

**NOMINATE YOUR STAGECOACH CHAMPION**

# Last chance to nominate your 2013 Stagecoach Champions!

**⚡ TIME is running out to nominate your Stagecoach Champions of 2013.**

The deadline for nominations for the 2013 awards is 29 March, so make sure you put forward your Champions before it's too late.

The Champions Awards 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.

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

To nominate your Champion, all you need to do is download a nomination form from the FAQ section, under 'Media', at [www.stagecoach.com](http://www.stagecoach.com). Then email the completed form to [champions@stagecoachgroup.com](mailto:champions@stagecoachgroup.com) or send it by post to Lindsay

Reid, Senior Group Communications Manager, Stagecoach Group, 10 Dunkeld Road, Perth PH1 5TW. You can nominate yourself or one of your colleagues.

Nominations for the 2013 Stagecoach Champions awards close on Friday 29 March 2013. The winners will be announced in a future issue of On Stage.

(See the Quickfire Round on page 8 to find out more about current Safety Champion Paul Trigwell.)

**Categories for 2013**

**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 have developed good 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.



## Highest ever passenger satisfaction for East Midlands Trains

**⚡ MORE passengers are satisfied with their East Midlands Trains service than ever before, according to the latest independent national passenger survey.**

The results of the Passenger Focus survey show overall satisfaction has increased to 89%, marking the highest ever level of passenger satisfaction and showing a 2% year on year increase in satisfaction. The train operator saw an increase in 29 different categories, with significant increases in satisfaction with station facilities and the train fleet.

David Horne, Managing Director for East Midlands Trains, said: "Our staff are committed to working hard day in, day out, to provide the best level of service for our passengers, and these results are great recognition of their work. "We are still determined to keep improving further and hope that our huge station and



**East Midlands Trains employees help to celebrate achieving the highest ever levels of customer satisfaction**

train investment programme, and the continued commitment of our people to provide excellent customer service, will see these results grow and grow."

## Unsung heroes to get award

**⚡ TWO East Scotland drivers have been recognised as unsung heroes for their bravery following an incident while operating a school contract service in May 2012.**

Michael Shanks, based in Stagecoach's Dunfermline depot and Robin Goodfellow, from the company's Rennie depot, were commended by Fife Police for their actions when a school pupil boarded the bus wielding a knife in a threatening manner towards other children. Both drivers, with no regard for their own safety, were able to restrain the pupil and disarm him until another pupil called the emergency services and the police could attend.

Both Robin and Michael are due to receive an award from Fife Constabulary in honour of their actions. Robin said: "My main concern was for the safety of the kids and I was determined that nobody was going to get hurt on my bus."

## You what?!

*Overheard at a tube station.*

▶ **Tube driver announcement:** “For those who have just joined us, we’ve been slightly held up by a passenger emergency alarm being activated, as one passenger was unfortunately taken ill. Just so you know, she has now been thrown out and thoroughly beaten up for making you all wait here unnecessarily. For consideration to others, if anyone else feels like passing out, could you please try and hold on until we get to Stratford. Thanks.”

Can you beat that? Send your weird and wonderful overheard comments to [lindsay.reid@stagecoachgroup.com](mailto:lindsay.reid@stagecoachgroup.com)



# Getting smarter

▶ **STAGECOACH** passengers in the South are benefiting from smarter ticketing following the launch of the StagecoachSmart travel card scheme in the area, with the slogan ‘It’s not rocket science....but it is extra Smart’.

Andrew Dyer, Managing Director of Stagecoach South, said: “We know we have a responsibility to our customers to continue introducing new technology and new ideas to improve their travel experience.”



Stagecoach South Managing Director Andrew Dyer and Tom Bridge, Operations Manager, launch StagecoachSmart

## Praise for Michelle

▶ **LONDON** driver Michelle Hall was praised for her actions in helping a pregnant passenger who started having contractions on board one of her services.

Michelle gave the customer water and allowed her to use her phone until a relative arrived to assist.

She was praised by management at Stagecoach London for handling the situation very sympathetically and displaying good customer care.

## A hairy experience

▶ **BARNSTAPLE** driver Dean Heaton grew a beard for 12 months before shaving it off at the bus station, raising over £250 for the local Chemotherapy unit in North Devon Hospital.

Dean with the remains of his beard.



Hastings supervisor Louise Foord with Sandra Crouch from the Hastings & Rother Disability Forum

## Helping hand

▶ **STAGECOACH** recently held a free training and information session to help disabled people in Hastings to use the bus.

The session, which was planned following feedback from Hastings & Rother Disability Forum, a local disability awareness group, educated wheelchair and mobility scooter users on how to board and alight from buses safely.

## megabus.com launches mobile website

▶ **megabus.com** has launched a mobile version of its UK website.

The new mobile site is specifically designed to be accessed on mobile devices and offers megabus.com customers a full range of functions, making it even easier to search for journeys, book tickets, manage reservations and check for service updates.

## In the driving seat

▶ **LITTLE** Matthew Leese got into the driving seat recently when his nursery group near Perth got a visit from a Stagecoach bus and driver.

Matthew and his friends got to meet the driver and explore the bus, as part of their “Jobs” topic at St Madoes Primary School Nursery.



## Vision and values

➤ **SUPERTRAM** has launched a new company vision and values initiative.

Using the results of its latest employee survey, as well as employee workshops, the company created a refreshed vision: "At Stagecoach Supertram, we're proud to be dedicated people: working together to give our customers safe, environmentally clean and value for money transport."

Supertram HR Manager Kate Thompson said: "Our shared vision is now displayed for our people and external visitors to see and it's something we'll strive to achieve over the coming year and beyond."

The company's values include being supportive, dedicated, accountable, proud and sharing.

Our Values



## Improved customer satisfaction

➤ **SOUTH West Trains welcomed recent news that passenger satisfaction with its train services had improved.**

In the first survey carried out since the launch of the joint South West Trains–Network Rail Alliance in April 2012, the latest independent passenger survey shows that 85% of passengers are satisfied with their train service.

The highest increases in passenger satisfaction relate to station facilities, representing South West Trains' significant investment in this area. Overall satisfaction with South West Trains stations increased by 4% year on year to 78%.

Upkeep and repair of stations also scored highly, with a significant 11% increase in satisfaction, while station cleanliness saw an 8% increase.

Ticket buying facilities and facilities at stations were also rated highly by passengers, recording a 3% and 12% respective increase in these areas.

Tim Shoveller, Managing Director of the South West Trains–Network Rail Alliance, said: "It's good news to see that satisfaction with our services has improved and we are determined to continue working hard to improve these scores even further."

## Biz Kids challenge

➤ **STAGECOACH Supertram has helped raise cash for St Luke's Hospice by taking part in the Biz Kids challenge.**

The challenge is for school children in Sheffield to set up their own enterprise to try to raise as much money as possible for the hospice.

Supertram provided a £100 start-up fund and Head of Customer Service Claire Ansley acted as a mentor to help the youngsters develop a successful charitable business.

Artist's impression of the new footbridge



# New facilities at Alton Station

➤ **WORK** has started to provide Alton station with a fully accessible footbridge and two lifts for wheelchair users.

The improvement scheme means that, by the summer, passengers with limited mobility, as well as wheelchair users and people with pushchairs or heavy luggage, will have access to all the

station platforms.

Malcolm Page, Estates Manager for the South West Trains–Network Rail Alliance, said: "The need to improve accessibility at Alton station has been a priority for us for a long time and we have worked hard to deliver improvements for passengers."



Jason Donnelly, Station Manager, St Pancras; Milan Mandaric, Chairman, Sheffield Wednesday; Kat Urawska, Lounge Host; Neil Micklethwaite, Customer Service and Commercial Director, East Midlands Trains, and Steve Leyland, Route Manager, East Midlands Trains

## First class service

➤ **RAIL** passengers can enjoy East Midlands Trains first class lounges for even longer thanks to extended opening hours for its lounges and a new first class lounge at St Pancras International.

All of the lounges offer free WiFi as well as complimentary drinks, snacks and a range of daily newspapers and magazines.

Neil Micklethwaite, Customer Service and Commercial Director for East Midlands Trains, said: "We want to make sure we can offer our customers the best value for money and, by offering added extras such as this, we believe we're delivering a truly improved first class service."

## Good reception

➤ **PASSENGERS** travelling with East Midlands Trains are now able to communicate even more effectively on their train to London.

All 27 of the company's Meridian trains have now been fitted with special equipment to provide a strengthened mobile phone signal in partnership with Vodafone UK.

Neil Micklethwaite, Customer Service & Commercial Director for East Midlands Trains, said: "We're pleased to have teamed up with Vodafone UK to deliver this improvement, which means that customers will be able to stay in touch on their mobile phones with a stronger and more consistent mobile phone reception."

## On your bike

➤ **THE** Government has pledged almost £2 million to further improve cycling facilities on the East Midlands Trains network.

The funding allocated will allow dedicated new cycle hubs to be installed at Leicester and Nottingham stations, representing a total cost of £1.2 million. The hubs will include secure cycle storage as well as changing rooms and a cycle hire facility.

An investment of £350,000 will also be made to enhance the existing cycle hub at Sheffield station to create a flagship centre with bike hire, lockers and changing facilities.

## Plumbstead staff are Fitbugs

STAGECOACH London's Plumbstead staff recently took part in a Fitbug pedometer challenge.

Staff divided into seven teams and each team then raced to complete a walk of 448,000 steps, which is the equivalent distance of Beijing to London.

Team members wore a Fitbug pedometer throughout the summer, recording every step they made, including walking, jogging and running – even at weekends. The results were then loaded onto the Fitbug website which displayed them as an interactive league table.

The winning team, Team Engineers, completed the challenge in just 10 weeks. Congratulations to all who took part.



Arbroath drivers and conductors on the non-uniform day

## A casual bunch

A NON-UNIFORM day held by staff at Arbroath depot raised £1400 for Children in need, including a £250 donation from Stagecoach and donations from passengers throughout the day.

## Rainbow Day

SOUTH West Trains recently held a 'Rainbow Day' at Salisbury Station to encourage people to try the train for the bargain price of £10 return and £5 for children.

Jake Kelly, Customer Service Director for the South West Trains–Network Rail Alliance, said: "We are always looking to see how we can encourage more people to leave their cars behind and try the train."

## Generous gifts

STAFF at Group HQ in Perth sent 53 parcels to serving soldiers in Afghanistan in December.

The parcels, containing a variety of goodies, were gratefully received by members of the Armed Forces, many of whom wrote thank you letters to show their gratitude.



The specially branded megabus.com Young Scot tour bus

## megabus.com goes on tour with Young Scot Awards

MARKET-LEADING budget coach provider megabus.com supported this year's Sunday Mail Young Scot Awards by providing a vehicle to take part in a promotional tour of Scotland.

The specially-branded Young Scot megabus.com vehicle spent a week travelling around the country, stopping at various locations for roadshow events which were attended by celebrities and previous award winners.

## Shareholders reminded to be aware

STAGECOACH is reminding shareholders of the importance of being aware of share fraud.

This can include scams where investors are called out of the blue and offered shares that often turn out to be worthless or non-existent, or where they are offered an inflated price for shares they own.

Below are some tips to help investors protect themselves:

If you are offered unsolicited investment advice, discounted shares, a premium price for shares you own, or free company or research reports, you should take these steps before handing over any money:

1. Get the name of the person and

organisation contacting you.

2. Check the FSA Register at [www.fsa.gov.uk/fsaregister](http://www.fsa.gov.uk/fsaregister) to ensure they are authorised.
3. Use the details on the FSA Register to contact the firm.
4. Call the FSA Consumer Helpline on **0845 606 1234** if there are no contact details on the Register or you are told they are out of date.
5. Search our list of unauthorised firms and individuals to avoid doing business with.
6. **REMEMBER: if it sounds too good to be true, it probably is!**

Further information is available on the Group website at [www.stagecoach.com](http://www.stagecoach.com)

STAGECOACH has pledged to donate £100,000 to support a new air ambulance for Scotland.

The company has agreed to make an annual donation of £20,000 for the next five years to Scotland's Charity Air Ambulance (SCAA). The money will go towards funding Scotland's first and only charity-funded air ambulance helicopter.

Stagecoach Group Chief Executive Sir Brian Souter said: "This air ambulance will help support the wonderful job done by our emergency services at the moment. We are delighted to be able to support the launch of this important new service which will help save lives and make a real difference to people across Scotland."

Meanwhile, Stagecoach is also continuing to support London's Air Ambulance. It is now in the second year of a four year funding arrangement whereby the Group pays £25,000 a year in support.

## Air Ambulance funding



The newly branded London Air Ambulance which is supported by Stagecoach



Members of the Vehicle Restoration Trust and Stagecoach staff at the event

## On board for charity

▶ LOCAL bus preservation group The North West Vehicle Restoration Trust raised £850 – including a £250 donation from Stagecoach – through a charity fundraising day in conjunction with Stagecoach Manchester.

The fundraising was in aid of the Braiden-Lee Prescott appeal, which aims to raise £250,000 to enable a three-year-old boy from Leigh, Greater Manchester, to undergo life-saving treatment in the USA.

## Jobseekers scheme

▶ STAGECOACH has launched the country's first long-term nationwide discounted bus travel scheme for jobseekers.

The new initiative will give thousands of job seekers across the UK a 50% discount on their bus travel to help them find employment.

Holders of a Jobcentreplus Travel Discount Card will qualify for half-price single and return tickets on Stagecoach's 6,500 buses in the UK outside London.

The scheme is being funded entirely on a commercial basis by Stagecoach without any public sector support. It will initially run for six months with a view to testing the potential for a permanent discount.

Sir Brian Souter, Stagecoach Group Chief Executive, said: "Stagecoach already offers the lowest bus fares of any major operator in the country, making public transport affordable for those on low incomes. We hope this new initiative can help kick-start the careers for those who are struggling to get that first job or training place."

Transport Minister Norman Baker said: "I warmly welcome the fact that Stagecoach has decided to continue with a 50% discount to jobseekers."

## £20,000 charity boost

▶ STAGECOACH North East has raised more than £20,000 for various local charities.

On board collections and drivers dressing up as Santa helped raise the cash, with all six depots in Hartlepool, Teesside, Sunderland, Slatyford, Walkergate and South Shields taking part.

## Picture of the Season

▶ THIS edition's winning Picture of the Season was taken by Mike Reid, who works for Stagecoach East Scotland in the St Andrews depot. It shows the City Tour bus in St Andrews with West Sands Beach in the background.

Congratulations to Mike who will shortly receive his prize of £50 of M&S vouchers.

If you think you have a picture that captures one of the four seasons, please send your image 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)



## Cricket legend names train

▶ SPORTSMAN and BBC Strictly Come Dancing Star Michael Vaughan joined representatives from The Children's Hospital Charity and East Midlands Trains to carry out a special train naming ceremony in honour of the Sheffield-based charity.

The naming of East Midlands Trains' Meridian train 222 004 as 'Children's Hospital Sheffield', signifies a successful partnership between the train operator and The Children's Hospital Charity. East Midlands Trains' staff at Sheffield station have been supporting the charity through fund-raising and auctions, as well as displaying charity promotional materials throughout the station.



Michael Vaughan with 10-year-old former hospital patient Owen Wilkinson

Michael Vaughan, who was given help to name the train by former hospital patient and cricket fan Owen Wilkinson, said: "I think it's fantastic that East Midlands Trains have recognised the amazing work that goes on at The Children's Hospital by naming one of their trains after it."



Photo (left to right) - Cllr David Ravenscroft, Mayor of Ross on Wye, Jenny Powell from Stagecoach in Gloucester and Ross on Wye and Mayoress, Mrs Doreen Ravenscroft

## Retail therapy

▶ STAGECOACH West is giving a helping hand to shoppers by adding a stop at Labels Outlet Shopping.

A new bus stop has been erected for passengers on the store's upper car park, just off the dual carriageway.

Mayor of Ross-on-Wye, Cllr David Ravenscroft, and Mayoress, Mrs Doreen Ravenscroft, marked the occasion by travelling to Labels on Stagecoach Service 32 to officially cut the ribbon on the new bus shelter.

## Thumbs up for South West Trains

▶ SOUTH West Trains passengers can continue to enjoy travel through safe and secure stations, after 24 more stations on the route were re-accredited with secure station status.

It takes the total number of South West Trains stations accredited to 103.

Matthew Winnie, Head of Security and Revenue Protection for the South West Trains-Network Rail Alliance, said: "We will continue to work with the British Transport Police to make sure our stations and train services are as safe and secure as possible for the millions of passengers who use them every year."

## New buses for Wigan

STAGECOACH has introduced more than 30 new buses worth almost £4 million into service at its recently acquired Wigan bus operations.

The £3.9 million fleet of new vehicles came just weeks after Stagecoach announced the completion of its acquisition of Wigan bus operations from First Manchester.

A total of 31 vehicles have been delivered to the area – 11 ADL Enviro 300 single-deckers and 20 ADL Enviro 200 midibuses. The vehicles all have Euro 5 engines, which are amongst the greenest in Europe. These buses are in addition to 30 mid-life single-deck vehicles already transferred into Wigan, which will significantly improve the fleet profile.

Stagecoach Manchester Managing Director Christopher Bowles said: "We are committed to improving services for our passengers in Wigan and this is the first step towards that."

## New Year bus boost

STAGECOACH has announced it is to invest more than £75 million in hundreds of new buses and coaches for its bus and coach operations in the UK and Continental Europe.

The Group has placed initial orders for more than 430 buses and coaches for financial year 2013-14.

Most of the new buses and coaches will be produced in the UK, helping support hundreds of British manufacturing jobs.

## More hybrids drive into Manchester

STAGECOACH Manchester's Service 192 is receiving an £11.3 million investment over the next three months, with the introduction of 40 brand new hybrid vehicles.

The new hybrid fleet has been purchased with the assistance of the Department for Transport's (DfT) Green Bus Fund, which provided approximately £3.5 million in funding to supplement Stagecoach Manchester's £7.8 million spend.

One of Manchester's hybrid-electric buses



## Cutting carbon emissions

STAGECOACH Group has cut the carbon impact of its businesses in the UK and North America by more than 20% in the past four years.

The Group's absolute annual carbon footprint is now nearly 56,400 tonnes of CO<sub>2</sub> lower than in 2007-08. The annual carbon saving is equivalent to the CO<sub>2</sub> produced by powering nearly 11,000 homes for a year.

Analysis of Stagecoach's carbon trends compared with the growth of its bus and rail services shows an even clearer impact from the Group's reduction programmes over the period.

Measured by carbon intensity (kg CO<sub>2</sub> per £ of turnover), Stagecoach's carbon impact now is 22% less than four years ago.

Carbon intensity in the UK Bus division is down 18% and it is 23% lower in UK Rail. In North America, carbon intensity is down 37% in the United States and been cut by 26% in Canada.

Stagecoach Group is targeting an overall absolute reduction of 8% in carbon emissions from buildings and a cut of 3% in carbon emissions per vehicle mile from annual fleet transport by April 2014. Specific stretching targets have been set for each of its bus and rail businesses.



Stagecoach's Sustainability Strategy

Director of Communications Steven Stewart said: "We are committed to growing our business sustainably. The significant carbon reductions we have achieved are the result of the leadership right from the top of the Group. It also reflects the way employees right across the business have embraced our drive for greener, smarter working and better value travel.

"However, we still have work to do to minimise our impact on the environment and we are already working on our next five-year plan."



(L-R) Stagecoach Manchester's Environmental Officer, Bill Friday; Councillor Sue Derbyshire; Stagecoach Manchester's MD, Christopher Bowles; Stockport Depot's Operations Manager, David Frenz, and Councillor Stuart Bodsworth, with the Environmental Business Pledge Award

## Cleaner and greener

STAGECOACH Manchester's Stockport depot has been presented with the Gold Environmental Business Pledge award by Stockport Council in partnership with community charity, Groundwork, in recognition of its commitment to creating a cleaner, greener Stockport.

The operator was honoured with the award following its recent investment in environmentally friendly hybrid buses for the 192 route.

The depot, which is the first Stockport based company to be awarded the green accolade, was also recognised for its work with the community, training its staff members in environmental issues and the development of internal 'green teams', which promote eco-friendly causes within the company's depots.

## Big Switch Off success for depots

STAGECOACH cut its daily energy consumption by 15% through a Big Switch Off held at all of its bus depots across the UK.

The UK Bus division undertook the one-day Big Switch Off on Christmas Day, asking staff at each of its bus depots to turn off all electrical items and lights that were not required during the day.

Energy consumption was measured at each depot and compared to Christmas Day 2011. The results showed the bus companies made a saving of 15% in electrical energy on the day, equivalent to 5 tonnes of CO<sub>2</sub>.

The regional company that saw the biggest

saving was Stagecoach West, which recorded a reduction of 42.2%. The second highest saving came at Stagecoach Merseyside and South Lancashire (41.9%), followed by Stagecoach East London (33.7%).

Stagecoach UK Bus Managing Director Les Warneford said: "This shows the energy savings that can be achieved by simply switching off lights and electrical items that are not needed.

"We are pleased with the results and hope to see a lasting benefit across our bus operations. We are committed to reducing our carbon footprint and encouraging more people onto our greener, smarter bus services."

## Reuben's legacy

▶ STAGECOACH has supported charity Reuben's Retreat by providing free advertising on 50 of its buses in Tameside, Stockport and Manchester city centre.

Reuben's Retreat was set up in memory of little Reuben Graham, who died just days after being diagnosed with a rare brain tumour. Reuben's parents Nicola and Mike hope to raise £1m to build a countryside retreat for other seriously-ill children and their families.

Adam Moss, finance director at Stagecoach, is a family friend and trustee of the charity. He said: "I've known the family for years and it's a truly sad story but Nicola and Mike have dealt with it in a really inspiring way."

## Student ambassadors

▶ megabus.com in the US has launched a Student Ambassador Program to build awareness of the brand and drive ticket sales among college students and young professionals.

megabus.com is recruiting Student Ambassadors to conduct events to reach audiences beyond university students.

## A ghastly offer

▶ THE Oxford Tube is offering Oxfordshire residents and visitors a host of 2for1 offers when they travel to London with the Oxford Tube.

Oxford Tube passengers can now gain 2for1 entry at Madame Tussauds, The London Dungeon, SEA LIFE London Aquarium and many more. Not only that, they can now also pre book 2for1 theatre tickets to some of the best West End shows.

Robyn North, Marketing Manager for the Oxford Tube, said "The Oxford Tube stops at Marble Arch and London Victoria in Central London, making it even easier to enjoy a day out if you don't want the hassle of the Underground."



Stagecoach Oxford Managing Director Martin Sutton with two London Dungeon cast members

## Stormy weather

▶ megabus.com US had to temporarily cancel services to and from eight cities after a harsh winter storm struck the Midwest and Northeast of America.

Services were affected for a few days but were reinstated as quickly as possible.

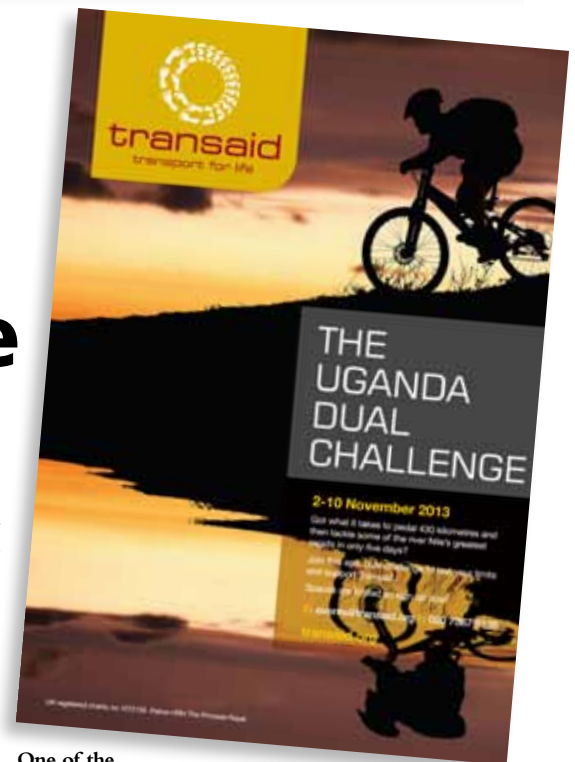
# Staff up to the Transaid challenge

▶ STAFF are being invited to take part in the fundraising challenge events being held by Transaid this year.

There's a London to Amsterdam cycle, a walk up Mount Snowdon, and a bike and white water rafting challenge in Uganda.

Stagecoach is a strong supporter of Transaid, which is an international development charity that aims to improve people's quality of life in the developing world by making transport more available and affordable.

More details are available at [www.transaid.org](http://www.transaid.org)



One of the promotional posters



## The poppy bus

▶ STAGECOACH'S Hartlepool depot operated a special service to raise money for the Poppy Appeal. No fares were charged, but poppy appeal donation boxes were on board the bus and more than £110 was raised for the appeal thanks to passenger contributions.

Our picture shows: (Left to right) Trevor Best, Sian Cameron and James Nielson from Hartlepool depot

## Driving funds for hospice

▶ STAFF from Stagecoach Manchester's Ashton Depot have donated £1,500 to local hospice Willow Wood following a year of fundraising activity.

The money has been raised through various activities undertaken by staff at the depot, including a fishing contest, a raffle and a sponsored walk. The charity trek saw members of staff pound the pavements for nearly eight miles, along the full 216 bus route, from Ashton bus station to Piccadilly Gardens in the centre of Manchester.



Some of the fundraising team from Ashton Depot

## Ray bids farewell

▶ **RAY Purdy, of Stagecoach North East's Walkergate depot, retired from his Duty Manager post a day after his 65th birthday, following 25 years with the company and 35 years in the bus industry.**

Ray said: "I've stayed at Stagecoach North East for so long because I love my job and it's as simple as that.

"Though I'm looking forward to my retirement, I do have some mixed feelings about leaving. I'll miss working at the depot and I'll particularly miss the staff and the camaraderie I share with them."

## A new challenge

▶ **STAGECOACH East Midlands staff celebrated Managing Director Gary Nolan's recent promotion with a special buffet lunch.**

Gary, who stepped up to become Regional Director (North) on 1st February, was presented with a number of leaving gifts.

The lunch was an opportunity for everyone at East Midlands to thank Gary for the excellent leadership he has provided for the past eight years. An emotional Gary in turn thanked everyone for the help and support they had given him.



Gary Nolan with his gifts from staff

## CONTACTS

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[www.stagecoach.com](http://www.stagecoach.com)

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 12 April, 2013.



▶ **LONDON driver Gary Antrobus has been praised by the London Buses emergency command and control centre (CentreComm) for his actions in spotting a passenger who had previously been reported missing.**

Gary recognised the customer as the same

## Praise for Gary

person that CentreComm had been posting missing person announcements about. He calmly waited with the passenger until the police turned up and was praised for his professionalism.

## The quickfire round - Paul Trigwell

### 2012 Stagecoach Safety Champion

▶ **Who are you?**

Paul Trigwell. I am a train driver with East Midlands Trains based at Derby.

▶ **What do you like most about your job?** As a Train Driver, I know when I start work and more importantly I know what time I will finish work. Train driving is a good job but the most important thing to me is my family life.

▶ **What do you like least about your job?** Working on Saturdays. I know it seems like I'd like to have my cake and eat it, but I would like to spend as much time with my wife and son as possible.

▶ **Favourite TV show?** Phoenix Nights. I love Peter Kay and his many guises.

▶ **Biggest achievement?** In 2011 I won the Rail Staff 'Train Driver of the Year' award for my work with Samaritans towards reducing railway suicides. Also in 2011, my wife and I adopted a 4-year-old boy who has put a whole new spin on our life and has kept me smiling.

▶ **Worst job?** I took a job in a car breakers yard when I was 19. It was seven days a week, Tuesday and Sunday afternoons off,

no running water and the nearest toilet was at the pub at the top of the road. The wages were poor, working conditions were dirty and dangerous.



▶ **Most embarrassing moment?** You will have to wait until I write my first book.

▶ **Dream job?** I would like to work for the National Trust as a wildlife ranger. I love the outdoors, the peace and quiet and the thought of preserving the country we live in.

▶ **Favourite animal?** Dogs. I had a dog when I was a teenager and it was good company.

▶ **Most like to be stuck in a lift with?** David Cameron. It would give me a chance to ask him why it looks like I will probably have to work until I'm nearly 70.

The Quickfire Round 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)



Alliance Managing Director Tim Shoveller (back row, centre) with the retiring Alliance employees at the event

## A special event

▶ **THE South Western Railway recently hosted its first joint long service and retirement event in Southampton.**

Attended by 22 long-serving employees and retirees from Network Rail Wessex and South West Trains, the event included a meal and presentation by Alliance Managing Director Tim Shoveller. Those present had achieved, between them, an impressive 589 years of service.

## Long service lunch

▶ **STAGECOACH Bluebird recently held a retirement lunch for Ena Lamb, who has retired after 46 years.**

To mark her retirement one of the Buchan Link vehicles has been named in her honour.

Ena worked in the Fraserburgh bus station as an administration clerk and will be missed by the team.



Andrew Jarvis, Managing Director Stagecoach Bluebird with Ena Lamb