

Hi

Welcome to the 4th issue of the EWC Newsletter, as you may or may not be aware, my remit as your representative to the EWC is to not only inform you of what is happening within the different countries that form the EWC but to also inform them of what is happening within my own country.

I was made aware of the problems that was affecting some/most of the Depots within Transdev Blazefield and people were asking me if the headquarters at Paris were aware of what was happening in the UK? I took it upon myself to email all the secretary's directly and asked them if they would speak to all their colleagues and to send me a short statement of the feelings, concerns of the members.

I was overwhelmed with the response that I received and had to write a report to give to Paris on your behalf. I have put the complete report in this newsletter so that you are all aware of what has been said as follows;

MEETING OF THE EWC JUNE 2018

Good Morning / Afternoon Ladies & Gentlemen

For those of you who do not know me, my name is Lionel Lockley and I am the duly elected European Works Council (EWC) Representative for Transdev UK.

I have been asked on every occasion when I attend these meetings in Paris if you... the directors and delegates are aware of what is happening in the UK? So this time when I knew I was coming to Paris I sent an email to every depot within the Blazefield group, asking for any input they may have regarding **any** issues within their depots and I would as their EWC Rep take their concerns to Paris as is the remit of my Role.

I started at Keighley in 1988; 30 years ago and I love my job, Transdev Blazefield has always been a first class operation with high standards to maintain but more recently these standards have been slipping and this is reflected in staff morale. There are many complex reasons for this but fundamentally (in the eyes of the employees) it is about the way the business is being managed and the way the staff are being treated. It's almost become management by twitter with everything "Amazing" and the reality on the ground not matching the service being delivered.

The lost mileage has never been as bad as it is now, we are seeing staff shortages like never before at nearly all locations and this has led to fines from TfGM and WYCA for non-operation/service compliance issues. This in itself is leading to intense concern and unrest with some common themes across the group and very serious issues at each location, for example; Harrogate are currently balloting for strike action at this moment regarding pay, but it is also being seen as a protest against the way the business is being run. Dependant on which depot it is there are calls for differing forms of action, such as demonstrations, work to rule, social media campaigns or even a 1 hour stoppage to highlight the discontent as people are no longer convinced by the way this business is being run. Let's hope it doesn't come to this.

I have included in this report many of the emails I have received from the different depots highlighting their concerns and I think you will agree with me there is one common theme across the entire Blazefield group.

Depot 1 Keighley

The issues and concerns listed below are just a snippet of the long running problems that we are experiencing on a regular/daily basis. These are echoed at Harrogate, York, Malton, Burnley, Blackburn, and vice versa.

Issues that are reoccurring on a daily basis:

Rotas; Managers not having the confidence to change dedicated rotas due to the fear of Alex Hornby and the consequences i.e. disciplining them.

Holiday entitlement; constantly been refused requested holidays due to shortage of drivers lack of detail in rosters. With the inability to cover services.

Shortage of Buses; Duty managers having to juggle services in order to keep them running and not being allowed branded buses on other services so mileage is lost.

Maintenance of the Buses; Pressure on engineering staff to keep the buses on the road

Long Service Awards; to recognise long service these money awards have apparently been axed. No incentive for employees to stay.

Promotional Marketing; The Company seems to have plenty of money to spend on marketing *what a wonderful amazing company it is*, with award ceremonies and inviting celebrity guests, yet are unable to offer the employees adequate and acceptable wage offers.

Failed Investment; Money wasted on the City zap initiative. Branded buses, Vamooz.

Summary; the moral of all employees across the depots is at an all-time low due to the ongoing daily issues arising within each depot due to the inefficient and ineffective management. This is significantly highlighted as a result of the breakdown in the working relationship of the Managing Director and the CEO.

Depot 2 Malton

Our thoughts are exactly that of our colleagues in Harrogate and Burnley

Our lost mileage has gone through the roof in last 2 years due to no bus available because the new buses are always being towed away to Crossroads (Volvo bus main dealers) for warranty repairs normally new engine or gearboxes, our reliability used to be second to none but now it is a case off will it turn up or not.

On numerous occasions we have failed to operate to Bridlington all day because that is the route they sacrifice when we are short of vehicles. Work is being taken away from Malton and given to York who don't have the staff to operate the journeys.

10,000 timetables were ordered by marketing, when they arrived they were last year's timetable (this cost could have paid for Harrogate's pay rise for 2 years) and the unbelievable part is Alex Hornby insisted that these timetables were to be issued to passengers, on Sunday just gone passengers were stranded in Bridlington overnight as the timetables issued had the last departure time one hour later than the registered journey time.

The daily operation at Malton is falling apart largely due to the people Alex Hornby has brought in from Trent Barton, one of them a duty manager has been here 2 years and still does not know the routes or

is able to read a timetable or use the tracker system, all he is good for is making stranded passengers a cup of tea because their bus has failed. And now Alex Hornby has now created another £50,000 per year role for another one of his muckers from Trent Barton

None of the above would have been conceivable until Alex Hornby joined the company.

Also Mr Hornby avoids Malton like the plague; he has been promising to come and discuss the future development plans for Malton but has yet to show up. We to have had no uniform issued for 2 years.

Depot 3 Blackburn (former Branch Secretary)

As a former branch secretary of Blackburn NW330 branch could I take this opportunity to say that I believe that at Blackburn around 18 months ago we gave a considerable amount of effort to turn the Blackburn business around, reinforced with high standards of vehicle maintenance and safety, this has helped improve reliability and therefore revenue. Costs had been improved and staff morale had improved until recently.

The acquisition of Rosso with some of their services operating from Blackburn depot now has jeopardised our existing operation. Rosso vehicles have been used without current MOT's; engineers have been under intense pressure to deal with the backlog of defects we have inherited. This, we suspect, has contributed to the early retirement of the Engineering Standards Manager who is widely well respected both internally and outside Transdev. I also understand that this last week the Engineering Manager at Keighley has taken the same decision. Over 70 years of combined service with this company.

We cannot afford for this type of experience to be leaving the business at this stage, as of today I believe that we are still performing reasonably well, but something is missing and I am of the opinion that the absence of the Managing Director (Operations) Russell Revill is wholly contributing to this. I personally see Russell Revill as not just an integral part of our business but actually THE integral part of it and would like to see him return to work as a matter of great urgency, the longer he is absent, and I believe untold damage is occurring. In essence I believe we are "sailing along without a rudder".

Staff Shortages – never before have we seen such significant driver and engineering shortages in Lancashire, this has led to missed services particularly at Rochdale and that has resulted in senior manager being call in to be questioned about what is happening at Rosso. This resulted in a fine by TfGM. This is our reputation that is being harmed here, partly because the staff have not been sufficiently engaged in the transition and it has been rushed.

When I was Branch Secretary obviously I had numerous dealings with Russell Revill and yes, there were differences of opinion and yes I was "ambushed" on more than one occasion but, that is how it works. The thing is, business was always dealt with in an extremely professional and mutually respectful manner.

Depot 3 Blackburn (Current Branch Secretary)

Here it is pretty much the same as everywhere else. The most unsettling issue due to its sensitive nature is regarding the long service awards. This has been seen as a real kick in the teeth. This was set up many years ago to award loyalty and long service and was always received well by all employees. To be told that long service awards are crass and expensive is a shameful sentiment from Mr Hornby. This is clearly someone out of touch with his workforce despite what he says in the fiction section of twitter.

We have currently had no new uniform for over 2 years whilst seemingly pots of money have been spent on painting/refurbishing buses and follies such as the city zap etc., as for money spent on incorrect timetables, that situation has become par for the course.

There seems to be a lack of any communication between managers and the CEO, it certainly seems as though local knowledge or opinion is not even considered. When you are aware of managers constructing emails in such a way that they are guarded in case they upset the CEO is really not a healthy environment.

The day to day running of the business is at best extremely tight, no extra managerial resources to run the sections of the Rossendale business that have been put in the local depots and is having an impact on our day to day running despite what has been said. We are paying out massive fines monthly to TFGM as we are currently incapable of running a reliable Rossendale service. All this is at a time when we are being offered pennies pay rises and told the pot is empty, however money seems to be available for fines. It really is a hard position to defend when people's expectations at pay talks are hardly exuberant.

I would not like this to come across as some kind of witch hunt. We have been within the Transdev family since 2006 and have seen the many positive attributes that has brought us. We know that we are supported by Transdev. However, when we see senior figures within the group leaving, people that live and breathe Transdev Blazefield that concerns us. We know that the same issues that affect us are affecting them. To have such a blatant disconnect from your staff whilst the standing joke is that he won't listen to you, "you're not from Trent Barton" really says it all.

In summary, spending more time running the business than running your twitter account would be a good start, being likened to Donald Trump on social media usage is not an endearment.

Depot 4 Harrogate

Here at Harrogate there is a good deal of unrest.

We are one year in to a dispute over our pay. For the last 4 years we have received a pay rise that is well below the rate of inflation and therefore have had a pay cut in real terms, our pound now buys less than it did 5 years ago !

We have exhausted all avenues of internal negotiation and unfortunately we are now just in the process of having a postal ballot for industrial action.

The company, although they talk-the-talk they don't walk-the-walk. They pride themselves on their staff being the best around, who love their jobs and are happy to come to work. Although this is true for a number of drivers it certainly is not true for the majority, as borne out by our latest pay ballot.

We have had no new uniform issue for two years and the amount of vehicles breaking down seems to be at an all-time high. The perception of the members at Harrogate is that the company is trying to polish a turd.

Alex Hornby's high social media presence does nothing to help the general feeling of unrest, members see him trotting around this country and Europe telling everyone one what an amazing company he runs, surrounding himself with sycophantic lackeys and quite frankly fiddling whilst Rome burns.

I hope this gives you an idea of the feeling at Harrogate depot.

Depot 5 Burnley

Long Service award

It is custom and practice for employees to receive money after lengths of service. This starts at twenty five years and consists of £250, thereafter each five years it increases by £50. So 30 years = £300, 35 years £350 and so on.

We are currently in a grievance situation with regard to this custom being cancelled without notice.

Reliability

Transdev pride themselves on running at 95% reliability. It is running way below that at present. This is due in part to the company cutting to the bone the time allowed to complete journeys from A to B. This is having an adverse effect on staff sickness, morale and the willingness to assist management achieving its targets.

Uniforms

Uniforms should be the face of any good company. We are waiting for new uniforms for over two years now. People are being told to buy their own uniform. This is so poor it smacks of desperation.

Managers

Key People are being hounded out of the business, the management style has changed from a caring for its staff, to one of Fear. You can't manage by fear. It will end in disaster. It seems that if you disagree with the management style you are forced out of the business.

Projects

Never seem to get finished on time. We are still waiting for the employee app.

Late Wage slips

We are constantly waiting for our wage slips. In this day and age of Internet communication. Why do we rely on a box coming on a bus from head office?

The fleet of Buses

We have had four year old buses replaced by 20 year old buses.

Loss of Revenue

A loss of revenue due to the Revenue Inspectors being abolished.

New Main Line Buses

We had a new fleet of main line buses delivered last year. They are falling to bits and will not be fit for purpose quite soon.

Bullying in the workplace

There is a feeling of Bullying from middle management. They are forcing drivers to cut short their breaks to keep the buses running.

Ticket Machines

Current ticket machines have been issuing incorrect tickets. This has been raised several times but dismissed as driver error. Drivers are being put on shorts. The company knows about the problem and has not purchased the right shorts and overs software and just ignores it.

Training and CPC

Training of managers is very poor. Seems to be a "we need a manger" you will do, this leads to poor decision making by inexperienced managers. CPC is a fundamental part of keeping drivers legal. Funding for the training dept. to carry out CPC courses seems to have stalled.

Communication

Communication is very poor, management seem to rely on Transdev Talk. Which seems to arrive late and as it is not distributed to members of staff is a waste of money. Hand book of agreements that is 20 years old and outdated.

The company is trying to squeeze every last sinew out of drivers without due care to their health and wellbeing.

Pay Awards

Pay awards that are in real terms PAY CUTS year on year, we have been just offered 1.2% for 2018. This is an insult from a company who make a million a week.

We are at rock bottom, feel unsupported, demoralised and driven by a CEO who hires all his cronies from Trent Barton.

Currently the company appears to be being managed inadequately; this is highlighted by the relationship breakdown between the MD and CEO. The MD has been absent now for months. We have had no notification as to why? This has left a massive void, as he has actively been involved in the success of Burnley for some 17 years. He is very well respected by all members of staff, and we would like to see him back in his role.

We have grave concerns over the purchase of ROSSO buses, this is having a massive impact on our engineering team. Leading to low moral mainly due to lack of communication from the top. The vehicles are in very poor condition, causing overstretching of manpower and finances.

Finally, CITYZAP. Well what can we say? When it was first mooted that City Zap two was on the cards. To a man, we all said NO it will never make a coin. Drivers are taking on average £20 per duty daily. We were advised at the time that a sum of money had been put aside that would reflect on the Burnley depot.

That is not what was said at last week's pay talks. The complete opposite in fact, we can't afford to give you a decent pay award as we are losing money and passengers. Marketing didn't seem to push City Zap enough so must take some of the blame for its failure.

In conclusion

It has been suggested by some locations that the Transdev whistle blowing facility should be used, but this was routed to Mr Nigel Stevens our previous CEO for Transdev UK via the Transdev Plc offices at Chiswick, unfortunately neither are there now so that option was ruled out.

No one knows who the present CEO for the UK is (me included) so that is why they have come to me as the EWC Rep to raise their concerns, which I hope will be taken in the spirit they are intended.

There is a lot of concern and deep held feelings for Transdev Blazefield and staff want to see action taken to address these issues. At this moment, every attempt to raise the items previously referred to have been thwarted and they feel that they need to take a more direct approach to get their message across.

I myself have tried on several occasions to forewarn the Directors at previous meetings in Paris, to mention one occasion in particular, this was when I informed the meeting that the Keighley Depot were going to Ballot on possible industrial action over the wage negotiations, unfortunately for me my CEO Mr Hornby got an email the same day from a Director and was asked about what I had said... upon my return I was then summoned into a meeting with my CEO and told in no uncertain terms that I wasn't helping the cause for Transdev Blazefield by going to Paris and telling them what was happening in the UK I'm sorry but isn't that what my role is all about, keeping the EWC delegates updated on what is happening and likewise keeping employees updated on what is happening in Paris? I sincerely hope that this time there will be no repercussions for myself for collecting this information and passing it on and that you can give me that assurance.

Could I implore Mr Mallet and the directors to **PLEASE** send a delegation over from Paris to find out what is happening at Transdev Blazefield. Somebody that isn't afraid to ask **ALL** employees, from Cleaners, Admin Staff, Drivers, Engineering Staff, Managers, General Managers and Directors without the CEO being there.

Please take this document as it is intended, an information document on the current feelings of the employees of Transdev Blazefield, who are reaching out to the Paris Headquarters of Transdev for their help.

Respectfully

Lionel Lockley

EWC Representative
United Kingdom

I have just returned from Paris and to say they were surprised is an understatement, I gave the report in its entirety to Mr Thierry Mallet who is the CEO for Transdev Globally, there is nobody higher than him and he promised he would look into the contents of the report and get back to me

I know that this newsletter is a bit long winded but in my role as the EWC Representative I felt it was necessary to keep you informed of what is happening.

If you would like more information please don't hesitate to contact me by email lionel.lockley@hotmail.co.uk or

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Kind Regards

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