

The Nexus Alpha Recipe





Contents

1. Our Mission	4-5
2. What We Do & Group Structure	6-7
3. Our Company Background	8-9
4. About Our CEO & Founder	10-11
5. Our Company Values	12-13
6. Our Company Benefits	14-15
7. Our Products	16-17
8. The Wellbeing Committee	18-19
9. Company Facilities & Amenities	20-21
10. How We Work	24-25
11. Equality, Diversity & Inclusion	26-27
12. Learning & Development	28-29
13. Start Your Journey	30-31
14. Corporate Social Responsibility	32-35

What
We
Aim
For.



Our Mission

To provide the most advanced software solutions and data supply to our rail clients – helping them to improve their customer's experience every day whilst driving a positive change in the use of public transport.

What We Do.

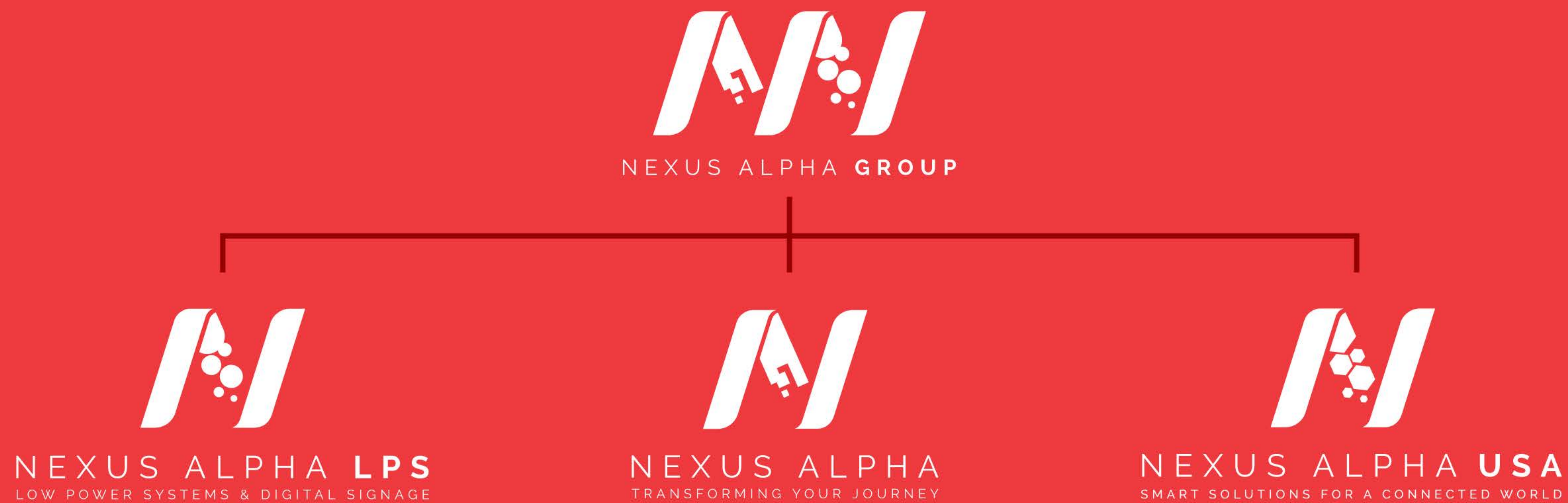


2

What We Do

Nexus Alpha provides innovative software and data services to train operating companies across the UK for nearly 30 years, including LNER, ScotRail, Network Rail, EMR and many others.

Our range of products and data services provide our clients and their staff with the tools to run a more efficient service, providing accurate and up to date information to commuters and users of public transport every day. To find out more, take a look at **Our Products**.



How It All Began.





Our Company Background

How did Nexus Alpha start?

Nexus Alpha was incorporated on 21 June 1994, and has been a provider of Intelligent Transport Systems (ITS) ever since. The pre-cursor to all that we do now, was called The Travel Terminal - a system developed for BBC Travel by Patrick for use in Police Control Rooms. With calls from media organisations asking if there was any disruption on the roads, the police were wasting valuable time repeating the same information again and again. Travel Terminal would instead push information out from the police via telex, fax, and even Ceefax.

Travel Terminal moved into the rail sector when three representatives of Network SouthEast visited BBC Travel. This was in response to the “Well Informed Customer Initiative” - a paper written by key player in the rail industry, Chris Green. The core concept of the paper was that confidence to use public transport could be reinforced by keeping customers informed, even when it was bad news - with the basic premise of ‘just be honest’. With Travel Terminal (and later Tyrell and Tyrell IO) operators now had the ability to publish any disruption in real-time - allowing customers to decide the best course of action themselves.

Where is Nexus Alpha now?

Nearly 30 years later our systems have been adopted almost across the entire industry and we have an interconnected series of systems that are currently responsible for the transmission of the vast majority of UK rail service disruption information. Whether it is the general status of routes via our Rainbow Board service, specific network, line or station issues, Nexus Alpha systems capture, de-jargonise and manage the dissemination of the information relating to service disruption.

It's no understatement to say that over the years we have transmitted literally billions of messages, whilst on the busiest ever day of disruption during the March 2018 snow fall we served over 8,000,000 web pages. This as a result of hundreds of train service alterations. But with Nexus Alpha systems in place we still allowed customers to see how their own journeys were affected.

A Few Words From The Boss.





About Our CEO & Founder

Patrick McDougall

My own personal background is computers and I grew up with Sinclair ZX81s, Sinclair Spectrums and BBC Micros – an exciting time in UK computing innovation!

As CEO and owner of the company my role is quite diverse. With this initial background in computers and electronics (think 1980s!) and having been involved in IT ever since, I hopefully know enough to be helpful to most areas of the business. I also fulfil the role of CFO in Nexus Alpha.

Culture

My view is that companies are the people *within* them, and therefore it is everybody who works for us that makes Nexus Alpha what it is today - the output, the culture, etc. My job is to steer the company – but to steer by utilising the skills and commitment of everybody working with us. Aligning the needs of our clients and our employees is key, ensuring we provide value to our clients and therefore remain a sustainable (a key word for us, in all senses) business. Inclusivity, diversity and being kind are very close to my heart too - I enjoy trying to lead by example.

What do you enjoy doing outside of work

I love challenging myself! Running is my sport of choice and I run for the Belgrave Harriers when fit enough. With a sub 3-hour goal I managed to run a 2:59:53 marathon in the 45+ age-range and I still have a sub 17-minute 5k in my heart, but the question is, whether it's still in my legs.

I passed my Grade 6 piano and clarinet exams decades ago and can still play the piano a little. It's something I really enjoy doing and if you ever pass the pianos in St. Pancras Station, keep an eye out as you might spot me there from time to time.



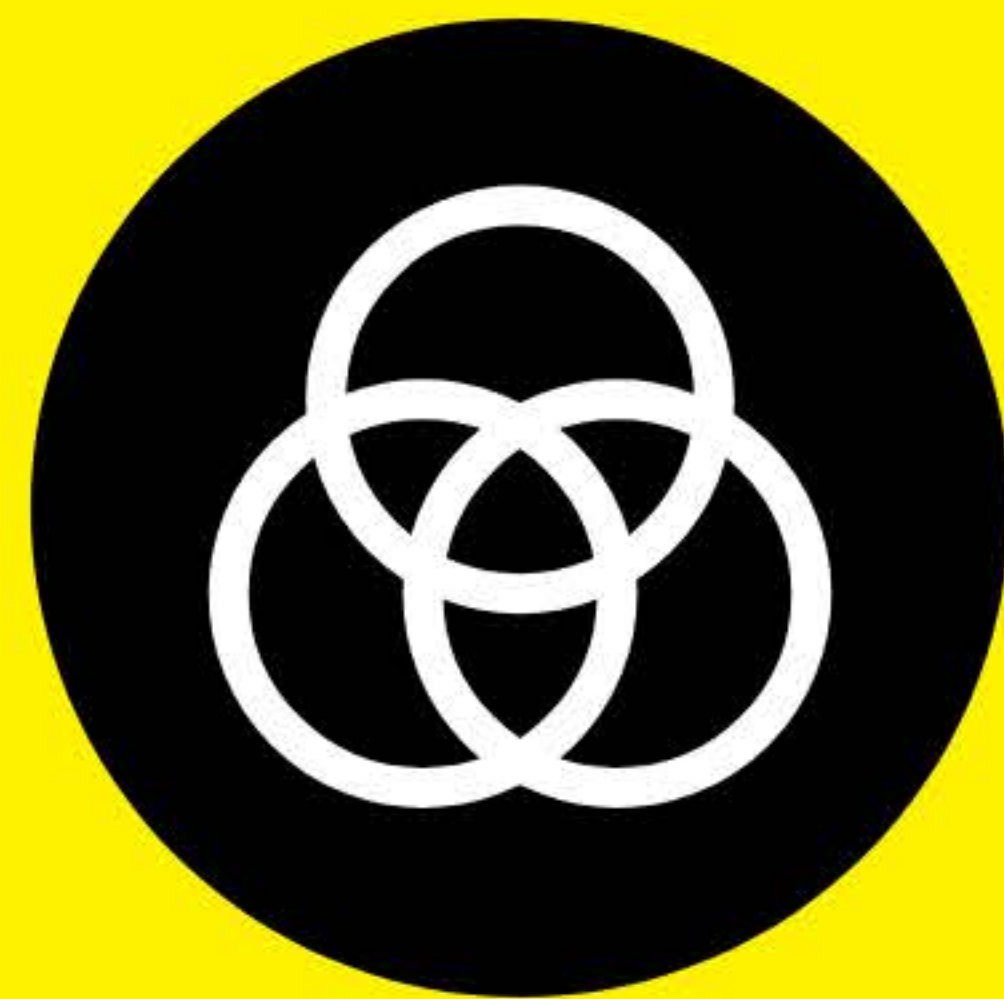
Your fun fact?

Music has always been a big part of my life! Aged 16, I visited ZTT records, as a friend and I had compiled a list of all of the Frankie Goes to Hollywood/Art of Noise/Propaganda records and cassettes we'd bought. Then after sending a dot matrix printout in the post to them, we were invited to London (I think my first trip there, growing up in Leicestershire and then Oxfordshire) for a tour of the studio.

5

Our Company Values

At Nexus Alpha we treat and value all our employees as individuals, everyone is an integral part of the team. You will be encouraged, supported and given the opportunity to reach your full potential throughout your time with us.



Diversity

We value individuality, personality and the ability to be yourselves. Everybody is different. Diversity is to be celebrated.



Empowerment

We strive to help each other grow and learn; Adopting a non-blame culture to empower employees to lead and make decisions.



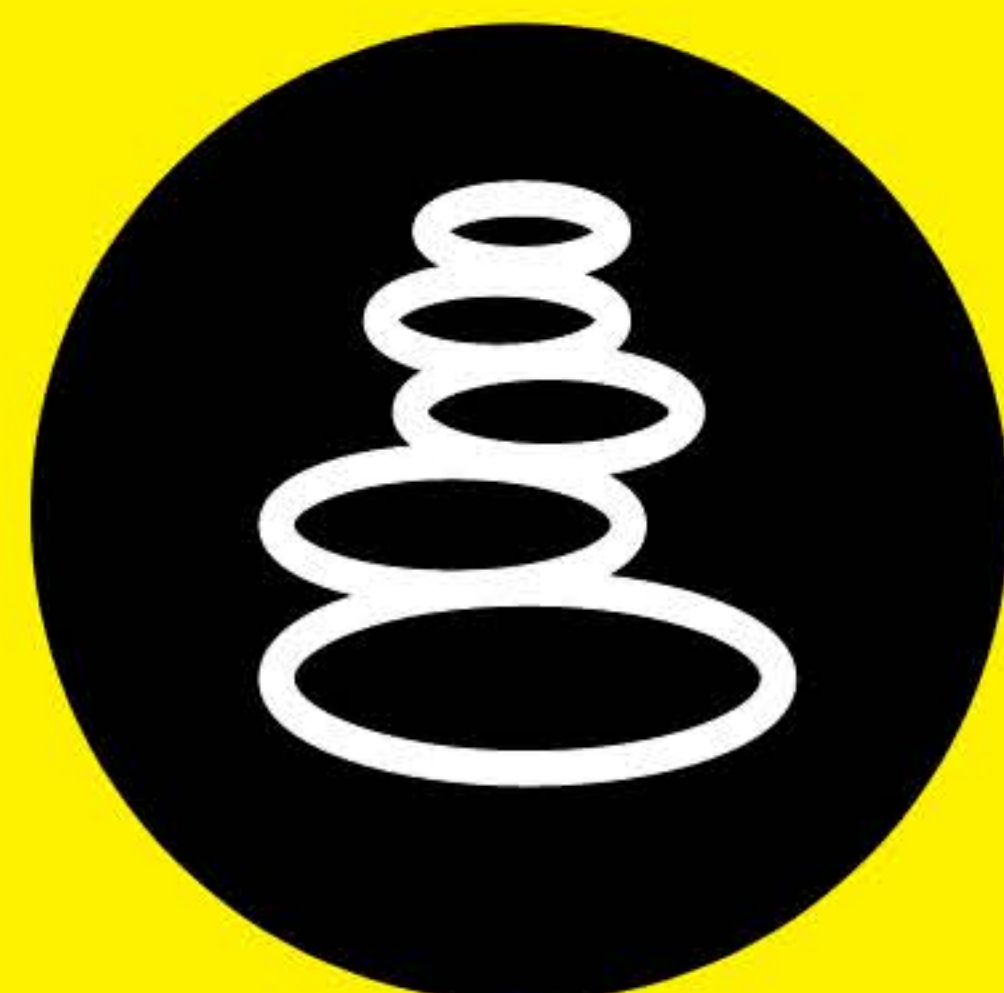
Respect

We treat each other with respect and listen to each other's viewpoints – enabling us to make the best decisions as a collective.



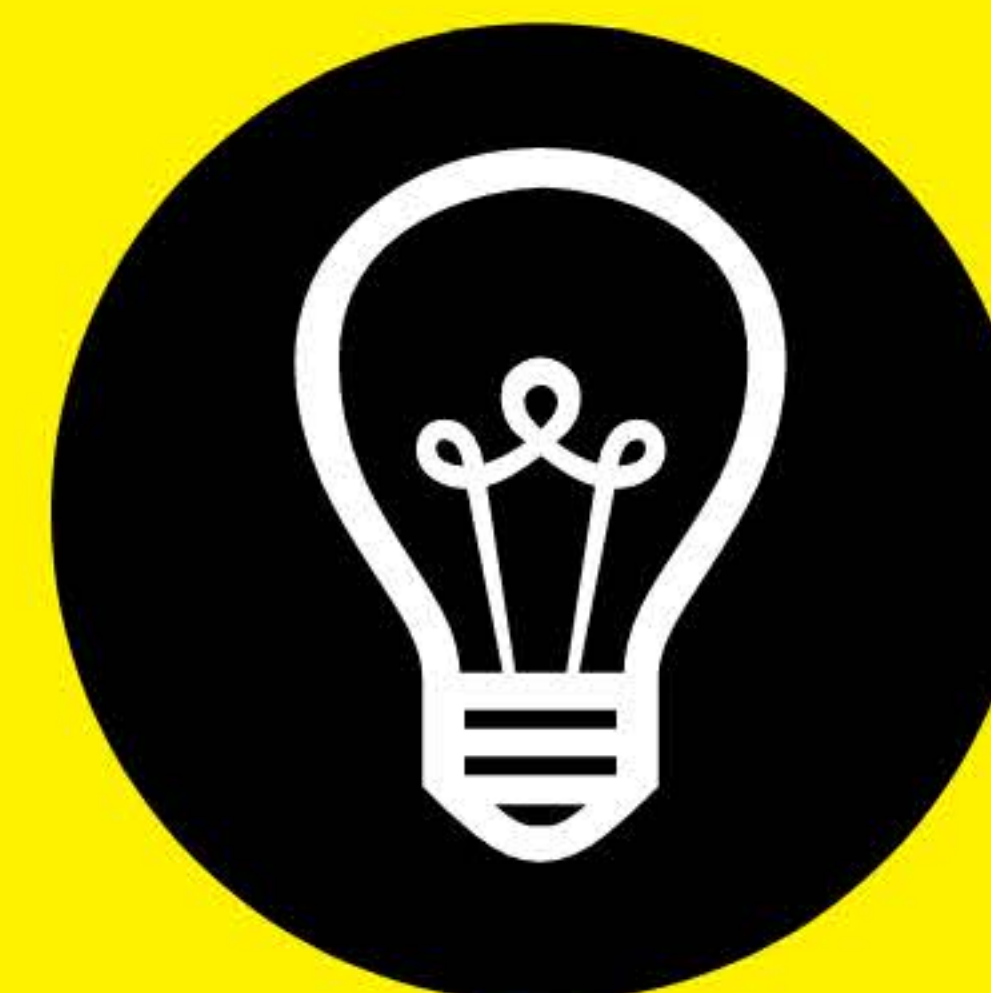
Integrity

We value self-awareness, integrity, honesty and openness at all times; this approach builds both business and personal success.



Balance

We value our employee's health and wellbeing, and actively encourage several 'ways of working' that promote the importance of balance to ensure our employees stay physically and mentally healthy & happy.



Innovation

We pride ourselves on exploring and pursuing new ideas using the latest software development tools and ways in which we work.

These
Are
On Us.



6

Our Company Benefits

We aim to make Nexus Alpha a rewarding, inclusive and great place to work for all our employees! Please see the list of benefits below which has evolved over the last few years to reflect and accommodate a more flexible remote/hybrid way of working.



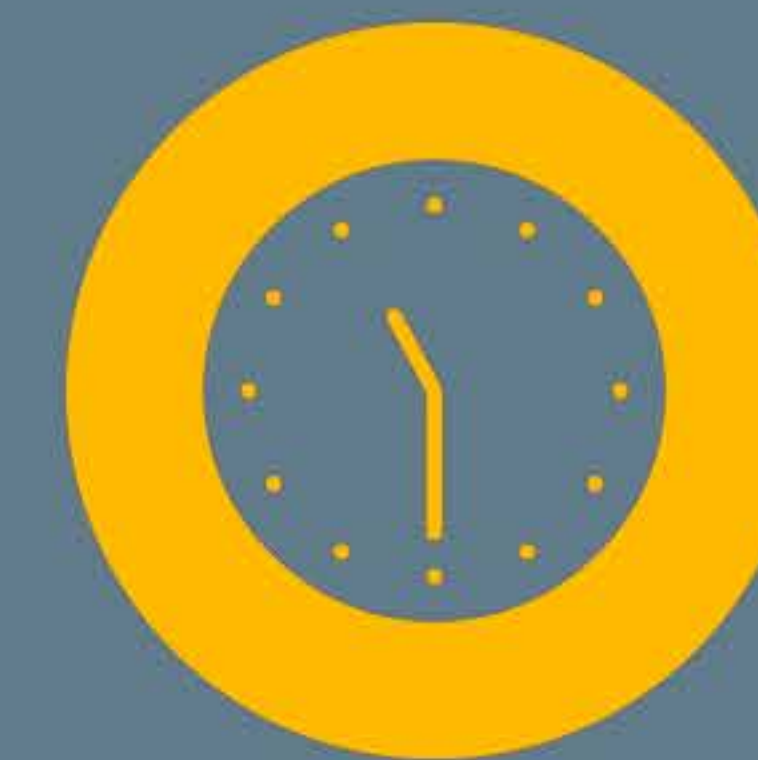
Your Holiday

Every employee receives 28 days of annual leave (plus Bank Holidays) as standard, with an extra day of leave given after every 5 years of service.



Hybrid Working

We support hybrid working with the option to split your time between home working and office working.



Flexible Hours

With our core hours between 10am and 4pm, we allow flexibility around this to start your working day earlier, or finish your day later to suit.



Your Family

We offer an enhanced maternity & shared parental pay scheme for those starting or continuing to grow their family.



Learning & Development

Our professional training programme is available for all of our employees (no matter the role or level of experience), we believe there is always space to learn & grow.



Communal Office Space

When you feel you need some company, you can use the WeWork offices as a chance to face-to-face with colleagues, meet new people or simply change it up.



Your Wellbeing

Our Wellbeing Committee organise events for our employees across the year, as well as providing access to courses for personal interest and personal development and growth.



Company Laptop

To get you up and running in a hybrid working environment, we'll provide you with a laptop to enable you to work and travel whilst remaining connected.



Company Phone

Following a successful probation period, every employee is entitled to a company phone of your choice (within budget) with unlimited calls.

What We Make.





Our Products

Based on the foundation of our groundbreaking Tyrell IO software, the ARRAKIS platform is our 5th generation messaging service. ARRAKIS brings together nearly 30 years of know-how and all of the services we provide, via a common, modern platform, sharing data throughout. Together, with over a decade of historic service disruption and complete messaging statistics, our ARRAKIS 'Big Data' service continually receives real-time information from the existing network of Nexus Alpha data capture systems. **To find out more about all of our products, visit www.nexusalpha.com**



ARRAKIS App

ARRAKIS provides the most complete feature set that's ever been released in a staff-based app. Staff LDB, CSL2 Boards and Your Services keep you fully informed with up-to-the-second notifications but now we're adding Filtered Message Lists, Message Groups and more so you can tailor the information you want to view in every situation.

Touch the Future of Transport Information with the ARRAKIS App.



ARRAKIS Portal

The ARRAKIS Portal is the new web-based gateway to services provided as part of the ARRAKIS Suite. Company Dashboard, Company Messages and Company Summary are just three of the services already available, with new services being developed all the time – including Historical View and Company Administration.

Making the right decisions for your business just got a whole lot easier.



ARRAKIS Platform

At the heart of the ARRAKIS platform is data – both real-time and historic. This data comes from other Nexus Alpha systems as well as industry, and third-party systems - such as TfL Open Data, Network Rail Open Data, Network Rail IPTS and Darwin - with micro-services allowing data to be imported, processed and exported, with different workflows controlling trigger events and content.

To find out more about our products, visit our website at www.nexusalpha.com

**We're
On
Your
Side.**





The Wellbeing Committee

Our Wellbeing Committee was formed during the Covid-19 pandemic to help support our employees whilst adapting to working remotely; introducing some new ways of working to encourage our employees to prioritise their own wellbeing. Whilst there are no longer Covid restrictions, our work patterns have shifted to a hybrid style, so they are still relevant today!

Protect Lunch

Whilst working remotely, it is easy to miss taking a lunch break. We implemented a company-wide 1 hour lunch break and encouraged employees to reschedule meetings accordingly.

[#protectlunch](#)

Give Me 10

Back to back on-screen meetings are not very natural, everyone needs a break from the screen. We implemented a limited meeting slot, at 20-minutes or 50-minutes. This enabled a break between meetings and continues to have a positive impact!

[#giveme10](#)

Flex for Families

Some of our routines and responsibilities have been unpredictable and different over the last few years! We have fully supported all our employees by allowing flexibility to manage family life and responsibilities and work around each other.

[#flexforfamilies](#)

Wellbeing Events



9

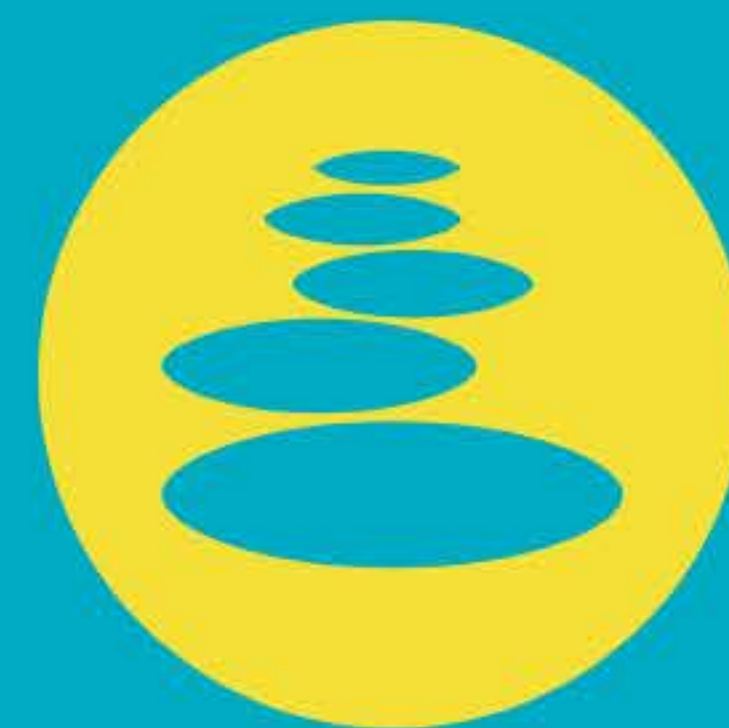
Company Facilities & Amenities

At Nexus Alpha we offer hybrid working, which means our employees are able to work from home or remotely. Employees also have access to modern communal office space and meeting rooms in several locations across London, as well as a permanent office and meeting rooms based in Rochester, Kent. Some benefits of hybrid working are listed below.



Choose Your Path

Being able to work where you are most productive; sometimes that might be together, in a space or room with colleagues so you can share ideas, or it might be at home where you can focus on a task alone, with little distraction. The choice is yours!



It's All About Balance

You might need to run an errand, attend a medical appointment, get something fixed, help someone you care for etc. Whatever your individual needs are, working in a hybrid way offers some flexibility around your personal life.



Save Time & The Planet

This is a big one. The time we spend commuting has reduced which means we can spend this time either doing something constructive or by simply allowing us a little more down time in our days. Good for the mind, good for the wallet, good for the planet!





Be
You.
Be
Kind.



10 How We Work

At Nexus Alpha we don't expect to need a list of do's and don't's... We expect everyone to treat each other with respect and kindness - providing an environment where you can thrive and just be yourself.



Make Mistakes & Learn

We all make mistakes; we can use them to learn from in the future and move forwards... we are human after all.

Be Yourself

You are free to be yourself, we expect everyone to be different and have different views and ideas. This makes us stronger!

Collaborate & Ask for Help

Everyone has different skills and strengths, by collaborating and asking each other for help we can get the best work done. Different skills, knowledge, experience and perspectives can make problem solving so much easier!

Respect & Support Each Other

We treat everyone with respect by allowing everyone a voice and more importantly by listening to each other.

Be Kind

Above all, this...
Treat yourself and all others with kindness.

**Fair
Really
Needs
To Be
Fair.**



11

Equality, Diversity & Inclusion

Nexus Alpha celebrates diversity and the significance and impact of inclusion of our employees. We are all different, with individual talents and needs. We work hard to support and enable everyone to thrive and be the best version of themselves. We promote an environment that challenges unconscious bias and discrimination at every level of the organisation. We aim to attract and retain a diverse team of employees, and to give each individual a sense of purpose and belonging. **So... how are we doing this?**

- We are reviewing our recruitment processes, to ensure our organisation is representative of the communities in which we're based. This is reflected in where we advertise our vacancies, the language we use in our communications, visibility of our vacancies, our strategy to reaching a diverse range of candidates. It is important to us to make sure we are reaching as far as we can to include anyone who may be interested in joining our organisation, and to expand on the diversity of our teams.
- We promote the awareness of regional, national and international days that celebrate diversity. This is done via internal comms, internal newsletters and events.
- We are developing a culture of equality, diversity and inclusion at all levels. Some of the ways in which we are doing this include reviewing our internal benefits and policies. We have updated our training programme which now allows all employees the same access to training. We have also updated our maternity and shared parental leave policy which reflects a more equal way of taking leave when employees become parents/guardians.
- We challenge barriers to inclusion. Being aware of what these barriers might be and finding ways to overcome them as they arise.
- We recognise the need to start a Diversity & Inclusion Allies Programme – all employees will be invited to participate in these quarterly meetings where we offer a safe space to discuss issues or areas for improvement. We will also collectively agree any follow up actions to be taken. These discussions offer an open discussion to work towards improving D&I.
- We continually review internal policies and processes to reflect upon the equality, diversity and inclusivity of Nexus Alpha where it is now, and how it can be improved for the near and distant future. Fostering a place where employees are included, where they belong and where they can be themselves. This isn't a box ticking exercise, we want to be better and do better.

NOTE: This is a continual process, we are working to keep improving, we don't expect to be perfect overnight. These topics are always evolving and changing as we learn and grow as individuals and as an organisation/collective.

12

Learning & Development

The purpose of our Nexus Alpha Group Training Programme is to encourage employees to continuously develop their professional and personal development. We aim to nurture and retain an engaged, confident, productive and happy workforce. We promote equity, recognising that individuals have different needs. Keep reading to find out more!



Professional Training

Our Professional Training Programme is available for all of our employees (no matter the role or level of experience), striving to create a more diverse and inclusive environment.

Our programme supports role relevant learning and development during work hours. Employees are encouraged to discuss goals with their managers and agree a learning path to help them progress.



Wellbeing Training

Our Wellbeing Training Programme aims to aid personal development and wellbeing through a variety of over 500 courses. The courses can be taken in personal time via on-demand video and/or audio and they are also available in multiple languages.

Examples of available courses include photography, life-skills, managing stress, health & fitness, baking, learning another language and drawing.

Excel With Us.



13

Start Your Journey

Finding your first role after leaving education can be a daunting prospect, especially with the current uncertainty in the job market. But what if you could join a company that thrives because of its passionate, dynamic and diverse workforce and a company that uses cutting edge technology to shape the future of transport information. We support career changes, we believe that many people have a range of transferable skills and can add value to our organisation. If you think you have the skills for any of our vacancies, please don't hesitate to apply.



What We Care About.



14

Corporate Social Responsibility

What is Corporate Social Responsibility? Corporate Social Responsibility (CSR) outlines how a business/organisation intends to operate in order to enhance the society and environment it works within. The actions of the company are usually broken down into four areas; environmental responsibility; ethical responsibility; philanthropic responsibility and financial responsibility. These areas will have specific actions or processes which help achieve the overall CSR goals. The actions/processes will be part of company culture and policies. **So... how are we doing this?**



Environmental
Responsibility



Ethical
Responsibility



Economic
Responsibility



Philanthropic
Responsibility

Environmental Responsibility

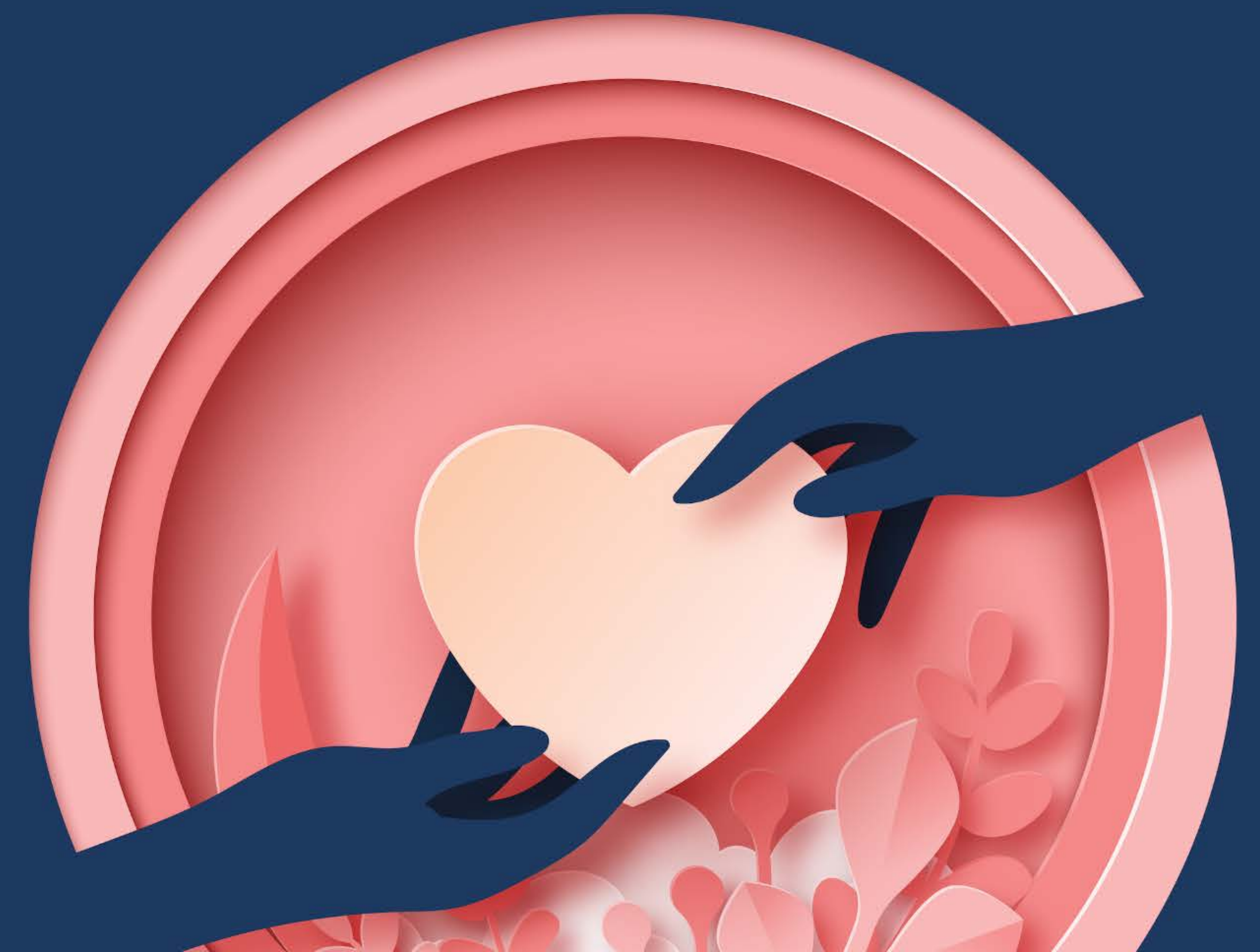
Nexus Alpha Group is committed to preserving mother nature, ensuring we leave natural resources better than before our operations. **How are we doing this?**

- We have a partnership with Treedom. Trees will be planted around the world as part of our Employee & Client Forests, providing benefits for the environment – such as absorbing up to 23 tonnes of CO₂ in their first 10 years, emitting oxygen, promoting biodiversity, counteracting soil erosion and much more.
- Nexus Alpha Group is committed to investing in our planet – something we have always promoted with both our products and services.
- We provide products which enable and enhance the use of public transport, reducing car use and encouraging more train travel which is better for the planet!
- We use shared offices, which have recycling points and we encourage recycling of all goods where possible.
- Nexus Alpha Low Power Systems focuses on creating low power and ultra-low power digital signage and displays.
- We are ISO14001 certified. This is an internationally agreed standard that sets out the requirements for an environmental management system. It helps organizations improve their environmental performance through more efficient use of resources and reduction of waste.

Ethical Responsibility

All Nexus Alpha Group Companies are committed to acting in a fair & ethical manner. **How are we doing this?**

- We treat all our stakeholders with fairness, regardless of age, race, culture, or sexual orientation.
- Our recruitment processes aim to ensure all potential candidates are reached. This includes considering the following; the language used in job descriptions/adverts, the language used in our external marketing; channels and platforms we advertise our job roles and opportunities, revising our minimum requirements for vacancies, adapting the screening process of applications and the revising the decision-making process for job offers.
- Positive treatment of all employees regarding salary, bonuses, career development and benefits.
- Learning & Development training is available for all our employees.



Economic Responsibility

We back our commitment to being socially responsible through financial investment. **How are we doing this?**

We are financially investing in the following areas:

- Research and development for new products that encourage sustainability.
- Recruiting different types of talent via different channels to ensure a more diverse workforce. Examples are, advertising and sourcing on Otta, LinkedIn and Coding Black Females, we also have opportunities for Apprenticeship Schemes, Paid Internships and Paid Work Experience.
- We run initiatives that raise awareness for employees on Diversity, Equality & Inclusivity, Social Awareness and Environmental Responsibility. This is done via our training platforms, as well as internal programmes.

Philanthropic Responsibility

We are committed to making the world a better place, by contributing to charities and the societies they operate within. **How are we doing this?**

- We donate to the DEC (Disasters Emergency Committee) emergency funding requests as well as contributing to other causes.
- Our employees can choose to enter into the JP Morgan Corporate Challenge and from the entry fees, J.P. Morgan donate funds to local not-for-profit organizations across eight countries on six continents.
- We have an annual fund available to help boost charitable fund raising activities our employees carry out for their own chosen charities.









NEXUS ALPHA
TRANSFORMING YOUR JOURNEY

Nexus Alpha Limited

A: Streathbourne House, 75 Redehall Road, Smallfield, Surrey, RH6 9QA

