

NEWS ACROSS THE GROUP

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A message from David Brown

Hello everyone,

As the country begins to slowly move out of lockdown, our bus and rail colleagues have continued to keep key workers connected, and I would like to thank each and every one of you for your dedication.

Passenger numbers are slowly beginning to rise as parts of the economy return to work, and the government has provided guidance on how to travel safely on public transport, which includes wearing face covers, avoiding rush hour where feasible, using contactless payments, and washing hands frequently. There will also be limitations on the capacity of public transport services to help passengers keep 2 metres apart from others wherever possible.

Colleague safety and wellbeing is our top priority, and each company is putting the appropriate protective equipment in place across all of our services to keep everyone safe whilst working and using our buses and trains.

Please continue to look out for each other, and help ensure we all stay connected to family, friends and colleagues. We will continue to keep you updated on changes throughout the business as they develop.

Throughout this edition you'll find many positive stories, including our shortlisted nominations for the Women in Rail awards, the launch of Go Cornwall Bus, the royal accolade for Plymouth Citybus, the Go North East award, the Bus Worker Thank You Day celebrations, VE Day celebrations,

and the highlights of colleagues supporting their communities the best way they can during the lockdown. We appreciate all of you who continue to uplift others with your positive attitudes and dedication.

I wish a speedy recovery to all those impacted directly by the virus, and would like to extend my sympathies to colleagues who have family and friends affected; we are all thinking of you in these times.

Stay safe,

David Brown,
Group Chief Executive

COVID-19

Coronavirus update

We continue to keep up our cleaning regimes on our buses and trains because your health and safety is our top priority.

As the lockdown eases and the passenger numbers rise again we will continue to investigate the appropriate solutions to keep you protected for those on duty. For those who are working from home, we will continue to provide remote support to ensure you have the tools you need.

COVID-19

To all colleagues – whether you're at home or on the front line – please remember to follow the government advice when sharing public and enclosed spaces. This includes washing hands more often for 20 seconds at a time, using tissues to catch colds and sneezes and wearing a face covering.

If you have ideas and feedback on how we can support you better please share this with your line managers.

Do make sure you stay up-to-date with the latest news from your communications teams and Managing Directors.

Launch of **Go Cornwall**



Go Cornwall Bus has kicked off its eight year contract to deliver a network of council subsidised bus routes that are essential to local residents.

Cornwall Council cabinet portfolio holder for transport, Geoff Brown said: "We are concentrating on making public transport easier to use and good value so that residents move away from using the car. This new contract will deliver wider network coverage and more frequent buses with timetables focussed on the needs of the passenger."

Geoff Brown continued: "We know that good public transport is important to our residents. Our priority is to make sure that these routes are safeguarded and that passengers who use the bus routes subsidised by the Council get the best possible service. Many people rely on these bus routes for work, for getting to hospital appointments and to go out to see friends and family. Rest assured that they will continue and improve under this new contract."

Richard Stevens, Managing Director of Go Cornwall Bus said "We are delighted and privileged to be awarded this significant contract by Cornwall Council. We believe that working in partnership we will enhance customer experience, improve opportunity to travel and improve air quality across the Duchy."



Oxford bus is off to Bicester!

Oxford Bus Company has won a tender to provide shuttle bus services to the prestigious Bicester Village retail park.

The private three-year contract with Value Retail plc was awarded after Oxford Bus Company demonstrated a high-quality approach to service delivery when they stepped in to mobilise a new Park & Ride site for the customer in the run up to last Christmas.

Commencing on June 15th Oxford Bus Company will provide a shuttle service between Bicester North rail station and Bicester Village.

It will also provide a Park&Ride service on most weekends during the summer and in the run up to Christmas.

Phil Southall said: "We were awarded this important contract by demonstrating an exceptional approach to customer service and delivery to a discerning client."



WOMAN IN RAIL AWARDS 2020

Go-Ahead has been nominated for 4 Women in Rail Awards!



The Women in Rail Awards aim to showcase and reward individuals and companies (large and small) who have made a significant contribution to improving gender balance, diversity and inclusion in the UK railway industry in the last few months. There were over 300 nominations for the 8 categories judged by a panel of high-profile rail industry judges who described the quality of the nominees as “exceptional”. The categories we have been shortlisted for include;

- Rachel Halliday from GTR who has been shortlisted to win the Female Apprentice of the Year Award.

- Ramla Abshir-Slevin from GTR who has been shortlisted to win the Female Apprentice of the Year Award.
- Natalie Leister from Southeastern who has been shortlisted to win the Inspirational Woman of the Year Award.
- Southeastern who have been shortlisted to win Top Employer Award.

The Women in Rail Awards ceremony will take place on Tuesday 22 September 2020 at the historic Roundhouse in Camden. The evening will be hosted by Naga Munchetty – Television Presenter, Journalist and Broadcaster.

Congratulations to all of our nominees!

Silver accolade for Go North East

This month Go North East was recognised at the North East Tourism Awards.

Picking up silver in the accessibility and inclusive tourism category, the virtual awards celebrated businesses ranging from visitor attractions to hotels and pubs for their contribution to the region’s tourism offering.

Go North East was recognised for its commitment to providing memorable visitor experiences for everyone, particularly those with accessibility requirements.

Though things are different at the moment, the bus company would usually run its own key tourism services from this time of year, including the Toon Tour and AD122 Hadrian’s Wall Country Bus, on top

of other services that allow people to visit the region’s tourist and leisure attractions.

Accessibility is very much at the forefront of what goes on at Go North East, with all buses fully accessible, an easy access guarantee for wheelchair users, and around 60% of its buses now having next-stop audio-visual announcements on board.

Go North East bus drivers also undergo disability awareness training, and over the last few years the company has worked in partnership with the Alzheimer’s Society to support their ‘Dementia Friends’ programme, which includes training for all its bus drivers so they can spot behaviours of dementia sufferers and deal with their needs.

Additionally, the bus operator has just launched a new website that comes with many accessibility benefits, including ‘Recite Me’ which allows website visitors to have content read out to them, as well as having the ability to customise the site colours and appearance in a way that works best for them.





Plymouth Citybus honoured by the Queen

Company is given the highest award a business can receive – the Queen's Award for Enterprise.

Plymouth Citybus has won the highest honour that can be bestowed on a company after receiving praise for helping disadvantaged people get into a job.

Plymouth Citybus was awarded the Queen's Award for Enterprise in the Promoting Opportunity category for its work assisting the "most vulnerable and disadvantaged" find employment.

Richard Stevens, managing director of Plymouth Citybus and Go South West, said: "We are over the moon to have not only been shortlisted for a Queen's Award, but go on and win one for social mobility. It is a huge honour and really goes to show the amount of pride each and every member of the team takes in providing a valuable service.

Plymouth Citybus' Social Mobility programme, thought to be the only one of its kind run by a bus company in the UK, is designed to give city people from disadvantaged backgrounds an equal chance to do well.

Its aim is to help people who feel marginalised by a lack of opportunities – including young people from disadvantaged backgrounds, disabled residents, those from ethnic minorities and women – to find jobs and education.

The company works with people in long-term unemployment to guide them through the process of getting into a job through using the firm's Work Academy in partnership with City College Plymouth and the Department for Work and Pensions.



Keeping key workers moving



The transport industry is playing a critical role during the Coronavirus outbreak by helping key workers to access hospitals, care homes, supermarkets and places of work. Our buses and trains are still in service whilst the public followed the government guidance to stay at home.



Go North East



Southeastern



Oxford Bus

South coast rainbows



Go South Coast has unveiled special 'rainbow' buses – in tribute to key workers.

Head of marketing Nikki Honer said, "Our drivers, who are also key workers, are proud to be helping local heroes travel to hospitals and other vital locations here,".

Nikki continued, "So many of us owe them a debt of gratitude, not only during these troubling times, but always. Our 'rainbow' buses are being used on our busiest routes here. We hope they reflect our huge respect and the pride we have in transporting key worker heroes – from teachers, nurses and retail staff to doctors, carers, refuse collectors and of course bus drivers – across the region."



NHS thank you

Spreading a special message

Go North East say's thank you

The workforce at Go North East's Sunderland depot have been supporting the local community with a number of initiatives.

A couple of weeks ago, operations manager Will Sewell set up a GoFundMe page to raise funds to buy toiletries for local hospitals and donations have poured in from across the company and beyond, with colleagues having their hair shaved off as part of the fundraising.

So far, they have managed to raise around £2,500 and working with the local Asda community team they have made the most of their donations, but the community work has not stopped there.

Just last week, Go North East helped out the North East Ambulance Service NHS Foundation Trust when they were in need.

The main ambulance fleet workshop, which is based at Pallion in Sunderland, had some troubles with their wash, so Go North East offered their services at no cost.

Team members at Go North East's Deptford depot in Sunderland were on hand to ensure its fleet were sparkling clean and ready for service, with ambulances taken through the company's bus wash and scrubbed down.

Go North East has also donated tea, coffee and other items to fellow key workers at the North East Ambulance Service which operates across Northumberland, Tyne and Wear, County Durham, Darlington and Teesside.

The company additionally responded to an appeal from Abbey Vets in Chester-le-Street and provided newspapers to be shredded and used as bedding.

The company is now looking at ways in which it can support local foodbanks.

Martijn Gilbert, managing director at Go North East, said: "It's great that we're able to support the local community at these times.

"I'm very proud to see these initiatives and our other depots are following suit with some exciting activities now underway."

If you would like to donate toiletries for the NHS, all you need to do is pack a free-standing bag with items and bring them to a Go North East bus, placing them in the luggage pen inside so they do not need to be handled by drivers. Please only do so when making an essential journey or whilst out on your daily exercise.



Our attitudes
Down-to-earth

NHS thank you

Spreading a special message

Plymouth Citybus birds eye thank you

Colleagues in our Plymouth Citybus team always take part in the weekly clap for the NHS on Thursdays at 8pm. But on one Thursday they went one better and staged a video thank you to the NHS using a drone. The video has had over 130 shares on Facebook and over 1000 views on Youtube, and was also featured on local BBC News programme, Spotlight.



Bus companies spell out thanks to NHS



Hull-based bus company East Yorkshire have spelt out their thanks to medical staff by using their buses to outline the letters 'NHS' at their depot.

Hull-based bus company East Yorkshire have spelt out their thanks to medical staff by using their buses to outline the letters 'NHS' at their depot.

Drivers and engineers parked the buses at the company's Anlaby Road garage, which is next to Hull Royal Infirmary, whilst celebrating Thursday's regular 'Clap for the NHS' from an open top bus at the front of the depot.

During lockdown, many NHS staff have been using the buses to get to and from work, and bus company

staff wanted to show their appreciation for all medic's hard work.

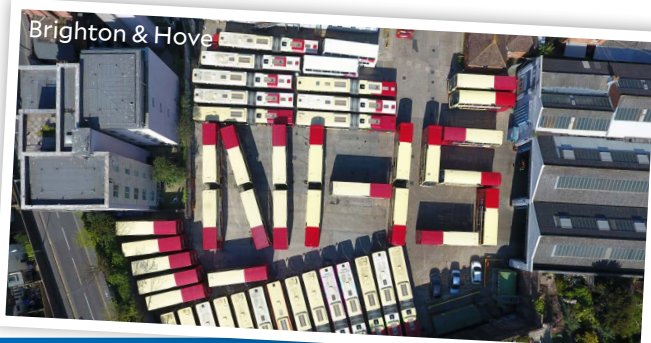
Ben Gilligan, East Yorkshire's Area Director, said: "Since the lockdown, our team have been taking many NHS staff to their vital work at hospitals and healthcare facilities across the region. We wanted to show our appreciation for their commitment and dedication."

Brighton & Hove buses at Lewes Road also bus garage arranged a drone shot to spell out 'NHS'

East Yorkshire



Brighton & Hove



Southern Vectis urges islanders to download pioneering track and trace app

Southern Vectis is showing its support for the Government's contact tracing programme, by encouraging islanders to take part in the app trial.

Residents on the Isle of Wight are the first to be offered access to the system, which is designed to minimise the spread of COVID-19.

"Everyone on the island has access to the new app, and we're throwing our full support behind it," said Richard Tyldsley, Southern Vectis general manager.

"Over the last two months, my colleagues have been committed to transporting key workers here, so they can carry out their vital roles. Now - as islanders - they are proud to be helping pave the way to brighter times ahead.

"Our drivers are looking forward to a time when they can operate wider bus services here - but first we must all pull together and make this trial a success. We urge everyone who can, to download this pioneering app - so the rest of the country can follow suit.

"This is our chance to help reduce the chance of the virus spreading. It's all about taking action to protect ourselves, and the NHS."



Hand sanitiser hunt ends at gin distillery

Brighton & Hove Buses recently found an unlikely source of hand sanitiser for its drivers and other frontline colleagues, a local gin distillery.

The bus company's Stores Manager Steve Trewin has had to get creative sourcing PPE, with hand sanitiser being particularly difficult to track down since the worldwide shortage brought on by the coronavirus.

After exhausting his usual suppliers, Steve discovered that Seaford gin distillery Murray & Yeatman was supplying medical grade hand sanitiser to vital local service providers and businesses.

Brighton & Hove Buses bought 150 litres of the stuff, which must be at least 80% alcohol to be classed as medical grade by the World Health Organisation.

As well as finding novel sources of hand sanitiser, Steve has scoured the internet to find hundreds of smaller, empty bottles so drivers can decant their own supplies from the 10 litre tubs of sanitiser in each depot.

Steve said: "It is worth hunting high and low to make sure our drivers and our other colleagues feel safe."



Everyone is in the same boat so you have got to use your imagination and think outside the box a bit. We have a good supply of hand sanitiser from a number of different sources but this is certainly one of the more unusual."

The high quality alcohol has been distilled several times and leaves skin feeling soft.

Brighton & Hove Buses' Head of Engineering Neil Miles said: "We got on the case early on and started tracking down hand sanitiser but there were soon problems with the supply chain because everybody wanted to buy it.

"We're grateful to Murray & Yeatman and to all of our other suppliers for helping us protect our drivers and other frontline colleagues. Sometimes, what initially seems like a random idea ends up working out. We like using local suppliers too."



Everyday masks compulsory on Go-Ahead Baden-Württemberg

State governments in Baden-Wuerttemberg and Bavaria make mouth and nose coverage compulsory from 27 April 2020.

So-called "everyday masks" must be worn when using public transport. Railway companies and especially their staff must also be prepared accordingly.

Many thanks to the Fadime Pektas Express alteration tailor in Nürtingen who produced several hundred masks for the driving personnel of Go-Ahead Baden-Württemberg at short notice.

#Thankyou

This May, Southeastern launched a brand new initiative to help say thank you to the NHS and key worker heroes in their community – #Thankyou.

On Thursday 14 May, messages of thanks, sent in by both members of the public and Southeastern colleagues, were displayed on platform departure boards right across the network. From personal thank you to loved ones taking their train to work, to general messages of

hope and support for all key workers with several notes displayed on the day – and the event received some wonderful media coverage up and down the country too.



#Thankyou

Tweet your messages directly to the NHS frontline

- 1 Tweet @Se_railway
- 2 Use #Thankyou
- 3 Type your message (96 characters including spaces)
- 4 List train departure time and station

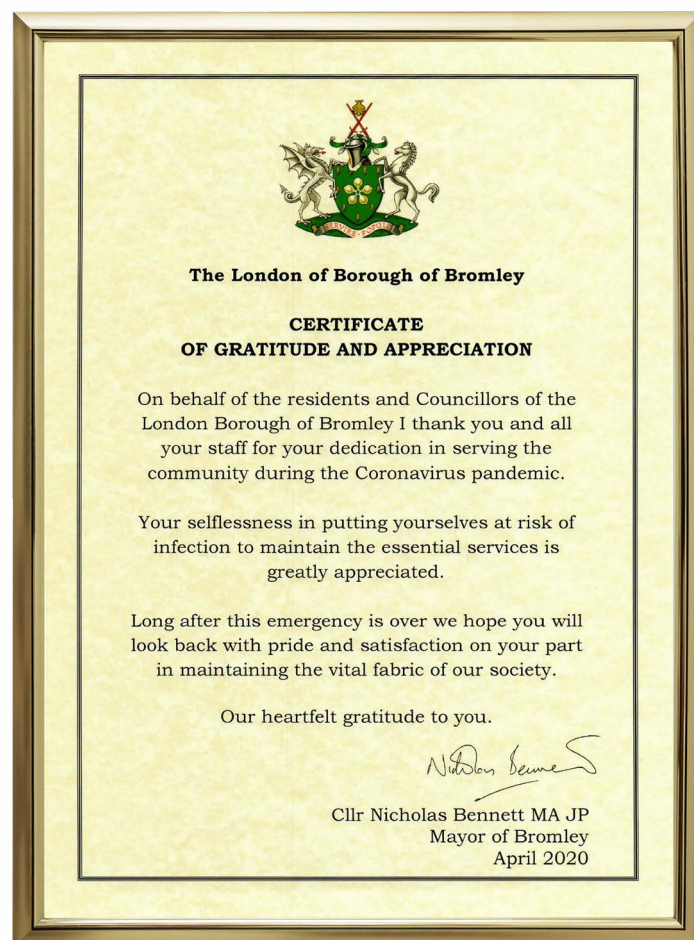
#Thankyou came hot on the heels of another brilliant thank-you activity, dreamed up by Southeastern colleagues. Inspired by the nationwide #clapforcarers initiative, #tootforcarers has seen train drivers across the network sound their horns (where safe to do so), each Thursday at 8pm. Positive passenger and community feedback on the event has been overwhelming, with the event quickly turning into a weekly tradition across South East London, East Sussex and Kent.

One good turn deserves another

As well as working flat-out to support key workers across the region, Southeastern colleagues have been treated to thank-yous in return.

Front-line workers, nurses and even a local mayor taking time to recognise the efforts of those on the railway.

“Thank you for all you do – for being brave, for being kind and helpful,” wrote one key worker – whilst in an official Certificate of Gratitude and Appreciation, the Mayor of Bromley praised local colleagues for “their dedication in serving the community, on which we hope you will look back with pride and satisfaction”. A huge well done again to everyone involved, who has earned this praise a million times over and more.



Brighton & Hove say thank you

The children in Brighton & Hove have been making beautiful artworks to thank bus drivers in the town for their hard work and dedication to keep the city connected for Bus Worker Appreciation Day.



75th Anniversary

Go North East VE Day celebrations

During the bank holiday weekend, Go North East brought a bit of cheer and smiles to people's faces with their VE Day decorations.



Those making essential journeys were greeted by a friendly driver dressed from head to toe in red, white and blue, be it their casual clothes or even fancy dress.

Martijn Gilbert, managing director at Go North East, said: "We know things can seem a little repetitive under lockdown so we wanted to add a little colour and cheer to the bank holiday weekend. It's also a time of reflection and gives our workforce the opportunity to commemorate VE Day."





75th *Anniversary*



VE Day celebrations

Many of our colleagues took the opportunity to celebrate the best of the United Kingdom with celebrations of a time where our Country survived through challenging times.

The rail industry has used this historic occasion to remember those who worked on Britain's railways during the Second World War.

In lieu of special celebration events that usually occur at railway stations an alternative VE Day celebration was organised by Bedford to St Albans Community Rail Partnership (CRP) and Thameslink, where a 1940s trio The Femmes recorded an exclusive performance to spread some cheer and remember the day the guns fell silent across Europe. The performance was part of a series of events and activities run by the Community Rail Partnership and Thameslink to support staff, passengers and local communities during this difficult time when people are unable to come together.

Thameslink and Great Northern Managing Director Tom Moran said: "We recognise that we are in challenging times; and the connections with our communities are now,

even more important than ever. Our community rail partnerships connect the railway with local communities and bring together people of different ages and backgrounds to promote social inclusion through a variety of activities.

"With this in mind, we wanted to offer an alternative VE Day event, so people can celebrate from the comfort of home – an exclusive performance from 1940s-style trio The Femmes. This would not have been possible without the hard work of the Bedford to St Albans CRP for pulling together this special performance; and to Meg, Seanna and Jo from The Femmes for this fantastic show."



Also...

Chris Hall a Scarborough bus driver in East Yorkshire, who is an armed forces veteran, dressed him (and his bus) in the spirit of the day.



Familiar voice for Go-Ahead Bavaria

With a rolling R and pleasant Swabian sound, radio reporter Barbara Leinfelder has recorded the announcements for the passenger information on the trains of Go-Ahead Bayern.

Normally, the well-known voice can be listened to on the Bavarian radio broadcaster Bayerischer Rundfunk. Now that the announcements have been recorded in the recording studio of the pro air media agency in Augsburg, Leinfelder will also be heard on the trains on several regional routes in Bavaria from December 2021 onwards. This clearly sets Go-Ahead Bayern apart from other rail operators in the region, all of whom have chosen male voices for their announcements.



Our attitudes
Collaborative

Go-Singapore gets Green

Commuters can now get a greener and quieter bus ride on a few routes in Singapore.

Go-Ahead Singapore are now operating Service 15 with electric buses. They are part of the 60 electric buses procured by the Land Transport Authority (LTA).

The new electric bus powered by an electric motor is far quieter than one powered by a conventional internal combustion engine. It runs on cleaner energy, contributing to climate change mitigation and adaptation.

Besides environmental benefits, commuters can also enjoy commuter-friendly features such as viewing route information on the Passenger Information Display systems. There are no centre poles on these buses to allow parents with open strollers to board the buses with ease.

Our attitudes
Accountable

