

# NEWS ACROSS THE GROUP

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goeastanglia

go south coast

GoSouthWest

GTR

oxford  
bus company

METROBUS

# Syrian refugee, Shadi, looks to Go-Ahead and sees his future

A Syrian refugee who drives trains for Go-Ahead in Germany is featuring in a national campaign to break down prejudice and combat racism

Shadi Hentayeh fled Syria with his wife and child in 2016 to escape a brutal civil war. Initially, the family moved to Lebanon, then later to Germany which has become a home for an estimated 800,000 Syrian refugees.

A cutting machine operator in his homeland, he retrained after spotting a Go-Ahead advertisement seeking drivers under an initiative led by the state of Baden-Wurttemberg encouraging refugees to address a shortage of rail workers.

"They took a group of us onto a train, into the driver's cabin,

and allowed us to sit on the driver's seat. The instructor told us to look ahead and see our future," he says. "It was a big moment for me. I realised it was the right place for me."

Shadi is in a documentary film about successful integration of refugees

in Germany, which will be shown in cinemas and educational environments. In his day job, he drives between Karlsruhe, where he lives, Stuttgart, Ulm, Aalen and Wurzburg.

"My message to anybody reading this is give it a try – and see if you like it, but have the confidence to try," says Shadi.

As a fresh wave of refugees arrives from Ukraine, a new recruitment program for train drivers aimed at migrants will begin in Baden-Wurttemberg in July.



# Welcome

from Christian Schreyer



Dear all,

The pace is picking up. Exciting initiatives are taking shape across the Group as we start to implement Go-Ahead's new strategy, The Next Billion Journeys.

We'll shortly be announcing details of a Centre for Excellence in operating zero emission vehicles, based in London, which will share best practice across Go-Ahead in transitioning to green, environmentally friendly electric and hydrogen buses.

And we're also well advanced on plans for a Go-Ahead nerve centre on how to get more digital – in ticketing, in fares, in scheduling and in planning routes. We want to be at the cutting edge of technology and intelligence in the transport industry. Our customers, our local authorities and our shareholders expect nothing less. So watch this space for more!

As I write this, Mental Health Week has just ended, an annual reminder of just how important it is to look out for the wellbeing of both ourselves and our colleagues at work.

It can't be repeated often enough that mental health is as important as physical health. We've appointed mental health champions at each of our UK operating companies to get support for those who need it, and to remove any remaining stigma around the subject.

I've been impressed by some of the initiatives I've seen up and down the country – including the way Go East Anglia has expanded its Chatty Bus program to combat loneliness in local communities. Oxford Bus Company has a partnership with Restore, a charity that supports people rebuilding their mental health, and Govia Thameslink Railways' support for Brighter Journeys – an industry-wide campaign intended to lift

passengers' spirits and ease anxiety post-pandemic.

There are some tough issues to face as we emerge from the COVID-19 pandemic including the possibility of industrial action on the railways, and difficult decisions as we restructure networks at some of our bus companies. It's not always going to be easy – and not everybody is always going to agree. But nevertheless, please be kind to each other.

Thank you all for your hard work – and I hope to meet more of you over the months ahead as I continue to visit our operating companies. Stay well, and look after yourselves and your colleagues.

Kind regards,

Christian Schreyer,  
Group Chief Executive



Barry Pomeroy and Steve Hyde, former Plymouth Citybus painters who's first major project after finishing their apprenticeship was re-painting the open top bus pictured to be ready for the Silver Jubilee.



Blast from the past



# Celebrations across the Group for the Queen's Platinum Jubilee



Go North East Open Day event at Gateshead Riverside depot, the event had a Queen's Jubilee theme



Go South West, Commercial Assistant, Astra Bassett with her family - reminiscing about the Coronation, Silver Jubilee and Golden Jubilee ahead of the Platinum Jubilee



Brighton and Hove, The Regency Route Platinum Jubilee bus



Go-Ahead London's Platinum Jubilee bus



2<sup>nd</sup> - 5<sup>th</sup>  
June 2022

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all Day Tickets!  
when you travel by bus

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*Why wouldn't you bus it?*



Go East Anglia's Queen Elizabeth cardboard cut out

# MENTAL HEALTH AWARENESS WEEK

9th to 15th May



**During Mental Health Awareness Week 2022, a number of Go-Ahead companies held events to raise the profile of mental health challenges.**

Brighton and Hove and Metrobus attended the University of Brighton, in partnership with the student mental health first aiders. The diversity bus became a 'Chatty Bus Space' and on board mental health first aiders spoke with many students with a focus on loneliness.

The Oxford Bus Company launched its latest bus backing local good causes, with a double-decker wrapped in mental health charity Restore's branding.

It has been fully decked out in the colours of the charity after it won the last annual Brand the Bus competition. The eye-catching bus went into service to coincide with Mental Health Awareness Week.

It will be used across various City services in Oxford to help spread awareness of the charity and its services across the community.



Go-Ahead London held events to build connections and to highlight the support, information, and advice available to all colleagues at Go-Ahead London, including the Employee Assistance Programme (EAP) and The Pod.

John Kelly, mentor at Orpington Garage, who assisted with the event, said: "I spent a really interesting day discussing both the EAP and the Pod with colleagues. Following our conversation, several colleagues said that they will definitely be making use of the EAP resource. A couple mentioned how they had received valuable assistance from the EAP and felt that a lot of progress had been made regarding their issues."

To round off the activities in Mental Health Awareness week, Govia Thameslink Railway (GTR) invited members of the public to buy tickets for a Farewell Tour on a specially-chartered 455, with proceeds going to the local Mind association for Croydon.

The final run by Southern's now-retired 40-year-old Class 455 fleet raised over £26,000 for the mental health charity Mind.



# The No 12 – ‘best in the world’

TV presenter and former vicar, Reverend Richard Coles’ tweet went viral when he claimed the Brighton and Hove service in East Sussex is the ‘best in the world’.

He gives high praise to the number 12 route which runs between Brighton and Eastbourne. In a tweet to more than 450,000 followers, the post said “the number twelve from Eastbourne to Brighton is without any wisp of a doubt the best bus IN THE WORLD.”

## Our Values and Behaviours

Following on from the new business strategy, ‘The Next Billion Journeys’, the Group are proud to share the values and behaviours which will help to shape the Go-Ahead culture.

Go-Ahead’s renewed purpose is underpinned by strong values. These values will guide the Group’s 27,000 colleagues globally as we work collectively towards a stronger, healthy planet, and a stronger Group. Initiatives will be undertaken to improve diversity and inclusion, to strengthen staff retention and to repurpose group-wide forums at which operating companies exchange expertise and intelligence.



# Christian and Louis visit Go-Ahead Nordic and Flexbuss

Christian and Louis visited Go-Ahead Nordic in early May. They were given a warm welcome with breakfast at the head office in Malmö and met with the team. Then they got the train to visit colleagues at Flexbuss with depot visits to Växjö and Nybro.

The Flexbuss management team got a chance to introduce themselves and they also discussed their integration process and how they would implement 'The Next Billion Journey' project.



# STAFF NOTICE BOARD

June 2022



## Keep your password

# SAFE

Your passwords protect a wealth of personal information. But hacks and data breaches, phishing schemes, key loggers, and other tricks used by hackers mean your passwords are more vulnerable than ever.

Never write your passwords on a post-it or on the front page or last page of your notepad. Do not store your company passwords in the browser either. Go-Ahead uses Keeper as a password manager, which can help you in several ways.

- It will auto-fill your passwords instantly.
- It will tell you if your current password is weak and offer a replacement password to use and remember it for you.
- It remembers all your passwords, so you never have to worry about forgetting a complicated set of letters, numbers, and characters.

Please always create complex passwords. Strong, complex passwords are the best defence mechanism against online data theft. You can always use in keeper the create password feature and change your password with the help of Keeper too.





## Not all heroes WEAR CAPES

Not all heroes wear capes and in this case, the heroic acts and quick thinking of the team at Go Ahead London, Camberwell Garage, resulted in saving the life of a driver colleague.

Maria Collins, Garage Administrator (left) and Arjan Meta, Senior Garage Administrator (right) were the first on the scene to respond when a member of the public alerted them that a colleague had collapsed outside, opposite the garage, on a Friday afternoon back in April.

Meta immediately began performing cardiopulmonary resuscitation (CPR), whilst Maria called an ambulance and went rushing back in the output area, to get the defibrillator. Making her way over to the scene, and without hesitation Emma Tooze, Operating Manager (centre) then took over the CPR, whilst instructing Meta to get the defibrillator ready. Emma continued CPR for an incredible ten minutes, until paramedics arrived at scene.

Reflecting on the events that day, Emma, said. "This was an incredible team effort, and I am really pleased that our driving colleague is making a recovery. I would wholeheartedly encourage colleagues to complete first-aid training, you never know when and where you might need it; it could save someone's life. First-aid training gives you the knowledge and confidence to step in when you are presented with a real emergency."

"The efforts of the team that day were incredible. Emma took full control of the situation and was heroic in her efforts to save our colleague." Derek Barker, General Manager.

## THE Pryce family

Many colleagues say how working for Go-Ahead London is like being in one big family, for the Pryce family this is definitely the case.

An incredible three generations of the family, Carlton, Donna and Cheyenne, all work as drivers at Camberwell Garage. Carlton first started his career with the company in 1988 and later inspired his daughter, Donna, to get behind the wheel in 2012. The Pryce family unit at Camberwell was complete in February this year when Donna's daughter Cheyenne joined the company.

Carlton, who has had two other careers since first becoming a driver, was very pleased to re-join the company earlier this year. Donna, like her father, has always enjoyed driving and finds the role of a bus driver with Go-Ahead London highly rewarding.

In February 2022, Cheyenne started her Go-Ahead London journey on the driver apprenticeship scheme. It was always an easy career decision for Cheyenne, who regularly rode buses as a child and was enthralled by her mother's positive experience. Cheyenne says she was 'born to drive a bus'.

Speaking to the Pryce family, Carlton said, "Go-Ahead London has a high level of professionalism – from the uniform to the people, and Camberwell Garage is a real community." Adding to what her father shared, Donna also expressed, how proud she and her daughter are to be bus drivers with the company and that they would 'wholeheartedly encourage other women to join the industry'.



# Eid celebrations



In early May, colleagues across the business celebrated Eid, marking the end of the holy month of Ramadan for Muslims around the world. More commonly known as Eid al-Fitr, which means 'feast of breaking the fast', this was celebrated on the evening of Sunday 1 May. In many countries, Eid al-Fitr is a public holiday, and many people enjoy large meals with family and friends.

Afzaad Ali, Union Representative, kindly arranged a spread of food for colleagues on Tuesday 3 May, at Silvertown and Henley Road Garages to continue celebrations of the Islamic holiday.

The Cover Operations Manager said, "It was wonderful to see colleagues sharing this wonderful food supplied by the company and union. The comments were very positive and the event went very well – Afzaad and his wife did a great job."



## Toddlers go on a Bus trip

Konectbus supported a local infant school in Dereham, Norfolk with their learning project "People who help us". The Operations Manager, Kieran Smith, took children from Reception and Year 1 children on a trip around Dereham, and ask questions about Bus Travel.

The project "People who help us" introduces these young children to people in their community who are there to help, including police, paramedics, bus drivers and fire fighters and for many of them, it was their first ever trip on a bus.



# Green Transport Awards

Go-Ahead Ireland were delighted to be shortlisted for the Green Transport Awards for the way they are using data to drive climate projects. Using Power BI, GAI has developed and implemented a fuel and CO2 tracking system. The system logs the daily mileage and volume of fuel consumed for each vehicle.

This system allows for easy identification of outliers among the fleet, and have already seen a 15% reduction of CO2 emissions in our Streetlight vehicles.



## Drivers praise domestic abuse story



Wiltshire bus driver, Kyle Caswell (18), has been hailed a hero – after he came to the aid of a Swindon woman and her children.

The Swindon's Bus Company employee was about to finish his driving shift when a distressed woman and her children attempted to board the bus, stating they needed to flee the area.

Concerned, Kyle waved them on - intent on taking them to the bus route's final stop. However, having spoken to his vulnerable passengers, he discovered they were escaping domestic abuse.

"I have only been driving for Swindon's Bus Company for six months but I could sense my passenger needed my help," said Kyle, from Park South. "I called my supervisor and gained permission to take the lady to a family member's house - which wasn't on my normal route.

"It wouldn't have been right to just leave them at the final stop because it was still pretty close to the location they were attempting to escape from. I just wanted to get them somewhere safe. My supervisor was fully supportive and said I should do whatever I thought was right. So I did. There were no other passengers on-board, so it didn't inconvenience anyone."

Kyle received universal praise - and also picked up an employee of the month award. He received a 'Best in Town' certificate and some shopping vouchers, and is now also eligible for the operator's Employee of the Year gong.

Paul Coyne, Swindon's Bus Company Operations Manager, added: "We are all very proud of Kyle. He acted with maturity and humility. At Swindon's Bus Company, we know we have excellent drivers, but we also look for the ability to provide great customer service when we recruit new colleagues.

"Kyle is the epitome of that, and he is very worthy of the praise he has received."

## Go-Ahead Ireland hybrid training

As vehicles start to become greener and more environmentally friendly, Go-Ahead Ireland have identified a need for more specialised training. They have begun to send all their Engineers on an IMI Level 2 Electric and Hybrid Vehicle Training course.

Engineering Manager, Ian Dixon and the Facilities Manager were some of the first to attend the course and found it hugely useful. Go-Ahead Ireland will be sending all colleagues on the Level 3 and 4 training courses once they have completed their Level 2 training.





## The operations of Augsburg network

In December, Go-Ahead Germany will start the operations of Augsburg-Network in Bavaria. This is a package of 7.6 mio. train-kilometres per year – one of the bigger networks in Germany. Now the first Siemens-EMU-Trains have arrived in Bavaria and can be tested by the Go-Ahead-Team. Here, Albert Gobo from Fleet Management can be seen in front of the first trains, as they made their first test runs.

## Cyclist and bus awareness at Go-Ahead Singapore

**Go-Ahead Singapore has launched a cyclist and bus captain awareness sessions. Supported by the Land Transport Authority (LTA) and the Singapore Cycling Federation, is a first for the public transport industry in Singapore. It aims at promoting mutual understanding between bus captains and cyclists to improve road safety.**

This pilot gives a total of around 20 bus captains and cyclists the opportunity to understand and impart good road use habits through scenario briefings and role-playing sessions that show clearly where dangers lie and ways to avoid those situations. For instance, one scenario educates cyclists on steering clear of the blind spots of buses such as not cycling alongside a bus, especially when the bus captain is negotiating a left bend at a slip road.

Cyclists will have a chance to sit in the bus captain's seat and see what the bus captain can and cannot see at the curb side and directly in front of the bus. At the same time, bus captains will have a first-hand experience of what it's like to cycle on today's busy roads.

Andrew Thompson, Managing Director of Go-Ahead Singapore, said, "The safety of our bus captains is of key importance in Go-Ahead Singapore. While we continue to invest in training and technology to help our bus captains to be safer drivers, we recognise the need to work collaboratively with other road users if we are to achieve safe travel for all. We believe that this session, through fostering a sense of responsibility towards the safety of others, will help promote a culture of responsible road use for a safer and more pleasant experience on the roads."



## Get to know...

# Sarah Mussenden

Go-Ahead Chief Financial Officer

### Tell us a bit about your transport habits. How do you get about?

I live in the middle of nowhere in Buckinghamshire, so I drive a Mini. I get the Chiltern line (the competition!!) into London and then I hop on a tube to the office.

I love to walk so if I'm wandering locally, I'll be on foot.

### What are your ambitions and what are you passionate about? What gets you out of bed in the morning?

Professionally I've always been hugely ambitious.

The spot on the wall for me as a career was to be the CFO of a Listed PLC, preferably one in the FTSE 250.

In my personal life, it would always be my children. I'm a mother of two, I love them beyond rhyme and reason. They're 23 and 25 now, but they'll always be my babies. My other

motivators are my husband who I've been married to for 30 years and my dog Noodle.

### What positive changes do you hope to bring to the group?

I've got a very strong background in corporate governance, risk, and assurance, therefore a clear mandate to focus on further enhancing the level of governance and financial control across the Group.

The other thing I would like to do is to bring us together as a collective group. In my first week I made it a priority to meet all the individual business CFOs, as it's important to me to understand and be close to the business.

### What advice would you give to women pursuing a career in the transport industry?

Women in business is a subject very dear to my heart. I recognise how tough it can be for women. I would say to all women in any industry aspire

high and Be YOU. There is no need to conform, stay true to yourself.

### What are your hobbies?

I love horticulture. I also love to travel. I worked for British Airways for 13 years and got the travel bug. I spend a lot of time in Italy.

I'm a massive book worm and have loved reading fantasy and science fiction.

When I need to destress or decompress, I'll lose myself in a book. The last book I read was *The Name of The Wind* by the author Patrick Rothfuss.



## Women in Rail Awards

Thank you to Women in Rail Awards for celebrating women in the UK rail industry. It was a spectacular night at the Roundhouse in London.

The judges awarded a Special Recognition to an outstanding individual in the Female Apprentice of the Year Award category to Nadia Davidson, Station Sales Clerk for Southern Railway.

