

In the know

All about people, people in the public transport industry, people like you!



Rail Staff Awards Rail Staff Carols



Photo courtesy of Rail Media

The 2019 Rail Staff Award ceremony took place at the NEC in Birmingham in November.

Station Staff of the Year Award

TBF has been associated with this event for many years and was again proud to sponsor the Station Staff of the Year award. The award winner was Aaron Kuduah, a Virgin Trains gate-line customer service host at Crewe station. Aaron was nominated by customers and colleagues for the huge impact he has on the whole customer experience at the station with his positive attitude and happy outlook on life.

A worthy winner

Aaron was presented with his award by Christopher Sullivan, TBF Chair, pictured above. Christopher said: "These awards are extremely important in honouring those people who work so hard within the rail industry. The service provided is of course a team effort but customer service is vital as, just like with TBF, it is all about people, people are our business. Aaron clearly cares about his customers and loves his work and this award is well deserved."

Making a difference

TBF was again the awards' beneficiary charity for the evening, raising a total of £3,000. This was thanks to the generosity of the guests, many of whom entered into a prize draw, and a generous donation from the event organiser, Rail Media. "This money will make a big difference in helping TBF members and we thank all concerned for their support." Christopher added.

The Rail Staff carol service, organised by TBF, took place at St Mary's, Eversholt Street, near Euston Station on 19th December. The congregation sang carols alongside London's Transport Choir (pictured below) and listened to readings by many industry professionals. The collection of £372 was kindly donated to the TBF fund. This year's event was sponsored by Network Rail, Porterbrook Leasing, Rail Delivery Group, Rail Freight Group and Rail Safety and Standards Board.

Joyous occasion

John Sheehy, TBF CEO, said: "This is the 19th year TBF has been involved with this much-loved event. We thank all of our sponsors, Rupert Brennan-Brown from Porterbrook Leasing for his invaluable help, and all those who came along and joined in, helping to make this such a joyous occasion.

Generous TfL donation

TfL generously donated £290 from the collection at their carol service held at St. Martin-in-the-Fields earlier in December.

John continued: "TBF thanks everyone for helping us to continue our support of those in the public transport industry in times of need, hardship and distress."

Date for the diary: Rail Staff carol service 2020 - Thursday 17th December.



Photo courtesy of Paul Bigland

New TBF Patron We are delighted that Paul O'Neil, Managing Director, UK Bus, at Arriva, has agreed to be a TBF Patron. Paul joined Arriva from Rolls Royce to head up the group's UK bus operations, and he takes over as Patron from his colleague Iain Jago, who is now Group Finance Director within Arriva.

Awards to members in the three months to 31st December 2019†

Most of the Trustees work
in the industry and decide
on all benefits.

2,899 new members joined
TBF in this quarter and, as
always, **no commission** was
paid to anyone - so **your
money** goes further.

TBF now has a total of
over **66,700** members.



0300 333 2000
www.tbf.org.uk

†These figures have been compiled in good faith but have not yet been subject to audit.

*Osteopathy, Physiotherapy, Chiropractic treatment, Scans and tests, Medical consultations, Acupuncture, Chiropody, Prescription prepayment certificates and a wide range of other medical treatments.

Transport Benevolent Fund CIO, known as TBF, is a registered charity in England and Wales, 1160901, and Scotland, SC047016.

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