P2 Fundraising



P8 Down in the depot



P11 Mini Monster magic



The express - all your news and views at your fingertips

SEPTEMBER 2008

The express



Manchester Airport's John Norbury goes gaga for the gee-gees

win! A grand day out, or a digital camera!

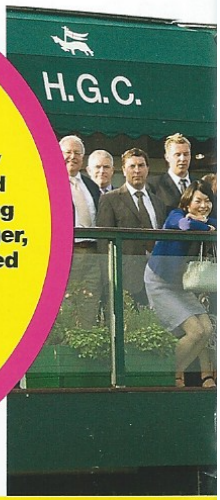
IT'S ALL NAG, NAG, NAG

PLUS Our commitment to CSR, Railway Benefit Fund, Your Voice update, well dressed in Derbyshire, bags of fun with Tommy Ticket, Bagsley Brook clean-up and more...

FTPE news

Customer comments: just so you know

"We are occasional, rather than regular travellers, but would like to say how pleasant we found the journey. We had an interesting conversation with the train manager, Douglas Craig, who clearly enjoyed his work and carried out his duties with great diligence. He approached all the travellers with a very friendly manner and was a credit to the company."



YOUR Voice



We're working hard to put something back

You may have heard about a little thing called corporate social responsibility or CSR. Most companies have some sort of CSR policy and we're no different…

Community

We're striving to raise more than £50,000 for Save the Children and other charities selected by you. Our colleagues at Selby recently got involved with a St Trinian's-themed day that has so far contributed to a rolling total of £4,500.



Selby belles

Regeneration

Resorts such as Blackpool, Cleethorpes and Scarborough are not the holiday destinations we once loved. So, we're helping to regenerate these towns by working with local groups to increase tourist numbers. Any and all ideas welcome at tpexpress@firstgroup.com

Environment

We're looking at ways to reduce our impact and improve our environment by supporting community-based projects such as planting trees, renovating parks and restoring pathways. Grants of up to £10,000 are available and if you are involved with or know of any charities, schools or organisations which might benefit you should contact Cath Johnston by email at catherine.johnston@firstgroup.com

Social action

Through talking to schools and getting involved in projects such as Network Rail's No Messin' campaign, we're determined to combat anti-social behaviour. You and our customers deserve a safe and secure environment and we will support selected local safety projects to the value of £10K. Again, please contact tpexpress@firstgroup.com for more information and an application form.

CSR: together, we can make a difference. So, look out for plenty of opportunities to be involved.

Community Regeneration Social Action Environment

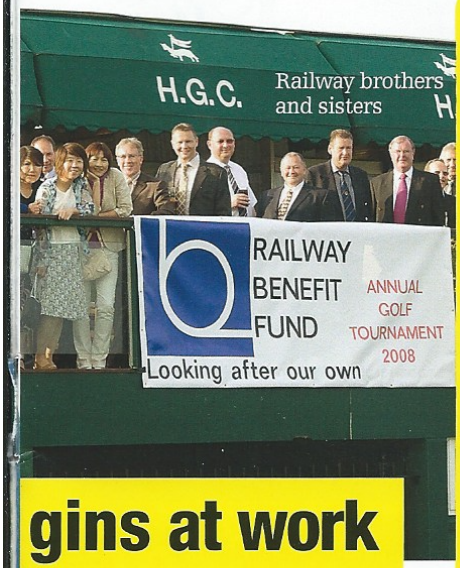
Charity that be

Some of our closest friendships are made at work and this is especially true on the railways. Colleagues can seem like family, providing emotional and social support that makes a difference.

Recognising that support is invaluable to the Railway Benefit Fund (RBF), a charity set up by railway workers for railway workers in 1858.

The RBF ensures that members of our "railway family" are not forgotten in times of adversity, whether or not they still work for the industry. It's the





gins at work

only UK charity dedicated to helping active and retired railway workers and their families, and support can range from funding a life-changing trip for a signalman's severely autistic five-year-old son, to providing a motorized scooter for a disabled 84-year-old woman.

Last year the charity helped more than 700 people, providing grants in the region of £500,000.

This year the RBF celebrates its 150th anniversary with a range of events to raise much-needed funds for the railway's very own charity.



Want to get involved?

Then become an RBF friend or volunteer. If you're interested in giving something back or organising a fundraising event contact us now. You can support the RBF by making regular donations through your monthly payroll. Even a small donation can change lives. Call 01270 251316 or, to find out more about the RBF's 150th anniversary, visit www.railwaybenefitfund.org.uk

Hopefully, you've all received your employee benefits packs.

The qualifying period for childcare vouchers and the Cycle2Work scheme (both tax and NI redeemable) has now closed for this year, but there are other options available.

Simply log on to www.yourchoiceattpe.com or call 0800 633 5569 to take advantage of discounted annual travel insurance and great offers on things such as shopping and entertainment.

You can even help to save the world by contributing through your salary to Pure, the carbon-offsetting charity.

However, if your personal circumstances change and you would like the opportunity to take advantage of offers such as childcare vouchers please get in touch, as we might be able to help.

Similarly, if you're a soon-to-be new parent and are thinking about taking some family leave, please notify your line manager as soon as possible.

We'll need to roster in your requirements and you'll have to complete a simple form (available from your line manager or the Human Resources team).

The sooner you let us know the better we will be able to help you.

If you have any feedback about the Your Voice scheme please email tpexpress@vebnet.com

On the ed



Hi everyone,
There's so much going on at present that I often leave the office with my head spinning – the night before I wrote this piece I couldn't sleep for dreaming about our vision and values – interesting, but not ideal for a Saturday night.

Your Voice and the employee benefits scheme continue at pace, as do the efforts we're making to put "something back" into our communities. There's also some important work ongoing with schools, local action groups and councils, all of which will make a real difference.

As always, if you want to get involved in the magazine or in the projects in the business, just get in touch.

Matthew Hay
FTPE internal communications manager

Nunn other



I'm writing this column the day after attending the First Group AGM, where it was obvious that our company was not only considered an important part of an increasing multi-national operation, but also as a real success story. I was able to discuss some important issues with other Employee Directors from around the group.

The next Your Voice survey is out soon. It's a huge opportunity to improve things, so please do be supportive of this.

Finally, I am here on your behalf. If you have any comments, please contact me at david.nunn@firstgroup.com or on 07850 243 656.

David Nunn
FTPE employee director

FSC Mixed Sources
The wood used to make this product comes from a forest that is well managed according to strict environmental, social and economical standards.

Staff news



YOUR Voice

Trevor traverses the TransPennine Trail

York senior driver instructor Trevor Elliot raised £400 for St Leonard's Hospice when he and some friends cycled the TransPennine Trail from Southport to Hornsea between 25 and 30 May.

"The hospice is close to where I live and I like supporting local charities," said Trevor, who cycled an impressive 40 miles a day to complete the 240-mile trail.

"It was a very good ride," said Trevor, who once cycled from Land's End to John o'Groats. "You usually get mishaps, but we had no mechanical problems, the weather was good and there were only two punctures."

FTPE supplied return tickets for all the cyclists to get back home again.

Mark is now mayor



Mayor Mark

You may remember Scunthorpe station's Mark Sandford who just so happened to be the deputy mayor of Immingham Town Council.

Well, Mark has only gone and been elected to full-blown mayor.

"I am absolutely over the moon," said Mark, who became mayor at the end of April. "I never thought it would happen."

We just wanted to say very well done and congratulations to Mark!



Better than darning socks



Chris lends a hand



Well dressers

They're well-dressed in Derbyshire

Bridgewater House project manager Chris Tsielepi indulged in a spot of well dressing at the Derbyshire village of Stoney Middleton recently and helped create an awesome display.

Well dressing is a tradition thought to date back to pre-Roman times, whereby springs and water sources were decorated and blessed for their purity. The practice occurs all over Derbyshire.

The designs are created using petals, seed heads, pine cones and anything else that grows naturally. Each design, which can be secular or religious, has to last for 10 days.

"I live in Manchester, but own a weekend cottage in Stoney Middleton, which is how I got involved with the celebration," said Chris.

"We dressed our well at the end of July. It's the first time I've done anything like it. I just wanted to be community-minded, get involved and meet some of my neighbours."

Customer comments: just so you know

"I left my suitcase on the train this morning, so it went happily to the airport on its own. I just wanted to commend your team for the great customer service I received, especially from Graham Willers, who was just great and returned the errant case to me within the shortest of times. You have really made a big difference to the service that we receive. Thank you and I look forward to travelling with you over the coming weeks."



Warrington gets a lift, literally

Brand spanking-new shiny silver lifts whisked Warrington Central customers on to the concourse for the first time on Friday 20 June.

Following a £500,000 investment, the lifts now make the station fully accessible to all, including people with disabilities and parents with prams. The lifts marked the final stage in improvements that included new waiting facilities and public loos, including a baby-change facility and a disabled toilet, as well as improved staff accommodation, CCTV and customer information points and screens.

"There has been a demand for lifts at Warrington Central for some time," said property projects manager David Hook. "They will help all our passengers."

Your Voice matters

YOUR Voice

Your Voice is nearly upon us and it's time to start thinking about what we do well and where we can improve.

A fantastic 56 per cent of us responded last year, which has meant some great improvements.

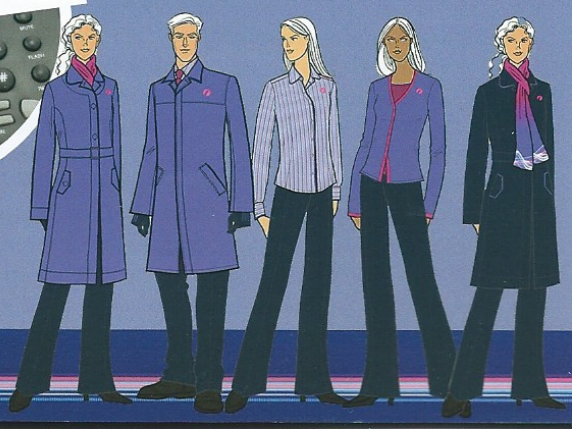
For instance:

- We have looked at where equipment such as avantix machines and uniforms can be improved and worked towards providing the best possible tools for the job.
- Our quarterly training schedules are more tailored to our unique needs and we have sponsored candidates through a diploma with the Institute of Railway Operators. We can all now access interview guidance through Learn Direct and applicants on this year's trainee driver programme have been provided with personal feedback.
- It was clear that colleagues felt we didn't do enough for our wider community and you'll see from page 2 how we are progressing with trying to put something back.

We all like to know when we have done a good job and customer praise is being publicised. We are also developing a reward and recognition scheme.

Progress has been great, but we want to do, and can achieve, so much more. The more of us that fill in the forthcoming survey, the better it will be. This is your chance to make a difference, so when your survey arrives please play your part. It only takes a few minutes.





Save the Children with food

YOUR Voice

We're looking to raise cash for Save the Children by creating and publishing our very own FTPE recipe book.

Using your recipes, the book will then be sold to both customers and employees alike.

To that end, we're looking for suggestions in the following categories: starters, quick snacks, mains and desserts. Recipes can include vegetarian, vegan and healthy options.

Any and all suggestions will be happily received so, if you have a tasty recipe that you'd like to see make it into the book, please send it in to us at tpexpress@firstgroup.com before the end of September.



Save the Children®

FTPE

people

Manchester Airport's John Norbury has, quite literally, a vested interest in horse racing…

Hot to trot



I've got shares in two horses: Burnt Oak, a six-year-old Bay Gelding, and Matmata de Tendron, an eight-year-old Grey Gelding.

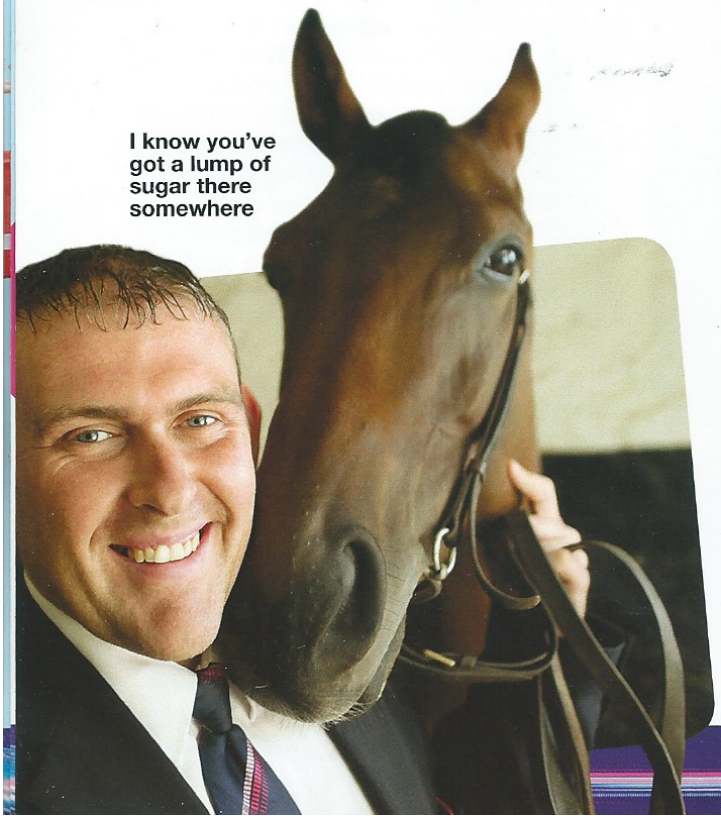
I've always wanted a share in a racehorse, I get that from my dad, Mac, who was obsessed. Our house is a shrine to racing because of him and that passion for the sport of kings was part of me from a young age.

So, around July 2005, we went up to Middleham Stables in Yorkshire to have a look. We saw Burnt Oak first, but at the time the shares were all sold.

The day after that I bought the share in Matmata de Tendron but, just a few weeks later somebody had dropped out of Burnt Oak and I was asked if I was still interested. So, my dad and me looked over the breed and went for it!

Burnt Oak's trainer was a guy called Chris Fairhurst. My dad had always admired his dad, a trainer called Tommy Fairhurst, so it was my dad who stumped up the cash.

Matmata de Tendron cost £800, with training costs of £70 per month for a five per cent share, while Burnt Oak cost £500, with training costs of £150 per month for a 12½ per cent share.



I know you've got a lump of sugar there somewhere

What have I done?

Matmata de Tendron's first race was absolutely terrible. He finished fifth out of six and made me wonder what the hell I'd got myself into. But, we were running him on hard ground at the time and we later found out he preferred bottomless or really heavy ground. He's now won several races.

Burnt Oak finished third on his first run, then won his next race at Doncaster. After that, we went for the big one and entered him at Cheltenham on New Year's Day 2006. He won that race, too!

I was asked to do a TV interview that day because of it, but was too nervous and pulled out.

Burnt Oak won his last race in August 2006, then got a bad injury which left him out until June this year.

Matmata de Tendron has been fantastic. He has won five races, four of them at the same course at Sedgefield, and he's really popular with the crowd.

As it's a syndicate, we're not in it to make money but, that said, we've not done too bad.



Burnt Oak: Definitely not camera shy!

Matmata de Tendron has won around £26,000 while Burnt Oak has won about £20,000. I'm in it for the pleasure, for knowing that you have a part in a horse's success and upkeep. Seeing your horse win is a massive thrill and Cheltenham, especially, was unbelievable. Me and my mum, Audrey, go to every single race now.

Competition

A couple of years ago I was at a friend's 25-year-long service dinner when Mick Fedorenko [an FTPE driver, see panel right] came over. He'd got wind of my horses and wanted some info. I told him to check out the Middleham Stables. We haven't raced against each other yet but it's very possible.

Sentimental value

Don't get me wrong, I love both my horses, but it's Burnt Oak that carries more sentiment in my heart because of my dad. Before dad died, it provided him with some of the best times of his life, what with meeting the owners and the jockeys at Cheltenham, as well as opening and closing the meetings. So, even though he has this injury there's no way we're going to pull out, it's a big family thing to be honest. Everyone in Swinton, where I live, always asks how he is.

Dad passed away on 9 August 2006, three days before Burnt Oak won his last race. When we got there, everyone was so upset, including the other shareholder and the trainer. When he won, they let me lead the horse in, which was a big honour, and they even presented me with the trophy, which we still have on display in the house.

Friendly rival



Why the long face?

John's not the only FTPE employee with an interest in the gee-gees. Sheffield driver Mick Fedorenko also owns a share in a race horse…

"I've got a five per cent share in a Bay Gelding called Moonwalking. I've had him about two and a half to three years and pay £140 a month for him.

"He's only run about 14 races so far as we've had a few problems. He's resting now as he's hurt his tendons.

"When he's ready, we'll train him back up to fitness, so he won't be racing until the end of September. He's stabled in Middleham, Yorkshire.

"I've always been interested in part-ownership and always wanted a share in a horse but it took a conversation with John Norbury (see story, left), as he already had a share of a horse himself, and that's how it happened.

"We've got a bit of friendly rivalry going on, as it's very possible that our horses could meet. In fact, I'd say it's almost definite. I imagine it will happen some time over the next 12 months as they are in a similar class of races. There will be a friendly wager when that happens!

"Moonwalking won a race up in Ayr, Scotland at 50-1 not long after we got him. It was only his second race and my shares in him earned me about three and a half grand. That's been his most successful outing to date although he has been placed a few times.

"He has got loads of ability but doesn't seem to use it right. If we can find out what is stopping him from giving his all, then he has massive potential."

FTPE

uncovered

We reveal the secret and surprising life of a Siemens train depot...

It's not what you think



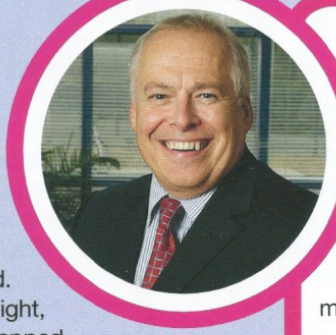
Think of a train depot and you probably conjure up a picture of muck and filmy pools of oil.

The Siemens depots at Ardwick and York, all silver, shiny, clinically clean, modern and über-efficient, could not be further from that vision.

These depots are where our trains are cleaned and maintained. This work takes place mostly at night, and hi-viz jackets and steel toe-capped boots are mandatory.

When they first arrive, our trains are taken through a hi-tech car wash, where the team work extremely hard to remove all the grime and dirt accumulated throughout the day's service. It's then on to the fuel point for refuelling and inspecting, and the emptying and cleaning of the on-board toilets. Then it's either off to the maintenance road for fixing and checking, or off to the cleaning road.

The £30 million complex at Ardwick can take 24 trains in total, with 12 held outside and eight inside. The York depot, which cost approximately £9 million, is a smaller, but no less surprising or shiny an affair.



Ian Wilson (Ardwick)

Production Service Manager (Siemens)

"I'm responsible for the plant and its infrastructure.

"We have four maintenance roads here, plus a wheel lathe road, a state-of-the-art train wash, four sidings where we stable vehicles and a fuel point where we carry out minor servicing.

"There are three maintenance levels: a fuel point service check (checking fuel, oil and water), plus an A or a B exam. Each unit goes through an A and a B exam every 28 days. The A exam is a basic visual check (brake pads, oil, coolant levels, under frame), while a B exam is more in-depth (system testing, renewing filters and so on). We perform nine As and nine Bs each week.

"I have been here since it opened. Before that I was area production manager with Northern Rail."



Gordon Davidson (Ardwick)

Service Presentation Manager (Siemens)

"My responsibility is the presentation of all 51 units, and on any given night we can have between 10 and 16 units here at the depot.

"As you can imagine, most units are in quite a mess when they get here, due to the fact they've been in service all day. It varies, but the football trains are definitely the worst. We had a Rangers match recently and unfortunately had to take two units out of service because of how dirty and damaged they were. We put on extra staff for days like that. I stay in Warrington from Monday to Friday and travel 230 miles back home at weekends, where I try to relax with a round or two of golf."

FUN FACT

A team of three works on each train, spending 45 minutes to an hour cleaning absolutely everything, from the roof down, ensuring that the units go back out the next day in tip-top condition.



FUN FACT

The train wash uses 70 per cent recycled water and takes about three minutes. The train goes through at three miles an hour.



Steve Booth (Ardwick)

Wheel Lathe Supervisor (Siemens)

"I make sure the wheels are within rail standards – the GM/GN 2497 quality and measurement standard to be exact. The lathe has an automated measuring system to ensure that, but we also measure manually to make sure wheels are on spec.

"It's an important job because if the wheels are not right, you get a derailment. Not many depots have this facility.

"I love the footy and support Manchester United, properly that is – I have a season ticket and was in Moscow recently."

Simon Dalby (Ardwick)

FTPE Site Support Engineer

"We pay Siemens a lot of money to do our cleaning and maintenance. My colleagues and I represent FTPE on depot.

"We carry out cleaning audits, mainly at night, and troubleshoot any issues that arise.

"I've also taken on the role of CCTV champion and you'll be amazed at how useful these cameras have been in keeping staff safe and supporting our prosecutions. The best thing about the job is the variety, never knowing what is going to happen. I have an engineering background in the military and spent 13 years in the forces as an aircraft electrical engineer. Outside of work, I'm a musician and a singer, I play lead guitar and used to be in a band. I'm also learning the sax."



Neil Luty (York)

Outstations Manager (Siemens)

"I'm responsible for managing all the outstation locations that the FTPE fleet goes to, such as Blackpool, Barrow, Cleethorpes and more. I also look after the York depot.

"York is like Ardwick, only smaller. It has a one-road shed that's three cars long and takes one unit at a time.

"The process is very similar to Ardwick, too. We're less than half a mile from the town centre, with the National Railway Museum on one side and the river on the other. The museum sends steam locos out to Scarborough most days. They come out through our depot, so we get some good sights.

"I started working for Siemens in 2005. In my spare time I do a lot of DIY. My eldest son has got his own home now, so I am always helping out there. And me and the wife, Elaine, love to go walking a lot. We like travelling, too."



Next issue:

Crofton, a different but equally impressive and high-class depot managed in partnership with Bombardier Transportation

Staff stuff

Doing our bit for the community and the environment...

Customer comments: just so you know

"I would like to commend the young man in Malton. He should be congratulated on his patience and courtesy in coping with angry passengers when all he could do was sympathise and apologise for a situation which was not of his making."

Our bags are just the Tommy Ticket

Customers at Huddersfield were a little bemused by our very own Tommy Ticket recently.

Together with a few friends, Tommy was doing his bit for the environment by handing out our cool, carbon-neutral cloth bags.

The bags, mentioned last issue, were our initiative for World Environment Day, held on 5 June.

"The bags were handed out at all manned stations across the network, but Huddersfield was the focus," said station manager Paul Jackson. "We had a really good response. People were surprised initially, but thought it a good idea. It was good to show we are thinking seriously about the environment."



L-R: Pam Coudri, Tommy Ticket and Edith Rodgers make a pledge

YOUR Voice



Danger: Baby Triffid found at Baguley Brook

YOUR Voice

Baguley backbreaker

What began as a leisure litter pick at Baguley Brook in Wythenshawe for the Business in the Community National Environment Day on 16 May (previewed in the last issue), became a backbreaking but rewarding morning of leaf shovelling and debris removal from a brook full of mud.

Thankfully the afternoon proved easier for the team of 13 FTPE volunteers, filled as it was with more pastoral pleasures such as tree, hedge and wildflower planting.

"I am really pleased we were able to send volunteers," said emergency planning and environmental manager Cath Johnston, who also took part. "Although it was hard work, it was well worth attending."



It was here a minute ago!

What's that coming over the hill?


He's got the horn!


Passing the baton, FTPE style

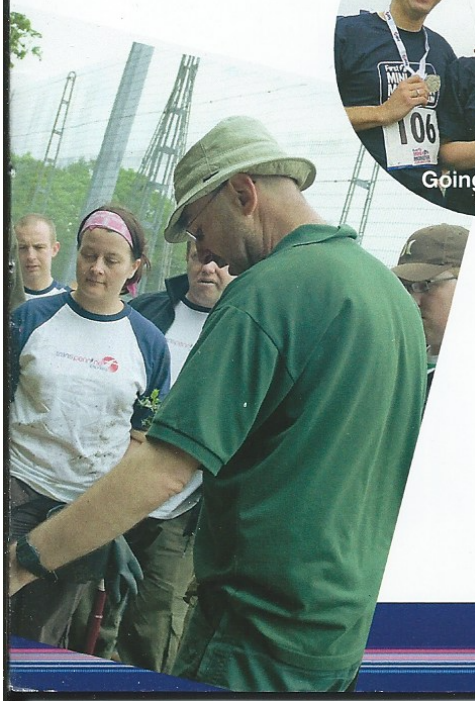

I'm sure there's a cycle path around here somewhere


Mutant hand menace at Mini Monster bash


Matt Hay makes it finally


Bring me sunshine, in your smile, bring me laughter, all the while...


Going for gold!



We were well represented at the recent Mini Monster events in Leeds and Greater Manchester, as these pictures show. Nearly 30 FTPE staff and families pushed themselves to the limit, running and cycling for Save the Children. Aside from the race itself, the family days included bouncy castles, face painting, entertainment from local radio stations and a huge amount of fun for everyone – well almost everyone.

Internal communications manager Matthew Hay competed at Leeds and Manchester but the courses turned out to be the least of his worries.

At Leeds, he managed to lock his car keys in the boot, which resulted in a smashed window, cycled just 800m of the course before his handlebars snapped, ran the remainder of the 10K course carrying a broken bike and then forgot to collect his medal.

Disaster also struck at Manchester when his bike chain got locked into the back gears, allowing rival team, 'Get on Board,' to fly past.

"I was jinxed," said Matt. "It was just one thing after another. Still, you've got to laugh, and I still had a great time at both events."

If you fancy your chances, this year's Loch Ness Monster event takes place on 13 September. Visit www.firstmonster.com for more information.

Got any news?

Have you got news for us?
If you have any stories for *The express*, contact:

Manchester Bridgewater House:
Matthew Hay
0161 228 8471

Manchester Airport:
Tom McLaughlan
07841 726769

Manchester Piccadilly:
Jason Ashmore
07736 088271

York:
David Pierce
07736 088144

Barrow:
Mick Elliot
07736 088265

Cleethorpes:
Justian Gray
07764 796007

Huddersfield:
Paul Jackson
07736 088160

Middlesbrough & Scarborough:
Eddie Monaghan
(temp manager Teeside Region)
07726 088 163

Hull:
Dean Lancaster
07736 796856

Communications champions:
Thomas Ward at Thornaby
Ray Gilchrist at Barrow

Staff comps

Lemon Crunch Pie

Here's a recipe from HR manager Shirley Bluff to kick off our FTPE charity recipe book (see page 5 for more details)…

Ingredients

225g digestive biscuits, 75g butter, 225ml double cream, small tin condensed milk, 2 lemons

Method

1. Crush biscuits.
2. Melt butter in a pan and add biscuit crumbs.
3. Press in an 18cm flan ring till firm and leave in the fridge to set.
4. Lightly beat cream, fold in the condensed milk and juice of the lemons and one lemon rind.
5. Whip lightly again if necessary.
6. Put the cream filling in the biscuit base and leave in the fridge until required.

WINNER



Mellow Yellow: Manchester Airport's Brian Greenhalgh checks out sister company, First North America, on his recent trip to Ontario, Canada, and picks up a Samsung digital camera for this school bus-tastic shot.

Double whammy

We've a quick quiz and a sizzlin' sudoku for you in this issue. Complete both and you could win a Gift Pack for two people from Red Letter Days, worth £150! You can choose from one of the many Green Experiences – see www.redletterdays.co.uk for more information.

Last issue's WINNER was Jacqui Terry, in business analysis at BWH.

Sudoku

These fiendish Japanese puzzles are all the rage. Simply fill the grid so that the numbers 1 to 9, inclusive, are in every row, every column and every 3x3 square…

3				4				1
	4		5		7		2	
8	6						7	4
		2	6	3	5	7		
9								5
		3	9	8	1	4		
6	7						1	9
	9		4		2		8	
2				9				7

Revealed

The solution to last issue's Boxed In is…
1: Instead; 2: Married; 3: Attempt; 4: Giraffe; 5: Boasted; 6: Unlucky; 7: Carroll; 8: Illegal.
The film title is National Treasure.

Quick quiz

1. What number do you call to take advantage of employee benefits offers?
2. Trevor Elliot raised money for charity by cycling where?
3. Name the horse that John Norbury has a 12½ per cent share in.
4. How many trains can Ardwick depot take at any one time?
5. When does this year's First Monster Challenge take place?

WIN



To be in with a chance of winning, simply send your competition entries, together with your **full name, address, job title** and **work location**, to Matthew Hay, First TransPennine Express, 7th Floor, Bridgewater House, 60 Whitworth Street, Manchester, M1 6LT or email tpexpress@firstgroup.com. Closing date for entries is Friday 19 October 2008.

MAGAZINE PHOTOS: STEVE MORGAN, HANNAH EDWARDS