

NEWS ACROSS THE GROUP

October 2022

- 3** Remembering Her Majesty, the Queen
- 5** Virtual bus stops
- 11** Scouts Isle of Wight Explorer challenge

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

Go East Anglia

Go South Coast

Go South West

GTR

oxford
bus company

METROBUS

Apprentice completes exams and starts her journey as a train driver

Ryan Droysen is training in Augsburg to be a train driver at Go-Ahead Germany. After completing her exams in 2020, Ryan registered on a website looking for trainees and Go-Ahead found her profile. She received a message saying 'your profile fits us, why don't you apply?'

Ryan said: "My grandfather is a train driver, and I also was interested, it appealed to me so much that I applied right away."

Ryan was impressed with the application process, Go-Ahead Germany responded to her application within a day. Within a week she had an interview, two weeks later the psychological test, the medical examination, and a pressure test.

Soon after, she signed the contract and started her training in September 2021.

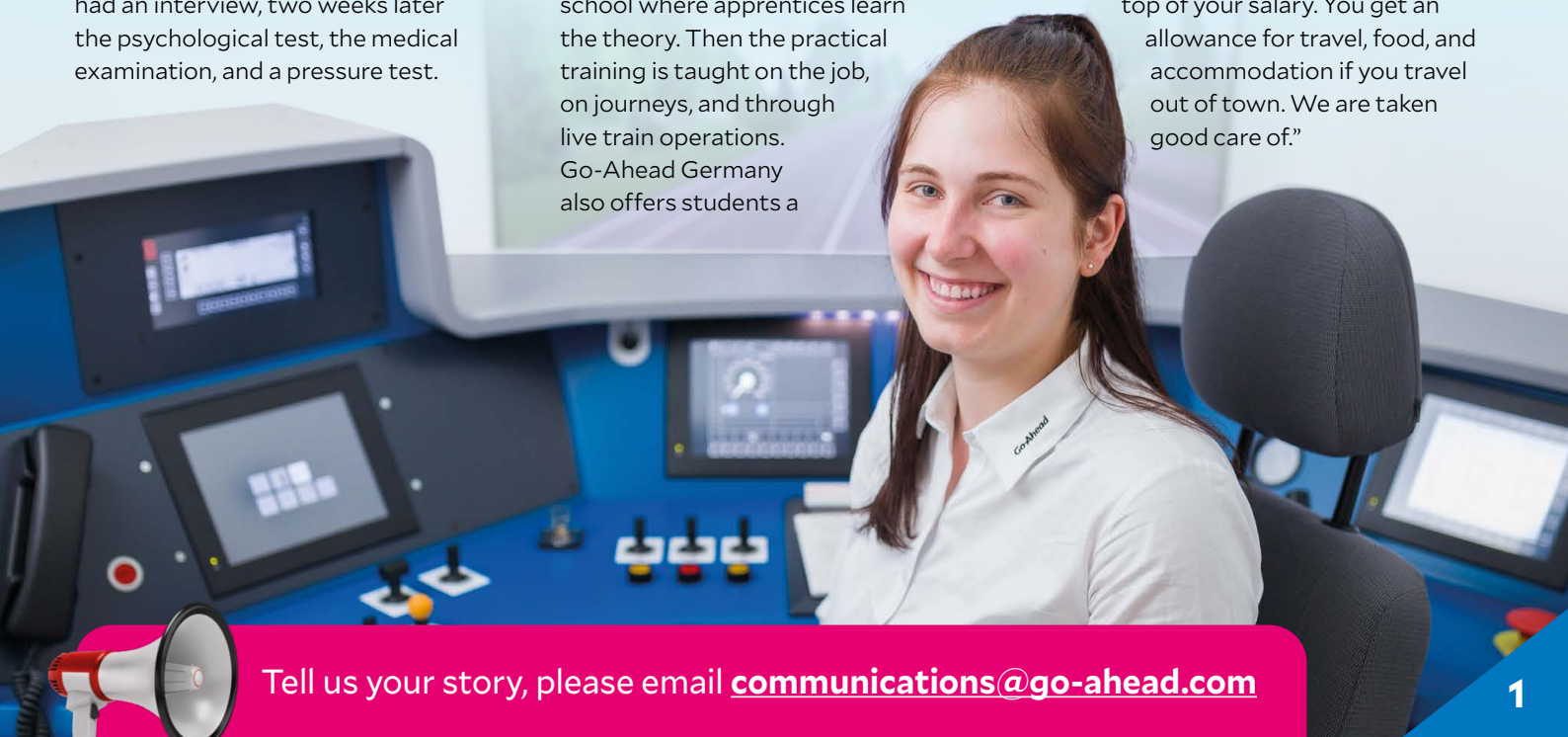
She said: "The job comes with great responsibility, and I keep that in mind, you must be aware of the dangers and the safety of passengers. But I love it – getting passengers from A to B and the beautiful panoramic views you witness whilst traveling."

There are many opportunities in railway operations and for Ryan after she completes her training, she can change her career to a dispatcher or become a team leader, and much more. The training is offered in Augsburg, in Aalen and Stuttgart, in a vocational school where apprentices learn the theory. Then the practical training is taught on the job, on journeys, and through live train operations. Go-Ahead Germany also offers students a

different learning experience with the use of simulators and practice training at the railway park in Augsburg. It is an open space where apprentices practise moving vehicles and learn skills like coupling and shunting. Go-Ahead Germany apprentices also get to drive in Baden-Württemberg and Bavaria.

Ryan said: "I think it's good that more and more women are doing this job, because it's not just a man's job. The profession is equally brilliant for both sexes and you don't need any prior knowledge. You are taught everything here."

"Another great thing about the training is that you get additional benefits on top of your salary. You get an allowance for travel, food, and accommodation if you travel out of town. We are taken good care of."



Tell us your story, please email communications@go-ahead.com

Welcome

from Christian Schreyer



Dear all,

I'm delighted to see a trainee rail driver on the front page of this month's News Across the Group –

Training and apprenticeships are a cornerstone of our strategy at Go-Ahead, and we've made an active decision to lead the industry in this area. In the UK, we take on 1,100 apprentices every year across bus and rail and we were recently ranked the top provider of apprenticeships in transport.

They're from a huge range of backgrounds – in Germany, we've recruited a number of refugees who want to forge a new career in their new homeland. And in the UK, our apprenticeship program contains a higher proportion of women, and of people from ethnic minorities, than our workforce as a whole – and diversity can only be a strength for the future.

It's been another frenetic month for the company. I was in Newcastle recently for the launch of a new fleet of nine Voltra electric buses – it was great to see them lined up on the Quayside, and hear the enthusiasm of passengers.

Further afield in Singapore, we've just marked six years on the road, and I'm pleased to say we've secured an extended contract to continue running buses until at least 2026. Congratulations to our 1,000 colleagues in that part of the world.

And in the UK, of course, we joined the rest of the nation in commemorating the life of Her Majesty the Queen. Alongside the sadness of the occasion, it was uplifting to see the professionalism of so many of our colleagues in helping hundreds of thousands of

passengers to get to royal venues to pay tribute.

By the next edition of News Across the Group, Go-Ahead will be under different ownership, as the takeover by Kinetic and Globalvia is due to be completed in early October. As I've written before, this marks a new era for our company – and a positive one, as we become part of a global transport platform with ambition to grow yet further.

Thank you all, as ever, for delivering excellent transport services.

Best regards

Christian Schreyer,
Group Chief Executive

Top marks for Go-Ahead's apprenticeship programme



Go-Ahead London received a good Ofsted inspection report last month. Go-Ahead delivers training at 17 bus garages across Greater London and is delivering a quality learning experience for its apprentices. Congratulations to everyone involved!

Give us your
feedback on
News Across
the Group



SCAN HERE

Colleagues pay tribute to Her Majesty the Queen

Go-Ahead colleagues from across the Group showed their commitment in keeping vital services running for our communities, as we said our final goodbye to Her Majesty the Queen. We have captured some of the moments our colleagues paid their respects to the Queen and the Royal Family.



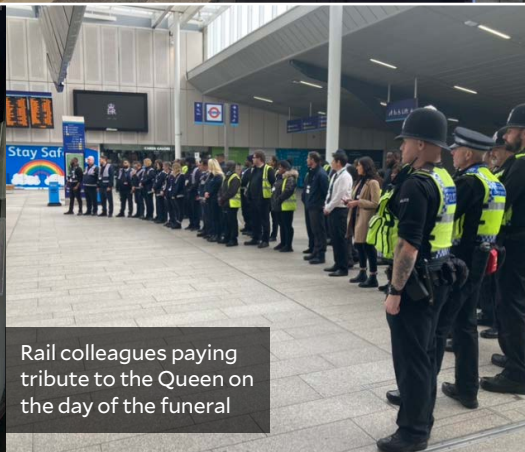
Go South Coast bus next to a bus shelter honouring the Queen



Go-Ahead London driver pays his respects



Go North East colleague wearing a black tie to pay his respects



Rail colleagues paying tribute to the Queen on the day of the funeral

Remembering Her Majesty, the Queen

Graeme Pratt, Great Northern Station Manager

Graeme regularly met Her Majesty the Queen, and previously Prince Philip, as well as almost all the Royal Family, for the past 10 years at King's Lynn station. Graeme met the Queen numerous times because she used to take the train to Kings Lynn in order to get to her Sandringham Estate.

He said: "I'd welcome Her Majesty back to Norfolk and then walk her up the platform and out the Royal Gate to the waiting cars."

"We'd chat about the weather, and I'd ask her how her journey was. She was a lovely lady; she had a great sense of humour and she always made everyone feel at ease."

"I feel very privileged to have been part of her journey to Sandringham."

Graeme added: "Her passing is the end of an era, and it does feel strange. She's been everything to everybody and she's kept that vow she made when she was 21 to serve our country her entire life – it's just incredible."



Go-Ahead launches new Voltra buses in the North East

Go-Ahead celebrated the addition of nine Voltra electric buses to expand its fully electric bus fleet in the North East region. The buses are the result of a £2 million investment with top-up funding from the Government's Ultra-Low Emission Bus Fund.

The striking futuristic buses will be serving the Q3 route which runs from Great Park to Wallsend via Newcastle City. The Voltra buses boast a range of onboard features to deliver a bus of the future experience, including air conditioning, free Wi-Fi, wireless and USB charging phone holders and 'tap-on tap-off' contactless is available for passengers to pay for their travel through Google Pay or Apple Pay. The Voltra buses will be charged overnight at the state-of-the-art Riverside depot in Gateshead.

Go North East, Managing Director, Nigel Featham said:

"Our Voltra buses run on electricity sourced with green credentials, but Voltra is far more than just an electric bus fleet. We've looked at every detail, working with Pelican Yutong and other suppliers, to maximise the use of technology and innovation. We're providing high

standards in bus travel including customer comfort, information, and ticketing.

"We hope that by adding to our zero-emission bus fleet, we can help flip the switch on people's behaviour and see more people across our region leave the car behind to help reduce congestion on our roads and improve air quality for us all."

THE TIMES

Speaking before the announcement of the expansion of Go-Ahead Group's electric bus fleet in Newcastle, Christian Schreyer said investment in zero-emission buses could be affordable and commercially viable only if local road networks prioritised their passage over that of cars.

Group CEO, Christian, from The Times



Virtual bus stops

Go-Ahead's on demand bus service in Buckinghamshire

Go-Ahead is operating a demand responsive bus service in the town of High Wycombe, allowing customers to request a pick-up at a 'virtual bus stop'.

Carousel Buses has teamed up with Buckinghamshire Council to run the ride-sharing service which is aimed at encouraging shoppers, commuters, students, and leisure travellers to leave their cars at home.

The concept of 'virtual bus stops' is to provide services picking up and dropping off customers near where they want to start and end their journeys.

The service is funded by the local authority and Carousel Buses operates around 45 buses in High Wycombe and the wider Buckinghamshire area. Carousel also serves locations including Slough in Berkshire, Hemel Hempstead in Hertfordshire, and Uxbridge.

Luke Marion, Interim Managing Director, Carousel Buses, said: "The idea of PickMeUp is to provide a new way to get people around swiftly, efficiently and on demand. I hope this will further encourage people to leave their cars at home, help reduce pollution and further improve connectivity in High Wycombe."



Go-Ahead celebrates National Inclusion Week

National Inclusion Week (NIW 26 Sept - 2 Oct), founded by Inclusive Employers, is a week dedicated to celebrating inclusion and taking action to create inclusive workplaces.

At Go-Ahead we are keen to progress on our inclusion journey, so this year we invited colleagues to join a programme of events, which aptly aligned with **National Inclusion Week's** theme – 'Time to Act: The Power of Now.'

GTR takes part in BBC One series Maximum Security

Our colleagues at Govia Thameslink Rail took part in filming for a new BBC One series called Maximum Security. Presenter Dominic Littlewood joined them for two days in May to give viewers behind-the-scenes access to different parts of the business and to find out how our colleagues are keeping the public and staff safe.

Dom visited the Three Bridges Rail Operating Centre, as well East Croydon Station, where he and the station manager tackled a potential safety threat. In episode seven the audience is shown what it is like to be a train driver and Dominic goes on a morning security patrol with colleagues from Southern Rail.



Go-Ahead proudly celebrates six years on Singapore's roads

Go-Ahead proudly celebrated six years on Singapore's roads this September. With 26 bus interchanges and 19 bus terminals in operation across the city, bus interchanges have dramatically transformed in the city over the past 50 years.

In the 1960s, Singapore's bus terminals had only a small timekeeper's office and buses were parked along the roads outside rather than in boarding or alighting bays. The majority of these roadside bus terminals have since been demolished and replaced by bus interchanges.

Today, more bus interchanges are designed as integrated hubs with links to other amenities. The Pasir Ris Bus Interchange managed by Go-Ahead Singapore, for example, has inclusive facilities such as a commuter care room, priority queue zones with seats, a nursing room, and a family toilet. Along with more spacious sheltered berths, there are graduated kerb edges to facilitate the boarding of passengers in wheelchairs and parents with strollers.

There's even a Green Wall, a gallery featuring artists with disabilities and a chill-out room for people with autism who occasionally just need a space away from the crowds.



The Incredible Evolution of Bus Interchanges in Singapore



2022



1960

Photo from <https://www.flickr.com/photos/69528240@N00/285575916>

Go-Ahead
Singapore

Low bus fares for the people of Manchester



Go-Ahead is proud to be working with Transport for Greater Manchester to deliver low bus fares for the people of Manchester. The low fares offer includes any adult journey for £2, and any child journey for £1.

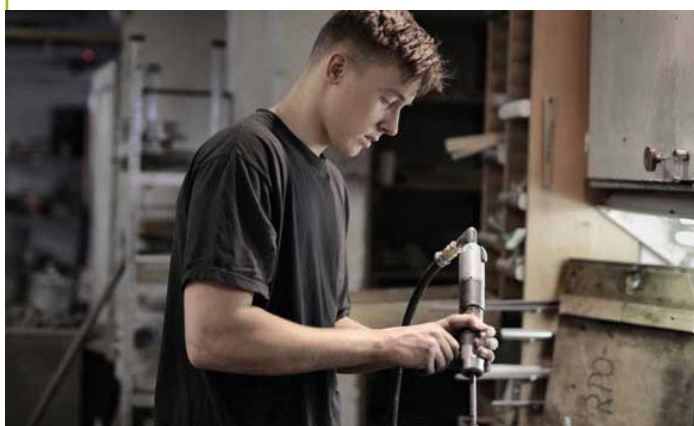
Nigel Featham, Managing Director of Go North West, joined Mayor Andy Burnham, Oldham council leader Amanda Chadderton and Transport Commissioner Vernon Everitt for the launch of Manchester's fare capping programme.

A single bus can take 75 cars off the roads – and Go-Ahead is committed to playing a part in keeping Manchester moving.

GTR is bringing new talent into the rail industry

Govia Thameslink Railway (GTR), the UK's biggest rail franchise, is working to encourage new talent into the industry. In September 2020, the UK government launched the Kickstart Scheme, with the aim of helping young people – aged 16-24 – across the country develop new skills, build confidence in the workplace, and crucially take their first steps on the career ladder. Ultimately, the goal was to provide a springboard to help secure permanent jobs.

The scheme – targeted at those receiving Universal Credit – has helped 100,000 young people enter the world of work. GTR has been ahead of the rail industry in supporting the government's agenda to tackle marginalised and left behind communities with its 'Get into Railways' programme in partnership with The Prince's Trust and a dedicated Sector-based Work Academy Programme launched last year with East Sussex College.



Go-Ahead London – routes 264 and 132

The 264 – Congratulations to the team at Croydon Garage for the successful launch of Route 264 on 27 August. The service operates between St George's Hospital, Tooting and West Croydon, 24 hours a day.

The 132 – In August Bexleyheath garage commenced operation of electric vehicles on Route 132, as part of the world's first 'Double deck Inverted Pantograph' bus charging technology.

The BYD ADL Enviro400 zero-emission electric buses, operating between Bexleyheath and North Greenwich, are equipped with pantograph charging technology. The double deck buses receive up to ten minutes of top-up charging from the pantograph unit, as well as benefitting from overnight charging. This new technology means that the charging unit lowers from the pantograph unit onto the roof of the bus where it meets the connecting rails utilising Bluetooth technology.



New Apprentices start their journey with Go-Ahead Germany

Go-Ahead Germany welcome 12 new apprentices to the company. A warm welcome to Vladan Dokic, Maurice Feldhoff, Adrian Fellerer, Dennis Fleischer, Dominik Herz, Julius Krauß, Leon Peschke, Eric Püschel, Alexander Schmid, Leon Schöffel, Rene Stenzel and Sebastian Vorbach.

New sustainability campaign in Germany

Go-Ahead Germany launched a campaign showing its commitment to environmentally friendly rail operations.

Go-Ahead only operates routes in Germany that are powered by electricity.

A local train emits only 54 grams of carbon dioxide per passenger kilometre, and that with a load factor of only 28 percent. If everyone travelled by train, greenhouse gas emissions could be reduced considerably, especially as a good quarter of carbon dioxide emissions from German households are due to people using the car as their main mode of transport.



When GAL met Flexbuss...

On Thursday 15 September, our colleagues from Flexbuss in Sweden took a trip to visit our Go-Ahead London team.

Thirteen colleagues from Flexbuss spent the day at Stockwell and Waterloo Garages where they were given a tour.



Annual Imberbus event 2022

Go-Ahead London colleagues took part in the annual Imberbus event on 20 August, which saw visitors transported across the Salisbury Plan from Warminster to the lost village of Imber, in a range of vintage and modern buses.

Go-Ahead London's EP1 bus (from Bexleyheath Route 132), was described as 'the star of the show'.



Brighton and Hove Buses at Brighton pride



Brighton and Hove Buses take part in Crawley and Seahaven pride events

UNESCO Ambassador visits Brighton and Hove Buses

On Tuesday 9 August, Brighton and Hove Buses welcomed Her Excellency Laura Davies, UK Ambassador and Permanent Delegate to UNESCO to their depot.

The day began with a tour of sustainable travel and innovation in public transport delivery at Brighton & Hove Bus Depot in Hove, followed by lunch at OneGarden to learn about the Stanmer Park Restoration Project and regional sustainable tourism initiatives.

Our Brighton colleagues gave a talk and tour of the Enviro 400 ER bus, the new hydrogen bus and the bus wash that reuses water so there is less water waste.

The visit was organised to showcase the work of The Living Coast UNESCO Biosphere Reserve, of which Brighton & Hove City Council is the lead partner.





Big Bus Day is Back!

On September 4th, Hull based bus operator East Yorkshire Buses brought back its annual Big Bus Day back to Hull Streetlife Museum after a two-year hiatus due to COVID-19.

The event, which was in support of the NSPCC, boasted a mixture of modern and heritage buses, open top tours of the city, enthusiast stalls, family friendly games and activities, free face painting and more, and was attended by over 4800 people.



With the help of some friendly faces from Team EY, some extra handy city of culture volunteers, and of course, BOB the robot, nearly £1,000 (and counting) was donated to charity.



Route to Michelin star restaurant, Le Manoir aux Quat'Saisons returns!

A regular bus link between Oxford and Great Milton has returned recently after a six-year absence.

Oxford Bus Company, Le Manoir aux Quat'Saisons and Oxfordshire County Council partnered to fund and deliver major improvements to the bus 46 service by expanding it beyond operating between Cowley and Wheatley.

The service provides a regular public transport link to Michelin star restaurant Le Manoir aux Quat'Saisons, to allow people from Oxford City and East Oxford to access the various job opportunities at the site.

Luke Marion said: "The response shows just how much our services mean to people and how important it is to work in partnership with other key stakeholders to find solutions to improve connectivity where possible."

Covid-19 pandemic is history

Konectbus driver, Shaun Rennie Plume has collected posters and other promotional materials relating to the Covid-19 pandemic from Konectbus. Shaun has given the materials to the Norfolk Museum Service, and they were greatly received as they will be invaluable to future historians.



Scouts gearing up for Isle of Wight Explorer challenge



Isle of Wight Explorer Scouts are taking part in a special island-wide challenge – with a little help from the Southern Vectis Community Fund.

Working in teams of four, the scouts – aged 14-17 – will travel around the Isle of Wight by bus with specific locations to visit.

Mark Hughes, Explorer Scouts assistant island commissioner said: “The scouts have to visit various places and take photos to prove they have been there.

“The exercise is to teach them how to use bus timetables, and to plan journeys. With scouts living in various parts of the island, we reached out to Southern Vectis to see if the company could help us fund the bus travel as part of its Community Fund initiative.

“We were delighted when they agreed to give us more than 50 adult Day Rover tickets at just a quarter of the cost. They’re also offering a week’s free bus pass for the winning team of four scouts. This is a very generous offer and will play a big part in helping our young people learn how to travel independently by bus.”

Community Fund travel boost for Isle of Wight cancer patients

People living with cancer across the Isle of Wight have been given a travel boost – thanks to Southern Vectis’ Community Fund.

The local bus operator is providing heavily discounted travel for those attending Wessex Cancer Trust’s Isle of Wight cancer wellbeing centre in Newport.

“We are a support centre for anyone affected by a cancer diagnosis,” said Laura Garland, from the charity’s cancer wellbeing centre. “We offer befriending, counselling, and therapies – like Reiki, massage, and reflexology. These are all free of charge – and we approached Southern Vectis to see if they would help us provide travel to people from all over the Isle of Wight.

“Southern Vectis’ Community Fund has given us a real boost, allowing us to provide adhoc half price day tickets to our clients, by way of a special code through the Southern Vectis app. I’d like to thank the company for its generosity.”



Get to know...

Brighton and Hove's

Victoria Garcia



What does your role at Go-Ahead involve?

I am the Accessibilities Manager at Brighton and Hove Buses. It's a unique role and essential to ensure passenger accessibility requirements are met, no matter what the specific need might be. My duties include leading on our community initiatives, organising events and liaising with multiple local and national stakeholders.

Why is your job role important to you?

The most important thing to me is making positive change happen. We've updated initiatives and made some important policy changes that have improved travel experiences for many people.

Tell us a bit about your transport habits. How do you get about?

Mainly by bus! Following a traumatic brain injury 18 years ago I can't drive and so I walk, travel by train, and take the bus everywhere. I rely on the bus to get me to work and important appointments on time.

How did you get into the transport industry?

I started 13 years ago and was only supposed to be there for six weeks. After the six weeks I was asked if I wanted to apply for a full-time role, which I did, and within two years was running the Customer Service department. I then subsequently became the Accessibility and Communities' Officer, moving onto being the Accessibility and Community Manager.

We are now 13 years on, and I have since been honoured with an MBE, for services to disabled transport users.

What was your most memorable bus journey ever?

The first bus journey I took by myself on my first day of work at Brighton & Hove Buses, after five years of being unable to travel independently. It was memorable and in fact was life changing.

What do you do to relax?

I love walking with Saska, my beautiful rescue dog from Romania.

We walk in the local park, along the seafront and along to Severn Sisters and up onto the South Downs. We are so lucky to live in this beautiful, vibrant city which borders onto the sea and the countryside. It's also accessible by bus.

What was the last book you read?

It was a very well-known children's book which I read to my grandson, Theo. 'The Very Hungry Caterpillar' by Eric Carle.

