



Stakeholder news

Final edition

September 2014



Message from David Statham

Dear Stakeholders,

Welcome to the final edition of Stakeholder News. I can hardly believe that September is here and eight years of First Capital Connect has come to an end. On behalf of all of the Executive Team I would like to thank you for your partnership and support in helping us achieve so many successes and improvements over the course of the franchise.

There are many achievements of which I am very proud and would briefly like to reflect on. We have introduced and made several significant improvements to our fleet since 2006, including the investment of £3million to refresh our Great Northern (GN) fleet in 2007, the introduction of Class 377 Electrostars to the Thameslink (TL) route in 2009, and the start of a significant refresh of our Class 365 fleet in 2014. The signing of the contract to introduce Class 700s with the DfT and Siemens in 2013 was a historic moment and will ensure that the network has the newest rolling stock in the country from 2016.

We have substantially increased the number of seats available on both routes: on the TL an additional 29% more seats and on the GN an extra 22.5%. In partnership with Network Rail, we have made many improvements to the infrastructure. This includes the opening of several new stations such as London St Pancras, London King's Cross and London Blackfriars. Refurbishment of stations, such as King's Lynn, and access to lifts, cycle parking and integrated ticketing has improved the user experience for many of our passengers.

On a personal note I am very proud to have led a business whose staff have been fully committed to delivering a great journey every day since 2006 and especially over the last eight weeks during this transition period. I have recently been appointed Managing Director of Southeastern trains from 15 September 2014. I look forward to seeing many of you in the future as part of the Govia group.

Another thank you to those who took part in our most recent stakeholder survey – the results are very strong and reflect the positive changes we have made to our stakeholder engagement strategy, based on the feedback we received.

We have a fantastic network of stakeholders across both our routes and I wish you all the best for your engagement with GTR.

Yours sincerely,

Managing Director, First Capital Connect

Stakeholder survey results



As our franchise comes to an end, we have compiled our End of Franchise Stakeholder Survey results. Thank you again to those of you who took the time to take part in the survey. Without feedback from those we regularly communicate with, we could not make the changes needed to consistently improve the service we offer to our stakeholders.

The final results represent a wide cross section of FCC's stakeholders including MPs, rail user groups and local councillors, and reflect on FCC's franchise as a whole.

We have made significant improvements in the last few years in how we communicate with you. This was reflected in over 97% of survey participants valuing the contact from our stakeholder team and 88% responded that the quality of communications has improved.

As a business we have been constantly investing to improve facilities for our passengers. We have always strived to give regular, comprehensive updates of our plans and projects so that you can update your local communities. This was reflected in the survey which showed that over 82% of our stakeholders feel they have been kept informed and updated regularly.

One of the primary ways in which we engage with our stakeholders is through regular stakeholder forums and meetings allowing attendees to ask questions of our senior managers and stakeholder engagement team. We aim to change the content of these meetings frequently to reflect what issues are important to our stakeholders. This was positively represented by stakeholder meetings receiving an average of 8/10 for satisfaction levels.

The feedback we receive from our stakeholders has been vital to ensure we consistently improved the way we communicated. One of the biggest requests that we received was for our stakeholder team to be more proactive in communicating ahead of severe weather or predicted major disruption. We put this feedback into action ahead of the St Jude's storm in

autumn 2013, providing regular updates of what level of service could be expected ahead of and during the storm. This allowed our passengers to make educated decisions for getting to their travel destinations during that 48 hour period. Over 92% of survey respondents found our proactive updates very useful or extremely useful.

We are proud of our stakeholder engagement strategy and are pleased that over 92% of you would recommend our strategy to other TOCs. The lessons we have learnt and will continue to learn will be put to good use in the future.

Many thanks to those who took part in the survey.

Engaging with our local communities



Here at FCC we believe in doing much more than just operating a train service: we believe in playing a vital role in the communities we serve. With the help of many local councils, charities and rail user groups we have also helped a huge range of projects since the start of the franchise.

Projects have included raising awareness of local charities, backing important campaigns and supporting initiatives. We even partnered with local Jobcentres Plus centres across the network to provide free travel to interviews. If applicants were successful in their interviews then we also provided their first month's travel for free.

One of the greatest ways to raise awareness of a high profile campaign or charity to a wide audience across our network is to name a train. Over the last eight years FCC has named a number of trains for a wide range of events. These have included commemorations for former employees, significant anniversaries and charitable causes. In recent years we have named three trains after charities that FCC worked in partnership with, including The Royal British Legion, Max Appeal and Red Balloon.



One of FCC's own members of staff, Mark Tripp, brought to our attention the Max Appeal charity, a topic very close to his own heart. Max Appeal helps people with the rare 22q11 cell deletion syndrome and Mark's seven year old son has been diagnosed with the syndrome. We raised awareness and support for this little known charity through fundraising efforts and a train naming ceremony.



FCC has supported Cambridge based charity Red Balloon and its founder Dr Carrie Herbert MBE since 2010. Red Balloon is a charity that educates children who have had to leave mainstream education due to being severely bullied. We are proud to have been involved in activities from providing travel passes for Red Balloon staff and running an anti-bullying campaign across our GN route to sponsoring two annual receptions at Speaker's House in Westminster and a dinner for MPs in



the House of Commons. Our involvement with Red Balloon was recognised at the 2013 Peer Awards for Excellence when FCC won the Giving to the Community category.

One of our most successful community projects has been with the Prince's Trust, where we have provided work opportunities through the 'Get into Railways' programme. The four week programme consists of a mixture of training modules with practical on the job experience for young people. In total 59 young people have taken part in the programme, 47 joined FCC as full time colleagues and 43 continue to work for us now. FCC was the first train operator in the UK rail industry to offer this scheme and we are very proud of the difference that we have made in the lives of those that have been involved.

Our partnership with Luton Town Football Club has provided great opportunities for both club players and FCC staff. We provided complimentary travel passes for members of the youth community team. In return the club has kindly donated tickets or a box for home games that we have raffled or sold in aid of local charities.

We are passionate about supporting some of the most vulnerable people on our network. For the last two years at Christmas we have teamed up with the Home Start charity to collect gifts from colleagues and passengers to be handed out to families across both routes on our network.

Brightening up station environments

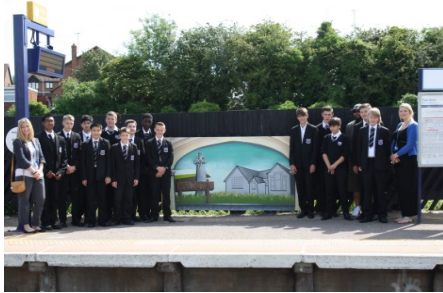


Many of our FCC colleagues are gifted with green fingers or an artistic flair and are always keen to give something back to the communities across our network to make the local station environment a pleasant place to visit.

between local representatives and ourselves.

Not to forget some of the youngest members of our local communities, we donated a series of wormeries to local primary schools. FCC colleagues and contractors took the wormeries to schools and taught pupils how to use them and the basics of composting and recycling. The schools went on to use the wormeries as part of school projects to learn about nature and the environment.

We teamed up with our contractors, who kindly donated their time and resources to help carry out a 'Ground Force' style make-over of the gardens at a St Neots school. A team of 30 volunteers made up of FCC colleagues and contractors spent five days transforming an overground waste land into a friendship forest for pupils, including different areas a sensory garden, wormeries, a 6ft dinosaur, an outdoor reading gazebo and even a wooden pirate ship.



If our customer services staff are the face of the company, our stations and grounds are the welcoming representation for visitors to the communities we serve. Many of our station teams take pride in their local surroundings and team up with local communities and contractors to create colourful community flowerbeds. The display at Harlington station was so impressive it won an award at the 'Harlington in Bloom' contest in 2012.



The artistic talents of local school children were recently put to the test when we created a series of murals at 12 locations across our network. We secured £120,000 funding from Network Rail and asked local school pupils to help us brighten up our stations. Children from all backgrounds in primary and middle schools were asked to research their local history and culture; they then spent a one day workshop session led by a professional artist designing the murals. To celebrate the final designs, each station received a 'grand opening' event involving the children and local councillors.



Communication between FCC and our communities is essential to maintaining a good relationship and understanding what is important to local people and any issues they might have. We signed our first Community Rail Partnership with the Meldreth, Shepreth and Foxtan Rail User Group in October 2013. The partnership will aid maintaining an open dialogue

