

# ON STAGE



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## New Stagecoach-Virgin rail franchise to deliver passenger benefits

PASSENGERS, taxpayers and employees are to benefit from the decision by the Department of Transport to award the new InterCity East Coast rail franchise to Stagecoach Group's InterCity Railways venture with Virgin Group.

Passengers can look forward to new services, faster and more frequent journeys whilst taxpayers will benefit from significant increases in premium payments to Government over the course of the eight year franchise.

The groups' venture, ICR, will transform the customer experience for around 20 million journeys a year on one of the UK's major inter-city rail routes. Stagecoach holds 90% of the share capital of ICR and Virgin holds the remaining 10%.

The new franchise will start in March 2015 and is planned to run until 31 March 2023. It is set to see more than £140m invested in delivering an improved service and a more personalised travel experience for passengers. Trains will operate under the 'Virgin Trains East Coast' brand. Highlights for customers include:

- Faster journey times
- New trains
- Better connections
- More services
- Better value fares
- Investment in people
- New technology
- Personalised travel
- Improved customer rights and support



- Station enhancements
- Improved accessibility
- Community engagement

Martin Griffiths, Chief Executive of Stagecoach Group, said: "Passengers using the East Coast mainline will benefit from hundreds of millions of pounds of infrastructure investment and service improvements over the next decade. Together with Virgin, our innovative plans will give customers new services, faster and more frequent trains, and easier, more personalised journeys. "We will be investing in the committed East Coast people who will be joining our team, as well as delivering major programmes to help young people, communities and small businesses along one of Britain's most important routes. We will match world-class customer service by giving a big boost to taxpayers with increased payments to Government."

Patrick McCall, Senior Partner, Virgin Group, said:

"We're delighted to have been chosen to run the East Coast franchise. Our long-term partnership with Stagecoach has seen a revolution in customer service standards, great product innovation, reduced journey times and improved timetables on the West Coast mainline. We plan to deliver similar success on the East Coast and are looking forward to working with the team there to build on their achievements."

- New schools partnership to provide opportunities for young people and an extended range of traineeships for 16–17 year olds.
- Job trials scheme offering opportunity for young and unemployed people on the East Coast route with a guaranteed job interview at the end.
- Unique partnership with Bad Boys Bakery to support ex-offenders and prevent re-offending by getting people into good jobs.

Turn to page 2 to find out about the new InterCity East Coast Managing Director.



## Nominate your 2015 Stagecoach Champions

THE SEARCH has begun for the Stagecoach Champions of 2015 – and we are looking for even more nominations than ever before.

We are now in the sixth year of the awards and, so far, more than 90 employees have been honoured for their outstanding efforts across a number of fields.

The 2015 awards will again recognise success in the following categories: 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, the Innovation category will continue looking forward and will recognise employees who have ideas that could make a difference to the business and our customers in the future.

For the Customer Service category we will once more 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.

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 and we have

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## What a Laugh! LOL!

Spotted on Twitter:

**"Remembering something funny on public transport is so annoying...looking like a psycho, laughing by yourself!"**

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)

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extended the nominating period for a month longer than in previous years – with the deadline now at the end of April.

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** 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 directly via the email and postal addresses above without the need to complete the form – all that is required is an explanation of the idea being put forward and contact details for the person submitting it.

Nominations for the 2015 Stagecoach Champions awards close on **Thursday 30 April 2015.** Look out for updates on the awards and the shortlisted nominees in future editions of On Stage.

### Categories for 2015

**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.

**Community Champion:** recognises 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.

## ■ Celebration in Nottingham

A THREE-YEAR programme of major improvement work to transform Nottingham's railway station came to a fitting climax as The Honourable Sir William McAlpine, chairman of the Railway Heritage Trust and the Lord Lieutenant of Nottinghamshire (Sir John Peace) visited to officially open the new world-class transport hub.

They were joined for the official opening by Elly Blacknell, a year 9 local student who aspires to be a Paralympic swimming champion, having had her left leg amputated below the knee and undergone chemotherapy following the diagnosis of a rare bone cancer in 2012. Despite this, she now walks unaided with a prosthetic limb and has gone on to pick up numerous medals in national swimming competitions, competing against able-bodied swimmers, and has been an inspiration to her family, coaches and teachers.

Over £60 million has been invested in creating the new transport hub at the very heart of the city, which serves more than seven million passengers every year. The station has been designed to dramatically enhance the passenger experience, improve the city's connectivity and encourage greater opportunities for regeneration, investment and growth.

David Horne, former East Midlands Trains Managing Director, said: "We now have a station that everybody can feel rightly proud of and is fitting for a key and important city such as Nottingham."



## Managing Director confirmed for InterCity East Coast franchise

FOLLOWING the award of the InterCity East Coast franchise to Stagecoach and Virgin, it has been

confirmed that David Horne, previously Managing Director of Stagecoach-owned East Midlands Trains, has been appointed to play a leading part in the mobilisation and transition arrangements for the new InterCity East Coast franchise which is to be operated by Stagecoach and Virgin from March 2015.

He has now started in the role and, subject to the commencement of the franchise award as envisaged, would become Managing Director of Virgin Trains East Coast when the franchise starts.

David has more than 25 years experience in the rail industry, having started his career in 1988 as a ticket office clerk in Cornwall. He has also held senior positions within South West Trains and Virgin Trains. Speaking on his appointment, David Horne said:

"I feel very privileged to be given the opportunity to lead this major new franchise. I've travelled on East Coast on many occasions over the years and have seen first-hand the level of pride the team have and the focus on delivering a great service for customers."

Jake Kelly has been appointed Managing Director Designate of East Midlands Trains. He has previously worked as a director of the company and joins from the South West Trains-Network Rail Alliance where he has worked since 2010 in the roles of Commercial Director, Customer Service Director and more recently as Development Director.

He said: "I'm hugely excited to be taking over at East Midlands Trains. It's a great opportunity and I know that David will be leaving the company in the best possible shape. There's a very good team at East Midlands Trains and I'm looking forward to working with them in driving forward further improvements for our passengers."



Pictured L-R: David Horne, former East Midlands Trains Managing Director; Phil Verster, Route Managing Director for Network Rail, Elly Blacknell, Sir John Peace and Sir William McAlpine Bt.

## A special thank you from the Mullen family

FOLLOWING the sad death of former Stagecoach East Scotland Managing Director Charlie Mullen last year, Charlie's family would like to share the below message.

*"On behalf of Helen, Gillian, Claire and Louise we would like to thank Stagecoach Bus for their amazing support during this difficult time. The cards, flowers, letters and turnout at Charlie's*

*funeral were overwhelming. It was great to see that Charlie touched so many hearts throughout Stagecoach. A special thank you goes to Stagecoach East Scotland, especially the staff at Strathtay for the kind and continuous support that they have given Gillian and Claire on their return to work. To us he was one in a million – he also meant a lot to many others and is sadly missed."*



### Charity high fliers



Pictured at their jump (L-R): Stagecoach employees John Allan, George Kennedy & Dougie Campbell

THREE West Scotland employees took part in a parachute jump to raise money for charity. John Allan, George Kennedy and Dougie Campbell, from Dumfries Depot, successfully managed the jump and raised £934 for "Help the Heroes".

### By royal appointment



AS A MAJOR supporter of the charity Transaid, which works to improve road safety in the developing world, Stagecoach was invited to a presentation held by the charity in London. The showcase event had a number of speakers, including Transaid's Patron, HRH The Princess Royal, who is pictured speaking to Stagecoach UK Bus Training and Development Manager Matthew Darroch.

Stagecoach has donated three buses to Transaid, which are being used in Gambia and Tanzania. Neil Rettie, from Stagecoach North Scotland, has been seconded to work in Africa with Transaid for over five years managing a number of driver training projects.

### Supporting literacy

STAGECOACH East is part of a project by The National Literacy Trust to boost literacy levels in Peterborough and improve the life chances and employability of the city's residents. To celebrate the launch of the Peterborough Literacy Campaign, local storytellers, sports stars and campaign ambassadors toured the city on a dedicated Stagecoach bus, delivering fun storytelling sessions and free books to children. In addition, the scheme launched a 'Love Peterborough' poetry competition. In partnership with Stagecoach buses, the competition called on the whole community to write a poem about why they love Peterborough with winning poems being displayed on selected Stagecoach buses.

## Stagecoach supports Movember

A NUMBER of events organised by Stagecoach Group's bus and rail companies took place during the month of November to support the health charity Movember. To mark the awareness month, where men are invited to grow a moustache for 30 days to raise awareness of men's health issues, more than 500 of Stagecoach's buses, trams and trains across the country were fitted with giant moustaches. In addition, megabus.com mascot Sid grew his own moustache which can be seen on the side of some coaches. Stagecoach Supertram also fitted large-sized moustaches to a number of trams and the South West Trains-Network Rail Alliance supported the charity for the second consecutive year by fitting moustaches to trains.

Stagecoach Group Chief Executive Martin Griffiths said: "We are delighted to be able to support this important charity and spread awareness of these kinds of issues among our employees and passengers in this way. It's great that so many of our staff are getting on board to help raise money and awareness about these devastating diseases."



Stagecoach staff in London line up with their marvellously moustached training bus



One of the South West Trains fleet with its moustache fitted



megabus.com shows off Sid and his mega moustache



Stagecoach Supertram employees also got in on the action with their own moustaches



North East employees Ray Conroy and Mark Athey showing off their homegrown moustaches

## Passenger milestone for megabus.com

megabus.com has served more than 40 million customers across North America since the company began in 2006. The business is helping to make city-to-city bus travel the fastest growing and most economical transportation mode in the US.

To celebrate the milestone, megabus.com awarded a customer with an iPad Air during an event in Orlando. The company – which serves 32 states in over 120 cities across North America – has increased sales by 13.5 percent in the last year.

"megabus.com's is now the travel option of choice for more than 40 million customers, and we're thrilled to serve them as our customers," said Mike Alvich, megabus.com's Vice President of Marketing and Public Relations. "As customers look for ways to stretch their dollars, we look forward to continuing to provide safe, convenient and affordable travel options for each and every trip."

## 50 not out

NORTH East bus driver Joe McBeth got a surprise recently as Stagecoach Chairman Sir Brian Souter paid a visit to Tyneside to help celebrate Joe's 50-year career milestone.

Joe joined the local bus operator in November 1964 as a conductor and quickly became a driver at the age of 21. Since then Joe has worked at the company's Slatyford depot in Newcastle.

On receiving the award, Joe said: "It was a real shock to see Sir Brian Souter in the canteen and I was thrilled when he presented me with an award." Sir Brian Souter, Chairman and co-founder of Stagecoach Group, said: "I'd like to thank Joe for the commitment he has shown and for all of his hard work during that time."



Sir Brian Souter (left) congratulates Joe McBeth

## Charity calendar



Willie McPhail, Operations Manager at Lancaster and with Lynda Braithwaite

LANCASTER resident Lynda Braithwaite has produced a charity calendar made up of 12 drawings inspired by Stagecoach drivers. Proceeds from calendar sales will go towards Leukaemia and Lymphoma research as well as the Neo Natal Unit at Lancaster Infirmary.

Stagecoach in Cumbria and North Lancashire will also donate £1 to every calendar sold. To buy a copy please call 01524 422217.

## Christmas jumper day



A collage of just some of the Christmas jumper wearing that took place across the Group

A HOST of Stagecoach bus and rail companies took part in 2014's Christmas Jumper Day to raise funds for charity.

The majority of companies opted to fundraise for Save the Children which has become synonymous with Christmas Jumper Day with other businesses choosing to raise funds for local charities instead.

Thanks to everyone who took part.



## PICTURE THIS



This edition's 'Picture This' winner was taken by **Bob Copestake**, Manager of Training and Development, Coach USA. It shows a megabus.com vehicle at Anaheim in California.

Congratulations to Bob who will shortly receive his prize – the equivalent of £50 in US Dollars. 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)

## Top industry awards

TRANSPORT operator Stagecoach Midlands won two honours at the 2014 Route One Operator Excellence Awards.

Stagecoach Midlands won Large Operator of the Year for its Northamptonshire operation and Northampton based Engineering Director David Heptinstall was crowned Engineer of the Year.

Stagecoach in Northamptonshire employs 530 people and has depots in Kettering, Corby and Northampton. David is responsible for the safe, reliable and efficient running of all Stagecoach Midlands' buses and coaches.

Managing Director of Stagecoach Midlands Steve Burd said, "Winning these awards is great recognition of the hard work by all staff at Stagecoach in Northamptonshire and highlights David for his dedication and commitment to the safe and reliable running of our services."



Representatives of Stagecoach in Northampton were presented with the award for Large Bus Operator of the Year by comedian Tim Vine and BBC Presenter Steph McGovern.

## Golden Spanner winners

PASSENGERS travelling with the South West Trains-Network Rail Alliance are using some of the most reliable trains in the country after the company won top honours at the Golden Spanner Awards. For the tenth year in a row, the Class 158/159 diesel trains, which run between Waterloo, Exeter and Southampton and on local Hampshire services, won the award for the most reliable former British Rail diesel multiple unit.

The class 455 units which run on the busy suburban lines won the award for the most reliable former British Rail electrical multiple unit while the Class 458s were named the most reliable new generation electric units.

Christian Roth, Fleet Director, said: "This is a real tribute to the hard work and dedication of our engineering team and is proof of the incredible reliability of our fleet."



## New MD for West Scotland

THE NEW managing director for Stagecoach's West Scotland business has been announced.

Tom Bridge will take over from the previous Managing Director Edward Hodgson on 1 February following Edward's promotion to a new post heading up the company's megabus.com inter-city bus operations in the UK and mainland Europe.

Tom (38) joined Stagecoach's highly respected graduate training programme in 1999 and has held several operational management roles with the

company over the past 15 years. He worked for Stagecoach in Newcastle, Oxford, Hastings, Canterbury and Herne Bay before being appointed Operations Director of Stagecoach South in August 2010.

Robert Montgomery, Managing Director of buses and coaches UK and Europe, said: "Tom is a product of Stagecoach's highly respected graduate training programme and it demonstrates the huge opportunities there are for personal and professional development in the business."



Top driver



Driver Jeffrey Dunford

COACH Canada driver Jeffrey Dunford has been awarded the 2014 Ontario Motor Coach Association (OMCA) Driver Excellence Award. The award highlights driver excellence across many

different areas, with a specific focus on safety and customer service, and Jeffrey earned the honour through 40 years of safe driving. He also received complimentary letters from passengers.



Stuart's on the race team

STAGECOACH Third Year Apprentice of the Year Stuart McMaster from West Scotland recently became part of the pit crew at a truck racing event with supplier Juratek Ltd. Juratek, which sponsors the Stagecoach Apprentice of the Year Awards, gave Stuart and other third year Apprentice Award winners James Thornborrow from Stagecoach London and Ian Dyer from Stagecoach East Midlands the chance to enjoy the truck racing at Brands Hatch.

Fancy dress charity fun



Stagecoach staff in fancy dress (from L-R): Sue Pettitt, Jose Abreu, Marion Jarrett, Pete Whitmarsh and Simon Jarrett

STAFF from Stagecoach South's Winchester bus depot decided to wear fancy dress or onesies to work in aid of Children in Need and collection buckets were available on the buses to give passengers the chance to donate.

"I'm really proud of the effort my team put into fundraising for this terrific cause." said local Operations Manager Martin Gibbon. "It's good to have some fun and raise money for such a good cause."



LETTERS OF PRAISE

The letters below, which were sent by passengers, demonstrate excellent service at Stagecoach London and Stagecoach West.

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 Mr White,

I am delighted to be writing on behalf of The Royal British Legion to thank you and all at Stagecoach for your support of London Poppy Day on Thursday 30 October.

The continued support from Stagecoach on both an operational and public facing level was a key contributing factor to the success of the day and achieving a total of £1.25m in just 12 hours across London. The innovative approach taken by Stagecoach to promote London Poppy Day through the liveried buses had a very positive impact and was important in raising public awareness for the overall Poppy Appeal campaign.

I really hope you enjoyed the opportunity to be part of The Royal British Legion's Poppy Appeal, and look forward to continuing to work together to uphold the memory of the fallen and support the future of the living.

Yours sincerely,  
**Charles Byrne**  
 Director of Fundraising  
 The Royal British Legion

Dear Stagecoach,

Over the last year I have started using the bus due to health reasons. Your staff have always been courteous and helpful.

On Saturday afternoon my purse had fallen out of my handbag. I didn't realise my purse was missing until the next morning.

On phoning your Gloucester office Sunday morning, the gentleman that took my call was so helpful and as luck would have it the purse was being handed in at the same time. They arranged for me to pick the purse up on the next Service 23 when it came through my home village Bream.

Not only was I lucky to get my purse back with its contents still there but also to deal with such amazing people.

Please pass on my thanks and appreciation to your staff.

**Name and address supplied**

Stagecoach signs Welsh international footballer



New recruit Kelly Isaac

FORMER Welsh international footballer Kelly Isaac is Stagecoach South Wales' newest recruit, joining the team as a Commercial Officer. During her career, Kelly has won 11 Under 19 Welsh Cups and has also won the Welsh Women's FA

Cup four times with her club Cardiff City LFC as well as participating in the Women's Premier League and UEFA Champions League qualifiers. She was recently called back into the Wales Women's Senior squad. In 2008, Kelly gained a full football scholarship to the USA where she travelled all over the States and Brazil to participate in friendly tournaments. In 2012, whilst continuing with her football, she obtained her degree in International Business in Southwest Baptist University, Missouri. After five years in the USA she then travelled to Sweden on a professional contract for five months.

Important donation

BRYONY Chamberlain, Director of Operations for megabus.com North America and Sean Hughes, Associate Director of Corporate Affairs for North America, recently presented the Wounded Warrior Project with a donation of \$18,000 from megabus.com. megabus.com donated \$1 to the Wounded Warrior Project for every passenger who rode with megabus.com on Veterans Day. Coach USA/megabus is also now a preferred Warrior Employer.



The cheque presentation to the Wounded Warrior Project

## ■ New Simplibus for Grimsby & Cleethorpes

CHRISTMAS came early for passengers in the Grimsby and Cleethorpes area when a new state-of-the-art bus fleet was unveiled. The new Simplibus service will serve two of the busiest routes in the area and allow passengers to access information in its simplest form, making travelling easier and more accessible for everyone. Stagecoach East Midlands Managing Director Michelle Hargreaves said: "This is a £4million investment but we believe in Grimsby. This investment is about making our services simple for customers to use. We want people to be encouraged to travel by bus and feel confident in doing so."



East Midlands staff and their Christmas jumpers in front of a festively wrapped Simplibus vehicle

## ■ New buses take to the road

AN INVESTMENT of nearly £3.2 million in 24 brand new buses for passengers in Cheltenham has been announced by Stagecoach West. Passenger numbers across Stagecoach West have risen by 20% in the past five years thanks to continued investment in high quality services and innovative marketing. The buses replace half the existing fleet and have free WiFi and green Euro 5 specification engines. Stagecoach Group Chief Executive Martin Griffiths said: "Bus services are a key part of Cheltenham's infrastructure, supporting the economy and connecting local communities. This is exactly the kind of major investment that is making the bus a real alternative to the stress of driving in congested towns and cities right across Britain." Cllr Simon Wheeler, The Mayor of Cheltenham, said: "I applaud Stagecoach for the level of investment they have made to further enhance the bus network in and around Cheltenham. The people of Cheltenham are very fortunate to have access to such a comprehensive service."



Stagecoach Chief Executive Martin Griffiths and Stagecoach West Managing Director Rupert Cox are joined at the launch by Councillor Simon Wheeler and Philip Williams from Gloucestershire County Council

## Eco-friendly buses for North Scotland

MORE than £600,000 is being invested in five state-of-the-art electric vehicles for Stagecoach's bus operations in Inverness, with additional funding coming from the Scottish Government's Green Bus Fund.

Scottish Transport Minister Keith Brown has announced that the Scottish Government is to invest a further £477,000 from its Green Bus Fund in the new Stagecoach buses.

The new bus order is made up of five Optare Solo electric vehicles. The buses – which produce zero emissions – will be put into service in place of existing diesel vehicles on several routes around Inverness, including:

- Inverness – Raigmore
- Inverness – Lochardil
- Inverness – South Kessock

The new vehicles – which will be the first electric vehicles operated by Stagecoach – will be manufactured by British company Optare and will be built at the company's factory in Leeds. They will go into service next year.

Stagecoach North Scotland Managing Director Steve Walker said: "Our buses play a vital role in keeping communities connected across the north of Scotland and we are committed to investing in cleaner, greener vehicles for our passengers."

Announcing the funding award, Scottish Transport Minister Keith Brown said: "This fund is helping our bus industry invest in the latest emission-reducing technology and is another clear indication of our support and commitment to the bus industry in Scotland."

## Investment in coastal bus route

STAGECOACH South's popular Coastliner700 route has introduced a £2million fleet of 12 brand new eco-friendly double deck buses with a brand new design.

The new vehicles all feature free WiFi, perfect for commuters that want to take back some of their day.

Mark Turner, Regional Commercial Director for Stagecoach, was joined by Worthing's Deputy Mayor, Councillor Michael Donin, at a special launch ceremony in Marine Parade, Worthing. Mark said: "We hope to encourage even more people to try the bus for a relaxing journey, with more comfortable seating and free WiFi, not to mention the great value tickets we offer for regular travellers."



The launch party unveil the new vehicles

## megabus.com launches new German services



A megabus.com vehicle at the launch of the new services in Munich

The company now operates a route between Munich, Stuttgart, Frankfurt, Cologne and Brussels, providing both international services and domestic travel between German cities.

The new route will cover some of the most densely populated centres in Germany which have a combined direct population of more than 3.8million people. It also includes Brussels which is the capital of the European Union and has a population of 1.2million.

megabus.com Managing Director Edward Hodgson said: "We are the only coach operator in Europe to offer €1 fares on all services across all routes. We believe consumers make their travel choices based on low fares and high quality services over the long term and we aim to be number one on both. We look forward to attracting people on to our greener, smarter and better value coach services."

GERMANY is now benefitting from lower fares for inter-city travel after coach operator megabus.com began operating a new route which will help cut the cost of travel between German cities.



## ■ Developing skills

STAGECOACH South East provided transport for a group of school pupils with a range of learning difficulties to take part in an exciting day of activities to develop their independent living skills.

The pupils worked in groups on a broad range of activities from teeth cleaning to using public transport – some for the first time, plus budgeting for the day and ordering their own food.



## Claim to fame



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)

SUPERTRAM employee Glynn Lowrie recently took part in the Channel 4 quiz show Fifteen to One. Glynn is pictured above (5th from right) with his fellow contestants and presenter Sandi Toksvig. The show was not Glynn's first foray into the world of TV quiz shows – eight years ago he also appeared on the Channel 5 quiz Brainteaser.

## ■ Time to tee off

AN INTER-DEPOT golf competition is being held by Stagecoach Cambridge on 24 June 2015 at the Lakeside Lodge Gold Complex in Pidley, Cambridgeshire. Staff from all depots are invited to take part. If you are interested in entering a team please – at a cost of £40 per team – email [martin.stanford@stagecoachbus.com](mailto:martin.stanford@stagecoachbus.com) to find out more.

## ■ Gala dinner award for megabus.com

megabus.com US was voted First Runner Up for Group Travel at a gala awards ceremony and dinner attended by the tourism, hospitality and transportation industries at the Hudson Theatre in the heart of Times Square in New York. In addition to the award presentations, guests were entertained by performances from hit Broadway shows Les Miserables and Kinky Boots.



The 200 Club relaxes during a break

## ■ The 200 Club

EMPLOYEES Ronald Lloyd, Dudley Stow and John Williams at Stagecoach East Midlands are known as The 200 Club as the trio have a combined age of 200 years and 120 years' service in Hull between them.

## Deborah's big loss

SUPERTRAM conductor Deborah Fox recently featured in Pick Me Up magazine after she lost a staggering seven stones in weight. Deborah, who weighed 20st 7lbs at her largest, joined Slimming World in 2013 and has gone from strength to strength, losing 7st over the past 18 months. She is now well on her way to reaching her target weight of 10st 7lb and has been rewarded with the titles of Greatest Loser 2014 and Woman of the Year 2014 at her Slimming World group.

She said: "There are plenty of tasty recipes to try and I'm eating more food now than I was before I joined! Only now it's the right kind of food. Now I've got my confidence back I enjoy going to the gym, going to zumba classes, boxing and swimming."

## Talent spotting

YOUNG people in the East Midlands are getting extra help and support to start a career in the rail industry. The rail network supports thousands of jobs in the East Midlands and the Young Rail Professionals East Midlands Steering Committee aims to encourage more young people to work within the rail industry as well as helping local businesses to identify and nurture the next generation of talent. Sarah Layzell, Talent Manager at East Midlands Trains, said: "There has never been a better time to work in the rail industry with many billions of pounds being invested in new stations, trains, tracks and signals to cope with growing passenger numbers."

## Taking the plunge

megabus.com driver Shaun Phillipson from Rugby depot, took part in his first ever tandem skydive recently as a birthday present from his partner. By taking the plunge, and through a £400 donation from Stagecoach Midlands, Shaun helped raised £1,000 for Children in Need. He said: "I have always wanted to do a skydive and when one of our drivers approached me with a sponsor form for Children in Need and asked if I could help, I decided to do the jump for the charity."



Shaun (right) with his skydiving instructor

## ■ Broadband boost

THOUSANDS of East Midlands Trains passengers can now enjoy more reliable broadband as well as cheaper daily and monthly tariffs.

All trains to and from London St Pancras now offer much improved broadband connections for passengers. The investment will also help to reduce so called 'black spots' where coverage can drop out.

Neil Micklethwaite, Customer Service and Commercial Director at East Midlands Trains, said: "This £200,000 investment ensures our passengers can continue to enjoy the latest technology, including 4G, providing a better and more reliable WiFi on our London services."

## ■ Blooming great

A COMPETITION organised by the Isle of Wight Community Rail Partnership, Island Line Trains and South and South East in Bloom this



*Pupils from Bay Primary School enjoy their day out in London*

year saw five

entries from schools and youth clubs from Ryde to Shanklin to plant and decorate their town railway stations. There were also entries from Island Line Trains staff, further adding to the abundant floral displays on show.

This year's winner was Bay Primary School in Sandown who won a day out to the Royal Parks in London, travelling courtesy of South West Trains to Waterloo.

## ■ Making a difference

THE SOUTH West Trains-Network Rail Alliance charity committee has chosen Twickenham based charity SPEAR – which helps homeless and vulnerable people progress to live independent lives – as one of its 2014 charities of the year.

A donation of £2,201.60 from the Alliance will go towards funding a cycle maintenance course for SPEAR clients which is part of a wider Skills and Development programme that is intended to give clients self-esteem and the ability and confidence to live independently and not return to the debilitating conditions of sleeping rough. Chair of the Alliance charity committee Kat O'Malley said: "We already have a strong relationship with SPEAR as we donate abandoned bikes to the group for renovation so it makes sense to adopt them as one of our charities of the year."

## Pedal power

STAGECOACH Group's rail companies have scooped a series of National Cycle Rail Awards as part of the ongoing work to improve and promote cycling at train stations across the country.

Out of 10 awards, Stagecoach's rail franchises won the following:

- Station of the Year – Sheffield (East Midlands Trains)
- London Cycle Parking – Surbiton (South West Trains-Network Rail Alliance)
- Cycle Champion – Stuart McKenna, British Transport Police (working with South West Trains-Network Rail Alliance)
- Photography Competition – By Royal Appointment (South West Trains-Network Rail Alliance)

Jonny Wiseman, Route Manager for East Midlands Trains, said: "A lot of hard work has gone in to improving Sheffield Station for all passengers. We will continue to invest in improving cycling facilities right



across the network as we work hard to make it as easy as possible for all passengers to travel by train." Phil Dominey from The Alliance added: "We work very closely with our partners to provide the best possible facilities for passengers and it is excellent news that these efforts have been recognised by the judges again this year."

## Best bus driver

LOCAL bus companies in Swindon – including Stagecoach West – recently joined forces to seek out Swindon's top bus driver.

As part of National Customer Service 2014, Swindon's bus users were asked to nominate their favourite bus drivers. The top bus drivers were awarded with £100 High Street shopping vouchers. The Stagecoach winner was John Dyer who was praised by passengers for his friendly and considerate approach to passengers and excellent service.



*Swindon's top bus driver: Stagecoach's John Dyer is seen receiving his well-deserved prize from Acting Operations Manager James Carroll*

## North East's calendar girls



*The stars of the calendar*

THE LADIES of Stagecoach North East's Sunderland depot have stripped down to their bare essentials for a playful calendar all in the name of a good cause.

Eleven employees

created the 'Stagecoach Sunderland Ladies Breakthrough Breast Cancer Calendar' to raise money for the national charity, which aims to stop women dying from breast cancer.

Bus driver Anne Seymour (54) from Sunderland is the brains behind the calendar and is also 'Miss October.' She said: "We had a fabulous day shooting the calendar but we had to make sure the buses were parked in front of the depot cameras as we couldn't switch them off!"

To make a donation to Breakthrough Breast Cancer please visit [www.justgiving.com/nicola-seymour1](http://www.justgiving.com/nicola-seymour1)

## Steve's 43-year career

COACH USA Suburban Transit bus driver Steve Majofsky has announced his retirement after 43 years of service. During his career he has driven more than 2.5 million miles or 100 times around the globe at the equator, travelled through the Lincoln Tunnel more than 50,000 times, and transported more than 1.7 million passengers all without one accident during his 43-year career. A holiday lunch was held in his honour with friends, family and colleagues.



*Suburban Transit General Manager Scott Sprengel with Steve Majofsky*





*This week's recipe for Coronation Chicken comes from Jackie Stott, head cook at Stagecoach head office in Perth – it's one of the most popular lunch fillings among staff, and employees can now enjoy it at home too.*

**Coronation Chicken** (Serves 6)

**Ingredients**

4 chicken breasts, 1 small white onion, 2 dessert spoons of mango chutney, 1 small jar of mayonnaise, 1 teaspoon of brown sugar, 2 heaped teaspoons of curry powder (madras medium), sultanas (optional)

**Method**

- Cook chicken separately using any method you want (i.e. bake, fry, boil).
- For the sauce, fry sliced onion with a little oil.
- Add curry powder, sugar, mango chutney and a teaspoon of warm water and cook into a paste for 5 minutes.
- Let it cool then mix with mayonnaise and blend. Also add sultanas at this point if you choose to include.
- Mix with diced cooked chicken and season with salt and pepper to your liking.
- Use in sandwiches/wraps or as part of a salad.

## Training team challenges

DOROTHY Hermiston, Deputy Training & Development Manager (Engineering), has retired from her role with Stagecoach UK Bus. Clare Willis, currently Training Co-ordinator with responsibility for engineering training, has been appointed Deputy Training & Development Manager (Engineering). Training and Development Manager Matthew Darroch said: "Dorothy made an outstanding contribution to the training team over the past 13 years, helping implement many successful training initiatives throughout the UK Bus Division. "In particular, her management of Stagecoach's multi award-winning modern apprentice programme for engineers, has helped develop several hundred young trainees into skilled engineering colleagues. The training team will miss Dorothy's amazing contribution and we all wish her a long and happy retirement." He added: "We would also like to congratulate Clare on her new appointment."

## East Midlands trains tribute

EAST Midlands Trains has unveiled a tribute to the 'Sheffield City Battalion' at Sheffield railway station. Ron Wiltshire is a long standing fundraiser for the Royal British Legion's Poppy Appeal, including raising over £50,000 this year alone.

The Sheffield City Battalion was a 'Pals Battalion' which was formed at the outbreak of war and was assigned to France, taking over a stretch of the front line opposite the fortified hill-top village of Serre. On 1 July 1916, the Battalion were ordered to capture the village, which was heavily guarded by German forces. This date marks the beginning of the Battle of the Somme. In the three days that the Battalion were at the front, they suffered the loss of 513 officers and men that had either been killed, wounded or were missing, with a further 75 men slightly wounded. Former East Midlands Trains Managing Director, David Horne, said: "We wanted to do something to



Ron Wiltshire, East Midlands Trains' Ticket Advisor helps to unveil the 'Sheffield City Battalion' tribute

recognise the significant role of the Sheffield City Battalion and the centenary of the Great War. Many of our own employees and our customers will have had relatives who lost their lives in World War One and the centenary of Great War will mark a poignant moment for many."

## Disney dress up

DISNEY favourites and other well known cartoon characters were on the move recently as Stagecoach Midlands bus drivers dressed up to raise funds for the British Heart Foundation.

The event, organised by bus driver David Russell at Leamington Spa depot, raised £379.25, topped up to £600 with a donation from Stagecoach Midlands.



David said: "It was great to see how many people care and are willing to give to such a fantastic charity."

*Four of the bus drivers who took part in the British Heart Foundation charity event (L-R): Linda Nicholson, Dean James, Matt Brown and Nigel Nicholson*

## Expanding operations

STAGECOACH Merseyside and South Lancashire has bolstered its teams in Birkenhead and Chester by 55 people over the last 12 months following strong growth in the region and the company is continuing to recruit. Elisabeth Tasker, Managing Director of Stagecoach Merseyside and South Lancashire, said: "We're continuing to witness strong growth driven by continued demand for our services across the region. Our focus on connecting communities and offering a friendly, efficient and cost effective means of travel is reaping rewards and this has had a very positive knock-on effect in terms of the local employment opportunities which we've been able to offer."

## Starring role for Coach Canada

COACH Canada again teamed up with the International Ice Hockey Federation this year to bring the 2015 IIHF World Junior Hockey Championship to the ice in both Toronto and Montreal, Ontario in December and January. The Coach Canada team consisted of drivers, dispatch and operation staff and on-site management, operating motor coaches, media shuttles and operations vehicles for the duration of the tournament.

A special thanks to the above staff who graciously gave up this holiday time with their families to represent Coach Canada to the world, and help make this event a great success.

## Colin celebrates the big 4-0



Colin Ashcroft with his treats during his birthday celebrations

STAFF at Stagecoach South's Worthing depot recently helped Operations Manager Colin Ashcroft celebrate his 40th birthday. Colin, who joined the company in 1994 was treated to a cake along with balloons and banners to mark the big day.

## ■ Charles bids farewell



The team at Stagecoach in Cumbria say a fond farewell to Charles

CUMBRIA and North Lancashire engineer Charles Stamper has retired after 40 years with the company. His achievement was recognised when the team presented him with a farewell gift, wishing him all the best in his retirement.

## ■ John Woodley

STAGECOACH Oxfordshire staff were saddened to hear of the passing of employee John Woodley recently.

John was a much respected and well liked colleague at the Horspath Road office and will be sadly missed by all of his friends and colleagues at Stagecoach. He will also be missed by his many regular customers on Route 1 who got to know him well over the years. Our thoughts and best wishes are with John's family and friends.

## ■ North East appointments

GRADUATE Viv Stephenson has taken on the role of Assistant Operations Manager at Newcastle's Walkergate depot with Stagecoach North East. As Assistant Operations Manager, Viv will oversee the daily running of the depot as she progresses with her training and development, whilst receiving support from a dedicated mentor. Meanwhile the company has welcomed Maxine Errington as new Personal Assistant to Managing Director Phil Medicott.

## ■ 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 13 February 2015**.

## GETTING TO KNOW YOU...

### Michael McHugh, Graphic Design, UK Bus

#### ■ Who are you?

Michael McHugh, Design and Web for Stagecoach UK Bus Central Marketing.

#### ■ What do you like most about your job?

Pretty much everything about being a designer is awesome, but currently setting up email design templates are a fun challenge.

#### ■ What do you like least about your job?

Not much but tight deadlines and last second amends can be a stress!

#### ■ Favourite food?

Chilli Con Carne. The hotter the better!

#### ■ Least favourite food?

Black Pudding! Just the idea of it is wrong.

#### ■ What are you most proud of?

That I taught myself how to build and code websites from scratch and also teaching myself how to use all the design software I use today.

#### ■ Favourite holiday destination?

Paris was pretty good!

#### ■ Most embarrassing moment?

Walking face first into a phone box.

#### ■ Favourite music?

Too much to choose from. Blink 182 are my favourite band but I also like Ray Charles, Jamie Cullum, Buddy Holly, and the list goes onto even Metallica.

#### ■ Person you would most like to have dinner with?

Director Kevin Smith. Clerks is in my top five films.

#### ■ First thing you would buy if you won £1 million?

Plane tickets to New York.



'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)

## Super People Awards

SUPERTRAM recently celebrated those who had completed 20 years of service and awarded special recognition prizes to people who have made a difference within the company. There were two fantastic events celebrating 70 employees and among them were 49 employees who have notched up 20 years' service. Well done to all involved.



Supertram's Super People with their certificates

## Celebration of Jon's 30 years

JON Coles, a Shunter/Cleaner at Banbury depot, has achieved more than 30 years' service after joining the company in September 1983. In recognition of his career, Jon's colleagues recently presented him with Sunstar Routemaster model Bus, which he was thrilled with. At the same time Jon was presented with his Long Service Award certificate of 30 years with the company.

Jon receives his certificate from Paul O'Callaghan, Service Delivery Director for Stagecoach in Oxfordshire

