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Insight

AUTUMN 2018



Living the green

Growing business
is taking root



SPOTLIGHT

Keeping our people safe at work



TOUR: BRISTOL

Walkies for abandoned and lost dogs



OUT & ABOUT

WITH
INSIGHT
EDITOR
CHRISTINA
SALZANO



It's been a busy summer and as the season changes we also move into a new stage for Network Rail's property business and for some of our tenants. Read all about the sale on the opposite page.

It's very much business as usual in this issue and we showcase some of the great places in Bristol that we visited during The Tour. We love checking out tenants and seeing their brilliant businesses at first-hand, but we have to say, we were definitely won over by the dogs and cats at Bristol Animal Rescue Centre. Read more about it on page 4.

We also decided to try out axe throwing for this issue. It's amazing what you can get up to in an arch these days. Find out more on page 10-11. And while our reporters had a good time hurling axes,

our photographer was so inspired by London City Runners, who we feature on page 7, that he's joined them as a member and is off pounding the pavements with them.

Don't forget to follow us on Twitter and let us know what you are up to. Until next

time, have a great autumn.

CONTACT US

If you have a story to tell or a question about the magazine

Drop us a line at insight@abcomm.co.uk
Have your say using [@Insight_NR](#)
Call the editor 020 7922 5685

HOW ARE WE DOING?

Please rate this magazine. Text 'Rate Insight' with a number from 1 to 5, where 1 is poor and 5 is excellent (e.g. Rate Insight 4) to 81888. Every response will be entered into a free prize draw to win a £25 Amazon voucher. Look out for the winner in the next issue.

Texts to this number are charged at your standard network rate. Your information will be treated confidentially and will not be shared with other organisations.



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LET'S GET SOCIAL

Thomas Wales @[@NetworkRail](#)
This makes me so proud! So glad that @NetworkRail got on board on this project with me and after 3 years of meetings and planning made the was boring rusted Bridge into something magical! The @LSFreedomBridge was born! Happy @LeedsPride everyone! 🏳️‍🌈



Insight_NetworkRail @[@Insight_Mag](#)
Some of our #tenants are a vital part of the #arts scene and putting on some amazing productions in our #arches. In the latest issue of Insight #magazine we put the spotlight on @abovethestag theatre and their new #venue



PROUD Beer @[@PROUDBeerUK](#)
We're very proud to partner with the brilliant @abovethestag and their new venue is simply stunning, make sure you pay them a visit! 🏳️‍🌈

Don't forget to follow us @Insight_NR for all the latest from Insight magazine, small business tips and Network Rail community highlights

SALE AGREED

Network Rail agrees Commercial Estate business sale with Telereal Trillium and Blackstone

Network Rail has agreed terms with Telereal Trillium and Blackstone Property Partners for the sale of its Commercial Estate business in England and Wales. Properties in Scotland and those that have an ongoing requirement to support the running of the railway are not included in the sale.

We want to reassure all tenants that it is business as usual. For tenants included in the sale, all lease

arrangements and protections will remain the same and will be transferred to the new owners. Your notice period will also continue as per your original lease agreement. As the sale includes the business management platform, the Commercial Estate team will transfer to the new owner at the same time as the property assets. This means that the sale does not affect current day-to-day contacts, so please continue to contact your existing asset manager until the sale is complete.

If you are unsure whether your property is included in the

We expect to complete the sale towards the end of the year. Telereal Trillium and Blackstone will then become landlord of the estate.

For tenants who have not been included in the sale, Network Rail will keep a team to manage these properties. These tenants may find day-to-day contacts change when the deal completes. Our retained team will be in touch with you prior to completion to ensure a smooth transition.

Both companies have long

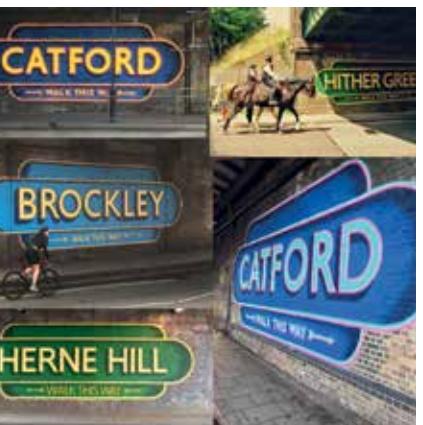
ENQUIRIES

If you have any enquiries regarding the sale of Commercial Estate, you can: Visit: www.networkrail.co.uk/commercialestatesale
Email: CommercialEstateSale@networkrail.co.uk
Phone: 0800 830 840

and successful track records of operating large commercial estates across the UK.

We are proud to have fostered so many small, independent and diverse businesses and communities across the country and we are confident businesses will continue to thrive under the new owners.

Proceeds from the sale will help fund the railway upgrade plan, bringing major improvements for passengers and reducing the need for taxpayers to fund the railway.



ART OF THE COMMUNITY

Local artists across the country are brightening up our railway – and celebrating the local community.

Artist Lionel Stanhope has painted vintage-style signs on railway bridges across south London. His colourful creations have jazzed up underpasses in nine locations and he's now set his spray can on bridges in West Norwood, Brixton, Clapham and Selhurst. Elsewhere in the capital, street artist Jimmy C produced a major work near London Bridge in memory of last year's terror attacks.

And the railway is proving a worthy canvas elsewhere, too. In Leeds, following a successful campaign by the city's LGBT+ community, the Leeds Freedom Bridge has been given a bold new rainbow makeover. While at Glasgow Queen Street station, Glaswegian graphic artist Gabriella Marcella has painted a giant mural featuring St Mungo, the city's patron saint.

NEWS



Paws indoors



A former car rental office has been transformed into a four-legged playground, giving rescue dogs a chance to let their fur down.

Since 1887 Bristol Animal Rescue Centre (A.R.C.) has provided a safe haven for stray, lost, injured and unwanted cats, dogs, small pets and wildlife. Its services, including a veterinary clinic, are available 24/7 and from its city centre base it helps, heals and rehomes more than 14,000 animals a year.

Being in the heart of Bristol means it can be difficult to give the charity's resident dogs a run off their leads. But tails are wagging after Bristol A.R.C. took on the building opposite its rehoming centre.

Sitting under a railway bridge, The Barn – as the building is known – provides much-needed open space for the dogs.

Marcella Pinto, Bristol A.R.C. communications officer, said: "It's absolutely wonderful we

have a space like this where they can practise normal doggy behaviours, and it's a great chance for them to have a bit of exercise.

"All the dogs get a chance to run around. It's such an important place for them to come."

Stocked with toys and agility equipment, the charity's canine companions always look forward to a trip to The Barn.

But it's not just the dogs that benefit. The space is also used for events.

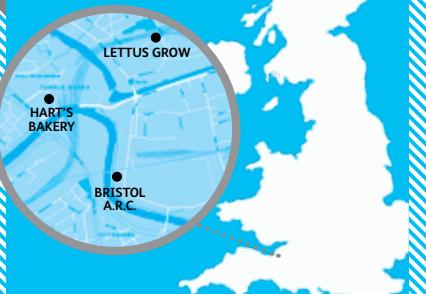
Marcella added: "We held our Christmas fair in here, we have our open day here and we also host other special events such as quizzes and volunteer thank you events.

"Before, we didn't have a big space and we were crammed into a small meeting room for our events. It's completely opened up that side of things as well."

Twitter: @Bristol_ARC

Insight TOUR

BRISTOL



COVERED: 3.5 MILES

- Infamous pirate Captain Blackbeard had a hideaway cave under the city's St Mary Redcliffe church.
- Bristol hosts Europe's largest hot air balloon fiesta, and is the world's biggest manufacturer of the floating balloons

1979

the world's first bungee jump was made from the city's historic Clifton Suspension Bridge



The root stuff



A growing business founded by three uni friends is paving the way for more sustainable and efficient food production.

It was while studying engineering and biology that Charlie Guy, Jack Farmer and Ben Crowther decided to try to address the problem of food waste.

Seeing how much fresh produce was being thrown out, and noticing inefficiencies in traditional food production systems, they pooled their collective skills. Their solution is LettUs Grow, a business that manufactures and supplies equipment and software for aeroponic food production.

Aeroponics is a way of growing produce without soil. Plants are suspended in air and their roots misted with water containing all the nutrients they need, while LEDs provide light.

Their equipment requires less space, recycles its water supply and allows plants to grow quicker, even underground.

And the friends have found their perfect leafy HQ in two railway arches behind Bristol Temple Meads station.

Charlie said: "They provide a very stable temperature all year round and because they're semi-underground it provides natural insulation which means our air conditioning systems don't have to work as hard."

One arch is being used as the growing showroom, where customers can see how the technology works, while the second is being kitted out as a research centre.

They've branched out from leafy greens, herbs and salad crops to strawberries and radishes, and now on to root vegetables.

In two and half years the team has gone from three to 12 and is in the final of an international sustainability competition. Twitter: @LettUsGrow

MY SUCCESS A big part of our success is that we're trying to tackle such a big problem [sustainable food production] and that's exciting



Baked to perfection



MY SUCCESS
Try to offer something really genuine, to not lose what you originally started with

Booming Bristol

Famous for its industry, architecture, street art and hot air ballooning, Bristol is becoming a popular spot for businesses from all sectors.

And its railway arches have become prime spots for entrepreneurs and start-ups looking to take advantage of its growing reputation.

The businesses we spoke to

on the Tour agreed the city was on the up.

Charlie, from LettUs Grow, said: "Bristol is a really exciting place to be at the moment. I have seen it change over the past seven years with lots more pull from London. There's more money coming to Bristol and a lot of really exciting technology businesses setting up here and



doing well."

Marcella, from Bristol A.R.C., added: "It's got a lot going for it and it's constantly developing."

And at Hart's Bakery, Pete and Laura have seen a boom in food



businesses. "As far as running a small business I think it's ideal because there's such support for shopping locally and in independent businesses," Pete said.



Tucked under Temple Meads, Hart's Bakery is going from strength to strength after expanding into a second archway.

When pastry chef Laura Young was made redundant she decided to strike out on her own. Soon after Hart's Bakery was born and after operating from a small, shared space she moved her tasty venture into an arch under Bristol's biggest station.

The bakery quickly became a firm favourite with locals and lunchtime queues regularly snake out the door. But the popularity brought problems as Laura, who was joined by husband Pete to run the business, was struggling to fit her equipment, supplies and growing team within a single arch.

Expansion was needed and after much negotiation they took over the derelict arch next door, transforming it into a storeroom, office and staff area. The work took a month and the couple decided to refit the entire bakery at the same time, relaunching at

the start of 2018.

Pete said: "By expanding into next door we've managed to double the size of the kitchen and the customer space is bigger too. We really wanted to keep the same feel, to always have the kitchen and customers in one space so everything's on show, and customers have a real connection with what we're doing."

The open-plan layout means visitors can see the team at work making cakes, pastries and the sausage rolls Hart's has become famous for. Nearly six years on from Hart's start, the expansion has made the business viable for the next six years and beyond. "We've been able to fit in new pieces of equipment that we didn't have space for before that are improving our products, and specialist bits that have streamlined and made things more consistent," Pete added.

"We really do like being in an arch, it's hard to imagine where else we would be."

Twitter: @HartsBakery



FINDING THEIR FEET

London's largest free running club finds a home underneath the arches

A thriving community running club is loving life in its new railway arch home near Tower Bridge.

London City Runners made the bold move of opening a combined café, bar and clubhouse this summer after eight years of meeting at pubs around Bermondsey.

"We got so big we often had more than 100 sweaty people trying to cram into a bar, so we needed our own space," said founder Tim Navin-Jones.

"We've been meeting within 200ft of this arch for as long as

the club has existed, so this location is ideal for us.

"I absolutely love the space: the height of it, the sound of the trains going over. It's very atmospheric and the acoustics are great for events."

From a handful of joggers meeting at Tim's flat in 2010, the club now has more than 1,000 active members, all of whom run for free.

Money is brought in through paid-for activities, including expert coaching sessions, 'running tours' for tourists and a 'Couch to 5K' fitness programme. Funds are



also raised through selling merchandise, food and drink, and hiring the venue out.

The club relies heavily on the goodwill of volunteers and the generosity of neighbouring arch tenants.

"We have used the skills of our whole running community: carpenters, builders and surveyors have all given their time for free," said Tim's business partner Kerry Jones.

"And we get on really well with the companies in the other arches. It's like a big

family. Architectural salvage firm Lassco gave us the wood to build the bar, and our neighbours, The Bottle Shop, have been supportive. Even the beer we sell is brewed by in an arch."

The club is doing its bit for the community too, organising walking sessions for the elderly, as well as litter-picking runs.



MANY OF OUR PEOPLE AND CONTRACTORS WORK ALONE SO IT'S IMPORTANT THEY TAKE STEPS TO PROTECT THEMSELVES

STAYING SAFE



As our safety and sustainability manager, Mel Matthews keeps the welfare and wellbeing of our people top of her agenda.

And personal safety is particularly important to her, after she survived a harrowing incident while working alone in a previous job.

Before joining Network Rail, Mel worked as an estate agent in Kennington and was by herself in the office when she came face to face with a gunman.

She had unlocked the office door, after being in the basement, then turned to a filing cabinet when the man walked in.

She said: "We had a panic button and the police station was over the road, but the button wasn't working. I was stuck there on my own for nearly two hours trying to talk this guy down before I managed to get him out the front door."

It's an experience she draws on when talking to colleagues, particularly lettings staff and contractors, about how to look after themselves while lone working.

Unfortunately, our teams can face verbal abuse and aggressive behaviour while out at our premises and after recent incidents we are keen to remind people how to guard against such occurrences.



Mel said: "We've been trying to get people to go out and work in pairs if possible and we also have got SoloProtect devices that people can take with them. They're like a portable panic button."

"We have also teamed up with the Susie Lamplugh Trust and they have been coming in and doing training on lone working and conflict management."

A register of high-risk areas, that might suffer crime such as drug dealing, is available so colleagues can take the necessary precaution if they have to visit nearby sites.

And we have also put together a checklist for lone workers, reminding them of the preventative measures to consider before leaving home or the office. A lot of the advice comes down to common sense, said Mel, but it always pays for our people to be prepared before they head out.

"It's worth taking five minutes to review your task and go over everything before you start and that's what I tend to say to people," Mel added.

"Whenever I can, I use my story [of the gunman] to drive the message home. If it can happen to me, it can happen to anybody."

CHECK BEFORE YOU TRAVEL

Some of the points on our checklist include:

- Call ahead to give the tenant notice to expect you and check the High Risk Sites Register for your area
- Take a SoloProtect device with you and activate it before you attend the premises
- Buddy up and go with a colleague if you can
- If you know the area has issues be extra vigilant
- Use common sense and keep a low profile i.e. don't flash mobile phones and expensive items around.

BE PREPARED

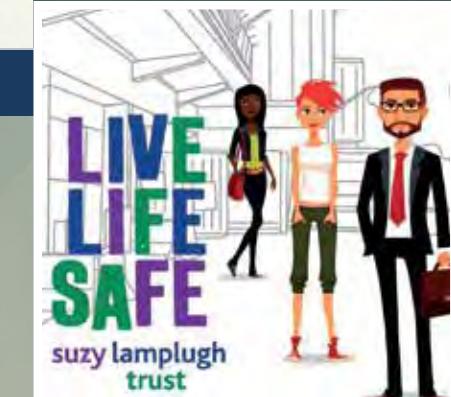
- The conflict management training courses we offer are run by the Suzy Lamplugh Trust. Named after the estate agent who disappeared in 1986 after showing a house to a client, the trust campaigns to reduce the risk of violence and aggression.

- The training courses cover travelling safely, how to carry out a risk assessment, recognise signs of violence and aggression and our Property Lone Working Policy.

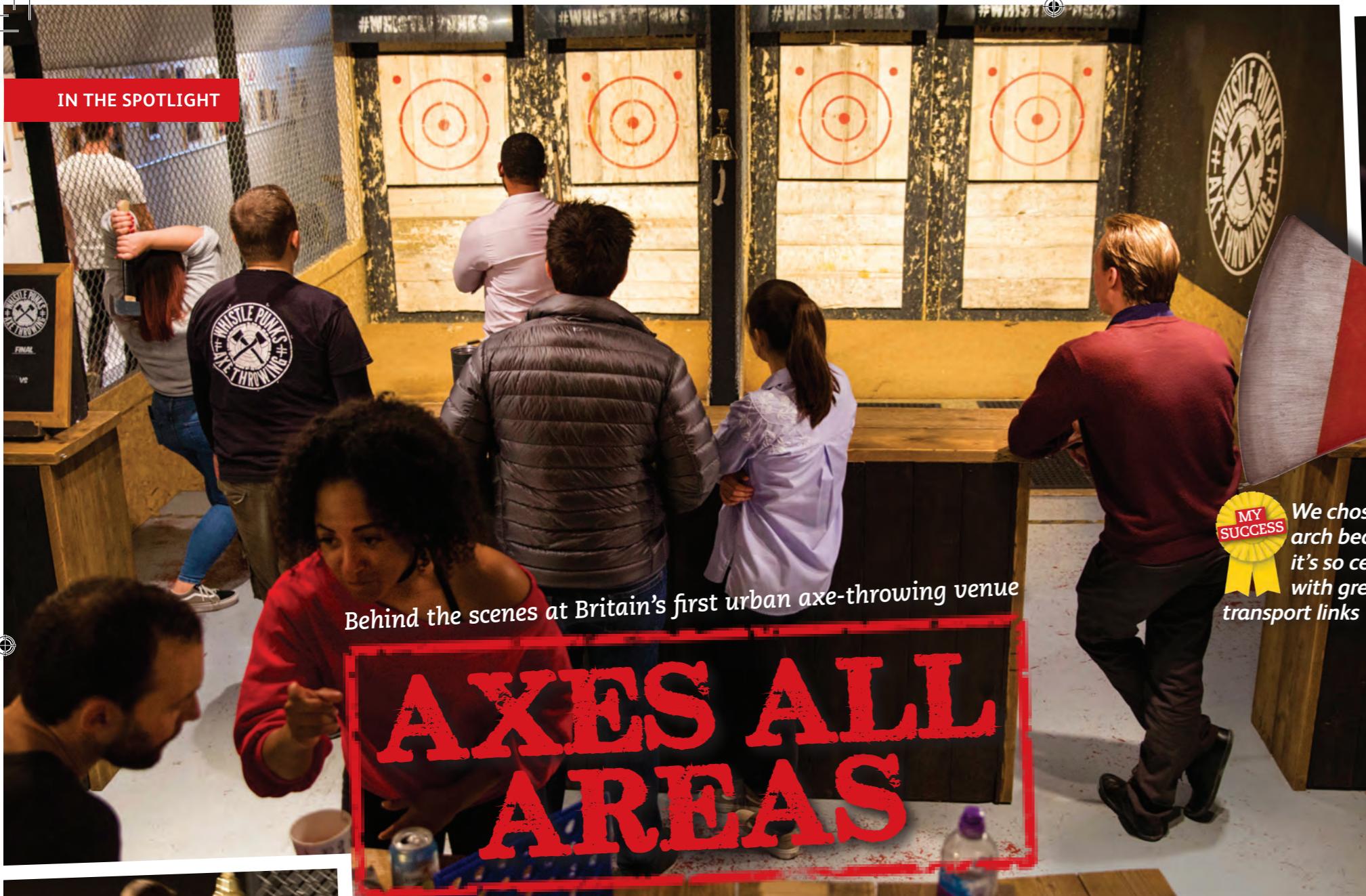
- It also teaches attendees how to defuse and de-escalate potentially aggressive situations and calm others down, while giving a refresher on how to use the SoloProtect devices.

- What to do after an incident, and the correct steps for reporting it, are also explained during the day-long course.

www.suzylamplugh.org



IN THE SPOTLIGHT



Behind the scenes at Britain's first urban axe-throwing venue

AXES ALL AREAS

Among the quirker activities being hosted at our properties across the country is the addictive sport of urban axe-throwing.

A railway arch at Vauxhall is home to the biggest such venue in the UK: Whistle Punks.

Co-founders John Nimmons and Jools Whitehorn started the company two years ago after hearing about the popularity of axe-throwing in Canada.

"I thought it sounded really fun and that London would love it, so we set up a small target at a bubble football venue I was

running and gave it a try," said John.

"It quickly became clear that it was great fun. We found ourselves going back to it every day to try and improve our throwing skills."

A pop-up venue in Whitechapel proved successful, so they moved to a permanent home in early 2017.

"A railway arch fits really well with the brand and the whole urban sports theme," he said. "We need space for the throwing lanes and the arch was large enough for five lanes, two more than the previous venue.

"The other thing for us was the location: Vauxhall is up and coming and is quite an

exciting area to be in."

Chuckling choppers has been a big hit with everyone from corporate groups to couples, although participants must be over 18, and sober, to take part.

"People keep coming back to build their skills," said John. "When you sink your first axe into the board, it's the most satisfying feeling ever. You want to do it again and again."

"Whistle Punks has been so popular we've opened other venues in Manchester and Birmingham and we're looking at more sites, so watch this space."



We chose the arch because it's so central with great transport links



INSIGHT GIVES AXE-THROWING A TRY

After signing a disclaimer promising not to throw axes at other people, my colleague and I joined another seven people for a training session with our instructor, Luke.

He taught us how to draw the axe back behind your head, gripping at the bottom of the handle, then step forward and use your momentum to release with enough spin to hit the target blade-first after a single revolution.

It's fair to say neither of us was a natural. But after finally getting a hefty axe to stick in wood 10ft away with a solid 'thunk!', we understood the game's appeal.

We faired quite poorly in the tournament, finishing eighth and ninth out of nine, but everyone in our group was a gracious winner and we left feeling we had spent 90 minutes well. We will return.

Ninety-minute sessions start at £22 per person. Visit [@Whistlepunksuk](http://whistlepunks.com)



FOODIE FOCUS

Moods, food and cooking for Tom Cruise – it's all about attention to detail for Assistant Lettings Negotiator Aigars Pudulis

What does your job entail?

My main job is to assist our lettings team with finding tenants for our available commercial properties. I make sure that the right tenant is paired with the most ideal site for their business.

What skills are important for the role?

The most important skills for this position are focus, time management, communication skills and attention to detail.

What's the best thing about your job?

Every day is different, and my working environment constantly changes. A typical day would include site visits, answering enquiries, talking with potential tenants and meetings with colleagues in the afternoon.

What's been your biggest challenge?

My biggest challenge was actually to successfully secure my current

position with the Network Rail team. I have learned that it is worthwhile to persevere if there is something that you really want – if you have a goal, don't give up.

Favourite place?

Viva España! It's been a while since my last trip, but still can't forget my visit to the Golden Coast (Costa Dorada) near Barcelona. Sipping sangria on the beach while the sun sets over the sea: what's not to love...

Top hobby?

I enjoy cooking, I cook according to my mood on the day. I like to explore different cuisines and cultures.

What's your claim to fame?

In my previous job, I was in charge of the catering for Tom Cruise and his team when they were in London filming *Rogue Nation* (adding to the challenge, they preferred everything gluten free).



NAME THE CELEBRITY CHEFS HIDDEN BY AUTUMN LEAVES

Send your answers, with your name, place of work and contact number via email to insight@abcomm.co.uk or tweet us @Insight_NR. You can also post your answer to Insight editor, AB Publishing, Unit B, Gemini House, 180-182 Bermondsey Street, London SE1 3TQ. Plamena Koleva, from London, won an iPad Mini in the last issue.

WIN!
AN IPAD MINI

