

NEWS ACROSS THE GROUP

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Go South West

GTR

oxford
bus company

METROBUS

A message from Christian Schreyer



Dear all,

I hope you had a good new year and Christmas. I'd like to say thanks again for all the positive things you achieved together during a challenging 2021 for our industry. Some terrific opportunities lie ahead in 2022 and I'm determined that Go-Ahead will grasp them.

If you haven't encountered me yet in your operating company, I'll be visiting soon. We're a group with 27,000 colleagues and I want to ensure I have a good measure of all aspects of our operation.

The core of our business is strong. As Omicron spreads, we're once again in the frontline, but we're showing what we do best – delivering a core, reliable, essential service to the people that need us.

And we're expanding, too – we launched rail services in a second German state, Bavaria, in December (page 3). Journeys there will be faster, quieter and more environmentally friendly, with the new fleet taking advantage of the route being recently electrified.

Across the business I've met dedicated, hardworking people. I'm particularly pleased that we recruited 1,000 apprentices last year (see page 6 to read more) and really proud of our continued commitment to investing in people.

We're making real achievements in line with our climate change strategy. We've struck a deal to buy hydrogen for our first fleet of fuel cell buses, and our UK companies are releasing their sustainability reports later this

month, which will offer an insight into what each business is up to.

A priority in the first quarter of the year will be strategy review of Go-Ahead, examining whether we still have the right purpose and vision; our key strengths to differentiate ourselves from the competition; where we want to grow, and where we're less keen to grow. We'll keep you updated on this, and ensure that we listen to as many voices as possible.

I hope you enjoy this winter edition of the magazine. We'll be back to publishing at the end of every month from February onwards.

Until then,

Christian Schreyer,
Group Chief Executive

Top marks

We were delighted to again receive an A minus rating from the Carbon Disclosure Project for our commitment to fighting climate change. **We will be a net zero carbon business by 2045.**





A partner for hydrogen

Hydrogen-powered buses will hit the streets in Summer 2022

This year we'll be launching our first ever hydrogen-powered buses in Crawley, England. The 20 buses will be operated by Metrobus. It will cover some of the 'fastway' services to Gatwick Airport – a priority bus lane that is designed to speed past congestion hotspots and get travellers to the airport as seamlessly as possible.

In January we announced that we had signed an agreement with Air Products, a world leading industrial gas company, to power the fleet. This 15 year deal is the largest hydrogen supply contract for buses in the UK to date and is a huge milestone in the UK's hydrogen for mobility sector.

It is the intention that the hydrogen to power the buses will meet, or exceed, UK government standards on sustainable fuel for public transport. Hydrogen will be stored at Metrobus' Crawley depot in liquid form, before being converted to gas held in tanks on the roof of vehicles.

The biggest upside to these buses is they emit no more than harmless water vapour. It also means Metrobus can move some existing ultra-low emission buses elsewhere, retiring its oldest models. They also have long range capabilities and they can be refuelled quickly in depots.

The single-decker fuel cell buses are funded in part with money from UK Government and European Union zero-emission bus schemes, plus investment from Gatwick Airport. A further order of 34 buses would bring the fleet to 54 vehicles, which would be the largest local fleet of hydrogen buses deployed in Europe to date.

"This is our first hydrogen supply deal, and it represents a milestone in our plans to transition Go-Ahead's entire fleet of buses to zero emission fuel. We're delighted to be working with Air Products and with Wrightbus. This is an example of what can be achieved through a mixture of public and private funding, and of co-operation between different environmentally responsible partners."

Christian Schreyer
Go-Ahead Group
Chief Executive



"We went through a rigorous process before selecting Air Products as our supplier. We were impressed not only with their experience in this field but with the assurance that they would be ready to begin supplying us at volume from day one."

Ed Wills
Managing Director
Brighton & Hove
and Metrobus



Willkommen in Bayern!

We're now operating in Bavaria

Go-Ahead Germany is expanding. December marked the beginning of our operations in the state of Bavaria. We have operated services in the neighbouring state of Baden-Württemberg since 2019.

The first train, driven by Marco Obermair, left on Sunday 12 December at 0020 from Munich Station to Buchloe. This marked the start of a 12-year contract, where we'll be operating around 2.7 train kilometres each year. The timetable has been revamped to include express services between Munich and Memmingen.

The service is provided by a brand new fleet of 22 electric trains, built by Stadler. Each train features 216 seats, air conditioning and at least 20 bicycle racks. The expansion means that we've recruited more than 100 people into the business, including 61 train drivers and 43 conductors.

Go-Ahead Germany's colleagues hosted Bavarian Transport Minister Kerstin Schreyer and the Mayor of Memmingen Manfred Schilder to a ceremony in Memmingen to celebrate the new services.



Christian Schreyer,
Go-Ahead Group CEO said:

“We are delighted to be operating our first services on behalf of the state of Bavaria. Our team has been working hard to deliver a completely new fleet, new maintenance arrangements and recruit a team of drivers and conductors to provide the service. We have been working closely with our client bodies Bavarian Railway Company (BEG) and Department of Transport Baden-Württemberg, and other partners to enable a successful start to operations, and we look forward to continuing to improve services for our new customers”.

Bastian Gofner,
Go-Ahead Germany MD Commercial and Customer said:

“Passengers can look forward to brand new vehicles with plenty of space for their luggage and a quiet and environmentally friendly electric journey. In addition, our trains can go faster and also accelerate better than the diesel trains previously used there, so we can offer our passengers shorter journey times.”

In December 2022 the company will also take over a number of regional services in Bavaria.



Good Tidings We



Christmas Card

This year's Go-Ahead Christmas Card featured a Christmas tree with an Angel on the North on top, which is based in Newcastle, where Go-Ahead was founded. On the tree, three of our UK buses run along road tinsel – a Go North East Voltra electric bus, a Go-Ahead London electric bus, and a double-decker Bluestar bus. A GTR train travels in the background.



Go South West

Go South West raised more than £2,000 for local charity Children's Hospice South West and spread cheer with its Santa Bus.



Brighton Santa

Brighton & Hove's long-running Santa Bus had an extra special Father Christmas this year. The team sewed a Santa suit with Brighton & Hove seat moquette – maybe not the most breathable fabric, but certainly the most stylish saint Nick.



Go-Ahead London

Go-Ahead London colleagues took part in Save the Children's annual fundraising campaign Christmas Jumper Day. Colleagues made the world 'better with a sweater' by wearing a jumper and making a small donation to charity.



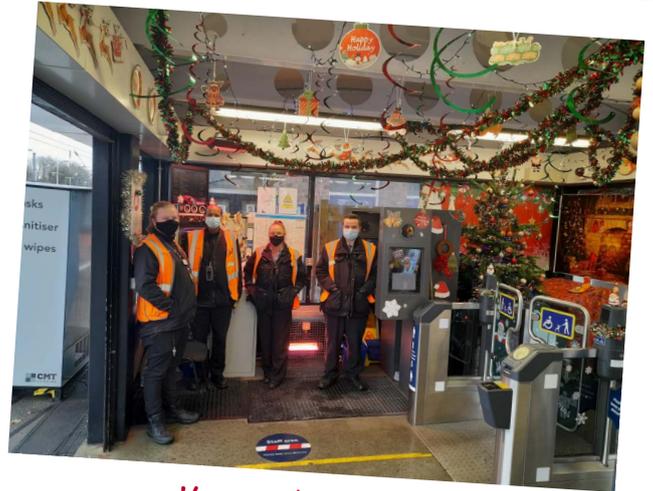
Brighton & Hove Buses colleagues

Bring...

Our companies got into the festive spirit in December.



Go North East's Santa Bus



Harpenden Station



Panto stars outside Morebus



Dressing up on a Thameslink train



All our colleagues from the UK, Germany, Sweden, Singapore and Ireland gave a festive Christmas message in our annual Christmas video.

Watch here



Christmas TikTok



Amazing Apprentices

We're committed to bringing talent into Go-Ahead

We hired more than 1,000 apprentices this year into Go-Ahead. This includes more than 600 bus drivers at Go-Ahead London, which equates to around 50 new recruits each month. One bus driver apprentice, Rachael Ayegba, was previously a professional footballer (read page 6).

Our success comes despite the fact that apprenticeship starts have fallen across the UK since the start of the pandemic. In a time dubbed the 'Great Resignation' we hope other career switchers will consider a career in bus and rail. Other apprentice career switchers over 55 years old include a former teaching assistant and former legal secretary.

Go North East has also expanded its apprentice workforce following a recruitment drive. It has hired 11 new apprentices to help maintain and service its fleet of buses. The apprentices partnership is delivered in collaboration with neighbouring Gateshead college. The four-year training contract includes one day a week at Gateshead College's Skills Academy for Automotive and Engineering.

Colin Barnes, engineering director at Go North East, said: "Nearly 90% of our engineering workforce started their role as apprentices, including myself, and it's something we're hugely proud of. We believe that a strong, skilled and productive workforce can only result from equipping our employees with the training, experience and expertise they need to succeed in their role from the very beginning."

In December we were highly commended for Recruitment Excellence at the government-accredited National Apprenticeship Awards. We also won the regional London awards for Macro Employer of the Year and Recruitment Excellence.

She shoots, she scores!

A footballer turned London bus driver

Our bus drivers come from all walks of life. Rachael Ayegba was a Nigerian women's international footballer. She played in the Women's World Cup for Nigeria and then in the UEFA Women's Champions League for Kokkolan Palloveikot in Finland. In 2021, she started her career at Go-Ahead London as an apprentice bus driver.

In an interview with MyLondon in December she said: "Look at my uniform, I look like a pilot. I tell my friends I'm a pilot on the ground! It's something that I love. Look at Michael Phelps, he used to be a swimmer. Now after swimming, he should be able to do whatever he wants. [...] He is Michael Phelps a person, not Michael Phelps the swimmer... sometimes when people talk about 'bus drivers', it's like a taboo. [But] I love my job."

If you have an interesting story or background get in touch with us at Communications@Go-Ahead.com



[Read the MyLondon article here](#)



[Read the Evening Standard article here](#)



CELEBRATING SUCCESS

THEN AND NOW

Go-Ahead Singapore is publishing a 'then and now' series on its Facebook page to showcase its colleagues and how they have progressed through their careers. In December they featured technician Syahrul. He started working as a technician ten years ago.

At the time he had to rely on personal observations (e.g. listening to rattling sounds) to detect the buses health. Today, supported with technological advancements, he supervises a team of 25 technicians to ensure all maintenance is at an optimal standard.

Go-Ahead Singapore

THEN & NOW SERIES

SENIOR ENGINEERING SUPERVISOR

"Buses today are technologically driven with intelligent systems on board. We can easily check on the condition of our buses by simply connecting to the systems online, further streamlining our processes."

Syahrul Ramdhan Bin Salim, 36

Hello Zambia

A new
lease of life
in Lusaka

Our donated Southern Vectis coach has arrived in Lusaka, Zambia, to begin its life in the driver training school. Go-Ahead and Go South Coast donated an old coach as part of our corporate charity partnership with Transaid. It is the second vehicle that we have donated to the school – we donated a Go-Ahead London bus in 2019.

Albert, the training centre manager there said (of our coach and another donated vehicle that arrived): “The units arrived safely, we are more than delighted to have them. Both are in good condition and a marvel to watch, very pleasing to the eye. My driver instructors, the rest of ITC staff and students are indeed excited to have these vehicles: we look forward to achieving the best with them. I am personally convinced that the two are equal to the tasks ahead.”



Going green

The first co-operative energy project on the UK rail network



Govia Thameslink Railway is strengthening its commitment to sustainability through a new innovative co-operative energy project with community action group, Energy Garden.

The trial project has seen London's Streatham Hill depot turned into a local source of renewable energy. If the trial is successful, GTR will extend the eco-friendly energy generation initiative to additional depots across its network.

The project will see 526 solar panels installed on the depot's roof. This is projected to save 884 tonnes of carbon and to generate more than 4 million kilowatts of electricity over a 20-year period.

Approximately 42% of the electricity generated on the roof throughout the year will be sold directly to GTR to power the daytime usage of Streatham Depot. The remaining energy not used will be exported by Energy Garden to other businesses keen to improve their community and sustainability credentials.

Making an impact

Christian Schreyer gets to know Go-Ahead

Our new Chief Executive, Christian Schreyer, has been on more visits over the past couple of months. In early January he visited Go-Ahead Singapore and in December he visited Go-Ahead Nordic. At both visits he met key people in the business, went behind the scenes and found out all about our operations in the region.

He also appeared in UK newspaper The Telegraph on Christmas Eve discussing how there is every reason to be optimistic about the future of Britain’s railways. In the article he said: “There are two routes ahead of us: one in which we listen to passengers and build a new railway that matches with the expectations of 21st century Britain. Then there is another route, in which we fail to understand the importance of the moment, and try to get by using the same infrastructure and strategy that has served us in the past.”

[Read the Telegraph article here](#) 



Lonely heart needs bus driver

Single decker with drive
WLTM companion for travel

Morebus is using a 'lonely hearts'-style advert to recruit bus drivers. It is attempting to play cupid in order to ensure 'lonely' buses can be introduced to their perfect partner.

Richard Wade, the company’s general manager, added: “Like the rest of our industry, we are going through a challenging time in terms of recruitment, so we thought it was time to do something different.

Our buses are displaying lonely hearts notices in the hope that those living in-and-around the town will feel they are the perfect match and get in touch with us.”

Richard added: “It’s a bit of fun but has serious intent. “We are a well-known local employer, offering a host of benefits to our prospective colleagues, and this is a fantastic opportunity for anyone looking to try something new.”

The images of the bus performed well on social media, getting nearly 80,000 views on Go-Ahead’s Twitter, LinkedIn and TikTok accounts.



Showcasing history

Looking back for the future

Seventy years after the Hatfield and St Albans Railway carried its last passenger, Hertfordshire rail heritage enthusiasts are staging an exhibition at Hatfield station about the former Great Northern Railway branch line.

The Smallford Station and Alban Way Heritage Society have taken over the window display at a vacant shop unit in the station. On show is a selection from the wealth of historical information about the branch line collected by Society members over the past decade.

Jeff Lewis, Chair of the Heritage Society, said: "We're very grateful to Great Northern for this unique opportunity to display some of our exhibition at Hatfield station. Our long-term aspiration is to gain occupancy of Smallford's original ticket office, a unique Grade 2 Listed Building, and to raise the funds necessary to renovate and restore it and open it to the public as a Community Heritage Centre."

Electric (413) avenue Sustainable streets ahead

In December the 413 became the latest Go-Ahead London bus route to become fully electric. The route, which covers the south London areas of Sutton and Morden, was the second route at Merton Garage to go electric in 2021.

The operations teams worked throughout November to complete the new driver-type training while engineering teams worked with external partners to get the additional nine charging units in place ready for the launch.

Richard Harrington, Go-Ahead London's Engineering Director said: "It's great to see all the teams at Merton working together to achieve another successful transition. Thanks to all those that have gone the extra mile on this project"



Menopause matters

Encouraging more openness across our workforce

The menopause is sometimes considered a taboo topic – even though it’s something 50% of us will likely go through. We are supporting the Sun’s Menopause Matters campaign and are considering more menopause policies in the workplace to help those who need it.

Scott Maynard, Group People Director, The Go-Ahead Group, said: “We know that going through the menopause can pose challenges for women in the workplace.

“We’re absolutely committed to supporting our colleagues and to improving the level of understanding of this issue.

“As one of Britain’s biggest public transport operators, Go-Ahead Group is proud to support the Fabulous Menopause Matters campaign and we applaud The Sun for broadening awareness of this subject.”



Brand the Bus

The finalists are announced

Oxford Bus Company’s annual ‘Brand the Bus’ competition now has its ten finalists for 2022. Every year organisations can submit a nomination to have their branding on the side of a bus for a year. Acting as a moving billboard, this advert can help promote good causes across Oxfordshire to even more people.

The final ten includes the Borneo Nature Foundation, Read Easy Oxford and PACT. Previous winners include Girlguiding Oxfordshire (2019), HomeStart Oxfordshire (2020) and Blue Skye Thinking (2021).

The judging panel, which includes Grant Hayward director of Collaborent and Laura Price, CEO of

Oxfordshire Community and Voluntary Action, will examine the final ten entries and select the winners – so watch this space.

Phil Southall Oxford Bus Company Managing Director said: “As ever we have been reminded there are so many inspiring good causes in our community doing a variety of vital work. We hope Brand the Bus has given a well-deserved boost to our community and it will be quite a challenge to select the overall winner from such a strong short list.”



Get to know... Louis Rambaud

Our new Strategy Director contemplates Go-Ahead and the journey ahead.



Louis Rambaud

My thoughts on Go-Ahead

I've only been here two weeks so far, but I've been really impressed by the quality of our workforce.

Everyone is passionate, pragmatic, result-oriented, agile and capable. Go-Ahead's strength is clearly its talented staff and managers.

The devolved model is a clear strength as we're running a multi-local business. Yet sometimes this culture might prevent us from harvesting all the opportunities that come with being part of a large group.

It's clear we need to look internationally and examine opportunities in Germany and Norway.

My priorities

My short term priorities are clear:

1. To participate in the design of our new strategy
2. To strengthen the operating model of our companies with an approach based on KPIs (goals and targets)

My thoughts on Sustainability

Climate change is clearly a threat for our world and notably for the poorest people. The good news is that Go-Ahead can be part of the solution for fighting climate change by accelerating the modal shift from cars to shared mobility.

The move to Zero Emission makes our activity more complex. It's an opportunity for us to strengthen our competitive advantage and to add value to our clients.

The environmental challenges we face will strongly drive our activity going forward.

My thoughts on the future of transport

I've never seen a successful, market leading company that isn't innovating! In my view, we should accelerate the digitisation of the business, particularly in frontline operations. That will help transform the customer experience.

We need to accept that demobility (e.g. people travelling less) is a lasting trend from COVID, with people working from home and shopping online more.

That isn't going to stop.

My lessons learned

I used to work at Transdev and I learned there that the service mindset is absolutely vital. We can't deliver an excellent service for passengers without ensuring we're all aiming to be our very best selves in the workplace. Our colleagues are huge assets and collaboration is our biggest strength.