

NEWS ACROSS THE GROUP

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Brighton & Hove

East Yorkshire

Go-Ahead
BAHN & BUS

Go-Ahead
Ireland

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Go-Ahead
NORDIC

Go-Ahead
Singapore

Go North East

Go North West

goeastanglia

go south coast

Go South West

GTR

oxford
bus company

METROBUS

A message from Christian Schreyer



Dear all,

February has been a time of positive change - passengers have been steadily returning to our buses and trains as restrictions have been eased, and the worst of the threat posed by the Omicron variant of COVID-19 has receded.

It's fantastic to see such a buzz back on so many of our services, but of course we have not returned completely to pre-Covid levels of 'normality'. And it would be foolish to expect that we will do so entirely: flexible commuting is here to stay, with the '9 to 5' no longer set in stone for many of our customers.

There have been lots of imaginative campaigns across the business to encourage people back - ranging from price promotions on regional buses to giveaways on UK railways and mandarin oranges for commuters in Singapore to mark the Chinese New Year (page 4).

Looking further ahead, I am convinced that ours is an industry with tremendous growth prospects. Millions of people will need to ditch their cars in favour of public transport as western nations forge a path towards carbon neutral economies. And as our cities get more crowded, the only way to get around quickly and efficiently will be on buses and trains, rather than one person per vehicle.

Over the last few weeks, it's been a pleasure to see our Irish business expanding, with a campaign to recruit 180 people (page 5). We were delighted to be strongly marked, once again, by the Carbon Disclosure Project for our climate change initiatives (page 6), and it's good to see our new rail services in Bavaria going so well.

It was also good to see Go-Ahead apprentices feature prominently in the UK's National Apprenticeship

Week, with drivers from London and engineers from East Yorkshire appearing in Government publicity to encourage more people to learn on the job.

Some of you will be aware that a lot of work has been underway in redefining the group's purpose, culture and strategy. We're very close to the point of being able to share the results with you all - and I'm very excited about the path we'll be setting for our business.

In the meantime, keep up the hard work and thank you for the excellent service you're delivering to customers.

Until then,

Christian Schreyer

Christian Schreyer,
Group Chief Executive

Go-Ahead turns 35

Over the past three and a half decades we've expanded across the UK, with our businesses spanning from Oxford and Southampton to East Anglia and the South West. We're the largest bus operator in London, running one in four of all buses in the capital.

The Group celebrated its 35th birthday this month. From our roots as bus operator in the north-east of England, we've expanded across the UK and into Singapore, Norway, Germany and Ireland. We're the largest bus operator in London and we operate Britain's biggest rail franchise.

35th
ANNIVERSARY

An epic journey to Zambia

Celebrating the
arrival of a Southern
Vectis coach

A Southern Vectis coach has arrived in Zambia as part of our work with our corporate charity, Transaid.

The coach travelled from the Isle of Wight, all the way to Newcastle. It then was shipped via boat to Dar el Salaam in Tanzania, where it was driven overground to its new home – the Industrial Training Centre.

The coach was officially unveiled at a launch event, which was attended by Zambian minister Felix Mutati, the Minister of Technology and Science. In the ceremony he handed over the keys to the vehicle to Lloyd Mbasela, Director at the International Training Centre.

Transaid aims to transform lives through safe, available and sustainable transport. Part of the charity's mission is to ensure that every driver should be able to leave for a day's work without the fear they may not come home because of a lack of training, or dangerous vehicles and roads.

This is the second vehicle we have provided to the centre. In 2019 we donated a Go-Ahead London red single decker bus. Transaid trained 1,435 drivers at the centre between April 2020 and March 2021.

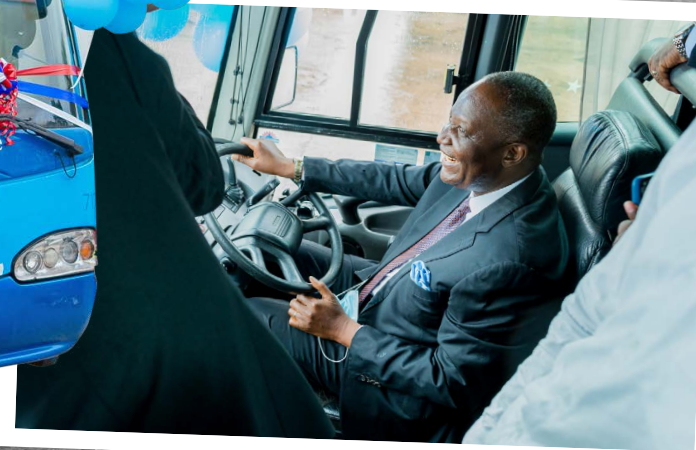
Felix Mutati hands over the keys to ITC Executive Director Lloyd Mbasela



Zambian Technology and Science Minister Felix Mutati



Felix Mutati test driving the coach



Amazing Apprentices

How we celebrated National Apprenticeship Week

Every February we celebrate National Apprenticeship Week and the fantastic people who work across our operating companies. This year, we're aiming to hire 1,100 apprentices across bus and rail.

Our apprenticeship scheme has also been highlighted by the UK government. The National Apprenticeship Service came to East Yorkshire and Go-Ahead London to film videos on our engineering and bus driving apprentices, and published them during the week.

The videos, which feature engineers in East Yorkshire and drivers in Go-Ahead London, provide insight into what it's like working as an apprentice.

During National Apprenticeship Week, Go-Ahead also attended a cross-parliamentary dinner at the House of Lords, which was hosted by the Shadow Apprenticeships Minister. Go-Ahead London's apprentice mentor Koli Begum spoke at the event and received particular accolades.

Meanwhile, GTR reported an apprentice boost with the uptake driven by women and Black and Minority Ethnic recruits. The number of 2021 apprentices exceeded targets by 20%. More than a third of GTR's new recruits this year were women, whilst 27% identified as Black and Minority Ethnic.

Apprentice Jay Rodgers

[Watch the East Yorkshire video here](#)



[Watch the Go-Ahead London video here](#)



Lunar New Year

Go-Ahead Singapore was honoured to welcome two senior ministers for Lunar New Year. Senior Minister of State, Ministry of Transport, Chee Hong Tat and Executive Secretary of the National Transport Workers' Union, Melvin Yong came to the depot on the morning of Chinese New Year's Eve to distribute mandarin oranges and red packets to colleagues.



Phil talks buses with the Lords

An important discussion

Oxford Bus Company's Managing Director Phil Southall recently appeared before a House of Lords select committee to talk about current and future issues affecting bus services in towns and cities. Speaking alongside Graham Vidler of the CPT, Phil emphasised the need for ongoing Bus Recovery Grant funding to build back passenger numbers post-COVID-19. He described subsequent funds for improvements to bus services as "the cherry on the cake".

The Lords were interested in learning more about the PickMeUp demand responsive service that Oxford had attracted 4,000 journeys each week and about the potential for Mobility Hubs to increase use of both public transport and active travel. Phil highlighted that young people are very environmentally aware, and that this could lead to a move away from the car dependency of older generations.

[Watch the session here](#)



Combating loneliness

Bringing young people together

More than half of students feel isolated or lonely at some point of studying at university. Go East Anglia hosted an event at the University of East Anglia for students to discuss loneliness, with speaker sessions and representatives from numerous organisations.

Organised by Konectbus and The Norwich Together Alliance, the speakers included former Norwich City professional footballer Jeremy Goss as well as representatives from One Norwich NHS, SOS Bus, NHS Wellbeing, Konectbus, MIND and Your Own Place.

Students had the opportunity to find out more about these organisations, how they can access their services and get involved with volunteering, events, and courses.

They also learned how Konectbus' bus services could assist them in accessing these facilities, getting them out and about off campus, building connections and forging friendships.





An Irish expansion

Go-Ahead Ireland is getting bigger

Go-Ahead Ireland is recruiting 180 colleagues this year, bringing the total to 800 people across all functions. It is looking to recruit bus drivers, engineers, administration, supervisory and business support functions.

The recruitment campaign is due to the ongoing expansion of the business, and to meet the requirements of the implementation of the new BusConnects network redesign in Dublin. The company will provide fully paid training to new drivers who do not currently have a license to drive a bus.

Christian Schreyer, Group Chief Executive, Go-Ahead Group, said: "Go-Ahead is committed to international expansion and Ireland is a key market. We are pleased with the way our bus operations in Dublin have performed since 2018 and we're delighted to be creating new jobs for the local community."



Praise for Thameslink's oldest employee

Continuing to make loco-motions

Thameslink's oldest employee, has been presented with a second Lifetime Achievement Award for his excellent customer service, this time by the Railway Benefit Fund and its president, '80s music mogul Pete Waterman.

Passengers and colleagues, spurred on by a local social media campaign, voted in huge numbers for Elstree & Borehamwood's 82-year-old station assistant Siggy Cragwell in the annual Heart Of Gold Awards. Less than two years ago he received a similar accolade in the National Rail Awards.

Pete Waterman said he was bowled over by Siggy's 60 years of service to the railway. He said: "Siggy is an inspiration to us all. Everyone here at the Railway Benefit Fund is so impressed by his amazing dedication. He is a truly deserving winner of our Heart of Gold Lifetime Achievement Award and it has been an honour to meet him."

Siggy has worked on the railway since the day after he landed in England from Barbados as part of the Windrush generation, almost 60 years ago. He gets up at 4am to do the 6-11am shift and then does Tai Chi to keep him fit for cricket.

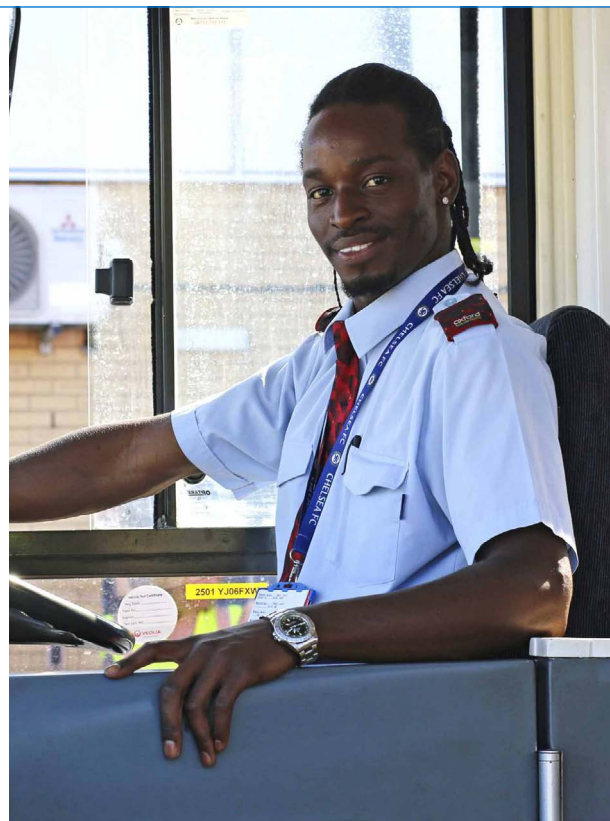
Staying fare

A commitment to colleagues

Oxford Bus Company has been accredited as an Oxford Living Wage Employer by the city council for the third year in a row.

The Oxford Living Wage is a minimum hourly rate of pay that promotes liveable earnings for all workers and recognises the high cost of living in the city. The rate of pay is set annually and is linked to the Living Wage Foundation's Real Living Wage. The Living Wage Foundation sets two rates, one for London and one for the rest of the country.

Phil Southall said: "The Oxford Living Wage makes great business sense and helps us attract and retain colleagues. As a responsible employer operating in a city that is expensive to live in, we believe it is important to be a member of the Oxford Living Wage to ensure we reward our colleagues properly. It also helps us attract local people to the company, which reduces commuting times for many people."



Top marks for carbon cutting

Top in UK transport – again!

Go-Ahead has received an 'A-minus' rating from the CDP (Carbon Disclosure Project) for the second year in a row. This is the highest score of any UK public transport company.

CDP is an international, expert group that reviewed more than 13,000 companies worldwide for its 2021 rankings.

The Group has reduced CO2 emissions per vehicle mile by 25% in just under five years (2016/2017 baseline) across its UK, Ireland and Singapore bus operations. We are the largest electric bus operator in the UK, and Go-Ahead London has one of the largest electric bus garages in Europe – Northumberland Park – which is set to be the site of innovative 'Bus2Grid' technology.

Go-Ahead's Commercial and Customer Director Mark Anderson said: "Public transport is part of the solution for fighting climate change and poor air quality. We therefore need to ensure we're doing everything we can to provide green, clean services for our passengers. Our A minus rating shows there's still more we can, and plan to do, to fighting climate change, but we're well on our way."



Child's play

An important donation

Pupils at a local school are set to enjoy a newly refurbished playground, thanks to a Community Fund donation from Swindon's Bus Company.

Alex Chutter from Swindon's Bus Company said: "We introduced the Community Fund to help support all manner of local good causes - from charities to sports teams - and we encouraged anyone who needs a helping hand, however big or small, to apply. The new Primary School jungle gym trail will offer local children a wonderful opportunity to enjoy the outdoors whilst taking part in fitness games and activities. We're delighted to be donating to such a worthy cause."



Colourful Monday

Showing off rainbow outfits

Go-Ahead London colleagues came together to celebrate Colourful Monday on 17 January. The third Monday of January is considered by some as one of the gloomiest days of the year and the event aims to bring some cheer and get us all talking about mental health.

On the day colleagues were encouraged to wear a brightly coloured item of clothing with Transport for London holding a competition for best entries. Go-Ahead London picked up the first prize, third prize and a winner up prize. Well done!



Happy Valentine's!

A campaign that lives across operating companies

Remember Go South Coast's 'Lonely bus seeking new driver' campaign? It's inspired our other bus companies to produce similar marketing and recruitment campaigns.

Go East Anglia launched a 'Your Perfect Match' campaign on Valentine's to attract more people to apply for bus driving positions.

As well as attracting local press, BBC Essex interview Managing Director Jeremy Cooper on Valentine's Day. In the five minute interview he discussed Hedingham's newest recruitment campaign, what it's like to be a bus driver and why we want more women bus drivers.

A new type of charging...

Thought pantographs were just for trains? Think again!

Go-Ahead London recently welcomed its first zero-emission vehicles with overhead charging capability. The buses will operate on Route 132 (Bexleyheath to North Greenwich) and are equipped with pantograph charging technology.

In a world first for double-deck bus charging technology the vehicles will use inverted pantograph technology. This new technology means that the charging unit lowers from the pantograph unit onto the

roof of the bus where it meets the connecting rails, rather than the charging connection rails rising from the bus towards the charging unit. A connection is established between the rails and the charging unit using Bluetooth technology.

During the stand time the buses will receive up to ten minutes of top-up charging from the pantograph unit. This top-up charging maximises the vehicle's range, keeping it on the road and serving passengers for longer.



Most admired

Go-Ahead has been recognised as the 'most admired' transport operator in the UK.

Britain's Most Admired Companies (BMAC) report asks board-level representatives, financial analysts and city commentators to rate companies in their sector on a scale of 0 (poor) to 10 (excellent). Go-Ahead received the highest mark in seven of the 13 categories, including 'commitment to diversity, equity and inclusion', 'capacity to innovate', and 'ability to attract, develop and retain top talent'.



A lifesaver

A heroic action from a conductor

Not all heroes wear capes. Raymond Manser, a train conductor for Go-Ahead Baden-Württemberg recently saved a woman's life. She boarded the train at Faurndau station and suddenly collapsed. Raymond spoke to her, but she was already unconscious and had no pulse. He called for an ambulance and alongside a passenger provided resuscitation.

The passenger survived and was taken to hospital. Operational manager Efsthathios Rafailidis and Team Leader Britta Glock praised Raymond for his actions. Efsthathios said: "We are so proud of our employees! This kind of civil courage distinguishes an outstanding customer service representative."



Carnival of the century

An important donation

The Isle of Wight's Newport Carnival will offer something a little bit special this summer - thanks to financial support from Southern Vectis. The town's carnival is celebrating 100 years in 2022, and its committee applied to the bus operator's Community Fund to help mark the impressive milestone in style.

Richard Tyldsley, Southern Vectis general manager, said: "Southern Vectis provides comprehensive bus services here in Newport and across the Isle of Wight - both for the public and for local schools - so we're very proud to be an established part of the community.

"Our fund is designed to support those living in areas where we operate, and this is an excellent example of that. We can't wait to see the colourful transformation for the carnival - and hopefully the sun will shine for us this summer too."



Some simulation!

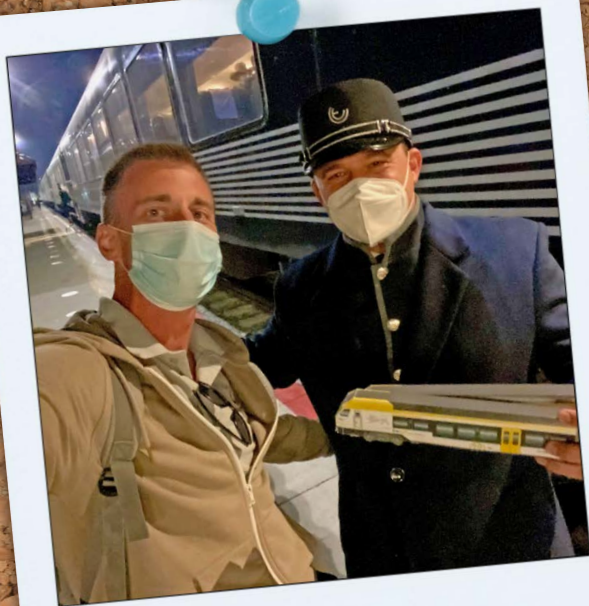
Go-Ahead Germany's driver training attracts the local press



A TV station recently came to visit Go-Ahead Germany to find out more about its train simulators. The simulators help to train drivers and are state-of-the-art. Bavarian Broadcast visited the 'Go-Train' training division and its head, Christian Rehfeldt.

Trainees Desiree Bayram and Anton Reichert were ready to talk about their career and training; the dedicated team of trainers was on hand in the background.

News in brief



Matthias März

A bit of international publicity can't hurt!

Matthias März, a colleague from Go-Ahead Baden-Württemberg in Stuttgart, recently promoted our rail services on holiday in Mexico. Travelling across the Chepe Express – one of the most spectacular railway journeys in the world – he took the opportunity to speak to the staff on board. He said: "I was busy marketing for Go-Ahead even 9,000 kilometres away from home – I even gave him a cardboard model of one of our trains."

Seeing double?

Go North West is continuing to listen to the needs of its passengers across Manchester. This month it introduced double decker to its Cross City route. This not only helps to boost capacity but has all the regular mod-cons, including leather seating and USB power sockets at every seat.



Christian Schreyer

Seeing the Singapore sights!

Our new Group Chief Executive Christian Schreyer recently visited colleagues in Go-Ahead Singapore. During his visit, he met with our local managers and frontline colleagues and learnt about how the Covid-19 pandemic has affected the everyday work. They mentioned that with the technological tools available, it has allowed our colleagues to keep in frequent communication while working remotely.



New double decker