

TAKING THE NORTH FURTHER



STAKEHOLDER NEWSLETTER

APRIL 2022



Calling at Reston, Scotland's newest railway station – from May 2022!

Scottish Government Transport Minister Jenny Gilruth MSP has announced that the new Reston station will open to services on Monday 23 May 2022.

The new fully accessible station at Reston on the East Coast Main Line (ECML) in Berwickshire is a £20 million investment by the Scottish Government to improve access to rail services in the Scottish Borders. It will allow connectivity options to local public transport services, active travel provision and 70 park and ride car parking spaces, including over 20 electric vehicle charging stations.

Construction on the two-platform station commenced early 2021 and despite the challenges of a complex construction project in a global pandemic the station has made excellent progress and is nearing completion. On opening, Reston Station will be served by cross border operators including TransPennine Express who will be calling seven times per weekday.

The eagerly anticipated new station will deliver a step-change in terms of public transport accessibility for East Berwickshire communities. It will transform connectivity to Scotland's Railway bringing it within closer reach of the principal economic centres of Edinburgh and Newcastle. The station opening will also mark the reversal of the closure of the previous Reston Station 58 years earlier in 1964, as part of the Beeching closures.

Ms Gilruth said:

"This government has invested record levels to improve connectivity and since 2009, we have reconnected 14 communities to the rail network. Communities in and around Reston will undoubtedly look forward to the benefits that will be delivered by the return of rail services for the first time in more than half a century.

"Efficient and effective rail services, which encourage people to choose to travel locally and further afield by train, for work, training, education, leisure and social activities, are vital to Scotland's future.

"Reston station will help towards the transformation of the local economy, deliver on our Net Zero ambitions and create a fairer, greener Scotland."

Alex Hynes, Managing Director of Scotland's Railway, said:

"The opening of Reston Station for services is another fantastic achievement for Scotland's Railway. This £20million investment delivers a fully accessible station reconnecting Reston and the surrounding communities to the rail network. It provides local people with greater choice to travel by train and use public transport as we seek to make Scotland a greener place to live and work."

Matthew Golton, Managing Director at TransPennine Express said:

"It's fantastic to be able to serve the people of Reston, and the surrounding area, with our direct services between Edinburgh and Newcastle.

"Our customers – and their communities – are at the heart of everything we do and we're delighted to be able to connect so many of those communities by rail for the first time in more than 50 years.

"We're incredibly proud of our role as a key partner in bringing rail services back to Reston and look forward to welcoming our new customers on board at the end of May."

Network Rail has managed the design and construction of the project which delivers step free access with a pedestrian footbridge with lifts connecting the platform. Following its opening, Reston Station will be managed by ScotRail.

A car park with 70 spaces, over 20 of which have electric charging facilities, and 11 cycle spaces will make it even easier to take public transport. The car park has the capacity to be expanded in the future as demand requires.

TransPennine Express has a great range of fares for travel to and from Reston, available at www.tpexpress.co.uk

RMT continue with strike action into June

RMT have continued with their industrial action which is causing significant disruption for our customers on days when strike action is taken. We are doing all we can to provide the best possible service on days impacted by RMT strike action, but with very few conductors making themselves available for work, we are only able to operate a limited timetable.

Sadly, RMT has announced further action in the coming weeks which will see strikes take place on every Sunday until 05 June as well as additional dates around the bank holiday weekends in April, May and June. The limited timetable we are able to operate on days when strike action is taking place replaces any previous timetable for that day, meaning services will start later and finish earlier.

Aside from the impact on our customers, the RMT strikes are damaging the economy of our region and the ongoing recovery of the railway following the pandemic. We remain open to talks with RMT to try to resolve their dispute, but any talks have to be realistic, affordable and take into account the economic context.

Customers are advised to check before they travel on days when strike action is taken as a heavily reduced timetable is in operation and some service might be busy.

For the latest information, including ticket acceptance arrangements with other operators, please visit: <https://www.tpexpress.co.uk/travel-updates/strike>



Free train travel for Ukrainian refugees arriving in Britain

We are all devastated by the war taking place in Ukraine, which has led to millions of Ukrainian refugees have to leave their country to find safety elsewhere. TransPennine Express is proud to be working alongside the rail industry to support Ukrainian refugees arriving in the UK, by providing free onward train travel to their final destination.

The scheme, led by the Rail Delivery Group, complements the offer made by railways in Europe to provide safe and free passage for Ukrainians.

To make sure the scheme is as simple as possible, the Rail Delivery Group has worked across the industry and with Government to ensure that any Ukrainian arrivals who enter the UK will qualify for free travel on the UK national rail network, such as with TransPennine Express, by showing their Ukrainian passport, a boarding pass or ticket showing their arrival in the UK. They will have 48 hours from arrival in the UK to complete their journey.

Jac Starr, Chief Executive Officer at the Rail Delivery Group, said: "We have all been shocked by the tragedy unfolding in Ukraine. As an industry we know this is the right thing to do, making sure families affected by this tragedy can be reunited as quickly as possible, and helping others get to safety."

Two-hour Passenger Assist booking window comes in for all train companies

On 01 April 2022, the two-hour notice period that TransPennine Express already provides for pre-booking Passenger Assist, will apply to all train operating companies.

This means that there will be consistency across the rail industry ensuring that no matter where you want to travel, customers can book assistance with two hours' notice.

Details on how to book passenger assistance can be found by visiting our website using the following link: <https://www.tpexpress.co.uk/help/passenger-assist>.

Launching great deals for groups – just in time for longer days and better weather!

TransPennine Express has have launched a new way of booking group travel by giving 20% discount on Advance Purchase tickets for parties of 10 or more looking to book online.

A dedicated booking team has been introduced which will be able to answer questions and make all the arrangements, including making sure those in the group are sat together.

The new booking system can be accessed online at: www.tpexpress.co.uk/special-offers/group-train-travel, where full terms and conditions can also be found.

The 20% discount applies to both First and Standard class Advance Purchase tickets, and is valid for travel on any TPE service, subject to availability, excluding dates impacted by current RMT strike action.

Darren Higgins, Commercial Director at TransPennine Express

said: "We are all getting out more and re-connecting after the pandemic. This is a great way for friends and families to enjoy traveling together to enjoy a memorable destination and event. And with 20% off, everyone gets a great start to that day out or weekend away."

Saltburn to get direct trains to York, Leeds, Manchester (including Manchester Airport)



On Monday 16 May at 0554 history will be made as the very first direct TransPennine Express from Saltburn to York, Leeds, Huddersfield, Manchester and Manchester Airport will commence its journey. We are delighted to add Saltburn to our network, both connecting people directly to other town and cities across the North of England and to enable those living in these towns and cities to travel direct to Saltburn, to experience its wonderful coastline and countryside. With Spring now here and Summer round the corner, this is a great way to enjoy a day out in the Saltburn and its surrounding area.

We will initially operate a limited number of trains a day to/ from Saltburn. At the timetable change in December 2022, all of the remaining Manchester Airport – Redcar Central services will be extended to Saltburn. The timings for the services to be introduced on 16 May are:

Monday - Friday

- 0554 Saltburn – Manchester Airport
- 1640 Manchester Airport – Saltburn
- 1938 Manchester Airport – Saltburn
- 2008 Saltburn – York
- 2310 Saltburn – Manchester Airport

Saturday

- 0554 Saltburn – Manchester Airport
- 1640 Manchester Airport – Saltburn
- 2008 Saltburn – York

Sunday

- 1940 Manchester Airport – Saltburn
- 2310 Saltburn – York

Tickets are available to book now by visiting the TPE website at <https://www.tpexpress.co.uk>.

Graham Meiklejohn, Head of Regional Development said:

"Connecting Saltburn directly to the TransPennine Express network is a long-standing aspiration that we, Tees Valley Combined Authority, Redcar & Cleveland Borough Council, Saltburn Line Users Group and local elected representatives for some time. The operation of the first trains marks the completion of a great amount of work between TransPennine Express and Network Rail and we can't wait to welcome our first customers on board."

More services to be introduced this May

The annual timetable change in May will see TransPennine Express reintroduce some services that were withdrawn due to the pandemic and also introduce some brand-new services to enhance connectivity further for communities across the North of England and into Scotland. From the timetable change, the following additional services will operate:

West Coast Main Line route

- Glasgow Central to/from Manchester Airport services are reinstated to an hourly level of service
- 0745 Glasgow Central to Liverpool Lime Street
- 1212 Liverpool Lime Street to Preston

South TransPennine route

- Cleethorpes to/from Manchester Piccadilly services will operate on an almost hourly basis

North TransPennine route

- Three services per day (two on Sundays) extended between Manchester Airport – Redcar Central to Saltburn
- Two new services operating between Edinburgh Waverley, Dunbar, Reston and Berwick-upon-Tweed:
 - **Monday to Friday:**
 - Edinburgh 1137, Dunbar 1159, Reston 1214 and Berwick-upon-Tweed 1225
 - Edinburgh 1514, Dunbar 1538, Reston 1553 and Berwick-upon-Tweed 1604
 - Berwick-upon-Tweed 1405, Reston 1416, Dunbar 1432 and Edinburgh 1458
 - Berwick-upon-Tweed 1616, Reston 1627 and Edinburgh 1702 (note there is no capacity for a call at Dunbar)
 - **Saturday:**
 - Edinburgh 1133, Dunbar 1156, Reston 1212 and Berwick-upon-Tweed 1222
 - Edinburgh 1509, Dunbar 1531, Reston 1546 and Berwick-upon-Tweed 1558
 - Berwick-upon-Tweed 1345, Reston 1356, Dunbar 1412 and Edinburgh 1436
 - Berwick-upon-Tweed 1631, Reston 1642, Dunbar 1658 and Edinburgh 1720
 - **Sunday:**
 - Edinburgh 1133, Dunbar 1156, Reston 1211 and Berwick-upon-Tweed 1222
 - Edinburgh 1511, Dunbar 1534, Reston 1550 and Berwick-upon-Tweed 1601
 - Berwick-upon-Tweed 1406, Reston 1417, Dunbar 1433 and Edinburgh 1456
 - Berwick-upon-Tweed 1608, Reston 1619 and Edinburgh

Maps for the visually impaired being installed at stations



TransPennine Express are delighted to have work with RNIB to install their Maps for All at our stations at Hull, Huddersfield and Manchester Airport. A Map for All is a tactile map which not only allows people with visual impairments to feel a map of the station, but also offers great colour contrast and simple symbols which can help support people with autism and other conditions. These will be installed over the summer.

Interest sought for potential new trains for TransPennine Express network

TransPennine Express has published a Request for Expressions of Interest (EoI) regarding options for additional, greener trains to operate on its network across the North of England and into Scotland, opening the way for a significant reduction in carbon emissions.

The purpose of the EoI is to identify interest from potential suppliers to help inform long-term investment into rolling stock by the UK Government in order to realise benefits from the Transpennine Route Upgrade for the business. This EoI also complements the recent one issued regarding options for new bi-mode locomotives to work Nova 3 trains.

The request is for three alternate options comprising of existing or new bi-mode trains, a mixed electric-only and bi-mode fleet and additional carriages to be operated with bi-mode locomotives. Potential suppliers are also being asked to consider where new depot/s are required to be constructed to enable the trains to be maintained.

A key requirement is to align the capabilities that will be realised through the Transpennine Route Upgrade with flexibility in the number of carriages per train being sought for five, six or seven carriages per train.

We are working with Transport for the North, the Department for Transport and Network Rail to ensure closer engagement with stakeholders as we begin to deliver the Transpennine Route Upgrade. Our recent stakeholder survey showed a strong awareness amongst stakeholders of the programme and its importance which we now hope to build on as we seek to secure the greatest value of the investment for our customers and communities.

Matthew Golton, Managing Director of TransPennine Express, said: "This Expression of Interest will allow us to consider with the UK Government options surrounding additional trains for our networks across the North of England and into Scotland that maximise the potential from the current investment being made in railway infrastructure. Options need to be considered, and this is very much the start of a long-term planning process, however we are focussed on trains that help deliver on carbon reduction targets while providing significant additional capacity and customer experience benefits for users of our services."

Tactile paving – Chester-Le-Street



Network Rail has completed key work to make Chester-le-Street station more accessible, improving safety and allowing more people to travel independently.

Network Rail teams have installed over 105 metres of raised, tactile paving slabs along the full length of both platforms. Tactile paving has a textured surface, which helps visually impaired passengers know when they're close to the platform edge, improving safety and giving more people the confidence to travel by train independently.

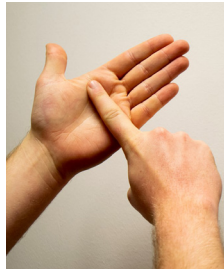
This project is part of a £10m scheme, funded by the Department for Transport, to install tactile surfaces at

200 stations in Britain. Improvements at three more sites in the North East are planned for Newcastle, Cramlington and Manors. Works have also commenced to install 844 metres of tactile paving slabs with platforms 4, 5, 6 and 7 already having been completed.

TransPennine Express services operating between Newcastle and Liverpool Lime Street call at Chester-le-Street in both directions.

Sign language now available at ticket offices

Sign language is an important way of communicating for some people. To support use of this language, and to remove a potential barrier to travel, all of our ticket offices, as well as some staff working on stations, will soon have a tablet equipped to deliver sign language.



This will take the form of a video call with a live interpreter who will sign to the customer and relay the conversation to the member of staff. In addition, we will also have this option installed on our website for customers who use sign language to engage through our website with our Contact Centre by using sign language.

Room Mate installed to help visually impaired customers

Room Mate is an innovative product that reads aloud the location of everything in the room to help people who are visually impaired and is being installed at our stations. This is particularly important in a toilet. TransPennine Express has installed Room Mate in accessible toilets at the following stations: Huddersfield, Hull, Dewsbury, Manchester Airport, Selby, Middlesbrough, Scarborough, Cleethorpes, Grimsby, Northallerton, Scunthorpe, Stalybridge, Thirsk and Thornaby.

Natasha Marsay, Accessibility and Integration Manager for TransPennine Express said: *"Improving our stations to ensure that they remain inclusive and accessible is of paramount importance to us. Fitting products such as Room Mate will support blind and partially sighted people with using the facilities without having to feel around to understand their surroundings and this is a great step forward."*

From track to trail: Encouraging travelers to explore by train!



In collaboration with Sustrans, Scarborough Borough Council, Ryedale District Council, Visit Hull & East Yorkshire and Marsden Walkers are Welcome, TransPennine Express is encouraging people to put on their walking shoes this spring and explore the areas they might now have visited with the launch of a brand-new walking and cycling guide.

Available free of charge from selected TPE stations and on our website via www.tpexpress.co.uk/walk, the guide features a variety of walks and some bike rides including a number of accessible routes, which can all be reached by train and start directly from Hull, Marsden, Malton or Scarborough train stations.

The guide has been put together with the support and knowledge of local communities and we hope it will encourage people to get out and about to explore parts of the North they may not have visited before but by leaving the car at home and taking the train.

Details of local cycle hire can also be found in the booklet and anyone planning to take their own bike on the train should pre-book at: www.tpexpress.co.uk/bike

Fran Barrett, Business Assurance Director for TransPennine Express said: *"We are really proud of our new walking and cycling guide, which we hope will provide inspiration for those looking to head out on an adventure this spring."*

"Using the train is one of the greenest and most sustainable ways to travel and I would encourage people to leave the car at home, relax on-board one of our modern trains and try one of the walks or bike rides for themselves."



Adding some greenery to Middlesbrough Station

The benefits of being around plants and trees are well recognised these days so TransPennine Express has added some greenery to Middlesbrough station.

The hard-wearing foliage adds a welcome improvement to the waiting areas with lifelike trees in the booking hall and concourse. We have also added some new planters to the platforms to brighten things up and feedback from customers have said they've made a real difference.

Temporary bus service on Cleethorpes – Scunthorpe route

In advance to the increase in services operating between Cleethorpes – Manchester at the May 2022 timetable change, we are pleased to have been able to introduce a temporary bus service between Cleethorpes – Scunthorpe.

The service, developed in conjunction with the Engineering UTC North Lincolnshire and North Lincolnshire Council enables connections to be made in advance of the timetable change.

The bus service operates Mondays to Saturdays between Cleethorpes / Grimsby Town and Scunthorpe Railway stations and on Mondays to Fridays it will extend to Stand K in Scunthorpe Bus Station. This extension to run on to Scunthorpe Bus Station will mean students will be dropped closer to the UTC building.

This arrangement commenced from Tuesday 05 April and will run until Saturday 14 May as on Monday 16 May the 07:26 Cleethorpes – Scunthorpe train service will be reintroduced as part of the May 2022 timetable change.

Joanne Wilby, Business Manager, Engineering UTC Northern Lincolnshire said: *"We have several students who travel to the UTC using the Cleethorpes to Scunthorpe train service so the introduction of the 07:14 bus service, until the May timetable change is introduced, will make a significant difference to them. This will be especially important for our Year 11 to Year 13 students who have exams in the coming weeks. We would like to thank TransPennine Express for working with us and putting this interim service in place to support our students."*

Melissa Farmer, TransPennine Express Regional Development Manager, said: *"I would like to extend our thanks to the Engineering UTC North Lincolnshire for working with us to find an interim solution for the students. Special thanks also go to James Lawson and his team from North Lincolnshire Council for responding collaboratively to our request for access into the bus station."*

The bus schedules are as follows:

Monday to Friday		
Cleethorpes railway station	d.	07:14
Grimsby Town railway station	d.	07:34
Scunthorpe railway station	a.	08:19
Scunthorpe bus station Stand K	a.	08:25
Saturday		
Cleethorpes railway station	d.	07:14
Grimsby Town railway station	d.	07:34
Scunthorpe railway station	a.	08:19

Calling Future Apprentices



We recognise the importance of having young people join the business from a diverse environment which represents the communities we serve.

We have previously selected fourteen apprentices who are currently undertaking a two-year apprenticeship benefitting from learning the skills and knowledge needed to follow a career in rail. The apprentices are experiencing several different sections within TPE, including Major Projects, Service Planning, Customer Experience and Human Resources. As part of the training, each apprentice is also working towards a professional qualification, as well as the Duke of Edinburgh Gold Award.

We are committed to connecting and reflecting the diverse communities we serve across the north of England and Scotland. Our values are central to this, especially being 'supportive of each other' and as an inclusive employer we value individuals' contributions, regardless of their age, gender, race, ethnicity, disability, sexual orientation, social background, religion, or belief.

If you know any young people that are interested in a career in the rail industry, let them know that they can register their interest in a TPE apprenticeship via the Early Careers Apprenticeships Talent Registration Page on the FirstGroup website. When vacancies become available, we will alert those that have registered and signpost them to the live vacancies through external promotions on social media campaigns.

For more information please visit: www.firstgroupcareers.com/talentpool/interested-in-our-2022-transpennine-express-apprenticeship-opportunities/36/description.

Let's work together....

If there are any issues relating to our services or our stations which you are aware of and need investigated, please let us know and we can work together to resolve them.

We also have number of ideas to improve our services and our stations, but we would like to hear from you if you have a great idea or a scheme that we can align with and work with you to deliver.

Whether this is providing each other with knowledge, skills or resource support to move a scheme or project forward, or if the block to delivering a great scheme is funding, let's work together to see how we can secure the funding needed.

Please contact Graham, Lucja or Melissa to discuss how we can make things happen.

We look forward to hearing from you.

Opening up the conversation around Menopause in the workplace



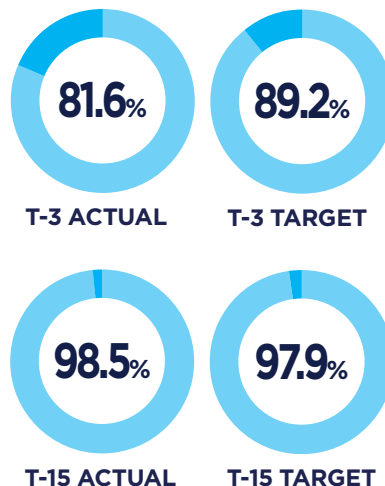
At TransPennine Express, we are committed to providing everyone with an inclusive and supportive working environment. Menopause is often a subject that people shy away from talking about. All women will go through menopause in their life, whether they have had children or not with the average age in the UK for menopause at 51.

It is estimated that in fifteen years' time, the number of full-time working women will equal that of men, and with changes made to the pensionable age, this means women are working for longer than ever before. Symptoms may begin many years before and can last up to a decade or more post menopause. Mental health issues can also often arise due to the menopause.

We are committed to ensuring that we take time to talk about the menopause at work and to support our colleagues that go through this life event. The truth is that menopause is not just a women's issue, everyone needs to know about it, which is why at TransPennine Express we are making are helping to better support colleagues as they go through this life event, and also increase awareness and understanding of menopause so that women feel more comfortable talking about what they are going through with colleagues or their line managers.

Performance Update

Period 13



Target 2.4%

Actual 5.8%

CANCELLATIONS

Period 13 continued to be impacted by traincrew availability due to the ongoing industrial relations issues and removal of rest day working. In addition, high levels of sickness amongst conductors caused by an increase in COVID saw performance measures not achieved.

The largest incident on the network was caused by a signalling workstation left uncovered which caused 48 cancellations.