten routes now run on the new fuel and a 50,000 litre storage tank has been installed at the Barking



The biodiesel logo on one of the Barking buses.

garage, enabling the biofuel to be mixed on-site – reducing costs and lowering carbon emissions. Mark Threapleton, Managing Director for Stagecoach London, said: "Stagecoach was the first bus company to use 100 per cent biofuel back in 2007 and we're delighted to be at the cutting edge in the use of this cleaner, greener biofuel in London. The fuel is derived from sustainable sources and contributes towards improving the environment in East London."

## Gold and green

AN £1.8 million investment by Stagecoach has put nine new low-emission 'Gold' buses on the road in Northamptonshire. The buses have environmentally sourced Italian leather seats, free WiFi for passengers and an eco-friendly engine designed to help cut exhaust emissions. They also boast a striking metallic paint livery plus specially trained drivers with new uniforms. Steve Burd, Managing Director for Stagecoach Midlands, said: "We aim to give all of our valued



Pictured launching the new fleet of Gold buses are, from left: Andrew Sawford, MP for Corby and East Northamptonshire; Steve Burd, Stagecoach Midlands Managing Director and Peter Bone, MP for Wellingborough and Rushden.

customers the very best level of affordable, reliable, environmentally friendly, safe bus travel."

## Santa's surprise for contest kids

SANTA swapped his traditional red outfit for green garb to deliver an eco-friendly present to schoolchildren. Green Santa visited schools and community groups across Hartlepool, spreading the festive spirit and awarding a 'green' gift worth up to £250 for winning Stagecoach North East's eco-competition. Janine Fowley, Operations Manager at Stagecoach North East's Hartlepool depot, said: "This year was better than ever, with so many fantastic entries from across Hartlepool, including solar-powered clocks, compost bins, energy-saving light bulbs and gardening equipment. "We decided to open the competition up to community groups this year as they also carry out vital environmental initiatives, and we wanted to support them and their green approach."



Green Santa meets one of the local community groups in Hartlepool.

## ■ New maps add nice touch

RAIL passengers using three East Midlands Trains stations are benefiting from new tactile and visual maps designed to improve accessibility. The Maps for All at Chesterfield, Kettering and Nottingham can be read by sight or touch and have been installed in collaboration with the RNIB (Royal National Institute of Blind People). They feature a mix of layers and colours with good visual contrast, plus textures, large raised print, Braille lettering and tactile and visual symbols. Sue King, the RNIB's Tactile Images and Maps Consultant, said: "Blind and partially sighted people often have great difficulty in comprehending the layout of railway stations because they are unable to look around them in the same way that sighted people can. "By providing these maps, East Midlands Trains is allowing blind and partially sighted people in particular to have independent access to information that is crucial when using the stations."



## Dave's on-song for charity

DAVE Bambrough is a man with a hidden talent, which he has kept under his hat until recently. An Assistant Operations Manager at Stagecoach North East's Slatyford depot, Dave wanted to express his love and dedication to his Mum and decided the best way to do this was through song. His partner Joanne paid for a recording session in February 2012 at a studio in Newcastle where Dave recorded 'Home' by Michael Buble. His version has achieved over 1,000 hits on YouTube and, following the recording, he was invited to sing live at a VIP event to raise awareness of the Sara's Hope foundation. The foundation was set up after Sara Hoburn tragically lost a two-year battle with a rare form of colon cancer at the age of sixteen in 2001 and it aims to give UK families affected by the devastating impact of cancer a much-needed break from long hospital stays, traumatic medical procedures and cancer-related treatments. The song is expected to be released for the charity within the next month via the website [www.sarahshopefoundation.co.uk](http://www.sarahshopefoundation.co.uk). If you, or one of your colleagues, have a claim to fame – perhaps a hidden talent, a meeting with a celebrity or an interesting hobby – please email details to [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com)

## ■ Spotted deer

SHARP-EYED passengers earned top prizes in a special seasonal competition run by Scottish Citylink. Twitter followers were asked to 'spot Dasher' by tweeting a picture of Santa's reindeer featured on a re-liveried vehicle. Four winners received iPods and High Street Vouchers with a total value of over £1,000.

## ■ A colleague in need

A MEGABUS.COM dispatcher may have helped save the life of a stricken colleague thanks to his rapid response to a worrying phone call. Albert Flores realised the caller had been taken ill and was unable to speak, so asked him to tap the phone once or twice to help determine his whereabouts. When he realised his friend was in a nearby hotel he quickly raised the alarm and, within minutes, expert medical help arrived at the scene. The staff member involved has made a full recovery and has thanked Albert for potentially saving his life.

## ■ Typhoon fundraising

GENEROUS bus and coach employees across the Group have helped to raise almost £6,200 for the victims of Typhoon Haiyan in the Philippines. This total will now be matched by the company. This latest donation from the Group is in addition to a previous Stagecoach donation of £10,000 in December to help those affected by the disaster. One of those who raised money was Charles Fayette from South Wales' Brynmawr Depot. Charles, who's originally from the Philippines, toured local depots to raise £283 for the relief effort.

## Behind the scenes

LOCAL pupils were treated to a whistle-stop tour of Stagecoach's Aberdeen headquarters at Union Square as they filmed for the employability programme 'The Recruit'. The programme gives young people an alternative way to explore the issue of employability by getting them to take part in various teambuilding tasks. Programme Manager Karen Clark of Enterprise North East Trust said: "The Stagecoach team at the Aberdeen Depot were great, allowing us to film and giving the young people the opportunity to see behind the scenes of a busy bus depot."



Schoolchildren enjoyed a tour of Aberdeen bus station.



Mike Alvich (right) receives the certificate from Patrick Gualtieri.

## Grateful veterans

THE United War Veterans Council (UWVC) has presented a wreath and certificate to Coach USA to mark the company's support of the Council's events throughout 2013. The presentation was made by Patrick Gualtieri, Executive Director of the UWVC and the NYC Veterans Day Parade, and his staff to Mike Alvich, Vice President of Marketing and Public Relations, Coach USA/megabus.com.

## A clean shave



PLUMSTEAD driver Dave Philpin recently raised £400 for Children in Need by having his beard shaved off.

*Hair today, gone tomorrow.*



■ *megabus saves millions*

TRAVELLERS in the United States saved more than \$1 billion last year by taking megabus.com and other discount inter-city bus operators rather than the train or plane. New independent research found bus passengers saved 52% compared with trips by rail on the same route, while they paid 79% less than people who chose to fly to their destination. Inter-city bus users paid an average of 38% less than motorists, with the savings exceeding 50% when the full costs of owning a car were taken into account. Research by the DePaul University Chaddick Institute for Metropolitan Development in Chicago looked at city-to-city trips of 80 miles to 500 miles in the 50 largest metropolitan areas on the US mainland. On average, bus customers saved more than \$36 per one-way trip relative to other transport modes, with cumulative savings of \$1.1 billion annually. "Travellers are flocking to the bus," said Joseph P. Schwieterman, co-author of the new report. "Not only for [the obvious benefits of] the low fares, but also to avoid the stress of flying and driving. "Bus travel continues on an impressive upward trajectory."

■ *Pink personnel*

PINK set the tone recently as Stagecoach Hants & Surrey raised money for Breast Cancer Campaign. Stagecoach South Managing Director Andrew Dyer said: "Stagecoach runs pink buses on the Guildford Park & Ride services so we decided to take this opportunity to support the Breast Cancer Campaign by asking our drivers to swap their uniforms for pink items of clothing for the week."

■ *Proud support*

MEGABUS.COM US donated \$1 to Wounded Warrior Project® (WWP) for every passenger who travelled with the company on Veterans Day. Wounded Warrior Project® began 10 years ago with the purpose of raising awareness and providing aid for the needs of injured servicemen and women. megabus.com, which serves more than 120 cities across North America, carried around 25,000 passengers on the day, and made a donation of around \$25,000 to WWP. Dale Moser, COO of megabus.com said: "Veterans Day honours all of those who have and continue to serve our nation. It's my belief that we need to do what we can to say thank you to these men and women and help them whenever possible. "All of us at megabus.com are very proud to support this great organisation by making a monetary donation and raising awareness of WWP's efforts."

# Battling back against lung cancer

STAGECOACH is backing the Scottish Government's campaign to cut deaths from lung cancer. Lung cancer is the deadliest cancer in Scotland although early detection and more modern treatment can improve survival rates and slow the progress of the disease. However, incidence of lung cancer has reduced over the past 10 years and now over 1,300 people are surviving lung cancer every year in Scotland. Former Manchester United manager Sir Alex Ferguson is fronting the campaign. He lost both parents, who were in their sixties, to the disease. Now Stagecoach is urging its employees to look out for the signs and get checked early. Symptoms of lung cancer can include a cough that doesn't go away or is different from normal. It might be nothing serious, but it's worth getting it looked at by your doctor as soon as possible.



Sir Alex Ferguson is spearheading a campaign to cut Scotland's lung cancer death toll.

For more information on what to look out for and stories of people who have survived lung cancer thanks to early detection, go to [www.getcheckedearly.org](http://www.getcheckedearly.org) or call NHS inform on 0800 22 44 88.

# Children's charity chosen

A CHILDREN'S hospice has been selected as Stagecoach Manchester's chosen charity of the year. Didsbury's Francis House was selected following an appeal to the public for nominations and a vote by staff members. The charity provides care for children and young adults with life-threatening conditions, helping hundreds of sick children and their families across the North West every year.



Francis House fundraising officer Emma Siddle with Christopher Bowles, Managing Director of Stagecoach Manchester.



Welcoming the improvements to Lincoln Station are, from left: Lisa Breeze, Acting Station Manager for Lincoln; Robert Kirkland, Director of Construction at Bowmer & Kirkland; Neil Micklethwaite, Customer Service and Commercial Director East Midlands Trains, and Clive Hannaford, Contracts Manager, Bowmer & Kirkland.

# Just the ticket

EAST Midlands Trains has marked the start of £250,000 investment programme to improve the ticket hall at Lincoln station. The project will provide a much-improved station environment featuring a new, brighter and enlarged booking hall. The new-look station hall will ease the flow of passengers and improve the overall experience and an extra 40 bike spaces will be provided to make it easier for passengers to cycle to the station.





*Coach USA General Manager Jo Ann Sadowski shares a delicious family recipe given to her by her sister-in-law.*

**Chocolate peanut butter pie**

- Take one 9-inch Graham cracker pie crust (or use digestive biscuits), store-bought or homemade.
- Put one teaspoon of oil (anything but olive oil) in a microwaveable bowl.
- Add half a bag of milk chocolate chips and half a bag of peanut butter chips, saving a few to decorate the top of the pie (for UK readers, peanut butter chips can be bought online).
- Microwave for about 90 seconds until they are soft then stir until mixture is smooth.
- In another bowl, mix a small box of instant vanilla pudding (try custard or condensed milk in the UK with half a cup of milk. Whip until blended).
- To that mixture, add one 8-ounce (230ml) container of sour cream and whip until well blended.
- Pour pudding mixture into the melted chips. Whip until blended then pour into the pie shell.
- Top pie with whipped cream (homemade, store-bought or cool whip). Be generous and pile high. Decorate with a few of the chips that you saved. Refrigerate for a couple of hours or overnight.



**Love on the buses**

ECCLESFIELD Driver Richard Dempsey proposed to his long-time girlfriend Stacie Tidswell-Pike recently at the local depot. The pair first met on bus 15712 at Arundel Gate in Sheffield, and Stacie accepted Richard's proposal which was made on that very bus. Local staff wished the happy couple all the best for the future.

*Richard and Stacie re-enact the magic moment.*

**Engineers earn Golden Spanners**

THE South West Trains – Network Rail Alliance picked up three top awards at the prestigious 'Golden Spanner' awards. For the fourth year running, South West Trains won the awards for the best reliability of its Class 455 and 159 trains and this year picked up an extra award for its Class 458s. Christian Roth, Fleet Director for the South West Trains – Network Rail Alliance said: "We are extremely proud to win three of these nationally recognised awards. It is a real tribute to the hard work and dedication of our engineering team."



*Golden Spanner ex-BR EMU winners, the Wimbledon team. (Photo: Tony Miles.)*



*Annette's Christmas window display at Dunfermline travel shop.*

**The knit before Christmas**

DUNFERMLINE Travel Shop Admin clerk Annette Young knitted one of her well-known and much-enjoyed Christmas window displays in the travel shop again last year. The display was much appreciated by local customers.

**Festive spirit**

EMPLOYEES at Group headquarters in Perth raised £441.39 for Women's Aid thanks to a Christmas Jumper Day and raffle.



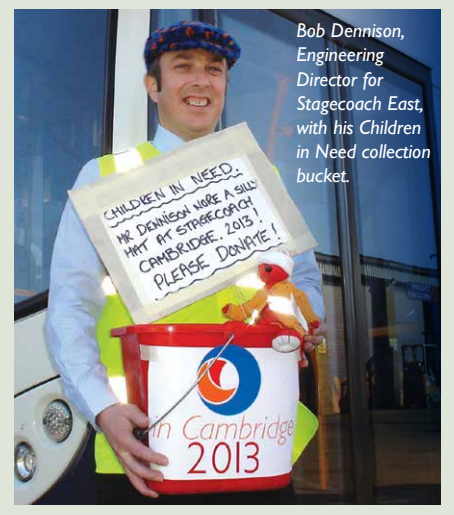
*Mo-gnificent seven drivers (from left): Andrew Bray, David Hewitson, Michael Sadza, Edwin Kruger, Richard Mole, Clive Roberts and Gareth Thomsen.*

**Mo-gnificent seven**

SEVEN Stagecoach bus drivers from Carlisle raised around £1500 after taking part in this year's Movember appeal, where men grow moustaches to raise awareness of prostate cancer. Richard Mole, a Driver Training Instructor, said: "The guys were keen to get involved in Movember. It's a great talking point as the moustaches grow longer as the month goes on."

**Cash for kids**

STAGECOACH East's Cambridge depot and Bedford Garage took part in some fundraising for Children in Need and between them raised around £140.



*Bob Dennison, Engineering Director for Stagecoach East, with his Children in Need collection bucket.*

## ■ APPOINTMENTS

STAGECOACH South has welcomed **Alan Chivers** as its new Engineering Manager, based in Basingstoke.

Alan's new position gives him the responsibility of managing the engineering function at the Rankine Road bus depot, with support from a team of 27 skilled engineers and cleaners who together maintain a fleet of 50 single-decker and 11 double-decker buses. Engineering Director Richard Alexander said: "Alan has over 25 years' experience within the bus industry and his extensive engineering knowledge will be invaluable in our commitment to continue modernising and improving the services and vehicles we provide to our customers in Basingstoke."



Stagecoach South's new Engineering Manager, Alan Chivers.

STAGECOACH North East has welcomed new Engineering Director **Robert Graham** who brings a wealth of experience to his new role. Robert joins the company after a consultancy role in the Middle East, in addition to working throughout the UK with large, multiple-site fleets. He said: "I am very happy to be joining Stagecoach North East. It's a fantastic company with a great reputation and relationship with the local community."

## ■ RETIRALS

ROY Dolan, Branch Secretary of Chester depot Union, has retired following a long career on the buses.

Due to his personality and position within the Union, Roy has been very active within the depot and will be missed by all his colleagues.

Les Burton, recently retired Operations Director of Merseyside and South Lancashire, was present to wish him a fond farewell.

## ■ CONTACTS

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If you have a story for On Stage, please contact Lindsay Reid as above. The copy deadline for the next edition of On Stage will be **Friday, 14 February 2014**.

## ■ GETTING TO KNOW YOU...

### Steve Hamilton, Post Test Driver Trainer, Stagecoach North East

- **Who are you?** Steve Hamilton, Post Test Driver Trainer/Greenroad Eco Champion and deliverer of CPC.
- **What do you like most about your job?** Working with trainees. People come back and say 'thank you' years later for helping them and remember that you were their mentor.
- **What do you like least about your job?** Failure. I don't like making mistakes.
- **Favourite food?** Curry – chicken Madras.
- **Least favourite food?** Salad, and in particular salad cream – eughh!
- **What are you most proud of?** My five children. My daughter Jade was British Junior National Judo Champion 2005 and 2007 and she has also won medals while representing Team GB. Any father would feel just as proud!
- **Favourite holiday destination?** Definitely Corfu. The people are great and you are guaranteed the sun.
- **Most embarrassing moment?** One evening when I drank more than usual, I got a bit too intoxicated. For weeks afterwards my two friends convinced me that I had streaked! It turned out in the end that I didn't, but for those couple of weeks the term 'horror' would describe how I felt!

■ **Favourite music?** Rock music – Genesis, Queen, Simple Minds... I used to see a lot of bands in my youth. Unfortunately, I don't have the long hair for it anymore.

■ **Person you would most like to have dinner with?** Jesse J, the pop star – she is attractive, bubbly and one of the best vocalists in the world!

■ **First thing you would buy if you won £1 million?** A ticket to Australia. I used to live there and have family there.



Getting To Know You features in every edition of On Stage and we want to hear from as many staff as possible. To suggest the next participant, email [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com)

## ■ RETIRALS

MEGABUS.COM controller Archie McNicol has retired after joining Stagecoach in 1988.

He began his career as a driver in West Scotland before moving to Portsmouth in 2006.

Mark Atkinson, London manager for megabus.com, said: "Archie will be sorely missed by all his colleagues. His humour and character made working with him very special and we wish him all the best in his retirement."



Archie McNicol with colleague Patricia in London.

MICK Douglas has retired from Stagecoach in Swindon after 46 years in the bus industry.

Mick passed his PCV licence in 1966 with London Transport where he worked for two years, both driving and conducting. He moved to Swindon in May 1968 where he joined Bristol Omnibus Company.

He has remained at the same depot ever since and has seen the company become Swindon and District Bus Company then finally Stagecoach.



Mick Douglas worked in the bus industry for 46 years.

## ■ LONG SERVICE



Stagecoach Manchester's long-serving employees.

MORE than 1200 years of work were celebrated at Stagecoach Manchester's annual Long Service Awards.

A group of 39 dedicated employees were recognised at the event, each having served between 20 and 45 years with the company.

They were congratulated by Councillor Roger Jones and presented with a gift of their choice at the dinner, which was held recently at Manchester's Lowry Hotel.