

ON STAGE



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megabus.com launches domestic services in Germany

STAGECOACH'S inter-city coach brand megabus.com has launched two domestic routes in Germany as part of the company's on-going expansion in Europe.

megabus.com has introduced one new route between Munich, Nuremberg, Leipzig, Berlin, Hanover, Dortmund and Cologne and another between Munich, Nuremberg, Kassel, Göttingen, Hanover, Hamburg, Bremen and Cologne, offering travel from just €1. The new services mean the megabus.com network in Germany now covers 13 locations.

megabus.com has also established a new operational base in Munich, creating 23 jobs, with a further 27 employees to be stationed at a crew base in Hanover. The operator has forged strong ties with local businesses; Munich-based companies Josef Ettenhuber and AGK Truck and Bus will assist with fuelling, cleaning, parking and maintenance of the megabus.com vehicles.

megabus.com Managing Director Edward Hodgson said: "This is an exciting development for public transport in Germany. It will provide more choice for passengers who will benefit from low fares and high quality travel to some of the most popular places across the country.

"Our brand new fleet of coaches allows us to carry more passengers and keep costs down for our



A megabus.com Astromega vehicle on show in Munich

customers, meaning they have more money to spend when they get to their destination.

"We've been successfully operating coach services for the past 12 years, with international services to and from Germany since 2013. Over the past three years, we have been serving a growing number of European cities and we are looking forward to creating new jobs and boosting tourism with our new network.

"Our services will complement existing transport options for people and our experience in the UK shows that coach and rail services can both attract growing numbers of passengers by offering customers good

value and good customer service."

As well as using the domestic network, megabus.com customers in Germany can also connect to cross-border routes, helping to open up travel opportunities to more than 110 destinations on the megabus.com network across the UK and mainland Europe.

The number of passengers using megabus.com's growing coach network in Europe increased by more than 60% in the past year as the company continues to transform travel options for passengers megabus.com already carries more than 15 million passengers a year across Europe and North America.

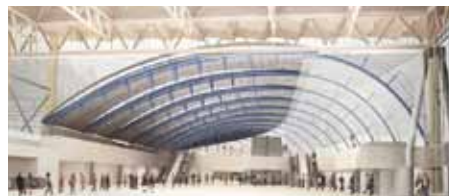
Big step for Waterloo

THE BIGGEST investment for decades on the UK rail network has now moved a step closer with the appointment of a team of contractors who will be responsible for planning and carrying out major improvement works at London Waterloo.

An agreement between the South West Trains-Network Rail Alliance, Skanska, Colas Rail, AECOM and Matt MacDonald is now in place and the consortium will now work with the Alliance to scope out plans to boost capacity at London Waterloo and other inner London stations.

The agreement aims to develop detailed plans, including:

- Reopening the former Waterloo International Terminal to be used regularly by commuter services.
- Lengthening Platforms 1-4 to allow 10-car



An artist's impression of what the revamped Waterloo Station could look like

services to run on suburban routes for the first time ever.

Christian Roth, Fleet Director of the South West Trains-Network Rail Alliance, said: "A huge amount of work has already been carried out to improve services and increase capacity but we know we need to do much more. The unique alliance between South West Trains and Network Rail allows a project of this size to be delivered efficiently and it will have a real impact on passengers' journeys."

Who will be your champions?

THE DEADLINE to nominate your 2015 Stagecoach Champions has now passed and hundreds of nominations have been submitted over the past few months.

Over the next couple of months, all entries will be reviewed and the judges will be asked to choose their winners from a shortlist in each category.

Then, those shortlisted for an award will be invited to our 2015 Stagecoach Champions Awards ceremony in London later this year.



What a Laugh!



Posted on Twitter:

'Moving house on the rush hour tube, which is about to get totally rammed... Today I'm "That guy"!'

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

Sid record attempt

megabus.com UK mascot Sid took part in the 10th annual Mascot Gold Cup recently which doubled as a world record attempt for the most mascots in a race.

Sid, who is not known for his speed over the ground, put in a good effort but did not win the title.

However, overall the group of mascots are thought to have done enough to set a brand new world record so congratulations to all involved.



Sid (left) with a fellow mascot at the event

Read all about it

OVER 600 pupils at a primary school in South Shields are to benefit from a new static library for their school with the donation of a recently retired double decker bus from Stagecoach North East. The bus will be fixed as a static library in the grounds at Westoe Crown Primary School and will receive a make-over – including the removal of seats and a new carpet fitted – with pupils, staff and parents getting involved in decorating to transform the old bus into a brand new library. Brian Sleightholme, Operations Manager for Stagecoach North East's South Shields depot, said: "Being able to lend a helping hand to community projects like a new library for a school on our doorstep is always important, especially when it comes to youth learning and development."



The Westoe Crown Primary pupils with their new library bus

Top coach industry award

STAGECOACH East Scotland was recognised with a top honour at the 2015 UK Coach Awards.

The company was awarded the Express Operation of the Year accolade at the 6th annual event after impressing judges with its Express City Connect network which operates across central Scotland. Stagecoach's Oxford Tube service, which operates between Oxford and London, was runner-up in the same category.

Stagecoach East Scotland's Express City Connect network operates high-quality coach services across Fife and into Edinburgh, Perth, Dundee, Aberdeen and Glasgow. Facilities such as leather seats, on-board toilets, power sockets, air conditioning and free wifi have helped make the services an attractive alternative to the car, achieving increased passenger numbers.

Stagecoach East Scotland Managing Director Andrew Jarvis said: "It's fantastic to win this award, which is testament to the hard work of our employees who are at the forefront of delivering these services to our customers all year round."



Engineering Manager Dave Simpson and Operations Manager Jim Mooney, both from Glenrothes depot, with their trophy at the 2015 Coach Awards

"We now carry more than 4.2million passengers a year on our Express City Connect network and by investing in new vehicles, with free wifi, and delivering excellent customer service, we look forward to attracting even more people on to our greener, smarter coach services in the future."

'I make the difference' awards

SOUTH WEST TRAINS has recognised employees from across its Customer Services department at the first ever 'I Make the Difference Awards'. The winning employees were honoured for their outstanding contributions to customer service at an awards ceremony, sponsored by TPT station retailing and STM Security, at the Kia Oval in London.

Awards were given out across 15 categories to a variety of employees working as guards, gate line staff, community, environmental, performance and safety champions and security personnel. The winners of this year's Station Pride Awards were also announced.

The winners, who came from across the network, received a certificate and a cash prize at the awards lunch. All of the train operator's customer service departments were represented with winners from stations including Fratton, Basingstoke, Honiton, Weybridge and Guildford.

Awarding the prizes, Arthur Pretorius, the South West Trains-Network Rail Alliance Director for Customer Service, said: "I would like to congratulate all of our winners. We had a large number of entries and heard some incredible stories. It made the job of selecting the most worthy very difficult."

"We have a great team of 2,500 employees working within the Customer Service department who are crucial to making the difference for passengers on our trains and at our stations day in, day out. Awards like these can only recognise a small fraction of our people but they remind us of the fantastic work that goes on across the business."

"We look forward to receiving even more nominations and hearing about the wonderful work of even more of our employees during next year's awards."

VIP treat for David

FIVE-YEAR-OLD bus enthusiast David Elston, from Hampshire, was given a dream come true VIP tour of the bus wash. David was also presented with a number of gifts from Stagecoach including his very own model Stagecoach bus.

Stagecoach staff Steve Thorpe and Lee Bridle gave the youngster a personal tour of the Chichester bus station and garage site to see all the buses followed

by a trip through the bus wash. David was also presented with a number of gifts from Stagecoach including his very own model Stagecoach bus.

Steve Thorpe, Stagecoach's Marketing Officer, said: "It was a real pleasure to meet David and we hope his passion for buses continues."



David got into the driving seat during his visit

South Managing Director retires



STAGECOACH South Managing Director Andrew Dyer (pictured) has announced plans to retire in July.

He will be succeeded as Managing Director of Stagecoach South by Mike Watson with effect from 1 July 2015. Mike has been

Managing Director at Stagecoach South West for the past two years.

Andrew Dyer has 45 years of service to the bus industry and for a short time also previously held a management role in the rail industry. He has worked with Stagecoach for 21 years.

His career started in 1970 with a holiday job in Oxfordshire sweeping floors and bus conducting. Since then he has worked at Charlton-on-Otmoor Services, in Oxfordshire, the National Bus Company in Exeter and Cheltenham, Cheltenham & Gloucester Omnibus Co and South West Trains. He was appointed Managing Director of Stagecoach South in 1999, a post which he has held ever since. Robert Montgomery, Stagecoach UK Bus Managing

Director, said: "Andrew has had an extensive career in the UK bus industry and I would like to thank him for his loyalty and commitment to Stagecoach over many years. Most recently, his knowledge and experience has been invaluable as part of the integration of the former Norfolk Green operations into the business and we wish him all the best in his retirement. "I would also like to congratulate Mike on his appointment. Over the past two years, he has established strong community links in the south west and I am sure he will bring that same spirit of partnership and focus on customer service to his new role."

Mike Watson has been Managing Director, Stagecoach South West, since July 2013 and has been in the bus industry for nearly 20 years. Before joining Stagecoach, Mike spent five years with Arriva as General Manager of the St Helens depot and then as an Area Manager in Yorkshire. He joined Stagecoach as Operations Director at the North East business in November 2011.

A recruitment process is now underway for the Managing Director post at Stagecoach South West. Stagecoach has also confirmed that from 1 May 2015, Norfolk Green will become part of Stagecoach East and trade as Stagecoach Norfolk.

First class brekkie

CUSTOMERS travelling with East Midlands Trains can now enjoy a first class experience from start to finish with the launch of a new complimentary breakfast offer in the company's five main First Class Lounges.

Neil Micklethwaite, Customer Service and Commercial Director for East Midlands Trains, said: "By providing a light breakfast in the lounges it means that people can have the best of both worlds – a light breakfast at the station and then a full English on the train."

VIP vehicle visit

BUS ENTHUSIASTS got a treat recently as an Scania Metropolitan MD 60 vehicle undertook a tour of bus garages in east and south east London including Plumstead, Barking, Rainham, Catford and West Ham.

Organised by Visions International, the tour used Ensignbus' freshly restored Metropolitan bus, one of 164 delivered between 1975 and 1977 and built by Scania and Metro-Cammell-Weymann.



(L-R) Paul Almeroth of Ensignbus, Steve Barker Plumstead depot union rep and 89-year-old former Plumstead driver Dave Edwards

Youngsters get on the buses

Children receiving treatment for brain tumours were given their very own open top double decker bus for the afternoon in Nottingham, thanks to Stagecoach East Midlands.

Youngsters at the Nottingham Queens Medical Centre enjoyed tours around the site on board Rocky, a member of the Skegness Seaside family. Stagecoach also donated £1,000 as part of on-going fundraising efforts for the Children's Brain Tumour Research Centre (CBTRC) charity. Louise Wright, Publicity Officer for Stagecoach East Midlands, has a personal connection with the CBTRC after her daughter, Leah Brockbank, battled with a brain tumour for three years and was treated at the centre. Leah passed away on 1 January 2013 and now Louise continues to raise money for the charity, with support from family, friends and Stagecoach colleagues and customers.



Stagecoach East Midlands hands over the cheque with Rocky the Seaside in the background

Speaking up

WE WOULD 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. All complaints are logged, investigated and appropriate action taken.

Copies of the recently updated Speaking Up policy are available online at 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:

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Phone: +44(0)20 7620 5976

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Supertram satisfaction for passengers

RESEARCH has shown that 92% of Supertram passengers are satisfied with their tram services. The results of the Passenger Focus Tram Passenger Survey showed that Supertram's overall passenger satisfaction score was above the average score of 90% for the six UK light rail networks covered in the survey.

Supertram Managing Director Margaret Kay said: "We're focused on offering great value, integrated travel so people can make the most of tram and bus services in the city and we will continue to work hard to further improve the reliability and punctuality of our services in the months and years to come."

On board the hacktrain

PASSENGERS travelling with East Midlands Trains recently saw the start of Europe's first ever HackTrain as 40 hackers joined the East Midlands Trains service for the first leg of a three day unique event that will see the creation of revolutionary concepts by a team of top hackers. Europe's best developers took their journey on the HackTrain, using the London to Sheffield service as a mobile office as they work against the clock to create start-ups, apps and prototypes that could be presented in front of CEOs and investors in a bid to become the HackTrain champion.

Top team driver

COACH Canada driver Dave Fox has been recognised for his dedication and commitment by a local hockey club. Dave – who has been the dedicated driver for the Oshawa Generals Hockey Club for 25 years – was awarded a framed team jersey by way of a thank you from the squad.



Dave Fox (right) is presented with his team jersey

Special naming ceremony

STAGECOACH South has announced the winner of a competition to name a Hayling Island bus, following the launch of five brand new single deck buses in the area.

The winner of the competition was Gil Carter who chose the name 'Peter Chilvers' after a former island resident who was an inventor, engineer and promoter of sailing and windsurfing.

Stagecoach South Marketing Officer Steve Thorpe said:

"We wanted to give our new vehicles a 'local' identity that both we and the local residents who catch our buses can be proud of."



Local Operations Manager for Stagecoach Bob Jackson presents Gil with his prize



PICTURE THIS



This edition's Picture This winner was taken by driver **Stephen Giddings** who works for Stagecoach Midlands. It shows a vehicle on a foggy morning in Mawsley, Northamptonshire.

Congratulations to Stephen who will shortly receive his prize of £50 in 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

Pretty muddy challenge



The Stagecoach Seven team prepare for the charity event (missing from photo: Gyana Marins)

SEVEN members of staff at Stagecoach's Cambridge depot will be standing up to cancer by running in Cancer Research UK's exciting new Pretty Muddy event in June.

The Stagecoach Seven signed up for the challenge in support of their many friends, family, colleagues and customers who have survived cancer and for those who sadly lost their battles.

Pretty Muddy is a women-only, non-competitive 5k obstacle course – with added mud.

Stagecoach East Operations Director and Group leader Zoe Paget said: "We've had a look at the course online so know what to expect but we're not sure how muddy we're going to get or how many changes of clothes we'll need. Some of the team aren't sure about the mud but I keep telling them how good it will be for our pores!"

To support the team with a donation visit

www.justgiving.com/stagecoach-7

New agreement good for passengers

Rail passengers on South West Trains will benefit from a £50 million package of improvements under an amendment to the current South West Trains franchise agreement between Stagecoach Group and the Department for Transport.

The agreement means millions of pounds worth of passenger improvement initiatives will be introduced between now and February 2017. Passengers will not have to wait for a new franchise to benefit from these initiatives and taxpayers will gain better value from public investment.

Planned improvements include more capacity on trains, space for passengers, improved technology and better ticketing and enhanced customer service. Chief Executive of the South West Trains-Network Rail Alliance Tim Shoveller said: "These exciting changes will deliver the biggest package of customer focused benefits for years."



Alliance Chief Executive Tim Shoveller and Rail Minister Claire Perry celebrate the announcement

Right on cue

RAIL passengers had the chance to challenge snooker pro Ken Doherty to a quick game of snooker whilst travelling through Sheffield station recently as East Midlands Trains helped launch the World Snooker Championships.

Money raised from the challenge went towards Sheffield Children's Hospital and Ashgate Hospice. Jason Cocker, East Midlands Trains Route Manager, said: "This is the second year we've supported the championships in this way and it generates a great deal of excitement amongst passengers and staff."



LETTER OF PRAISE

One of our customers at Stagecoach South East has penned a poem to sing the praises of her bus service.

Dear Sir/Madam,

I recently wrote a poem about the Thanet Loop and it will be published in a book called "Home is where the heart is". I love the Thanet Loop and rely on it a lot to get to work.

The Thanet Loop travels the towns in a speedy and reliable way

Know when you need a bus; you won't have to wait all day.

Some of the people you meet are local folk They'll chat whilst hopping on to avoid a soak.

The driver may smile and say his job is fun Another will grumble, it's for the wife and bills must be done.

They come every ten minutes until late at night Those colours and the noise are a familiar sight.

Taking people to work and some to school Even some passengers who sit with their wool It takes youngsters to see their friends And others to places their lives depend.

On this fine day the bus you will get. Remember to smile and treat the driver with respect. With its great prices and plenty of space You sure can't beat the Loop to get around this place.

Thank you for reading
Name supplied.

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 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.

In the best of health

STAGECOACH North East has been recognised for its commitment to improving the health of its staff in Newcastle after receiving the Bronze Better Health at Work Award.

Employees at Walkergate bus depot received the award as part of an initiative to promote health and wellbeing in workplaces across the region. The company has signed up to the minimum four-year programme and will build up to achieve Silver, Gold and Continuing Excellence standard over the next three years.

To achieve the Bronze Award, Stagecoach North East took up the challenge of promoting health among staff, with a series of workplace health campaigns and fitness activities taking place over the past 12 months. Tommy Blacker, Assistant Operations Manager at the Stagecoach Walkergate depot, said: "Everyone at the depot has taken this scheme on wholeheartedly and have achieved great personal goals already as a result. In fact, there has been so much enthusiasm and support for the project that our standard was almost good enough for Silver!"

Michael McMullen (centre) from the Newcastle upon Tyne Hospitals NHS Foundation Trust with Tommy Blacker, Assistant Operations Manager at the Stagecoach Walkergate depot, and Stagecoach Operations Manager David Wakefield



The first Stagecoach vehicle at the head of the procession

Celebrating military service

STAGECOACH West provided a convoy of nine buses to a special remembrance event in Gloucester, titled 'Saluting the Gloucestershire Regiment', which celebrated twelve generations of military service with particular focus on nine servicemen from the Gloucestershire Regiment; eight of whom hold the Victoria Cross and one of whom holds the George Cross. Each of the Stagecoach vehicles contained further information about each of the nine local servicemen on-board.

Nathan Griffith-Williams, Marketing Manager of Stagecoach West, said: "Stagecoach began working with the Royal British Legion back in 2013 when we unveiled the first ever dedicated 'Poppy Bus' and this is a fantastic second step in a very strong relationship between us. We're hoping to take these dedicated buses into schools around the county and help to educate students on the rich history of the servicemen."

Island Line reopens after repair

WORK to repair storm damage to the Island Line on the Isle of Wight finished ahead of schedule after engineers worked hard to complete the project as quickly as possible.

Island Line Manager and Head of Customer Experience Andy Naylor said: "We are very grateful to our passengers, local residents and businesses who have all been so patient over the last couple of months. We know that the work has had an impact on a lot of people but now that it has been completed and the embankment strengthened against future bad weather, we look forward to resuming the service our customers have grown to know and love."

Egg-stra special customer service



Basingstoke Station supervisor Allan Brown with his Easter giveaway goodies

OVER EASTER, the Basingstoke Station team, along with Amy Sullivan and David Kwang from Fratton Depot, organised a great weekend full of fun activities to engage with customers, make their day and also have fun!

Station Supervisor Allan Brown organised an Easter egg appeal which resulted in over 60 Easter eggs being donated to the children's ward at the Basingstoke Hospital. In addition, the station also ran an Easter egg colouring competition. Staff also dressed up as SWT bunnies and distributed Easter eggs around the station and onboard of trains.

Camila Lobo, Duty Station Manager at Basingstoke, said: "We had a really positive response from the public and it was fantastic to see how happy people were when we approached them!"

By royal appointment

FOUR buses were provided by Stagecoach Yorkshire to assist the Queen in handing out Maundy money to 178 pensioners at a service in Sheffield Cathedral during Her Majesty's recent visit to the city.

The Stagecoach vehicles transported the Maundy money recipients and local dignitaries to and from the church service as part of the event. During the service, the Queen distributed specially-minted money to the men and women, all from the Sheffield area.

Get on your bike

INTERNATIONAL transport charity Transaid is looking for volunteers for its latest fundraising challenge – The Three Day Celtic Challenge: Brecon Beacons to Dublin.

The 350km challenge takes place over just three days, from 18-21 September 2015.

Anyone interested in taking part can visit

www.transaid.org or email

florence@transaid.org for more details.

Praise for gas buses

A SURVEY has revealed that 92% of passengers across Sunderland prefer Stagecoach's gas buses to standard vehicles.

Ninety-three percent of passengers who responded to the survey said that the gas bus offered a 'smoother, more comfortable ride', while 94 percent agreed that the bus was 'quieter, with much less engine noise'.

Customers said that other aspects played an important part in their decision to use the buses, such as improved environmental performance, with 42 percent stating this as a main factor and 50 percent saying it was a bonus when choosing a bus service.

Access to free wifi has also been a driving factor for passengers, with 50 percent saying it was part of the reason for choosing a gas bus and almost 40 percent agreeing that it is a positive bonus when riding the bus.

Funding for cycle facilities

CYCLISTS using stations on Stagecoach's rail networks will soon benefit from enhanced cycle facilities at stations across the network thanks to investment from the Department for Transport. East Midlands Trains has been awarded £1.441m to pay for cycle schemes at 16 different stations across the network, while South West Trains has welcomed the Transport Minister's announcement that over £3.7 million has been committed to further improve cycling facilities at 36 stations on its network.

The money will pay for a range of facilities including additional racking, cycle hire and new cycle hubs. David Oldershaw, Area Station Manager – Leicestershire, said: "This is fantastic news for cyclists using our network. Over the last 18 months we have installed more spaces than ever before and this trend is set to continue with this investment."

Phil Dominey, Stakeholder and Accessibility Manager for the South West Trains-Network Rail Alliance, said: "This funding will allow us to enhance our cycling facilities even further and roll out our popular cycle hubs to even more stations across our network."

The Belles Express launched

THE BELLES EXPRESS – a new luxury hourly coach service between Gloucester and North Bristol – has been launched by Stagecoach West.

The new coach service has air conditioning, great value fares, wifi, onboard WC, leather seats and power sockets. It's also more cost-effective than travelling the same distance by train.

Given the aviation history of both Gloucester and Bristol, Stagecoach West chose a classic 1940s retro airline feel for the coach to tie in with both the history and the current local manufacturing.



The new Belles Express vehicles

Rupert Cox, Managing Director of Stagecoach West, said: "We're changing the daily commute for many passengers, giving them more luxuries than they'd find on their alternative routes, and also saving them some money at the same time."

Splash of colour in Paignton

A NINE-METRE long mural has been unveiled by Stagecoach South West as the final phase of its modernisation of Paignton Bus Station.

The mural features many of the Bay's popular visitor attractions and represents the latest project completed in partnership with English Riviera Attractions (ERA), and the English Riviera Tourism Company (ERTC). It is designed to not only brighten up the bus station but also provide inspiration for anyone looking to plan a day out in the Bay. Helen Scholes, Marketing Manager for Stagecoach South West, commented: "Torquay is blessed with such a fantastic range of attractions, the majority of which are easily accessible using our buses. I'm delighted I could work with ERA to produce this mural and I hope it helps bring even more visitors to their doors."



The new mural at Paignton Bus Station

GREEN WEEK 2015

STAGECOACH'S Green Week takes place this year from 1-5 June, with lots of activities focusing on the theme of 'Getting greener together'.

These include:

- Green initiatives and competitions
- Green giveaway events and roadshows at companies across the UK
- UK Bus and megabus.com (Canada) competitions for customers to win free travel
- Park Run events in the UK and US
- Employee environmental awareness events
- Competitions and information through social media channels
- Local companies attending green community events
- Paper amnesty and recycling schemes
- Stagecoach green teams getting involved in Local environmental projects including litter picks and planting activities
- 'Leave your car at home' days
- Green quizzes and competitions with top prizes for employees
- 'Wear something Green' on World Environment Day

Look out for information about Green Week activities within your local business during the week.

STAGECOACH
Green Week

■ Top dog

MIKE FERIANC, Safety Manager for Butler Motor Transit, Lenzner Coach Lines, Coach USA Erie, and Gadabout Tours, along with his wife Bonnie, recently attended the prestigious Westminster Dog Show in New York City at Madison Square Garden where they showed one of their dogs, Alaskan Malamute Soko. At the show they received an Award of Merit. The couple have 10 other dogs, all Alaskan Malamutes, and own a kennel just outside Butler, PA.



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

South West Trains-Network Rail Alliance Commercial Media Manager **Caroline Fairbank** was the envy of many after meeting Hollywood superstar Bradley Cooper. The actor was in London working on a feature film which was being filmed at London's Waterloo Station where Caroline caught up with him for a photo.

■ Pedal power

REPRESENTATIVES from South West Trains-Network Rail Alliance and East Midlands Trains and Stagecoach Rail Business Development will soon be representing Stagecoach in a British Transport Police led team charity cycling event taking place between Land's End to John O'Groats. Sixteen riders in total from the Group will take turns on a 24-hour constant rotation to complete the 970 mile route to support several charities including The Samaritans, Mind and Victim Support. The Stagecoach Charitable Committee has donated an old articulated sleepercoach which will enable riders to rest and sleep whilst on the move. The Group is also funding the drivers and fuel for the event. Anyone who would like to donate to the cause can do so at the following link: <http://uk.virginmoneygiving.com/fundraiser-web/fundraiser/showFundraiserProfilePage.action?userUrl=BTPLEJOG2015&isTeam=true>

New sleepercoach reservation system

STAGECOACH has launched a new bed reservation system on its megabusGold.com overnight sleepercoach routes in the UK. The new online service allows customers to reserve the kind of bed they would like when booking their tickets for no extra cost (simply the price of their ticket and 50p booking fee). Under the new system, passengers travelling on overnight sleepercoach services – which have lie-flat beds – also have the option to reserve two adjacent lower bunks for single occupancy, if they would prefer more space, for an additional fee of £25. megabusGold.com Managing Director Edward Hodgson said: "We're always looking for ways to



The megabusGold.com sleepercoach interior

offer an even better service and being able to offer this new reservation system is one way for us to deliver even more for our passengers."

■ Taking to the road

STAGECOACH West Scotland, Strathclyde Partnership for Transport (SPT) and North Ayrshire Council (NAC) have welcomed the arrival of Arran's new bus fleet. The low-floor, wheelchair-accessible vehicles are the result of a £1.5m investment by SPT and will significantly enhance the provision of bus services for the people of Arran and its many visitors. Stagecoach has been awarded a package of contracts to operate the island's bus network using the new vehicles until 2019.



(L-R) Guy Bodie, Stagecoach Operations Manager and John Thomson, Engineering Manager, with two of the new vehicles

Nikki is top apprentice

EAST MIDLANDS Trains' travel adviser Nikki Palmer has been named Stephenson College IT Apprentice of the Year 2014. Nikki, who is based in the booking office at Beeston Station, has worked for the company for 14 years – nine of them as an on-board Customer Host and five as a Travel Adviser in the booking office. She said: "I love my job and find dealing with the customers very interesting. I've always enjoyed technology too and wanted to keep up with IT but going to college to study at a regular time each week wasn't possible due to my shifts. "Thanks to the IT apprenticeship scheme I've been able to learn in the workplace at a time that fits in with my working hours."



Nikki receives her certificate from Mark Walker, Faculty Head at Stephenson College

Recognising loyal service

LOYAL service was recognised recently at Stagecoach Cumbria and North Lancashire marking 708 years of long service from 25 long serving staff. Managing Director of Stagecoach Cumbria and North Lancashire Nigel Winter said: "Having so many long-serving employees is proof of the commitment and dedication our staff have to customers and the passenger transport industry in the area." Cliff Lord (pictured in the centre seated), who retired from his Data Monitoring role at Morecambe Depot in 2014, celebrated 65 years' service. He started his career with Pennine Motors at Ingleton in 1947 as a conductor and moving onto Ribble Motor Services in Morecambe from 1949, which later became Stagecoach North West Ltd.



The long-serving Stagecoach employees with Managing Director Nigel Winter (right) at the ceremony

■ Recognising excellence

EAST MIDLANDS Trains has successfully retained its five star rating under the Recognised 4 Excellence (R4E) accreditation.

The assessors praised the company's focus on employee engagement, highly dedicated and motivated staff and focus on customer satisfaction, demonstrated throughout the organisation.

■ Paint yourself funny

STAGECOACH South joined forces with Tangled Children's Hair Salon and Imagine Face and Body Art to raise almost £300 for Comic Relief in a 'Paint yourself funny' event.

Imagine Face and Body art were on site all day painting funny faces for people of all ages. There was a funny photo competition and other activities on the day as well as a Stagecoach goody bag to take home.

Pete Robinson, Operations Manager for Chichester, said: "It was great to see how many people, including the staff, embraced the day. A number of our buses wore red noses and our staff got involved baking cakes and wearing something red for the day".



Two of the fundraisers who took part in the day

■ Good to talk

COACH USA representatives recently spent a day on Capitol Hill, Washington DC, meeting with Members of Congress to discuss transportation issues that impact the bus and coach industry.



(L-R) Sean Hughes, Coach USA Associate Director Corporate Affairs, Congressman John J. Duncan Jr, Dale Moser, CEO Coach USA and Elizabeth Burks of Steptoe, which provides legal and Government affairs support to Coach USA

Maxwell Jones

IT IS WITH SADNESS that Stagecoach Midlands has paid tribute to employee Maxwell Jones who passed away in February, aged 62.

Max started work in the bus industry in 1974 at Potteries Motor Traction Company. He later worked at numerous bus companies including Hants and Dorset Motor Services, Crosville Motor Services, United Automobile Services Ltd and Southern National Ltd.

Max joined Stagecoach in July 1997 as Traffic Manager at Corby depot before moving to the post of Assistant Operations Manager in Northampton. He was appointed Pricing and Data Analysis Manager at Midlands Head Office in 2006.

Max, who leaves behind his wife Ruth and daughter Rowena, played the clarinet and composed music, was fluent in Welsh, loved fine dining and spent many hours gardening. His wit and humour will be sorely missed by everyone.



The late Maxwell Jones

On-track to raise money

VIRGIN TRAINS East Coast got involved as two military helicopters escorted a train into York station to support a team of Royal Navy sailors on a fundraising mission.

With limited resources and no means of money, the sailors from 815 Squadron Royal Naval Air Squadron (RNAS) Yeovilton landed by helicopter on the roof of the Royal Victoria Infirmary in Newcastle with the task of making the 332-mile journey back to their base in Somerset to raise money for the Royal Navy and Royal Marines Charity (RNRMC). They began their five-day mission by working

alongside Virgin Trains East Coast staff at Newcastle station.

Virgin Trains East Coast Managing Director David Horne met the team at York station and said: "When we heard about the team's mission to raise money for such a good cause we wanted to do all we could to help – and the helicopter escort was a great bonus for our customers. A key part of the challenge was that the sailors had to earn their passage on our train to York and so they helped to load passengers' luggage and our catering supplies on board at Newcastle before heading to York."

Travelling safely

STAGECOACH Manchester is part of a new pilot scheme which will significantly boost the ability to tackle and prevent crime and antisocial behaviour on Greater Manchester's bus and tram network.

Under the Travelsafe Partnership, a dedicated team of 16 police constables, police community support officers, special constables and security personnel will provide regular patrols on the region's networks for the next three years. Matt Davies, Operations Director at Stagecoach Manchester, said: "Safety is our number one priority and while instances of crime and antisocial behaviour on our buses are low, the TravelSafe Partnership will provide a reassuring presence for our customers."



Representatives from travel operators across Manchester at the launch of the initiative



The below recipe for 'Curry in a hurry' was submitted by Supertram driver Richard Singer as it's one of his favourites.

Curry in a hurry

Ingredients

1 tbsp sunflower oil, 1 red onion thinly sliced, 1 garlic clove, 2 tsp ready-prepared ginger from a jar, ½-1 tsp ready-chopped chillies from a jar, 200g can chopped tomatoes, 200g raw peeled prawns or chopped skinless boneless chicken, 2 tsp gujarati masala or garam masala, 3 tbsp low fat yoghurt, handful coriander leaves roughly chopped or torn.

Method

Heat the oil in a pan, add onion and fry until they colour. Crush the garlic into the pan, add ginger and chilli, cook briefly. Add tomatoes and quarter of a can of water and bring to the boil. Simmer for two minutes. Add prawns or chicken and gujarati masala. Cover and cook for 2-3 mins for prawns and 5-6 mins for chicken. Reduce the heat to a simmer, then stir in the yoghurt a tablespoon at a time.

Serve

Sprinkle with coriander and serve with warm garlic and coriander naans and a crisp salad of cucumber, shredded lettuce, sliced red onions and wedges of lemon.

Women on the buses

2015 MARKS 100 years since the first women were recruited to work on London's buses. To honour this, the London Transport Museum – supported by the Heritage Lottery Fund and London Transport Museum Friends – is helping females in the industry today to deliver a community exhibition sharing the stories of women in 1915 and celebrating the impact they have had in the 100 years that followed. To raise awareness, museum staff have been visiting London bus garages, including Stagecoach depots.

Women are invited to create their own exhibition with London Transport Museum. A series of free creative workshops are being held for any women working in the London area.

To find out more or to book a place, email Kathryn.Palmer-Skillings@ltmuseum.co.uk

Mascots in unison at Sandy Park



Some of the mascots on the day, including Stagecoach's Hop bunny (second from left)

MASCOTS from across Devon, including Stagecoach South West's Hop bunny, recently descended upon Exeter's Sandy Park, home of the premiership rugby team Exeter Chiefs, for some half-time frivolity during the Chiefs v London Welsh rugby match.

The 'mascots in unison' event was to promote the Rugby World Cup games coming to Devon and to celebrate Devon's Top Attractions 30th Anniversary year.

Red Nose Routemaster rides again

FOR THE SECOND year running Barking Driver Tony Miles "borrowed" one of West Ham's traditional Routemasters to operate and fundraise on Route 5. During the journeys between Romford and Canning Town collections were made for Red Nose Day and over £300 was raised over six journeys. Tony was helped by colleagues dressed as characters from "On the Buses", Mandy Allaker as Doris, Charles Bell as Jack and Amanda Washbourne as Olive.



The Red Nose Routemaster fundraising team

Getting smarter

BUS passengers across South Tyneside are the first in the north east to benefit from a transformational new multi-operator smart ticketing scheme that will mean they can catch any bus to their destination.

The new SmartZone initiative gives customers the flexibility to use one smartcard to travel across the borough with multiple bus operators and offers unlimited travel from less than £1.80 per day. The development comes just months after Britain's biggest bus operators pledged to deliver smart ticketing to millions of customers across England during 2015.

Three peaks for Leon

VIRGIN TRAINS East Coast employee Leon Boldock, from the accounts team in York, finished the Yorkshire Three Peaks Challenge in just seven hours to raise money for The Railway Children charity. When asked how he got on he said: "57,863 steps, £500+ raised for a very worthwhile cause, 106 jelly babies consumed, 40 kilometres, four weathers (fog, wind, sun and snow), three peaks conquered, two aching legs and one MASSIVE thank you to everyone who supported me and made donations to Railway Children!"

If you'd like to support this great cause, there's still time to donate by visiting

www.justgiving.com/Leon-Boldock

Driving challenge

STAGECOACH Midlands assisted recently as MP for Daventry Chris Heaton-Harris took part in a bus driving challenge.

The MP took several Stagecoach Midlands buses around a series of challenges in car park 49 at the Silverstone Circuit under the guidance of Stagecoach driving instructor Paul Hill.

Chris Heaton-Harris said: "I've always wanted to have the opportunity to drive a bus and know that the driving skills required are more difficult than most people."



Daventry MP Chris Heaton-Harris behind the wheel

Final dispatch

GEORGE RUSSELL, Rail Operator at Waterloo, has retired after 25 years working at the station. He dispatched his last train, the 12.50 Salisbury service, from platform 5 while his colleagues looked on. George will be missed at Waterloo for all the help he has given others. On his final day his colleagues laid on a buffet and a presentation took place.



George on his final day at Waterloo

Bidding farewell

STAGECOACH East Midlands has bid farewell to two long-serving employees. Tom Duckmanton, part of the admin team at Mansfield Depot, has retired after 44 years of service, while Gainsborough Driver Bob Joyce has retired after 33 years' service. Colleagues wish both well in their respective retirements.



Mansfield Operations Manager Keith Elliott with Tom Duckmanton (right)

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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 **Wednesday 17 June 2015**.

GETTING TO KNOW YOU...

Sean Hughes, Director Corporate Affairs, North America

Who are you?

Sean Hughes, Director Corporate Affairs, North America.

What do you like most about your job?

I love the people that I work with. Also, I love that when I walk into State Houses or Capitol Hill everyone knows megabus.com and loves our product.

What do you like least about your job?

Preparing for the unexpected because I never know what will cross my desk.

Favourite food?

Steak or Italian.

Least favourite food?

Cauliflower

What are you most proud of?

My career and the amazing opportunities that I have been given.

Favourite holiday destination?

Vermont for skiing.

Most embarrassing moment?

Good question. It takes a lot to embarrass me. I'm not sure!

Favourite music?

Springsteen, Rolling Stones, Kenny Chesney (I always get the look when I throw country in there but it's true!).

Person you would most like to have dinner with?

President Lincoln or Pope John Paul II.

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

I'd buy a vacation house.



'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

Long service

STAGECOACH Merseyside and South Lancashire has celebrated its longest serving employees at a special awards evening in Liverpool.

At the awards – which highlighted the commitment and hard work delivered by the company's longstanding workforce – six drivers, including Jimmy Moogan, Geoff Hives, Albert Griffith and Robert McIntyre from Liverpool's Gillmoss depot, were rewarded for a collective total of 270 years in the bus industry. In total, 107 Stagecoach Merseyside and South Lancashire employees received an award for reaching between 20 and 45 years service.

The awards also highlighted bus drivers who have been accident-free for a number of years, including Dave Birch from Birkenhead.

Meanwhile, Merseyside and South Lancashire Operations Director Rob Jones has celebrated 25 years in the transport industry after starting as a bus cleaner.

Rob said: "I just want to keep doing what I'm doing. It's an exciting industry to be involved in. I love my job and the people I work with."



Farewell to Brendan

LONG-SERVING HQ employee Brendan Mackinven retired recently as Group Construction Manager. Over the past 26 years Brendan made a huge contribution to the Group, with many new depots constructed over the period. Most were built in the UK but he also worked on the construction of a depots in Hong Kong, Portugal and Kenya, as well as a Boeing 747 maintenance hangar at Prestwick Airport.

Following Brendan's retirement, Stuart Farr (previously Project Development Manager) has been promoted to the post of UK Bus Construction Manager.

Paul's return

PAUL CLARK has returned to Stagecoach East Midlands after completing a spell with the Kowloon Motor Bus Company (KMB) in Hong Kong, the largest privately owned bus company in the world, where he was working in a commercial role.

Paul, who started his career with Stagecoach Strathtay, returned to the UK and took up the role of Operations Manager at Hull depot last month. He said: "I am absolutely delighted to be rejoining Stagecoach and leading the very committed and talented team already at Hull. There are some fantastic opportunities to grow the business with the upcoming European City of Culture in 2017 and I will be working hard to further improve our services to our customers".