

News across THE GROUP

March 2019

- 2 Training the cream of the crop in Camberwell
- 5 International Women's Day
- 9 Personalising Public Transport



A message from DAVID BROWN

Welcome to this month's edition of News Across the Group.

National Apprenticeship Week took place earlier this month, and in this issue, we'll be celebrating the fantastic work that you're doing at our operating companies in this field.

Last year, Go-Ahead became the first transport company to be accredited as a provider of apprenticeships – across both bus and rail. Across the Group we are now providing apprenticeships for bus drivers and train drivers – by the end of this year we aim to have recruited 1,000 apprentices across the country.

Apprenticeships enable us to give people a real grounding as they take their first steps into a lifelong career, or support them to make a change by moving into

a new industry. They're changing the way we develop and introduce new people. We continue to provide and enhance the technical skills, but we give people training in wider life skills and customer service. This better equips people for long careers, and it helps us provide a better service for our customers, so everybody benefits.

I was delighted to welcome TfL commissioner Mike Brown on a visit to Go-Ahead London's newly-refurbished training centre in Camberwell, which is the first of its kind within the Group. It's a one stop shop for technical training and wider skills – you can read more about this later on, and I look forward to seeing how we can replicate its success in the future.

As well as Apprenticeships Week, our companies also celebrated International Women's Day on Friday 8 March.

With this in mind, it's pleasing to see how our apprenticeships are helping us to improve the gender diversity of our workforce. At Southeastern and GTR, there's an aim for 40% of train driver applications to come from women by 2021, and on the Go-Ahead London apprenticeship scheme, one in five participants are women – far above the current levels of representation in our industry. I hope you enjoy this issue of NATG, and as ever, please let the Go-Ahead Communications team know your thoughts – and keep sending through your great stories.

David Brown,
Group Chief Executive

COME ON KYLIE!

Brighton & Hove Buses' Engineering Apprentice Kylie Griffiths has been nominated for the Everywoman in Transport and Logistics Apprentice of the Year Award.

Good luck, Kylie!



TRAINING THE CREAM OF THE CROP IN CAMBERWELL

Go-Ahead London made a splash during National Apprenticeship Week as it unveiled its newly refurbished Recruitment and Training Academy in the heart of Camberwell.

The Academy is one of the first centres of its kind to deliver all aspects of apprenticeships – technical and academic – in-house, and staff are hoping to attract 500 trainees by the end of this year. The facility supports all kinds of apprenticeships, from traditional engineering and technical programmes to those in customer service and business administration. Go-Ahead London is also one of the first bus companies to train new bus drivers as apprentices, providing them with essential training and life skills beyond being a driver.

The reopening of the centre was marked by a visit from Mike Brown, TfL Commissioner, and his colleague Claire Mann, Director of bus operations, and was also attended by David Brown and John Trayner, Managing Director of Go-Ahead London.

At the launch, visitors were given the opportunity to explore the facility, including the apprentice training rooms, and meet some

apprentices who were just about to move from the training centre to bus garages across London – from Barking to Bexley Heath.

One apprentice said: "It's exciting; it's been a long journey. I now have more knowledge of transport in London, and feel like I'm going to be a great bus driver thanks to the training I've had here."



TfL Commissioner Mike Brown with colleagues and apprentices from Go-Ahead London



Mike Brown with Claire Mann, TfL Director of Bus Operations, and John Trayner



STRENGTHENING THE APPRENTICE JOURNEY AT SOUTHEASTERN

As part of its National Apprenticeship Week activities, Southeastern was proud to sign the ASLEF Apprenticeships Charter – a robust framework to validate and ensure that their Apprenticeships are of the highest value to colleagues and the wider community.

From ensuring Apprenticeships are accessible to and achievable by all, to ensuring high quality training and clear individual development is provided at every stage, the Charter includes eight steps to success – and will form a valuable part of the Southeastern apprentice journey going forward.

“Southeastern’s apprenticeship programme is industry-leading, and it’s great to be able to strengthen it further by agreeing and signing this charter with ASLEF,” says **HR Director Scott Maynard**, who signed on behalf of Southeastern, alongside ASLEF District Organiser **Graham Morris**. “ASLEF has played a key role in supporting the development of our Driver framework, as well as championing Apprenticeships across the sector.”



Our attitudes
Accountable



COLIN BARNES: PROOF OF THE POWER OF APPRENTICESHIPS

Go North East’s Engineering Director, Colin Barnes, knows more than most how vital apprenticeships are to organisations like ours, having begun his career as an apprentice himself. Here, he shares his views and experiences on the value of apprenticeships.

“I’ve one very good reason why I’m such a firm supporter of apprenticeships. My own personal career journey has taken me from an enthusiastic, 16-year-old apprentice to engineering director at Go North East.

“So, I guess I’m living proof that apprenticeships can lead to a great career! There are dozens of other examples, too, of former apprentices who’ve gone on to make great business leaders in our region.

“What we really need is more companies to invest in this form of training. Of course, there’s a cost implication but statistics show that you’ll get a decent return on the investment.

“I’m fortunate to work for a company that really gets the benefits of having apprentices, and I can honestly say it’s worth making the effort. For a start, they bring new skills and fresh ideas. They also give young people an insight into the world of work and a helping hand onto the career ladder.

“Put simply, that’s why we’ve been investing in apprenticeships for more than a century – developing home-grown talent, providing great careers for young people, plugging skills gaps and giving our business the best chance of being successful.

“Right now, we’re delivering a unique bus and coach engineering and maintenance apprenticeship with Gateshead College. It’s a really innovative scheme that’s helping to tackle skills shortages in our sector. We’ve more than 30 apprentices studying at various levels of the four-year programme, which attracts around 500 applications each year.

“It’s great to work with an organisation like Gateshead College. They really understand us, our business and our sector; without them our apprenticeship programme wouldn’t be the success it is today. It’s got a fantastic reputation in the industry and we’ve not only won regional awards for it, but national acclaim in the routeone Bus and Coach Transport Awards and the Recruiter Awards.

“More importantly, it’s making a difference to our business performance. It’s helping us to put our succession plans in place; if team members retire or get a promotion, we need fresh talent to come in and pick up where they left off and that is fundamental to our long-term sustainability.

“The programme has helped us massively by allowing us to have a team of highly skilled technicians across the region. By investing in apprenticeships, we’ll continue to have new talent coming through, with new trainees mentored by former apprentices who’ve been there and done it. This will help us become even more efficient and develop new markets for our business, such as electric buses and hybrid technology.

“So, yes, that’s why I support apprenticeships – and I’d strongly encourage other companies to invest in this form of training. It certainly worked for me, it works for the business that employs me and it can work for other ambitious businesses.”

Our attitudes
Down-to-earth

CALLING AT ALL STATIONS TO EQUALITY

GTR has launched the UK's biggest rail recruitment campaign to attract more women and young people to consider a rewarding career in rail.

In the UK, just five per cent of Britain's 19,000 train drivers are women. GTR is committed to changing this, and has already taken steps to address the imbalance. Last year, 30% of Southern's trainee driver roles were taken up by women, up from 18% in 2017. In addition, a class of new trainee drivers on both Great Northern and Southern had a 50:50 gender split in 2018. GTR now has over 2,000 qualified drivers across the Southern, Great Northern, Thameslink and Gatwick Express network - the first train operating company to reach this milestone.

GTR's overarching target is that by 2021, at least 40% of applicants for train driver roles will be female. To work towards this achievement, the company has targeted its advertising on forums such as Mumsnet, and a number of colleagues work as mentors with The Girls' Network, to help young women understand the different career opportunities open to them.

Over 500 candidates were directed to the Trainee Train Driver application from Mumsnet. **Justine Roberts, Mumsnet founder, commented:** "We know that flexibility is a priority for our users when going back to work after having a baby, but even we were slightly surprised that GTR's advert for a trainee train driver with family-friendly working patterns generated the largest number of applications since we launched our Jobsite. But it's not a one-way track; flexibility improves retention rates and adds value for the employer too."

As well as providing more opportunities for women, GTR is aiming to offer 140 apprenticeships places this year to help young people develop their career opportunities on the railways. GTR has created a number of new roles, including a new Apprentice Station Manager role on Southern Railway and Gatwick Express.

GTR currently hires more engineering apprentices than any other train operating company (TOC) in the UK, with most joining the scheme after completing A-Levels as an alternative to going to university. All apprenticeships at GTR combine college study with hands-on experience, resulting in UK-recognised qualifications.

Katrina Rose Allen, 20, joined GTR as an engineering apprentice rather than going to university, saying: "I chose engineering as I thought it would be a good way to combine my favourite subjects - maths and physics. Being an engineering apprentice also means I'm working with my hands, which is more exciting to me than a desk job!"



TEA AND EQUALITY

Martin Harris, Managing Director at Brighton & Hove buses, recently spoke at the Brighton Chamber of Commerce's International Women's Day Pop-Up Breakfast alongside Lewes FC Press Officer, journalist and former fashion model Karen Dobres.

Karen spoke about the history of the club and of women's football and her own football experiences. She told local paper, The Argus: "She said: "It actually annoys me that we're having to battle for equality in football or any other business.

"To not be discriminated against for your innate characteristics is a basic human right, and I'm – carefully – angry about fighting for it.

"There's no reason women's football can't reach the same heights as men's."

Lewes FC, aka Equality FC, became the first club in the world to pay its women's and men's teams the same. The teams also have the same budget and use the same stadium and facilities.

Brighton & Hove Buses sponsored the breakfast and has worked with Lewes FC for the past two years.



INTERNATIONAL WOMEN'S DAY!

Southeastern was a hive of activity this International Women's Day, with scores of inspirational events taking place across the network.

Train Services Director Ellie Burrows took centre-stage at an empowering Lunch and Learn event, hosted at London Bridge station - whilst at Faversham, female colleagues were celebrated with a colourful booking-hall display and Q&A session. Plus, at Ashford, women and allies alike were championing the fantastic work of Women in Rail, as part of Southeastern's commitment to attracting 40% of driver applications from women by 2020.



INTERNATIONAL WOMEN'S DAY LUNCH AND LEARN



Our attitudes
Down-to-earth

SOUTHERN VECTIS CELEBRATES FEMALE TRAILBLAZERS

Southern Vectis marked International Women's Day by celebrating the work and careers of some of its rising stars.

"In the past, our industry has been largely dominated by men, but that is fast changing, as we look to recruit the very best talent - and gender just doesn't come into that decision process," said managing director, **Andrew Wickham**.

Supervisor **Vik Mann** left school in July 1990 and began a four year apprenticeship with London Transport as a bus fitter.

"I was one of two female engineers taken on, along with around 40 men," she said. "I attended college over the course of the four years. Once I completed my apprenticeship, I was a night mechanic for around 18 months, which meant I was the only person in the garage for three hours per night shift. I then transferred to preparing buses for MOT during the day.

"Whilst in that role, I saw a notice asking for volunteers to gain a Transport Managers CPC qualification and enroll on a trainee managers scheme with Stagecoach. I got on both.

In January 2008, Vik joined Southern Vectis.

"I'd love to see other women come and have a go within the engineering team of a bus company. You have to be open minded and have broad shoulders in a male dominated environment, but wherever I have worked, the blokes have been marvellous.

"I've had a great time working on the buses and have made some really good friends. My career started because I didn't want to work in an office or a shop. I think I made the right choice."



RED BOX PROJECT PUTS A FULL STOP ON PERIOD POVERTY

Brighton & Hove Buses and Unite the union are raising money and collecting donations for the Red Box Project, which provides free sanitary products for young people in UK schools and helps ensure nobody misses school because of their period.

The company has placed collection baskets and tins in all the depots for colleagues to donate either sanitary products or money, with donations going to local Red Box Projects in Crawley and Brighton & Hove.

Research from Plan International UK shows that one in ten girls say they can't afford sanitary products, and one in seven said they struggled to buy them. Nearly half said they were embarrassed by their periods and 49% said they'd missed a whole day of school because of their periods.

There are also now small red boxes containing emergency sanitary products in female toilets in our depots and One Stop travel shop, supplied free to staff by Brighton & Hove and Metrobus.

Martin Harris said: "We were more than happy to commit to backing the Red Box campaign. As well as being a brilliant way to address an important equality issue, it's a natural extension of the values we share with Unite in our Dignity and Respect partnership.

"Once we had committed to Red Box with Unite, it was a very small leap to recognise we needed to do more for our own colleagues in making sanitary products freely available."

 Our attitudes
Accountable



ONE WORLD, ONE BUS



Sussex University students have chosen the design for a colourful bendy bus on university route 25, in a project commissioned by Brighton & Hove Buses.

Students voted for one of two designs by local artist Lois O'Hara, who is known for using bold colours and wavy patterns to help people feel energised and improve well-being. The clear winner was the artist's distinctive wave design in pink, blue and orange.

The bus will be unveiled on March 20 at Sussex University's One World Week event and is part of Go-Ahead's support for the national Campaign to End Loneliness. Local charity Impetus and Sussex University student counsellors will provide

a walk-in advice service on the day for students who are suffering from loneliness.

Brighton artist Lois said she approached Brighton & Hove Buses as she wanted a canvas for a large-scale design to promote positive mental health.

"It was just a natural connection, really. The fact that the bus moves around is a visual tie-in and a bendy bus is even better," **Lois said.** "I hope it will encourage people to get on the bus and hopefully they will want to talk to people on the bus.

Sussex University student Roxanne Lavanchy said: "Starting university and studying can be very stressful and isolating. It can seem as if

everyone is having a wonderful time when you are struggling. If you are feeling lonely and isolated, talk to a friend, to family or someone at university. You are not alone!"

Brighton & Hove Buses' Managing Director Martin Harris said: "University can be a difficult time for young people. They may have made the big break to live away from home for the first time and be wondering how they fit into this new environment. It's especially hard if they don't know anybody.

"I hope this exciting project will get people talking to each other on the way to university, whether that's on the bus or elsewhere, and help connect people who are struggling to local support services."



 Our attitudes
Accountable

PLYMOUTH CITYBUS STARS RECOGNISED AT ANNUAL AWARDS

Inspiring bus drivers, engineers and Plymouth Citybus staff who have gone above and beyond the call of duty were honoured at a lavish awards ceremony.

Citybus hosted its annual STAR Awards on Saturday 9th March, shining a light on the employees whose often heroic achievements have seen them literally 'go the extra mile'.

They included team members who put others before themselves at the scene of a serious accident, a driver who gave potentially stranded passengers a lift in her own car and moments of kindness that warm the heart.

Throughout 2018, Citybus collected nominations from the public via its website and from within the company.

Managing Director Richard Stevens said: "The awards have allowed us to celebrate our brilliant staff's ability to go the extra mile in their day to day working lives and allows me to say a huge thank for all that they do.

"There are many more heroes who have not been a STAR of the month but whose hard work is invaluable to our continued success and I'd like to say a big thank you to them as well."

Richard Stevens with STAR winners: Driver Shaun Woodman, Travel Centre Supervisor Ruth Quick and Assistant Engineering Manager Ian Isaac



Our beliefs
Trusting people

GO NORTH EAST CELEBRATES INTERNATIONAL WOMEN'S DAY WITH SENIOR APPOINTMENTS

Go North East has announced a series of appointments to the company's senior team, boosting its pool of inspiring female talent.



Shirley Connell and Stephanie Young

Our attitudes
Collaborative

Shirley Connell, who marked 25 years with Go North East in 2018, has taken on the new role of head of operations, with all depot managers and the service delivery centre reporting into her. Last year, she won the Leadership category at the annual Team GNE Awards for her unwavering commitment and dedication in helping the company meet its operational and commercial goals. From her first role in the company as a mini-bus driver, which equipped her with essential grass-roots experience, Shirley has worked her way up into the senior team. In her role at Gateshead Riverside, Shirley has twice led the team to success at the annual Team GNE Awards, winning 'Depot of the Year' in 2016 and 2018.

Sophie Moorby is one of Go North East's rising stars and, at 23 years old, became the youngest depot manager in the company's 105-year history, looking after 146 team members. A former graduate trainee, Sophie has a breadth of experience across the business, flying the flag for female achievement, and earning a place on company-wide steering groups to deliver major campaigns. Guided in her career by mentor Shirley Connell, in 2016 Sophie was bronze winner in the Young Manager of the Year category at the UK Bus Awards. Her ambitions led her to a role at Arriva Darlington as general manager, but she returned to Go North East on 4 March as operations manager at Gateshead Riverside.

Compliance and Risk Manager **Stephanie Young** continues to make her mark in the senior management team, in a recently-expanded role that builds on her role during business transformation. After joining the award-winning company as its first in-house occupational health advisor in 2000, she has driven a change agenda that has introduced critical risk management processes and reduced motor incidents by 10%. Stephanie has also shaped health and wellbeing support services for around 2,100 employees, boosting staff retention and team morale. In her new position, Stephanie will aim to continue to improve the female versus male ratio for employment as Go North East's 'Bus Women's Champion' and will carry on in her role on the North East Chamber of Commerce's Women's Advisory Board.

Martijn Gilbert, managing director of Go North East said: "Shirley, Stephanie and Sophie have been recognised not only for getting the job done, but being role models, leading by example, and championing our vision, beliefs and attitudes, which are at the very heart of the company.

"While we operate in a traditionally male-dominated industry, having a diverse, inclusive environment is something we take very seriously. Our workforce must reflect the communities we serve, to allow us to successfully deliver on our customer promise of 'journeys taken care of'. We hope these latest senior appointments will encourage others to aim high – no matter what industry they set their sights on. They demonstrate how, with hard work and dedication, the sky is the limit."

PERSONALISING PUBLIC TRANSPORT

Away from their hectic deliberations over Brexit, a group of MPs and Lords gathered in Westminster for a dinner discussion with David Brown on the theme of ‘Personalising Public Transport in the Digital Era’.

Chaired by Transport Select Committee chair Lillian Greenwood (pictured with David), the evening was hosted by the Industry and Parliament Trust (IPT), a long-established charity that provides a trusted platform of engagement between business and parliamentarians.

Go-Ahead is a long term supporter of the IPT and David paid tribute to their work, mentioning that earlier in his career he had spent a few weeks watching and learning thanks to one of their programmes.

In his opening remarks David referred to the opportunities and challenges involved in areas such as smart ticketing, technology to assist safe bus driving, Mobility as a Service, our demand responsive Pick Me Up service in Oxford, and the Billion Journey Project. The MPs and Lords present then quizzed David about the themes covered and a broader range of issues around future transport and its regulation.

Lillian Greenwood said: “Technology is already changing the way we get about and there is still huge, untapped, potential to use apps and real-



time information to make planning, booking and paying for journeys easier. This is particularly true outside London.

“As outlined in the Committee’s Mobility as a Service report, we’d like the Government to be much more proactive in identifying and harnessing digital technology to ensure everyone has the opportunity to benefit from personalised public transport. It must reach all parts of our society – no one should be left behind.”



SWINDON’S BUS COMPANY DRIVES FUNDRAISING FOR PROSPECT HOSPICE

Swindon’s Bus Company paid a visit to the town’s Prospect Hospice – with its latest fundraising contribution.

Workers from the bus operator have spent the past 12 months raising money through a variety of initiatives – including a Christmas raffle and jumpers being worn by drivers, a local tuck shop, and an extra contribution from the company.

“Our team has enjoyed fundraising for this vital charity – and this is just the start of what we hope will be a successful year of events in aid of this wonderful cause.” said Swindon’s Bus Company’s general manager, Alex Chutter.

“The team here at Prospect Hospice does incredible work to help create the best possible experience for patients and their families, at a desperately difficult and challenging time in their lives.”

Joanne Robinson at Swindon’s Bus Company, is the driving force behind the fundraising. She added: “Delivering the cheque also gave us a chance to catch up on the charity’s latest initiatives.

“I am so pleased we’re able to play our part by supporting Prospect House as much as we possibly can.”

Since 1980, Prospect Hospice has provided the only dedicated end-of-life care service for people living in Swindon, Marlborough and north east Wiltshire - bringing care, comfort and confidence, around the clock, every day of the year.





Metrobus' new gold-fronted bus has become quite the celebrity out on the roads of Sussex.

The newly-decorated bus went metallic to celebrate the Crawley depot winning the Top National Depot award at the UK Bus Awards.

The Depot of the Year gold-fronted double decker bus, fleet number 6971, is serving multiple Metrobus routes, resplendent in its golden livery.

Metrobus also won bronze in the Top Shire Operator award's category at the same awards.

Crawley Operations Manager Andy Creba said: "The bus is gaining a lot of attention from passengers who were not aware that the depot had won the award. I've even had a few drivers tell me that they have taken great pride in informing the passengers of the award, even going so far as to show them their 2018 badges from winning it."

The Top National Depot category recognises bus depots that provide an outstanding service and are committed to their customers, communities and employees. Only eight bus depots from across the UK reached the final. Crawley depot won the Top National Depot title back in 2012, 2013 and 2014.

