

NEWS ACROSS THE GROUP

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BRIGHTON HOVE
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Go-Ahead
Ireland

GoSouthWest

GoEastAnglia

METROBUS

GoNorthEast

GoNorthWest

Go-Ahead
Singapore

GoSouthCoast

oxford
bus company

GoAhead
LONDON

EastYorkshire

GTR

GoAhead
NORDIC

Go South West's 'Soup Run' for hundreds in need



In the heart of the community, a group of volunteers from Go South West's, Plymouth Citybus decided it was time to make a difference. They joined local organisations to take it in turns to serve on average 75-100 people each night, 365 days of the year, in locations in and around Plymouth City Centre.

They transformed the Chatterbus into a beacon of hope, dubbing it the "Soup Run." The volunteers gather once a month, armed with steaming pots of soup, warm blankets, and warm smiles. The rising costs and the poverty crisis had left many struggling to put food on the table, especially the homeless who faced the bitter cold with empty stomachs.

In the spirit of Christmas, the team will be running a reverse advent calendar on the December Soup Run. A poster will be advertised around the offices, garages, and depots with ideas of items that would be useful to place in the box, for example, scarves, gloves, hats, toiletries and non-perishable foods. The donations will be added to a box and from the 1st of December, an item will be offered each day to communities who need it the most.



Jeff Billington, Milehouse Inspector at Plymouth Citybus, took on the initiative after driver, the late Dave Salmon, formed a group of volunteers from Plymouth Citybus to run a regular Soup Run slot seven years ago.



17-Mile Sponsored Walk for Mental Health Charity

East Yorkshire Bus colleagues, John Towse, Andrew Cope, Mark Dimaline and Thomas Betterridge (left to right) set off by foot from the old East Yorkshire bus depot in Hornsea and made their way to the Anlaby Road depot in Hull - raising an impressive £1128.45 for the Hull-based mental health charity, Mind.



Welcome

from Miguel Parras



Dear colleagues,

It's all change here at head office - the sharp eyed among you will spot a new name and photo above this column. Because it was my privilege to become the new Chief Executive of The Go-Ahead Group at the beginning of November.

A little about myself to start - I'm from Spain, and I was previously part of the leadership team at Globalvia, one of our shareholders and an international company based in Madrid that provides mobility solutions around the world. I've long been an admirer of Go-Ahead and of the company's outstanding reputation in public transport.

In my first few weeks here, I've been struck by the dedication, hard work and commitment of our teams at the depots I've visited. I've already seen our electric buses being charged at Go-Ahead London's Waterloo garage, I've had a number of comfortable journeys on GTR's trains to visit our

operations in Brighton by Brighton & Hove Buses and I've visited Dublin to look in on Go-Ahead Ireland.

It is already clear to me that Go-Ahead is a unique organisation. Part of our strength lies in the local identity of our operating companies, and in management teams who know their communities inside out. But overlaying that, we all share common values - and we are all part of one family, the Go-Ahead family.

We've restructured the leadership team at the group. Working alongside me, we now have a Bus CEO, Matt Carney, and a Rail CEO, Patrick Verwer, each focused on bringing out the very best of our businesses.

Together, we're determined to make Go-Ahead a better than ever place to work, and to deliver for our customers day in, day out. And we will pave the way for sustainable, environmentally friendly transport.

At the time of writing, an industrial dispute is underway at Go North East. It's a challenging situation, and it has led to many of our bus services in Tyne & Wear being suspended. But we are determined to resolve it, and to find a negotiated solution.

Over the weeks to come, I'll be visiting more of Go-Ahead's businesses. So please look out for me, and for my colleagues - Matt, on the buses, and Patrick, on rail. I look forward to meeting, and working with all of you.

Best regards,

Miguel Parras
Group Chief Executive

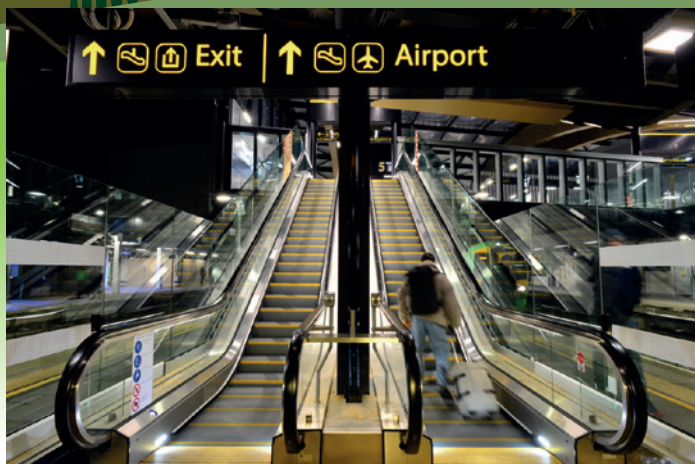
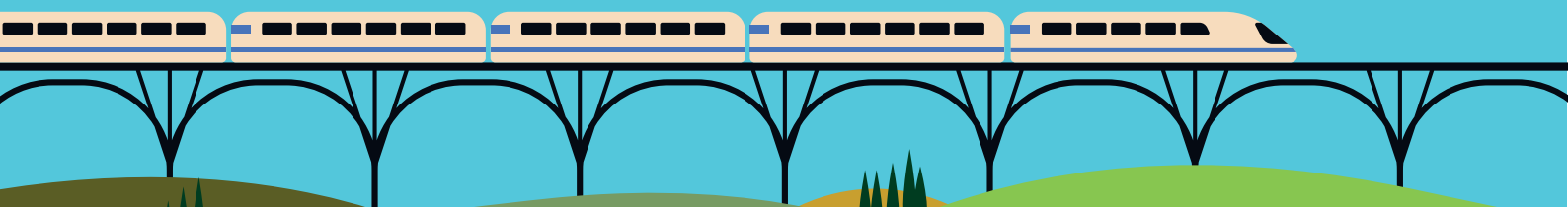
Go North West wins new school franchise contracts as part of Bee Network roll out

Go North West has secured contracts to operate 18 school bus services by Transport for Greater Manchester (TfGM).

These newly awarded school services will commence operation on Monday, March 25, 2024, and will operate from the firms recently established Heywood Depot.



News on the Rails



A bigger and better Gatwick Airport station opens

A new look Gatwick Airport station opened to passengers on Tuesday 21 November, transforming the journey from train to plane and giving passengers travelling between Brighton and London easier, faster, more reliable journeys.

A new second concourse and airport entrance has now opened, doubling the space for the millions of passengers that use the station each year. The first passengers to use the new concourse and airport entrance arrived on the 05.48 Thameslink Bedford to Brighton service on platform 7.

Eight new escalators and five new lifts will provide a step change for accessibility. The new lifts and escalators, along with four new stairways and widened platforms, will help passengers move between the train station and the airport more quickly and easily.

Someone is reported missing every 90 seconds in the UK

That could be 40 people in a single rush hour.

The longer someone is missing, the harder it becomes to find them.

Help these footsteps find a Safe Way Home.

Call Missing People on **116 000** for advice and support if you, or someone you love, goes missing or runs away.

missing people ThamesLink / **WE'RE WITH YOU**

GTR supports charity to find missing people

Go-Ahead's UK rail company, GTR (Govia Thameslink Railway), has partnered with charity, Missing People, to support its mission to find and help the 170,000 people who are reported missing every year in the UK. With up to 40 people reportedly going missing in a single rush hour or daily commute, 40 sets of disappearing footprints are on display at London Blackfriars station.

Customers logging into Wi-Fi onboard Southern Railway, Thameslink, Great Northern and Gatwick Express trains will see a different missing person each week. With more than five million passengers logging into GTR's Wi-Fi, it is hoped this exposure will help the charity's mission to give these people a Safe Way Home.



Train company's computers change lives for hundreds of Malawian children

Children at Chambala Community Day Secondary School in central Malawi have begun to learn computer skills, after the arrival of equipment donated by train company Govia Thameslink Railway (GTR). For the past three years, GTR has been giving its redundant hardware to IT and educational charity The Turing Trust. The Trust reconditions the equipment at its specialist workshops through a fully

data-secure process, loads new software, and distributes the items to UK and overseas schools and charities who are otherwise unable to afford IT equipment. GTR's latest batch of 100 PCs, 320 monitors and 70 keyboard-mouse sets is now giving over 500 students at the school the opportunity to learn digital skills for the first time.



Go South Coast winners at the Route One Awards

Go-Ahead's bus operator in the South Coast is celebrating - after recently being named Large Bus Operator of the Year in the Route One awards.

Go South Coast Ltd is one of the largest and most diverse bus companies in the UK, with 2,000 colleagues and over 800 buses. The bus company operates Morebus in-and-around Bournemouth and Poole, Bluestar in Southampton, Southern Vectis on the Isle of Wight, Salisbury Reds, Swindon's Bus Company and Damory in Dorset.

20 years of Christmas joy on the Santa Bus

Brighton & Hove Buses is celebrating the 20th anniversary of its Santa Bus which is travelling on 20 routes, over 20 nights raising money for 20 local charities.

The ethos of the Santa Bus has remained the same – to bring Santa to the people, as not everyone can go to a Santa's grotto, and at the same time raising money for local charities.

With the generosity of the local community £380,000 has already been raised for many local charities and every year over 1200 hours of volunteering time is donated to keep the Santa Bus moving.



Remembrance Sunday

In tribute to Remembrance Sunday, our Poppy Buses at Go-Ahead London and Go South West stand proudly symbolising gratitude and remembrance for the heroes who sacrificed for our freedom. Go South West kindly supported the Poppies to Paddington operation, providing its 'Poppy Bus' to collect wreaths from stations through the region and carry them to Plymouth. Also, colleagues at Go North West laid down a wreath at the war memorial at its Queens Road depot this year.



Go-Ahead London's Stay Safe Competition

The winners of Go-Ahead London's 2023 Stay Safe Competition are...

- 1ST PLACE** Northumberland Park Garage
2ND PLACE River Road Garage
3RD PLACE Driver Training & Engineering Team at Camberwell

This year's theme was 'Garage traffic management initiatives' and many colleagues got involved with great ideas on traffic safety for pedestrians and vehicles within Go-Ahead London garages.

At the event, the Croydon Garage team were congratulated on receiving the first Gold Award for implementing the Lifesaving Rules and were presented with the Gold award by Matt Carney, the Group CEO of Bus.



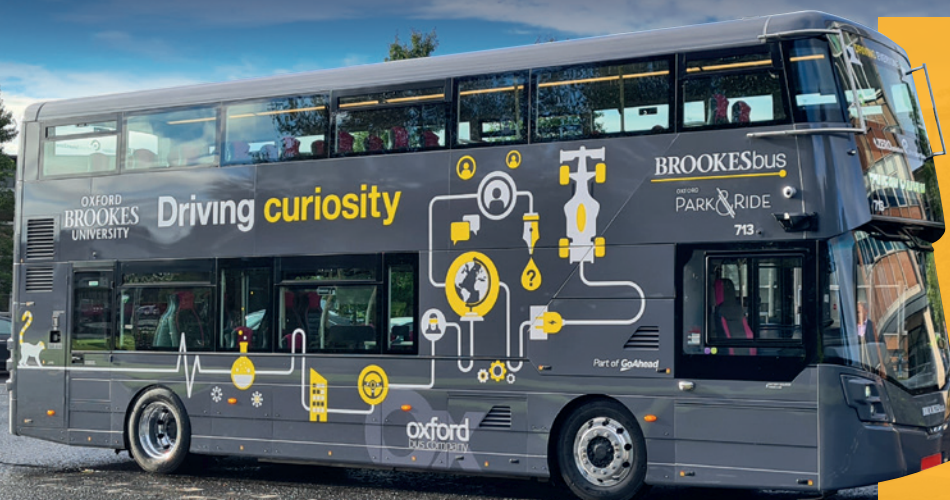
The Isle of Wight gifted seven new buses this Christmas

Southern Vectis offered the people of the Isle of Wight an early Christmas gift this month - by officially unveiling seven new buses for the island.

The operator has made a significant investment of £1.7m in the British-built ADL En-viro 400 MMC vehicles, and will run them across its Route 1 between Newport and Cowes.

The Alexander Dennis E400 MMC vehicles sport on-board technology - offering USB charging points for smartphones and hand-held devices, and contactless ticketing facilities.

New electric BROOKESBus vehicles unveiled



Oxford Brookes University and Oxford Bus Company has launched its first electric vehicles into service, as part of plans to electrify the city's bus fleet.

The new, branded electric BROOKESbus vehicles were unveiled at a launch at the university's Headington Campus on 16th November.

In total, there will be 21 Wrightbus zero-emission 99 Streetdeck Electroliners in the Brookes' fleet, as part of the overall plans to introduce 104 electric buses into service.

Flexbuss wins contract in Motala and Mjölby

Flexbuss has signed a new 8-year contract with Östgötatrafiken after winning the procurement of school transport in Motala, Vadstena and Mjölby municipality.

The contract includes a total of 40 vehicles, 21 vehicles in Motala municipality and 19 vehicles in Mjölby municipality which is due to start in August 2025.

Östgötatrafiken is a new partner for Flexbuss. The contract marks a win of new geographical expansion for Flexbuss.



Go-Ahead Ireland's Operations Manager awarded for Outstanding Leadership

Go-Ahead Ireland was thrilled to attend the CILT Ireland The Chartered Institute of Logistics and Transport Ireland Annual Awards for 2023!

Congratulations to our colleague Keith McDonnell MILT, Dublin Commuter Operations Manager, who received the award for Operations Leader.

This award recognises exceptional achievements in operations management, recognising individuals who have demonstrated outstanding leadership, innovation, and results-oriented approaches throughout their organisation.

This outstanding achievement is testament to Keith's administration of our Dublin Commuter operation.



Go East Anglia's Pulse Survey Supports Norfolk Cancer Charities

Following the colleague Pulse Survey earlier this year, Go East Anglia recently donated £415 to two Norfolk cancer charities nominated by participants. The total of £830 was raised through colleague engagement with the survey with Go East Anglia donating £5 for every submission received.

Our colleagues were asked to nominate a charity of their choice to be entered into a random draw to win a share of the funds raised. The winners were national charity, Teenage Cancer Trust, nominated by accountant, Sam Knights, and Norfolk-based cancer charity, Star Throwers, nominated by Conexus driver, Stephen Carey, whose wife works for the organisation. Go East Anglia is delighted to have had the opportunity to both engage with colleagues and support the local community we serve.



Go-Ahead Singapore passengers show a culture of care

As part of this year's Caring Commuter Week, Go-Ahead Singapore partnered with Metta School to encourage passengers to shed a light on what makes a gracious and caring commuting culture for persons with disabilities, such as not staring or judging, giving them space and guidance if needed, and showing understanding.

The passengers submitted their most caring stories via social media for a chance to win limited-edition EZ-link cards with a stored value of SGD 30 each!



Manchester City's mascot on a 'tour de Jærbanen'

Manchester City's mascot and the Treble came to visit Norway's Bryne football club earlier this month. The Treble was displayed in Bryne and football fans were able to book in time to come and have their photo taken. As part of the tour, Bryne's mascot took Man City's mascot on a 'tour de Jærbanen' on our local Go-Ahead Nordic trains.



Nala the Station Cat - breaking down barriers!

Local cat, Nala is a local after social media posts went viral of her appearing in a particularly prominent position appearing to throne herself right on the perch of the gate line at GTR's Stevenage Station, so customers would have to pass her one-by-one as they touch in and out.

She attracted the attention of the media, with BBC reporting that Nala has been 'breaking down barriers' as she is such a familiar character that Stevenage locals are bonded in the joy she brings to the station.

Owner Natasha Ambler set up the Facebook group where hundreds of people have posted photos of their encounters.

She told the BBC Nala loved the attention of her adoring fans, and even knows what time to head to the station to meet the morning and evening peak crowds.





Get to know...

Matt Carney

Go-Ahead Group Bus CEO

Tell us about your role as the Bus CEO for the Go-Ahead Group?

The group's bus companies represents over 75% of Go-Ahead's total business with our 22 bus businesses spread around the world from Newcastle to the Isle of Wight in the UK, and from Ireland to Sydney internationally. My role is to help operating companies work together to tackle the challenges of today and ensure we are best placed as a whole of business for the tomorrow.

How did you get into the bus industry?

I worked at Melbourne Airport in Australia where I was responsible for transport and parking. It is there that I met Adam Begg and Michael Sowards, who owned SkyBus. I loved their ethos of customer first and their aspiration to be the world's best. We hit it off and I soon joined them. From there we launched Kinetic, which grew across Australia and last year joined up with Spain's Globalvia to buy Go-Ahead. The rest is history as they say.

How's the move from Australia to the UK been?

I have moved over with my wife, two kids (a son of 11 and a daughter of 14), two cats and our dog - who

has struggled the most with the move. But we are all here now and there's no turning back! Our kids have started school and now starting to find sports and teams for them. Now we need to get used to the winter darkness.

What's your favourite bus route?

I am a regular on Go-Ahead London's route 36, from New Cross Gate to Queens Park. I look forward to driving this route in service once I transfer my licence and obtain my CPC.

How do you relax outside of work?

I love spending time with the family and just hanging out with my kids. I also love sport (especially rugby until we rehired Eddie Jones) whether it's playing myself, watching my kids play or going to games.



Patrick Verwer, Group Rail CEO, visits Go-Ahead Nordic rail operations

Patrick Verwer was in Norway for the first time since taking on the role of Go-Ahead Group Rail CEO, pictured with Managing Director for Go-Ahead Norway, Emil Eike. The two of them spent the day in Kristiansand and attended a town hall meeting with colleagues.

