

# NEWS ACROSS THE GROUP

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Singapore

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Go South Coast

Go South West

GTR

oxford  
bus company

METROBUS

## Oxford bus driver goes the extra mile

An eight-year-old Ukrainian refugee has been reunited with the only toy she brought to the UK after misplacing it on a bus – thanks to Thames Travel bus driver Steve Brook.

Sofiia arrived in Oxfordshire with her mother, Yana, carrying one rucksack which contained only essential items and one very special handmade toy gnome. The gnome was the only toy she had space to take with her and it accompanied her during the 1,500-mile journey from her family home in Ukraine.

Sofiia misplaced the gnome when departing Thames Travel's 98 service connecting Didcot to Harwell Campus. Eagle-eyed Steve spotted the appeal on social media to locate Sofiia's lost gnome and within 24 hours returned it to her.

Steve who has been driving Oxfordshire's roads for six years said: "I saw the appeal on social media and made it my first job the next day to check our buses for the missing gnome.

"Fortunately, it was still on the bus I was due to be driving that same day. The family was over the moon, and I'm so pleased to have played a small role in reuniting Sofiia with her sole possession.

"We're bus drivers first and foremost but going the extra mile for our customers is all part of what makes our role important to local people."



We're proud to be the **UK's top transport company listed in the Financial Times, Europe's Climate Leaders 2023**

# Welcome

from Christian Schreyer



Dear colleagues,

We're very proud, at Go-Ahead, of our commitment to the environment. We're the biggest operator of low-emission electric trains and buses in Britain. And we firmly believe that public transport is green.

So on behalf of the whole team, I was delighted that the Financial Times recently named Go-Ahead as one of Europe's Climate Leaders for 2023. We came top, in their ranking, among British transport companies – beating all our rival bus and rail operators.

Lots of exciting things are happening around the business on low-carbon transport. By the end of this year, we're expecting an additional 400 zero-emission electric buses to be on the road in London, Oxford and Newcastle, plus our first hydrogen buses at Metrobus, near Gatwick Airport. That will take our total zero-emission fleet to nearly 800.

There's also work underway on the basics – such as recycling and reducing water use. A team at head office has come up with 'Project Go-Eco' – an excellent initiative to recycle more of paper, cardboard and plastics that customers leave on our buses and trains.

And there are small, but eye-catching, initiatives underway too. In Norway, Go-Ahead Nordic has replaced all the plastic water bottles given out on our sleeper trains with cardboard cartons of fresh spring water from the Norwegian mountains. Every little helps.

Fundamentally, using public transport is a green choice. Taking one of our GTR trains instead of a car can help you cut your carbon emissions by 80%. And every Go-Ahead bus helps take 75 cars off the road – reducing pollution, and congestion, substantially.

Western countries aim to go 'net zero' by 2050. That can only mean more passengers on buses and trains. So it's a very promising time for all of us in public transport. And every job at Go-Ahead is a green job.

Looking ahead, our teams in Manchester and in Sydney, Australia, are hard at work preparing for the launch of new bus services. And at GTR, we're shortly to launch a new timetable and to phase out the last of our Class 313 trains.

Thank you all, as ever, for delivering great public transport, and I hope to meet you out and about at our businesses soon.

Best regards

Christian Schreyer,  
Group Chief Executive

## Go-Ahead London colleagues celebrate National Pet Month

National Pet Month is celebrated in the UK in April and it's to raise awareness of responsible pet ownership and acknowledge the joy that our companions bring.

Go-Ahead London colleagues were invited to share their pet photos on each day during National Pet Month.

Here are just a few of the snaps of some furry animals that bring so much joy to our lives!



Go-Ahead is pleased to celebrate the Coronation of His Majesty The King and Her Majesty The Queen Consort.



## Bus driver completes London Marathon run in 2hrs and 48mins

An outstanding result for Oxford Bus Company driver Arif Khan, he completed the London Marathon in just 02:48:21. He was in the top 1300, out of the 48,000 runners that took part in the 26.2 mile run on Sunday 23rd April.

Arif trained for the marathon by running along his own bus routes in Oxford.



Arif was up at 2am ahead of the big event – and back at work at Oxford Bus Company on Monday, full of energy and with no injuries to report.

Arif said: “My body did not give up. I thought of everyone I was doing this for; my son, my mum, my colleagues at Oxford Bus Company and, of course, Cancer Research UK. Running is a great way to stay fit, healthy and mentally positive. If anyone reading gets the chance to run the London Marathon – take it.”

## Hydrogen buses for Metrobus Fastway services

Metrobus has received their first hydrogen bus for testing on roads in the local area. This bus forms part of an order of 20 hydrogen fuel cell vehicles that will be delivered in June 2023. The single-decker GB Kite Hydroliner buses, manufactured by Wrightbus in Northern Ireland, will be rigorously tested in the Crawley, Redhill and Gatwick Airport area for deployment on the Fastway route.

Fastway is a steadfast service operating 24-7, 365 days a year. Fastway links the busy town of Crawley to Horley connecting with Manor Royal Business Park, Gatwick Airport and Gatwick train station, providing direct services to London and other parts of the UK.



WE APPRECIATE  
YOUR FEEDBACK  
— SCAN HERE —



## Go East Anglia introduces new bus service to help make sport accessible for all

Our colleagues at Go East Anglia, Konectbus, celebrate the launch of Route 35 which will provide better accessibility and more sustainable transport links between The Nest and Carrow Road.

The Canary Konect, Route 35 will introduce a direct link between The Nest and Carrow Road stadium, serving Norwich Airport and Norwich Rail Station on the way. It has been funded by money secured by Norfolk County Council’s Bus Service Improvement Plan (BSIP).



## Go-Ahead Norway appoints new Managing Director, Emil Eike

We’re pleased to announce the appointment of Emil Eike as Managing Director of the group’s Norwegian rail business, which operates long distance and commuter rail routes in the south of the country.



Go-Ahead operates three lines in Norway – the Jæren line and the Sørlandet and Arendal routes. Services are a mixture of suburban and long-distance services between Oslo and Stavanger, including a sleeper train.

Emil Eike said: “Trains are a key part of the overall mobility system in Norway and an important contributor to a sustainable society. Together with the skilled and dedicated employees at Go-Ahead, I am really looking forward to being part of this important social mission”.

Emil will take on the role on May 1st. Magnus Hedin who has been filling the position of Managing Director on an interim basis, remains Chair of the Board of Go-Ahead Norwegian rail company.

## A train station for bugs

Go-Ahead Ireland continue developing its partnership with Familibase by taking part in a fifa tournament. The floral installation by multi-media artist Alice McCabe includes a home for bugs and aims to support more biodiversity.

GTR has completed more than 100 landscaping and rewilding projects in recent years, including introducing bee and bug hotels to outdoor spaces. Working with the London Wildlife Trust Consultancy to carry out ecological surveys at specific sites this year, GTR will now be monitoring, improving, and enhancing biodiversity and encouraging customers and local community groups to do the same.



## GTR’s Siggy educates young people

Long-serving Govia Thameslink Rail colleague, Siggy Cragwell, has worked for the railway for more than 60 years and is helping to educate young people on how transport has changed over time as part of a new series for BBC Teach.

We’re very lucky to have Siggy as part of our team.

Read more via the BBC website here





## Marking World Autism Awareness Day

On World Autism Awareness Day social media influencer Keely of popular account on Instagram ‘Unmasking Autism’ – shared her experience of travelling with Brighton & Hove and Metrobus’ using the Helping Hand card to her thousands of followers. Helping Hand cards provide bus users with a way to advise of any assistance they may require and can be particularly helpful for customers with non-visible disabilities.

## Go-Ahead Singapore colleagues take part in art jamming workshop

World Health Day is celebrated annually on 7 April and Go-Ahead Singapore used this as an opportunity to promote workplace wellness.

They recently partnered with the Health Promotion Board to organise a mental health art jamming workshop to help colleagues relax and channel their emotions through art. Twenty-three colleagues attended the workshop, letting their creative juices flow as they crafted their masterpieces.

### WORLD HEALTH DAY

Mental Health Art Jamming Workshop



The art jamming session brightened up our regular day at work. It was interesting to learn that colours can make an impact and reflect our feelings.

Ryan Ong,  
Human Resources Officer



## GTR create new guide for people with Autism

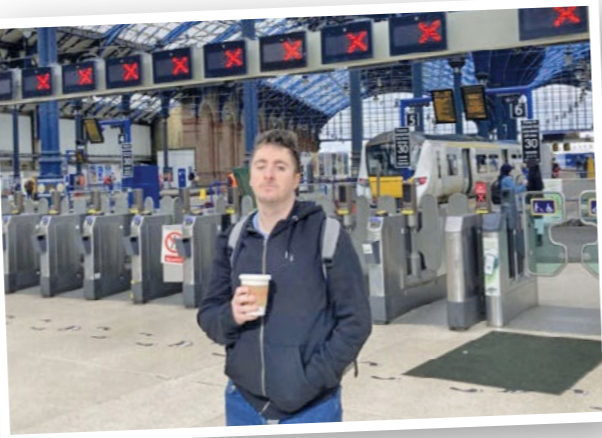
Govia Thameslink Railway has published an Easy Ticket Guide to coincide with World Autism Acceptance Week.

Created with the input of 30-year-old Josh Puglia, who has autism, the new guide gives practical advice for people living with the condition and others with anxiety, to help them travel.

Josh said: “I can’t drive because I have autism, so being able to travel by train is so important to me – it gives me independence to travel to Brighton to the charity Grace Eyre which gives me and others with autism and learning disabilities support and where I’m an ambassador trustee.

“But it’s really challenging. If it’s really busy and there’s a queue behind me at the ticket office or it’s noisy then it makes me really anxious, and I can feel overwhelmed.

“This guide will help others with autism see how they too can buy tickets and travel by train.”



## Head-to-head in FIFA tournament

Go-Ahead Ireland continued development of its partnership with Familibase by taking part in FIFA tournament. As part of the Go-Ahead Ireland sponsored initiative #CherryBlossomFestival2023, in collaboration with Dublin City Council, Familibase hosted a digital FIFA tournament between their youth café users and Go-Ahead Ireland colleagues, with the winner facing Go-Ahead Ireland’s Managing Director, Andrew Edwards, in the grand final.



Sadly, Go-Ahead Ireland did not win, however prizes were awarded throughout the evening, and a great time was had by all.

## Wheels on the bus go ...quack quack?!

Simon Deakin, East Yorkshire Buses is described as possibly the ‘favourite bus driver in Yorkshire’ for bringing a smile on passengers faces for his unusual collection of plastic ducks on board his routes. All 35 of them!

He said: “It all started with one duck; my wife got it for me on Valentine’s Day. The second one was a Viking duck. And then the rest, every single one of them has been brought by passenger.”



## YOUR IDEAS FOR THE NEXT BILLION JOURNEYS

Our innovation programme for 2023 is continuing at pace. We’ve had a great response from colleagues across the business when we asked you to help us find innovative solutions to some of our biggest challenges. Our Innovation team are now working on specific ‘test and learn’ initiatives inspired by your suggestions, huge thanks to everyone who submitted ideas.

Benjamin Fowler <b>GAL</b>	Louis Cohen <b>BAH</b>
Bryan Lamont <b>GAL</b>	Paul Hammond <b>BAH</b>
Fraz Shah <b>GAL</b>	Amy Moore <b>GAG</b>
Darren O’Brien <b>GAL</b>	Bruno Cozzo <b>GAG</b>
Teonia McDonnell <b>GAL</b>	Andrei Stylianou <b>GAG</b>
Filipe Da Silva <b>GAL</b>	Farzana Walji <b>GAG</b>
Richard Taylor <b>GAL</b>	Mark Harrison <b>GAG</b>
Tom Chow <b>GAL</b>	Amy Moore <b>GAG</b>
Thomas Beardsley <b>GAL</b>	Jonathan Page <b>GAG</b>
Steve Wakelin <b>BAH</b>	Sam Batterham <b>GAG</b>
Paul Hammond <b>BAH</b>	Jessica Ostergren <b>GAN</b>
Nick Hill <b>BAH</b>	Adam Sayers <b>GTR</b>
Costelo Cosenza <b>BAH</b>	Stephanie Smith <b>GTR</b>
Paul Hammond <b>BAH</b>	Diana Schiparieff <b>GTR</b>

**GAL** – Go-Ahead London / **BAH** – Brighton and Hove Buses / **GAG** – Go-Ahead Group / **GAN** – Go-Ahead Norway / **GTR** – Govia Thameslink Rail

Don’t worry if you’ve not submitted your idea yet. There is still time to tell us about an opportunity that you’ve spotted. We’d love to hear from you about your ideas to:

1. Improve the experience for passengers on our trains and buses and making public transport more attractive.
2. Make our bus and rail services as operationally efficient as possible.

Please submit your ideas by email [ideas@go-ahead.com](mailto:ideas@go-ahead.com)

## Football coming home... for **Go-Ahead Germany**

The Go-Ahead Baden-Württemberg football team meet once a week for training and took part in their last friendly match on 1 April in Plochingen. Eight football teams from across Germany's railway companies compete against each other in a tournament. Go-Ahead Baden-Württemberg football team made it to the final without losing any points. As Team Manager Efstathios Rafailidis points out, our colleagues "played the most attractive and fairest football and we presented ourselves very well as a company".



## Flexbuss welcomes new CFO



Welcome to Malin Kronmar, new CFO of Flexbuss. Malin started her position in April and comes from P&E Fastigheter where she was the Group Economist. She was responsible for accounting and reporting to management and the board.

It feels exciting for me to learn and familiarise myself with a completely new industry, at the same time as I look forward to being part of the company's development and contributing with my experiences, says Malin.

Martin Jacobson, CEO of Flexbuss said: 'We are very pleased to welcome Malin as our new CFO. With her experience, Malin is an important part of our continued development.'

## Plymouth Citybus takes Plymouth Argyle fans to the Football League Trophy final at Wembley

Plymouth Citybus laid on six or seven coaches to take Plymouth Argyle fans to the Football League Trophy final at Wembley.



## Brighton football bus helps to raise £20,000 for Sussex families

Albion in The Community (AITC) is the official charity of Brighton & Hove Albion football club and use the power of football to engage and inspire people to change their lives.

Due to the cost-of-living crisis, there are children all over Sussex whose parents can't afford to pay for their football sessions. AITC runs free Premier League Kicks sessions in towns and cities across Sussex, giving children from deprived areas a positive activity to look forward to every week.

Brighton & Hove Buses was delighted to support their Community Matchday providing our Albion in The Community-branded bus at the AMEX football stadium. In total, fans raised an amazing £20,000 on the day, which will all go towards the charity's award-winning work across Sussex.



Fans were greeted by local celebrity fan Norman Cook (aka Fatboy Slim)

## Thames Travel strengthens its sustainable travel offering

Oxford Bus Company's, Thames Travel has strengthened its partnership with Harwell Campus, the UK's leading science and innovation campus, as part of a commitment to provide sustainable travel for its members.

Harwell Campus employees now receive 25% travel savings against standard prices, to encourage more people to travel by bus. The discount is subsidised by Harwell Campus.

Patronage has recovered to pre-pandemic levels on Thames Travel services to Harwell Campus. As part of the partnership further initiatives to enhance bus services to the community will be announced this year.



## Redundant GTR computers transforming children's lives in Malawi

Children at a rural primary school in Malawi are learning computer skills on recycled tablets provided by Govia Thameslink Railway (GTR) in partnership with IT recycling and education charity the Turing Trust.

The train company donated over 200 redundant Android tablets to the Trust in November 2021. The charity's IT workshop team have carried out a comprehensive, data-secure refurbishment process, loaded new software, and shipped the refreshed equipment to Malawi.

The tablets, once used by station staff, are now transforming the prospects of children at Choma Primary School, near Mzuzu in the north of Malawi: "Invigorating their excitement for school and boosting their chances of graduating to secondary education," says the charity.



## Purbeck Breezer open top buses are back

Purbeck Breezers open-top buses have made their return for the summer months along the south coast. The buses will offer a sustainable way for passengers to explore the winding coastline and tourist hot spots along the way including Lulworth Cove, Corfe Castle and Poole.



## Hedingham & Chambers Egg-splorers art trail

The Eggsplorers art trail, sponsored and delivered by Hedingham & Chambers, distributed more than 900 eggs to primary schools in Tendring, with a challenge for pupils to ‘get arty’.

It was a challenge that was gleefully accepted by hundreds of children, with more than 13 schools taking part in the project.

Once decorated, the cardboard egg designs were exhibited as window displays or hanging from the ceilings of businesses and organisations throughout Tendring as part of the Eggsplorers community art trail, creating a very special Easter Egg hunt across Harwich, Clacton and Walton.



## Decorate your Egg competition

Go-Ahead colleagues in the Newcastle Head Office took part in a ‘decorate your Egg’ competition to celebrate Easter. Colleagues submitted some cracking entries and have an egg-cellent ability to be creative.

The winner is Sandra Conway with her Egg Sheeran invention. She said she was ‘Eggs-tremely’ proud to win her Chocolate Easter Egg.

Thank you to everyone who took part in the competition and congratulations Sandra!



### Bus named after popular Brighton based photographer

Roger Bamber (1944–2022) has been named on a Brighton & Hove Bus as major exhibition of his work opens at Brighton Museum and Art Gallery.

Roger, an immensely talented and well known multi award-winning photographer, had a very close working relationship with the bus company. Over the years, 21 pieces of his photographic work (that featured Brighton & Hove buses) were used as front page covers by Bus Times.



## New breast screening awareness bus hits the road in Plymouth

As part of a campaign to encourage more people to attend breast screening appointments a Plymouth Citybus double decker has been given a makeover in the Primrose Foundation colours of pink, yellow and grey.

It follows recently updated figures which show a worrying fall in the uptake of breast screening appointments nationally and locally, with the overall uptake in the Plymouth health area dropping to 72.5%. In some parts of Plymouth, the figure has dropped to 54%.

Thanks to funding from Plymouth-based breast care charity The Primrose Foundation and The Primrose Breast Care Centre Screening Team at University Hospitals Plymouth NHS Trust.



## Go-Ahead Norway's partnership with local football club

Go-Ahead Norway has established a partnership with local football club Viking in Stavanger, where they operate the local trains, Jærbanen.

The stadium is located immediately next to a Go-Ahead Norway train stop, so to ensure as many people as possible can get to the football matches using the train, the capacity of trains is increased to and from the stadium immediately before and after matches.

On 15 April Viking played Lillestrøm in Eliteserien and won 2-0. There were over 15,000 fans at the stadium, with approximately 8,000 travelling by train. The regional paper also led with the advice to take the train when writing about the game. Viking are also delighted to be able to ensure extra services are available for their fans, so everyone can get to their matches in a sustainable, safe, and timely manner.



### A hundred Southern Electrostars upgraded and back in service

The 100th Class 377 Electrostar operated by GTR has completed the £100m ‘Project Aurora’ upgrade programme, returning to passenger service with a host of new features that significantly improve reliability and passenger experience.

The project is funded by rolling stock owner Porterbrook, with Alstom providing technical specification, design work and materials.

The upgraded trains feature plug and dual USB sockets at every seat, enhanced passenger information service with new digital screens and automatic passenger counting to help GTR analyse services and manage timetables effectively.

**Get to know...**

# Samantha Facey

**Group Director of Health, Safety and Security**



## **How did you get into transport?**

I moved from Australia in 2001 to travel the world on a 2 year working holiday visa. My first temporary job in London was working on the Victoria line. A 6-week contract turned into 10 years with TfL, before moving to GTR.

## **What's it like being the Director of Health, Safety and Security for Go-Ahead?**

It's a very challenging but rewarding role. At the heart of this is our intention that our colleagues and passengers travel safely without coming to any harm.

## **What do you enjoy most about your role?**

No two days are the same, the role is so varied, I could be working with rail colleagues in the morning, bus colleagues in the afternoon and supporting collaboration with colleagues overseas in between.

## **What do you like most about working for Go-Ahead?**

The people, working for Go-Ahead is a wonderfully diverse place to work, people genuinely care about the organisation and each other. There are so many opportunities to grow as a person as well as professionally. I feel fortunate to be adding value to our transport network and the safety of our people.

## **Tell us an interesting fact about you no one knows?**

I started university undertaking a Japanese and visual arts degree but I quickly came to the realisation that being an artist wasn't going to pay the bills.

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

Safety isn't just about risk assessments and audits; it is about making sure our people are fit and healthy. I am passionate about making sure our colleagues are supported, both physically and mentally.

## **What are your hobbies?**

I adore travelling, it gives a new perspective on life. I love seeing new cultures, meeting new people, trying new food and setting off on new adventures and I try to capture as much of this in pictures as I go.

