

# NEWS ACROSS THE GROUP

November 2022

- 4 Chatty Bus on World Mental Health Day
- 6 New bus routes across Devon
- 10 Go-Ahead's Bus Drivers of the Year

Brighton & Hove

East Yorkshire

Go-Ahead  
BAHN & BUS

Go-Ahead  
Ireland

Go-Ahead-London

Go-Ahead  
NORDIC

Go-Ahead  
Singapore

Go North East

Go North West

Go East Anglia

Go South Coast

Go South West

GTR

oxford  
bus company

METROBUS

## From Armed Forces to a career in transport

Go-Ahead's rail company GTR (Govia Thameslink Railway) has pledged its support to the Forces Community by signing the Armed Forces Covenant.

The agreement will support Armed Forces leavers back into employment, bringing a variety of transferable skills and qualities to the civilian workplace.

GTR already benefits from a wealth of military experience, with ex-Forces personnel taking up wide-ranging roles in the business – from train driving and station management, to network operations and engineering.

GTR CEO, Patrick Verwer and Rear Admiral Phil Hally at London Bridge Station

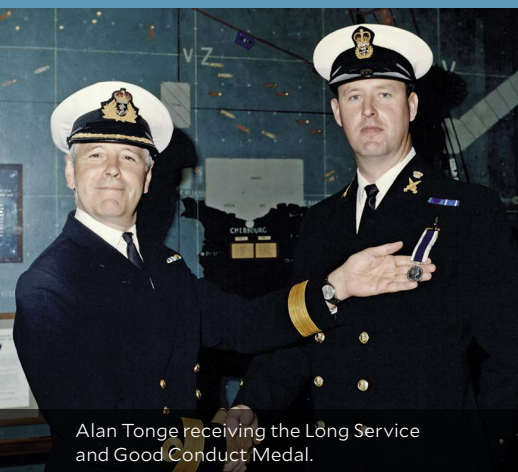


Go-Ahead employs hundreds of bus and rail drivers with a background in the Armed Forces.

Alan Tonge, who spent 25 years in the Royal Navy, is one of them – he is a training and recruitment manager at Go-South West's, Plymouth CityBus. Part of his role now involves liaising with the forces in Devon and Cornwall.

"People from the armed services tend to like large, well-managed organisations," says Alan. "A lot of them are used to structure, rotas and regularity. They can slot into driving easily." Alan saw active service in both Gulf wars, in Northern Ireland and in the former Yugoslavia before leaving the forces.

Go-Ahead companies work closely with the Ministry of Defence's Career Transition Partnership which helps resettle leavers from the military.



Alan Tonge receiving the Long Service and Good Conduct Medal.



Tell us your story, please email [communications@go-ahead.com](mailto:communications@go-ahead.com)

# Welcome

from Christian Schreyer



Dear colleagues,

How many times a day do passengers say 'thank you' to you? Quite a lot, I'm sure, if you work on Go-Ahead's bus and rail networks – because transport workers are among the most 'thanked' people in the country.

Although it might not seem like it when things go wrong, because we've all been on the end of criticism from customers frustrated by delays, a new piece of research by the Confederation for Passenger Transport shows that the public genuinely appreciate what we do.

The average bus driver gets thanked 37 times a day – five times more than the average worker in Britain – and four fifths of passengers say they thank their drivers. And it has an impact – 90% of drivers say getting thanked improves their well-being.

Our purpose, across the UK, Germany, Norway, Ireland, Sweden and Singapore, is to move people

around and in doing so, to make progress towards a smarter, and healthier, society. Millions of people rely on our services every day to get them to work, to schools or colleges or simply to travel around their communities and beyond – and it's good to have a reminder that the public recognise the role we play.

It's my first time writing this monthly message under Go-Ahead's new corporate ownership – and you'll see, in this edition, an introductory letter from Kinetic and Globalvia, the new shareholders in The Go-Ahead Group.

As I've said before, Kinetic and Globalvia intend to keep us as a standalone business. We're still Go-Ahead, with the same name above the door and the same head offices in London and Newcastle – we've simply got different shareholders.

The new ownership platform will be useful as we continue to grow our business. And I'm particularly excited that in December, we'll

be continuing that expansion by beginning operation of an additional rail network in Germany. This new contract, in the Munich area, comprises 71 stations, and we've just taken delivery of a fleet of brand new Siemens electric trains to run it.

Back in Britain, it's great to see our bus apprenticeship programmes continue to win awards as we bring a new generation of people into the transport industry. And congratulations to GTR, our rail company, on becoming the first transport company to achieve the EY National Equality Standard, reflecting a true commitment to building a diverse, supportive workplace.

Thank you all, as ever, for delivering fantastic transport services.

Christian Schreyer,  
Group Chief Executive

**We appreciate  
your feedback**



**SCAN HERE**

INTRODUCING  
**TRANSPORT'S  
JOURNEY  
TO NET  
ZERO**



**JOIN THE CONVERSATION**

**Christian Schreyer**

Group Chief Executive, featured in Intelligent Transport's exclusive sustainable transport Q&A series, sharing his insights on the various projects that the company is working on to achieve a zero-emission fleet by 2035.



**Intelligent  
Transport**



## Dorset teen gets behind the wheel

Congratulations to Hannah Samways, a teenager from Dorset, who is celebrating after passing her test to become a bus driver with Morebus across Bournemouth and Poole. The 19-year-old is the youngest female bus driver at Go South Coast, and possibly across the Group!



## GTR the first in the transport sector to pass the EY National Equality Standard.

The rail company passed the comprehensive National Equality Standard (NES) for its internal diversity and inclusion policies. The accolade is part of the UK's leading diversity assessment framework, developed in partnership with the government.



## GTR partners with Women Returners

GTR is partnering with purpose-led consulting, coaching and networking organisation Women Returners for the first time.

The new partnership aims to help GTR tap into the talent pool of women who have taken a career break and are looking to get back into employment.



## Welcome to our 2022/23 Grads!

Go-Ahead is excited to welcome new graduates to the team this September. They took part in a two day induction where they had an overview of Go-Ahead's values & behaviours and took part in a people management session. The graduates will be supported throughout the programme with a mentor and through quarterly learning and development workshops.



### Go-Ahead London colleagues 'Wear it Pink'

On Friday 21 October, Go Ahead London colleagues supported 'Wear it Pink' Day to raise awareness for Breast Cancer Now charity. Colleagues were invited to wear a pink item whilst on duty to help raise money for this worthy cause.



WEAR IT  
PINK

BREAST  
CANCER  
NOW  
The research  
& care charity



### Chatty Bus on World Mental Health Day

On World Mental Health Day (Monday 10 October), Go East Anglia launched The Chatty Bus Discount Card with The Shoebox Community Hub to provide members with discounted travel so they can reach local wellbeing and peer support services in an affordable way.

WORLD'S BIGGEST  
COFFEE  
MORNING

### MACMILLAN Coffee morning at Grey St Head Office

WORLD'S BIGGEST  
COFFEE  
MORNING

Go-Ahead colleagues at Grey Street Head Office in Newcastle raised £276.05 at their Macmillan Coffee morning. Colleagues took part in raising money for the worthy cause by baking cakes for sale and searching for Colin the caterpillar who was hiding in the office.



RAISED  
£276  
RAISED

# Introducing our colleagues – Kinetic and Globalvia

## Dear colleagues at Go-Ahead,

We are Michael Swards, CEO of Kinetic and Javier Perez Fortea, CEO of Globalvia; we both wanted to address a letter to you to let you know how excited we are for being part of Go-Ahead since almost a month ago and to tell you a little bit more about ourselves.



Kinetic was founded in 2014 by Adam Begg and Michael. Since then, the company has travelled an incredible journey, and both Co-CEOs still work in the company daily. With 90 depots and 5,000 buses, Kinetic is the largest bus operator in Australia and New Zealand. It employs 7,000 hard-working team members and transports over 100 million



passengers annually. Kinetic is known as Australia and New Zealand's largest zero-emission bus operator and a pioneer in sustainability.

Globalvia is a world leader in the management of mobility services, railways and highways. It's a company committed to improving living conditions by developing the best transport solutions. The headquarters are in Madrid, and they operate highways in Chile, Costa Rica, the USA, Ireland, and Portugal along with Spain, where they also operate railways and high-speed rail. The 2,000 colleagues that manage the company are dedicated to improving people's quality of life based on its values: commitment, passion, excellence, and solutions.

We have both been long-time admirers of Go-Ahead, and all the company has accomplished.

We want to ensure that Go-Ahead will operate as an independent company with offices in Newcastle and London. We have already had the pleasure of meeting some of the team members at several depots and have been very impressed with the enthusiasm and commitment shown.

We are pleased that Christian and the rest of the team will continue to drive the company forward since we have a common goal to make Go-Ahead the best transport company in the world.

We are also proud that Go-Ahead is recognised as a leader in sustainability. One benefit of our partnership is that we can provide the resources and capital needed to take a long-term approach to achieve net zero goals for both Go-Ahead and our business.

As we start November, we look forward to visiting as many depots and offices as possible to meet everyone in person. It's an exciting time for all of us. Cooperation opens possibilities. Together, Go-Ahead, Kinetic and Globalvia will embark on a new path towards the future. Thank you all for your passion and commitment!







## East Yorkshire does its part to make the region a little greener

East Yorkshire Buses has welcomed eight new vehicles to its fleet as part of its investment to bring state of the art, environmentally friendly buses to the community.

The new buses are replacing some of the older vehicles in the fleet with new Euro VI engines, which produce 95% less nitrogen oxides than their predecessor, Euro V.

## New bus routes across Devon

Go South West is launching new services on behalf of Devon County Council on 31 October. The 306, 315, 345 and 377 services will cover routes around Exeter, Okehampton and North West Devon.

## Go-Ahead London Route 533

Route 533 became the latest to join Go-Ahead London's Putney Garage, commencing operation in mid-October. The service will use Enviro 200 vehicles, and the route follows the River Thames from Hammersmith to Barnes via Mortlake.



## Go-Ahead Singapore's contract extension

Go-Ahead Singapore has secured a three-year extension of its contract to operate buses in Singapore. The extension will begin in September 2023 and runs until 2026.

The Group operates 435 buses on more than 31 routes in the Loyang region of the Island. Congratulations to our colleagues in Singapore!



## Annette and Greg join the 1% of the population to complete a marathon

Annette Geyser from Go South Coast and Greg Thompson from Group Head Office took part in the London Marathon on Sunday 2 October.

Annette, Assistant Communications and Marketing Manager raised £2700 for Cancer Research UK.

She said: "I have had friends and family affected by Cancer, unfortunately, losing their battle against this



deadly disease. I have been a runner for 10 years and as I turned 50 years old this year, I felt if I was ever going to do one it was now or never and wanted to be able to raise some much-needed funds."

Greg Thompson gained a place in the public ballot to take part in this year's London Marathon, raising £1000 for Action M.E. M.E is a long-term, chronic and fluctuating, neurological condition and affects an estimated 250,000 people in the UK, and around 17 million people worldwide.



Greg said: "My wife, Alice has been diagnosed with M.E., and it has been a significant change in her life in the last few years. The diagnosis meant she had to change how she managed her life, how she goes about each day, what she can and can't do. Action for M.E are a voice for those diagnosed with M.E and that's why I took part in the London Marathon to raise money for a worthy cause."

## Bus Drivers – the most thanked in the UK

According to research from the Confederation for Passenger Transport (CPT), bus and coach drivers are the UK's most thanked workers, receiving a thank you on average 37 times a day – five times greater than the average for other jobs.

The research is commissioned by the CPT as part of their Thank You Driver campaign, which aims to encourage more people to become a bus or coach driver.





## Go-Ahead Germany deploys 56 new electric trains

Go-Ahead's rail company in Germany will deploy 56 brand new Siemens electric trains with as many as 1,000 seats on board in Bavaria.

The double-decker trains will provide extra capacity for commuters on six busy routes in the Munich area and will begin operating

in December. The new network will serve 71 stations under a 12-year contract – Go-Ahead's fifth rail contract in Germany.



Luton FC Academy squad at Luton Airport Parkway after training

## Thameslink's support for Luton Town Academy players

Train operator Thameslink and Luton Town FC's Academy have announced that their partnership support for Academy players will continue into its 15th season.

The news means that Thameslink have now provided 300 season-long passes to the club's 16- to 18-year-old apprentices since the partnership began, allowing free travel to their places of study and training. Many could not have afforded to attend without the train company's support.

## Colleagues book an appointment with The Sound Doctor

The Sound Doctor programme will support 80 colleagues at Waterloo and Peckham garages to help address driver fatigue, improve driver alertness, and provide health and wellbeing support.

Over the next few months, colleagues will take part in a series of online training modules and regular surveys. The initiative has been developed with some of the UK's leading experts on sleep and is supported by Transport for London (TfL), as part of the Vision Zero road safety campaign.



## Cornish Pirates partnership with Go Cornwall

Go Cornwall Bus is the official 2022-23 season partner to the Cornish Pirates rugby union team.

In addition to displaying the Go Cornwall Bus logo on match days at the Mennaye Field in Penzance, the multi-faceted collaboration will see Go Cornwall Bus support the Pirates' highly regarded community programme while also sponsoring Pirates hooker, Morgan Nelson.







Ryan Horrod with his mum and the GTR team at Brighton station

## Rail company helps Ryan to restore his confidence

Ryan Horrod, 13, is now able to travel more independently on Govia Thameslink Railway's, Southern services. The young rail enthusiast suffers with Muscular Dystrophy and is progressively becoming more dependent on using a wheelchair as his condition worsens.

In a bid to give Ryan the confidence to continue his passion for travelling by train, GTR's Accessibility Lead, Carl Martin, and Area Station Manager, Graham Thrower, recently spent the morning with him and his mum at Brighton station. They showed Ryan how to call for help from station staff to board and exit the train using a ramp.

## Bluestar funds Community Litter Pickers

Go South Coast's Bluestar bus company recently donated £300 to Shirley Community Litter Pickers.

The money came from Bluestar's Community Fund to buy new litter picking equipment to help keep the streets of Shirley in Southampton clean.

Its volunteers are children and adults – including those with learning difficulties, and young people taking part in awards schemes.



Paul Mallen (left) and Area General Manager, Malcolm Davies

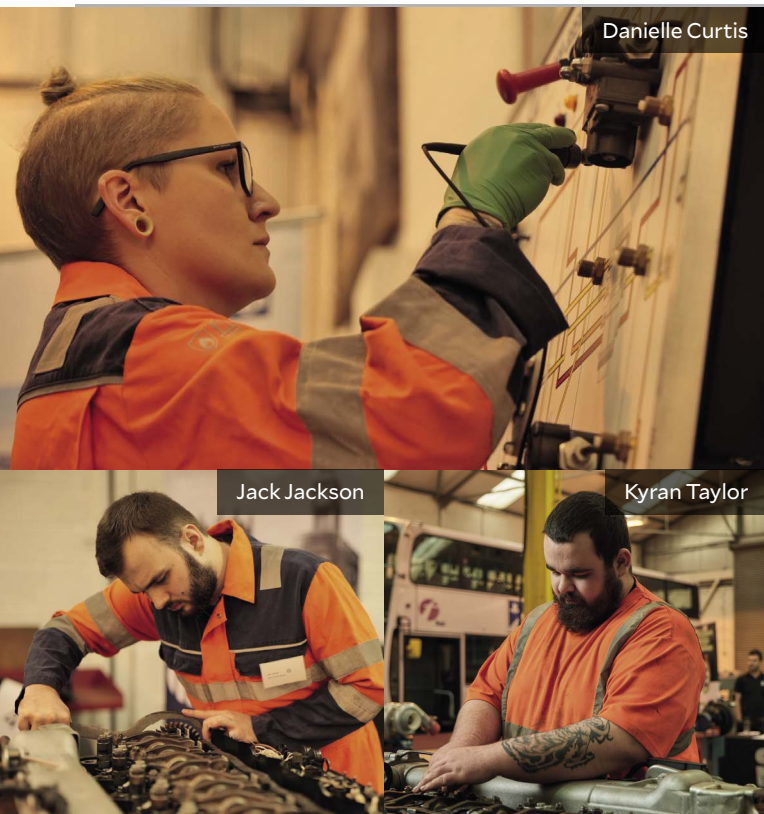
## Bus driver praised for saving a child's life

Paul Mallen from Go North East's Sunderland depot is hailed a hero after saving a young passengers life.

On 30th September, Paul quickly sprang into action when he noticed a lady and her four young children in trouble on his bus. He put the hazards on and noticed the young boys' lips had turned blue after choking. Paul carried out two thrusts using the Heimlich manoeuvre and a large chewing sweet was dislodged. The mother was very grateful, and the child made a quick recovery. Go North East has commended Paul for his act of heroism and he has been nominated for a 'Going the Extra Mile' award this October.







Danielle Curtis

Jack Jackson

Kyran Taylor

## Go-Ahead's skilled engineers WIN awards

Three engineering apprentices at bus company East Yorkshire successfully brought home awards from the Society of Engineers (SOE), the Institute of Road Transport Engineers (IRTE) Skills Challenge.

Congratulations to Danielle Curtis, who was awarded Top Scoring Electrical Apprentice, Jack Jackson for winning the Top Scoring Mechanical Apprentice Award and Kyran Taylor taking home the Top Scoring DVSA Inspection Apprentice Award.

Go-Ahead London engineering colleagues also received awards at the IRTE Skills Challenge in early September.

Ben Evans, Senior Bodywork Technician at the New Cross Accident Repair Centre, received the Best Bodywork Technician award. Arnold Duran Cuadros, Senior Vehicle Engineer at Stockwell Garage, received the Best Mechanical and Electrical Apprentice award. Alex Coombs, Senior Lead Engineer based at Head Office, received the Best DVSA Inspection Technician award.

The annual competition in partnership with S&B Automotive recognises engineering stars working across the bus and coach sectors.

## Go-Ahead's Bus Drivers of the Year

Kyly Summerfield, Go South West bus driver was named the top female UK bus driver of the year in the Bus Driver of the Year competition.

She took on drivers from across the UK and competed by proving her driving skills. She was crowned Plymouth Citybus' best driver and came sixth overall.

Congratulations to Go-Ahead London's Merton garage colleague, Stephen Appiah who won the second-highest place at the Bus Driver of the Year competition. Stephen, who has an excellent track record of success at the event, was especially pleased to have received an award after the competition's absence over the last three years.



Stephen Appiah (Second from the left)



Kyly Summerfield



## Go-Ahead Regional Winners

Go-Ahead is proud to win the Award for Recruitment Excellence of the Year and the Award for Macro Employer of the Year at the regional National Apprenticeship Awards.

Congratulations to Caroline Welch, Go-Ahead London's Apprenticeship Manager, on receiving the Highly Commended Award at the regional National Apprenticeship Awards.

Go-Ahead play a vital role in delivering high-quality apprenticeships in the transport industry to give colleagues the knowledge, skills and behaviours that will enhance their careers.



## UK Bus Awards

**Go-Ahead London is finalists in two categories at the UK Bus Awards: Koli Begum for the Luke Rees-Pulley Award for Top London Bus Driver, and Putney Garage for London Bus Garage of the Year.**

The winners will be announced Tuesday 15 November.



## The Group Colleague Engagement Forum

**On Thursday 29 September representatives from each UK and international bus company attended a newly created Group Colleagues Engagement Forum.**

This was chaired by Scott Maynard, Group HR Director and Claire Mahoney, Head of Colleague Experience.

This forum gives members an opportunity to share information, views, and perspectives with operating company colleagues to continually improve the experience of colleagues at Go-Ahead.

## Park & Ride with Oxford Bus Company

Oxford Bus Company has launched a combined Park & Ride parking and bus ticket to make services cheaper and more attractive for customers. Passengers can now buy a combined ticket at a reduced price of £4 for parking and return bus travel.

The six-month trial is part of an Enhanced Partnership agreement between the councils and bus operators designed to deliver initiatives to bring bus passenger numbers back to pre-pandemic levels.



## Get to know...

# Alex Chutter

**Operations Director at Brighton & Hove Buses**

### What made you go into transport?

I studied Criminology at the University of Plymouth and always intended to go into the police force. I started to look at other opportunities and a Graduate role with Go South Coast came up.

### What was your experience as a Graduate?

My Graduate Trainee Scheme led to other opportunities. I did a secondment with Go-Ahead London and then when the Olympics contract came up, I worked on the Go South Coast contract down in Weymouth and Portland Sailing Village.

### What has your journey with Go-Ahead been like?

In 2013 I took on the Staff Manager role, this was my first full time role with Go South Coast and I have had subsequent operational roles since. I am currently the General Manager for Swindon Bus, Salisbury Reds, and the Go South Coast Coaching Units, and soon I will be starting my new role with Brighton & Hove and Metrobus as the Operations Director.

### What would your advice be for other Graduates?

You get out of it what you put in. Make the most of it, this is your time to learn and grow so get to know the various departments.

### What's your most memorable journey?

Whilst driving a bus to a Summer Solstice event, several passengers got on the bus with what can only be described as home-made instruments such as horns and drums. They had also creatively made their own outfits, which I've never seen before. It was like having a full-blown orchestra on the bus!

### What is your biggest priority as the new Operations Director with Brighton & Hove Buses/Metrobus?

My priority is to continue the roll out of a big recruitment drive so we can ensure we have enough people to continue running operations smoothly. I'm also excited about the delivery of the new hydrogen buses early next year.



**During Black History Month (October), Brighton & Hove Buses have led tours with the NHS, the local council, and the Black History Group.**

The Black History tour on the Highflyer bus travelled through Brighton, to the places which relate to Thomas Highflyer's life – a former slave who was born in East Africa. He lived and died in Brighton after contracting an illness as he was a slave on board a slave dhow. Brighton & Hove Buses have named the Highflyer bus in honour of Thomas' life.