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Insight

SPRING 2019



WIN!
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North of the border

The buzz under Glasgow Central



MEET THE TEAM

We chat to the newest portfolio managers



IN THE SPOTLIGHT

Shaping up nicely as a community space



WITH
INSIGHT
EDITOR
**CHRISTINA
SALZANO**



It's been three months since the sale of part of our commercial estate in England and Wales to Telereal Trillium and Blackstone Property Partner. For most of you, it's just been business as usual.

We still manage more than 2,000 properties in England and Wales and around 500 units in Scotland.

Network Rail's relationship with tenants continues. The team will continue to provide space and support to tenants and our commitment to helping you create unique and vibrant spaces, which inspire customers and benefit the wider communities also remains.

Talking of the team, we caught up with some of them for this issue. Turn to pages 8-9 to learn about the main portfolio managers for England and Wales, Scotland and London and the South East.

This issue, as always, we celebrate some great tenant stories. For The Tour, we visited Glasgow to take a look at a variety of businesses, including The Arches – a venue with a difference that hosts a street food market (see page 6)

We also paid a visit to a local gym that is tackling an issue, which is becoming increasingly prevalent in society: loneliness. See how this gym is becoming a community hub on pages 10-11.

Network Rail is looking at how it communicates with all its estate tenants, like the retailers in our stations.

Turn to the back page to tell us your views on *Insight* and how you'd like us to communicate with you going forward. You could be in with a chance of winning an iPad Mini.

Don't forget to follow us on Twitter @Insight_NR

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



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ENJOY THE VIEW

Sunset over Holes Bay, Dorset, England by Alan Courtney

The Spring/Summer 2019 Landscape Photographer of the Year exhibition tour is coming to a station near you.

And city slickers be warned – these talented photographers make the countryside look dangerously enticing...

For the fifth year running, commuters and travellers at select locations across the country have the chance to view some prize-winning artwork.

"So many people are unable to see these landscapes in reality," explained Charlie Waite, founder of the award. "[Travellers] can also enjoy the hugely beneficial therapeutic effect that a landscape photograph can have on

their busy often hectic lives. For a brief moment they can be still."

The exhibition was first hosted at Waterloo station in 2014 and has since become a staple in many commuters' calendars.

"The reputation of the exhibition has grown so much. Lovers of the landscape of the UK have now come to 'expect' to see the station exhibition tour each year," added Charlie.

So far this year, the exhibition has toured London Bridge, Edinburgh, Leeds and Manchester and Liverpool Lime Street. Next stop is Birmingham, followed by Victoria, Paddington and Reading stations.

See www.take-a-view.co.uk

Sleeping Giant, Battersea, London, England by Dave Fieldhouse



Field of Red, Houghton, West Sussex, England by Marie Davey



INSIDE CENTRAL STATION

A new BBC Scotland documentary series follows the hard-working employees at Glasgow's Central station – the country's busiest railway hub.

Inside Central Station shines a light on Network Rail colleagues who make sure the station runs like clockwork for the 32 million passengers who pass through each year.

As well as delving into the daily

happenings at the station, the series regularly dips into the history of the station building with stories and anecdotes from the past.

During the six-part series viewers are introduced to the station 'family' and how they coped with thousands of Ed Sheeran fans, who flocked to the city to see the singer.

To watch the series visit www.bbc.co.uk/iplayer and search for 'Inside Central Station.'



LET'S GET SOCIAL



This week at Hadley Wood, The Tree Council and @networkrail are sowing seeds as part of a hedge trial that will help us understand the best planting methods for railside hedges. The other two approaches being tested are planting whips and leaving the area to natural regeneration.



Sun's out, team's out. Thanks to @flationsquare, for always being there for us when we need you the most. #HappyFriday #stepgains #studiolife



In lovely, sunny Birmingham today meeting some of the businesses @NetworkRailBHM



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

CUTTING SINGLE-USE PLASTICS

We are tackling the proliferation of single-use plastics head on by running a number of initiatives to reduce the impact of our waste.

So far, we've drastically reduced the use of single-use plastics in our stations through schemes such as introducing free water fountains, where passengers can top up reusable bottles.

Since being introduced at stations, including Manchester Piccadilly and Birmingham New Street, the free water fountains have proved extremely popular. They save approximately 1,000 plastic bottles in each station, each week.

We're also working with individual retailers at each of our stations to completely eradicate the supply of plastic cutlery and cups across Britain by 2020.

1,000
plastic bottles
SAVED
in each station,
each week

GORDON ST COFFEE



Full of beans



Sitting at the entrance to Glasgow's bustling Central station, Gordon St Coffee has been serving local, national and international travellers its own-blend brews since 2014.

The popular coffee house blazed a trail when it opened as the only café in the city centre that roasted its beans on site. And five years on, the small-batch coffee producer is growing its name, with a sister café soon set to open in Edinburgh.

Customers to the Gordon St café can watch the roasting process as master roaster Kai Cairney works in full view on the mezzanine level. Using traditional methods he produces the café's unique blends on a small 5kg roasting machine, known as 'Deirdre'.

Manager Roxy Joerg said: "It's not very common to go into a café and have them roasting fresh coffee on site. It's more like

a boutique experience. Customers, for the most part, are quite impressed. Our staff are trained in the whole roasting process so can talk about it, and it usually ends up with the customer buying beans from us to take away."

Two house coffees – Glasgow Roast and Gordon St House blend – are always available, alongside several guest brews. The café sources its beans from growers across the world and makes blends depending on what's in season.

As well as selling bags off the shelf, Gordon Street ships its blends UK-wide via its online ordering service. This branch of the business has helped the café become a go-to Glasgow destination and being located in the station keeps the 13-strong team busy seven days a week.

"Being in the station is good because you meet a lot of different people, with interesting, fun stories," Roxy added.



Insight TOUR

GLASGOW



COVERED: 2 MILES

Glasgow is the largest city in Scotland and is one hour from the capital Edinburgh

Known as the 'second city in the British empire' during Victorian and Edwardian eras, it played a major role in the industrial revolution and became the main hub of transatlantic trade in the 18th and 19th centuries

1879

Glasgow Central Station opened in 1879 and has underground tunnels, catacombs and has a glass roof consisting of 48,000 individual panes of glass



Flower power



There's something in the air at Glasgow Central station and that

may be thanks to the new flower stall.

Opening just before Valentine's Day, Flower Station has taken up a prime location at the station and business is flourishing.

"We've had really positive feedback not just from customers but people passing through the station. I've heard so many times 'the smell is really nice,'" said manager Justyna Jankowska, who moved to Glasgow from London to set up the shop.

Flower Station is open seven days a week from 7am until 9pm, employs five people and delivers across the city.

The name Flower Station comes from the fact the

first flower shop was on the site of a former petrol station.

Since replacing fumes with flowers, the business has literally bloomed. This is the business' first foray into Scotland.

Justyna has found Central station very welcoming. "We are like one huge family – everyone knows and helps each other. We really see opportunities in Scotland."

A florist for 20 years, Justyna has big plans and is hoping to strike up partnerships with nearby hotels and businesses.

"We try to design people's dreams," she explained. "Everyone who works here is an artist who wants to create something special."

Justyna is no stranger to

artistic displays and once put together flowers for an 4,000 guest Indian wedding. She also created a Mother's Day bouquet for £1,200 when based in London.

She plans to get creative in the station, so if you are passing through it may not just be the scent you notice!



A happy team equals happy customers. They always go together

INSIGHT TOUR



INSIGHT TOUR

Market forces



Keep an eye out for current trends



Among the small shop fronts on Argyle Street sits The Arches – a venue that is attracting a new crowd and vibe. Step inside and you can see why – beneath three expansive arches is a cavernous space.

Sitting below the 140-year-old Central station, the venue has a great story. It was also formerly the Arches Club so holds a special place in the hearts of many a Glaswegian.

Those returning now will find a very different space. Beautifully restored brickwork, creatively lit to create an airy, spacious venue.

It hosts Platform – an independent street food market – every Friday, Saturday and Sunday. Food traders rotate every two weeks with each mobile stall with a fully equipped kitchen.

There's also an award-winning brewery on site, so it's a great draw for food and drink fans.

But the transformation was no small feat; the venue had been empty for three-and-a-half years after the Arches Club lost its license.

Taking on the challenge was independent Glasgow company, All Food Group.

Barry Halfpenny, Director of the

Argyle St Arches, said: "People say we are brave to take it on, but we could see the potential. We are an independent company and to stay in the game you have to offer a bit of everything.

"I like to keep an eye out for current trends. At the moment it's street food but who knows what's going to be here next."

Thanks to Barry's experience in hospitality he's using the 1,800 capacity space to its full potential. The whole venue can be hired or sections for smaller gatherings or events, including weddings.

"People who met in the club and are now coming here to get married," said Barry. "But we are also keen to make sure it's seen as a destination in its own right. There are lots of students with no connection to the club who come for the experience."

There's a real buzz on a Friday when the after-work crowd gather to the sounds of a DJ. As well as being child friendly, The Arches welcomes pet pooches with events like a dog Halloween party and a pampered hound's first birthday party. "We really are available for every type of event," added Barry.



Fortune favours ...



Friends Jamie McKinlay and Ross Lawrie are the brains behind vintage streetwear brand, illfortune, which is making a name for itself with fashion fans. Here Ross tells us about the brand.

What's the story behind illfortune?

We actually used to design our own clothing brand and sell vintage clothes on the side. We got the opportunity to design Thomas Cook's Club 18-30 uniforms and decided to invest that money in vintage clothing and selling online. Three years later, we opened the store.

Have you noticed more people favouring vintage over fast fashion?

Definitely. People are becoming increasingly aware of the issues associated with fast fashion. Sustainability was important for us even when we focused on design – we'd

always ensure our materials were good quality and ethically sourced. Having a vintage store is a natural progression.

What's it like being located in the arches?

We always get comments about what a great space we have. The high ceilings especially make it feel really airy and bright. Also, there's a bit of a community here – we're one of a few vintage shops located in this little area. It means there's a nice vibe and customers are more likely to come and seek us out.

What are your goals for the future?

We had a pop-up in Boxpark, Shoreditch, and would love to have somewhere permanent in London in addition to our Glasgow home. We're also expanding our online business – you can find us on ASoS Marketplace and DePop as well as via our website and the usual social channels. illfortune.co.uk



ESTATE OF THE NATION



Meet the members of the new Commercial Estate department

The sale of a large portion of the Network Rail property portfolio has resulted in the creation of a 'leaner and more efficient' Commercial Estate department.

The reshaped team's 10 members are now responsible for the maintenance and management of more than 2,500 railway properties across the UK.

"We are sometimes called the Retained

Estates, but we are effectively still the same department," said estate manager Emma Hargreaves.

"Our role is very much about managing commercial leases for our properties, making sure our tenants are happy and that the premises are safe while in occupation, for themselves, for the railway and for neighbouring tenants.

"But our objective is also to extract value for money from the portfolio to reinvest back into the railway. That's what all of the

money we generate goes into."

While things have changed behind the scenes, Emma – who joined Network Rail five years ago following spells with commercial property giants Knight Frank and Avison Young – is keen to emphasise that tenants will see no difference in their dealings with the team.

"We proactively engage with customers with regards to lease events, such as rent reviews or lease renewals but, as far as they are concerned, it should be business as usual," she said. "They will still communicate through our

property managers and surveyors, although they will have a different contact."

However, change will come. "All of the retained sites are earmarked for development projects and railway projects, so we are managing them until those projects draw down the properties," said Emma. "They will be sold either for residential development or used to facilitate railway or infrastructure projects, so the estate will slowly diminish over time."

Call 0800 916 8895 for an property issues.



GAVIN WOOD,
HEAD OF
COMMERCIAL
PROPERTY ASSET
MANAGEMENT
What's your role?
"I lead a team of great people that manages our

portfolio across the country to make the best use of our properties and minimise risk to the operational railway."

What's the best thing about the job?
"The great people I work with."

What is your biggest challenge?
"Balancing the needs of our customers and the operational railway. The safety-critical nature of the railway can cause disruption to our customers where inspections or works need to be undertaken, so it's a case of supporting the railway while doing our best to minimise the impact on our customers."

What would you be doing if you weren't doing this job?
"I've always wanted to volunteer for the Royal National Lifeboat Institution. I was fascinated by lifeboats when I was a young kid on holiday at the coast."



DEREK BRACE,
PORTFOLIO
MANAGER, ENGLAND
& WALES
What's your role?
"I have responsibility for the area from the South West of England up to the

North East, managing the property and the tenants. This includes rent reviews, renewals, dilapidations, enhancements, marketing and so on. I also work closely with colleagues in Sales & Development, Freight, Route and Property Services to maximise the potential of our assets."

What's the best thing about the job?
"Seeing a project through to completion and helping both NR colleagues and tenants achieve their objectives."

What is your biggest challenge at work?
"We have a varied workload and everyone wants everything done yesterday, so sometimes expectation management can be the biggest challenge we face."

What's a fun fact about you?
"I'm an avid music fan and spend as much spare time as possible at rock concerts."



KEITH KETTLEWELL,
SITE MANAGER,
SCOTLAND REGION
What's your role?
"I deal with reactive and planned maintenance, tenant liaison, vacant property utility

charges and assisting the Scotland team on delivery of investment projects, to name just a few."

What's the best thing about the job?
"My role allows me to travel around Scotland, meet new people and learn new things on a daily basis."

What is your biggest challenge at work?
"It is no secret it is known to rain in Scotland. There are huge challenges trying to keep our commercial arches as dry as possible and managing the expectations of occupants."

What fun fact would people be surprised to know about you?
"I completed the Three Peaks Challenge with some Network Rail colleague. We did it in aid of children's cancer charity Children's Hospices across Scotland within the 24-hour deadline."



ANDY BACON,
PROPERTY
SURVEYOR, ENGLAND
& WALES
What's your role?
"As property surveyor, I cover everything from paying utility bills to litigation for

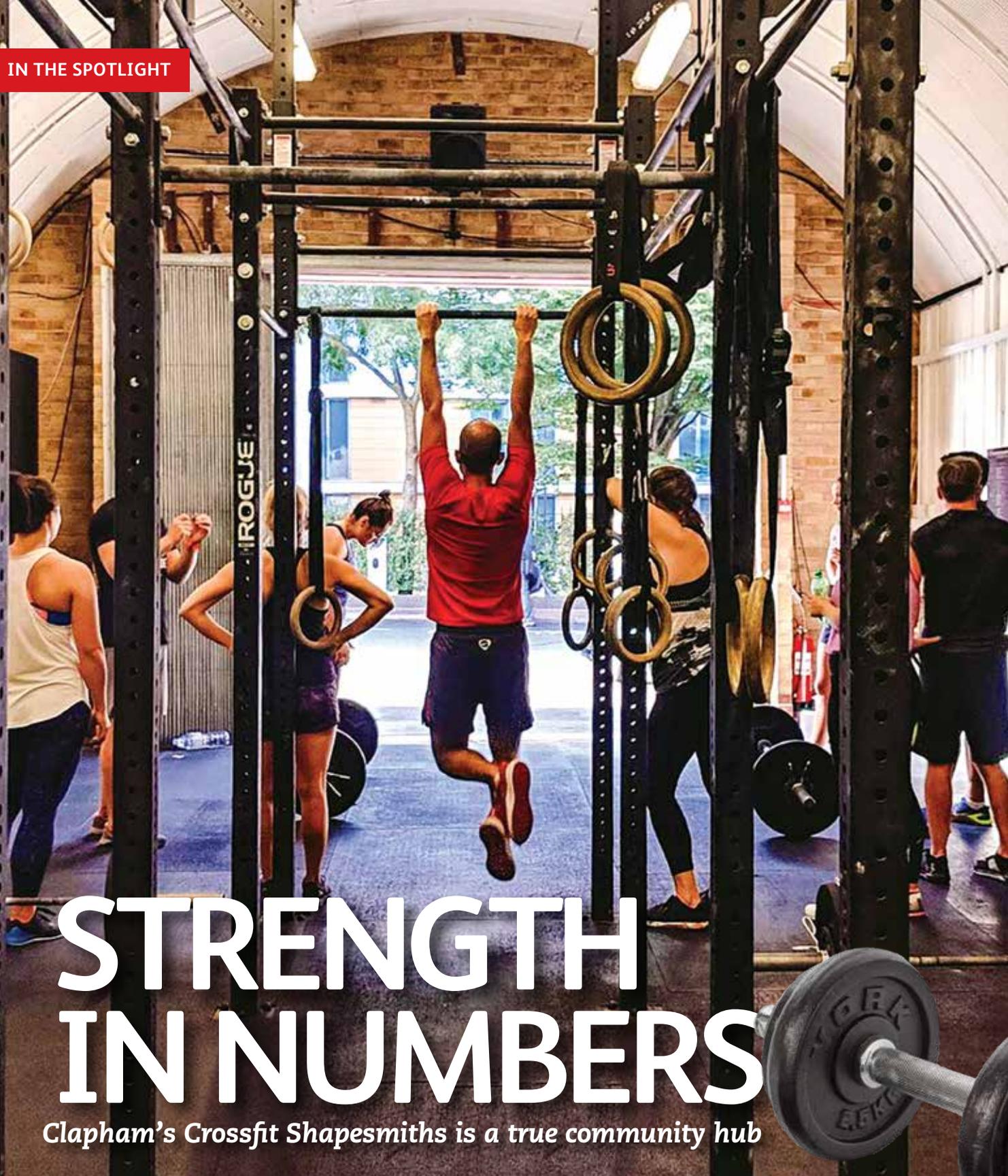
breaches of covenant, property maintenance to new lettings. Basically, anything to do with managing and letting properties in Southern England and South Wales."

What do you like most about your job?
"The variety. No two days are the same, and not knowing what problems or issues are going to arise next!"

What is your biggest challenge?
"Working out how to be in two places at the same time."

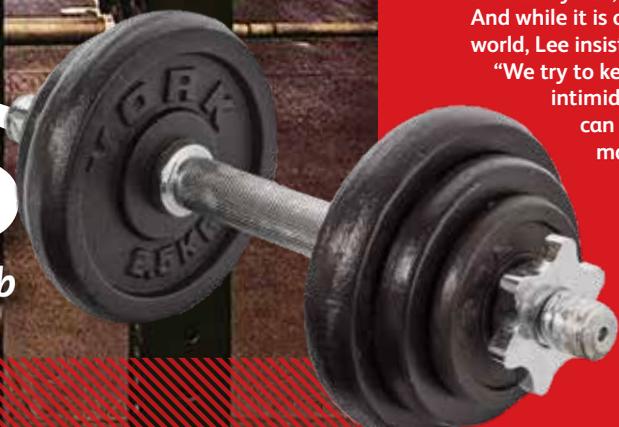
What are your hobbies?
"I enjoy cycling and running."

Got a story for Insight? Get in touch by emailing insight@abcomm.co.uk or send us a tweet @Insight_NR - don't forget to follow us too!



STRENGTH IN NUMBERS

Clapham's Crossfit Shapemiths is a true community hub



Getting the atmosphere right is the most important thing. It's a really nice vibe here



Clapham Junction is one of busiest transport hubs in Europe. Crossfit Shapemiths, based in arches adjacent to the station, is almost as popular. It aspires, however, to be an interchange of a different kind.

Co-founder Lee Steggles explained: "We're not like a typical gym. The fitness side is obviously hugely important, but we prioritise the community aspect. I think we solve a very pressing problem in London: loneliness. That's why we're doing so well."

Crossfit, an athletic blend of lifts, bodyweight exercises and cardiovascular training, has taken the fitness world by storm. Its instructor-led classes are renowned for their high-tempo workouts and functional fitness.

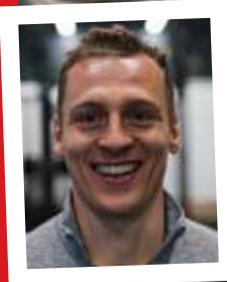
Lee got into the sport in 2011, after a background in personal training and lecturing that saw him become one of the youngest ever qualified boxing coaches and run the elite sports programme at King's College.

The sport "just filled the gaps" Lee said, and he was seized with an ambition to have "his own Crossfit gym".

Crossfit Shapemiths, which has been running for three years, was the culmination of that dream. And while it is one of 15,000 such gyms across the world, Lee insisted their offering is unique.

"We try to keep it light-hearted, completely non-intimidating," he said. "A place where you can get fit with like-minded souls and make some friends."

The instructors also set it apart. "We've got instructors who've trained Olympians, national athletes, brokers and gardeners," he added. "People from all walks of life."



The layout is crucial to our business. And the location is superb. It's incredibly easy to reach, and at peak times we have over 1,000 people walking past



Have your say



Win an iPad Mini



This is the final issue of Insight in its current form and we've had some amazing cover stories showcasing our fantastic tenants. We have been immensely proud to feature and promote so many great businesses. Following the sale of part

of the commercial estate in February, 2,500 arches now sit within our commercial division, which also covers retail developments in our managed stations, filming as well as land and properties. We want to continue to support the arches community by keeping you informed and highlighting entrepreneurial

talent and great businesses. Tell us your views on Insight and how Network Rail communicates with you by filling in our survey [following the link below] and you could be in with a chance of winning an iPad Mini!

<https://www.surveymonkey.com/r/nrinsight>

