

Our success is built on *Great People*

"Congratulations to all at Rail Gourmet who have been involved in both the winning and the start-up of our new service to TransPennine Express and welcome to those who have become part of Rail Gourmet (see below).

It is early days yet but feedback from TransPennine Express indicates that the start up has been extremely successful.

It has indeed been a busy six months, with the TPE business coming on the back of our recent wins with First ScotRail – Retail and 'one'.

Our future growth depends on us providing a level of service that is **'First Class-Consistently'** to both our new customers and existing ones, and it all starts with the enthusiasm and commitment of our 'Great People'.

It's these qualities that differentiate us from the competition and have encouraged us to introduce a number of recognition initiatives that will encourage further success.

Our 100% attendance initiative launched earlier this year to recognise excellent attendance in 2004 has, more recently, led to us offering two opportunities for staff to win a holiday for themselves and their family by simply turning-up for work! (see inside for details).

We have always recognised that the views of our people are crucial to our success and their welfare at work. To encourage individuals to share their opinions on how the business treats them, in the forthcoming employee satisfaction survey, everyone who completes a questionnaire during July/August will have the opportunity to participate in a draw for one of **three significant cash prizes!**

Finally, to underpin our vision of:

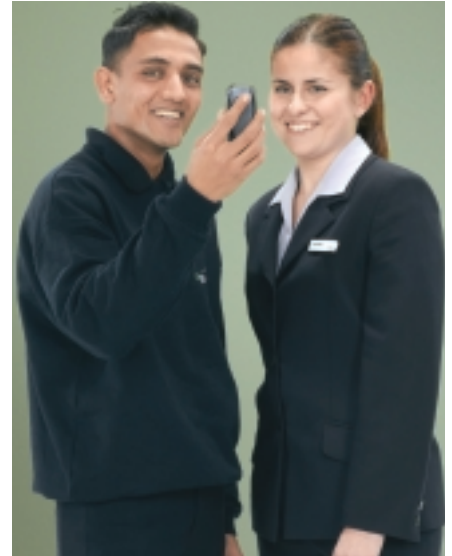
great people
great service
great results

we have now formally signed off our 'Recognition Policy' which details how we intend to recognise the achievements of the 'Great People' who work in Rail Gourmet.

The policy which seeks to recognise service loyalty at more frequent intervals will be circulated to all units shortly.

My thanks to you all for helping to take our business forward and I look forward to your feedback regarding our new recognition initiatives".

Kim Bircham, Managing Director Rail Gourmet UK



Ahmed Dadabhay and Petra Myskova.

TransPennine Express moves to Rail Gourmet



From left: Roger Williams, Business Development Manager, Rail Gourmet; Cheryl Exley, Head of On-Board Services, TransPennine Express; Bev Gordon, Procurement Manager, TransPennine Express; David Pullan, Account Director, Rail Gourmet and Helen Ewing, Catering Contract Assistant, TransPennine Express.

On 20th June Rail Gourmet commenced an on-board service for TransPennine Express (TPE – a collaboration between First Group and Keolis).

Rail Gourmet now operates trolley services on lines across the TPE routes from Cleethorpes to Manchester, Preston to Manchester and York to Manchester.

Roger Williams, Development Manager, Rail Gourmet UK, comments: "A huge amount of work was put into a very short space of time and I would like to thank all those who played a part in making this work. There were over 30 Rail Gourmet managers and supervisors who helped with this project – too many to name here – but you know who you are! Thank you! Also a very warm welcome to 46 new staff who have joined Rail Gourmet".

Antony Belchem, Senior Operations Manager, TransPennine Express, adds "It's great to have Rail Gourmet on-board TransPennine Express and we are already seeing improvements in the quality of service. The enhanced customer service delivery training along with the upgrade of trolleys have already made a visible step change and we are looking forward to working in partnership and further developing the service in the next few months."

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Please address any editorial queries to Jennifer Fleet, Editor, First Class at the address below or to: jfleet@railgourmetuk.com

STOP PRESS LONDON ATROCITIES STOP PRESS

"The recent atrocities in London have, undoubtedly, shaken us all.

Everyone at Rail Gourmet sends their heart felt thoughts to those that have lost loved ones and to the many that were injured.

I would also like to express my sincere thanks to all those involved from within Rail Gourmet and the train operating customers who both supported the rescue operations and helped get us up and running again. You did a fantastic job." *Kim Bircham*

Rail Gourmet UK Ltd, Block D400, Macmillan House, Paddington Station, London W2 1FT. Tel: 020 7922 6690 www.railgourmet.com

News from the Routes

CHARTERS

Charters turned in another great result with the Cheltenham Festival trains and summer dining programmes with Pathfinder Tours, The Train Chartering Company, David Dryer, The Tote and Kingfisher. Times have been busy, including 'Royal Ascot' at York!

Rail Gourmet has also been appointed caterers to the EWS Corporate Train, specially built for taking EWS clients around the country and for hire to corporate customers.



Eurostar is to divide its first-class into separate business and leisure carriages, seating travellers depending on their key reason for travelling. The changes are part of a £1 million per train investment to upgrade its business offering.

The fresh approach follows the results of Eurostar's largest ever research study among travellers and potential future Eurostar users who pointed to a need to tailor the product for the differing requirements of business and leisure travellers.

From September Eurostar will be shedding the terms 'First-Class' and 'Premium' and embarking on three distinct new classes: Business Premier (the highest class of service), Leisure Select and Standard.



The Cheltenham festival this year was over four days instead of the usual three, lengthening this extremely busy period for all involved. A number of additional trains were laid on and we also catered for FGW's charter train. Additionally we also provided an in transit train cleaning service using our colleagues from Train Care.

Over the May Day Bank Holiday weekend the line between Reading and Paddington was closed for engineering works. This meant that a temporary service centre had to be set up at Reading to handle Paddington's workload. This went off without a hitch and FGW were very impressed with our professionalism. A big thank you to all involved for your support and hard work.



The First ScotRail overnight sleeper services have introduced a new 'airline style' tray service. This is an exceptionally enhanced product and will provide passengers with a substantial and high quality meal. A new 'all inclusive' meal box has been designed for standard class passengers with enhancements to the buffet food and drink.



A new trolley trial has started on-board Gatwick Express with a view to enhancing sales and passenger satisfaction. Passenger survey statistics remain constantly high and improve on the excellent scores that Gatwick Express always achieves.



Having successfully introduced freshly baked (on-board) croissants on all HST's in December, Midland Mainline decided to introduce them on-board the new Meridians as well, commencing 12th June.



GNER's Mallard implementation is nearly complete and once all the Mk IV's are upgraded the operation at Kings Cross will improve for everyone. Again the team at Kings Cross deserves special mention as they have been under tremendous pressure during the Mallard roll out and have done a fantastic job. Thank you.

Royal Ascot will be a distant memory by the time this article is published, but many thanks to all those involved for their efforts in ensuring that the week was a great logistics success.



The 'one' supply contract is now up and running, and Rail Gourmet is

working closely with 'one' to assess other areas where more value can be added.



It's "Goodbye Dover, Hello Ashford!" At long last we have moved out of our tired-looking premises and into a modern, practical and user-friendly unit just alongside Ashford station. Many thanks to David, Lynn and the team for their patience and hard work and to South Eastern management for making it all happen.



The Ashford Team.



The Teams are getting set for a summer sales campaign that will see lots of initiatives geared towards an uplift in revenue.

The emphasis is on giving the customer something new to enjoy, so there are new products, special offers and staff incentives.



We are up and running!



The Train Care operation continues successfully on the Salisbury to Westbury route with Tony Swain and the team doing a great job.

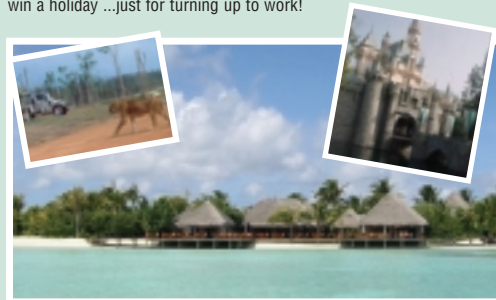


We sadly say goodbye to David Pullan as he moves on to a new challenge in

WIN a holiday!

As everyone knows successful organisations such as our own rely upon great people, delivering great service, which leads to great results. Clearly our ability to deliver great service relies upon people being available to work!

In keeping with our philosophy to continuously recognise great achievements by our people we will again award pens to all those who are able to accomplish 100% attendance for the whole of 2005. Additionally everybody in the business will now have the opportunity to win a holiday ...just for turning up to work!



Two prizes are available and they are:

£1,000 Holiday

Everybody who achieves 100% attendance from 1st January to 31st December 2005 will have their name entered into 'a hat' and one individual will be randomly selected as the winner.

£500 Holiday

Everybody who achieves 100% attendance from 1st July to 31st December 2005 will have their name entered into 'a hat' and one individual will be randomly selected as the winner.

The winners will be picked out of the hat at the first Staff Forum in 2006 and the prize will be a combination of holiday vouchers and spending money.

The only thing we ask of the winners is for some holiday snaps to go in First Class!

Needless to say we recognise that some people will be sick from time to time and we would not encourage anybody to attend work who is genuinely unwell, but this initiative is intended to reward great attendance with a great prize!

retail, and we welcome our new Account Manager, Nicola Webb, and wish her well in her new role.

We also say goodbye to Red Kitching and wish him well for the future, and a big welcome back to Matt Hughes who is joining us for 3 months to help

out with some development work.

We are about to embark on this year's Three Peaks Challenge. Last year was our first attempt and over £100k was raised for the Railway Children with the catering being much appreciated and a great success.



Nicola Webb and David Pullan.

great people

First Class Awards

'Sharpening the Saw' Award



Stella Jarvis and Yisselda Joyce receiving their awards.

Our 'Sharpening the Saw' Award goes to **Stella Jarvis** of Sheffield service centre and **Yisselda Joyce** from St Pancras service centre. Following suggestions from last years staff survey, Yisselda and Stella decided to introduce a newsletter for the NEG Network. Not only did they design the format for this newsletter, they also, with the assistance of our IT department, developed their computer skills to a standard where they came up with an extremely effective communication tool. They both spent a considerable amount of time and effort travelling up and down the country, taking photographs and collecting useful information for the 1st issue which was released in mid April. The newsletter was well received in all locations on the NEG Network and has not only improved communication, but has also helped to create a real team atmosphere. **Well done to both of you.**

'Going the Extra Mile' Award

The 'Going the Extra Mile' Award goes to two individuals who have both been involved with assisting passengers who have been in difficulty.

On Sunday 24th April, **Lee Wilkinson**, from Plymouth service centre was approached by a passenger who was feeling unwell and in obvious distress. Lee was so concerned about the passenger's distressed condition he called for urgent assistance. Lee managed to calm the passenger down until assistance arrived, probably preventing a major incident occurring, and ultimately may have saved a life.



Lee Wilkinson with the Plymouth team.

Michael O'Brien, a retail steward from Bournemouth, was working a train from Waterloo when he noticed a passenger who was obviously very unwell. Michael tended to the passenger throughout the length of the journey.

The passenger was so impressed with his thoughtfulness that she wrote a letter of commendation, thanking him most sincerely for all the help that he gave her.

Recognising more 100%ers!

You will recall that all employees who had a 100% attendance during 2004 received a quality engraved pen to commemorate the achievement and had the opportunity to have their picture in First Class. Congratulations to the 100% attendance record breakers that were omitted from the last edition. These are, in alphabetical order: James Bannatyne, Steve Davies, Ron Field, Alan Holland, Richard Jones, Stephen Wallace-Jones, George Law, Vic Lewis, David Pullan, Paul Wilkin, some of whom are pictured below:



Michael O'Brien with his award.

MAD Mask Day!



This year's Make A Difference (MAD) Day was on Friday 13th June – unlucky for some but good news for the charity that benefits from this annual activity, namely The Railway Children.

A number of events were held to support this charity including a MAD Mask Day at Macmillan House. Also the retail team and the team at Kings Cross, who could not attend MAD Mask Day, both held impromptu raffles to bring in extra cash.

In total Rail Gourmet raised £1,005.66 – a very big thank you to everyone for your continued support for this charity.

Can you guess who is behind each MASK?



PG Tips 2GO®



*14oz cups with 12oz fill level

RG2GO is a unique product concept developed for the travel sector by Unilever Food Solutions. Rail Gourmet was involved at the concept development stage so we can now celebrate in its success.

One cup of **RG2GO** is drunk every 1.5 seconds and demand is growing. The only surprise is that penetration within the Railway industry is relatively low. This we predict is set to change, especially as there are some clear benefits to Rail Gourmet's customers:

- PG Tips is the Number 1 UK* Tea brand with 99% consumer recognition
- Available through Rail Gourmet's central warehouse
- Packed in a case of 480's cups, lids and sleeves, offering lower distribution costs
- Significant savings over the current Tea offering
- Potential to increase the selling price !!!
- Speak to your respective RG contact for full product details

*Nielsen Brand View Executive Report, Week 4 June 2005

NEWS IN BRIEF

Congratulations to **Paul and Tina Wilkin** who had a baby boy (Matthew) on 3rd June, weighing in at 9lb, 1oz. Mum, baby and dad are fine.

Congratulations to **Sola Sadiq** (from Kings Cross service centre) who had a baby boy and his name is Daniel.

Well done to **Steve Davies**, who is now our new Account Manager for TransPennine Express.

Congratulations to **David Pullan** who now leads our Retail business, after having spent the last six years successfully leading the Virgin Account Team.

We welcome **Nicola Webb**, our new Virgin Account Manager, and wish her every success in her new role.

Welcome to **Barbara Fletcher**, former Project Manager for Virgin Trains, who has agreed to help us with various development projects.

Well done to **David Noble**, who joins the Business Development team as Project Manager.

We welcome **Mary Haynes**, our new Occupational Nurse, and the successor to **Veronica Jayawardena** who recently left Rail Gourmet to return to Sri Lanka.

Kevin Laxton, Finance Director, will sadly be leaving us at the end of August to travel the world ...and take his time about it! – Good luck, enjoy and keep safe – from us all.

We say a fond farewell to **Guy Edirimansinghe**, from Euston who retired in June after 5 year's service. We wish him a long and happy retirement.

Marie McKenna, HR Administration and Benefits Officer will be leaving us in August to take a year's career break in order to spend more time with her family.

Terry Fitzgerald (Our Payroll Officer) married Nichole on 23rd July - Many Congratulations to you both from your friends and colleagues.

great people

Farewell to David Henderson

David Henderson, our Technical Manager based at Paddington, officially retired on the 1st July 2005 after 37 years in the railway business.

A luncheon was held to celebrate his achievements in the railway industry on Friday 17th June, where he was presented with, amongst other things, a model of a Mark III buffet car, which he designed.

David has suffered from poor health over the past 18 months, but we are pleased to say that he is now a lot better. We wish David a long and happy retirement.



David and Pat Henderson.

firstclass FOOD FOR THOUGHT

"He who asks a question is a fool for five minutes. He who does not ask a question remains a fool forever."

Chinese Proverb

"Do what you can, with what you have, where you are"

Theodore Roosevelt

"Good questions outrank easy answers"

Paul A. Samuelson