



**Want to WIN A FLIGHT in the Southern HOT AIR BALLOON?**

Every quarter Southern will be running a prize draw which will entitle the lucky winners to a balloon flight for two people in the Southern balloon! All you need to do is complete the form in the leaflet below and hand it in to a representative of Southern or a member of the balloon team, or post it to the address on the leaflet and you will be automatically entered into our next prize draw. All winners will be notified in writing with how to book their flight and the prize will be valid for up to 12 months.

### Southern

Southern and Lingfield Park Racecourse cordially invite you to come racing for a fiver (normally £18) on any of the following dates in July/August:

Wednesday 10th July Gates open: 12.20pm First race: 2.20pm Last race: 4.50pm	Wednesday 28th July Gates open: 12.30pm First race: 2.30pm Last Race: 5.00pm	Friday 11th August Gates open: 12.10pm First race: 2.10pm Last Race: 5.10pm
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This discounted price is limited to just the first 1000 tickets on each of these four dates, so hurry up and visit [www.lingfieldpark.co.uk](http://www.lingfieldpark.co.uk) quoting the promotional code "Southern" to claim your premier badge for just £5 each\* (normally £18).

Don't forget you can travel by rail straight to Lingfield Park. The racecourse is just a short walk from the station.

For further information about travelling with Southern visit [www.southernrailway.com](http://www.southernrailway.com)

For further information about Lingfield Park Racecourse call 0870 22 000 22 or visit [www.lingfieldpark.co.uk](http://www.lingfieldpark.co.uk)




You have been sent this because you have selected to receive promotional mailings from Southern. If you don't want to receive any further promotional information from us, please visit [www.southernrailway.com](http://www.southernrailway.com), log-on and change your preferences.

\*Subject to availability of 1000 discount tickets per race day, terms and conditions apply - see the Lingfield Park website for details. Additional tickets can be purchased online. Discount tickets are available up to 12 midday the day prior to the race meeting.

### The Southern BALLOON facts & figures and FREE PRIZE DRAW

The Southern hot air balloon (registration G-OVIA) was manufactured in 2004 by Lindstrand Balloons who are based in Shepperton, a company originally owned by Prof Lindstrand who designed and built the balloon in which he and Richard Branson first flew across the Atlantic. The Southern envelope size is 105,000 cubic metres and is made of ripstop nylon, a similar material as that used in parachutes, although the balloon envelope has a coating of polyurethane to prevent any hot air escaping. When fully inflated the envelope has been described as looking like a cathedral and it is big enough to park several cars inside!

**Flexible but strong**  
The balloon basket, made from Palambang cane imported from the Far East, with buffalo hide around the bottom edges, is the very best material from which to build a balloon basket as it withstands the movement on landing better than any other type of construction - as well as looking very pleasing.

**When fully inflated with hot air the whole balloon weighs over 3 tons and is carried by the strength and direction of the wind, although the pilot can control the height of the balloon to within a few inches at all times. The balloon can fly up to 30,000 feet or more although generally the balloon is flown between 500 and 1500 feet so that passengers can appreciate the wonderful views below - you can also be very noisy from a balloon!**

**Crew burners!**  
The twin burners, or 'engines' are powered by liquid propane gas (LPG) from Calor gas and provide an output of several million BTU's which is the equivalent of 3 or 4 domestic central heating systems! There are two main controls to the burners, the main burners which are usually only used for inflating the balloon after it has been filled with cold air initially by a motorised fan. The other burner controls are known as 'quiet' or 'low burners' as they are less noisy and provide less noise for passengers and less disturbance to people and animals on the ground.

The Southern balloon will be flying throughout Kent, Surrey, Sussex and Hampshire as well as attending a number of shows and other events in the Southern network, although during the summer in particular, it will only be flying early in the morning or later in the afternoon/evening as conditions are usually too thermic during the day for balloons to fly at other times.

www.southernrailway.com

### First FLIGHT Certificate

This certificate **allows** the flight of \_\_\_\_\_ on \_\_\_\_\_

board **inside** \_\_\_\_\_

the ascent took **place** at \_\_\_\_\_

a **number** of \_\_\_\_\_

pilot \_\_\_\_\_

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**Terms & Conditions**

- No purchase necessary. Complete and return the request to Southern Balloon Prize Draw, Marketing Department, Go Ahead House, 26-28 Addiscombe Road, Croydon, Surrey, CR9 3GA. The prize is a balloon flight for two people which will last up to 10 minutes from the date of issue. There is no cash alternative. The prize draw will be held on 31st May 2010. The prize is subject to the terms and conditions of the draw which will be available on the Southern website.
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© Southern may from time to time use your details to inform you of our promotions and other services we offer. If you do not wish to receive this information please tick this box.

### Win DAYS UP save on DAYS OUT

Take off for the day and save all the way with our range of brilliant value off peak fares and attractions to the coast, country and beyond.

Enclosed is your personal copy of the summer guide to Days Out which is packed with fantastic family summer offers throughout the Southern network plus a small selection of London favourites. You'll also find a GroupSave supplement for your interest (see image right) for when groups of 3 or 4 travel together and you only pay for the price of two!

**Text DAYS OUT 3 to Win!**

In order to have a chance of winning one of a number of flights on offer this month in the Southern hot air balloon complete the form in your summer guide or simply text 'DAYS OUT 3' on your mobile to 64118.


You will also find the summer guide to Days Out in full on our website as well as an area where you can download and print out additional copies of the special offer redemption vouchers. Please remember when visiting any of the attractions to fill in and hand the voucher over with proof of your train journey to qualify for the offers.

**Keep up to date with Southern**


If you haven't registered for our customer newsletter 'Passenger' pick up a copy at your local Southern station or why not update your preferences by visiting [www.southernrailway.com/retrievemystats](http://www.southernrailway.com/retrievemystats) and log in with the customer number that appears at the top of this letter.

I hope you have a superb time this summer with Southern

Kind regards



Steve Cike  
Southern Marketing



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Southern is a trading name of New Southern Railway Ltd. Registered in England/Number: 300939  
Registered Office: 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE

### WELCOME Programme for New Entrants

Introducing Southern WELCOME PACK

- Human Resources
- Preface
- Contents List A-Z
- Human Resources Department
- Line Manager Role & Responsibilities
- Support Clerk Role & Responsibilities
- Generic Documents
- Matrix for Accompaniment
- Informal Meeting Invite List
- Resourcing
- Equal Opportunities and Anti Harassment
- Equal Opportunities and Anti Harassment
- Contracts of Employment
- Dress Code Policy
- Dress Code Compliance Policy
- Dress Code Compliance Policy Guidelines
- Drivers Recruitment (Flow Chart)
- External Recruitment (Flow Chart)
- Job Descriptions
- The Role of the Interviewer - Interviewing
- Prevention of Illegal Working Policy
- Appendix 1.11
- 1.11a - Employment Agency Letter
- Recruitment and Retention Policy
- Relocation Policy
- Safety Responsibility Statements
- Terms and Conditions of Service
- Internal Resourcing
- Internal Recruitment and Vacancy Procedure (Flow Chart)
- Career Opportunities
- Deployment and Re-allocation
- Job Evaluation
- Train Driver Transfers
- Footplate Vacancy List

### RETENTION OF RECORDS Appendix 11.3 (2)

RECORD TYPE	RECOMMENDED RETENTION TIME
Person Forms	Maximum of 6 months after applicants notified of outcome
Employment records	Duration of employment
Accident records	40 years from time of assessment
Legal records	12 years from time of accident occurring unless a case is involved in a legal process
Disciplinary records	6 years after employee has left employment
Records of	6 months after employee has left employment
Reprimand	2 years
Severance	4 years
Suspension	6 years
Transfer or downgraded	6 years
Safety of line offences - duration of employment	Final warning - duration of attached punishment
Travel irregularities - duration of employment	Summary Details of Disciplinary Hearings - duration of employment
6 years after employee has left employment	
1 year after employee has left employment	
2 years	
12 months	
Duration of employment and 5 years after employee has left employment	
3 years	
Sickness Records	Duration of employment and up to 6 years after employee has left employment
Unpaid/Special Leave	5 years
Parental Leave	5 years
Adoption Leave	5 years
CCV	31 days or 6 years if required for Criminal or Civil Litigation or until the conclusion of any associated litigation, which would include up to the conclusion of the appeal process.
Medical Records	In accordance with the Medical Records Act 1988

All forms supplied by the Company to be completed by employees or potential employees for employment purposes will normally include an explanatory statement regarding the purpose for which the information is to be used, where the information will be kept, for how long, and who will have access to the information.

Disclosure of information will only be permitted as referred to in this policy or if the individual has provided their consent.

When the processing of data by automated means is likely to constitute the sole basis for any decision affecting the individual, such as is the case with certain psychometric tests, the individual will be informed of the logic involved in the decision making process, or be given the right of review.

Personal data will not be transferred to a country outside the European Economic Area without, either the individual's consent to the transfer of the data, or adequate security measures to protect personal data being in place.

**9. Use of CCTV**

CCTV systems process personal data. All data recorded by CCTV is processed in accordance with this policy and Module 7.2 CCTV Code of Practice and Procedures of the Southern Standards and Procedures Manual. This module details all the principles and objectives that apply to all Southern CCTV systems.

Records will be kept of all CCTV systems in operation and these records will identify:

- what CCTV equipment is installed and where (i.e. Stations, depots, train coaches etc)
- the precise location of the CCTV equipment.

CCTV equipment will be sited so that it only records information that is necessary for the purpose for which CCTV is installed by Southern.

All areas covered by CCTV should have visible and legible signs displaying notification that the area is covered by CCTV. The signs should indicate:

- the name of Southern
- the purpose of the scheme
- contact details.

CCTV images must not be retained longer than is necessary if it is clear that no crime has been committed. (See Retention of Records, Appendix 2).

**10. Customer Data**

All customer data has the potential to be personal data covered by the Act. This includes any customer information, marketing records and reports, sales notes and records and personal file notes shall be processed in accordance with the Act.

All customer records shall be reviewed regularly to ensure that they are accurate, not excessive, up to date and adequate for their purpose.

All employees must therefore have regard to the Data Protection Principles when processing information about customers. Any failure to do so may lead to disciplinary proceedings.

If a request is made, the Company may refuse to disclose certain information such as:

- Management information if the release of such information could prejudice the Company's business interests.
- Information relating to negotiations with the Company if the disclosure would prejudice those negotiations.
- Information required for the purposes of management forecasting and succession planning if the release of such information could prejudice the conduct of the business.
- Information being processed in respect of corporate finance and is price sensitive.
- Confidential references given by the Company to a third party, such as a prospective employer.
- Information between employer and legal advisor for the purpose of giving or receiving legal advice.
- The prevention or detection of a crime if disclosure would prejudice the police.
- If disclosure of copied information involves a disproportionate effect in relation to the cost, ability to retrieve the data, the nature of the data, and the likely effect it would have on the data subject if the data is not retrieved.
- Medical information if disclosure might harm the individual's health.

Further, employees do not have the right of access to information relating to another individual, or to information identifying another individual unless either that individual has given his/her consent for the information to be disclosed, or unless it can be taken, in all circumstances, that the individual has dispensed with their consent. e.g. This means that the author of a report or an appraisal should normally be consulted prior to it being disclosed to the person about whom the report was written.

Any employee who requests to see information will be attended by a person nominated by the HR Function whilst viewing the information.

An employee may also request a copy of the information for retention, but the Company reserves the right to charge an administration fee for the expense incurred in the supply of the information.

For details of the right of access to any medical report prepared by a medical practitioner relating to employment the employee must either request details from the medical practitioner concerned or through the Human Resources department. Details of employees' rights under the Medical Reports Act 1988 are specified prior to any pre-employment or employment medical being requested.

Similarly, should the Company wish to apply for details of an employee's medical records retained by their general practitioner the employee's consent will be requested before-hand.

**8. Personal Data - General Issues**

The Data Protection Officer who is the HQ Personnel Manager or Area Personnel Manager or IT Systems and HR Services Manager will process all requests by external bodies, agencies or individuals for access to sensitive personal data.

All such requests will be recorded in an appropriate system stating who made the request, what the request was, when it was made and to whom it related. Sensitive and other personal data collected for employment purposes will only normally be used for such purposes.

No important decisions will be normally made with regard to any individual using, or referring to data that was collected for any other purpose.

### It's time to GET MORE out of SUMMER!

Summer's finally on its way - and no-one helps you get more enjoyment and value than Southern.

**Pocket Timetable**

If you've registered for our new Summer Pocket Timetable you'll find it enclosed. And don't forget a really useful service, MyTimes, on our website at [www.southernrailway.com/mytimes](http://www.southernrailway.com/mytimes). This is a personal journey information planner that lets you download and print your own timetable and gives you all the information you need on your train times and service.

We have changed some of the numbers of our timetables as well as the areas they cover. The No 4 (i.e. East & West Coastway) has been phased out. Please check our website at [www.southernrailway.com](http://www.southernrailway.com) for a full listing of all the new timetable numbers and details.

You'll need your unique Southern reference number to register online for the first time or to access your details. The number is at the top of this letter - please use it to log onto [www.southernrailway.com/retrievemystats](http://www.southernrailway.com/retrievemystats).

**New Summer Days Out Guide**


Our new summer guide to Days Out will be available at your local station from 1st June. It's packed with fantastic family summer offers around the Southern network including a small selection of London favourites.

**Stop Press**


If you hurry you can still take advantage of our dedicated London 2FOR1 attraction offers until 31st May - pick up a 'last chance' leaflet at your local station or view the whole range of 2FOR1 and other special offers on our website at [www.southernrailway.com/promotions](http://www.southernrailway.com/promotions).

I hope you have a terrific time this summertime with Southern!

Kind regards



Steve Cike  
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