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METROBUS

# Diversity celebrated in rail for PRIDE MONTH

Patricia Dain is relishing life on the railway, having recently swapped life as a platform assistant for a role as a passenger host instead. She says the industry is more diverse than people may think. She's sharing her story for Pride Month.

"Many people think of the railway as being quite traditional, but I like to think it's getting more inclusive by the day. My wife and I both work in the industry and in fact, up until recently, worked at the same station!

"Our colleagues have been supportive of our relationship, so I was concerned about moving to a new part of the business."

Patricia, 33, spent three years working as a platform assistant at East Croydon. In February of this

year, she started her latest role at the new Thameslink depot in Bromley South.

"Starting work in a depot environment was a bit scary but I've been surprised at the diversity. Everyone has been really welcoming.

"I'm part of our internal LGBT+ network and together we are celebrating Pride Month in a number of ways. One thing I am looking forward to taking part in is the Rail Pride Festival 2022, which hosts free



virtual events and workshops. This year's topics include the history of Pride, gender identity and being out and proud in the rail industry. I think it's great that different rail companies are coming together to talk about these subjects."

## An improved deal for Go-Ahead in the Nordics

Go-Ahead has struck a deal for a revised rail contract with Norway's rail authority, in a boost for our 300 colleagues operating long-distance and local passenger trains in the Scandinavian country.

The new deal provides protection against fluctuations in demand, securing our future on Norwegian rail. The contract will run to December 2027, with the prospect of an extension to 2029.



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# Welcome

from Christian Schreyer



Dear all,

As any motorist will complain, the price of petrol at the pump is soaring. In some parts of Britain, it costs more than a hundred pounds to fill up your tank.

Thankfully, Go-Ahead's operating companies anticipated this risk and our bus and rail companies are hedged against fuel bills. We're noticing the rising cost of petrol in another way – through increasing passenger numbers.

The cost of motoring has become a burning issue for millions of people. And they're waking up to the fact that trains and buses are far better value for money. Industry figures suggest that the proportion of people catching the bus at least once a week has risen from 12% to 15% since March. And on Govia Thameslink Railway, leisure travel by train, in particular, is surging.

On some of our networks – at Go North West in Manchester, for example – we're just about back to pre-pandemic passenger numbers. It's a testament to the hard work and dedication of all our teams that people are returning to public transport.

Looking forward, you may have heard that The Go-Ahead Group could soon be under different ownership. Our company has had a takeover offer, and one further party has announced its interest, but both want to keep Go-Ahead as it is.

The proposal on the table is to invest in growth for our business, and we will remain a standalone company within a broader, international, platform.

I will remain as Chief Executive, our local management teams will remain in place, and our strategy – The Next Billion Journeys – will continue as before.

It will amount to a change in shareholders, but not a change to your jobs. So please don't be concerned.

As we move into summer, I look forward to a busier than ever holiday season on our services in tourist parts of the country. This month, I'll be visiting Brighton – travelling down from London on one of our Southern trains – and I'll be taking colleagues on one of Brighton & Hove Buses' open-top routes to see the seafront. One of the true pleasures of working in transport!

Thank you all, as ever, for your continuing hard work and dedication.

Kind regards,

Christian Schreyer,  
Group Chief Executive

## More eTicket readers help rail passengers breeze through Great Northern, Southern and Thameslink stations

- Rail passengers with smartphone eTickets will find it easier to travel now that more barcode readers have been installed at Great Northern, Southern and Thameslink stations.
- Additional barcode readers – that allow passengers to scan eTickets on their smartphones – have just been added to ticket gates to achieve 100% coverage and cut queues of waiting passengers.
- It's estimated that 50% of tickets now sold in the UK are digital, which includes tickets sold on smartcards.







# Stockwell Garage Open Day A HUGE HIT

On Saturday 11 June, an Open Day was held at Go-Ahead London's Stockwell Bus Garage, to celebrate its 70th anniversary and to raise money for local charities.

Over 3,000 people attended the event and a total of £5,137 was raised, which will be divided equally between two local charities, Stockwell Park Community Trust and

Housing for Women, helping to support their excellent work in the in the local area.

Visitors were able to explore the Grade II listed historic building, see a display of vintage and modern buses, browse stalls selling bus related memorabilia as well as having the opportunity to purchase a range Stockwell Garage 70th anniversary merchandise – including a brochure, badge and t-shirt.





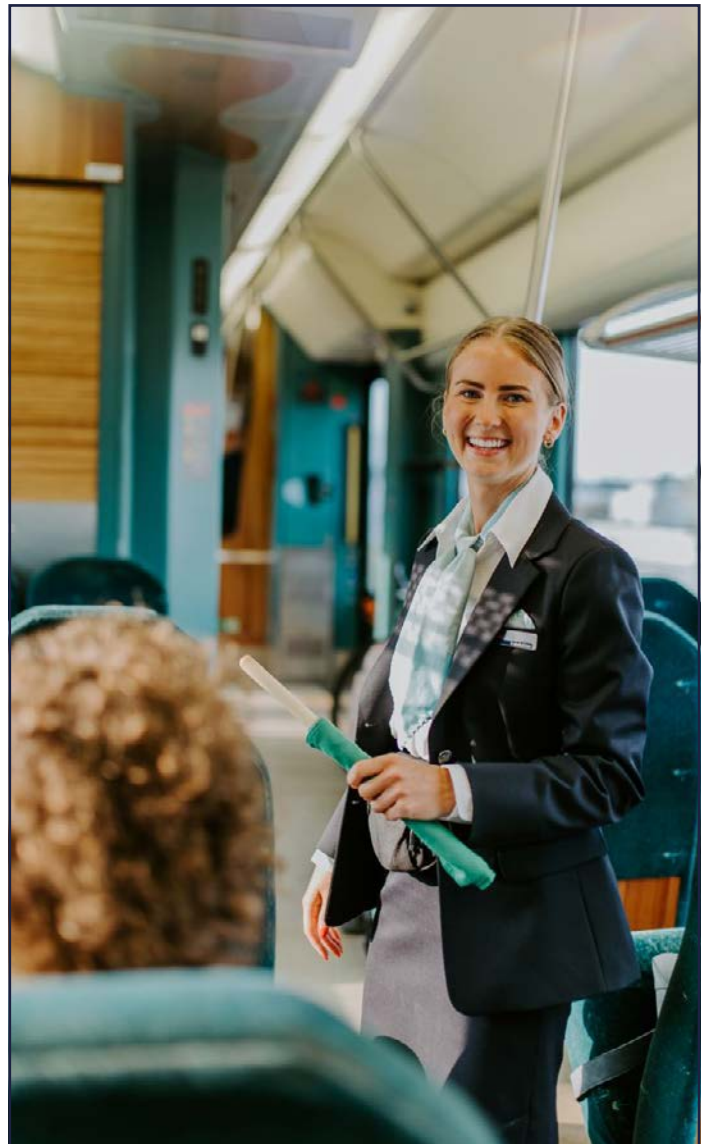
# Chatty Bus is back in Hull

East Yorkshire colleagues parked up in Hull's City Centre with Chatty Bus on the 14 June to help to tackle social isolation during Loneliness Awareness Week.

Some of their chattiest members of Team East Yorkshire Buses were joined by KCOM and Age UK Hull at a stall in the city centre, inviting people to come for a friendly chat and raising awareness of local initiatives in place to help those who feel alone.

East Yorkshire's Area Director, Ben Gilligan, says that he's glad that the Chatty Bus event is back:

"Our Chatty Bus events always prove to be popular with our staff and passengers, so we wanted to bring it back to help those in Hull who experience loneliness, so that people could come and have a chat, and learn more about some of Age UK's befriender service," he said.



## Go-Ahead Nordic celebrate best overall score in customer survey

Go-Ahead Nordic recently achieved the best overall score in a new customer survey.

The Norwegian Railway Directorate presented the results of its new customer satisfaction survey, which was conducted in April and May. Go-Ahead scored 83 out of a possible 100, higher than any other train company measured.

This is a testament to our colleagues in Norway who are constantly working hard to give passengers the best service possible.



# Thank you, Group Social Committee!

The Group Social Committee at Matthew Parker St and Sandra Conway at Grey St organised a Jubilee inspired afternoon tea and an indoor picnic to celebrate the Queens Platinum Jubilee. Their efforts have helped to bring everyone together and bring smiles to everyone's face.



## Go-Ahead Germany praised for accessibility on train journey to Lindau

The Memmingen City Council for the Disabled were invited to evaluate the accessibility facilities on a train service at Go-Ahead Bavaria. They assessed the suitability of stepless boarding, the space in the train for wheelchairs and the use of information in Braille for visually impaired people. Chairwoman Verena Gotzes and her fellow campaigners were overly impressed. Verena said: "I really liked the fact that we were asked questions for any support needed and felt included. I myself am a wheelchair user, but some people don't see at first glance that I might need support. We were able to communicate that well, and it helps Go-Ahead to do their job well," says Gotzes.

Regina Sproll also sees this as positive: "You can see from the new Go-Ahead trains how public transport is becoming barrier-free bit by bit."

This is a big leap in the direction of participation: that a person with a disability can also travel spontaneously by train without having to make an appointment."

The Go-Ahead teams are always on hand to help. "If someone needs assistance getting on or off the bus and registers in advance, we are ready at the corresponding station. And those who don't register will of course also get assistance," says Hans-Jörg Boschner, team leader for Go-Ahead's customer service staff.

Go-Ahead has been operating the route from Munich via Memmingen to Lindau since December.





## Go-Ahead Ireland launch its first high frequency route

The third phase of BusConnects launched on 29 May, with Go-Ahead Ireland adding the N6, their first high frequency route to their network.

BusConnects is the programme to redevelop the bus network in Dublin. The next phase of BusConnects will go live in November 2022. The Southern Orbital routes will be Go-Ahead Ireland's biggest project to date and will include the launch of their second high-frequency service, the S4, from Liffey Valley to UCD.



## Oxford Bus Company on the road to Net Zero

**Oxford Bus Company has installed a substation at its Cowley depot as it prepares to significantly expand its fleet of electric buses.**

It will provide eight megawatts of power and is the next phase in its continued journey towards a low carbon future. The substation is part of a network that will help balance grid demand to assist the transition to renewable energy sources. It will also power a high-power private wire charging network that will support the bus depot and an EV charging hub at Redbridge Park & Ride.

The installation was made possible thanks to funding support via the Energy Superhub Oxford project, which is also installing an EV charging hub at Redbridge Park & Ride.

Interim Managing Director, Luke Marion said: "This installation helps ensure we're ready to facilitate more electric buses in Oxford."





## Did you enjoy reading News Across the Group?

We want everyone in our bus and rail operating companies to feel like they are a part of Go-Ahead Group.

We will be sending you monthly copies of News Across the Group, so you can enjoy some light reading on your breaks and to find out about the Group's news.

We want to know if you enjoyed reading this month's News Across the Group?

Please email [communications@go-ahead.com](mailto:communications@go-ahead.com) or scan the QR code to tell us your thoughts!



## the spring Seasonal survey

**Thank you** for taking the time to complete the Spring Seasonal Survey

Thank you for providing feedback on your experience at Go-Ahead. This will help us to identify what issues are important to you and gain insight on how to improve.

We will be sharing the results with you once we have collected all the data in a few weeks. All responses will be anonymous, and we will be sending out pulse surveys twice a year so we can ensure your voice is always heard.

# Values and Behaviours

As part of the Groups newly renewed purpose and strategy 'The Next Billion Journey' we have identified five key values and behaviours.

- Collaborative
- Transparent
- Agile
- Open Minded
- Accountable

These values will guide us as we work collectively towards a stronger and healthier planet, and a stronger Group. We will work to improve diversity and inclusion, to strengthen staff engagement and to maximise group-wide forums at which operating companies exchange expertise and best practice.





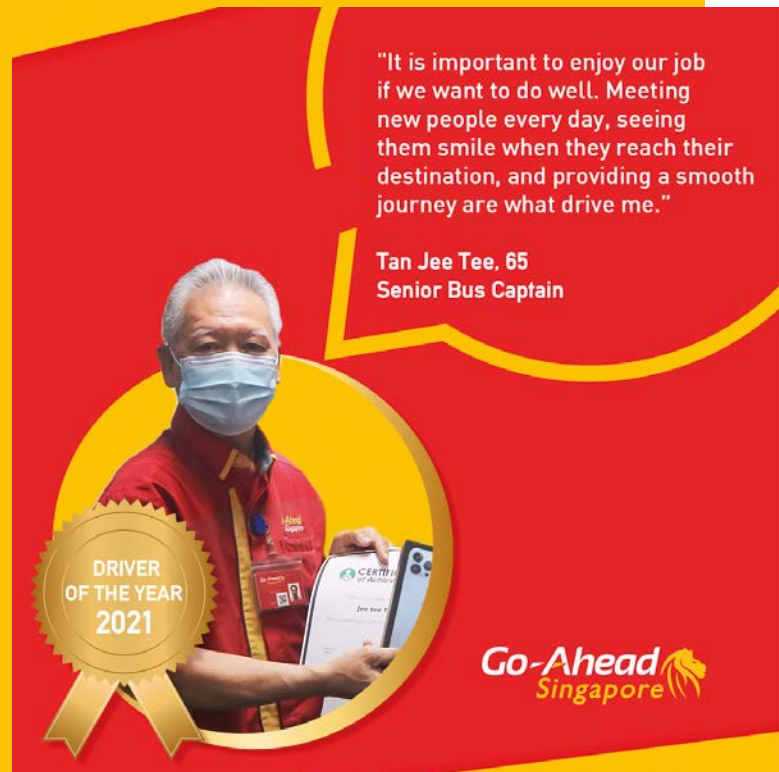
## Singapore Senior Bus Captain, Tan Jee Tee awarded 1st place Driver of the Year

Go-Ahead Singapore's Driver of the Year Award recognises 40 Bus Captains for their outstanding performance. With hundreds vying for the top spots, it takes hard work, skill, and consistency to excel. This year, in first place is none other than Senior Bus Captain Tan Jee Tee who edged the rest with remarkable results in job professionalism, customer service and safe driving performance.

For Jee Tee, staying healthy is essential for a safe drive. He shared, "When both our physical and mental health is well taken care of, we can drive well and safely. Equally important is to follow the standard driving procedures and ultimately, do our best."

GreenRoad is a sponsor for the prizes in the Driver of the Year award.

The GreenRoad telematics system provides Singapore's bus captains with a tool to monitor their own driving behaviour and make proactive improvements based on the feedback received through the app.



"It is important to enjoy our job if we want to do well. Meeting new people every day, seeing them smile when they reach their destination, and providing a smooth journey are what drive me."

**Tan Jee Tee, 65**  
Senior Bus Captain

**Go-Ahead**  
Singapore



## Decarbonisation Summit

Go-Ahead London's Engineering Director, Richard Harrington, attended the Decarbonisation Summit in Manchester and was part of a panel of industry experts

on the topic of electric vehicle charging. The Summit took place over two days in June and was attended by representatives from firms such as SSE Energy Solutions and politicians, including Mayor of Greater Manchester, Andy Burnham.

During the electric vehicle charging panel discussion, Richard shared his expertise and put forward a number of ideas to improve charging infrastructure.

Richard urged all stakeholders to come together to work on solutions, saying, "Not everyone has the ability to charge a vehicle from home or overnight. Electric vehicle drivers also want the ability to charge their vehicles whilst having the freedom to do something else. As a business that is on target for all our vehicles to be zero-emission by 2034, we are looking to create third party charging hubs where it is safe and practical to do so. An idea that should be given real consideration is creating multipurpose charging points, at locations such as retail parks that are on-line of bus routes, where buses can be charged, and members of the public can also charge their vehicles whilst they are shopping. I encourage the industry to come together and work on such solutions."

# Go North East support Pride events across the region

Go North East, the region's largest bus company, is proudly showing its support for the region's Pride events this year.

Go North East took the lead at the Durham Pride parade through Durham City Centre on Sunday 29 May with one of their iconic open-top buses.

The parade finished at The Sands, where a festival with headliner Blue's Duncan James took place. There were also appearances from dance music legend Alison Limerick, and RuPaul Drag Race star Kitty Scott-Claus.

On Saturday 11 June, Go North East's specially painted Sunderland Pride bus took centre stage at Sunderland Pride.

Martijn Gilbert, managing director at Go North East, said: "We're very proud and humbled to be given the chance to play a small part in each of the celebrations this year. We know that many colleagues and customers alike are looking forward to marking Pride events this year, given most have been postponed over the past couple of years due to Covid-19.

"At Go North East, we're committed to championing diversity through our internal One Team GNE initiative. I'd like to say a huge thank you in advance to colleagues who are giving up their time to support these important events."



## Peter celebrates one million miles

Long-serving bus driver Peter Jones has been driving buses for Go North West and predecessors' in Manchester for over four decades. He has just celebrated driving ONE MILLION miles in perfect safety. That's 25,000 miles for every year he has worked.

Peter's incredible achievement was honoured at a celebration event supported by twelve other Go North West drivers, who have collectively achieved over 220 years of safely driving buses on Greater Manchester's roads.

Offering his 'top tip for driving safely', Peter Jones, driver at Go North West, said: "My golden rule is always to give myself space and time – it's worked for me, and would be my number one piece of advice for every road user".



# Go South West supports Royal Navy & Royal Marines Charity Hub

Go South West supported the opening of a brand new Royal Navy and Royal Marines Charity Hub in the heart of HMS Drake, Plymouth's naval base. The opening of the hub will serve as a new 'drop in' centre and a focal point for serving personnel and their families.

Go South West is an established corporate supporter for the charity and a bus has been wrapped in support of the Royal Marines Charity since 2020.

Managing Director, Richard Stevens was invited to the opening of the new hub. Richard said: "The armed forces play a big part in our community, and many of our team are former serving members of the forces themselves, so it's important to us to recognise and support this.

"It's a privilege to be invited to the opening of a hub which will make such a difference to people."



## Brighton and Hove and Metrobus shortlisted as finalist for the Ticketing Awards

Brighton and Hove and MetroBus has been shortlisted as finalists for the Tap On Tap Off contactless flexi in the Transport Ticketing Awards. The tenth annual Transport Ticketing Awards will be announcing the winners during the 2022 Transport Ticketing Gala Dinner & Awards ceremony.

## Moving Sounds for Dementia Week

Brighton and Hove and Metrobus organised an event for Dementia Week and invited people to travel with Hop 50 to the One Garden at Stanmer house. Passengers enjoyed music on the way to a picnic in the park, listening to music aptly named 'Moving Sounds'.



# Driving skills put to the test

Go North East, is asking car drivers across the region to take part in 'Bus Factor' a series of free to enter, fun and no obligation 'drive a bus' obstacle course events in Gateshead, Durham and Sunderland.

Designed as a fun activity to engage with the North East's drivers, contestants will be supervised by experienced bus instructors in specially adapted training buses to navigate the driving skills test.



# MOVE 2022

## RE-IMAGINING MOBILITY

On Wednesday 15 June Go-Ahead colleagues attended Move 2022, a global mobility event held in London, where technology and innovation is the drive for a carbon zero future.

Group Strategy and Transformation Director, Louis Rambaud, Group Customer and Commercial Director Mark Anderson and Accessibility and Communities Manager for Brighton and Hove Buses, Victoria Garcia MBE got involved in discussions about the opportunities and challenges facing transport operators as we transition towards green technology.



# Young bus enthusiasts get a surprise visit

**Young bus enthusiasts at two Dorset schools received a surprise visit from Morebus in June.**

The local operator took a bus to Victoria Education Centre in Branksome and Canford Heath Junior School in Canford Heath, so pupils could gain an insight into the future of travel in the area.

"We were pleased to visit the schools to show them how exciting bus travel is - and to explain to them what they can expect to see in the future," said Morebus' Josh Burgess.

"It's always good to see such interest and fascination from school children when they have a chance to hop on board a bus. Today, they also had the chance to take the driving seat - although the bus was, of course, stationary at the time."

Ray Lawrence, of Victoria Education Centre, added: "Our students thoroughly enjoyed a bus visiting their

school. Through this opportunity they were able to gain insight into dealing with public transport, encouraging independence, choices, communication, and social wellbeing which are all essential and valuable life skills."





## Get to know...

# Caroline Welch

### What does your job involve?

Day-to-day management of the Go-Ahead London apprenticeships academy in Camberwell, helping to train and recruit a new generation of London bus drivers. We take on 700 apprentices a year – and promoting diversity and inclusion is a high priority for me.

### What do you like most about your role?

The pleasure of seeing our learners blossom through their apprenticeship, congratulating them on their achievements and experiencing this while working with a fantastic team.

### What are your personal transport habits – how do you get around?

I live in London so tend not to drive much. I like walking - but only in good weather, who wants to get their hair wet! And obviously, taking the bus.

### How did you get into the transport industry?

I had a little bit of a 'So Can I' moment one day, years ago. I loved watching re-runs of On The Buses and just like many others I wanted to have a go on the Skid Pan. One day I was walking down Peckham High Street and I saw a 36 bus with a very petite male driver driving a huge Routemaster and I just thought - if he could handle that bus than so can I.

### What's the most memorable journey you've ever taken?

When I first travelled to Barbados with my children, looking at the excitement in their eyes.

### How do you relax outside work?

By putting my feet up and eating a large tub of Cherry Garcia ice cream while watching Grey's Anatomy.



## Save on fuel – Go South Coast initiative

Go South Coast local bus operator Bluestar is offering car drivers the chance to change their habits and use sustainable transport instead. Customers using the Bluestar app for the first time can travel in any zone as often as they like for their first week with 50 percent off standard seven day tickets, by using the discount code **FUELJUNE22**.

### Bluestar managing director, Andrew Wickham said:

"Our bus fleet carries low missions Euro 6 engines, and just one full double decker bus has the potential to take up to 75 cars off the road - so we're hoping for a positive response from local people and the chance to make an impact on the quality of the air we breathe here in Southampton."

