

NEWS ACROSS THE GROUP

December 2022

- 5** Go-Ahead Singapore show care for the community
- 7** UK Bus Awards
- 10** Seb Dance visit to Bexleyheath Garage

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

GoEastAnglia

GoSouth Coast

GoSouthWest

GTR

oxford
bus company

METROBUS



GTR's award winning apprentice: 'Setbacks taught me valuable lessons on my journey'

GTR (Govia Thameslink Rail) colleague Maro explained how his setbacks have taught him many valuable lessons on his journey to becoming a Service Engineer.

The feeling of rejection can be hard to handle, but Maro Sakpere, 36, used his knockback as an opportunity to enter the world of rail another way. Four years on and he has just picked up the Multicultural Apprenticeship Award in the Transport and Logistics category.

"A lot of people say this, but never give up. Failure gives me an opportunity to figure out another way, so never give up, always believe in yourself and when one door closes another one surely opens if you keep on pushing yourself."

Maro, who lives in Croydon, was up against seven apprentices to bag the award at the prestigious ceremony in Birmingham earlier this month.

"I wanted to take the next step in my career and see more people from underrepresented groups in leadership and management roles, so I put myself forward for this apprenticeship.

"The engineering department, my tutors and assessor have been very supportive throughout my training, which has helped to keep me motivated."

Maro applied initially for an engineering role with Southern but was unsuccessful, however, he tried a new approach and later landed a job as a platform assistant in 2018. With more railway experience under his belt, Maro finally broke into the world of engineering in 2019, following a further two applications.



Go-Ahead London's bus driver, Lloyd Murray was also a finalist at Multicultural Apprenticeship Awards, shortlisted in the Transport & Logistics category. He was recognised for his hard work, enthusiasm and commendations for heroism whilst safeguarding a vulnerable bus passenger.



Welcome

from Christian Schreyer



Dear colleagues,

You're all aware of the threat posed by climate change. This summer, temperatures in the UK reached a record 40 degrees, and the biggest challenge facing society is to try to keep global warming to a minimum.

At Go-Ahead, we must play our part, and we've set out a strategy to become a carbon neutral company. A big part of that strategy is for our entire fleet of 6,000 UK buses to be powered by electricity or by hydrogen fuel cell by 2035.

I'm excited to say that in December, we'll be opening a Zero Emission Centre of Excellence that will bring together all the expertise across Go-Ahead's bus companies in buying, operating, maintaining and servicing electric or hydrogen buses.

The centre will be based in London, under the leadership of Go-Ahead London's Engineering Director, Richard Harrington, and you'll be hearing much more about it soon.

It will help us to show true leadership across the transport industry in making this huge shift – from the buses and trains we're all used to, to an entirely new type of technology.

Decarbonising our bus fleet will be a big step. But it's only part of the picture. Already, the vast majority of trains at GTR are electrically powered – but, alongside Network Rail, we need to complete the job. And more broadly, Go-Ahead is keen to work with governments and local authorities on encouraging people out of their cars and onto low emission public transport.

There are other exciting things happening across Go-Ahead, too. We're about to start operating an additional railway network in the German state of Bavaria, running busy commuter trains in the Munich and Augsburg area. It's a big step for our 1,000 German colleagues who have been working around the clock

to get trains, drivers, workshops and timetables ready.

And we've expanded our bus network in south-west England by buying Dartline, a bus and coach operator based in Devon. Please join me in welcoming Dartline's 118 colleagues to the Go-Ahead family.

This is our last News Across the Group before Christmas and as ever, many of our colleagues will be working through the holidays to keep essential buses and trains running. Thank you all for delivering an outstanding service – and can I take the opportunity to wish you, and your families, a very happy Christmas and New Year.

Best regards

Christian Schreyer,
Group Chief Executive



PEOPLE WITH LEARNING DISABILITIES SUPPORTED TO TRAVEL INDEPENDENTLY

Brighton & Hove Buses and Govia Thameslink Railway (GTR) have worked together with adults with learning disabilities to support them in making an integrated journey by both bus and train.

This is thought to be the first time that a bus operator and a rail operator have come together to offer a combined experience such as this, in partnership with an organisation like Grace Eyre. The UK charity is committed to supporting people with learning disabilities and autism.

Accessibility managers Victoria Garcia (Brighton & Hove Buses) and Carl Martin (GTR) joined eight of the people supported by Grace Eyre on a Number 7 bus to Brighton Railway Station.

Along the way they acted out everyday scenarios such as how to deal with a missing bus pass and journey planning, to give their guests the knowledge and confidence to travel independently.

Special edition Poppy Day badges

Go-Ahead London poppy badges of old and new buses were created to honour those who have served in the Armed Forces. The money raised will be donated to the Royal British Legion.

Remembrance Sunday

Colleagues at Go North West honour the memory of fallen soldiers for Remembrance Sunday.

The plaque is situated outside Queens Road depot and names WW1 soldiers who worked at the depot. It is maintained by Leonard Newnham (Go North West's longest serving employee) and volunteers from the Museum of Transport, Greater Manchester.

Jim Collins

3 May 1981 – 27 Oct 2022

Go-Ahead's Group Chief Engineer, passed away on October 27th, having battled with ill health for some time. Jim was a valued member of the Go-Ahead team, and he had many good friends. His dedication and enthusiasm will be deeply missed. Our thoughts are with Jim's wife and three children.

Welcome to the Group Melody and Oliver

Oliver, 18 and Melody, 19 recently join the Go East Anglia team. They will be driving buses at the Sible and Clacton depots for Hedingham and Chambers Bus. Oliver has passed his test whilst Melody is still in training.



Go-Ahead acquires Dartline in the South West

Go-Ahead expands in the South West after agreeing to buy Dartline, a bus and coach operator based in Exeter. Dartline operates a fleet of 84 buses, coaches and special education needs taxis, and employs 118 people.

Richard Stevens, Managing Director of Go South West, said: “We’ve been admirers of Dartline for a long time – it’s a family focused, well run bus company with a strong reputation and a competitive fleet. This acquisition will take us into wider Devon, and will mean that Go South West bus services stretch from the western tip of Cornwall to the Devon, Dorset, and Somerset border.”

Assistance dogs to make train travel easier

GTR (Govia Thameslink Railway) is helping people who rely on assistance dogs to get out and about and make train travel easier thanks to a new UK-wide scheme.

People with disabilities are being provided with a handy laminated card that will explain why the assistance dog needs to sit under an unoccupied seat.



Brighton & Hove Buses and Metrobus say goodbye to Bendy Buses

Bendy buses are no more on the streets of Brighton & Hove: the 22-strong fleet has been replaced by sixteen more fuel-efficient Euro 6 double deckers. Euro 6 models run seven miles to the gallon (MPG) in contrast to the bendy buses’ three to four MPG, driving Go-Ahead closer to our sustainability goals.

While they weren’t the most environmentally friendly vehicles on the road, the bendy buses were well-loved by the community – with members of the public braving pouring rain to enjoy a special, one-off ‘farewell’ tour of Brighton on Monday 7th November (with a bus full of passengers taking in the sights and many more appearing at stops across the city to take photos).



Annual Graduate Scheme

People working in the rail industry are relishing the chance to develop their skills through a tailored graduate scheme led by Govia Thameslink Railway (GTR) and in partnership with Go-Ahead. The varied programme runs until March 2024, helping individuals gain skills and knowledge that will prepare them for future leadership opportunities.

Previous alumni of the annual graduate programme have worked their way up to senior roles in the railway, spanning project management, area station management, and one individual now working as the Head of Customer Operations.

GTR opened the programme to its own employees for the first time, giving junior members of the workforce an opportunity to upskill and get ahead in their careers.

Big Learner Relay for Children in Need

On the 9th of November, Go East Anglia’s convoy of driving instructors arrived at Harford Park and Ride in Norwich for the next stage of the Big Learner Relay, which is raising funds for Children in Need.



We appreciate your feedback



SCAN HERE



Go-Ahead Singapore show care for the community

Go-Ahead Singapore launched the CARE Bus initiative on 19 November to raise public awareness of looking out for commuters who need help in their journey and to foster a more caring and inclusive commuting culture. This initiative was launched together with the Caring SG Commuters Committee and in partnership with Cerebral Palsy Alliance Singapore (CPAS).



Two CARE buses on service 358 were wrapped with a special artwork designed by students from the Cerebral Palsy Alliance Singapore (CPAS) School. The artworks depict a caring and inclusive commuting culture where commuters and bus captains extend their helping hands to those who require assistance during their journey.



Sixfold increase in waste recycled at Go-Ahead London

Go-Ahead London has achieved a 28% increase in recycled general waste since a new initiative to separate recyclable materials, 'Project Go Eco', began a year ago.

With over 2,300 buses across 17 depots, Go-Ahead London sites accumulate 60 tonnes of recycled general waste per month – including paper, cardboard, and other recyclables left behind by passengers – equivalent to the weight of five double decker buses. Due to its success, the project in conjunction with waste contractor Biffa is to

be rolled out to all Go-Ahead's bus companies.

The project involved collaborating with colleagues to change behaviour towards waste management and working with Biffa to provide segregation bins for recyclable materials to ensure none of it ends up in landfill. In its first year, the project was trialled at Go-Ahead London, Go South Coast and Brighton & Hove Buses and Metrobus, helping the Group towards its target of 60% recycled waste by 2025.



Colleagues at Camberwell Garage in London

Recruitment event for Ukrainian refugees to become bus drivers

Brighton & Hove Buses is working in partnership with the Department for Work and Pensions to help Ukrainian refugees to become bus drivers. A change in government legislation has resulted in Ukrainian refugees receiving immediate settlement status and the opportunity to work in the UK straight away. Previously bus drivers from countries other than the UK had to wait a year before they could apply for jobs at Brighton & Hove and Metrobus. However, with a new company policy and a special training programme in place the company can support Ukrainian refugees back into work.

Ukrainian evacuees Ihor Kokhanska, his wife Mariana and son Vladimir.



Safety awareness for Go-Ahead Ireland

Go-Ahead Ireland held several events in partnership with Lime at both their Ballymount and Naas depots.

This new partnership with Lime brought additional safety awareness to our colleagues regarding the use e-bikes and e-scooters on the road.

As part of the events, colleagues were provided with practical guidance in the form of a custom safety manual, which included tips and methods for driver colleagues to safely share Irish roads with both e-scooter users and cyclists, as well as secondary information relating to road safety.



The Silent Approach Award

Go-Ahead is proud to be presented with the Silent Approach Award at The John Connell Awards 2022.

The award is in recognition of Go North East's investment in sustainable and quiet transport by expanding its zero-emission fleet, with a further nine electric buses as part of its two million pounds investment in Ultra-Low Emission vehicles.



Oxford Bus Company won first place in the Outstanding Customer Experience category at the Route One Awards.

The award recognises bus companies that have introduced schemes that enhance the customer's experience and improve the perception of bus travel. Oxford Bus Company won the award for the successful introduction of its Freeflow contactless payment solution across its network, along with comprehensive multi-operator timetable and real-time information across its website and app.

Luke Marion said: "This award is dedicated to the whole team Oxford Bus company and is thanks to their hard work and commitment to delivering an excellent service to our passengers, through what has been a really challenging time for bus operators across the country. I'm proud of the whole team who fully deserve this well-earned recognition."

Alongside this, Brighton & Hove Buses and Metrobus won first place for Largest Bus Operator of the Year.

UK Bus Awards

Go-Ahead's operating companies had a successful time at the UK Bus Awards in London.

With much competition from other bus operators in multiple categories, it was a challenging field to be among but Go-Ahead London and Go North East claimed victory, with three awards between them.

Go-Ahead London's Putney Garage won the London Bus Garage of the Year and Koli Begum, also from Go-Ahead London won Top London Bus Driver.

Our colleagues from Go North East took home the marketing of the year award for their 'Jobs with Real Purpose' campaign. Go North East, Oxford Bus Company and Go South West also picked up commendations in other categories.



Go North East



Go-Ahead London's Putney Garage



Koli Begum



Brighton & Hove Black History Family Fun Day

On Sunday 13 of November Michael John, Victoria Garcia, Sam Hart, and Jason Fernee attended the Brighton & Hove Black History Family Fun Day at the Brighton Dome.

The family day is a celebration of multi-cultural arts and heritage. As well as having a Brighton & Hove Buses stall, one of the buses was named after The Three Kings.

A largely untold story from Brighton's diverse past, the Three Kings of Bechuanaland (now called Botswana) came to the UK to urge the British Government to prevent the British South Africa Company from gaining ownership of their country.

Oxford Bus Company driver retires after 42 years'

Roger Pudwell has retired after 42 years' service at Oxford Bus Company.

The bus and coach driver clocked over two million miles during his career and was greeted by friends and family when he made his last stop in Oxford.

Roger drove on the Airline service and looked back on his career with fond memories. "I've enjoyed every minute of it and would not change a thing," he said.



Go-Ahead Nordic on the Radio

Go-Ahead Nordic had a promotional partnership with the breakfast show on a national radio channel – Morgenklubben on Radio Norge. One of the hosts, Geir, travelled from Stavanger in the west (setting off on Monday morning) to Oslo in the east (arriving Friday morning in time for his special on the radio show). He met with Go-Ahead Nordic's Customer Service Lead, Ole Andreas Skårland for tips for the journey and passengers and listeners gave suggestions on where Geir could visit along the way.

Among other things, he tried out a tractor in Bryne, visited a chocolate factory in Egersund, got to try out treats from The Odd Bakery in Kristiansand, and played pool in Lunde.



Borrow Don't Buy

Every year, Plymouth Citybus and Go Cornwall Bus is left with thousands of items of lost property, including many mobile phones.

While most of these get back to their owners, there are some that are never claimed. After a few months in the Lost Property cupboard, the devices are now going to Borrow Don't Buy, where they can be inspected, cleaned, upgraded, and redistributed by Borrow Don't Buy.

As well as mobile phones, Borrow Don't Buy refurbish and redistribute tablets and laptops too, helping more people get online in conjunction with the Plymouth Digital Inclusion Network.

E-scooter awareness for bus colleagues

Transport for London held an e-scooter trial awareness event for bus operator colleagues. The trial, across ten London boroughs, involves up to 4,500 e-scooters being available to hire from three companies and is part of a UK-wide scheme.

The event, held at West Ham Garage, provided an opportunity for representatives from Go-Ahead London and other bus operators to understand more about the e-scooter trial, give their feedback to the companies running the trial, and have a ride on the e-scooters.

The event highlighted how e-scooters are another category of vulnerable road user and, as professional drivers, we have an obligation to look out for them on the capital's roads. Especially when turning and manoeuvring, as e-scooters may not be visible due to mirror blind spots.



CONGRATULATIONS TO THE WINNERS OF

Go-Ahead Singapore X 6th Anniversary GIVEAWAY

I saw an elderly gentleman on a wheelchair who was struggling to get on the bus. He was trying to flag down the bus he had intended to take but he was almost missed by the bus captain due to the heavy rain. Seeing that we are both boarding the same bus, I pressed the wheelchair assistance button next to the rear door to inform the bus captain and then used my umbrella to shelter him on board the bus while the bus captain pushed him up. It may be a small action for him, but the society can be more inclusive and look out for one another.

by Jude Tan Zhi Xi



Go-Ahead Singapore – Acts of Kindness

More than 200 heart-warming 'acts of kindness' entries were received for Go-Ahead Singapore's sixth anniversary giveaway.

Commuter Nick mentioned how he helped an elderly commuter with dementia who could not recall his way home. Nick went the extra mile, accompanying the elderly commuter to his destination where Nick had arranged for the elderly commuter's family to bring him home.

Another commuter, Muhammad, shared how he brightened someone's day by helping a mother with a stroller who faced difficulties in alighting from a crowded bus. The lady thanked him for his help, and he quickly reboarded the bus.

35%

female drivers at Flexbuss depot in Nybro

At Flexbuss depot in Nybro, as many as 35 percent of our colleagues are women. Flexbuss believe in diversity as an important factor of creating successful teams and are looking forward to continuing their priorities in working with gender equality.

Eva-Marie together with colleagues Gunnar and Robert



Seb Dance visit to Bexleyheath Garage

Seb Dance, Deputy Mayor for Transport visited Bexleyheath Garage where Go-Ahead London colleagues showcased the innovative ‘opportunity charge’ electric buses.

Go-Ahead London have worked to conveniently, and easily, add extra range for the fleet of 18 e-buses that run on the busy Route 132 between Bexleyheath and North Greenwich by locating a pantograph charging unit on the forecourt of the premises.



GTR colleague Paul hailed a hero after rescuing a lost dog

Ticket gateline assistant Paul Hawthorn, 56, from Luton, has been hailed a hero online for rescuing a lost dog that accidentally fell onto the tracks ahead of a moving train. His quick thinking – including

enticing the pooch with a croissant helped it to safety. The courageous moment soon went viral on TikTok, and thousands of animal lovers worldwide have praised his brave efforts.

Pumpkin carving for Halloween at Grey Street

Grey Street colleagues held a pumpkin carving competition for Halloween.

There was tough competition and some impressive spooky entries. Congratulations to runner up Shelley Kirk in Finance and the winner Donna Smith in Procurement for their talented and creative carving!



Free Fireworks Shuttle Bus

Three Konectbus drivers volunteered their time on Saturday 5th November to run a FREE shuttle service to the Swanton Morley Fireworks Display. The popular event runs every year and draws families from across Norfolk, causing a lot of traffic through the village and disruption to the regular bus service. The organisers funded the shuttle service and three Konectbus drivers volunteered their time.

Kinetic and Globalvia colleagues visit Go-Ahead bus and rail

Senior members from Kinetic were welcomed by colleagues at Go-Ahead London.

Adam Begg, Kinetic Group Co-CEO, Matthew Carney, Kinetic Head of Australia, and Clint Stoermer, General Manager Assets and Procurement at Kinetic visited Northumberland Park and Waterloo Garages. They met with John Trayner, Managing Director, David Cutts, Operations Director, and Richard Harrington, Engineering Director, and were shown first-hand what goes into running an award-winning electric bus garage in London.

Globlavia went on a visit to Go-Ahead’s German rail workshop in Essingen. Go-Ahead Bahn and Bus runs busy rail services in Bavaria and Baden-Wurttemberg and will soon begin operating an additional network in the Munich/Augsburg area.

The Go-Ahead Group became part of a global transport organisation owned by Australia’s Kinetic and by the Spanish infrastructure group Globalvia, earlier this year.

Globlavia and Go-Ahead colleagues in Essingen



Get to know...

Colin Parey

Group Head of Commercial and Indirect Procurement

Tell us a bit about you?

I moved to London 17 years ago from Trinidad and Tobago to continue my studies as a Chartered Accountant, which I completed in 2011. I met my wife at Victoria Station in 2006, always a gentle reminder of why I am so passionate about the transport industry. I've been working for Go-Ahead for 10 years in various roles.

What is your passion and what gets you out of bed?

I have two boys, 15 and 12 and a daughter, aged five – my family is my life. I have been happily married to my wife for 15 years and earlier this year we renewed our vows. My wider family circle mostly live abroad, so having a tight network of friends here in London is very important to me.

Tell us a bit about your transport habits, how do you get about?

Here in London, I rely heavily on public transport but where I grew up in Trinidad and Tobago, the traffic and congestion are big problems and public transport could be better managed. This has made me appreciate good transport and sustainable travel so much more. I think UK



transport is brilliantly advanced and I want to be part of Go-Ahead's journey to electrify our fleets.

As the Head of Commercial and Indirect Procurement, what motivates you?

I have a strong passion for big change projects for Go-Ahead, particularly projects to help the environment – I don't want to miss an opportunity for us to be a good transport company in sustainability. It's about doing the right thing and getting the processes right to be able to transition.

What are your hobbies?

I really enjoy playing and watching cricket. I'm a fan of the West Indies team, but when their performance is poor, I support England! I play Cricket most Sundays, and I have captained the team for many years. I also enjoy football and support Chelsea.



Go-Ahead Ireland Senior Men's 1 Hurling Championship

Congratulations to Kilmacud Crokes Senior Men's teams who completed the Double, winning both the Hurling and Football Championship 1 Finals.

The Kilmacud Crokes Senior Ladies Footballers also won the Go-Ahead Ireland Senior Football Championship Final, whilst St. Vincent's won the Go-Ahead Ireland Senior Camogie Championship Final.

Working together with Dublin GAA, Go-Ahead Ireland continues to support the communities that we proudly serve.