

# Your c2c

THE MAGAZINE FOR THE c2c COMMUNITY



## The Next Generation

Their c2c journey has only just begun

12-13

### Golden opportunity

The new integrated Anglia Railway presents a huge opportunity, says Jamie Burles

4-5



### All-round talents

Meet our Customer Delivery Managers

8-9

### Driver delight

Chloe's thrilled to start life in the cab

10-11





# Welcome

from c2c Managing Director,  
Rob Mullen

Welcome to the second edition of *Your c2c*, our bi-annual stakeholder magazine providing latest news, updates and developments from c2c and the wider rail industry.

As you will be aware, the Railways Bill was introduced before Parliament late last year. This landmark legislation will enable the creation of a publicly owned Great British Railways (GBR) set to launch in late 2027. In the lead-up to the full introduction of GBR – which will bring track and train together – we are already working closer together and in partnership with our colleagues at Greater Anglia and Network Rail Anglia under the new integrated Anglia Railway. This newly formed regional group, which allows us to draw upon a greater pool of knowledge and expertise while also sharing best practice, will ensure all of our customers remain a number one priority. There's more on this in our interview with the Managing Director of Anglia Railway, Jamie Burles, on pages 4-5.

We were delighted and privileged to host the industry's iconic 'Inspiration' train at Upminster station earlier this year, playing our part in celebrating Railway 200, the bicentenary of the modern railway era which began in 1825. Inspiration presented a unique opportunity to educate and engage with younger generations on not only our railway history but also the important role it plays in shaping and supporting society. We welcomed thousands of school children and hundreds of public visitors onboard Inspiration, and I know that their visits will live long in the memory.

As ever, the team and I at c2c remain fully committed to supporting and serving the many communities and charitable groups located across the length of our route. I am therefore delighted to confirm that our successful Kick4Kindness and Ultra Marathon events will again return later this year. Look out for more details on these.

I hope you find this edition of *Your c2c* useful and informative, and if you want to see something included then please don't hesitate to get in touch.

*Rob Mullen*



# One year, *three million* contactless journeys

February marked the one-year anniversary of c2c being a fully contactless network – and three million contactless journeys to and from our Essex stations.

Since launching in February 2025 as part of the Government's 'Project Oval' initiative, customers have been able to travel across the entire c2c route, into and around London and the wider pay-as-you-go area using a single contactless payment card or device.

It makes c2c the only National Rail operator offering customers a fully contactless network.



Rail Minister, Lord Peter Hendy, said: "This milestone is a prime example of how c2c is modernising ticketing to benefit its passengers."

"The publicly-owned operator's success comes alongside the wider tap-in, tap-out expansion happening across the south-east, ensuring seamless connections between major cities and towns backed by £20 million government funding."

"It's all part of the Government's mission for connectivity by rail to support growth, jobs and homes."

David Burton-Sampson MP (Southend West & Leigh) added: "Everyone knows it's so much easier to tap in and out, the

sheer convenience is such a plus and paperless ticketing also benefits the environment."

c2c's Commercial & Business Strategy Director Eleni Jordan said: "Contactless ticketing has been an instant hit with our customers since being launched across our entire route in February last year, and to have recorded over three million taps during our first year is simply incredible."

"It clearly demonstrates that our customers want quick and easy access to straightforward ticketing and payment options, and we will continue to develop and introduce digital solutions which enhance the c2c travel experience for all our customers."



c2c's Eleni Jordan and Richard Holden MP (Basildon & Billericay) welcome contactless

## CONTENTS

- 3 3 million!**  
One year of contactless journeys
- 10-11 Stations update**  
The latest on our stations and rolling stock
- 6 Safety first**  
Practising for a real-life response
- 14-15 Community news**  
Our Stakeholder Conference, a Tommy statue, and Southend United
- 7 Big benefits**  
Our opportunity on the Essex Thameside
- 16 Keep up**  
Ways to stay in touch with us

### c2c Fast facts!

**38 million** passenger journeys on our services per year



During the last 12 months, our trains have covered **4,059,243** miles and made 1.6 million stops at our stations



We have approximately **180** full and part time drivers, plus **17** trainees



Each driver covers roughly **22,500+** miles and carries **200k+** passengers per year



# A golden opportunity to redefine the railway

The joining of c2c and Greater Anglia into Anglia Railway is a golden opportunity to set the benchmark for integrated solutions across track and train, says Managing Director Jamie Burles.

“As a Train Operating Company (TOC) Managing Director for years, I was used to people assuming I was responsible for both track and train when I wasn’t. Now I’m relishing the chance to do just that – and go forward as one railway,” says Jamie.

“Coming together as we have with Anglia Railway is our chance to move from joined-up thinking to actual joined-up solutions across track and train.

“Bringing our three organisations together as one integrated team allows us to harness our valuable shared expertise to improve reliability, accelerate growth, and better serve our customers and communities.

“By working ever more closely, we know we can get even better at what we do, whether that’s performance, safety, customer experience, or our finances.”

## Integrated board, common goals

Anglia Railway combines the management and operations of c2c, Greater Anglia and Network Rail Anglia as part of the journey towards a fully publicly owned Great British Railways (GBR) in 2027.

As Managing Director of Anglia Railway, Jamie reports to the Department for Transport Operator (DFTO) – Alex Hynes – and Network Rail Managing Director, Eastern Region – Ellie Burrows.

“Coming together as we have with Anglia Railway is our chance to move from joined-up thinking to actual joined-up solutions across track and train”.

Jamie Burles,  
Managing Director,  
Anglia Railway



Dual reporting lines will remain in place until GBR is formed in 2027. In the meantime, the Anglia Railway Integrated Railway Board will be established shortly, bringing together DFTO and Network Rail colleagues to oversee Anglia Railway as a single, unified operation under a shared set of targets and performance measures.

## Time to steer our own destiny

Jamie is excited by the potential to define regional – and national – railway integration. “The next couple of years is our opportunity to set the benchmark for how good an integrated railway can be – to be in it right from the start.

“If we do it well, we’ll earn the right to keep on steering our own destiny, instead of waiting to be told what to do. And we’ll create great opportunities for our people along the way too.”



## Jamie’s route here

Jamie has worked in industries including airlines, healthcare – and was an international vacuum cleaner salesman for a time – before moving into rail.

He was then Bid Director for Abellio before becoming Managing Director of Greater Anglia for many years, then joining Network Rail last year as Deputy Regional Managing Director.

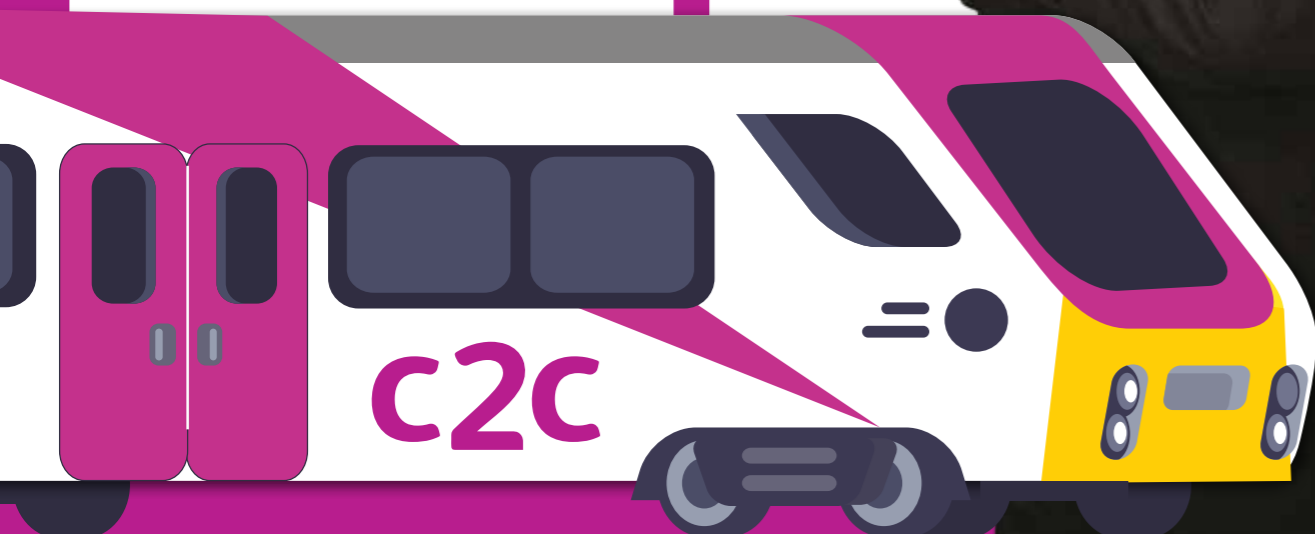
He said: “For so many years in a TOC, customers and stakeholders looked for one railway and wanted to have a single point of accountability as one railway. So that’s what my role is all about now – bringing c2c, GA and NR Anglia Route together as one railway system.

“Integration is here to stay, and I’m definitely a big supporter. I’m really excited we’re at the forefront of the biggest wholesale change the industry has seen since privatisation.”

## Recent progress

Working together, our recent improvements for customers and communities in the Anglia Railway region include:

- c2c and GA are jointly working with The Purpose Coalition to strengthen roles as socially responsible transport providers, increasing our social value benefits.
- Customers at 20 more stations on the south Essex part of the GA network can now use contactless card or device payments. With c2c’s network already fully contactless, there’s now the potential for simpler journeys for more customers across the Anglia Railway region.



# Ready for real-life response

A recent mock evacuation at Fenchurch Street station helped to underline our commitment to the safety of customers and colleagues – and to being prepared for any emergency.

At c2c, the safety of our customers and colleagues is paramount to everything we do.

Every day, inside c2c and across the wider industry, we look for new ways to improve our response and refine our processes.

In early November, c2c took advantage of engineering works that closed Fenchurch Street station to conduct a fire safety simulation with the London Fire Brigade to identify where we could improve if a real event occurred.

The simulation saw c2c colleagues respond to smoke coming from a utilities room and call the London Fire Brigade, who then cleared the building to find the source of the smoke.

c2c Operations & Safety Director Stuart Browning said: “Fenchurch Street station is one of London’s oldest termini and I am very proud of our teams for seeing this as an opportunity to ensure our colleagues are well trained and better equipped to respond to emergency events.”



For all of us at c2c, the safety of our customers and colleagues has always been our highest priority.”

**Stuart Browning,**  
c2c Operations & Safety Director

Exercises like this help to stress-test our processes, train colleagues and show areas that can be improved.

## Early warning

On top of improving our responses in real situations, c2c is also investing in new ways to detect safety concerns earlier than ever. In early December, we introduced a new state-of-the-art digital intelligence platform, OP1, at the Upminster Service Delivery Centre.

The new custom-built platform will support colleagues and provide critical business efficiencies and operational insight during times of service delays and disruption. OP1 merges existing live data feeds and APIs – from driver and unit diagrams, real-time service information, train locations and drivers’ hours – into a single, easily accessible digital interface.

Our constant reviews, colleague training and process scrutiny help to keep c2c leading on rail safety in the UK.

# A generational opportunity



The Essex Thameside Strategic Advice underscores the potential for major transformation and growth for c2c customers and the wider Anglia region.

Our Essex Thameside corridor is a major rail route and has been driving societal benefits and economic growth for years.

It is also crucially important for freight and connects the ports of Tilbury and London Gateway to the rest of the UK.

Its value for customers cannot be overstated with demand expected to increase to 70m passenger journeys by 2050 – while freight growth is expected to at least double during that time.

Alongside Network Rail, the Department for Transport, Transport for London, Transport East, Essex County Council and freight operators, the recently published Essex Thameside Strategic Advice 2025 looks at current railway infrastructure and future passenger and freight demand over the next 25 years.

Rob Mullen, c2c Managing Director, said: “The Essex Thameside Strategic Advice presents a generational opportunity to get it right and ensure the railway remains relevant to the region, from the societal benefits to driving economic growth.

“Around 100,000 homes are going to be built in the area. When it comes to freight, the big ships are coming in, but if they can’t move their cargo, they’ll go somewhere else, which can’t be the right answer for Essex.”



Passenger journeys are expected to increase to **70 million** and freight growth expected to double by 2050

Rob Mullen (left) and Jamie Burles (right)

The advice builds on the 2020 Essex Thameside Study and outlines the timetable, rolling stock, station and infrastructure improvements required to accommodate demand and support growth, and when.

Rob said: “It is a huge piece of work ranging from level crossing removal, a two-track railway into and out of London, and getting into the North London line through Barking, but at the same time ensuring the work won’t detrimentally impact the excellent punctuality of our services.”

More freight by rail will equal fewer dirty diesel lorries. Making it happen feeds directly into c2c’s Net Zero Strategy to hardwire sustainable progress into our operations.

Collaboration across the new integrated Anglia Railway region is already bearing fruit and crucial to support generational growth on Thameside.

The advice sets a platform for a future built on improved performance and thriving communities.



Essex County Fire and Rescue Service debrief c2c colleagues at a similar recent mock fire evacuation at Southend Central station

**Our newest CDM**

**Jana Wight**  
Barking and West Ham



I'm always thinking of customers and supporting the team, while keeping the station running safely. As a new starter, I'm genuinely proud to be part of the c2c family – I'm really enjoying learning the role and everyone has been so welcoming and helpful!

One of my big challenges is crowd control at West Ham during football matches, which can be intense.

**CDMs in a word:** Dynamic

Our multi-skilled Customer Delivery Managers are the essential, collaborative glue bonding our frontline teams, stations, customers and local communities.

“Our CDMs are the first port of call for our frontline teams,” says Lead Area Manager Lisa Hayter. “They lead big teams but know everyone so well.”

“The CDMs are masters of all trades really, a vital support network who bring a special personal touch across their teams. It's a real strength in what can be a challenging role.”

Safety advisors, human resources, mentoring, community and customer relations. All these hats and more fit well for our 13 multi-skilled CDMs who manage teams at every station along the network, from London Fenchurch Street to Shoeburyness.

The CDMs are deployed based on station size and complexity, managing teams of between 10 and 50 people each.

Eight CDMs cover the London area (Barking to Fenchurch Street) with five of those responsible for around 55 frontline staff at Fenchurch Street station alone. Three CDMs assigned to our Essex area (between Shoeburyness and West Horndon stations) look after about 100 staff between them. And two more CDMs cover the Thameside area, which includes the Tilbury loop and Upmminster stations.

On top of managing staff rosters, sickness and HR issues, CDMs lead monthly general inspections of buildings and platforms at every station across the network.

They are also responsible for briefings, incident management and emergency planning at stations.

Lisa said: “Fenchurch St and Barking stations are high security ‘category A’ stations. The CDMs there are largely focused on safety and security, including regular security checks and making sure staff are in the right places at all times.”

The safety brief is both theoretical and physical. In recent months, CDMs have joined forces with the London Fire Brigade and Essex County Fire and Rescue Service to take part in mock evacuations at Fenchurch Street and Southend Central stations.



“Those events are invaluable as they help to highlight some key things we may not always keep in mind.”

The CDMs are masters of all trades really, a vital support network who bring a special personal touch across their teams”.

**Lisa Hayter,**  
Lead Area Manager

**Care and community**

The CDMs embody our visible, proactive, frontline approach to security and community engagement. At Barking, for example, a station where anti-social behaviour is a constant challenge, CDMs are often on-site for incidents as part of our chain-of-care response.

They also work closely alongside our dedicated British Transport Police team.

Leah Cable, Essex Area Manager, said: “Our CDMs know the police team well and have a good relationship that helps to protect everyone using our network.

“CDMs are also really active in their local communities, including schools and cultural events – and no two days are the same. They do it all, from dealing with major network disruption to reuniting a customer with their tortoise, as happened recently at Southend Central!”

**Our longest-serving CDM**

**Scott Walker-Aylward**  
Barking and West Ham



Being a CDM means I am consistently present and approachable for my team, providing support and clear guidance, and a trusted sounding board for ideas and challenges.

A CDM helps to turn plans into action and ultimately leads by example, maintaining high standards, and making sure our customers and our team have a positive experience.

Every disruption teaches us something new, particularly about how we communicate, collaborate, and listen to feedback so we can handle the next situation even better.

Watching individuals build confidence, strengthen their skills, and reach their potential is incredibly fulfilling.

**CDMs in a word:**  
Collaborative

**Darren Philpot**  
Fenchurch St and Limehouse

I'm very proud and honoured to manage a group of colleagues that I have worked with for the last nine years.

Managing disruption from late trains and re-platforming customers are big challenges. I find the biggest rewards are the small things, like reuniting a passenger with their lost property or being told by someone you helped that you made their day.

**CDMs in a word:**  
Welcoming



# Together as one



From left to right: Hannah Gerrish, Olufemi Oyetunji, Scott Walker-Aylward, Salrita Sheen-Suresh, Jana Wight, Harry Kane & Lee Stanbrook



# Works Update



Class 720 train

## Rolling stock

All decision-making will consider the significant projections of 70m+ passenger journeys by 2050 made in the Essex Thameside Strategic Advice (see page 7). Our team is looking at interior refreshes and cab enhancements for drivers. And our rolling stock strategy will be aligned with Greater Anglia and Network Rail Anglia as part of a new integrated railway.

## Major Works: Access for All progress for Chalkwell and Southend East

We are working in partnership with Network Rail Anglia to deliver step free access to both stations by Spring 2027. Working with communities and lineside neighbours as these works progress is essential and we'll keep stakeholders updated all the way.

"Delivering projects like this relies on strong partnership working, and I'm proud that Southend-on-Sea City Council has been working closely with Network Rail and c2c to bring these improvements forward."

Southend-on-Sea City Council leader Daniel Cowan said: "Improving accessibility at Southend East and Chalkwell stations is a hugely important step forward for our city."

"By continuing that collaboration, we're helping ensure our rail network becomes more inclusive, better connected and fit for the future for everyone who lives in, works in, or visits Southend."



The c2c and Octavius teams at Chalkwell

## Asset and Rolling Stock Strategy

It's a busy time ahead for our Asset and Rolling Stock strategies. The focus will be on maintaining our stations while delivering major station upgrades and keeping our fleet in the best possible condition.



## Major Works: Limehouse – starts soon

We will soon begin the complete renewal of both platforms at Limehouse station and a lighting upgrade to improve the overall customer experience. We'll update you on this soon.



Limehouse station

## Major Works: Barking station upgrade near completion

Both gatelines are now open, the station exterior now has new lighting, and the heritage clock has been restored and is back up and running after many years. Work on cladding, drainage and waste, and completing our Changing Places toilet and retail units will be completed over the coming months.



Heritage clock

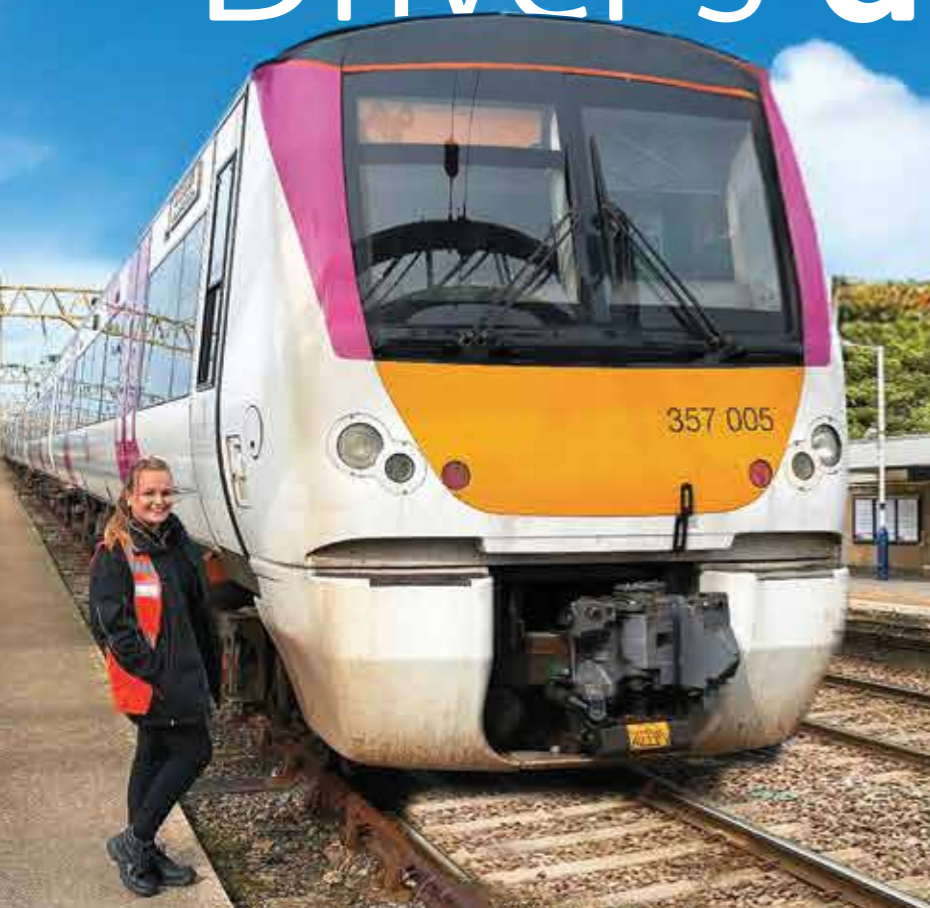


New lighting

## Other recent stations work include:

- Pitsea:** Redecoration and minor repairs to male, female and disabled toilets, and the ticket hall.
- East Tilbury:** Redecoration and minor repairs to the gate line and concourse.
- Southend Central:** Redecoration and flooring work in male, female and disabled toilets and adjacent area.
- Ockendon:** Redecoration and minor repairs to gate line and ticket hall.
- Basildon:** In December we welcomed the return of 12 and 10-car trains to platform 2 following an extensive two-year programme of works to remove and redesign a 100m section of platform on the main ticket office side.

# Driver's delight



Newly qualified driver Chloe Clark says she "couldn't stop smiling" after completing her first solo shift in the cab – one year after she started her training.

Chloe conquered tough psychometric tests, psychological interviews, classroom learning and 304 hours of driving during the day and at night with her "amazing" instructor, Mike, to earn the right to drive on her own for the first time on March 13.

Speaking after her first shift from Shoeburyness to Fenchurch St and round the Tilbury Loop to Ockendon, Chloe, 26, said: "I couldn't stop smiling – and told my instructor how happy I was to have qualified."

"My first shift was pretty smooth, but mentally tiring as I had to concentrate very hard all the time, especially in such a safety critical role."

Chloe's final week of assessment – or 'five-dayer' – saw her complete eight hours of driving, including three during dark hours – and she answered around 950 questions posed by her manager, Bob.

"It was pretty intense, but Bob likes a coffee so we did stop a few times during the five days of assessment!"

Chloe, who worked previously as an airline cabin crew member, didn't have to look too far for train driving inspiration – her dad Dean has been a c2c driver and instructor for almost 29 years.

Chloe said: "In all those years, dad has always been positive about being a driver. I've never heard him moan – I guess that really spoke to me as I wasn't feeling positive in my previous role."

Chloe is passionate about the rewards of becoming a train driver but insists it's far from an easy ride. She is one of two women and six men in her training group, whose ages range from 22 to the mid-50s.

"Just the stage 1 and 2 assessments are really tough, before you even start to learn the driving. The long hours in the classroom can be a real shock for some people too. It's a blend of safety awareness, concentration, decision-making and much more. It's also brilliant and I don't regret it one bit!"

It's a blend of safety awareness, concentration, decision-making and much more. It's also brilliant and I don't regret it one bit!"

Chloe Clark, newly qualified c2c driver



Chloe and her dad Dean



# The Next Generation

We're proud to help make railway careers a reality for young people. Here, three of our young professionals tell us how they got to c2c and what their future ambitions are.



## Thyreese Ewart Asset Engineer

### How did you arrive here?

From university. I've worked in different roles so far and it's shown me how much there is still to learn, see, and experience. c2c has provided a great foundation for that journey.

### What do you like most?

I work in asset engineering. It's interesting and challenging – the day-to-day work constantly pushes me to develop.

I've been fortunate to have a strong support network in my department. Even when things don't go perfectly, I feel I can give my best and learn from the experience to help me grow.

### And in five years' time?

I see myself moving up the career ladder, specialising in mechanical and electrical engineering.

### Any career advice for other young people?

Never be ashamed to fail or to ask questions. Be confident, honest, and always true to yourself. Take time to work out what you enjoy and what you want your story to be – it's your journey and you're the main character!

“Take time to work out what you enjoy and what you want your story to be - it's your journey and you're the main character!”

Thyreese Ewart,  
Asset Engineer



## Lindsey Keeling Office Co-Ordinator

### How did you arrive here?

Through the King's Trust 'Get into Work' programme for young people. Before that, I had completed two apprenticeships in customer service but struggled to find work during Covid.

### What do you like most?

My Head Office role means I work with many different departments. I also enjoy the social side, helping with events as part of the social committee.

### And in five years' time?

Still working at c2c! Possibly in the same department or maybe somewhere else.

### Any career advice for other young people?

Take every opportunity that comes your way. Be inquisitive, be yourself and try your best. It may take time to get the job you want, but don't give up on your goals!



## John-Paul Uzowuru Project Management Office Executive

### How did you arrive here?

I feel like c2c found me, not the other way round! After a few weeks on The King's Trust programme, I met with the Business Transformation team, which led to my first role here. Things have evolved from there.

### What do you like most?

First, I enjoyed the technical side of the work. Over time, I've been more drawn to the strategic side, understanding how projects connect and helping teams deliver better outcomes.

### And in five years' time?

A visible, impactful leader in the rail sector, someone who's successfully delivered multiple projects and programmes, helping to shape change across the organisation.

### Any career advice for other young people?

Be curious, stay open to learning and don't be afraid to step outside your comfort zone.



## Jamie, We Rise Essex mentoring scheme

c2c has been involved in the Essex County Council We Rise mentoring programme for some time. Jamie lives on on the c2c route and is currently being mentored by our Director of Customer Experience, Abu Siddeeq.

### Abu says...

I've loved working with Jamie. It's been a great match – we share the same passion for customer service and helping others where we can. The railway is absolutely somewhere Jamie could find a great future.

### Jamie says...

c2c's values and principles match my own – equality, inclusion, commitment to public safety and service.

I am so grateful for the mentorship scheme. Having someone like Abu who can offer advice and hope for my future career has given me a massive morale boost. With Abu's direction, I've applied for a customer delivery assistant role, which is very exciting.

### Future inspiration

Hearing Abu's experiences as someone who has gone from my position to being a successful director is inspirational. It's given me great optimism and hope for what is possible with the right mindset.

In five years, I see myself in a customer facing role, delivering the best service I can, working with a variety of different people, and hopefully moving towards management.

I've had a brilliant experience. To any young person, I say be proactive and don't be afraid to ask for help. Get involved with charities, network as much as you can and increase your visibility!

# In the Community

## Inaugural Stakeholder Conference a huge success

In October, c2c welcomed over 60 representatives from the local business community and wider rail industry to its inaugural Stakeholder Conference held at the Towngate Theatre in Basildon.

The conference provided an overview of the latest news and developments from c2c and the industry's journey towards Great British Railways (GBR), plus updates from Southend United, Essex Chambers of Commerce and The Purpose Coalition.

Rob Mullen, c2c Managing Director, said: "Thank you to our friends and partners who attended this important event in Basildon and who continue to share in our vision for the future of c2c and other travel infrastructure opportunities in the Anglia region as we look ahead to Great British Railways."



c2c's Head of Communications, Alice Shimali, opens the inaugural c2c Stakeholder Conference

## Thousands drawn to 'Inspiration' train

c2c was honoured to host the industry's iconic exhibition train, Inspiration, at Upminster station from 26-30 January.

The train was created to celebrate 'Railway 200', the bicentenary of the modern railway era which began in September 1825.

It offered a unique opportunity to educate and engage with younger generations on the history of the railways, and its important role in shaping and supporting society and local communities.

c2c's Operations & Safety Director, Stuart Browning, said: "Standing alongside Councillor Sue Ospreay, Madam Mayor of Havering and Jamie Burles, Managing Director,



Anglia Railway, it was a privilege to welcome and launch Inspiration to c2c and Upminster station.

"Inspiration was hugely popular with the people of Upminster and those from further afield in east London and south Essex, and the event allowed us to rightly honour the history of our route and the many generations of people that have contributed to its success."

## c2c backing Southend United's female mascot campaign

Southend United's new and exciting campaign is inviting children across Essex to design and name the club's first-ever female mascot to represent the future of women and girls in football.

As part of our wider sponsorship of the club, c2c is supporting the 'Draw Her Into The Game' initiative. It's asking school aged children to create a mascot that reflects Southend United's values of joy through football, togetherness and community, while celebrating the club's seaside identity and its growing women's programme.



## Tommy statue installed at Shoeburyness station

On Remembrance Day, c2c hosted a special ceremony at Shoeburyness and unveiled a Tommy statue at the front of the station.

The installation and unveiling of the statue were supported by the British Transport Police (BTP) and Royal Artillery Association. It provides a permanent reminder of our respect for British service personnel, while honouring the fallen.



## White Ribbon accreditation celebrated with special train decal

In November, c2c marked its White Ribbon Accreditation by unveiling a special train decal at Southend Central station, reinforcing our commitment to ending male violence against women and girls. The endorsement is granted to organisations that have robust, ongoing strategies to support the cause and promote gender equality.

Speaking at the unveiling, the Mayor of Southend, Nigel Folkard, said: "It's inspiring to see c2c's commitment to ending violence against women and girls, and these public gestures go a long way in encouraging community awareness and involvement."

If you or your organisation would like to get involved with White Ribbon, please visit [whiteribbon.org.uk](http://whiteribbon.org.uk) to find out more.



Representatives from c2c, British Transport Police and the Mayor of Southend demonstrate their commitment to White Ribbon

## c2c-sponsored 'Mental Elf' run raises funds for Mind

A team from c2c braved the elements to take part in the inaugural c2c-sponsored 'Mental Elf' run in aid of Basildon Mind.

Held at Northlands Park in early December, the fun run – started by the Mayor of Basildon, Councillor Allan Davies – saw over 60 runners complete the hilly 5k course, raising vital funds and awareness for mental health.



## Backing Southend City Council's Anti-Idling campaign

c2c is proudly supporting Southend City Council's Anti-Idling campaign which encourages car drivers to turn off their engines when collecting and dropping-off passengers at stations.

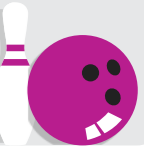
Banners with the council's catchy 'Cough! Cough! Engine Off!' message can be seen at c2c stations and car parks across the wider Southend area.

## Pip goes bowling with Junior Blues

More than 70 members of Southend United's Junior Blues club joined first team players and c2c's mascot, Pip, at the Hollywood Bowl in Basildon for their Christmas party.

Sponsored by c2c, the event saw the Junior Blues – young Southend fans aged between five and 12 – bowl, chat and grab selfies and autographs with their Southend United heroes.

After a photo with the players the children also took away a festive c2c goodie bag.



## Our backing for industry's anti-sexual harassment campaign

c2c added its support to the Rail Delivery Group's national anti-sexual harassment campaign by hosting an interactive event with customers and stakeholders at Southend Central.

The Zero-Tolerance campaign is run in partnership with the British Transport Police. It features a revolutionary virtual reality film which puts viewers in the position of someone experiencing or witnessing sexual harassment on the railway.

Anyone who witnesses or experiences anything that makes them uncomfortable on the railway, should report incidents to the British Transport Police on 61016.



Kamaldeep Wallis, c2c's Safeguarding and Security Manager, with the VR headset





## c2c social media



Our social channels are where you can hear about our latest offers and promotions. Tell us what you think of our service and how we could improve or ask us a question to help you on your travels.

in

## Meet and Tweet the Team

Our online and in-person Meet and Tweet the Team events give you an opportunity to engage directly with our senior managers. Look out for details of events taking place this year.



# Stay in touch

There are many ways to stay in touch with c2c or give us your feedback.

## Email

[contact@c2crail.co.uk](mailto:contact@c2crail.co.uk)



## Phone

03457 44 44 22,  
select option 6

## Passenger Panel

At Passenger Panel meetings, we discuss service standards and performance issues with customers from across the route. If you have a suggestion for how we can improve our service, or are interested in joining the panel, email [passengerpanel@c2crail.co.uk](mailto:passengerpanel@c2crail.co.uk)

@

## c2c-online.co.uk

You can also get in touch through our website.  
Visit [c2c-online.co.uk/contact-us](http://c2c-online.co.uk/contact-us)



## FREEPOST

c2c Customer Relations



## Contact us

 [www.c2c-online.co.uk](http://www.c2c-online.co.uk)

# c2c