

NEWS ACROSS THE GROUP

March 2022

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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

go south coast

Go SouthWest

GTR

oxford
bus company

METROBUS

A message from Christian Schreyer



Dear all,

I write this just days after receiving some great news. The UK Department for Transport has awarded us a National Rail Contract to continue operating Govia Thameslink Railway for up to six more years.

GTR is the UK's biggest rail network, comprising Southern, Great Northern, Thameslink and Gatwick Express services. Every year, passengers make 349 million journeys on this network - accounting for a fifth of all UK train travel. Securing a new contract is a testament to the hard work and dedication of our 7,500 colleagues on UK rail.

Go-Ahead is a bus and rail company through and through, and we're now in a strong position to grow, both at home and overseas. Over the weeks to come, I'll be outlining a

new strategy, to be called "The Next Billion Journeys", which will detail how we intend to shape the group in the next few years.

As a sign of our ambition, we have bought a Swedish bus company, Flexbuss, a family-owned business which provides scheduled bus services, school transport and medical transport in southern Sweden. This takes us into a sixth country - welcome to the Go-Ahead family, Flexbuss!

Meanwhile, our German rail company has marked 100 days of running trains in Bavaria with more than 90% reliability. Back in Britain, the Oxford Bus Company looks set to play a key role in delivering a fleet of 159 electric buses locally, following positive news of grant funding from the UK Government. And Go-Ahead London has done well in the latest tender competitions, holding six routes and adding three new ones.

Sadly, headlines across Europe over the last month have been dominated by appalling scenes of suffering from Ukraine - where the recent invasion has sparked the biggest refugee crisis in Europe since the Second World War.

Given the sheer scale of the crisis, we have decided to match fund donations from colleagues anywhere in the group to the UK Disasters Emergency Committee, for use in helping refugees. So for every pound you donate via your operating company's JustGiving page, we will contribute a further pound. Please, if you can, contribute to this important cause.

Kind regards,

Christian Schreyer,
Group Chief Executive

Support for the people of Ukraine

The Go-Ahead Group has pledged to match any donation made by an employee of a Go-Ahead transport company to the Disasters Emergency Committee on a pound-for-pound basis. We're taking this initiative to contribute to humanitarian efforts to support the Ukrainian people at a time of unprecedented hardship. Please donate so we can raise as much money as possible. Each operating company will be able to make their donation via their Just Giving pages.

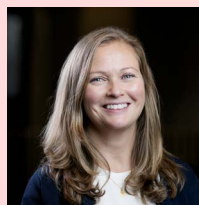


International Women's Day

Celebrating women in transport

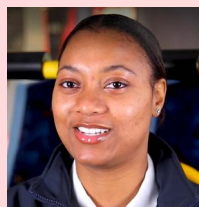
This year for International Women's Day (Tuesday 8th March) we showcased our inspiring female colleagues in a video, to help break the bias and to prove transport doesn't have to be a male dominated industry. Women from across Go-Ahead's companies business discuss why they love working in transport, and the exciting opportunities that are available to progress their own careers in bus and rail. It's fantastic to see inspiring women in transport from different countries in a variety of roles - with a range from newcomers to the highly experienced.

Watch the Go-Ahead IWD video here



Cathrine Elgin,

Managing Director of Go-Ahead Norway, said: "I was the first female managing director in the Go-Ahead Group. So there are no barriers. Just do what you want and if you're good at it, there's nothing holding you back".



Chermaine Russell,

a driver with Go-Ahead London, said: "I have recently passed my passenger transport qualification. I know that whatever I do want to become, I can be it in Go-Ahead".



Clarisse Garcia,

Retail Manager spoke of her pride in working in the bus industry. She said: "I love customer facing roles, but also the interesting and challenging work I'm given. Women today have much better opportunity in establishing themselves within positions of authority in transport companies. At Oxford Bus Company everybody has a chance to apply for all vacancies. So, if you have the right skill and the right attitude for the job you will be successful. The female population in the industry is growing and I'm proud to be a part of it."



National Rail Contract awarded to Govia Thameslink Railway

Fantastic news for the Group

The Group is delighted to announce it has signed a National Rail Contract with the Government to continue operating Govia Thameslink Railway, the UK's largest rail franchise, for up to six years.

The new contract begins this month and will run until at least 1 April 2025, with the option to extend until 2028.

This is a major milestone for Go-Ahead – it secures the future of a large part of our company. It is a reflection of the dedication of the 7,400 colleagues at GTR who have worked so hard to make the network a success, and of the operational support provided to GTR by colleagues in departments across Go-Ahead.

Christian Shreyer said: “Along with our partner, Keolis, we have operated GTR since the franchise’s creation in 2014. We’ve delivered more than 1,500 new railway carriages, completed over 1,000 station improvements, created industry leading smartcards and tools to make passenger journeys easier and we’ve achieved a steady improvement in passenger satisfaction. We should be proud of those achievements.

As an organisation, we can now move forward with renewed confidence. We are an ambitious company and we will be looking for opportunities not just to retain our existing bus and rail contracts but to expand our footprint and grow – in the UK and internationally. That includes expanding in UK rail if the Government’s future Passenger Service Contracts prove attractive.”

Christian on the road...

Meeting colleagues across the Group

Christian Schreyer has been on more visits over the past couple of months. In early March he visited Go Ahead Ireland, Go East Anglia and Go North West. He met key people in the business and went behind the scenes to find out about our operations in the region.

Go Ahead Ireland – Group CEO Christian Schreyer in Ballymount, Dublin

Go-Ahead Ireland plan to expand later this year to add capacity for an additional 45 buses and install electric charging points for buses.



Go North West – Queen's Honours

Christian came to visit colleagues at Go North West for the first time. The real highlight was him presenting the first 'Queens Honours' - their version of MBEs, OBEs and knighthoods. The winners were all nominated by colleagues as people who embody the Queens Road 'Get up and Go' spirit.



CELEBRATING...

Get Up & Go

THE QUEEN'S HONOURS

We're so lucky to have such a fantastic, inspirational team here at Go North West.

The Queen's Honours are here to recognise and celebrate the contributions of our colleagues. There are four 'Badges of Honour', which are awarded to those making a difference to people's lives, no matter how large or small; to those delivering world class service, and to those demonstrating selflessness, kindness or enormous bravery.

To receive any Badge of Honour is a huge achievement! But the most prestigious of our Badges is the Gold Crown, which is only awarded on special occasions, for the most outstanding of contributions.

THE HONOURS

- THE SALUTE**
FOR THE CHAMPIONS SELFLESSLY MARCHING ON AND MAKING A DIFFERENCE IN OUR WIDER COMMUNITY
- THE SHOUT OUT**
THIS ONE'S FOR THE TEAM PLAYERS! AN AWARD TO CELEBRATE THOSE DEDICATED TO OUR QUEEN'S ROAD SPIRIT
- THE SHOUT OUT**
AWARDED TO SOMEONE WHO HAS PULLED OUT ALL THE STOPS BY GOING ABOVE AND BEYOND TO GET THE JOB DONE
- THE GOLD CROWN SUPER-PRESTIGIOUS!**
WHO NEEDS A KNIGHTHOOD, ANYWAY? OUR MOST PRESTIGIOUS AWARD, RESERVED FOR THE MOST OUTSTANDING CONTRIBUTIONS

Go North West

again

Go East Anglia

Christian visited bus depots in Clacton and Dereham providing him with an overview of Go East Anglia's bus operating companies – Hedingham and Chambers and Konectbus.



The Group welcomes the new Chief Financial Officer

The appointment of Sarah Mussenden

Go-Ahead is excited to welcome Sarah Mussenden as the new Group Chief Financial Officer. Sarah is currently the Interim Chief Financial Officer at Royal Mail UK and has extensive experience across multiple sectors. She will be joining the Group in May.

Sarah is a qualified Chartered Accountant and has extensive experience across multiple sectors, including her present role as Interim Chief Financial Officer at Royal Mail UK. Her previous roles include Chief Financial Officer at Centrica Consumer Services (British Gas), Barts and The London NHS Trust and Financial Director at British Airways. Sarah is a Non-Executive Director and member of the Audit and Risk Committee at The Premier Miton Group plc.

Clare Hollingsworth, The Go-Ahead Group plc Chair, said:

"I am delighted to welcome Sarah to Go-Ahead. Her senior commercial business leadership experience, together with her strong financial accounting and audit background, will be particularly valuable as the Group will have completed its business review, led by Christian Schreyer, and moved to the next phase of the Group's development. She also has worked extensively in transport and regulated businesses, where the customer proposition and the environmental agenda are central to long term sustainable growth."

Sarah Mussenden added:

"I am so pleased to be joining the Board of Go-Ahead. Throughout my career I have worked for businesses that have important purposes and add real value to society. Go-Ahead very much fits this description. It's been a challenging couple of years for the Group but the underlying business is robust and has strong long-term prospects. I look forward to working with Christian and the Board to enhance governance and financial control across the Group, whilst also driving to maximise its inherent value."



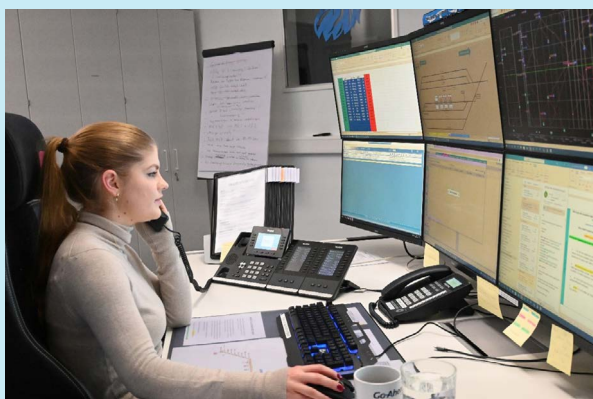


Bavaria 100 days on

Go-Ahead's distinctive blue and white trains are becoming a familiar sight

At twenty past midnight on December 12th 2021, a Go-Ahead train left Munich Central Station for the town of Buchloe, marking the beginning of Go-Ahead's presence in Bavaria. Exactly 100 days later, operations are off to a good start.

Control room colleague at Go-Ahead Germany



There were some minor teething problems, as is to be expected on any new rail service. But the brand new fleet of 22 Stadler trains, each with 216 seats, is running well – offering fast connections between Munich, Memmingen and Lindau, near Germany's south-western border with Switzerland.

Over the last few months, train traffic has steadily become more punctual and stable.

Fabian Amini, Chief Executive of Go-Ahead's German rail business said: "I'm proud of our entire team, who have worked with great dynamism to get us off the ground in Bavaria, which is Go-Ahead's second German state after Baden-Württemberg, which the company entered in 2019.

"More than 90% of our trains in Bavaria are on time, measured by the industry standard value of within six minutes. Fewer than 1% of our trains have been cancelled – and when they have been, it's often been for reasons beyond our control – such as the closure of the line by the infrastructure owner.

"The important thing, though, is that we're receiving praise, both from passengers and from experts."

In December this year, Go-Ahead in Germany will take on an additional, bigger contract in Bavaria – running regional services on high frequency lines to the north of Munich to towns such as Augsburg, Ulm, Würzburg and Aalen.



Heading into new territory

Our expansion to Sweden

Go-Ahead is pleased to begin operating bus services in southern Sweden through a deal to take ownership of a family run bus company, Flexbuss Sverige AB.

Flexbuss operates approximately 380 vehicles and employs 600 people. They provide scheduled bus services, school transport, medical transfer and private hire buses. The company will be integrated into Go-Ahead's London and International bus division, which operates franchised buses in London, Singapore and Dublin.

Christian Schreyer, Group Chief Executive, The Go-Ahead Group, said: "This is an expansion of our successful London and international franchised bus business into a new territory. It will play to Go-Ahead's strengths in operating bus contracts on behalf of local authorities, partners and third parties."

All revenue in Sweden will be generated through contracts, without direct exposure to changes in passenger demand. Under Go-Ahead's ownership, services will continue to be overseen by Flexbuss's proven and experienced management team.



Appreciation shown with care

Colleagues in Singapore are being recognised

The dedication and hard work put in by our frontline colleagues has been recognised and appreciated by other organisations in Singapore. Recently, Go-Ahead Singapore received care packages provided by Singapore Petroleum Company which has warmed the hearts of colleagues.



Catch the Bus Now's the time

With fuel prices rising,
is now the time to
CATCH THE BUS?



konectbus.co.uk



Go East Anglia have started a new campaign to encourage a modal shift from car usage to bus. The campaign is targeting car drivers and their purse strings against the rise in petrol and diesel fuel costs.

As part of the campaign, the message 'Now's the time to catch the Bus' will be included outdoors, digitally, on radio and social media. At a later stage Go East Anglia plan to do a door drop campaign and discounted fare along with car park ticket advertising.

Go North East win Passenger Transport Award



Congratulations to the deserved winners

Go North East brought back the gold at the Chartered Institute of Logistics and Transport's Annual Awards for Excellence, fighting off stiff competition from fellow finalists Transport for London and Reading Buses to win the award for Public Transport excellence.

The judges commented "in recent years the whole bus industry has been affected by declining passenger numbers but in Tyne and Wear, Go North East was bucking this trend before the Covid-19 pandemic hit."

Go North East are up there with fellow 'big name' winners such as Wren Kitchens, Hermes, Yodel, Urban Outfitters, Heathrow Airport, Nottingham City Council, Movianto, Travis Perkins and PD Ports.

Running, swimming and cycling East to West

Go South West colleagues take fitness to another level

Deciding to get fit has led to two Go South West colleagues running, cycling and swimming the distance it takes to travel to all Go Ahead OpCos in the UK from East to West, while raising almost £1,000 for charity.

Service Delivery Inspectors Steve Hart and Sheldon O'Moore wanted to improve their fitness, so set themselves the challenge of covering 1,000 miles, based on the mileage to get to all our OpCos. By the end of the challenge, they had covered double the distance, raised money for charity and got team members involved in the challenges too!

Sheldon said: "The swimming was not too bad as Steve and I already did a lot of that, but the running and cycling was gruelling - I didn't appreciate just how many hills there are in Cornwall!"

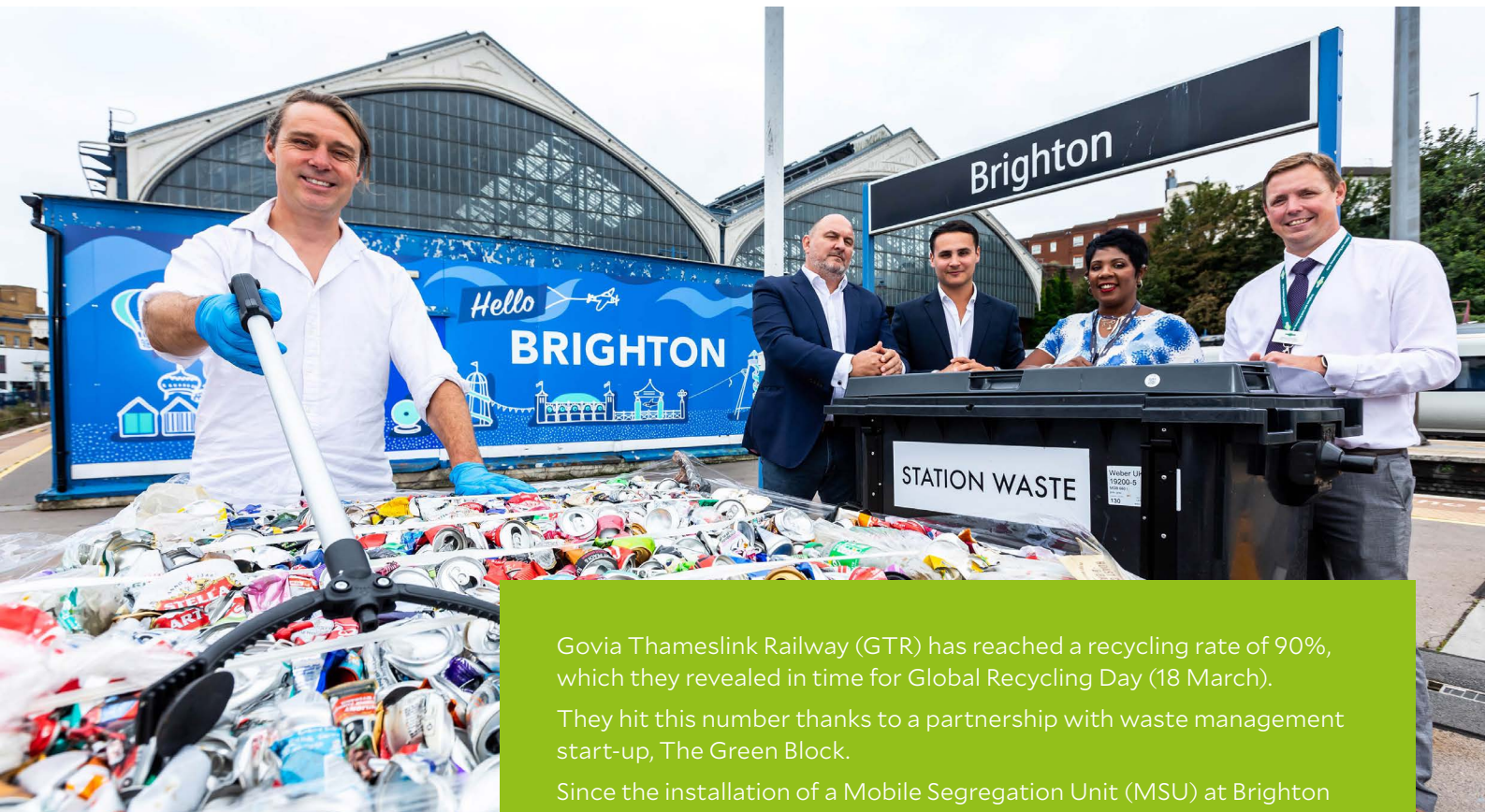
"Other members of staff joined in some of the events, but we were the only two to get involved in every one. Now, we've signed up to a triathlon for this summer and we'll keep telling people about events and encouraging them to get involved."

The events included the Plymouth Half Marathon, Eden Sportiv and a swim to St Michael's Mount, raising £500 for men's health charity The Chestnut Appeal and £300 for St Luke's Hospice.

Go South West colleagues Steve and Sheldon swim to St Michael's Mount



Reaching milestones – the sky is the limit!



Brighton station reaches 90% recycling rate

Govia Thameslink Railway (GTR) has reached a recycling rate of 90%, which they revealed in time for Global Recycling Day (18 March).

They hit this number thanks to a partnership with waste management start-up, The Green Block.

Since the installation of a Mobile Segregation Unit (MSU) at Brighton station in September 2021, the facility has prevented over 160 tonnes of waste going to incineration – the equivalent weight of 32 elephants. If this rate of recycling continues, GTR – which runs Southern, Thameslink and Great Northern rail services – expects more than 320 tonnes to be recycled in Brighton Station throughout 2022.

Before they installed the MSU, the recycling rate was 30%. The MSU in Brighton is the second of its kind on the UK rail network, with one installed at London Victoria by Network Rail in June 2020.

1,000,000 kwh of electricity generated

Oxford Bus Company is celebrating after producing one million kilowatt hours of green electricity from solar panel arrays at its depots. The solar installations surpassed 1,000,000 kwh - or 1 gigawatt - of electricity generated since they installed in 2013.

The green energy generated is enough to power around 345 homes for a year, or to boil 11 million kettles. In 2013 Oxford Bus Company became the first local business to partner with them to install solar panels onto the depot site in Cowley.

**An aerial view of the solar panels
at the bus company depot**



Bluestar Ladies Try it Day

Local women have a go at driving a bus

Go South Coast, Bluestar hosted a special event, designed to prompt local women to consider a new career as a bus driver.

The event, dubbed 'Ladies' Try it Day' was a huge success, with a number of attendees from across the region keen to have a go at driving one of the local operator's buses.



Inspiring the next generation

Children consider a future career in public transport

Aiming to inspire the next generation to consider a career in public transport, Go-Ahead London colleagues Gary Higgins and Florin Paduret visited St Margaret's Church of England Primary School in Barking, East London.

Gary and Florin spent the morning teaching the children about buses and the important role drivers play in our communities.



Bus load of books

Pupils get on board their new library bus

Pupils from St Osmund's Catholic Primary School gathered this month to celebrate the launch of their new library bus - donated by Salisbury Reds. The team donated the bus, which is now filled with books and permanently placed at the school, to provide a resource for youngsters in all years to browse and enjoy.



Meet Fabian Amini, CEO of Go-Ahead Germany

About me

I am 46 years old and joined Go-Ahead Germany as CEO in January. After studying Business Administration at university “Freie Universität Berlin” I began an 11 year career with Deutsche Bahn. I did various senior roles there including heading up rolling stock and maintenance for DB Cargo Poland. In 2015 I moved to Transdev, where I progressed to being CEO of the company’s rail services in Bavaria, BRB. I live in Munich and in my spare time I enjoy skiing and CrossFit (a high intensity interval training with constantly varying workouts).

Why I joined Go-Ahead

After resolving some major changes at BRB I felt I needed to take on a new venture. It’s a great time to be joining Go-Ahead as there’s an opportunity to shape its strategy and future – its still quite a new company in Germany. I love the passion and commitment that Go-Ahead has for improving things for customers and colleagues - and the freedom it gives its local teams to do the right thing.

My early observations

It is tough for new companies entering the German public transport market, and there are big challenges that we will have to work hard to overcome. But I have been impressed by the emerging team of highly committed professionals that we have, and the great job they do delivering quality rail services - day in day out.

What are the big challenges ahead?

A big challenge in 2022 will be achieving the successful mobilisation of the routes we are taking on in the Augsburg commuter network – this will involve complex services and high passenger volumes. And we will continue to progress the plan we have to achieve the financial turnaround of Go-Ahead Germany.

**Willkommen
Fabian!**