

NEWS ACROSS THE GROUP

September 2022

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Brighton & Hove

East Yorkshire

Go-Ahead
BAHN & BUS

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NORDIC

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Singapore

Go North East

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GoEastAnglia

GoSouth Coast

GoSouthWest

GTR

oxford
bus company

METROBUS

Miss UK – Rebecca's passion for buses inspires others and wows judges

A Brighton and Hove and Metrobus driving instructor has said she wants to use her platform to inspire other women to meet career goals after being named Miss United Kingdom in an international pageant.

Rebecca Kite joined Brighton & Hove Buses in 2013 as a bus driver, and after five years progressed to be an instructor. She said: "I love my job, I felt like I had won the lottery when I passed my training. I was shy and timid when I started but my confidence has increased especially because of how many people you speak to whilst driving a bus."

In 2019, Rebecca was named Miss Sussex and this year, she was named Miss United Kingdom 2022 in the Miss and Mr Perfect of the Year competition. She said: "I wanted to encourage others to do what they want – regardless of what anyone else thought. I wanted to be a bus driver since I was a little girl, even if it wasn't the usual career path for women. I used to get fleet updates and was fascinated by buses."

Rebecca said it was her desire to do charity work that led her to compete in pageants. She previously walked the length of bus route one from Swanborough Drive to Brighton Station, dressed as Cinderella with a bucket, raising money for The Connor Saunders Foundation and Amandas Angels.

When she won her 2019 title, one of the questions Rebecca was asked by the judges was 'what makes you different?' and in her reply she said she was a bus driver – an answer, she said, that nobody expected. She said: "It's has been great to encourage women to stand out from the rest and not to follow the crowd."



Welcome

from Christian Schreyer



Dear all,

It's 'all change' for The Go-Ahead Group in terms of ownership. In August, Go-Ahead's shareholders officially voted to accept a takeover offer by Kinetic and Globalvia.

That means that in October, our shares will be delisted from the London Stock Exchange, and we'll become part of a global transport platform spanning Europe, Asia, the Americas and Australasia.

This is a big moment for Go-Ahead. We've been a public company since 1994 – and over that time, Go-Ahead has grown spectacularly from our roots as a Newcastle bus company to an international bus and rail operator with a presence in six countries.

Our new owners are excellent operators – Kinetic is the largest, and fastest growing, bus operator in Australia. And Globalvia is a Spanish transport infrastructure company with huge expertise in running highways and railways.

For most of you, at our bus and rail operating companies, this will mean no change. Your local operations will continue as before. We will still be Go-Ahead Group – the same leadership, the same strategy, the same head offices in London and Newcastle. The only thing changing will be our ownership.

Further ahead, the new owners of the group have pledged to continue investing in decarbonisation. And our international backing will surely help us to pursue new opportunities for growth.

Leafing through this edition of News Across the Group, it's terrific to see so many examples of people going above and beyond. Not satisfied with donating 1,000 abandoned bikes to charity, Govia Thameslink Railway has found new homes for 600 computers with the Turing Trust, an educational charity.

Down in Bournemouth, Go South Coast has demonstrated true teamwork and agility by stepping in, at a moment's notice, to rescue more than 100 jobs and salvage a network of bus routes following the collapse of a local operator, Yellow Bus.

Further afield, in Singapore, it's heartening to see our customers and colleagues having a party to feast on durian fruit – the world's smelliest fruit.

I am proud of the quality of the people we will be bringing to this new international transport organisation. And there is every reason to move into this new era with optimism, and with confidence.

Thank you all, as ever, for delivering an outstanding service to our customers.

Best regards

Christian Schreyer,
Group Chief Executive

GTR donates 600 redundant computers to The Turing Trust

Read more
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MoreBus to the rescue

as Yellow bus services cease overnight

A major Bournemouth bus operator, Yellow Buses, sadly ceased trading overnight in early August and our colleagues at Go South Coast Ltd have done a remarkable job stepping into the breach.

Within 24 hours of Yellow Buses' collapse, Go South Coast held a recruitment event at Bournemouth's Village Hotel offering jobs to Yellow Bus drivers. Applicants were offered a £3,000 signing on bonus, plus an uplift in their hourly pay rate.

Through a mammoth effort by the whole Go South Coast team, by Saturday 6th August, Morebus had more than 70 Yellow Bus drivers behind the wheel and scrambled

extra buses onto the roads to revive almost all Yellow Buses' routes - keeping essential services running for the local community.

Andrew Wickham, Go South Coast Managing Director said: "A mobilisation effort such as this would usually take months - at Transport for London, tendering out

a new route is typically a nine-month process. We had to act within 48 hours. And I'm very proud of the team who pulled together to get this done.

"It's also a reflection of Go-Ahead's devolved operating model - which allows each subsidiary considerable autonomy. We're able to make quick, agile decisions and we're trusted to make the right choices for our local communities.

"The reaction from the local community has been fantastic. We even got sent a model bus full of goodies from staff at a local branch of Tesco to thank us for getting them to work."



MoreBus recruitment event at Bournemouth's Village Hall

New colleagues getting an induction





Buses Minister, Baroness Vere's visit to Cornwall

The Go-Ahead Group was pleased to welcome Baroness Vere of Norbiton, the Minister for Buses, to launch a county-wide 'Tap & Cap' scheme that will save money for bus customers in Cornwall.

The 'Tap & Cap' scheme is building on the low fares pilot scheme that was rolled out in April and will make daily and weekly fares cheaper across the whole of Cornwall. Our operating company, Go South West is working with a number of partners to roll out the scheme.

The scheme implements a cap on daily and weekly fares. Passengers tap their card when they get on the bus, and tap again when they alight, and are charged the correct fare automatically. Regardless of the number of journeys taken in a day customers will not pay more than £5 and no more than £20 for a week.

Baroness Vere, Parliamentary Under Secretary of State at the Department for Transport, said: "At a time when many people are feeling the pinch, every potential saving matters. That is why we have provided more than £23 million to help look at ways to make local bus services more affordable."

Richard Stevens, Managing Director, Go South West, said: "As the county's largest bus operator, operating over 100 routes and carrying 90,000 passengers per week – we're proud to be part of the latest initiative to save customers money and encourage people to switch from their cars to the bus - increasing the use of public transport. Together, as part of Transport for Cornwall we must continue to invest in change to make sure customers get the service they deserve."

Go-Ahead MULTICULTURAL APPRENTICESHIP AWARDS 2022 finalists

Congratulations to Govia Thameslink Railway apprentice Maro Sakpere and Go Ahead London apprentice Lloyd Murray, for being shortlisted for the Multicultural Apprenticeship Awards, Transport & Logistics category.

We are proud to be nominated for the Employer of the Year award. At Go-Ahead we take great pride in ensuring our award-winning apprenticeships programme is highly diverse and inclusive.

The winners will be announced in November. Good luck to all the finalist!





Go-Ahead London launches Health Kiosks to help improve driver wellbeing

Go-Ahead London launched its first Health Kiosk at New Cross Garage in August to help improve and support the health and wellbeing of drivers.

The initiative, supported by Transport for London, will see health kiosks rolled out across five Go-Ahead London garages.

The kiosks measure a range of key health indicators, such as blood pressure and body fat, allowing colleagues to take ownership of their health and wellbeing, become aware of potential health issues, encourage the adoption of a healthier lifestyle and measure health improvements.

100 colleagues from each garage will take part in a health monitoring trial. The anonymous real-life data from the kiosks will be used to better understand the health of bus drivers over time and the progress they have made in becoming healthier over several months. This data will be used to inform actions and policies to further improve driver health and wellbeing.

GTR donates 1,000th abandoned bike for new life in South London

Govia Thameslink Railway (GTR) have donated over 1,000 bikes abandoned at stations to charity recycling schemes.

GTR have been making donations for two years, since the Covid pandemic prevented the auction sales of the bikes. The train operator began to look for organisations who could make use of the hundreds of bikes, many in surprisingly good condition, left at stations each year.

They currently make regular donations by the vanload to six charity partners, based across the rail network from Huntingdon to the south coast. The charities all run bike recycling schemes and promote cycling as a sustainable way to travel and a healthy activity.

The company also worked with local authorities and NHS Trusts to donate bikes to NHS workers during lockdown.

GTR has now delivered 85 bikes to Community Cycleworks since the partnership was set up in April 2021. Working with Southwark schools and youth clubs, the charity runs 'Build a Bike' courses in which local children learn to refurbish a donated bike over a four-lesson programme. The participants then get to keep the bike they fixed, for themselves or a family member.

Stewart Vanns, Founder/Director of Community Cycleworks, said: "We are grateful to GTR for supporting more people into cycling with the donation of bikes. Before our partnership, our flow of donations was 'patchy'. Now we have a regular delivery from GTR we can provide a timelier service to people that sign up for our 'Build a Bike' scheme."





GTR donates 600 redundant computers to The Turing Trust



The donation to the IT recycling and education charity will enable thousands of children to learn computing skills, while saving over 160 tonnes of carbon emissions that would otherwise have been created by the manufacture of new computers.

GTR's outdated desktops are potentially invaluable for organisations such as charities and schools who cannot afford the IT

equipment they need. The train operator delivered the first batch of 70 desktops to the Trust's workshop last month.

Most of GTR's donation is expected to be passed on to schools in Malawi, where The Turing Trust has been working since 2016. Just six years ago, only three per cent of Malawian schools had even a single computer. Now, thanks to the Trust's programme, over 80 per cent of

schools in the north of the country have the technology for children to learn computing skills.

James Turing, founder of the Trust, said: "We're delighted to receive this fantastic donation from GTR which will help us to do so much in the coming months. Thanks to their donation, 10,800 students will be able to learn vital IT skills."

New Cross bus driver saves a young man's life

Ex-paramedic Andrew McCann was serving a bus stop in Peckham, on Route 343, when he was alerted to an incident away from the bus by a member of the public. The young person required urgent assistance for her brother, who had sustained serious injuries nearby. Without hesitation, Andrew instantly drew upon his many years of previous experience as a London paramedic and attended to the young man who, by this time, was semi-conscious. In addition to attending to the young man's injuries, Andrew reassured him and kept him as calm and stable as possible whilst emergency services arrived.

When the police and ambulance personnel arrived, they commented what a fortunate coincidence it was that the young lady had come to Andrew's bus for assistance and that Andrew's actions, had, without doubt saved the life of the young man.

The young person, who had initially come to Andrew for assistance, contacted New Cross Garage after the incident to thank Andrew for his astonishing efforts and to say that her brother was making a recovery.



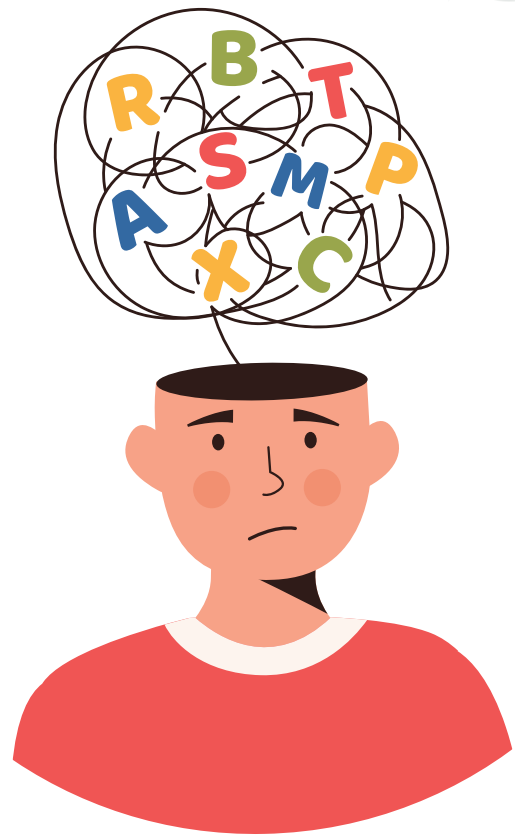
Dyslexia toolkit for colleagues

Go South West has created a Dyslexia Toolkit designed to make things easier for colleagues, whether you've been officially diagnosed as dyslexic or not.

It can offer you:

- Coloured overlays, which can help if you struggle with reading text on white paper
- Remember The Milk, an app you can download onto your work phone and use as a virtual to-do list
- Paper To-Do lists
- The ability to record meetings if you struggle with notetaking

If you think you could benefit from any of the aids listed or think there's something else that could help you and your colleagues, let your line manager know.



YOU CAN MUTE CONVERSATIONS FROM GROUPS IN YAMMER

If you keep seeing posts in your feed and you'd rather not, go to the Group page, select the three dots and then 'Mute community in feed'.

However, if you want to keep seeing what we're up to, you don't have to change anything, and we'd love to chat!





Saving lives with the help of training – **Daniel's story**

Daniel Rea works on the platform at Brighton station, and recently he put skills he had learnt at the Samaritans Managing Suicidal Contacts training course to extremely good use.

Daniel was working a night shift at Brighton station when a man broke into the station at 1.30am, before making his way onto the platform, and Daniel was quick to intervene: "The man indicated he was thinking of harming himself, so I managed to get in between him and the platform edge. I started talking to him, but he wasn't interested - so I asked if he had children and engaged with him, and he finally opened up. I managed to take his mind away from suicidal thoughts and walked him away from the platform edge and danger. British Transport Police then came to my aid and took over."

Day to day, Daniel makes sure trains get away safely, locks up empty stock ready for the depot, and offers customer service to those who need it.

The Samaritans' 'Managing Suicidal Contacts' course is aimed at rail staff who are likely to encounter people who are experiencing suicidal feelings and outlines techniques to help identify them, to implement an intervention, to provide emotional health first aid and to signpost them to other parties who can offer further support.

Daniel said: "I signed up for the suicide prevention training because you always hear about these things, and I want to help people any way that I can. The training offers you the perfect foundation to assist and help in these situations. It gives you better knowledge, understanding and awareness into what to look out for, and provides help and support if you need to step in."

Donation for local charities from money raised at **Stockwell Garage Open Day**

Back in June, Go-Ahead London held a highly successful Open Day at Stockwell to celebrate the Grade II* garage's 70th anniversary and raise money for two local charities. The event saw over 3,000 visitors attend and an incredible £5,137 was raised in total for Stockwell Park Estate Community Trust and Housing for Women.

John Trayner, Go-Ahead London Managing Director, visited Stockwell Garage to meet representatives from the two charities, hear about their work in the community and present them with a cheque celebrating the money raised.

Go-Ahead London is committed to supporting local communities and the donation, of £2,568.50 to each charity, will provide them with welcome funds to continue their excellent work.

Stockwell Park Estate Community Trust offers a range of community programmes, events, and facilities in support of young people and vulnerable groups. The organisation is dedicated to the relief of poverty, furtherance of education and the pursuit of racial harmony and social inclusion.

For over 40 years, Housing for Women has been supporting vulnerable women and children in London, empowering them to overcome trauma, rebuild their lives and regain their independence.



Go-Ahead Singapore's Durian Party makes a come back

Go-Ahead Singapore's popular Durian Party was welcomed back with long queues and many happy faces. Having been on a hiatus the last two years, colleagues were excited to get a whiff of the King of Fruits at Loyang Depot again.

Despite a more cautious approach and spaced-out event, everyone indulged heartily, savoured the durians, and left with satisfied bellies.



Bluestar's pioneering air filtering bus at Southampton's Big Green Event

Bluestar offered a glimpse into future bus travel for Southampton - at the Big Green Event.

Representatives from the operator attended the event, and the team took the opportunity to showcase one of Bluestar's pioneering air filtering buses.

"This was the first time Southampton hosted an event dedicated to helping us all live more sustainably, and it fitted Bluestar's vision perfectly," said Bluestar head of communications, Nikki Honer.

"In recent years, Bluestar has invested in a new fleet of buses with low emissions Euro 6 engines. Not only that, but we introduced the world's first air filtering buses - cleaning the air as they travel around the city.

"We were delighted to support the Big Green Event because it gave us the opportunity to show off one of these groundbreaking vehicles. Our team was also able to demonstrate the bus journey planner on Bluestar's app."





Go-Ahead Singapore bus captains receive Special Commendations Awards

Go-Ahead Singapore bus captains, Mohamad Aedey Bin Dollah and Tan Kuan Hing, received the Special Commendation Award at the inaugural Public Transport Safety and Security Awards (PTSSA). They were recognised for their efforts and bravery to prevent a potential safety or security incident.

Safety champions were introduced earlier this year as part of a tripartite initiative with the Land Transport Authority – We Keep Your World Moving and National Transport Workers' Union to promote workplace safety. Chief Bus Captain Ng Hee Kwang and Senior Bus Captain Mohd Nizam Bin Haron were appointed officially during the event and they look forward to sharing their knowledge amongst their peers and build a strong 'safety first' culture at Go-Ahead Singapore.



Go-Ahead Germany conductor features in online documentary

Katharina Engl is a Go-Ahead Germany conductor, and her regular routes are Memmingen - Lindau and Memmingen - Munich with the regional train. She recently featured in a German documentary series called 'What does a train attendant earn?'. The documentary clip has received more than 400,000 views on YouTube and more than 1,500 positive comments.

As a train attendant, Katharina makes announcements, informs passengers about their connecting trains, gives information about stops and makes sure that the train looks tidy inside. Often her shifts go for ten hours, sometimes she is even on the road at night. Katharina says she loves her job and enjoys being on the road.

Katharina Engl was not always a train conductor before that she trained as a housekeeper and worked in a canteen kitchen. She managed the kitchens in kindergartens and cooked for children. In September 2021, Katharina decided to make a career change to become a train driver. Katharina said: "I'm happy with the change of job and I earn more money than in the canteen kitchen."



Brighton and Hove Buses TV recruitment ad – behind the scenes

Brighton and Hove Buses have created a recruitment TV advert, aimed at 18 to 35-year-olds who are in lower paid, zero-hour contracts and may not be aware that being a bus driver could be a way into a career for them.

Coming to your screens soon!

Thameslink staff help to reunite George the dog with his owners



George the Labrador had become disoriented after suffering a seizure and came within inches of death after being spotted on the tracks at Bedford station.

Station staff and the neighbouring rail depot staged a dramatic rescue after clocking George near the fast line.



Bernie Lee, Thameslink station manager at Bedford, said: "My heart was in my mouth. I was worried not only for the dog but terrified the owners would come on to the track too and put their lives at risk.

"For the safety of everyone, I took an instant decision to have the power turned off.

"As that was happening, an East Midlands Train came through at 90mph. George was spooked as the train went past him and ran backwards across the neighbouring slow lines and off towards the sidings.

"A mobile operations manager with Network Rail, was in the nearby depot and heard the commotion on the staff radio. He came out and joined in, eventually getting hold of George, using the belt of his own trousers as a lead to take him to safety and reunite him with his overjoyed owners."

Bernie added: "Everyone here at Thameslink is so delighted and relieved that George is safe and sound."

Jenny Saunders, customer services director for Thameslink and Great Northern, said: "Bernie's quick thinking and the coordinated efforts of everyone at Bedford station and the neighbouring train depot averted what could very easily have been a tragic situation for both the dog and his owners."

Konectbus offers **FREE** bus travel to Ashill residents impacted by fire

Following the devastating fire which broke out in a field behind homes in Ashill, local bus operator Konectbus offered all residents free travel to help them to get about.

Konectbus which operates Route 11 between Swaffham and Watton via Ashill were devastated to hear about the effects the fire had caused and at the time allowed free travel for any resident to support them during this hard time.

A Company Fundraising page was also set up for colleagues to offer their help and donations.

Many Ashill residents regularly travel on Konectbus and therefore it was right that in their time of need, our operating company could support the local community and help them to rebuild their homes.



Get to know...

Govia Thameslink Rail's (GTR)

Laura Campbell



What does your role at GTR involve?

My role is Suicide Prevention Manager and Wellbeing lead which is very varied. I can be out at a station checking that mitigations are in place, creating training, writing plans, or making sure that everyone is ok following an incident.

I coordinate the TRiM (trauma response) team who look after people that have experienced trauma. I absolutely love my job. No day is the same and what gets me out of bed every morning is the thought that the work we do could save a life or reduce the effect of trauma or PTSD.

Where would you like GTR to do more?

There is always more technology coming out which can support us in spotting vulnerable people. GTR are great supporters of Suicide Prevention and encourage new innovations and ideas. I would like GTR as a team to get behind the Suicide Prevention training – for each one of us to have completed the e-learning on development hub which shows you how to spot a vulnerable person and make a safe intervention. It's a case of being confident and asking someone if they are ok. We could all spot someone that needs our help on the network, on our commute or even in your social lives.

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

I cover the whole network, so I am on our services a lot! I make a point of chatting to our teams whenever I can to get their perspective and of course to ask if they have done their suicide prevention training.

I love to sail as well - bit of a different mode of transport and I can't wait to get on a plane this summer.

What was your most memorable journey ever?

I flew to Tonga and as I had blonde hair, when I was on the plane a mother decided I was angelic and handed me her baby to hold for luck.

Another time my sister insisted we got the coach to France rather than fly. It took 24 hours with two school trips competing to sing the loudest. The toilets broke. It wasn't fun!

How did you get into the transport industry?

I started out in the Crisis Management team for London Underground managing teams that support after an incident. London Underground is also where I trained to look after people following a train/plane or boat disaster. I have had a variety of roles including marketing and project management for LU, TfL, Surface Transport and of course GTR.

What do you do to relax?

I have two teenagers that keep me on my toes so spending time with friends and family helps me to switch off. I love to swim both in a pool and open water, and I am frequently seen walking my massive Swiss Shepherd dog Shilo.

What was the last book you read?

Mrs. Hemingway by Naomi Wood. A descriptive and beautiful read. It makes you want to be beside the sea with the sun beating down.