

# NEWS ACROSS THE GROUP

May 2022

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- 10 Singapore awards

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

gosouthcoast

GoSouthWest

GTR

oxford  
bus company

METROBUS

## We are Go-Ahead people

### Stockwell Garage driver, Evon Nelson retires after 37 years of service

Evon Nelson, who retired after 37 years of service to Go-Ahead London, is an exceptional example of the dedication of Go-Ahead colleagues. Having first joined in May 1985, at Stockwell Garage, Evon drove many routes at the garage during his long career.

Evon will be making the most of his retirement to spend more time with his partner, Karen Ennis (who was a conductor at Stockwell Garage in 1988) and his ten grandchildren. Evon is particularly looking forward to being

able to spend more time gardening and watching Chelsea play football.

Go-Ahead London, Managing Director, John Trayner, visited Stockwell Garage to thank Evon for his dedicated service to the company.

Reflecting on his time on the buses, Evon said “Stockwell for me has not changed a bit, people come and go but the soul of Stockwell Garage remains the same and I think this has to do with all the diversity Stockwell so proudly portrays.”



## The Return of ‘The Really Amazing Awards’



The Oxford Bus Company (and sister companies) celebrated the achievements of its staff through the return of its ‘The Really Amazing Awards’ ceremony.

It was a bumper night celebrating staff success, as Oxford Bus Company combined 2020 and 2021 into one big awards night, after last year’s event did not take place due to the pandemic.

Phil Southall, Oxford Bus Company Managing Director, said: “It was wonderful to be able to get together in person again and recognise and celebrate the people who have done really amazing work to ensure we consistently deliver a first-class service to our passengers. We also recognised our colleagues who have given a significant number of years’ service to the company. It has been an incredibly challenging period for the bus and coach industry and so the awards and the evening felt even more special this year.”



# Welcome

from Christian Schreyer



Dear all,

It's been a long haul - but across both Go-Ahead's rail and bus companies, our passengers are returning. With every week that goes by, confidence is building.

On the buses, we're at about 80% of pre-COVID passenger numbers. In some areas, it's higher - at Go North West, we've been over 90% lately. On rail, Govia Thameslink Railway was at around 70% at the time of writing.

Young people and leisure travellers are back in big numbers. But there are two groups that are lagging behind - white-collar office workers, who are working from home more often, and older people, some of whom still have some anxiety about crowded spaces.

Efforts to promote bus and rail services are working. The rail industry's

"Let's Get Back on Track" campaign has had good results. Meanwhile, marketing initiatives on bus - including flexible price capping in Brighton, and the "make big savings by bus" campaign in Cornwall - are bringing in valuable extra customers.

We can, and should, go further. Our new strategy, The Next Billion Journeys (see page 4), will involve sharing best practice between all of our operating companies to attain the very best

possible performance. There will be decisions ahead on how to shape our networks for the post-COVID world - which could mean varying routes, timetables or the size of vehicles we're using.

Over the last month, it's been fantastic to see some successes around the group.

At Great Northern, we've got Britain's cleanest trains according to the latest Transport Focus survey. Oxford Bus Company stands to operate a huge fleet of 103 electric buses following a successful bid for funding alongside its local authority. Go-Ahead London has successfully defended multiple routes in Transport for London tenders. And Go-Ahead Germany has taken delivery of the first new trains for its Augsburg routes.

Finally, a big thank you to all colleagues across Go-Ahead for donating more than £18,000 to help refugees from Ukraine. We'll be match funding those donations, to deliver a combined £36,000 to the Disasters Emergency Committee. Well done to everybody who raised money.

Kind regards,

Christian Schreyer,  
Group Chief Executive



Brandishing a sharp knife, our CEO Christian Schreyer cut a cake to share with colleagues at Go-Ahead's head office this month to launch a new strategy for the company - Towards the Next Billion Journeys. **See more on page 4**

# Go-Ahead raises £36,000 for Ukrainian refugees

Christian Schreyer, Group CEO said: "The unity and support across the Group for the people of Ukraine has been phenomenal, thank you for coming together and for all your fundraising efforts at a time of unprecedented hardship."



Go North West 'baked their socks off' to raise money for the people of Ukraine



Go South West, Managing Director Richard Stevens proudly poses in his 'Stand with Ukraine' T-shirt in front of the striking blue and yellow bus



Attendees of the Pub Quiz generously made their donations to the DEC appeal



Brighton and Hove/MetroBus participated in a vintage bus running day and raised £3k!



Mark Fry, driver at Lewes Road depot, Brighton and Hove Buses

## Support our charity partner

Our charity partner – Transaid has launched its next cycle challenge – Hadrian's Cycleway. The 157-mile adventure will take place in September, with riders set to experience magnificent coastal views and breathtaking countryside, as well as the famous wall itself.

[Register here](#)



FULL SPEED AHEAD TOWARDS THE

# Next Billion Journeys

The plan sets three strategic priorities – to get the very best possible performance from our existing bus and rail companies; to grow both passenger numbers and the size of our operations, and to examine new opportunities in transport.

“My review of the business has found fundamental strengths in the business, and has identified areas where we can deliver improvements and sustainable

growth. We plan to strengthen, digitalise and decarbonise our operations.” said Christian.

As part of “The Next Billion Journeys”, Go-Ahead has set some ambitious targets: to grow our revenue by 30% to £4 billion, to increase our operating profit to £150 million and to resume paying out dividends, which were suspended during the pandemic, to our shareholders.



# Q&A

Here's what it means for you

## What does the new business strategy mean for frontline colleagues? What major changes should we expect to see?

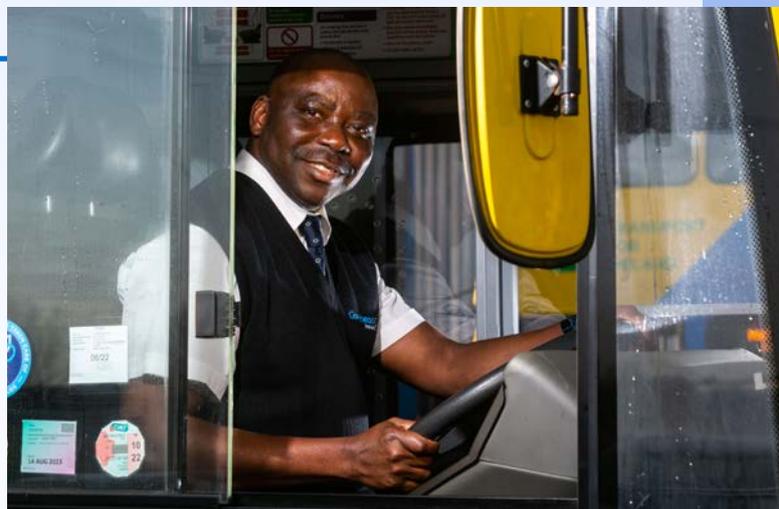
We'll be working to digitalise and decarbonise our operations. That means more investment in using data to shape routes, schedules and ticket prices – and a focus on the shift towards zero-emission vehicles.

We will work hard with local and national governments to shout about the benefits of public transport – it's a cleaner, cheaper and more responsible way of getting around than the private car.

## How will we ensure we are united in supporting and delivering the priorities for this strategy across our operating companies UK and internationally, especially for those that are struggling?

Our aim is to make sure everybody feels part of The Go-Ahead Group, as well as a part of your own regional company. We want to share good ideas, and to ensure everybody buys into the same overall purpose – to move you, and the next generation, towards a smarter and healthier planet.

However, one of the strengths of our company has always been its devolved model – decisions are taken at a local level, by people who understand local customers and communities. That won't change.



## What plans do we have for investing in new technologies?

Already the largest operator of electric trains and buses in Britain, we're ambitious to go further. By 2035, we aim to have an entirely non-diesel rail fleet, and a zero emission bus fleet, in Britain.

Immediate initiatives include enhancements in recycling at Govia Thameslink Railway to ensure rubbish is repurposed effectively. At Metrobus in the Crawley and Gatwick area, we'll take delivery of Go-Ahead's first hydrogen powered buses this year. And the Oxford Bus Company is working with its county council to deploy 103 electric buses onto the roads in 2023.

## What plans do we have to help improve diversity and inclusion across the Group?

Go-Ahead London takes on 700 apprentice bus drivers every year. More than 80% are from ethnic minority backgrounds and 18% are women. We know, though, that we need to do better at all levels of our organisation in attracting a wide variety of people to work for us.

Go-Ahead has a successful 'Women in Bus' network underway offering mentoring and support for female colleagues. And on rail, 40% of new drivers being taken on at Govia Thameslink Railway are women.

We have a female chair, and we've just appointed a woman as our Chief Financial Officer. Diversity is a big priority for the future.



# STAFF NOTICE BOARD

## Mental Health Awareness Week (9-15 May 2022)

Mental Health Awareness Week is an annual event when there is an opportunity for the whole of the UK to focus on achieving good mental health.

We want to remind our colleagues that they are not alone and can seek support from our mental health first aiders when things get tough. Our mental health

first aiders are trained and are in every one of our UK and Irish bus companies.

The mental health first aider will have an in-depth understanding of mental health, the practical skills to spot triggers, reassuring a person in distress and guiding individuals to further appropriate support.

## RMT advice...

The ballot for its GTR members opened on 26th April and will close on 24th May at 5pm.

GTR's Chief Operating Officer Angie Doll said: "It goes without saying we're disappointed. The last pay deal for GTR colleagues agreed by RMT (and TSSA and Unite) expired less than a month ago.

"Our industry is still recovering from two years of COVID. Passengers are returning but you'll have seen for yourself our stations and trains are still nowhere near as busy.

To attract future funding from government we have to show, as an industry, we can be value for money and win back passengers.

Angie added: "A strike, or action short of a strike, sends a signal to our customers: your trains may be delayed or cancelled. It risks the recovery of our industry.

GTR is encouraging RMT members to use the four-week voting window to make sure they have all the facts before deciding whether to take part in the ballot, and, if they do, how they will vote.

## NHS Test and Trace Scam

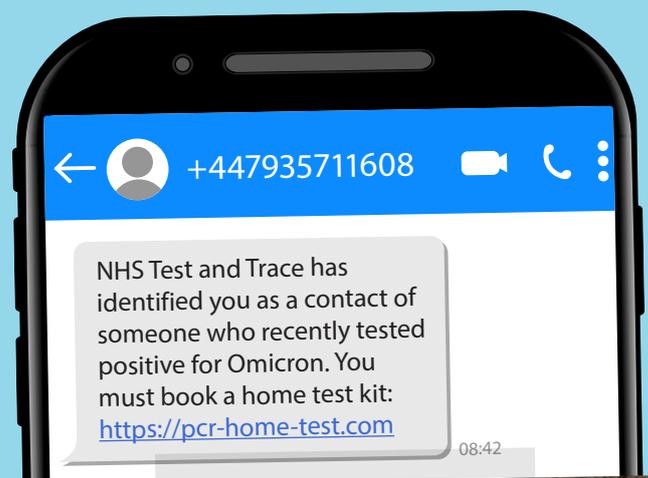
Please be aware of the text message that is going around pretending to be from NHS Test and Trace stating that you have been around someone who recently tested positive, coming from a random phone number.

**PLEASE BE CAREFUL and DO NOT click on the link provided.**

There is further information about the scam in these links:

[Trading Standards](#)

[ITV News](#)



## Go Cornwall fares cut by up to

# 40%

Go Cornwall ticket prices have been cut by up to 40% under a Government-backed pilot scheme called “Make Big Savings By Bus”, to persuade motorists to leave their cars at home.

Go Cornwall Bus is the county’s largest bus operator, operating over 100 routes carrying 90,000 passengers per week. The initiative is funded by Transport for Cornwall and stretches the length



of Cornwall, from the River Tamar to the Land’s End peninsula, taking in towns and cities including Truro, Newquay, Redruth, Falmouth, Camborne, St Ives and Penzance.

Mark Anderson, Go-Ahead’s Customer and Commercial Director, attended the press launch in Redruth in early April. He said: “With petrol prices soaring, this is a timely initiative aimed at persuading motorists to switch to buses in a largely rural part of England. It’s a win-win both for locals all year round and for visitors, who will be able to take cheaper buses to Cornwall’s spectacular beaches this summer.”



## Thameslink’s Try a Train classes for World Autism Awareness Day

Students with autism and learning disabilities from Central Bedfordshire College took part in Thameslink ‘Try a Train’ events.

The events, which have now resumed since being suspended in 2020 because of Covid restrictions, aim to give young people who find travel daunting the confidence and experience to use trains more independently.

The College’s 16-to-20-year-olds were the guests of Luton Airport Parkway Station Manager Joe Healy. Joe showed them around the station and took them on a return trip to London St Pancras (just over half an hour each way), giving practical advice on how to plan a train journey, buy and use tickets, and travel with confidence and safety.

# Congratulations Angie Doll

GTR (Govia Thameslink Railway) has appointed Angie Doll as permanent Operations Chief.

Angie joined the railway family in 1999 as Station Manager at Brighton. She worked up through the ranks in Go-Ahead before joining Southern and Gatwick Express in 2014 as Passenger Services Director, where she became the MD in 2018. She has held the role of Interim COO for GTR for the past six months.





## Go South Coast Easter bunnys

Bus drivers in Dorset got hopping during Easter weekend, as they donned bunny and chick outfits in aid of charity.

Morebus workers raised money for Dorset Mind – and transformed themselves into furry and feathery critters.

## Go North East bus drivers visit care home to say **thank you to much-loved customer**

Go North East bus drivers noticed much-loved customer hadn't been spotted travelling her usual journey. When they found out she had moved into a care home, the drivers decided to visit Dorothy with a bouquet of flowers to say thank you for her kindness over the years.

Martijn Gilbert, Managing Director at Go North East said: "Bus services are at the heart of so many communities, so it was great to see what our team in Sunderland had organised for Dorothy.

"She has clearly had a lasting impact on our driving team, and I'd like to say a huge thank you to both Dorothy and our colleagues for their generosity."



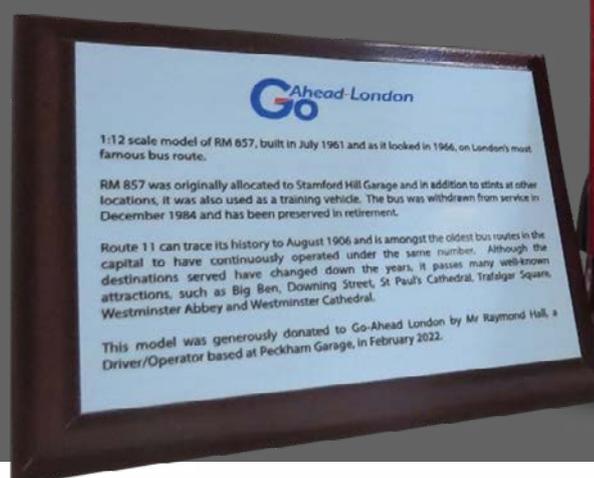
## Brighton and Hove diversity bus for 'the oldest gay in the village'

Gay rights campaigner, George Montague sadly passed away aged 98. Brighton and Hove Buses were contacted by his family member to help organise the diversity bus to give him a special send off and to take his close friends and family to his funeral. The screen on the bus arranged by Lewes Rd depot read "the oldest gay in the village". His husband Somchai Phukhlai said: Thank you so much, it's an honour for our beloved George. This will stay in my memory forever. The entire family are very grateful for your kind and thoughtful generosity."

# Peckham drivers kind donation of his RM 857 model

Inspiration struck for Peckham driving colleague Ray Hall, who saw an advertisement for a Routemaster Bus that he used to drive and felt inspired to create a scale model, which he then kindly donated to Go-Ahead London.

Ray's driving career of over 22 years. He said: "It took about a year to complete the model but I thoroughly enjoyed putting it together and seeing the final product. When I showed it to colleagues at Peckham Garage, they were amazed by the level of detail."



## Go-Ahead Norway take a well needed 'Rest'

**From May 16, customers in Norway can enjoy their journey in extra comfortable seats on board Go-Ahead's night train, as well as on some day trains. The new offer has been named Rest.**

Rest is a recliner that can be laid down 45 degrees using a control panel and is slightly reminiscent of the seats in business class on airplanes. Cathrine Elgin, CEO of Go-Ahead Norway said: "We are very proud to now be able to offer this, as we know it has been a demand, especially on the night train. It makes it possible to get a comfortable night's sleep on board our trains, without ordering a sleeping compartment."

## Singapore awards

Go-Ahead Singapore receive three awards at the Land Transport Excellence Awards 2022 ceremony.

They were recognised for Best Collaboration Partner (Innovation), Best Community Inclusive Project (Merit)

– Helping Hand, and Best Land Transport Operations & Maintenance Initiatives (Merit) – BC Click.

Go-Ahead are proud of the can-do attitude of the team and will continue to explore opportunities that deliver a positive impact for commuters and colleagues.



### Ever wondered what a Go-Ahead Technical Specialist does?

Senior technical specialist and team lead, Izhar's competency is indisputable. His team's responsibilities include identifying and repairing faults in buses, conducting functionality tests, preventive maintenance, submission of inspection reports and procurement of spare parts. All these tasks used to be done manually. For instance, troubleshooting was based on their expertise through a trial-and-error process. This experience gave senior technicians, like Izhar, an edge in being able to spot faults and conduct investigations quickly.

Digital tools have made things easier for Go-Ahead Singapore technicians by helping them to diagnose issues and propose solutions intuitively. With the right people and the right tools, a safe and reliable journey is made seamless today.